



# Digital Experience Policy

## Checklist for existing public facing services

This checklist aims to help agencies evaluate how the [Digital Experience Policy \(DX Policy\)](#) 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](#)

Read the [Service Standard](#)

Read the [Inclusion Standard](#)

Read the [Compliance and Reporting Framework](#)

Read the [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](#))

Apply agile methodologies and rituals across your project life-cycle ([criterion 1](#))

Conduct user research to gain valuable insights into user needs and preferences ([criterion 2](#), [criterion 3](#))

Design and develop for seamless user transitions across different systems, platforms, and services ensuring interoperability across government using reusable designs ([criterion 4](#) and [criterion 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](#), [criterion 9](#))

Undertake Privacy Impact Assessments and implement informed consent methods ([criterion 7](#))

Regularly review and adopt guidance on emerging technologies from government sources to ensure alignment and preparedness ([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](#)).

## Inclusion Standard

Plan for an inclusive and accessible service ([Service Standard criterion 3](#), [Inclusion Standard criterion 1](#))

Identify digital obstacles and examine ways to simplify the service's usability ([criterion 2](#))

Develop procedures that identify and mitigate both current and future user risks while ensuring a secure digital environment ([criterion 3](#))

Plan, design and test with assistive technologies, allowing for alternative formats and pathways for information ([criterion 4](#))

Implement a plan to prioritise flexibility in your design by integrating responsive layouts, adaptive interfaces, and smooth user experiences ([criterion 5](#))