



Australian Government  
Services Australia

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## Ministerial Submission For Action

MS24-000180

FOR: Minister for the National Disability Insurance Scheme  
and Minister for Government Services

INFO: N/A

Through: David Hazlehurst

s47F(1)

19/7

Copies to: Susie Smith, Pauline O'Neill, Aaron Wilkins, Bevan Hannan

## Updates to Roadmap for myGov

Critical Date: 22 July 2024

Reason for Urgency: To address the changes requested to the myGov Roadmap within 21 days.

Received

19 JUL 2024

SA-DLO

## Key Issues:

The second iteration of the Roadmap for myGov addresses the feedback to Services Australia (the Agency) on 1 July 2024 (MS24-000151 refers). The Roadmap website content (Attachment A refers) and a printable PDF Roadmap (Attachment B refers) will be published on the Agency's website following your agreement to this brief.

The first and initial iteration of the Roadmap was published on 4 July 2024 and is available on the Agency's website at: [www.servicesaustralia.gov.au/mygov-roadmap](http://www.servicesaustralia.gov.au/mygov-roadmap)

## Recommendation:

That you:

- 1) Agree to the content, and subsequent publication of the second iteration of the myGov Roadmap (Attachment A refers).
- 2) Agree to the printable PDF version of the myGov Roadmap, and subsequent publication (Attachment B refers).
- 3) Note the intended layout of the Roadmap on the Agency's website (Attachment C refers).
- 4) Note the Roadmap will be published following your agreement and after the Digital Transformation Agency (DTA) announcements on 25 July 2024.

## Decision:

Agreed / Not Agreed

Agreed / Not Agreed

Noted / Please discuss

Noted / Please discuss

Media Considerations: The media team will work with your Media Advisers separately to discuss messaging approaches.

Signature: .....

Bill Shorten

...../...../2024

## Minister comments

Agreed by the office to 1 and 2, that is, please publish both. While many points mention initiatives within TEx, please add specific mention of it. It can tie-in to those items mentioned. This could also act as an anchor for the TEx explainer the Agency is developing.

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26/8/2024

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|---|---|
| <b>Cleared by:</b> Lisa Keeling<br>Acting Deputy Chief Executive Officer<br>Service Delivery Excellence Group<br>Mob: s47F(1) s47F(1)<br><br>Signature: .....<br><br>Date Cleared: 17 July 2024 | <b>Contact:</b> Marcii Frazer<br>Acting National Manager<br>Independent Advisory Board and Legislative<br>Change Branch<br>Mob: s47F(1) |
|---|---|

**Sensitivity:** Yes.

- The Roadmap has been iterated and expanded to reflect the request for further detail, ambition and accountability.
- There is a need to balance potential scrutiny, public expectations, and maintain trust in the event of unforeseeable changes or issues with delivering on publicly committed information.
- The Minister for Women, Minister for Finance and Minister for the Public Service, Senator the Hon Katy Gallagher is announcing initiatives related to the Digital Experience Policy and standards on 25 July 2024. DTA has requested that the Agency publishes its content after this date.
- Future iterations of the Roadmap are intended to be overseen by the myGov whole-of-government governance structure (Recommendation 5 and 7 of the myGov User Audit). These arrangements are currently being mobilised.

**Financial Impacts:** No.**Regulatory Implications:** No.**Consultation:** Yes.

- Extensive engagement across the Agency has occurred in developing the second iteration of the myGov Roadmap to identify initiatives and activities to further demonstrate work towards the vision of myGov that is suitable and ready for publishing in the public domain.
- Additional consultation has occurred with business owners in the DTA, Department of Finance, Australian Digital Health Agency and the Australian Bureau of Statistics in relation to their initiatives.

