
Digital Identity Services

Trust Framework Authority

Digital Identity Services
**Trust Framework
Board** 

2024/25

Trust Framework Authority
and
Trust Framework Board



Introduction

This section describes the activities of the Trust Framework Authority and Trust Framework Board for the 2024/25 financial year as required by the Digital Identity Services Trust Framework Act¹.

The Trust Framework Authority (the Authority) and the Trust Framework Board (the Board) were set up on 1 July 2024 as the two administering bodies for the Digital Identity Services Trust Framework (the Trust Framework)². The Trust Framework is the legal framework to regulate digital identity services and ensure they are secure and trusted.

The Authority and Board operate within the Department of Internal Affairs (the Department) and are accountable to its Chief Executive, however the Trust Framework Authority must act independently in respect of its enforcement functions.

More information on the Authority and the Board can be found on the Trust Framework website³.

Launch of NZ Verify app – available on Apple and Google Play Stores

In May 2025, we launched NZ Verify / Whakatūturu – the official government app for verifying digital driver's licences and future digital credentials.

NZ Verify lays the groundwork for New Zealanders to use digital credentials in everyday situations, such as buying age-restricted products or renting a car. It currently validates select international driver's licences, enabling easy verification of some United States and Australian mobile licences. Our work with other agencies such as New Zealand Transport Agency (NZTA) has had positive progress towards the development of digital credentials.

The next milestone is for NZ Verify to be used for New Zealand-issued digital credentials. The Department is implementing the necessary infrastructure to support this shift and working with other agencies to facilitate the removal of legislative barriers. More information on NZ Verify can be found on the Trust Framework Website⁴.

NZ Verify is available via the New Zealand Apple⁵ and Google Play Stores⁶.



1 Sections 44(3) and 59(4) of the Digital Identity Services Trust Framework Act 2023

2 Established by the Digital Identity Services Trust Framework Act 2023

3 Access the Trust framework website here <https://www.dia.govt.nz/Trust-Framework>

4 <https://www.dia.govt.nz/nzverify>

5 You can download the app from the Apple Store here <https://apps.apple.com/nz/app/nz-verify-whakat%C5%ABturu/id6743457606>

6 You can download the app from the Google Play Store here <https://play.google.com/store/search?q=NZ+verify&c=apps>

Authority activities

The Authority is the regulator responsible for ensuring the legal requirements of the Trust Framework are met by those that become accredited. During the first year of operation, the Authority focused on its preparedness to meet the functions set out in the Act. From 1 July 2024 to 30 June 2025, the Authority completed the following activities to establish each of its functions:

Functions	Activities
Accreditations Accredit digital identity service providers and services, and maintain a list of those accredited on the Trust Register	» Published templates and guidance for providers on applying for and maintaining accreditation, including support to prepare for independent evaluations⁷. » Selected and published a list of independent privacy and security evaluators⁸. » Established the necessary tools and processes for the Authority to assess applications for accreditation.
Compliance monitoring Ensure accredited providers meet the legal requirements of the Trust Framework through the testing and monitoring of compliance	» Developed a regulatory risk management framework. » Developed tools and processes for monitoring compliance and responding to compliance issues.
Enforcement activities Assess complaints about accredited providers and investigate breaches of the law	» Developed procedures for assessing complaints and for investigating breaches of the legislation, including procedures for transferring complaints to other office holders, where appropriate. » Published information on making a complaint to the Authority⁹.
Accreditation mark Manage the accreditation mark for the Trust Framework	» Redesigned the accreditation mark to be visually effective across digital and print application and published the terms of use of the mark¹⁰.
Performance monitoring Monitor the performance and effectiveness of the accreditation regime	The Authority will monitor the performance of the accreditation regime as the first accreditations occur. » Developed key performance indicators for the processing of applications, compliance monitoring and enforcement activities.

7 <https://www.dia.govt.nz/Accreditation-and-maintenance>

8 <https://www.dia.govt.nz/Trust-Framework-for-Digital-Identity-Independent-evaluators>

9 <https://www.dia.govt.nz/Trust-Framework-for-Digital-Identity-Make-a-Complaint>

10 <https://www.dia.govt.nz/Trust-Framework-Authority-accreditation-mark>

Board activities

During the first year of operation, the Board focused its activities on the responsibilities set out in the Act, as well as the additional duties given by the Minister. From 1 July 2024 to 30 June 2025 the Board delivered the following key initiatives to progress priority work:

Priority work areas	Key initiatives
Government as an issuer Support and enable the development of digital identity credentials and attributes from government	» Completed a stocktake, with GCDO, of credentials and attributes across government, and any planned investment in digital identity services. » As part of the All-of-Government Service Modernisation Roadmap, commenced the development of shared services to support agencies to develop credentials and tested market capability for central issuance infrastructure.
Accreditation pipeline Encourage the adoption of the Trust Framework by providers	» Carried out a substantive programme of market development engagements with the public and private sectors, international jurisdictions, suppliers, and standards bodies to mobilise agencies towards a digital identity ecosystem. » Carried out numerous digital identity 101 sessions and pre-application discussions with private and public sector organisations considering accreditation. » Migrated to a Customer Relationship Management system for enhanced tracking of the accreditation pipeline.
Regulatory modernisation Facilitate the removal of regulatory barriers to adoption of digital identity in New Zealand	» Supported the Department's regulatory modernisation work to support the uptake of digital identity. » Supported discussions across government on the regulatory change required for digital identity services.
Identity proofing and privacy Streamline identity proofing and removal of scanned identity documents in government	» Supported the Department's work to establish the Identity Check service as government's identity proofing service. » Developed an All-of-Government Identity Proofing approach to support the use of Identity Check across government.
Relying party infrastructure Implement infrastructure so government can accept digital credentials as a form of identity	» Developed and launched the NZ Verify App – the official Government verifier for digital credentials, available via the New Zealand Apple and Google Play stores. » By introducing NZ Verify to the market, the Board provided an essential component needed to implement digital credentials infrastructure and grow a digital identity system.
Rules and regulations Recommend rules and regulations for the Trust Framework to the Minister, and in the case of the rules, review them at reasonable intervals and recommend updates	» In September 2024, the Trust Framework Regulations 2024 came into force which set out the administrative requirements of the Authority. » In November 2024, the Trust Framework Rules 2024 came into force which provide the technical requirements digital services providers need to meet for accreditation. » In June 2025, the Board completed the first regular review of the Trust Framework Rules, including targeted consultation. The Minister approved the recommended updates to the rules, and these came into force in July 2025. » Supported the Department with the development of a second tranche of regulations due for completion in 2025/26.
Education and guidance Publish guidance and educate Trust Framework providers and the public	» Worked with industry and regulators to develop key messages and collateral for the Trust Framework. » Published the first series of Digital identity use cases to demonstrate everyday scenarios of using accredited digital identity credentials to safely and securely share information¹¹. » Commissioned research on New Zealander's views on digital identity to support future education initiatives and public campaigns.
Performance monitoring Monitor the performance and effectiveness of the Trust Framework	» The Board will carry out monitoring of the Trust Framework as the first accreditations occur.

¹¹ <https://www.dia.govt.nz/Trust-Framework-for-Digital-Identity-Resources>