

out of scope

From: [out of scope]
Sent: 23 September 2022 10:17
To: [out of scope] <[out of scope]@service.nsw.gov.au>; [out of scope] <[out of scope]@service.nsw.gov.au>; brook.mitchell@nzta.govt.nz
<brook.mitchell@nzta.govt.nz>; eden.christie@nzta.govt.nz; eden.christie@nzta.govt.nz>
Cc: karl.laulu@nzta.govt.nz <karl.laulu@nzta.govt.nz>; [out of scope] <[out of scope]@vmware.com>
Subject: Introduction of Service NSW (SNSW) & New Zealand Transport Agency (NZTA)

Hi everyone,

For those of you that don't know me, i'm the Practice Director for Tanzu Labs in ANZ located in Sydney. It's great to meet you.

As you may be aware, Tanzu Labs (formerly Pivotal Labs) has had a long partnership with Service NSW - working in a blended model with SNSW's teams to deliver key products.

The purpose of this email is to introduce [out of scope] who is the Director of Digital Channels for SNSW to the team from New Zealand Transport Agency, Karl, Eden and Brook. The NZTA are aiming to build a Digital Drivers license and would appreciate the opportunity to talk through "lessons learned" with SNSW.

I caught up with [out of scope] this week and he's generously offered to speak with the NZTA team to answer your questions. I'd like to find a suitable time within the next week, if possible, to set up that meeting.

[out of scope] @brook and [out of scope] @eden could we start with you both letting me know your availability over the next 2 weeks and I will liaise with [out of scope] to organise a suitable time.

Thanks everyone, looking forward to hearing from you.

[out of scope]

out of scope

VMware Tanzu Labs (formerly Pivotal Labs)

M: out of scope | <https://tanzu.vmware.com/labs>

Tanzu Labs (formerly Pivotal Labs) is a Software Consultancy founded in Silicon Valley in 1989. We have over 30 years experience working with over half of the Fortune 500 with their journey to become leaders in the digital economy.

tanzu.vmware.com

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From: Eden Christie <eden.christie@nzta.govt.nz>
Sent: 30 September 2022 13:26
To: out of scope <[redacted]@service.nsw.gov.au>; out of scope <[redacted]@vmware.com>
Subject: RE: Call with NZ Transport Agency and VMware Tanzu Labs

⚠ External Email

Thank you, will do. Looking forward to meeting you both.

Ngā mihi

Eden

Eden Christie / Policy Advisor – Regulatory Policy, Systems Integrity
Regulatory Services

Teams/DDI [section 9\(2\)\(a\)](#)
M [section 9\(2\)\(a\)](#)
E eden.christie@nzta.govt.nz **w** nzta.govt.nz

Waka Kotahi NZ Transport Agency
Chews Lane Office / 50 Victoria Street
Private Bag 6995, Wellington 6141, New Zealand

-----Original Appointment-----

From: out of scope <[redacted]@vmware.com> **On Behalf Of** out of scope <[redacted]>
Sent: Friday, 30 September 2022 4:09 pm
To: Eden Christie; out of scope <[redacted]>
Subject: FW: Call with NZ Transport Agency and VMware Tanzu Labs
When: Monday, 10 October 2022 1:00 pm-2:00 pm (UTC+10:00) Canberra, Melbourne, Sydney.
Where:

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Hello Eden, please find the invite sent from Service NSW. Can you please forward to the NZTA team.

From: out of scope <[redacted]@service.nsw.gov.au>
Sent: 30 September 2022 12:45:34 (UTC+10:00) Canberra, Melbourne, Sydney
To: out of scope <[redacted]@service.nsw.gov.au>; out of scope <[redacted]@vmware.com>
Subject: Call with NZ Transport Agency and VMware Tanzu Labs
When: 10 October 2022 13:00-14:00.
Where:

⚠ External Email

[redacted] and [redacted]

I was asked to set up this meeting following your phone conversation on 29 September 2022.

Please let me know if this time/date does no longer suit.

Kind regards,

out of scope <[redacted]>

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 489 317 550 484

Passcode: fA4THd

[Download Teams](#) | [Join on the web](#)

Join with a video conferencing device

nswgov@m.webex.com

Video Conference ID: 131 021 629 7

[Alternate VTC instructions](#)


Or call in (audio only)

[+61 2 8318 0010,954201456#](tel:+61283180010954201456#) Australia, Sydney

Phone Conference ID: 954 201 456#

[Find a local number](#) | [Reset PIN](#)

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Ken Ng

From: out of scope @tmr.qld.gov.au>
Sent: Wednesday, 12 October 2022 10:53 am
To: Charmaine Berry; out of scope
Cc: Belinda Taylor; Matt Dumbill; Karina Morrow; out of scope
Subject: Re: An introduction to talk about Mdls

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Hi Charmaine,

Next Tuesday @12 to 1pm (assuming NZ time) will work for us. I'll send out the Teams meeting once you confirm, and if everyone is happy, we can record the session, so you don't have to miss out if you're unable to attend.

If you would also like to give us some dot points if there is any specific outcome or information you're seeking as part of this process, we will make sure we stay on topic for you. As examples we can cover:

- Privacy and Security
- Legislation, Regulation, Policy
- Architecture
- Customer Experience and accessibility
- Interoperability and integration
- Use cases (customer, business and third parties)
- Design, implementation and testing process
- Procurement approach and market analysis
- Business case, size and costs

Kind Regards,

out of scope

From: Charmaine Berry <Charmaine.Berry@nzta.govt.nz>
Sent: Wednesday, October 12, 2022 6:03 am
To: out of scope @tmr.qld.gov.au>; out of scope @tmr.qld.gov.au>
Cc: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>; Matt Dumbill <Matt.Dumbill@nzta.govt.nz>; Karina Morrow <KarinaAnne.Morrow@nzta.govt.nz>; out of scope @tmr.qld.gov.au>
Subject: RE: An introduction to talk about Mdls

Hi out of scope

Thanks so much for getting back to me so quickly, and also for offering to connect us to other EU and US MdI implementers.

Our digital people have provided me with some preferred dates and times for our initial catch-up as follows:

- Tuesday 18 October 12:00 – 13:00 OR 16:00 – 17:00
- Wednesday 19 October 12:00 – 13:00 OR 16:00 – 17:00
- Thursday 20 October 12:00 – 13:00 OR 14:00 – 15:00
- Tuesday 25 October 16:00 – 17:00
- Friday 28 any time between 12:00 and 16:00

Because I only work Mondays, Tuesdays and Wednesday mornings, I wouldn't be able to attend any of the meetings arranged outside of those timeframes. However, I am sure our digital people would gain much benefit despite my absence.

Please let me know if none of the above suggestions work for you , and whether you would like us to go out into November 😊

Many thanks in anticipation of your reply.

Best regards, Charmaine

From: out of scope @tmr.qld.gov.au>

Sent: Tuesday, 11 October 2022 4:59 pm

To: Charmaine Berry <Charmaine.Berry@nzta.govt.nz>; out of scope @tmr.qld.gov.au>

Cc: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>; Matt Dumbill <Matt.Dumbill@nzta.govt.nz>; Karina Morrow <KarinaAnne.Morrow@nzta.govt.nz>; out of scope @tmr.qld.gov.au>

Subject: Re: An introduction to talk about MdlS

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Hi Charmaine

So good to hear from you again. out of scope out of scope and I would welcome a catchup to share our experiences. I would be also happy to connect you to other country reps and MDL implementers in Europe and US. We can discuss also the biometrics component and trust levels as part of the process.

If you could give us some days and times that will be preferable we'll coordinate a time that suits.

Kind Regards,

out of scope

From: Charmaine Berry <Charmaine.Berry@nzta.govt.nz>

Sent: Tuesday, October 11, 2022 1:43 pm

To: out of scope @tmr.qld.gov.au; out of scope @tmr.qld.gov.au>

Cc: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>; Matt Dumbill <Matt.Dumbill@nzta.govt.nz>; Karina Morrow <KarinaAnne.Morrow@nzta.govt.nz>

Subject: An introduction to talk about MdlS

Dear out of scope & out of scope

I hope you are both well.

As you are aware, the NZ Transport Agency is 'dipping its toe in the water' working toward development of an ISO compliant Mdl.

I had a conversation earlier today with my colleagues (cc'd) regarding the leadership and experiences that QMT has been sharing with the Austroads R&L on this topic, and accordingly my colleagues have expressed a desire to meet with you so that your experience and knowledge might be shared with our team directly.

Belinda & Matt are both working in our digital transformation team and if you are able to spare the time to meet with us via Teams, I would be very grateful as this would help us immensely to grow our collective understanding of the scope and benefits of developing an ISO compliant Mdl. I have also cc'd my manager (Karina Morrow) in the event she might like to be included in our conversation.

As you are also aware, the NZ Transport Agency has not embraced implementation of biometric comparison software within our licensing systems, and your view of the risks associated with 'going digital' and issuing MdlS ahead of deploying such a technology might also be a worthwhile topic of discussion.

Fyi – I'm available for such a meeting with you on Monday, Tuesday or Wednesday mornings as I am now only working part-time. This means if we can tee up a meeting within

that time parameter that works for everybody else, it would be fantastic and I look forward to your thoughts.

Very best regards to you both in the meantime.