**Attachments:**

- A: myGov Roadmap - web content
- B: myGov Roadmap - printable format
- C: myGov Roadmap - website layout concept

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MS24-000180

**Background:**

1. Developing and publishing a Roadmap for myGov (the Roadmap) was agreed by the Australian Government in the Response to myGov User Audit. The Roadmap intends to provide visibility of the new services and functionality being delivered through myGov.
2. Following significant whole-of-government consultation, and your agreement (MS24-000151 refers), the first iteration of the Roadmap has been published on the Agency's website.
3. The second iteration of the myGov Roadmap includes further detail on work being explored, and the activities to enable the future of myGov as critical national infrastructure, through the Agency's vision and the implementation of broader audit recommendations.
4. The Roadmap (Attachment A refers) will be published to the Agency's website and will include hyperlinks to existing communication materials produced by the Agency that demonstrate how services introduced into myGov are making a difference to customers and staff. This content includes articles and short videos on the Agency's social media accounts and myGov YouTube videos. The content on the website will be laid out similarly to the concept at Attachment C.
5. A printable version of the Roadmap (Attachment B refers) will also be available to download from the website.
6. In the 2024–25 Budget, the Agency received \$50 million to deliver four new initiatives for myGov by June 2025. Initiatives were identified and assessed against the INVEST Model (Independent, Negotiable, Valuable Estimable, Small, Testable) to ensure alignment to Government's authority to comeback with a package of low cost, low risk, and high return on investment initiatives.
7. Further initiatives to reach the vision for myGov, to be implemented beyond July 2025, will be underpinned by the new planning and investment pipeline. The investment pipeline is a new whole-of-government approach to identify, prioritise, and develop initiatives and funding proposals for myGov.
8. The Agency has no existing authority to comeback for further Government for additional services and capabilities for myGov. To underpin the future planning and investment pipeline for myGov, a more agile and responsive funding approach will need to be supported for myGov, to make progressive changes that are not restricted by government budget cycle timing.
9. The implementation of the Digital Access Standard makes the step change in encouraging agencies to connect their services to myGov. While the standard is not enforceable, there remains practical barriers to connect to myGov and consolidate digital services, including:
  - a. Legislative frameworks preventing connected service delivery means myGov will remain an authentication front door.
  - b. Varying infrastructure and use of technology across government and the costs associated with upgrading technology to enable secure interoperability with myGov.
  - c. Competing or varying levels of transformation progress, the use of technology and digital service offerings across government agencies.
  - d. Differing standards and frameworks applicable to both the design and structure of capabilities.
10. The Agency is currently exploring one of the barriers inhibiting myGov reaching its full potential through investigating the legislative barriers and recommending potential actions. The outcomes of this work will inform the future strategy and path for myGov.

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## Landing Page

### myGov roadmap

A roadmap for myGov sets out what we've achieved, what we're working on and how we're shaping the future of government digital services.

We're committed to making myGov the go-to place for people to access government services online.

To get there, we're making incremental progress to make myGov easy to use, more secure and more connected. Our commitment for the future of myGov is to put people at the heart of everything we do.

We'll keep updating the roadmap as we deliver improvements. It means you can see what's new, what's coming up and how we're taking action on the commitments made by Government in the [Response to the myGov User Audit](#).

#### (Roadmap Tiles on landing page)

|   |   |  |
|---|---|--|
| <b>What we've achieved</b><br>Learn about what we've recently delivered across myGov. | <b>What we're working on</b><br>Find out what we're working on in the next 12-18 months to improve myGov.                       | <b>What we're exploring</b><br>We're always exploring and testing new ideas to improve your experience across myGov and digital government services. |
|   | <b>Enabling the future of myGov</b><br>Read more about recommendations from the myGov User Audit to improve myGov in the future | <b>The myGov app</b><br>Learn about the new features we're planning for the myGov app.   |

## What we've achieved

Learn about what we've recently delivered across myGov.

### Use a passkey to sign in

June 2024 - You can [create a passkey to sign in to your myGov account](#). Passkeys are a simple, fast and more secure way to sign in. Passkeys work like a pair of keys – a private key stored on your device or in your password manager and a public key which is kept with myGov. These two keys work together to sign you in to your myGov account, meaning they won't work with fake websites and are phishing resistant.

### Control your sign in options

June 2024 - If you create a passkey or connect a Digital ID to your account, you can [turn off your myGov password as a sign in option](#). This makes it easier for you and secures your account from phishing and other scams.

