

# Questions on notice for Department of Government Services, Service Victoria and Births Deaths and Marriages

October 2023

## 1. What direct avenues to register on the Australian Organ Register could be facilitated by the Department of Government Services and/or Service Victoria?

In Victoria, individuals aged 16 years and above can register their decision to donate their organs and tissues after their death. They can register by:

- calling the Organ Donor Register on 1800 777 203
- completing and submitting a hard copy donor registration form (which may be downloaded from the DonateLife website, but is also sent by post to Victorians by VicRoads when physical driver licence cards are renewed)
- completing the donor registration form online on the DonateLife website
- using the myGov or Express Plus Medicare app.

Currently, the Service Victoria app and website have featured links to information on organ and tissue donation contained on the Victorian Department of Health website, including information on registering as a donor. As at end September 2023, the promotional link in the Service Victoria app has been accessed 30,835 times by 17,164 unique devices.

## 2. What are the opportunities to expand organ and tissue donation registration as government services are increasingly digitised? Is this addressed in the Department of Government Services Digital Strategy?

The Victorian Government's Single Digital Presence (SDP) platform makes it easier for citizens to find, understand and use Victorian Government information on one site, vic.gov.au..

The Department of Government Services (DGS) is working across government, including with the Department of Health, to add information to websites on the SDP platform. This includes updating content to contain links to relevant information and services available for Victorians.

Information about organ and tissue donation is currently available on the Department of Health website, and DGS will continue to support the Department of Health to explore opportunities to provide secure information on organ and tissue donation relevant Victorian Government websites built using SDP.

The Service Victoria app and website currently have featured links to information on organ and tissue donation, including information on registering as a donor, DGS and Service Victoria can continue working in partnership with

the Department of Health to explore opportunities to promote organ and tissue donation through the Service Victoria app and website..

**3. What opportunities are there for the Department of Government Services and Service Victoria to promote registrations on the Australian Bone Marrow Donor Registry?**

DGS and Service Victoria are continuing to work with Victorian Government departments to enhance the information available through the Service Victoria app, website and the SDP platform.. This includes opportunities to provide information to Victorians on bone marrow donation and information on the Australian Bone Marrow Donor Registry.

**4. Is the Department of Government Services or Service Victoria involved in the digital driver licence trial or is this handled solely by VicRoads? What scope exists to include an option for Victorians to register as an organ and tissue donor when obtaining a digital driver licence and what additional costs (if any) would be incurred for this option to be included?**

Service Victoria, VicRoads, the Department of Transport and Planning and the Department of Government Services have been working in close partnership to deliver Victoria's digital driver licence.

Expansion of scope, including technological capabilities and any security requirements for onboarding new services or options to the Service Victoria app would need to be explored with consideration given to anticipated benefits, cost to government and legal and privacy considerations.

**5. What work is the Department of Government Services or Service Victoria undertaking to increase trust in digitised services in relation to privacy and data collection?**

In addition to Victoria's existing frameworks, policies and legislation relating to data use, DGS is undertaking a range of initiatives to improve the safe and ethical use of data across the Victorian Public Service (VPS), including:

- encouraging and educating the VPS on the use of the VPS Data Sharing Framework which provides a common approach for data sharing across government, while ensuring the right safeguards and controls are in place.
- continuing to take all reasonable steps to protect any personal information that is collected, or that is accessed from misuse and loss.
- working with the Office of the Victorian Information Commissioner to ensure privacy standards are upheld.
- reviewing and strengthening the cyber defence systems across the VPS, and uplifting response capabilities for cyber incidents and the protection of government data assets with the creation of a new Cyber Defence Centre.

Service Victoria builds public trust in relation to privacy and data collection by its approach to privacy-by-design. Service Victoria only collects the data it needs and only holds the minimum data required. It does not store scanned identity documents or IDs, and only stores personal information with consent.. Regular assessments assure compliance with the *Privacy & Data Protection Act 2014* and the *Service Victoria Act 2018*.

**6. How does the Department of Government Services currently work with DonateLife Victoria and Lifeblood?**

**a. How could partnerships between the Department of Government Services, Victorian Department of Health, DonateLife Victoria and the Organ and Tissue Authority be enhanced to facilitate an increase in the number of registered organ and tissue donors in Victoria?**

The Department of Health holds primary responsibility for organ and tissue policy.

In early 2023, Service Victoria promoted DonateLife Victoria on their website and app, which was accessed more than 17,000 times by people seeking to register or learn more about organ and tissue donation.

Currently, the Service Victoria app and website have featured links to information on organ and tissue donation contained on the Victorian Department of Health website, including information on registering as a donor.

The Department of Government Services will continue to work across government to develop innovative and digital solutions and drive government's digital transformation agenda, including with the Department of Health to boost awareness about organ and tissue donation..

**7. The Committee understands that the Human Tissue Act 1982 (Vic) currently prevents anyone involved in organ and tissue donation procedures from identifying information about the donor, meaning donor recognition on death certificates in Victoria is not currently possible. How could this issue be addressed in Victoria, learning from other jurisdictions like the ACT<sup>1</sup>, which has recently implemented legislative change in this area?**

Changes to the information available on death certificates would likely require amendments to the *Births, Deaths and Marriages Registration Act 1996*.

Questions in relation to the *Human Tissue Act 1982* should be directed to the Department of Health.

**8. What impact will the Commonwealth Australian Organ and Tissue Donation and Transplantation Authority Amendment (Disclosure of Information) Act 2023 have in Victoria?<sup>2</sup>**

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<https://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;query=Id%3A%22legislation%2Fbillsdgs%2F9186203%22#:..:te xt=In%20November%202022%2C%20the%20ACT,of%20conversations%20about%20organ%20donation>

<sup>2</sup> The Act seeks to 'allow the Organ and Tissue Authority (OTA), DonateLife agency staff and authorised family members to publish, disseminate or disclose information about deceased donors for the purposes of the OTA's community awareness, educational or commemorative activities. Such activities are intended to encourage people to register on the Australian Organ Donor Register and have conversations with their family about organ donation.' See: Parliament of Australia, Department of Parliamentary Services, Bills Digest no 82, 2022–23, p. 1

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Government Services

The Commonwealth's amendments will allow certain agencies, donation recipients and authorised family members to share and publish information about deceased organ and tissue donors or recipients. This is anticipated to raise awareness and highlight the benefits of organ and tissue donation and will likely have a positive impact on Victorian registration rates.

**9. Could you provide data on the percentage of people who click through to the DonateLife online registration form from the links currently available on the Service Victoria website and app, and Victorian Seniors website?**

Service Victoria has links to the Victorian Department of Health's 'Organ and tissue donation page.' Statistics for individual user clicks include:

- Website: 56 (since April 2023),
- Mobile app: 160 (since mid-July 2023).

Service Victoria has previously had promotional tiles directing to the DonateLife Victoria website, statistics for individual user clicks are:

- Website homepage: 231 (Feb – Mar 2023),
- Mobile App promotional tile: 30,835 (Feb-Sep 2023).

The Department of Government Services does not hold usage statistics for the Victorian Seniors website.