



# Digital Experience Policy

The Digital Experience Policy including the updated Digital Service Standard 2.0 and 3 new standards come into effect on the rolling timeline below.



## Digital Service Standard 2.0 phase 1

- ▶ New public-facing and staff-facing services



## Digital Experience Policy, Digital Inclusion Standard, Digital Access Standard, Digital Performance Standard phase 1

- ▶ Digital Inclusion Standard-  
New public-facing and staff-facing services
- ▶ Digital Access Standard-  
New and/or replacement digital services for individuals suitable for myGov
- ▶ Digital Performance Standard - New and replacement public-facing services
- ▶ Digital Experience Policy all services



## Digital Service Standard phase 2

- ▶ Existing public-facing services



## Digital Inclusion Standard, Digital Access standard, phase 2

- ▶ Digital Inclusion Standard - Existing public-facing services
- ▶ Digital Access Standard - All other public-facing services for individuals as well those for businesses and providers