### Add your Veteran Cards in the myGov app

June 2024 – You can add your Department of Veterans' Affairs White or Gold Veteran Card to the digital wallet in your myGov app.

### Share details about your newborn with multiple services

June 2024 - As a parent of a newborn in the ACT, you can use myGov to share [details about your child](#) with multiple government services. In just one update you can enrol your baby in Medicare, start your family payments and register their birth.

### My Health Record letters to your myGov Inbox

June 2023 – My Health Record can now send messages in the myGov Inbox. You can choose to get letters about your My Health Record and public health information messages sent securely to your myGov Inbox.

### Sign in notices

April 2024 – We updated how we tell you about attempts to access your account. If we don't recognise the device trying to sign in to your account, we'll send you a notification. We'll also place temporary locks on your account if this happens repeatedly in a short period. This means you can take action quickly to change your password or change your sign in method to using a stronger option, such as a passkey or a Digital ID.

### Make a statutory declaration online

February 2024 – You can [complete a Commonwealth statutory declaration digitally through myGov](#) using your Digital ID. This means you don't need to organise an in-person witness.

### Enrol in Medicare through myGov

December 2023 - You can now [enrol in Medicare through your myGov account](#) if you live in Australia, are 15 years or older and enrol as an individual. This means you no longer need to come into a service centre and can enrol online anytime.

## Link Unique Student Identifier

December 2023 - As a student, you can [link and access your Unique Student Identifier \(USI\) account through myGov](#). You can view and share your USI Vocational Education and Training transcript and manage your details.

## Improved security measures

We've put in place extra security measures to make it harder for malicious actors who target myGov accounts.

## Easier to find details about government services

myGov helps you easily discover and access information about payments and services relevant to your needs. Learn about the government services available to support you through major events in life without needing to know which department provides which service.



## What we're working on

Find out what we're working on in the next 12-18 months to improve myGov.

These are the timeframes we are working to achieve and may change as we make progress.

### Strengthening your account security

We're creating ways to show you an overview of your sign in settings for your myGov account. From January 2025, we may prompt you to review and improve some of your sign in settings.

By June 2025, you may get other personalised suggestions on how to better secure your account, including information on how to create and keep a strong password.

### Improving the myGov Inbox

We're working to improve our technology by January 2025, laying the technical foundations for us to deliver a better myGov Inbox experience in the future.

We'll improve the myGov Inbox so from June 2025, your linked services can send more personalised information and messages that are relevant to you and your circumstances.

### Easier to understand myGov emails

By June 2025, we'll update the emails sent from myGov, improving how they look, and including our brand. This will make it easier to read and understand the emails we send you.

### Improving our staff support tools

We're building new tools for our myGov helpdesk staff, so we can provide better support to you. By January 2025, staff will have a more advanced view of your myGov account, including a record of notes regarding any past enquiries you have made with us.

By June 2025, authorised myGov helpdesk staff will have the ability to flag suspicious activity for fraud monitoring purposes.

### Strengthening fraud detection

We're improving how we monitor myGov for potential fraud activities. We're building new incident and response tools to help us detect fraudulent activities faster and share those detections quickly with your linked services. It means we can intervene and notify you sooner if we suspect your account is being misused.

### Add your Organ Donor Card to the myGov app

Your Organ Donor card will be the next government-issued card available to add in the myGov app. By the end of 2024 you'll be able to add the card to the myGov app digital wallet and view it on your mobile device.

### 2026 Census through myGov

We're partnering with the Australian Bureau of Statistics (ABS) to support the 2026 Census. This new service will let you subscribe to get news and updates about the Census ahead of time and access your online Census form using myGov. The Census is one of Australia's largest events, so with the ABS we'll develop and test our approach in 2025 and keep refining our work to be ready for 2026.

## What we're exploring

We're always exploring and testing new ideas to improve your experience with myGov and digital government services.

