



21 June 2024

Agenda item 6: Life-events based- checklist in myGov

RECOMMENDATIONS

That members:

- a) **Note** from 1 July 2024 the Commonwealth lead for the National Life Events program will be Services Australia.
- b) **Agree** the Commonwealth work with interested states and territories on a proof of concept for a life-event-based checklist function in the myGov app, and provide advice to the next meeting of DDMM.

KEY ISSUES

Following the transfer of responsibility for the National Life Events program from the Digital Transformation Agency (DTA) to Services Australia, there is an opportunity to partner with interested states and territories on a project to ‘make it easier for people to find and do what they need to across levels of government’ (Recommendation 8 of myGov user audit).

This project would initially explore how information presented as a checklist, or stepped process, could support people navigating a life event. The checklist would be presented in the myGov app but, subject to discussions with jurisdictions, could also be presented in state and territory government apps. The death of a loved one or cost of living support are life events for consideration as pilot topics.

Services Australia will work with interested jurisdictions to identify the life event topic, explore user needs, and prototype a concept. This work will be presented to DDMM at their next meeting. Subject to DDMM consideration, the concept may be applied to other life events and the services associated with those life events.

In February 2024 DDMM agreed a new Direction and Framework for the National Life Events program. The new Direction supported “small scale, high impact, infrastructure and capability-based initiatives to help jurisdictions design and deliver life events”. The Life-events based checklist proposal aligns with this commitment. The results of the proof of concept will allow Ministers to assess the scalability of this checklist function and its applicability to other life events, consistent with the Framework agreed in February.

BACKGROUND

A life event is a major planned or unplanned change in a person’s life, such as the birth of a child or recovering from a natural disaster, where access to government services is necessary as a result.

The DTA is transitioning responsibility for the National Life Events program to Services Australia from 1 July 2024. This provides the opportunity for Data and Digital Ministers to drive projects that help Australians easily find information, and do what they need to, across all levels of government.

This proof of concept builds on existing work to improve delivery of government services based on life events including:

- The DTA-established GovX life events communities which bring people and organisations together to collaborate, design and prioritise delivery efforts based on life events. Communities include:
 - looking for work
 - end of life



- accessing childcare.
- The structuring of myGov around life events which commenced in September 2022, and allows myGov to function as a digital navigator, helping people discover information relevant to them at a point in time.
- Jurisdictions' organisation of government services around life events e.g. NSW government provides information, advice and support outlining citizens' options, entitlements, and obligations in relation to life events such as commencing schooling and planning for retirement.
- The new Direction and Framework for the National Life Events Program developed by the cross-jurisdictional working group, led by the DTA, in response to recommendations 1 and 2 of the Cross-jurisdictional Life Events Review.

Services Australia's responsibilities from 1 July will include working with jurisdictions on the remaining two recommendations from the Cross-Jurisdictional Review of Life Events. Consistent with recommendation 8 of the myGov user audit, Services Australia will also "partner with states and territories on a 5-year plan to make it easy for people to find and do what they need to across all levels of government".

NEXT STEPS

1. Interested jurisdictions may nominate officials to work with Services Australia on a Life event-based checklist function in the myGov app by 21 July 2024.

PREPARED BY: COMMONWEALTH



DATA AND DIGITAL MINISTERS MEETING COMMUNIQUÉ

21 JUNE 2024

Data and Digital Ministers convened in Darwin today. The following Ministers attended:

- Senator the Hon Katy Gallagher (Commonwealth)
- The Hon Bill Shorten MP (Commonwealth)
- The Hon Jihad Dib MP (New South Wales)
- The Hon Gabrielle Williams MP (Victoria)
- The Hon Bart Mellish MP (Queensland)
- The Hon Stephen Dawson MLC (Western Australia)
- The Hon Andrea Michaels MP (South Australia)
- Mr Chris Steel MLA (Australian Capital Territory)
- The Hon Selena Uibo MLA (Northern Territory)

The Hon Michelle Rowland MP, Ms Dot West OAM and Dr Lyndon Ormond-Parker also attended the meeting.

The Hon Eric Abetz (Tasmania) and the Hon Judith Collins (New Zealand) were apologies for the meeting.

Digital Inclusion

Ministers are committed to ensuring all Australians are able to easily and safely access services using a Digital ID. Ministers launched a project to assist under-documented Australians, particularly First Nations people, to use alternative ways to prove who they are to create a Digital ID, should they choose to do so.

Ministers noted work underway in collaboration with the First Nations Digital Inclusion Advisory Group to improve digital inclusion outcomes for First Nations people, consistent with Target 17 of the National Agreement on Closing the Gap: *“By 2026, Aboriginal and Torres Strait Islander people have equal levels of digital inclusion”*.

Modernising Australia’s ID System

Ministers agreed a Digital ID and Verifiable Credentials Strategy and common standards for verifiable credentials. The Strategy provides a framework for all governments to ensure a fast, secure, and seamless experience for Australians to access government services online. Ministers remain committed to individual control over personal information through secure, portable, convenient, voluntary, and inclusive Digital IDs and verifiable credentials.

Ministers welcomed the enactment of the Digital ID legislation by the Commonwealth Parliament in May 2024. Building on the Digital ID and Verifiable Credentials Strategy, the Commonwealth will bring forward a further plan to Data and Digital Ministers by the end of 2024 to support adoption of Digital ID economy wide. It will enable more services to be accredited under the Digital ID legislation and to join the Australian Government Digital ID System.

Artificial Intelligence

Ministers endorsed the National framework for the assurance of artificial intelligence in government. The framework will align governments' use of AI to ensure ethical, transparent



adoption that puts the rights, well-being and interests of Australians first. All Ministers committed to flexibility, responsiveness and continued collaboration on their approach to AI assurance.

Family and Domestic Violence

The Commonwealth and Victoria will lead work to improve information sharing across systems and jurisdictions about perpetrators of family and domestic violence. Data and Digital Ministers will provide advice to National Cabinet on how to improve information sharing on perpetrators and will work with Women and Women's Safety Ministers on this advice.

National Life Events Program

Ministers discussed opportunities to drive projects that help Australians easily find information, and to do what they need to, across all levels of government. To this end, Ministers agreed to commence a proof of concept life events-based checklist in the myGov app.

New Zealand is not a party to this communiqué.

Information on the Data and Digital Ministers Meeting, including previous meeting communiqués, can be found at www.finance.gov.au/government/public-data/data-and-digital-ministers-meeting.

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