



Digital Experience Compliance and Reporting Framework

Embodying a commitment to the Digital Experience
Policy and accompanying standards

Version 1.0

Digital Transformation Agency



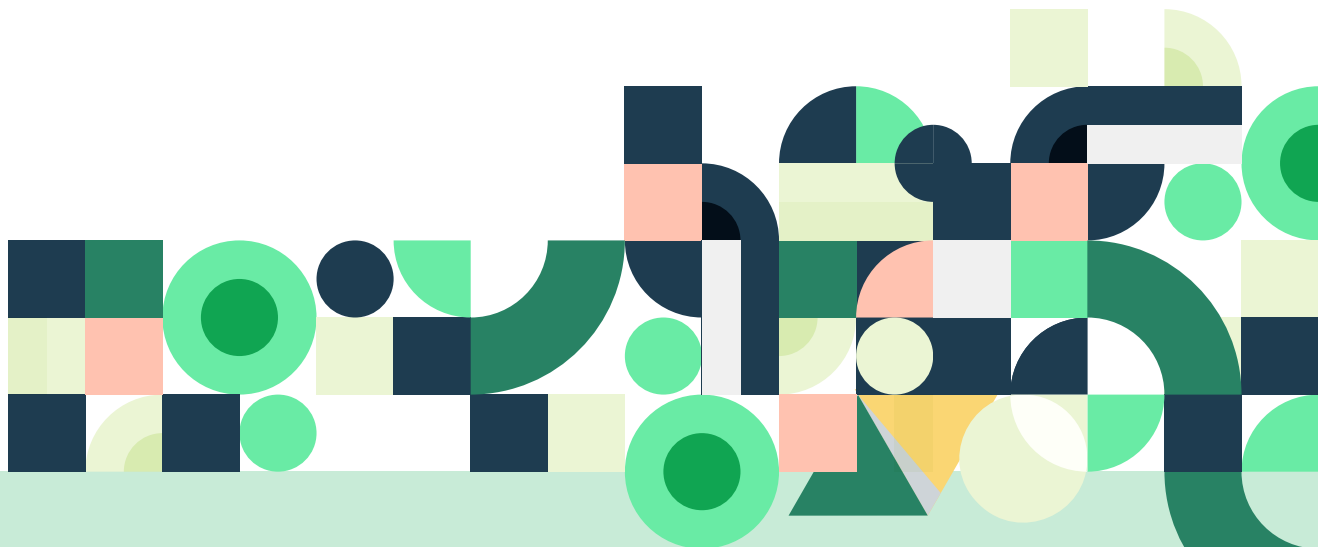
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Introducing the Compliance and Reporting Framework

The Compliance and Reporting Framework (the Framework) establishes the reporting thresholds and compliance requirements for government agencies adhering to the Digital Experience Policy.

The Framework sets compliance safeguards and reporting processes, empowering agencies to build trust in the government's digital ecosystem. The Framework in turn supports the DTA to act in its strategic oversight capacity, identifying digital services that are working well and where greater efforts need to be focussed.

The DTA has focussed on minimising the associated compliance and reporting burden on agencies, while still collecting sufficient information to enable effective implementation of the standards. Actions to minimise the burden include leveraging existing processes under the Digital and Information and Communication Technologies (ICT) Investment Oversight Framework wherever possible.

The Digital Experience Policy

The Digital Experience Policy supports an Australian Government ambition to improve the experience of people and businesses interacting digitally with government information and services. It strengthens the government's Investment Oversight Framework (IOF) by creating a centralised approach to improve and measure digital experiences. This approach increases consistency for investments and uplifts the digital service experience, providing clear guardrails for agencies to design, deliver and improve digital services. The Digital Experience Policy aligns to best practice and aims to leave no-one behind.

The Digital Experience Policy includes four standards that support the government to deliver cohesive and consistent digital experiences, aligned to the Data and Digital Government Strategy.