### More consistent notices from your linked services

We're exploring how myGov can deliver more consistent notices from your linked services. Imagine if you could get clear reminders about the things you need to do or messages about the government support available to you. We want to make sure all your messages from government are easy to understand, so you know what you need to do.

### Connecting information and services that are relevant to you

Imagine if you could easily check and update your details in one place when you move house or change your contact details. What if you could get guidance about all the things to do when big things happen in life such as having a baby, starting work or planning retirement. We're exploring how myGov could share your updated details with your linked services. We're also looking at how myGov can help you find the help you need from government during important events, stages or moments in your life.

### Legislation options to deliver better digital government services

We're exploring and understanding the future legislative frameworks we need to give you a simpler and more connected experience when you interact with government.

### Adding more credentials to the myGov app

We're adding more government cards and certificates to the myGov app digital wallet. We're also working across government on emerging technologies, including verifiable credentials. In preparation, we are exploring enhancements to the myGov app digital wallet that would support government-issued verifiable credentials.

### More services in myGov

We're working closely with other government agencies to bring more digital services to myGov. This includes working with state and territory jurisdictions to create different ways to support you to find services.

### Government services are accessible to everyone

We know everyone has different circumstances and needs. We'll continue our work to understand people's complex needs and explore new approaches to create inclusive digital services.

### Make it easier to access services

We'll keep making it easier for you to understand what assistance, services and payments you're entitled to based on the information you consent to share with us.

### Easily prove who you are online

We'll continue our work to let you use your Digital ID in myGov to prove who you are online. By asking you to share only the necessary personal information, we're simplifying your access to government services and keeping you in control of your information.



## Keeping myGov safe and secure

Our work to protect myGov from fraud and cyber threats and make it more secure and resilient is ongoing. We continuously review, update and maintain myGov, identifying and addressing emerging fraud and cyber security threats.

## Digital government services are simple and easy to use

We'll keep improving the features in myGov, giving you a more consistent, easy experience across digital government services.

## myGov is your go to place

We're partnering across government to bring more information and activities from across government to myGov. If you choose to, you'll be able to link and access more information in a single place in your myGov account and don't need to navigate your different online accounts to get the information you need.

## Do what you need in the channel that works for you

We're focused on supporting connected end-to-end experiences, so whether you use a digital device, a phone, or visit us in a service centre, no one is left behind.

## Research, listen, test

We're undertaking customer research as well as co-designing and testing new solutions so that we can better understand how you use myGov, what works well and what needs improving. We will use whole-of-government frameworks and standards for customer design, research and inclusion to underpin what we do.

## Investing in new capabilities and services

We'll continue to explore investment and resourcing approaches that are more aligned to global best practice for digital services which help to more quickly bring in new services and functions to myGov.

# Enabling the future of myGov

Find out more about how we are addressing recommendations from the myGov User Audit to improve myGov in the future.

## myGov User Audit Commitments

### Work with States and Territories

We're working with state and territory partners to develop a roadmap detailing how to better connect you with digital government services. Together we'll explore opportunities for consistent technology and standards, aimed at giving you control over the information you share to make it easier for you to access services during important events in your life. When all levels of government work together, it removes barriers for you, making it easier to access government services.

## Long term funding to operate myGov

The Australian Government has provided ongoing funding to operate and maintain myGov as critical national infrastructure, and not an ICT platform. This funding means myGov will continue to be safe, secure and user-friendly.

## Cessation of myGov charging model

Government has agreed to stop government departments and agencies needing to pay to use myGov to encourage more government departments and agencies to deliver digital government services in one place through myGov.

## Supporting services to onboard to myGov

We will explore the recommendation for different funding approaches that help agencies uplift their technology and adapt their services so they are compatible to onboard to myGov.

## Greater consultation and expert advice

The Independent Advisory Board helps provide expert guidance and advice on the design, delivery and implementation of myGov capabilities and service delivery to ensure people remain at the heart of everything we do.

## Clear commitments to improve myGov

The myGov roadmap is the first step in making more transparent commitments and sharing our progress to improve myGov.

