



Digital Experience Policy: Timeline for digital government services

Digital services as defined in the Digital Service Standard.

This includes:

Informational services – which provide information such as reports, fact sheets or videos to users

Transactional services – which lead to a change in government-held records, typically involving an exchange of information, money, licences or goods.

From 1 January 2025:

Proposals for new digital services - will be assessed through the [Digital and ICT Investment Oversight Framework \(IOF\)](#)

Existing services – will be assessed at relevant points throughout the IOF.

For more information go to digital.gov.au

| | Service Standard | Inclusion Standard | Access Standard | Performance Standard |
|--|------------------|--------------------|-----------------|----------------------|
| New* Public Facing services | ✓ 1 July 2024 | ✓ 1 Jan 2025 | | ✓ 1 Jan 2025 |
| New* Public Facing services for individuals suitable for myGov | | | ✓ 1 Jan 2025 | |
| New* Public Facing services for all including business & providers | | | ✓ 1 Jan 2026 | |
| New Staff Facing services | ✓ 1 July 2024 | ✓ 1 Jan 2025 | | |
| Existing Public Facing services | ✓ 1 July 2025 | ✓ 1 Jan 2026 | | |

* New – includes replacement or a redesign of an existing service