The Digital Experience Policy's standards include the:

- Digital Service Standard, which aims to ensure consistent and high-quality digital service delivery across government.
- Digital Inclusion Standard, which aims to ensure services are designed to be inclusive, leaving no one behind.
- Digital Access Standard, which aims to improve service discoverability and ease of access points for all users.
- Digital Performance Standard, which sets criteria for monitoring and reporting on the performance of digital services.

Services covered by the Digital Experience Policy

The Digital Experience Policy is effective from 1 January 2025 and applies to Corporate and Non-Corporate Commonwealth Entities, as defined by the Public Governance, Performance and Accountability Act 2013.

Agencies are expected to review and understand each standard to determine which services are in scope of the Digital Experience Policy and the requirements set out in those standards.

Understanding compliance

Compliance refers to an Agency meeting the requirements as set out in the Digital Experience Policy and accompanying standards.

Compliance is mandatory for services considered in scope of the Digital Experience Policy, unless services are granted an exemption by the DTA. Where an exemption has been granted, it will apply only to the specific standard or criteria on which it has been granted. Refer to the Digital Experience Policy Exemption Guide for further information.

In-scope services are required to comply by the relevant implementation dates set out in each standard. Services may be required to comply with multiple standards concurrently, depending on the nature of the service.

Understanding reporting

Reporting means providing the required information, in the correct format, within stated timeframes as outlined in this framework.

To reduce the burden on Agencies, compliance reporting will be aligned to the DTA's existing data collection activities that support the Investment Oversight Framework (IOF), for example the Approved Programs Collection.

Consequences of non-compliance and/or non-reporting

The DTA will support agencies to avoid non-compliance and/or non-reporting. This will be done by assessing compliance at different touchpoints throughout the IOF life cycle. Where an agency fails to comply with the Digital Experience Policy and Standards, the DTA will in the first instance support agencies to address areas where compliance has yet to be achieved.

The DTA will use the reporting outputs outlined in this framework to inform strategic advice to government on proposals coming forward in the Budget context and in other policy and standard updates going forward.

Compliance and reporting touchpoints in the Investment Oversight Framework (IOF)

State 1 Strategic Planning

Agencies must make sure digital and ICT-enabled investment proposals support the outcomes of existing whole-of-government strategies.

Agency Compliance Requirements

In the Strategic Planning State, agencies are required to consider the following standards:

- Digital Service Standard
- Digital Inclusion Standard
- Digital Access Standard
- Digital Performance Standard

Agency Reporting Requirements

Under the Strategic Planning State of the IOF, agencies are not required to report on compliance against the Digital Experience Policy's standards.

DTA's role

The DTA will not assess compliance against the standards at the Strategic Planning State of the IOF.

State 2 Prioritisation

Investment proposals are prioritised against the government's digital and ICT objectives.

Agency Compliance Requirement

In the Prioritisation state, agencies are required to comply with the following standards:

- Digital Service Standard
- Digital Inclusion Standard
- Digital Access Standard
- Digital Performance Standard

Agency Reporting Requirements

In the Prioritisation state, agencies be asked to report to the DTA on how their investment proposals will comply with the Digital Access Standard, as below.

Digital Access Standard – Agencies will be asked to report the following information, through the DTA's existing data collection channels, such as the Digital Prioritisation Data Collection Process:

- intentions to create a new access point
- evidence explaining why an existing access point could not be used, or
- evidence of, or intention to apply for an exemption from the Digital Access Standard (if applicable).

DTA's role

During the Prioritisation state, the DTA will assess investment proposals to make sure they align with government's digital and ICT strategies and priorities, including the Digital Experience Policy and accompanying standards.

The DTA will use data collected during this state to prioritise investment proposals in preparation for budget processes. The data will also be used to assess compliance with the Digital Experience Policy and accompanying standards. This will be factored into the advice given to government.

Analysis of compliance with the Digital Experience Policy may be further considered in the development of the Integrated Digital Investment Plan. This plan provides long-term digital and ICT investment analysis to the Secretaries Digital and Data Committee to support data-driven decision making.

State 3 Contestability

Makes sure proposals are robust and meet whole-of-government digital standards prior to government consideration.