## A new approach to identify opportunities for myGov

We're looking at a new way of working across government to quickly identify, test, prioritise and act on opportunities that will deliver incremental improvements to myGov.

## New ways of working across government

We'll establish new whole-of-government governance arrangements for myGov. This means we can work across government, put people at the heart of what we do, and prioritise making changes that most benefit you.

## Keeping myGov contemporary

We're constantly working to upgrade and enhance the myGov platform to ensure it remains contemporary, stable and secure to meet your expectations.

## Coordinated security and resilience of myGov

As myGov expands and additional services are onboarded, we made the commitment to ensuring a whole-of-government approach to maintaining the security and resilience of myGov.

## Accelerating Australia's Digital ID system

The Digital ID system is a secure, convenient and voluntary way to verify who you are online to access government services. If you choose to use a Digital ID, you can connect it to your myGov account to confirm your identity, sign in to your account and access services. We're working on more ways to use your Digital ID to access services with myGov.

*[Clearance and content note. Milestones, inclusive of the Digital Experience Policy through to the Australian Government Architecture, have been cleared by DTA. However, must be removed if the roadmap is published before 25 July when DTA plan to announce these measures.]*

## Digital Experience Policy

The Digital Experience Policy, administered by the Digital Transformation Agency, supports a whole-of-government focus on improving the digital experience for people and business interacting with government information and services.

## Refreshed Digital Service Standard

The updated [Digital Service Standard](#), sets the requirements for how government agencies design and deliver digital services, to create and maintain digital services that are user-friendly, inclusive, adaptable and measurable.

## Digital Access Standard

The Digital Access Standard establishes criteria for government agencies to reuse digital platforms and access points, to reduce the need for people to access services through multiple 'front doors' and make services easy to discover and access in a seamless way.

## Digital Performance Standard

The Digital Performance Standard is an approach to how government agencies will monitor digital performance across digital components of government services. More consistent monitoring will help ensure digital services are available, accessible, and meet customer needs.

## Digital Inclusion Standard

The Digital Inclusion Standard sets the requirements for government agencies to design and deliver inclusive and accessible digital services, to ensure the people who need government services most aren't left behind.

## The Australian Government Architecture

The [Australian Government Architecture](#) provides government agencies with details of platforms and capabilities available for reuse. The site includes information about how government agencies could join up to myGov.

## Australian Public Service Reform

Improving myGov is just one of the Governments' Australian Public Sector Reform Initiatives focussed on delivering better services and putting people first. As further whole-of-government standards and principles are delivered we will apply these to myGov.



## The myGov app

Learn about the new features we're planning for the myGov app.

## What you can access today

### Centrelink concession and healthcare cards

You can store a digital copy of your concession or health care card in the digital wallet of your myGov app.

### International COVID-19 Vaccination Certificate

The International COVID-19 Vaccination Certificate is a secure record of your vaccination status. It's been developed to meet agreed international travel standards and it's easy to show it from your digital wallet in the myGov app.

### Medicare card

You can access and use a digital copy of your Medicare card as soon as you enrol Medicare. You can use add the card to the digital wallet in your myGov app.

### Gold or White veteran card

You can add your Department of Veterans' Affairs White or Gold Veteran Card to the digital wallet in your myGov app, giving veterans the ability to access their card digitally on their phone.

## What we're working on

### Organ Donor Card

You'll soon be able to add your Organ Donor card to the digital wallet in your myGov app, so you can view it digitally on your mobile device.



# myGov roadmap

A roadmap for myGov sets out what we've achieved, what we're working on and how we're shaping the future of government digital services.

We're committed to making myGov the go-to place for people to access government services online.

The government is providing ongoing funding to ensure myGov continues to be safe, secure and user-friendly.

We've already started improving myGov for Australians, but there is more work to do. We're working hard to make myGov easier to use, more secure and more connected. Our commitment for the future of myGov is to put customers at the heart of everything we do.

- The roadmap details:
- what we've achieved
  - what we're currently working on
  - the new ideas we're exploring.

We'll keep updating the roadmap as we deliver improvements. It means you can see what is coming up and how we're taking action on the commitments made by government in response to the myGov User Audit.

