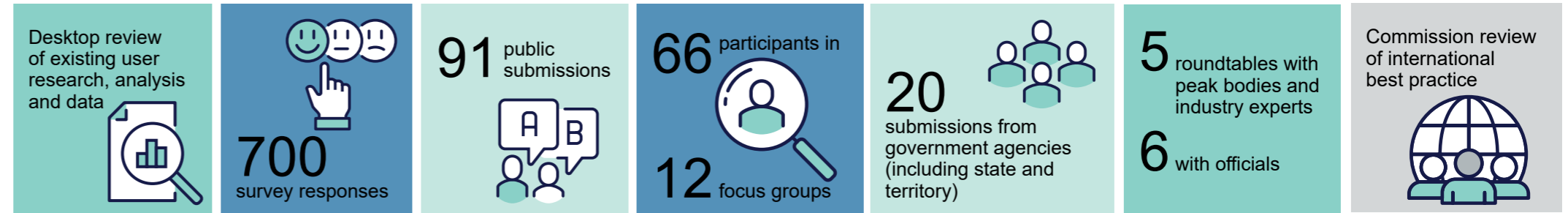


Critical National Infrastructure: the myGov User Audit

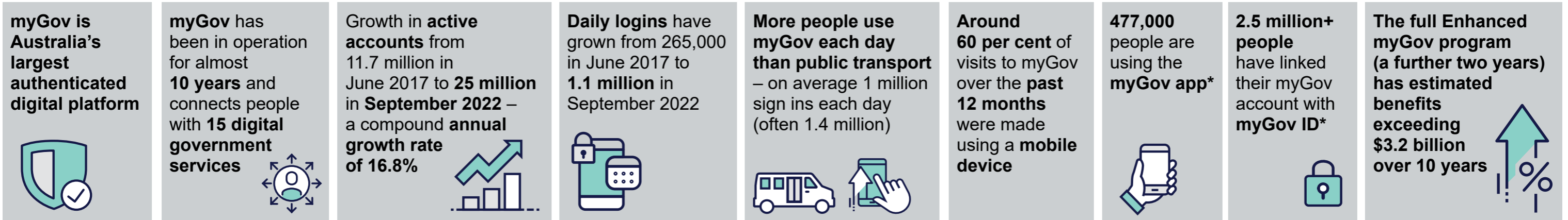
Scope

The Australian Government commissioned a myGov User Audit Expert Panel to consider the user experience, functions and performance of myGov to shape the future direction and its connection with government services.

APPROACH

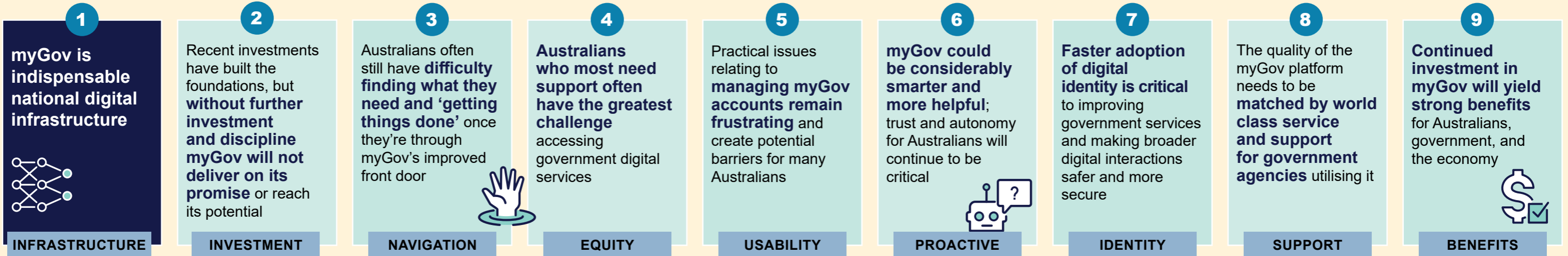


FACTS



*as at 19 January 2023

FINDINGS



10 Past failures to adequately address **THREE SYSTEMIC ISSUES** have undermined delivery of high quality, citizen-centric services