Charmaine

Charmaine Berry (she/her) Dip Bus Studs (Mgmt)

Principal Technical Advisor (part-time*)

Systems Integrity | Te Rōpū Waeture | Regulatory Services

Email: Charmaine.berry@nzta.govt.nz

***I work on Mondays, Tuesdays and Wednesday mornings**

Phone: section 9(2)(a)

Mobile: section 9(2)(a)



20 Years of service

'Every language is a temple, in which the soul of those who speak it is enshrined.'

– Oliver Wendall-Holmes, American Jurist

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Ken Ng

Subject: Discussion on the International Standard for MDL & Identity
Location: Microsoft Teams Meeting

Start: Tue 18/10/2022 12:00 pm
End: Tue 18/10/2022 1:00 pm
Show Time As: Tentative

Recurrence: (none)

Organizer: out of scope

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Dear Belinda and Charmaine

Please find attached the meeting invite for discussion on the International Standard ISO 18013/5/6/7 on the MDL and ISO 23220-1 on Electronic Identification. I have also attached a great slide deck that out of scope recently did for Austroads which we can use as a reference during our discussions.

Happy to make it formal or informal, but will take New Zealand's lead on the agenda to ensure you get the most value from the engagement. We look forward to meeting all of you.

Kind Regards,

out of scope

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 413 892 710 059

Passcode: 8wv02x

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ISO/IEC 18013-5

Personal identification — ISO-compliant driving licence Part 5: Mobile driving licence (mDL) application

out of scope Director | Customer Oriented Registration and Licensing (CORAL)

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About us

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Who are you?

How confident are you that you could prove who you are interstate? What about internationally? Do you think your licence would be recognised? How do you think you might share your information safely, securely, consistently, and only the attributes you consent to based on the scenario you're in?



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The new international standard, **Mobile Digital Licence (mDL) ISO/IEC 18013-5** will establish security and privacy controls, so confidence can be upheld in digital identities. It will allow governments, enforcement agencies and the private sector to verify Queensland, and other jurisdictional digital identities and credentials, with a consistent, seamless and secure standard.



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Contributors to the development of ISO 18013-5

26 global companies with representatives from at least 18 countries are contributing



Queensland
Government



Austroads

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Part 5 builds on the existing ISO 18013

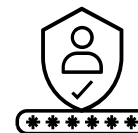
Key components



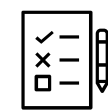
Part 1
Human-readable
features
(physical documents)



Part 2
ISO machine-
readable
technologies
(that is, smartcards)



Part 3
Access control,
authentication
and integrity
validation



Part 4
Test methods

But an mDL does not need to be fully compliant with parts, 1,2 or 3 unless specified in Part 5.

The **current standard** assumes both the mDL holder and the mDL verifier are physically present.

Note: ISO 18013-7 currently in development will now look at Day 2 use cases; where one or both parties aren't physically present (that is, they're online).

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Standardised interface specifications

Implementation of a driver licence in association with a mobile device (mDL)

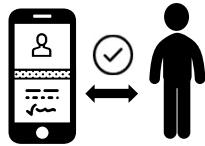
The specifications support the selective release of information.

The specifications also allow parties other than the issuing authority (e.g. other issuing authorities, or mDL verifiers in other countries) to:



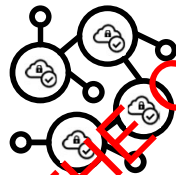
1

Use a machine to obtain the mDL data



2

Tie the mDL to the mDL holder with an acceptable degree of confidence



3

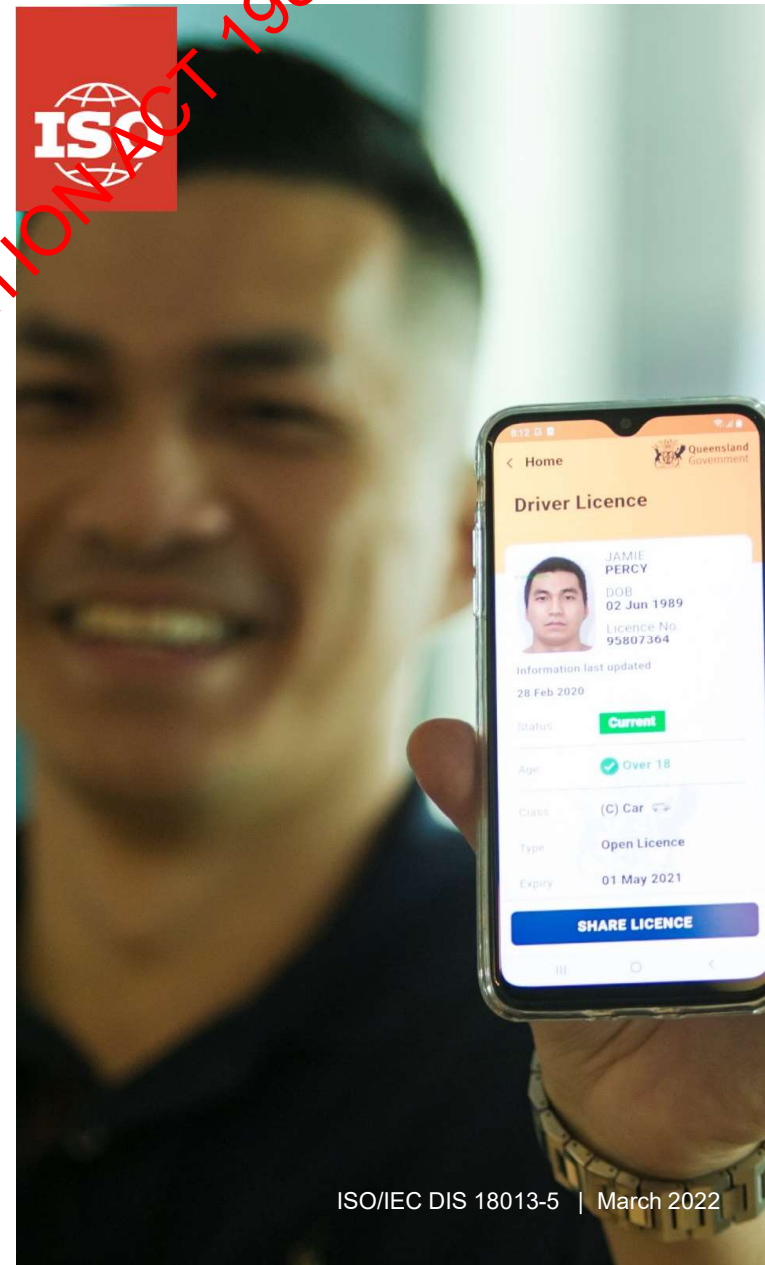
Authenticate the origin of the mDL data



4

Verify the integrity of the mDL data.

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How does ISO18013-5 work?

Framework for security and consistency for all stakeholders



Not specified in ISO 18013-5

Online transmission of data

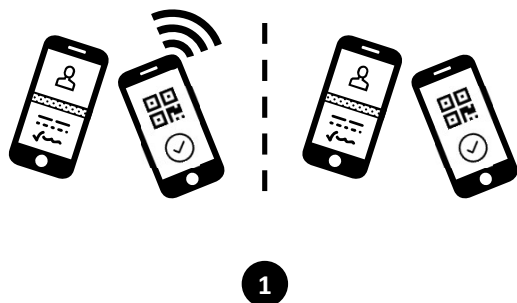
Device engagement via QR Code or NFC

Offline transmission of data

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Key requirements of ISO18013-5

Essential for compliance of the standard



Specifies that **either, or both**, the mDL and the mDL Reader can be **online** or **offline**



The **interface** between the mDL and mDL reader shall support the **partial release** of mDL data



Solution designed so that it **should not** be necessary for the mDL holder to **physically hand over** their **mobile** device to the mDL verifier.

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Device engagement

How the mDL transfers credential information to an mDL reader

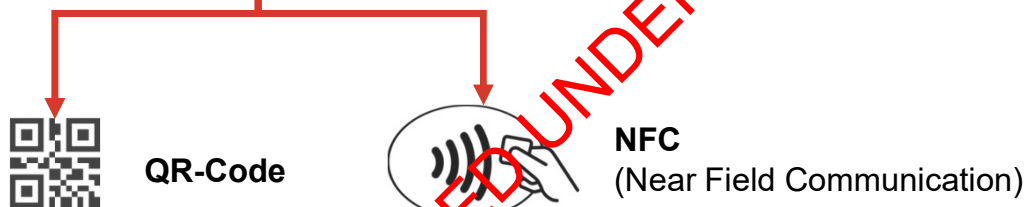
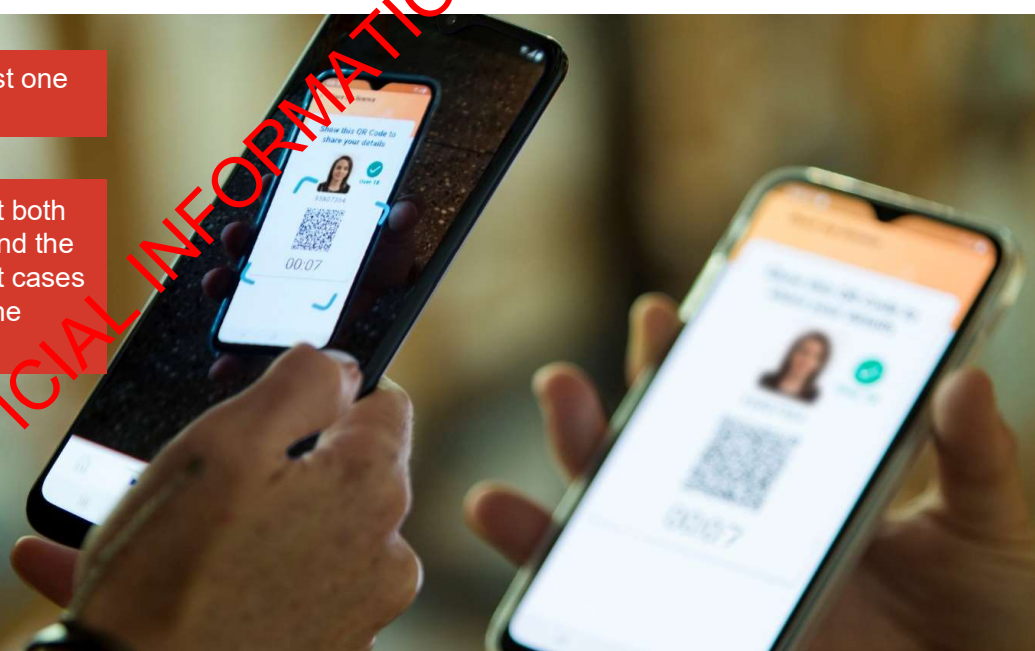
1 Each transaction starts with device initialisation, followed by device engagement.