## The myGov app

Launched in 2022, the myGov app makes it simple to sign in to your account, easy to view your inbox messages, and quick to access your linked services and notifications. The myGov app also features a secure digital wallet, where you can add government issued cards and certificates.

### Cards for your digital wallet

- It's helpful to have your government cards digitally in the one place. Right now, you can add these cards:
- Medicare card
  - Centrelink concession and health care cards
  - Department of Veterans' Affairs White or Gold veteran card.

We're exploring ways to make more government cards and certificates available in your myGov wallet so you can have all your important cards and certificates digitally in the palm of your hand.

By December 2024 you'll be able to add your digital Organ Donor card to the wallet in your myGov app.



## WHAT WE'VE ACHIEVED

### Keeping your myGov account secure

myGov is the most impersonated government website in Australia. Every day we see and disrupt scams and large-scale phishing campaigns that target myGov. Phishing scams are active year round and are becoming more sophisticated. This is why we're focused on making your myGov account as secure as possible.



|                 |   |
|-----------------|---|
| Passkeys        | You've now got more options for how you sign in to your account. Our newest sign in option is a <b>passkey</b> which lets you use your device's security features to sign in to your account. You can also make your account phishing resistant. If you create a passkey or connect a Digital ID to your account, you can turn off your myGov password as a sign in option. This makes it easier for you, and secures your account from phishing and other scams. |
| Sign in notices | We've made updates to how we tell you about attempts to access your account. If we don't recognise the device trying to sign in to your account, we'll send you a notification. We'll also place temporary locks on your account if this happens repeatedly in a short period. This means you can take action quickly to change your password or change your sign in method to a stronger option like a passkey or a Digital ID.                                  |

### Do more of your business online

We know your time is important. That's why we're creating more tasks you can do through your myGov account, so you can do your government business online anywhere, anytime.



|   |   |
|---|---|
| Enrol in Medicare online                                | <b>We've made it easier to enrol in Medicare.</b> If you live in Australia, are 15 years or older and are enrolling as an individual, you can enrol through your myGov account instead of visiting a service centre.  |
| Make a statutory declaration online                     | You can complete <b>Commonwealth Statutory Declarations</b> in myGov using your Digital ID. This means you don't need to organise an in-person witness.   |
| Share details about your newborn with multiple services | If you're a parent of a newborn in the ACT, you can use myGov to <b>share details about your child with multiple government services.</b> In just one update, you can enrol your baby in Medicare, start your family payments and register their birth.           |
| Link to Unique Student Identifier (USI)                 | If you're a student, you can <b>link and access your USI</b> account through myGov. You can view and share your USI Vocational Education and Training transcript and manage your details from the comfort of your home, on the bus or train, or in the classroom. |

### Easily find information in myGov

myGov helps you easily find information about payments and services relevant to your needs. Learn about the government services available to support you through major events in life without needing to know which department provides which service.






WHAT WE'RE WORKING ON

Over the next 12 months, we'll deliver a range of new functions and updates to keep improving myGov, ensuring that all services are inclusive, secure and efficient for everyone.

Strengthening fraud detection




We're building new incident and response tools to help us detect fraudulent activities faster and share those detections with your linked services. This means we can intervene and notify you sooner if we suspect your account is being misused. Coupled with our ability to detect and disrupt phishing campaigns, our fraud response tools and partnerships with other agencies demonstrate our commitment to protecting people from scammers.

Strengthening account security



We're creating ways to show you an overview of your sign in settings for your myGov account. You'll have an overview of the sign in options available to you along with personal suggestions on how you can better secure your account.

Improving the myGov Inbox and emails



We'll improve the myGov Inbox so your linked services can send you more personalised information and messages relevant to your circumstances. We'll also update the way emails from myGov look and the information we send so you can be confident the message is authentic and it's easier for you to understand.

