

TCA Working Group – Enabling Trusted Credential Access in Aotearoa New Zealand

White paper for Digital Identity NZ Executive Committee

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Executive Summary

The Trusted Credentials Adoption (TCA) Working Group was formed to help New Zealand move from digital credential policy and pilots into practical, citizen-ready adoption.

Its focus is aligning industry around priority use cases, shared experience patterns and consistent public communication so New Zealanders receive a clear, trusted understanding of what digital credentials are, how they work and why they matter.

The Group's objective is simple: enable coordinated industry messaging and citizen-centred design that accelerates adoption by reducing confusion, building trust and demonstrating real-world value.

Purpose

The TCA Working Group provides a neutral collaboration forum to:

- Accelerate market readiness through shared approaches and ecosystem coordination
- Define priority use cases that deliver tangible public value and are feasible for early adoption
- Align with national frameworks, including DIA Reference Architecture and Trust Framework direction
- Clarify ecosystem roles across issuers, wallets, verifiers and relying parties
- Enable unified communication, ensuring New Zealanders understand digital credentials, their benefits, and the control individuals retain over their data

Outcome: Collective industry alignment moving away from fragmented messaging toward a consistent, citizen-focused narrative.

Why This Matters

- Done well, verifiable credentials reduce verification friction, improve citizen experience and unlock secure digital services.

Current Focus (2026)

The Group is progressing:

- Common UX and credential consumption patterns to ensure consistent citizen experiences
- DIA-aligned prioritisation of use cases, including Proof of Address, Visitor Registration, Education Entitlements, Age Verification, and Income/Employment Verification
- A shared communications framework using plain language and everyday examples

This work prioritises what can be implemented now while remaining aligned with evolving national and international standards.