



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