- i. the structures and responsibilities of government do not encourage agencies to join up services for Australians
- ii myGov has been funded, planned and governed as a standard IT project, instead of essential national infrastructure
- iii 'Fixing myGov' means also fixing things beyond myGov – including the quality of broader government digital, telephone and face-to-face services

Critical National Infrastructure: the myGov User Audit

RECOMMENDATIONS

| | | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1</p> <p>Confirm myGov as the 'go to' place for people to access services online from the Australian Government and communicate with all Australians</p> <p>USER EXPERIENCE</p> | <p>2</p> <p>Ensure myGov leaves no one behind and upholds Australians' human rights</p> | <p>3</p> <p>Legislate myGov as national service delivery infrastructure</p> | <p>4</p> <p>Provide ongoing annual funding of myGov at the same level as the Enhanced myGov program and establish a 'myGov development fund' to resource onboarding of new services and improvement of existing linked services</p> <p>ENDURING COMMITMENT</p> | <p>5</p> <p>Publish during 2023 a rolling 5-year roadmap for developing myGov, updated annually</p> | <p>6</p> <p>Accelerate development of Australia's national digital identity ecosystem, prioritising the protection of security, privacy, safety and other human rights with a view to government digital identity being safe, easy to use and secure</p> <p>IDENTITY</p> | <p>7</p> <p>Introduce by mid-2023 citizen-centred governance and operational arrangements for myGov and myGovID to overcome government siloes and drive inclusion and performance</p> | <p>8</p> <p>Partner with the states and territories on a five-year plan to make it easy for people to find and do what they need to across levels of government</p> | <p>9</p> <p>Design and build myGov in alignment with a refreshed and enforced Australian Government Architecture, incorporating the Design System and the Service Standard</p> | <p>10</p> <p>Services Australia develop and adopt a new world-class approach to service and support to government agencies utilising myGov</p> <p>GOVERNANCE, PARTNERSHIP AND DESIGN</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Design, fund, plan and govern myGov as critical national infrastructure delivering services, safety and savings for all Australians

TRANSFORMATION

myGov is critical infrastructure for Australia

From (current myGov) To (future myGov)

| | | | |
|--------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Multiple ways for you to prove who you are, with personal information stored many times across the economy | | Simple, secure and privacy preserving ways to prove who you are and other things about you, without your information being retained | SIMPLICITY |
| No shared commitment to consistent experience across digital services | | Adoption of common UX building blocks | UX |
| Limited joining up of services, with people being left to navigate across agencies and channels to access services | | Tailored information and services proactively help people get what they need | PERSONALISED |
| Fractured, sporadic funding for specific projects across portfolios | | Ongoing funding to stabilise and improve the core of government digital services | FUNDING |
| Limited cross-agency visibility, prioritisation and decision making for the end-to-end digital experience | | Revitalised, modern governance arrangements that are designed to drive connected services for Australians | GOVERNANCE |

VISION

Imagine if...

EASE OF USE...there was a single place to find the government services you need and keep track of your affairs with government

CONNECTION...the same place sent you reminders of things you needed to do, or let you know if there was support you might be entitled to

LIFE EVENTS...when something big happened in your life such as starting a job, having a baby or retiring, you received clear advice on all the things you need to do

INTUITIVE...when your circumstances changed (eg. you moved house, changed your name or your email address) you could easily check and update the details held by government

INTEGRATED...you could keep your cards, licences and qualifications securely in a digital wallet, and did not need to provide copies of them to government agencies or private firms

SIMPLE...when digital was not working for you, it was easy to switch to a phone call or schedule a face-to-face meeting and you didn't have to start what you were doing again or re-tell your story

PROACTIVE...you were impacted by a natural disaster, the Government reached out to let you know the services and support available to you and allowed you to apply in one place without having to re-tell your story multiple times