Agency Compliance Requirements

In the Contestability State, agencies planning to deliver a digital service are required to demonstrate their ability to comply with the following standards:

- Digital Service Standard
- Digital Inclusion Standard
- Digital Access Standard
- Digital Performance Standard

Agency Reporting Requirements

In the Contestability state, agencies bringing forward proposals through Budget need to demonstrate ability to comply with the standards, as below:

- Agencies must demonstrate alignment and compliance with the Digital Experience Policy and the above standards. As part of the contestability process, agencies will be required to demonstrate the following:
 - How their proposal aligns with the the standards listed above set out in the DTA's contestability process.
 - Provide supporting documentation to support their claims against the Digital Experience Policy requirements in the DTA's contestability process.
 - Provide evidence of, or an intention to apply for an exemption from any of the standards (where applicable), and
 - Provide any other information as required as part of the IOF Contestability state.

Guidance of what evidence is required, is currently provided as part of the [Digital Capability Assessment Process \(DCAP\) Guide](#).

DTA's role

The DTA will assess agency statements against each criterion along with relevant supporting evidence. The DTA will provide feedback to the agency to support them to address areas where alignment has not been achieved.

State 4 Assurance

Provides assurance to the government that investments are on-track to deliver expected benefits/throughout delivery.

Agency Compliance Requirements

In the Assurance State, agencies are required to comply with the following standards:

- Digital Service Standard
- Digital Inclusion Standard
- Digital Access Standard
- Digital Performance Standard

Agency Reporting Requirements

In the Assurance state, agency compliance with the standards will be assessed by using existing engagement and reporting processes which apply under the Assurance Framework. These processes allow agencies to demonstrate that they applied the standards throughout ongoing implementation of each service the standards apply to.

These processes will enable the DTA to advise government on agency compliance with the standards, as well as identify where additional support might be required for agencies.

DTA's role

The DTA will support agencies to easily report compliance with the standards, guided by their Investment Tier as determined under the Assurance Framework. This will take place through established processes for assurance engagement and monitoring.

The DTA's engagement will also identify where greater guidance and support is required for agencies to meet the minimum requirements.

State 5 Digital Sourcing

Ensures government obtains the best value for money from digital and ICT-enabled investments.

Agency Compliance Requirements

In the Digital Sourcing state agencies are required to comply with the requirements set out in the following standards:

- Digital Service Standard
- Digital Inclusion Standard
- Digital Access Standard
- Digital Performance Standard

Agency Reporting Requirements

Agencies are not required to report on compliance in the Digital Sourcing State of the IOF.

DTA's role

The DTA will not assess compliance against the Standards at the Digital Sourcing State of the IOF.

State 6 Operations

Regular data collection provides intelligence on the size, health and maturity of the government's Digital and ICT investments.

Agency Compliance Requirements

In the Operations state, agencies are required to comply with the requirements set out in the following standards:

- Digital Service Standard
- Digital Inclusion Standard
- Digital Access Standard
- Digital Performance Standard

Agency Reporting Requirements

In the Operations state, agencies need to report to the DTA on how their existing services, or new operational services, comply with the standards and transition arrangements set out in each standard. The DTA will request this data through existing data collection channels, such as the Approved Programs Collection. Agencies will be required to:

- Demonstrate how they have applied the standards throughout the ongoing implementation of the project.
- Provide the DTA with supporting documentation and evidence to support their claims, describing how they applied the standards.
- Report ongoing performance for services post-implementation.
- Provide evidence of, or an intention to apply for an exemption from any of the standards, (where applicable).

It is proposed, reporting information will be collected in line with the Approved Programs Collection data collection timeframes.

Existing services:

For existing services in scope of the Digital Service Standard and the Digital Inclusion Standard, reporting is limited to services that are:

- public facing, and
- high volume with over 50,000 page visits and/or transactions per annum.

This reduces the reporting burden on agencies.

DTA's role

Once collected, the DTA will use the information collected to inform our strategic advice on digital and ICT. The information will be used to inform future investments throughout the IOF life cycle and future changes to the Standards and other policies.