2 During device engagement, all information required to setup and secure data transfer is sent from the mDL to the mDL reader.

3 Two transmission technologies are available to transfer the device engagement data.

4 mDL shall support at least one transmission method.

5 mDL reader shall support both transmission methods. And the mDL reader shall support cases where the mDL returns the online token.



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Data transfer methods

Requirements for both mDL and mDL Reader



mDL



mDL Reader

Optional

Mandatory

Optional but recommended

Offline optical retrieval



Optical (QR code)

Offline radio frequency retrieval



Low energy Bluetooth

Offline radio frequency retrieval



Wi Fi Aware

Online retrieval



Internet (Web API)



NFC



Internet (OpenID Connect)

Offline optical retrieval



Optical (QR code)

Offline radio frequency retrieval



Low energy Bluetooth

Offline radio frequency retrieval



Wi Fi Aware

Online retrieval



Internet (Web API)



NFC



Internet (OpenID Connect)

Note: mDL must support **at least 1 of these** retrieval methods

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Data elements

Attributes of credentials and their presence

Name	Definition	Presence
Family name	Last name, surname, or primary identifier, of the licence holder	Mandatory
Given names	First name(s), other name(s), or secondary identifier, of the licence holder	Mandatory
Date of birth	Day, month, year on which the licence holder was born	Mandatory
Date of issue	Date licence document was issued	Mandatory
Date of expiry	Date licence document expires	Mandatory
Issuing country	Country code as alpha 3 code	Mandatory
Issuing authority	Licensing authority	Mandatory
Licence number	The number assigned or calculated by the issuing authority	Mandatory
Administrative #	An audit control number assigned by the licensing authority	Optional
Categories of vehicles/ restrictions/ conditions	Vehicle types the licence holder is authorised to operate	Mandatory

Note: All mandatory fields displayed; not all optional fields included

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Data elements – *continued*

Attributes of credentials and their presence

Name	Definition	Presence
Gender	Licence holder's gender: M for male, F for female, X for not specified	Optional
Other physical descriptors	Height, Weight, Eye colour, hair colour	Optional
Place of birth	Country and municipality or state/province where the licence holder was born	Optional
Permanent place of residence	The place where the licence holder resides and/or may be contacted (street/house number, municipality and so on)	Optional
Portrait of mDL holder	A reproduction of the holder's portrait	Mandatory
Portrait image timestamp	Date when picture was taken	Optional
Age attestation (How old are you)	The age of the mDL holder	Optional
Age attestation (Nearest "true" attestation above request)	Whether the holder is equal to or older than the age being verified against. (The mDL can return age-over-25 (true) when requested for age_over_22 if it does not hold an age_over_22 statement).	Optional

Note: All mandatory fields displayed, not all optional fields included

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Data elements – *continued*

Attributes of credentials and their presence

Name	Definition	Presence
Resident city	The city where the mDL holder lives	Optional
Resident state/province/district	The state/province/district where the mDL holder resides	Optional
Resident postal code	The postal code of the mDL holder	Optional
Biometric template	Optional facial, fingerprint, iris or other biometric information for the holder.	Optional
Expected next update date	The date by which the issuing authority would normally expect to perform an action relating to an update	Optional (offline) N/A (online)
Online token	Lets the mDL provide the identity token of the user and URL of the issuing authority to facilitate the mDL reader's use of the online retrieval data transfer method.	Optional
UN distinguishing sign	Distinguished sign of the issuing country according to ISO/IEC 18013-1:2018, Annex F. If no applicable distinguishing sign is available in ISO/IEC 18013-1, an IA may use an empty identifier or another identifier by which it is internationally recognized. In this case the IA should ensure there is no collision with other IA's	Mandatory

Note: All mandatory fields displayed; not all optional fields included.
Signature is not included in the standard as an optional or mandatory field

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Data elements

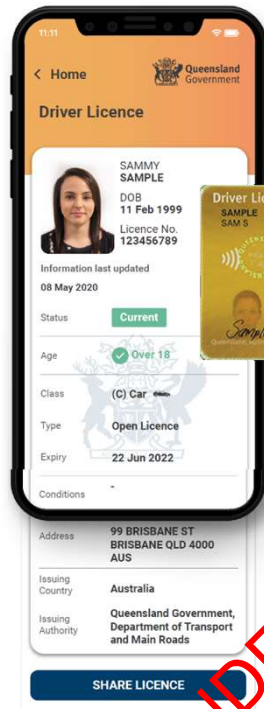
The standard makes provision for jurisdictions to add additional attributes that are not listed in the standard, and/or to mandate optional data elements for display within their country.

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For example

Comparing data attributes across multiple jurisdictions in Australia



Noting Victoria doesn't include an Issue date on their physical licence; but Issue date is a mandatory data element under the standard.

Residential address is an 'Optional' data element. Should it be a mandatory data element on Australian digital licences?

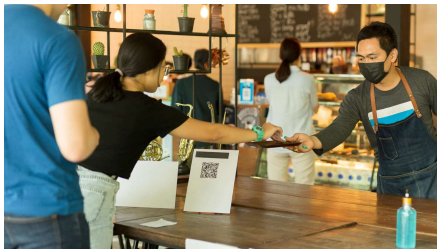
The person's signature is not included as a Mandatory, nor Optional, data field. Should it be mandatory on Australian digital licences?

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Use cases

An example of how the ISO can add value to customers in real world scenarios



Restricted venue registration

Name, email and mobile



Border crossing

Complete identity data



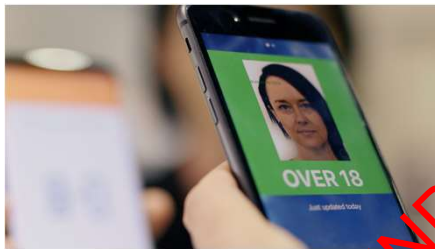
Police traffic stop

Complete driver licence data



Purchase age restricted products

Age attestation AND photo



Enter a safe night precinct

Name, Date of Birth AND Photo



Collecting a package from Australia Post

Name, photo and address



Check into a hotel

Complete identity data

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Use cases

There are two types of mDL Use Cases envisioned in this document



Disconnected or offline mDLs can transmit groups of data attributes about the mDL holder to a disconnected or offline reader device over any communication channel supported by both devices.

Data resides on the mobile device and it arrives intact with proof that there was no tampering.

Connected or online reader devices can receive a “token” from the mDL that reveals nothing about the mDL holder, but that the mDL reader uses that “token” to request data from the issuing authority (directly or indirectly).

