



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 comes into effect

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