

OFFICIAL



Australian Government



Services
Australia



myGov

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SERVICES AUSTRALIA



Acknowledgement of Country

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.



Housekeeping

Services Australia

Our customers

26.7M

Medicare

9.5M

Centrelink

1.1M

Child Support (child supported)

Note: customers can traverse all 3 services

Our channels



Digital

1.1B online transactions



Telephone

55.2M calls



Face to Face

Over 10M service centre engagements

Our services

Total claims: \$465.6M

459.6M

Medicare (services)

3.6M

Centrelink

51,000

Child support (new registrations)

2.4M

Emergency and Pandemic

Total payments: \$219.5B

\$77.3B

Medicare

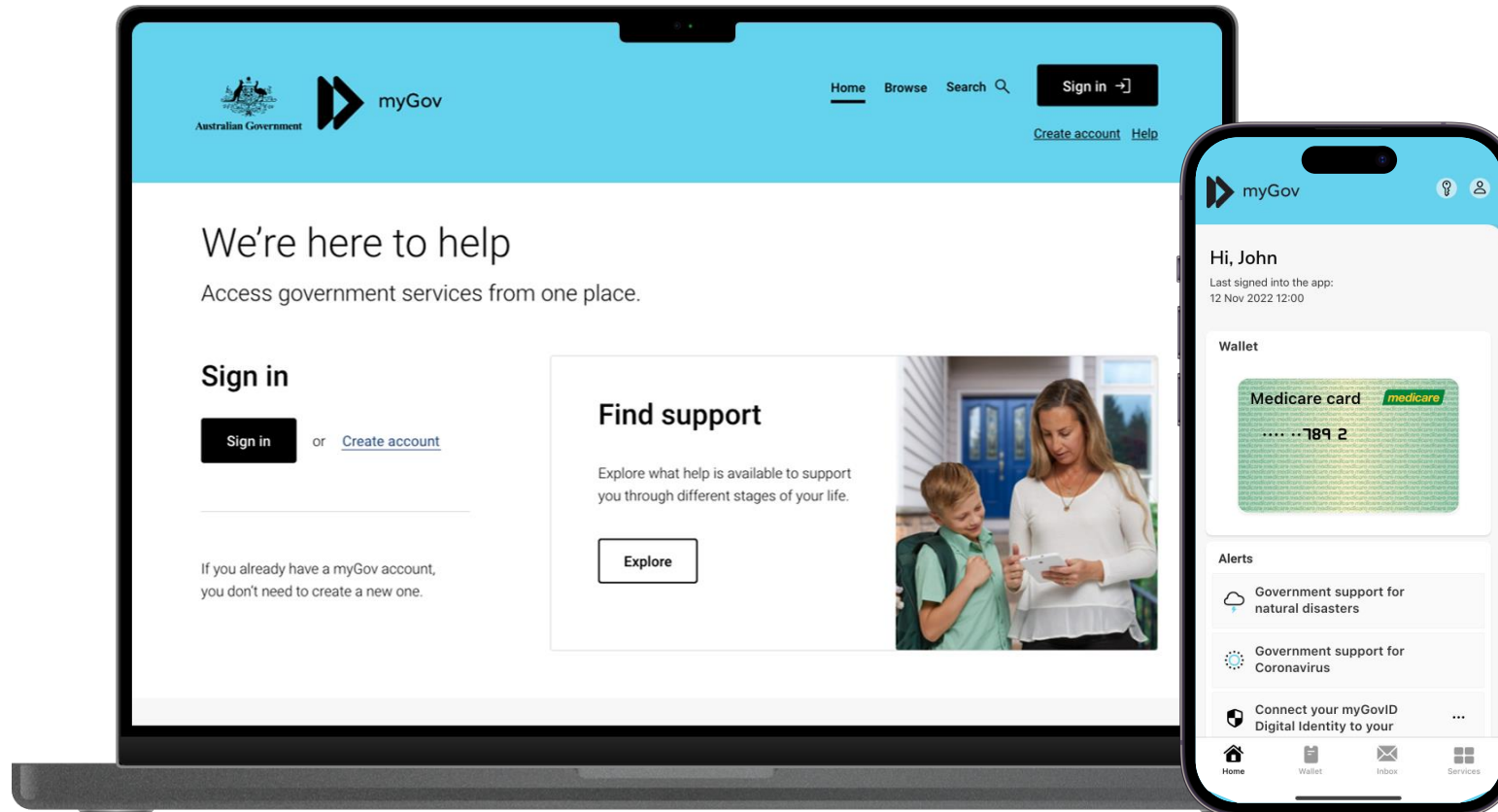
\$140.3B

Centrelink

\$1.8B

Child support

Making it easy to interact with Government

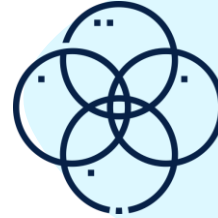


Critical national digital infrastructure

Imagine if...



