

myGov Decision-making Framework

This myGov Decision-making framework helps you decide if you should connect your service to myGov.

First, think about your users.

Make the most of existing access points by understanding where users already go to access digital government services.

Next, look at the service offering.

Understand what capabilities are needed to support the new service. Use familiar platforms, products and capabilities.

Then, check for limitations.

Consider if there are any challenges making the new service available through an existing access point. Engage with delivery partners to assess how these could be overcome. For example, could there be technical issues interfacing with legacy internal systems or legal barriers such as data sharing.

Finally, assess the investment.

Determine if using an existing access point is not prohibitive on the basis of investment required and if the cost of using the existing portal is outweighed by the benefits. For example, investment to uplift an existing portal is outweighed by a significantly better experience for users.