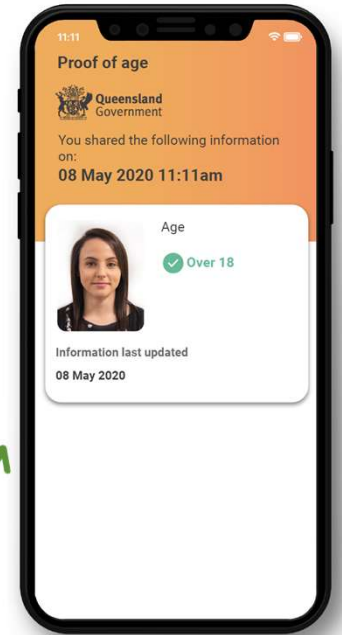
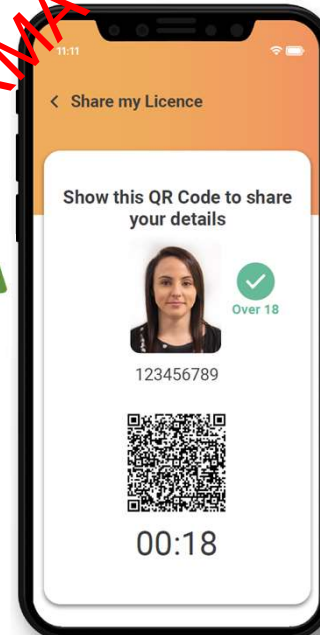
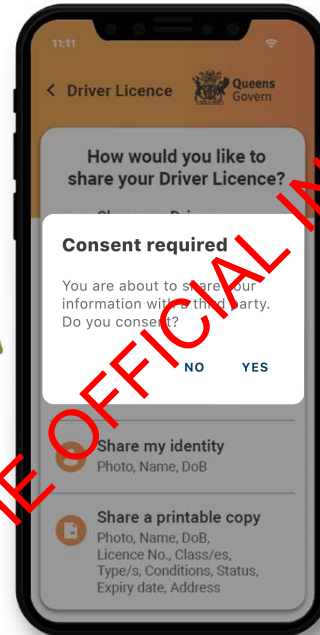
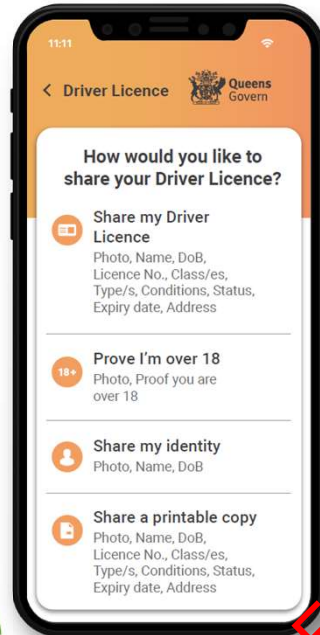
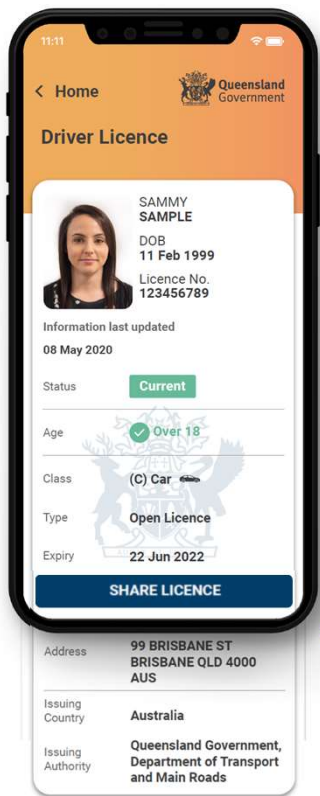
mDL data is not retrieved from the mobile device but instead from the issuing authority. The online use case may enable unattended remote transactions. Unattended use cases are not supported in this edition of the standard.

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Use cases – in practice

Proof of age to enter a licenced premises or purchase alcohol



Menu driven
Providing transparency and ease for customers

Consent based
Customer is in control of their data

Prove I'm over 18
Providing only the attributes required

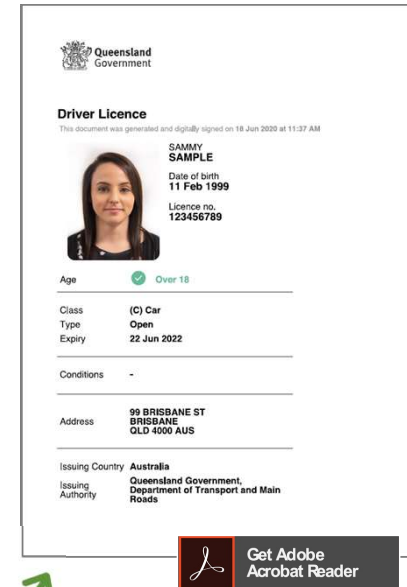
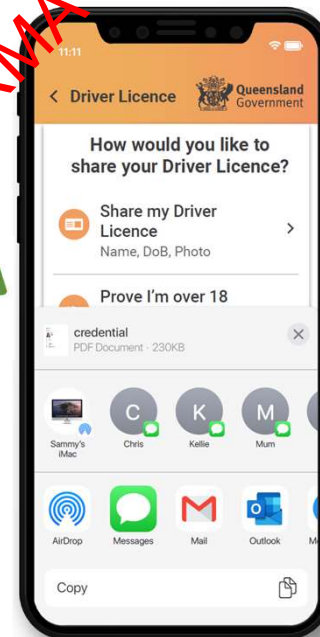
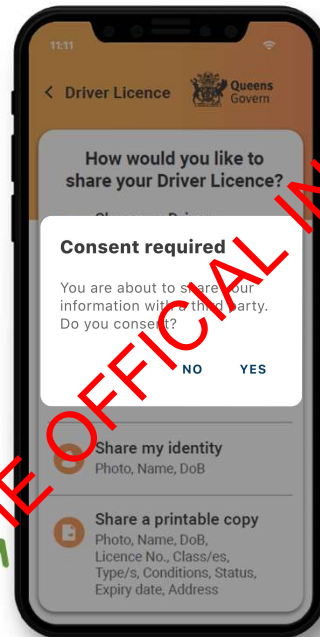
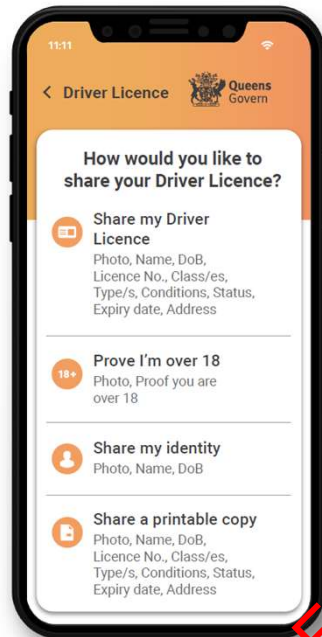
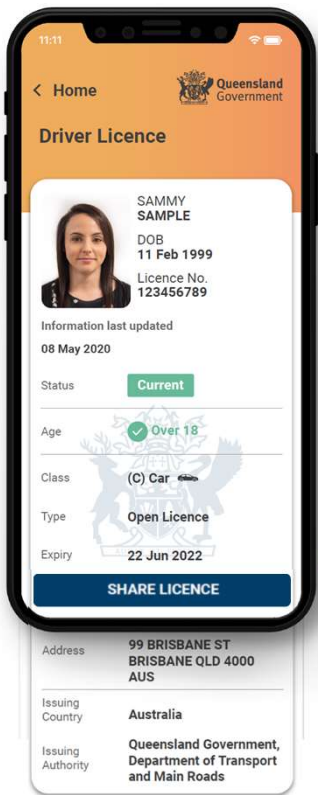
Confirmation
End-to-end understanding

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Use cases – Queensland specific

An example of how we can add value to customers in real world scenarios – for example, photocopy



Menu driven
Providing transparency and ease for customers

Consent based
Customer is in control of their data

Customer choice
Email, SMS or Bluetooth options based on operating system

Share a printable copy
Securely meeting the business requirement of a photocopy

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Security

The security architecture aims to achieve four distinct goals

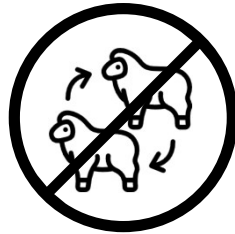
1



Anti-forgery

Data elements are digitally signed by the issuing authority

2



Anti-cloning

Keys required to authenticate session data

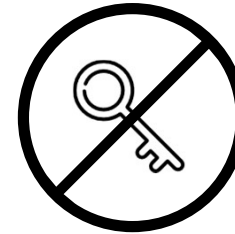
3



Anti-eavesdropping

Communications are encrypted and authenticated

4



Anti-unauthorised access

Public key for the mDL is only shared through device engagement. Therefore only devices that have participated in device engagement can send a request to the mDL. And device engagement is only short range.

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Privacy protections

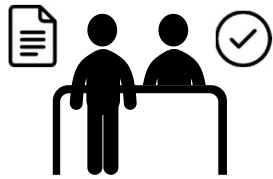
Designed for security – customer, verifier and issuing authority

Principle	Protection
Data minimisation	An mDL reader only receives attributes consented by user
Collection limitation	An mDL reader only requests and receives data appropriate for the use case
Collection limitation	Data provided only to authenticated mDL readers (optional)
Data quality and integrity	An mDL reader use certificates from the trust list to validate the genuineness, provenance, and accuracy of unchanged data
Individual participation	User awareness of mDL data content
Security of data	Lower level transport protocols do not leak unique user or device identifiers.
Privacy-preserving signatures	Cryptographic signatures do not add additional unique identifiers. That is, the protocol does not make users identifiable if they cannot already be identified by the transmitted data attributes.
Privacy-preserving attribute queries	Data elements can be retrieved individually or through data scopes
Unlinkability	Multiple mDL transaction signatures of a single mDL holder are distinctive and not linkable

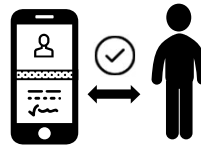
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ISO-compliant mDL Verified Issuer Certificate Authority List (VICAL) provider – Trust model



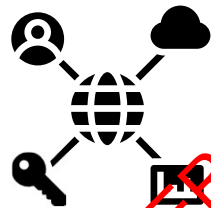
Trust in an mDL will depend on the initial identity verification of the jurisdiction that issues the authority, and the security controls that apply to their ecosystem.



The ISO recognises the need for a mechanism to disseminate Certification Authorities certificates from trusted mDL Issuing Authorities.



The VICAL will provide the trust anchor in the form of a service to relying parties.



The ISO 18013-5 defines a minimum set of security requirements to secure an interoperable trust model. This includes management of private and public cryptographic keys.



