myGov Platform Capability and Functions Overview

The myGov platform capability and function overview provides agencies with a view of the current user experience in myGov, enabled by established core capabilities as well as the additional services and support that Services Australia offers to agencies.

myGov Capability

Explore
- Content
- Deep Linking
- Search
- Global Messaging
- Alerts
- Digital Assistant

Access and Connection
- myGov Credentials
- Device Biometrics
- Link/Unlink Service
- Single Sign In & Sign Out

Manage and Share
- myGov Profile
- Consent Management
- Update Contact Details
- Document Upload
- Analytics
- Audit Logging

Communicate
- myGov Inbox
- Notifications (Email, SMS, Push and Web)

Interact and Transact
- myGov Homepage
- Payments View
- Claims Tracker
- Digital Wallet
- Verifiable Credentials
- Credential Scanner
- Document Execution
- Life Event Support e.g. Birth of a Child Task

Support
- Help Text and Learning Resources
- myGov Helpdesk
- Digital Assistant
- myGov Short Survey

User Experience

Explore

Service discovery
In myGov, people can discover and view content from across government, helping them to find and understand the services that are relevant to their needs.

Search
People can search for information directly when they know what it is they are looking for.

Digital Assistant
People can seek assistance and search for information across myGov with the help of the Digital Assistant.

Access and Connection

Security and sign-in
People can authenticate themselves and securely sign into myGov and connected online government services through a single sign-in experience with a range of sign-in settings to best suit them.

Manage myGov account
People have control over their preferred security and notification settings, connected devices and recovery of their myGov accounts.

Connected services
People can link and gain access to digital government services through myGov, including by proving who they are with a Digital ID.

Digital ID
You can use your Digital ID to create and sign into your myGov account.

Manage and Share

myGov Profile
Data that people choose to share with government, such as legal name and contact details, is captured within the myGov Profile, which subject to privacy and legislation, could be used to support more tailored interactions.

Update your details
People can choose to update their contact details in myGov and share this with selected government services

Document upload
Allows people to securely upload and share documents with selected service.

Communicate

Messaging
People receive secure communications from connected agencies through one centralised inbox, allowing them to interact with a message and download attachments to complete obligations.

Notifications
Notifications alert people to important information and provide a fast and secure avenue to everything they need, reducing the disjointed experiences people have when communicating with Government.

Interact and Transact

Common capabilities
Whole-of-government capabilities (i.e. Payments) in myGov bring together information from multiple services for people in one place, providing a more seamless experience when managing interactions across government or experiencing significant life events.

Digital wallet
Gives people the ability to securely store information digitally and access this information quickly and simply, reducing the need to carry physical cards/documents.

Digital statutory declarations
Allows people to complete Commonwealth Statutory Declarations through myGov using a Digital Identity, replacing in-person witnessing requirements.

Life event support
People can easily discover relevant content with direct links to services or complete transactions within myGov allowing a seamless experience across various life events.

Support

Support beyond the digital channel
myGov Helpdesk and face-to-face staff provide support for myGov enquiries and help people where there are barriers to using the digital channel.

Promoting digital literacy
Help text, the Digital Assistant and various other resources are available to educate and support people to use myGov.

Continuous improvement
People are encouraged to record feedback and their experience is captured through page polling and survey tools.

Enabling Services

Platform Operations and ICT Delivery	Manages the digital delivery and operation of the myGov Platform (web portal, app and content website) including Agile delivery teams, fraud and cyber monitoring and response capabilities, onboarding digital services and coordination of IT management practices across myGov and partner services.
Service Delivery and Business Operations	Coordinates and manages business operations for myGov including the myGov Helpdesk, data analysis and reporting, fraud control, investigations and incident management, finance and risk management services.
Content and Experience Management	Responsible for the development, management and continuous improvement of content and capabilities across the myGov platform as well as customer experience analytics and reporting practices to drive iterative improvement across myGov.
Partnership Management	Proactively works with partner agencies to support them to integrate and make the most of myGov for their business through regular, clear and two-way communication.
Strategic Planning and Investment Pipeline	The myGov Strategic Planning & Investment Pipeline will collaborate with agencies identify opportunities across whole-of-government service delivery, develop and co-design ideas, assess their viability and turn them into funding proposals.

Oversight

Coordination, Governance and Oversight	Provides the oversight and strategic direction collaboratively across government to make sure myGov remains aligned with government, future focused and compliant with the legislation, regulation and policy.

For more information about myGov and how to get started, go to myGov | aga (digital.gov.au)