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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.

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As part of [Government's Response to the myGov User Audit](#), we committed to developing a roadmap for myGov. It sets out services and functionality available through myGov and will be reviewed regularly and shared with the public.

Our roadmap details Government's current and future efforts to improve the user experience, functions and performance of myGov to meet the needs of Australians.

We'll continue to add milestones as we deliver on commitments made by Government in response to the myGov User Audit. This includes making myGov the primary front door to Australian Government services online.

What we've achieved

You can learn about what we've delivered across myGov.

Accessing Veteran Health Cards through the myGov wallet

You can now add your Department of Veterans' Affairs White or Gold veteran card to your myGov wallet.

Sign in to your account with passkeys

Passkeys are a simple and more secure way to sign in to apps and websites. You can now create a passkey to sign in to your myGov account, making it harder for scammers to access your account.

Digital Commonwealth Statutory Declarations

Commonwealth Statutory Declarations can now be completed digitally through myGov using your Digital ID, replacing in-person witnessing requirements.

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Improved security measures

We've implemented additional automated security measures to make it harder for malicious actors attempting to target people's myGov accounts.

Enrol in Medicare through myGov

You can enrol in Medicare through your myGov account if you live in Australia, are 15 years or older and enrol as an individual. This makes it easier for you to do your business with us.

Share newborn baby information across services

As a parent of a newborn child in the ACT, you can provide information about your child, such as their name, across multiple government services.

Link and access Unique Student Identifier

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.

You can find what you need on myGov

myGov helps you easily discover and access information about payments and services relevant to your needs. You can find information for major events in life without needing to know which agency provides which service.

What's coming up

You can read about what we're working on in the next 12-18 months to improve myGov, ensuring that all services are inclusive, secure and efficient for everyone.

Strengthening sign in settings

You'll be able to see an overview of your existing myGov security settings with personalised prompts on how to increase the security of your account.

Strengthening myGov fraud detection capabilities

By strengthening myGov's fraud monitoring and response capabilities, we'll be able to better detect fraudulent activities in myGov in near real time.

Updated myGov Inbox

We'll be updating the way the myGov Inbox works so that your linked services can send more personalised information and messages.

Updated myGov emails

We're updating the way we send emails from myGov, including how they look, to help you more easily understand the information and trust it's authentic.

myGov notifications framework – discovery, design and engagement

We're designing a consistent way to send notifications in myGov to ensure all messages in myGov are easy to understand and you know what you need to do.

Improved tools for staff

We're delivering improved tools to support staff to better assist you with your enquiries when you contact myGov for support.

Access the Census through myGov

We're partnering with the Australian Bureau of Statistics to support the 2026 Census. This includes allowing you to opt-in to receive information and participate in the Census through your myGov account.

What we're working towards

Learn about other ways we're addressing recommendations from the myGov User Audit to make it more simple and secure to do your business with us.

Easily prove who you are online

You'll be able to easily create and use your own Digital ID to prove who you are online by sharing only necessary personal information.

More digital cards in the myGov wallet

We'll partner with other government agencies to make more digital government cards available to store in the myGov app wallet. We're exploring a proof of concept to allow government-issued verifiable credentials to be added to digital wallets.

More services will be available on myGov

We'll partner with other government agencies to bring more digital services into myGov. We'll collaborate with state and territory jurisdictions to create different ways to support people find services across all layers of government.

Safe, secure and resilient government services

We'll continue adapting myGov's secure and resilient technology to ensure people and their data are protected. We'll do this by identifying and dealing with new and emerging fraud and cyber security threats.

Services are tailored to your needs

We'll keep working towards tailoring more information and services within myGov to make it easier and simpler for you to get things done.

Government services are accessible to everyone

We'll strive to ensure myGov delivers accessible services, so everyone has an equal opportunity to access and benefit from the services they're entitled to.

Drive re-use across digital government services

We'll continue to improve common technology capabilities, such as the myGov Inbox and notifications, to deliver more consistent experiences across digital government services.

Was this page useful?

Yes

No

Page last updated: 2 September 2024. [More about this page](#)

QC 74310

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Services Australia acknowledges the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

Purge this page



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

INFO: N/A

THROUGH: Kirsty Faichney

Copies to: David Hazlehurst, Pauline O'Neill,
Susie Smith, Brendan Moon

Critical Date 28 June 2024

Reason for Urgency: For the Government to demonstrate progress in the same financial year as significant Budget announcements for myGov and provide sufficient time to publish by 30 June 2024.

Publication of a Roadmap for myGov

Key Issues:

Services Australia (the Agency) seeks your agreement to publish a rolling roadmap for myGov by 30 June 2024, as part of the Australian Government's public commitment to Recommendation 5 of the myGov User Audit. The Roadmap (Attachment A) will be published on the Agency's website, providing the public with a view of the Government's current and future efforts to improve myGov over the next 12 to 18 months.

Recommendation:

That you:

- 1) **Agree** to publish a myGov Roadmap on the Agency's website by 30 June 2024 (Attachment A refers).

Decision:

Agreed / Not Agreed

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

Signature:

Bill Shorten

1/7/2024

Minister comments

This is not ambitious or detailed or
accountable enough
I want to update within 21 days as
per this request

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MS24-000151

Cleared by: Charles McHardie Chief Information and Digital Officer Technology and Digital Programs Group Mob: s47F(1) S47F(1) Signature: .. Date Cleared: 10 June 2024	Contact: Monita Lal National Manager myGov MDT Program Design Group Mob: s47F(1)
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Sensitivity: No.**Financial Impacts:** No.**Regulatory Implications:** No.**Consultation:** Yes.

- Whole-of-government consultation through established governance forums, including the myGov Sub-Committee of the Digital Leadership Committee. In addition, community advocacy forum engagement with the Civil Society Advisory Group

Attachments:

A: myGov Roadmap

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MS24-000151

Background:

1. The Government's response to the myGov User Audit agreed to develop a rolling roadmap that sets out services and functionality through myGov to be reviewed every 12 months and published to citizens.
2. To deliver on this commitment, an initial myGov Roadmap (the Roadmap) for the public has been developed (Attachment A refers) for your endorsement.
3. The Roadmap is planned to be published in the 'Our Commitments and Strategies' section on the Agency's website.
4. Publishing the Roadmap by 30 June 2024 takes the opportunity to publicly showcase the new services and capabilities in myGov as well as the recent investments through the 2024–25 Budget.
5. The Roadmap focuses myGov's strategic priorities and achievements with focus on the next 12 to 18 months.
6. It has been designed to balance transparency and the need for agility – avoiding specific delivery dates, or future unfunded or uncommitted work. This addresses the need to manage public perceptions and maintain trust in the event of unforeseeable changes or complications in delivery.
7. In developing the Roadmap the Agency has:
 - a. undertaken desktop research of similar strategic roadmaps implemented by Gov.UK and the New South Wales Government, highlighted in the myGov user audit as leading in best practice in digital service delivery;
 - b. collaborated with whole-of-government stakeholders including myGov partner services on the design and content of the Roadmap; and
 - c. co-developed the content and hosting approach with readability and access in mind to ensure the information is accessible and easy for people to understand.
8. Following your endorsement, the Roadmap will be updated quarterly at a minimum, and more frequently as required, to reflect changes in myGov's achievements, priorities and goals.
9. New initiatives will be included on the Roadmap as funding is confirmed – further building out the future view of services and capabilities in myGov.

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myGov Roadmap

A roadmap for myGov that sets out current and future services and functionality.

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