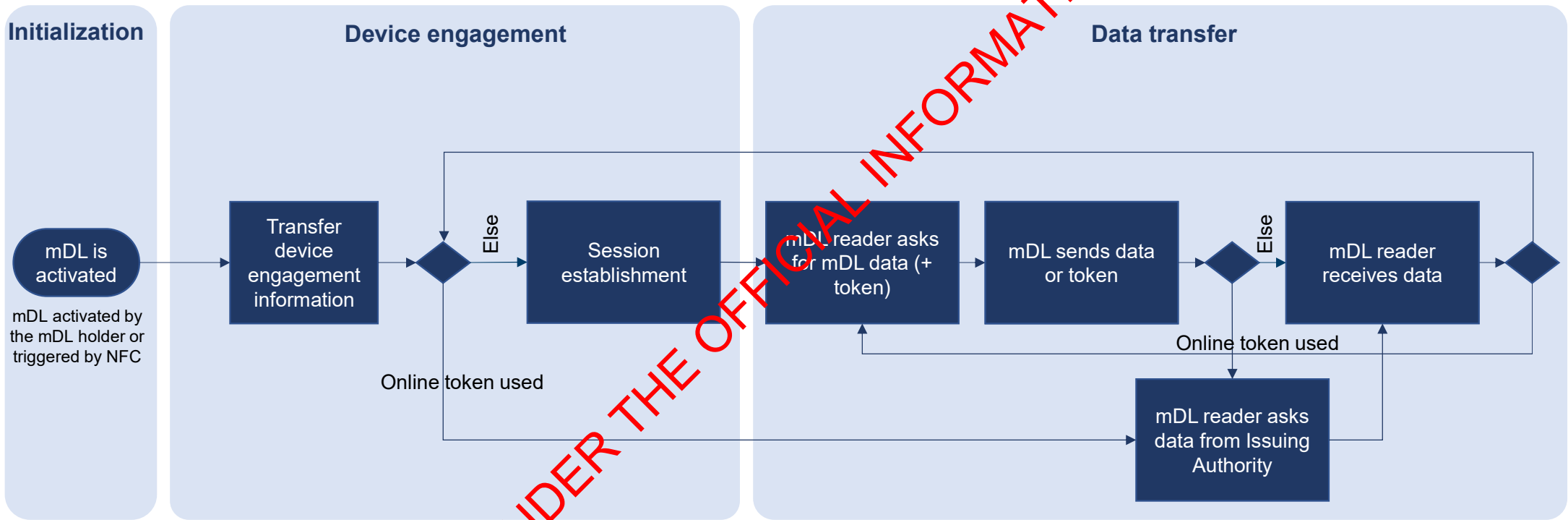
It does not preclude other models, such as bilateral and/or regional agreements.

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mDL transaction flow

Overview, not an architectural diagram



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What's next for mDLs?

Expanded use case scenarios and extended functionality currently under development



ISO/IEC 18013-5:2021

Personal identification
ISO-compliant driving licence

Part 5: Mobile driving licence (mDL) application



Part 6: mDL test methods

Will enable mDLs to be independently assessed against the standard



Part 7: mDL add-on functions

Will enable mDLs to be used in an unattended setting (e.g. over the Internet) to identify the user and share attributes



ISO/IEC DIS 23220-1

Cards and security devices for personal identification — Building blocks for identity management via mobile devices

Part 1: Generic system architectures of mobile eID systems

Builds on ISO 18013-5 so the same patterns can be used for other mobile eID systems

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Thank you and stay connected



TMRQld



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<https://www.tmr.qld.gov.au/digitallicence>

digitallicence@tmr.qld.gov.au

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Ken Ng

From: out of scope @translink.com.au>
Sent: Monday, 7 November 2022 1:49 pm
To: Belinda Taylor
Subject: legislation references -Q Qld digital licence
Attachments: Digital Licence App_Business How-to_April 2022 v1 (1).pdf

Follow Up Flag: Follow up
Flag Status: Flagged

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Belinda

As discussed last week, I promised to send you information about our approach to regulating the Queensland digital licence.

I also mentioned the legislation that was passed by our Parliament to support the state-wide rollout of the digital licence in Queensland. Please find a link to the explanatory notes [Transport and Other Legislation \(Road Safety, Technology and Other Matters\) Amendment Bill 2020 explanatory note](#) And also a link to Part 4E of the Transport Planning and Coordination Act 1994 that contains most of the provisions that provide for digital authorities (including the digital licence). This legislation also introduced the concepts of digital evidence of age and digital evidence of identity, where a person may show data elements from a credential without showing the credential itself. [View - Queensland Legislation - Queensland Government](#)

We also discussed the digitally signed pdf that we have included in our solution. The pdf is not part of the ISO 18013-5. However, as a direct result of consultation with business users we developed the pdf to ensure we were able to meet their existing needs, especially where they take a copy of the licence for their records. Please find information attached about the digitally signed pdf.

Please don't hesitate to contact me should you have any questions.

out of scope
Director (Business Transformation) | Digital Licence Project
Passenger Transport Strategy and Technology Branch | Translink
Department of Transport and Main Roads

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Ken Ng

From: out of scope @translink.com.au>
Sent: Thursday, 8 December 2022 5:57 pm
To: Belinda Taylor
Subject: RE: Exchange Contact Details

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Hi Belinda,

Not a problem at all, happy to share what we have learnt and our approach and learn from you guys too.

Kind regards

out of scope

out of scope
Director (Change) | Digital Licence Project
Passenger Transport Strategy and Technology Branch | TransLink Division
Department of Transport and Main Roads

P: out of scope
Floor 2 | 61 Mary Street | Brisbane Qld 4000
GPO Box 1549 | Brisbane Qld 4001

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From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Thursday, 8 December 2022 2:44 PM
To: out of scope @translink.com.au>
Subject: Exchange Contact Details

Hi out of scope

Thank you for sharing your contact details.

I will be in touch when we involve our change management division.

Many thanks

Belinda Taylor (she/her)

Business/Enterprise Architect

Te Aukaha | Digital

Email: belinda.taylor@nzta.govt.nz

Phone: section 9(2)(a)

Mobile: section 9(2)(a)

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Chews Lane Office, 50 Victoria Street

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Ken Ng

From: out of scope @translink.com.au>
Sent: Monday, 6 March 2023 6:10 pm
To: Belinda Taylor; Amanda Parish
Subject: RE: Intro to Change Managers - Digital Licences

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi Belinda and Amanda!

Happy New Year – although we are probably past saying that now 😊

I would be more than happy to talk all things change on the Digital Driver Licence. Did you want to provide some days and times that may work for you and we can set something up?

Talk soon,

out of scope

out of scope
Director (Change) | Digital Licence Project
Passenger Transport Strategy and Technology Branch | TransLink Division
Department of Transport and Main Roads

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From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Monday, 6 March 2023 2:15 PM
To: out of scope @translink.com.au>; Amanda Parish <amanda.parish@nzta.govt.nz>
Subject: Intro to Change Managers - Digital Licences

Hi out of scope and Amanda,

I met out of scope in Brisbane at the ISO summit (I'm sorry I lost your contact details and had to go back to out of scope – New Year and all that). We had a brief chat about the change management of something as mammoth as a Digital Drivers Licence and out of scope was happy to share any experiences that might help us on our journey.

out of scope, Amanda has just joined our team, and although launching a full mDL is still a while away for us, thought it would be great for you to e-meet so we can possibly pick your brain.

Let me know if you would like me to set up a TEAMS meeting?

Belinda Taylor (she/her)

Business/Enterprise Architect

Te Aukaha | Digital

Email: belinda.taylor@nzta.govt.nz

Phone: **section 9(2)(a)**

Mobile: **section 9(2)(a)**

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Ken Ng

From: out of scope @translink.com.au>
Sent: Thursday, 16 March 2023 6:14 pm
To: Amanda Parish; Belinda Taylor; Verity Blyth
Cc: out of scope; out of scope; out of scope
Subject: It was lovely to meet you this morning

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hello Amanda, Belinda and Verity,

It was lovely to meet you all and talk all things change for the Queensland Digital Licence project, especially as you are all just starting your journey on this one.

As mentioned I would love to introduce you to two of my colleagues who I also think can add tremendous value to your early thinking.

out of scope is our Customer Experience Manager and has been instrumental in bringing the voice of the customer to this project and ensuring that it is in every piece of work that we do.

out of scope is our amazing Project Manager and I am sure can add insight into managing a hybrid waterfall/agile project, including the governance challenges of Government.

Both gents have been cc'd on this e-mail and I am sure won't mind if you wanted to reach out direct to catch up.

As mentioned this morning I am happy to help out in any way as I know how much hearing from other jurisdictions helped us shape what we have done, and as you progress I am sure we will learn from you too.

Kind regards

out of scope

out of scope
Director (Change) | Digital Licence Project
Passenger Transport Strategy and Technology Branch | TransLink Division
Department of Transport and Main Roads

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Ken Ng

From: Belinda Taylor
Sent: Thursday, 13 April 2023 7:14 am
To: out of scope
Cc: out of scope
Subject: RE: Queensland licence App

Thank you so much out of scope

Totally understand they are Queensland specific, and will be a great started for 10 for us.

The digital identity and verifier apps ones would also be super handy for our info.

Really appreciate your quick response.

Many thanks

Belinda

From: out of scope @translink.com.au>
Sent: Wednesday, 12 April 2023 7:54 pm
To: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Cc: out of scope @translink.com.au>
Subject: RE: Queensland licence App

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Hi Belinda,

We're happy to share our EULAs for Apple & Android, noting they were developed for our purposes and legal framework here in Queensland and may not be compliant with your legislation in NZ.

I've attached them here as we've not yet published. We've versions for our digital identity and verifier apps as well, just let me know if you need them.

Hope that helps!