Improving our staff support systems



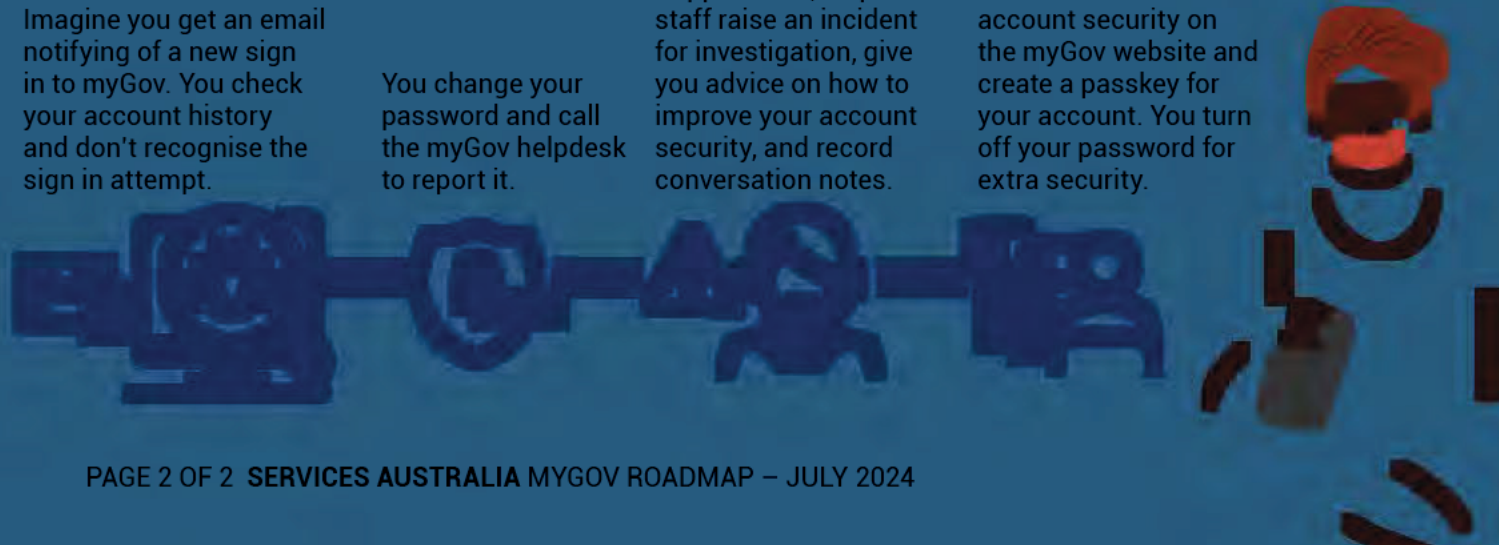
We're building new tools for our myGov helpdesk staff, so they can provide better support to you when you contact us. The new tool will give staff a more complete view of a person's myGov account. This includes a record of account history, notes, and the ability for authorised staff to flag suspicious activity for investigation.

Complete the 2026 Census through myGov



We're partnering with the Australian Bureau of Statistics to support the 2026 Census. This new service will let you subscribe to get news and updates about the Census ahead of time, and access your online Census form using myGov. The Census is one of Australia's largest events, so with the ABS we'll develop and test our approach in 2025 and keep refining our work to be ready for 2026.

Taking control of your account security



SHAPING THE FUTURE OF GOVERNMENT DIGITAL SERVICES

A simple and secure way to access government services online in one place.

Consistent notices from your myGov linked services



One way we're working towards this is by exploring a consistent approach to notifications. We want to ensure messages from all government services are easy for you to understand and you know what to do next if more actions are needed.

Imagine if you could get reminders about things you need to do... or messages which let you know if there's support you could get.

Better connecting information and services that are relevant to you



When something big happens in your life such as starting a job, having a baby or retiring, imagine if you could get clear advice on all the things you need to do.

We're exploring how myGov could share your updated details with your linked services. We're also looking at new ways myGov could provide you with information based on your circumstances to reduce the time you spend looking for support.

Imagine if you could easily check and update your details in one place.... when your circumstances change, such as moving house, changing who you live with, changing your name or contact details.

