Digital Experience Policy checklist for existing public facing services

This checklist aims to help agencies evaluate how the [Digital Experience Policy](https://www.digital.gov.au/policy/digital-experience) (DX Policy) is relevant to their **existing** digital services.

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

• public facing and

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

If your service is a new or replacement service please see the new/replacement services checklist

## Digital Experience Policy

* Read the [DX Policy](https://www.digital.gov.au/policy/digital-experience)
* Read the [Service Standard](https://www.digital.gov.au/policy/digital-experience/digital-service-standard)
* Read the [Inclusion Standard](https://www.digital.gov.au/policy/digital-experience/digital-inclusion-standard)
* Read the [Compliance and Reporting Framework](https://www.digital.gov.au/policy/digital-experience/compliance-and-reporting-framework)
* Read the [Exemption Guide](https://www.digital.gov.au/policy/digital-experience/digital-experience-policy-exemption-guide)
  + If an exemption may apply, contact the DTA at [standard@dta.gov.au](mailto:standard@dta.gov.au)

# Service Standard

* Define the scope, purpose and desired outcomes of your service ([criterion 1](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion1))
* Apply agile methodologies and rituals across your project life-cycle ([criterion 1](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion1))
* Conduct user research to gain valuable insights into user needs and preferences ([criterion 2](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-2), [criterion 3](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-3))
* Design and develop for seamless user transitions across different systems, platforms, and services ensuring interoperability across government using reusable designs ([criterion 4](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-4) and [criterion 6](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criteron-6))
* Make sure robust security measures are designed and transparent data handling processes are established, while also monitoring the performance of your service ([criterion 5,](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-5) [criterion 9](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-9))
* Undertake Privacy Impact Assessments and implement informed consent methods ([criterion 7](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-7))
* Regularly review and adopt guidance on emerging technologies from government sources to ensure alignment and preparedness ([criterion 8](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-8))
* Ensure that mechanisms for continuous user feedback are designed and implemented, allowing for adaptive and responsive service enhancements based on real-time insights [(criterion 10)](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-10).

# Inclusion Standard

* Plan for an inclusive and accessible service ([Service Standard criterion 3](https://www.digital.gov.au/policy/digital-experience/digital-service-standard/criterion-3), [Inclusion Standard criterion 1](https://www.digital.gov.au/policy/digital-experience/digital-inclusion-standard/dis-criterion-1-embrace-diversity))
* Identify digital obstacles and examine ways to simplify the service's usability ([criterion 2](https://www.digital.gov.au/policy/digital-experience/digital-inclusion-standard/dis-criterion-2-motivate-digital-use))
* Develop procedures that identify and mitigate both current and future user risks while ensuring a secure digital environment ([criterion 3](https://www.digital.gov.au/policy/digital-experience/digital-inclusion-standard/dis-criterion-3-protect-users))
* Plan, design and test with assistive technologies, allowing for alternative formats and pathways for information ([criterion 4](https://www.digital.gov.au/policy/digital-experience/digital-inclusion-standard/dis-criterion-4-make-it-accessible))
* Implement a plan to prioritise flexibility in your design by integrating responsive layouts, adaptive interfaces, and smooth user experiences ([criterion 5](https://www.digital.gov.au/policy/digital-experience/digital-inclusion-standard/dis-criterion-5-provide-flexibility-and-choice))