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Wednesday, 12 April 2023 5:55 AM
To: out of scope @translink.com.au>; out of scope @translink.com.au>
Subject: Queensland licence App

Good morning out of scope and out of scope

out of scope, thanks for the intro, I'm sure we will be reaching our regularly as we come across the many obstacles ahead.

I have a quick (I hope) question that I was hoping one of you could help me with. We have asked our legal team to start working on the T's and C's for the App and the digital drivers licence, and they were wondering if you could share yours as an initial guidance? I can't seem to find them on your website.

Would really appreciate if this is possible.

Cheers,

Belinda Taylor (she/her)

Business/Enterprise Architect

Te Aukaha | Digital

Email: belinda.taylor@nzta.govt.nz

Phone: **section 9(2)(a)**

Mobile: **section 9(2)(a)**

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Ken Ng

From: out of scope @translink.com.au>
Sent: Friday, 14 April 2023 9:53 am
To: Belinda Taylor
Cc: out of scope
Subject: RE: Queensland licence App
Attachments: Thales approved mDL Reader App Terms and Conditions - iOS.docx; 936511143_1_Draft IdP terms v. 2.2 Final QDI (1) (1).docx

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Happy to help, Belinda!

I've attached the verifier app and our Queensland Digital Identity T&Cs here for you, same caveats apply.

Let me know if you need anything else and good luck.

Best,

out of scope

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Thursday, 13 April 2023 5:14 AM
To: out of scope @translink.com.au>
Cc: out of scope translink.com.au>
Subject: RE: Queensland licence App

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out of scope

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>

Sent: Wednesday, 12 April 2023 5:55 AM

To: out of scope <out of scope@translink.com.au>; out of scope <out of scope@translink.com.au>

Subject: Queensland licence App

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Would really appreciate if this is possible.

Cheers,

Belinda Taylor (she/her)

Business/Enterprise Architect

Te Aukaha | Digital

Email: belinda.taylor@nzta.govt.nz

Phone: section 9(2)(a)

Mobile: section 9(2)(a)

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1. About Queensland Digital Identity (QDI)

- 1.1 QDI is an identity service provider - a service that creates, stores and manages the use of Digital Identities. QDI is administered by the State of Queensland acting through the Department of Transport and Main Roads (**TMR**).
- 1.2 These Terms of Use, including [**PRIVACY STATEMENT HYPERLINK**] which forms part of these Terms of Use, apply to your use of and access to QDI.
- 1.3 These Terms of Use may change over time. By accessing or using QDI you agree to be bound by the applicable Terms of Use, as published on this page at that time.

2. Your QDI

2.1 Getting Started

- (a) Using QDI, you:
 - (i) can establish a Digital Identity, and
 - (ii) may choose to provide TMR with details of your Identity Documents to establish higher levels of identity proofing for your Digital Identity.
- (b) If you provide details of your Identity Documents via QDI:
 - (i) TMR will check those details against the TMR system of record (for TMR issued Identity Documents), and the Document Verification Service (for other government-issued Identity Documents); and
 - (ii) your Digital Identity will be updated on QDI once your Identity Documents are verified.

2.2 What you can use it for

- (a) You can use your Digital Identity to 'prove who you are' online, for example in online dealings with Relying Parties such as government agencies, online retailers or other service providers.
- (b) Using QDI, you can:
 - (i) give your specific consent for a Relying Party to access your Digital Identity to verify your identity, or some attributes associated with your identity such as your age; or
 - (ii) access the services of multiple Relying Parties using your Digital Identity to authenticate.

- (c) Some Relying Parties may require a higher level of identity proofing for certain transactions, and you can upgrade your Digital Identity at any time by providing the required Identity Documents.
- (d) TMR provides QDI free of charge to individual users who are residents of Australia.

2.3 TMR responsibilities

TMR will take reasonable care in providing the QDI service. We are responsible for ensuring the security of information collected by, stored on or processed by QDI.

2.4 Changes

- (a) TMR may from time to time change the process to identify you, levels of identity proofing available through QDI, the required Identity Documents, or its submission and verification processes, without notice to you. You may be required to provide any additional personal information or consents required, or to perform any new or altered processes to continue accessing QDI services.
- (b) TMR may at any time and without notice to you, suspend or make amendments to your Digital Identity where reasonably necessary to correct an error, or to deal with a security risk, or breach or threatened breach of these Terms of Use.
- (c) TMR may, in its sole discretion and without notice:
 - (i) issue updates or new versions of QDI;
 - (ii) modify, or suspend or discontinue QDI or any part of its functionality;
 - (iii) limit or restrict your access to certain QDI features and services; or
 - (iv) correct any errors or omissions in QDI or any data or information it contains or provides.
- (d) QDI may be unavailable during scheduled and unscheduled maintenance. TMR may undertake maintenance activities without notice.

3. Your personal information

3.1 Your Personal Information

By providing TMR with your personal information in the course of establishing your Digital Identity and using QDI you agree that we can store your personal information, including your name, date of birth and details of your Identity Documents. You will retain control of your personal information and how it is shared. Please ensure you read and agree to the QDI Privacy Statement ([hyperlink](#)), which forms part of this Agreement.

3.2 No tracking

TMR will not identify users or track users' activities in QDI except:

- (a) as stated in these Terms of Use or the QDI Privacy Statement {[hyperlink](#)};
- (b) where otherwise reasonably necessary to operate QDI; and
- (c) where TMR is required or authorised by law to do so.

4. What we ask of you

4.1 Your security obligations

You agree to:

- (a) keep your Digital Identity details confidential and secure and not to permit any other person to use your Digital Identity;
- (b) immediately change your Digital Identity details if you believe that those details have been compromised;
- (c) not access anyone else's Digital Identity unless clause 4.2(b) applies;
- (d) keep all private information relating to your Digital Identity, such as your username and password, secure at all times; and
- (e) let us know immediately if you suspect that the security of your Digital Identity may have been compromised, including any security compromise relating to the username and password required to access your Digital Identity, or any biometric or device security feature such as face scan or fingerprint, and any multi-factor authentication processes, that you may have consented to add to your Digital Identity.

4.2 Lawful purposes

- (a) You must use QDI only for lawful purposes and in a manner that does not infringe the rights of others or restrict or inhibit the operation or use of the QDI System. This includes refraining from conduct which:
 - (i) is unlawful, fraudulent misleading or deceptive, including impersonating another person, whether living or deceased;
 - (ii) may harass or cause distress or inconvenience to any person;
 - (iii) involves the transmission of obscene or offensive content; or
 - (iv) disrupts the QDI System.
- (b) If you:

- (i) use or access QDI using the Digital Identity or personal information belonging to another person or entity; and/or
- (ii) use another person's Digital Identity to authenticate to a Relying Party's service,

then you confirm that you have the necessary authority to act on behalf of that other person or entity. You must only use or access QDI on behalf of another person or entity within the scope of authorisation granted by that third party.

5. Intellectual property

- 5.1 All intellectual property rights in QDI and the data generated or produced via QDI, are owned by TMR or relevant third party rights holders. You must not:
- (a) use, reproduce, create derivative works from, sell or distribute QDI except as allowed in these Terms of Use; or
 - (b) use trade marks or branding belonging to TMR or any third parties, without written permission.
- 5.2 QDI may include open source or third party software, and your use of QDI is subject to any licences governing such software.

6. Disclaimers and indemnity

6.1 Your rights

Nothing in this clause 6 or any other part of this Agreement excludes any right or guarantee the Customer may have under Schedule 2 of the *Competition and Consumer Act 2010* (Cth) and any equivalent state or territory legislation or other rights in relation to the supply of goods or services that cannot lawfully be excluded (**Non-excludable Guarantees**).

6.2 Disclaimers

- (a) You should exercise your own skill and care with respect to the use of QDI. QDI is provided on an 'as is' basis, and to the maximum extent permitted by law, TMR makes no statement, representation, or warranty:
 - (i) about the quality, accuracy, context, completeness, availability or suitability for any purpose of QDI or your Digital Identity;
 - (ii) that your Digital Identity will be accepted by any particular Relying Party;

- (iii) that the QDI System is free of malware or security vulnerabilities or available for use at any particular time without interruption; or
 - (iv) that QDI will meet your specific requirements.
- (b) TMR does not accept liability for any loss, damage, cost or expense (to any person or property) including consequential or indirect loss or any loss of profits, data or revenue that could arise as a result of your use of QDI or your Digital Identity.
 - (c) TMR is entitled to assume that all transactions undertaken using your Digital Identity were undertaken by you or with your permission, unless you have informed us that your Digital Identity has been compromised. TMR will not be liable for any loss or damage that you may incur as a result of someone else using your Digital Identity, either with or without your knowledge or consent.
 - (d) Any failure by you to keep your Digital Identity secure may result in unauthorised transactions being undertaken or unauthorised access to and use of your Digital Identity.
 - (e) You remain solely responsible for your dealings with any Relying Party. TMR accepts no responsibility in connection with any action or inaction of any Relying Party or the systems or services of any Relying Party. Each Relying Party may require you to agree to their terms of use in connection with your use of that Relying Party website.

6.3 Indemnity

You agree to indemnify TMR and our officers, employees, agents and contractors ("those indemnified") from and against all actions, proceedings, claims demands, costs (including all reasonable legal costs), losses, damages and expenses, and any direct, indirect, incidental or consequential loss or damage, including those arising out of the terms of any settlement, which:

- (a) may be brought against or made upon those indemnified, and
- (b) those indemnified may incur on their own behalf or sustain as a result of a third party claim,

arising out of or as a consequence of:

- (c) your breach of these Terms of Use, or
- (d) any wilful, unlawful, or negligent act or omission by you relating in any way to the QDI System.

