



Digital Access Standard

Supporting government agencies to minimise and consolidate access points.

Version 1.0



1

Understand how your users access services

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

2

Define your service offering

Understand what capabilities are needed to support the new service.

3

Use the AGA to find reusable platforms and capabilities

Use the AGA to discover existing capabilities available for reuse, and requirements that apply to new services.

4

Follow the decision-making framework

Apply decision-making criteria to apply a consistent approach to evaluating if a new access point is required

5

Engage with delivery partners

Engage with delivery partners to establish a successful, collaborative and trusted partnerships.