The Australian Data and Digital Council

Trust Principles

The Australian Data and Digital Council has committed to using data and digital technologies to improve the lives of Australians, now and into the future. This includes projects to drive smarter service delivery and improved outcomes for you. Through bringing together ministers from the Australian Government and all state and territory governments, the Council is improving the way we work together to deliver data and digital projects.

To make sure we keep citizens’ needs front of mind and earn your trust as we deliver these projects, the Council has identified the following four principles and eight commitments to guide how we work. These principles will guide government actions as we design and deliver the services you need.

1. Be honest about mistakes and learn from them
2. Make engaging with us easy and listen to your views
3. Respond quickly when things go wrong
4. Proactively communicate with you

- Build trust through responsiveness to citizens’ needs
- Where safe to do so, provide data openly to the public
- Implement strong security systems
- Protect your privacy
- Act fairly & ethically
- Respect
- Transparency

‘I feel government listens to my views, and uses data ethically’

‘I know my data is secure and my privacy protected’

‘I know government will tell me when something goes wrong and what they’re doing to fix it’

‘I know how government uses data, and where to find information I need’

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