6.4 Capped Liability

To the fullest extent permitted by law, TMR's liability under this Agreement, including TMR's liability under any applicable Non-excludable Guarantee, is limited, at the TMR's

option, to the supply of the relevant services again, or the payment of the cost of having the relevant services supplied again.

7. Termination

- (a) You may delete your Digital Identity at any time in which case it will be permanently deactivated. You will not be able to reactivate your deleted Digital Identity, and will be required to establish your Digital Identity again should you wish to reactivate it.
- (b) TMR may immediately suspend your Digital Identity at any time if we suspect that your Digital Identity is involved in a security breach or fraudulent or illegal activity.
- (c) TMR may at any time and for any reason, and without notice to you, restrict, suspend or terminate your access to QDI in whole or in part, without notice, or terminate this agreement and delete your Digital Identity.
- (d) To the extent applicable, the [\[PRIVACY STATEMENT HYPERLINK\]](#) and clauses 6 and 8 of these Terms of Use will survive termination of this agreement for any reason.

8. General

8.1 Contact

TMR is available for contact:

Phone: 13 23 80

Email: digitallicen@tmr.qld.gov.au

Mail:

General business

PO Box 673

Fortitude Valley Qld 4006

Compliments and complaints

Department of Transport and Main Roads

GPO Box 1412

Brisbane Qld 4001

8.2 Governing law

These Terms of Use are governed by and are to be construed in accordance with the laws applicable in Queensland. Each party submits to the jurisdiction of the courts of Queensland.

8.3 Entire agreement

These Terms of Use constitute the whole agreement between you and TMR in relation to QDI and your Digital Identity, and supersedes all prior representations, agreements, statements and understandings, whether verbal or in writing.

8.4 Severance

If any provisions of these Terms of Use are held to be invalid, unenforceable or illegal for any reason, then it will be severed from these Terms of Use and the remaining provisions will continue in full force.

8.5 Waiver

No provision of these Terms of use will be taken to be waived except by written waiver executed between you and TMR.

8.6 Definitions

In these Terms of Use:

Digital Identity means a digital identity established using QDI

Document Verification Service means the service provided by the Australian Government known as the Document Verification Service (DVS). DVS check whether the biographic information on your Identity Document matches the original record. More information can be found at <https://www.idmatch.gov.au/>.

Identity Document means documents which help prove who you are, such as your driver's licence, Australian passport, birth certificate and other eligible documents listed in QDI.

QDI means the digital identity service provided by TMR known as QDI.

QDI System

means the software and IT systems and infrastructure which TMR uses to provide the QDI service.

Relying Party

means a person or entity which uses your Digital Identity to authenticate into their systems or services, or who seeks attributes associated with your Digital Identity as part of the delivery of a service to you. Relying Parties could be, for example, government agencies, online retailers or other service providers or entities you are dealing with online.

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QDI Privacy Statement

Other than as expressly set out in this QDI privacy statement, the TMR general [Privacy Notice](#) will apply to any collection, handling, use or disclosure of your personal information in connection with your use of QDI.

1. What we collect

- 1.1 When you use QDI, TMR collects your personal information which will be managed in accordance with the *Information Privacy Act 2009* (Qld).
- 1.2 Where relevant, TMR may collect information about you in relation to your use of QDI. This information may include, but is not limited to:
- (a) your name and date of birth;
 - (b) details about any Identity Documents you submit to us.
- 1.3 QDI may request your specific permission to access to other applications and functions on your mobile device, including:
- (a) the camera application; or
 - (b) biometric and other device security features,

which may be required for verification, onboarding, reporting, analytics, support, security purpose. Access may also be required to other applications or functions on your mobile device from time-to-time. If you do not wish to grant these permissions, you may not be able to use QDI or your Digital Identity, or may find that some parts of QDI or your Digital Identity do not function.

2. Purposes of collection

Details about your Identity Documents, which may include your personal information, are being collected for the purposes of verification to set up your Digital Identity to the required level.

3. Consequences of non-disclosure

If you do not provide your personal information and Identity Documents, you will not be able to establish a Digital Identity.

4. How we handle your personal information in QDI

- 4.1 TMR will disclose your personal information (including details you provide us about your Identity Documents) to the Document Verification Service where necessary to verify any non-TMR issued Identity Documents you submit to QDI.
- 4.2 Each time you use QDI to verify your Digital Identity to any third party, you will be asked to give your specific consent to share the relevant information with that Relying Party, which may include personal information.

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- 4.3 TMR will retain a securely encrypted record of each use of QDI for 7 years for audit purposes.
- 4.4 Your personal information may be sent out of Australia if QDI is accessed from outside of Australia, or if you use QDI to verify your Digital Identity to a Relying Party who is outside of Australia.
- 4.5 Your Digital Identity and/or personal information will not be disclosed without your permission, except as notified in this QDI privacy notice or where otherwise required or authorised by law, including to police for the purpose of law enforcement functions where specific legislative authority exists.
- 4.6 In order for TMR to provide the QDI services, your personal information may be hosted securely by TMR's third party ICT service providers. Your personal information will be managed by those third party ICT service providers to the same or substantially similar information management standards as TMR in order to maintain the confidentiality, authenticity and integrity of that information.

5. Use of de-identified information

- 5.1 Verification information captured using QDI will be reported to TMR in a de-identified state for TMR's business purposes, including administration of QDI services, and for maintaining and improving QDI.
- 5.2 QDI may be configured to report de-identified information back to TMR relating to ICT errors arising in connection with the use of QDI services, without notice to you.

6. Consent to receive communications

- 6.1 By using QDI you consent to TMR delivering push notifications to your device that are directly relevant to your Digital Identity
- 6.2 In addition to the specific handling of personal information in relation to QDI, TMR may collect and use your personal information in accordance with its general [Privacy Statement](https://www.tmr.qld.gov.au/Help/Privacy) <https://www.tmr.qld.gov.au/Help/Privacy>.

7. Contact us:

TMR is available for contact:

Phone: 13 23 80

Email: privacy@tmr.qld.gov.au

Mail:

General business

PO Box 673
Fortitude Valley Qld 4006

Compliments and complaints

Department of Transport and Main Roads

GPO Box 1412
Brisbane Qld 4001

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Ken Ng

From: Anna Cleary
Sent: Thursday, 1 June 2023 12:31 pm
To: out of scope
Cc: Xavier Watts; Eden Christie; Belinda Taylor; out of scope; out of scope (DOT)
Subject: RE: Victorian Digital Driver Licence Program

Kia ora out of scope

No problem at all, great to hear from you.

out of scope

Many thanks and looking forward to meeting – albeit virtually!

Anna

Anna Cleary (She/Her)

Manager, Regulatory Policy

Policy and System Planning | System Leadership

Email: anna.cleary@nzta.govt.nz

Phone: section 9(2)(a)

Mobile: section 9(2)(a)

Waka Kotahi NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand

[Facebook](#) | [Twitter](#) | [LinkedIn](#)



From: out of scope @roads.vic.gov.au>
Sent: Tuesday, 30 May 2023 12:46 PM
To: Anna Cleary <Anna.Cleary@nzta.govt.nz>
Cc: Xavier Watts <Xavier.Watts@nzta.govt.nz>; Eden Christie <eden.christie@nzta.govt.nz>; Belinda Taylor <Belinda.Taylor@nzta.govt.nz>; out of scope @roads.vic.gov.au>; out of scope (DOT) <out of scope @transport.vic.gov.au>
Subject: RE: Victorian Digital Driver Licence Program

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Thanks Anna

We would love to touch base with you and I apologise for the delay in my response.

Thanks for reaching out and happy to share our development of a digital driver licence **out of scope**

out of scope will coordinate an initial meeting for us over the next 2 weeks.

Kind regards,

out of scope | Executive Director

Regulatory Programs and Services Division
Department of Transport and Planning
Level 4, North Building, 60 Denmark Street Kew 3101

M **out of scope**

E **out of scope**

W dtp.vic.gov.au



(General Weekly Work Locations - Mon: Kew, Tue: Rialto, Wed: Spring/Kew, Thu: Kew and Fri: Home)

Executive Assistant: **out of scope** M **out of scope** E **out of scope**

Please note: I choose to work flexibly and as such responses to emails may be outside business hours. There is no expectation for an immediate reply response.



Department
of Transport
and Planning

I acknowledge the Traditional Aboriginal Owners of Country throughout Victoria and pay my respect to Elders past, present and emerging and to the ongoing living culture of Aboriginal people.

From: Anna Cleary <Anna.Cleary@nzta.govt.nz>

Sent: Monday, 29 May 2023 7:11 AM

To: **out of scope** <@roads.vic.gov.au>

Cc: Xavier Watts <Xavier.Watts@nzta.govt.nz>; Eden Christie <eden.christie@nzta.govt.nz>; Belinda Taylor <Belinda.Taylor@nzta.govt.nz>

Subject: [EXTERNAL] RE: Victorian Digital Driver Licence Program

Kia ora **out of scope**,

Hope all is well across the pond, have you/your team had a chance to think about who we could connect with in your area?