Ease of use



Connection



Life events



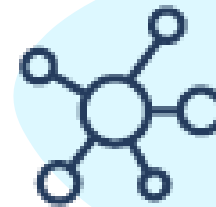
Intuitive



Integrated



Simple



Proactive

myGov Facts

1

Australia's largest
authenticated
platform

2

Over 26 million
myGov accounts
& 16 government
services

3

99.9% service
availability in
2023

4

Over 900,000
average daily
myGov sign ins

5

During peak time
2.64 million sign-
ins on a single day

Customers are at the heart of myGov experience

Our human centred design approach



Discovery

We create a deep understanding of the current state

Alpha

We co-design future state concepts and experiences

Beta

We test and iterate with customers

Live

We implement and measure

We listen to customers



myGov SENTIMENT

*"I like being able to see basic info like next FTB payment etc in myGov rather than have to switch to another website. With them all linked, **it makes sense** to bring visibility of the most common things to the forefront in myGov itself."*

Facebook post, August 2023



myGov EXPERIENCE

*"It's heaps better than the old version. **Easier to navigate**. About time it was updated."*

Facebook post, August 2023



myGov PERFORMANCE

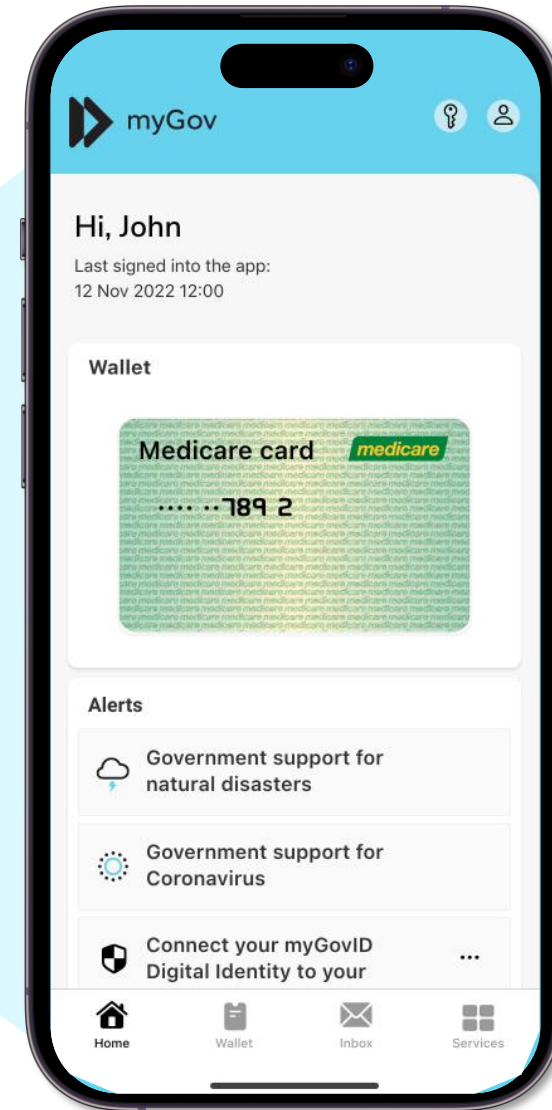
*"I see a lot of negative comments here, but I find it works, at my time of day. It has **saved me queuing** for a long time at inconvenient locations on all but 2 occasions over 5 ? years, or has it been longer. I welcome the changes, even though I know I will have to re-learn a little bit."*

Facebook post, August 2023

myGov app

“We believe the app is highly accessible and one of the best we’ve seen.”

- AccessHQs



Digital Identity

Enabling seamless, end-to-end digital experience

A Digital Identity (ID) allows a user to prove who they are when accessing digital services

3,000,000+ myGov accounts currently have a connected Digital ID

487,755 people have used a Digital ID to access Centrelink since the launch of the public beta in September 2023.

38,798 people used their Digital ID to prove who they are to Centrelink for the first time, saving them a trip to a service centre



We continue to...



Ensure myGov remains **contemporary**



Ensure myGov is **easy to use**



Allow for **expected growth** in people using myGov



Provide **support** for new government services to come onboard



Maintain the **security and integrity** of the platform



Deliver more **functions** in the **myGov app**



Provide **customer support**



Support government services to **use more myGov capabilities**

Thank you
Questions?



Simple



Helpful



Respectful



Transparent