Take control of your information



We're looking at the next generation of the digital wallet in the myGov app that could give you more control over how and when you share information from your government issued credentials. Verifiable credentials can offer secure ways to store, show and share information from your government-issued cards and certificates.

Imagine if you could share information from your government-issued cards and certificates securely... verifiable credentials can offer secure ways to store, show and share these.

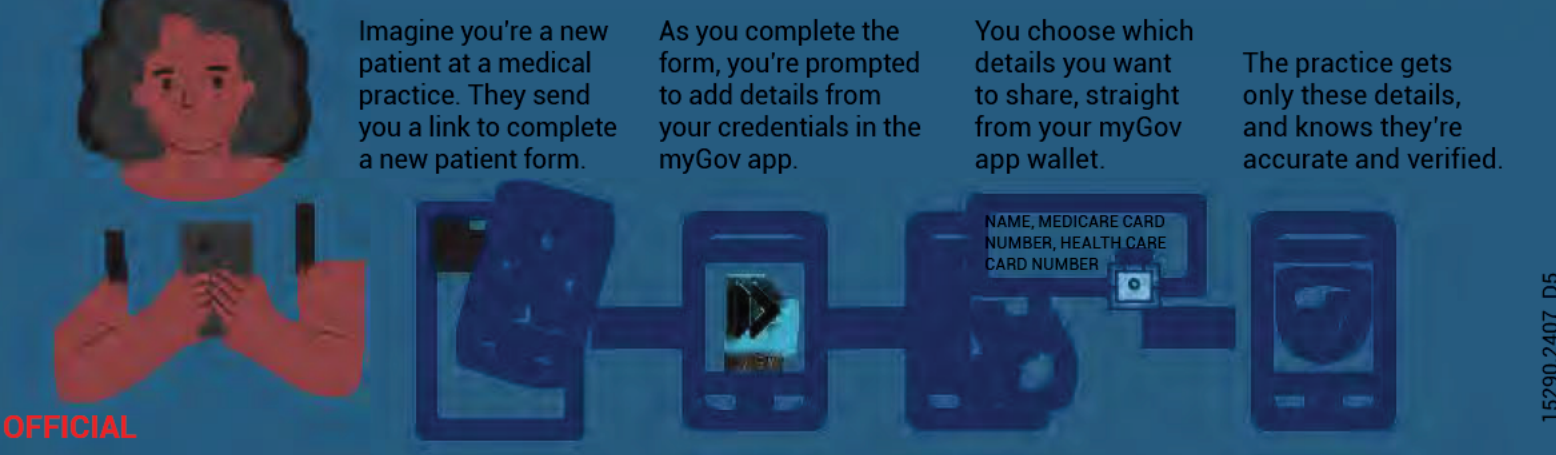
Legislation options to deliver better digital government services



We're exploring and understanding the future legislative frameworks we need to give you a simpler and more connected experience when you interact with government.

Imagine if the legislation that governs the way you interact with government helped us overcome the barriers to delivering a simpler and connected experience.

Using the myGov app wallet to securely share your information





## myGov roadmap

What we've achieved

What we're working on

What we're exploring

How we're enabling myGov into  
the future

How we're improving the myGov  
app

Security Risk Management  
Review key findings and  
recommendations

## Placeholder banner image



We're committed to making myGov the go-to place for people to access government services online.

To get there, we're making incremental progress to make myGov more simple, secure and connected. Our commitment for the future of myGov is to put people at the heart of everything we do.

We'll keep updating the roadmap as we deliver improvements. It means you can see what's new, what's coming up and how we're taking action on the commitments made by Government in the [Response to the myGov User Audit](#).

### What we've achieved

Learn about what we've recently delivered across myGov.



### What we're working on

Find out what we're working on in the next 12-18 months to improve myGov.



### What we're exploring

We're always exploring and testing new ideas to improve your experience across myGov and digital government services.



### How we're enabling myGov into the future

Learn about recommendations from the myGov User Audit to improve myGov in the future.



### How we're improving the myGov app

Learn about the new features we're planning for the myGov app.



Was this page useful?

Yes

No

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