Many thanks

Anna

Anna Cleary (She/Her)

Manager, Regulatory Policy

Policy and System Planning | System Leadership

Email: anna.cleary@nzta.govt.nz

Phone: **section 9(2)(a)**

Mobile: **section 9(2)(a)**

Waka Kotahi NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand

[Facebook](#) | [Twitter](#) | [LinkedIn](#)



www.nzta.govt.nz

From: Anna Cleary
Sent: Tuesday, 16 May 2023 3:47 PM
To: **out of scope** [@roads.vic.gov.au](mailto:outofscope@roads.vic.gov.au)
Cc: Xavier Watts <Xavier.Watts@nzta.govt.nz>; Eden Christie <eden.christie@nzta.govt.nz>; Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Subject: Victorian Digital Driver Licence Program

Hello **out of scope**

My name is Anna Cleary and I manage the Regulatory Policy team at Waka Kotahi NZ Transport Agency (our national equivalent of VicRoads).

out of scope has kindly provided me with your details, as we're keen to advance a Digital Driver Licence over here, **section 9(2)(g)(i)**

My team members Xavier Watts and Eden Christie, together with our organisation's Business Architect Belinda Taylor (all CC'd) are keen to connect with the best person/people in Victoria to chat digital/tech requirements as well as operational legislative barriers/opportunities.

Looking forward to hearing from you **out of scope**

Anna

Anna Cleary (She/Her)

Manager, Regulatory Policy

Policy and System Planning | System Leadership

Email: anna.cleary@nzta.govt.nz

Phone: **section 9(2)(a)**

Mobile: **section 9(2)(a)**

Waka Kotahi NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand

[Facebook](#) | [Twitter](#) | [LinkedIn](#)



www.nzta.govt.nz

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notify us immediately by return email and then destroy the original message. This communication may be accessed or retained by Waka Kotahi NZ Transport Agency for information assurance purposes.

DISCLAIMER

The following conditions apply to this communication and any attachments: VicRoads reserves all of its copyright; the information is intended for the addressees only and may be confidential and/or privileged - it must not be passed on by any other recipients; any expressed opinions are those of the sender and not necessarily VicRoads; VicRoads accepts no liability for any consequences arising from the recipient's use of this means of communication and/or the information contained in and/or attached to this communication. If this communication has been received in error, please contact the person who sent this communication and delete all copies.

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Ken Ng

From: out of scope @translink.com.au>
Sent: Monday, 7 August 2023 3:30 pm
To: Belinda Taylor
Subject: RE: Queensland licence App

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hey Belinda,

No worries at all! I can do Wednesday from 10-11 or Friday anytime before 12 my time?

Best,

out of scope

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Monday, 7 August 2023 12:55 PM
To: out of scope @translink.com.au>
Subject: RE: Queensland licence App

Hi out of scope,

I'm so sorry – I missed this boat. I had your mail open the whole week and never actioned it.

Any chance you are available tomorrow (Tuesday) 8th between 1:30 and 3:30 Your time?

Otherwise if you could give me more times that suit would be great.

Thanks
Belinda

From: out of scope @translink.com.au>
Sent: Wednesday, 2 August 2023 12:49 pm
To: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Subject: RE: Queensland licence App

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi Belinda,

Happy to have a chat – I've got unusually good availability this Thursday, Friday & Monday before things get crazy again.

I can do Thursday before 11am or after 1:30pm. Friday before 10am or after 2:30pm, or Monday between 9-10, 10:30-11:30, or 1-2.

Can you pop me an invite for what works best for you?

Best,

out of scope

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Wednesday, 2 August 2023 9:58 AM
To: **out of scope** <[redacted]> <[\[redacted\]@translink.com.au](mailto:[redacted]@translink.com.au)>
Subject: RE: Queensland licence App

Hi **out of scope** <[redacted]>

Hope you are well and your PILOT is progressing as expected!

I understand it has been available to everyone in Townsville since the beginning of July, so I'm curious to know how that is going. Especially if people are embracing the digital verification step.

On our side we are still working on the legislation changes for licence, in the meantime our app for other transport related services is progressing, however, it's not out in the public yet .

Let me know if I should set up a quick call? Or continue to chat over email.

Cheers for now.

Belinda

Belinda Taylor (she/her)

Product Owner

Te Aukaha | Digital Group

Email: belinda.taylor@nzta.govt.nz

Phone: **section 9(2)(a)**

Mobile: **section 9(2)(a)**

Waka Kotahi NZ Transport Agency

Chews Lane Office, 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand

[Facebook](#) | [Twitter](#) | [LinkedIn](#)



From: Belinda Taylor
Sent: Wednesday, 7 June 2023 11:46 am
To: **out of scope** <[redacted]> <[\[redacted\]@translink.com.au](mailto:[redacted]@translink.com.au)>
Subject: RE: Queensland licence App

Hi **out of scope** <[redacted]> ,

That's great to hear. I look forward to hearing from you.

I think we can assume we will ensure it is ISO compliant. We are working on the legislation changes at the moment, so nothing exciting to report at this stage.

Happy to chat soon.

Belinda

From: out of scope [redacted] <[redacted]@translink.com.au>
Sent: Wednesday, 7 June 2023 11:26 am
To: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Subject: RE: Queensland licence App

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi Belinda,

We're still early days over here, but will have some movement in the coming weeks and can hopefully share some insights.

I'd be curious to know where NZTA are at on the Digital Licence journey so far and what your plans are? Do you know yet if you're going the ISO route yet?

Best,
[redacted]

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Wednesday, 17 May 2023 7:16 PM
To: out of scope [redacted] <[redacted]@translink.com.au>
Subject: RE: Queensland licence App

That's great thanks [redacted], and so exciting!

Look forward to hearing from you.

From: out of scope [redacted] <[redacted]@translink.com.au>
Sent: Wednesday, 17 May 2023 6:21 pm
To: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Subject: RE: Queensland licence App

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi Belinda,

No worries, happy to help!

We've rolled out to a customer testing group in Townsville over the past few weeks but we're under 1K users so not enough data re: the verifier. However, we'll be expanding that to a much larger group very soon and will know more then. I'll keep you posted...

Best,
[redacted]

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Tuesday, 16 May 2023 5:33 AM
To: out of scope [redacted] <[\[redacted\]@translink.com.au](mailto:[redacted]@translink.com.au)>
Subject: RE: Queensland licence App

Hi [redacted]

Thank you for these. I realised now as I was going through some mails that I hadn't sent a reply thanking you.

Really appreciate it.

How is the Pilot going? We are really keen to hear if the 'verifier' app is getting some use. We had a casual chat to a vendor last week who seemed to think most people were relying on visual verification rather than digital. (Not in Queensland but further abroad)

Keen to hear what you are seeing there.

Kind Regards,

Belinda

From: out of scope [redacted] <[\[redacted\]@translink.com.au](mailto:[redacted]@translink.com.au)>
Sent: Monday, 24 April 2023 11:14 am
To: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Cc: out of scope [redacted] <[\[redacted\]@translink.com.au](mailto:[redacted]@translink.com.au)>
Subject: RE: Queensland licence App

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi Belinda,

Further to the other emails, this publicly available site has a lot of resources you may find interesting
<https://www.publications.qld.gov.au/dataset/digital-licence-app>

FYI – things are getting interesting over here as we're just about to get into customer testing
<https://www.itnews.com.au/news/queensland-moves-forward-with-digital-licence-trial-593481>

Best,
[redacted]

From: out of scope [redacted]
Sent: Friday, 14 April 2023 7:53 AM
To: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Cc: out of scope [redacted] <[\[redacted\]@translink.com.au](mailto:[redacted]@translink.com.au)>
Subject: RE: Queensland licence App

Happy to help, Belinda!

I've attached the verifier app and our Queensland Digital Identity T&Cs here for you, same caveats apply.

Let me know if you need anything else and good luck.

Best,
out of scope

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Thursday, 13 April 2023 5:14 AM
To: out of scope @translink.com.au>
Cc: out of scope @translink.com.au>
Subject: RE: Queensland licence App

Thank you so much out of scope

Totally understand they are Queensland specific, and will be a great started for 10 for us.

The digital identity and verifier apps ones would also be super handy for our info.

Really appreciate your quick response.

Many thanks

Belinda

From: out of scope @translink.com.au>
Sent: Wednesday, 12 April 2023 7:54 pm
To: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Cc: out of scope @translink.com.au>
Subject: RE: Queensland licence App

CAUTION: The sender of this email is from outside Waka Kotahi. Do not click links, attachments, or reply unless you recognise the sender's email address and know the content is safe.

Hi Belinda,

We're happy to share our EULAs for Apple & Android, noting they were developed for our purposes and legal framework here in Queensland and may not be compliant with your legislation in NZ.

I've attached them here as we've not yet published. We've versions for our digital identity and verifier apps as well, just let me know if you need them.

Hope that helps!

out of scope

From: Belinda Taylor <Belinda.Taylor@nzta.govt.nz>
Sent: Wednesday, 12 April 2023 5:55 AM
To: out of scope @translink.com.au>; out of scope @translink.com.au>
Subject: Queensland licence App

Good morning out of scope and out of scope,

out of scope, thanks for the intro, I'm sure we will be reaching our regularly as we come across the many obstacles ahead.

I have a quick (I hope) question that I was hoping one of you could help me with. We have asked our legal team to start working on the T's and C's for the App and the digital drivers licence, and they were wondering if you could share yours as an initial guidance? I can't seem to find them on your website.

Would really appreciate if this is possible.

Cheers,

Belinda Taylor (she/her)

Business/Enterprise Architect

Te Aukaha | Digital

Email: belinda.taylor@nzta.govt.nz

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