

# myGov roadmap

A roadmap for myGov sets out what we've achieved, what we're working on and how we're shaping the future of government digital services.

We're committed to making myGov the go-to place for people to access government services online.

The government is providing ongoing funding to ensure myGov continues to be safe, secure and user-friendly.

We've already started improving myGov for Australians, but there is more work to do. We're working hard to make myGov easier to use, more secure and more connected. Our commitment for the future of myGov is to put customers at the heart of everything we do.

The roadmap details:

- what we've achieved
- what we're currently working on
- the new ideas we're exploring.

We'll keep updating the roadmap as we deliver improvements. It means you can see what is coming up and how we're taking action on the commitments made by government in response to the myGov User Audit.

## The myGov app

Launched in 2022, the myGov app makes it simple to sign in to your account, easy to view your inbox messages, and quick to access your linked services and notifications. The myGov app also features a secure digital wallet, where you can add government issued cards and certificates.

### Cards for your digital wallet

It's helpful to have your government cards digitally in the one place. Right now, you can add these cards:

- Medicare card
- Centrelink concession and health care cards
- Department of Veterans' Affairs White or Gold veteran card.

We're exploring ways to make more government cards and certificates available in your myGov wallet so you can have all your important cards and certificates digitally in the palm of your hand.

By December 2024 you'll be able to add your digital Organ Donor card to the wallet in your myGov app.



## WHAT WE'VE ACHIEVED

### Keeping your myGov account secure

myGov is the most impersonated government website in Australia. Every day we see and disrupt scams and large-scale phishing campaigns that target myGov. Phishing scams are active year round and are becoming more sophisticated. This is why we're focused on making your myGov account as secure as possible.



#### Passkeys

You've now got more options for how you sign in to your account. Our newest sign in option is a **passkey** which lets you use your device's security features to sign in to your account. You can also make your account phishing resistant. If you create a passkey or connect a Digital ID to your account, you can turn off your myGov password as a sign in option. This makes it easier for you, and secures your account from phishing and other scams.

#### Sign in notices

We've made updates to how we tell you about attempts to access your account. If we don't recognise the device trying to sign in to your account, we'll send you a notification. We'll also place temporary locks on your account if this happens repeatedly in a short period. This means you can take action quickly to change your password or change your sign in method to a stronger option like a passkey or a Digital ID.

### Do more of your business online

We know your time is important. That's why we're creating more tasks you can do through your myGov account, so you can do your government business online anywhere, anytime.



#### Enrol in Medicare online

**We've made it easier to enrol in Medicare.** If you live in Australia, are 15 years or older and are enrolling as an individual, you can enrol through your myGov account instead of visiting a service centre.

#### Make a statutory declaration online

You can complete **Commonwealth Statutory Declarations** in myGov using your Digital ID. This means you don't need to organise an in-person witness.

#### Share details about your newborn with multiple services

If you're a parent of a newborn in the ACT, you can use myGov to **share details about your child with multiple government services.** In just one update, you can enrol your baby in Medicare, start your family payments and register their birth.

#### Link to Unique Student Identifier (USI)

If you're a student, you can **link and access your USI** account through myGov. You can view and share your USI Vocational Education and Training transcript and manage your details from the comfort of your home, on the bus or train, or in the classroom.


### Easily find information in myGov


myGov helps you easily find information about payments and services relevant to your needs. Learn about the government services available to support you through major events in life without needing to know which department provides which service.





**WHAT WE'RE WORKING ON**


Over the next 12 months, we'll deliver a range of new functions and updates to keep improving myGov, ensuring that all services are inclusive, secure and efficient for everyone.

- Strengthening fraud detection**


We're building new incident and response tools to help us detect fraudulent activities faster and share those detections with your linked services. This means we can intervene and notify you sooner if we suspect your account is being misused. Coupled with our ability to detect and disrupt phishing campaigns, our fraud response tools and partnerships with other agencies demonstrate our commitment to protecting people from scammers.
- Strengthening account security**


We're creating ways to show you an overview of your sign in settings for your myGov account. You'll have an overview of the sign in options available to you along with personal suggestions on how you can better secure your account.
- Improving the myGov Inbox and emails**


We'll improve the myGov Inbox so your linked services can send you more personalised information and messages relevant to your circumstances. We'll also update the way emails from myGov look and the information we send so you can be confident the message is authentic and it's easier for you to understand.
- Improving our staff support systems**


We're building new tools for our myGov helpdesk staff, so they can provide better support to you when you contact us. The new tool will give staff a more complete view of a person's myGov account. This includes a record of account history, notes, and the ability for authorised staff to flag suspicious activity for investigation.
- Complete the 2026 Census through myGov**


We're partnering with the Australian Bureau of Statistics to support the 2026 Census. This new service will let you subscribe to get news and updates about the Census ahead of time, and access your online Census form using myGov. The Census is one of Australia's largest events, so with the ABS we'll develop and test our approach in 2025 and keep refining our work to be ready for 2026.

**Taking control of your account security**

Imagine you get an email notifying of a new sign in to myGov. You check your account history and don't recognise the sign in attempt.



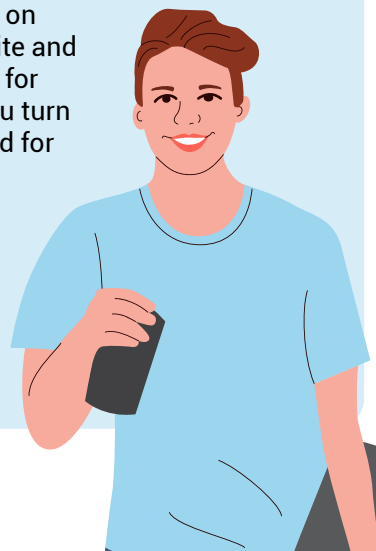
You change your password and call the myGov helpdesk to report it.



Using the new myGov Support Tool, helpdesk staff raise an incident for investigation, give you advice on how to improve your account security, and record conversation notes.



You read more about account security on the myGov website and create a passkey for your account. You turn off your password for extra security.




**SHAPING THE FUTURE OF GOVERNMENT DIGITAL SERVICES**

A simple and secure way to access government services online in one place.

**Consistent notices from your myGov linked services**


*Imagine if you could get reminders about things you need to do... or messages which let you know if there's support you could get.*



One way we're working towards this is by exploring a consistent approach to notifications. We want to ensure messages from all government services are easy for you to understand and you know what to do next if more actions are needed.

**Better connecting information and services that are relevant to you**

*Imagine if you could easily check and update your details in one place... when your circumstances change, such as moving house, changing who you live with, changing your name or contact details.*




When something big happens in your life such as starting a job, having a baby or retiring, imagine if you could get clear advice on all the things you need to do.

We're exploring how myGov could share your updated details with your linked services. We're also looking at new ways myGov could provide you with information based on your circumstances to reduce the time you spend looking for support.

**Take control of your information**

*Imagine if you could share information from your government-issued cards and certificates securely... verifiable credentials can offer secure ways to store, show and share these.*



We're looking at the next generation of the digital wallet in the myGov app that could give you more control over how and when you share information from your government issued credentials. Verifiable credentials can offer secure ways to store, show and share information from your government-issued cards and certificates.

**Legislation options to deliver better digital government services**

*Imagine if the legislation that governs the way you interact with government helped us overcome the barriers to delivering a simpler and connected experience.*



We're exploring and understanding the future legislative frameworks we need to give you a simpler and more connected experience when you interact with government.

**Using the myGov app wallet to securely share your information**

