

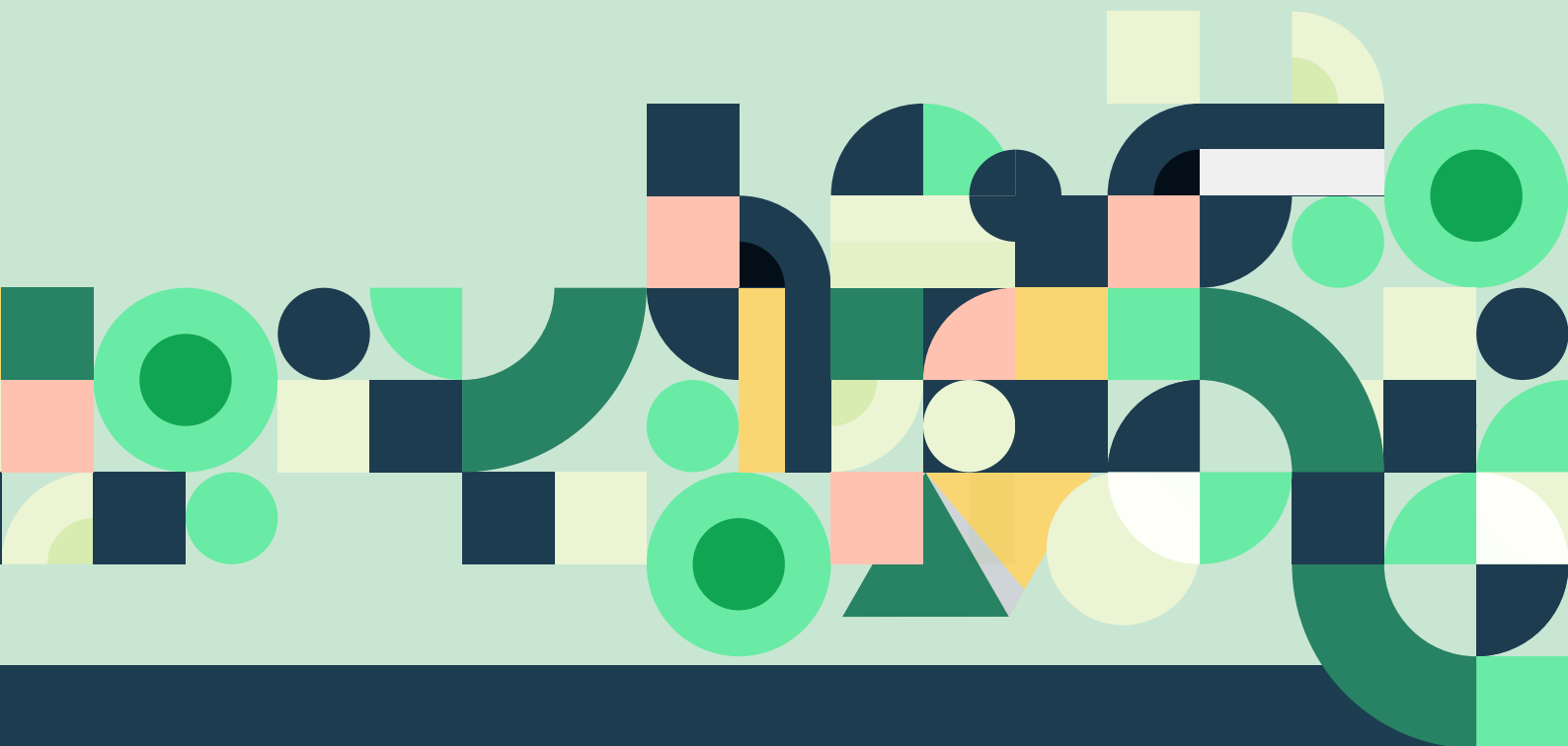


Australian Government
Digital Transformation Agency

dta¹

Compliance, reporting and exemption guide

Digital Experience Policy (DX Policy) compliance,
reporting and exemption information for digital
government services.



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Purpose

The **Compliance, reporting and exemption guide** helps government understand compliance, reporting and exemption processes for their digital service under the Digital Experience Policy.

This document contains information about:

- the Digital Experience Policy (DX Policy)
- compliance and reporting under the DX Policy
- standards that apply to **existing** and **new or replacement** digital services
- compliance processes through the Investment Oversight Framework (IOF)
- exemption types, exemption application processes and scenarios.

This guide provides information about DX Policy processes. It does not provide guidance on meeting the criteria set out within each standard. For information about criteria, visit digital.gov.au/policy/digital-experience

Digital Experience Policy

The Digital Experience Policy (DX Policy) sets agreed benchmarks for the performance of digital services. It supports agencies to design and deliver better experiences by considering the broader digital service ecosystem and data on real-world use.

Policy compliance

Agencies must comply with the DX Policy and the **4 standards** in the design and delivery of applicable digital government services. Compliance refers to an agency meeting the requirements of the DX Policy and its accompanying standards. This means making sure your service complies with **the criteria in each of the applicable standards** for the service.

Compliance through the IOF

Compliance information helps the DTA provide government with advice on **how agencies are supporting whole-of-government strategies**. Compliance and performance data is used to monitor the government's digital ecosystem. As part of this, DTA identify exemplary services as well as systems or areas requiring uplift.

Factoring compliance into the IOF

Compliance is factored into the IOF through:

- **DTA's advice to government** ensures proposals are robust and meet whole-of-government digital standards
- **the development of an agency's Assurance Plan for their proposal** in accordance with the [Assurance Framework for digital and ICT Investments](#).

Commitment to DX Policy and standards

When providing advice to government, DTA factors in a proposal's ability to demonstrate:

- a commitment to comply with the DX Policy
- a commitment to comply with the DX Policy supporting standards.

For more information about the Investment Oversight Framework, visit digital.gov.au/investment



Comply with the policy

Agencies are encouraged to make sure their digital service applies the criteria across all 4 standards. While compliance with all 4 standards is not always required, there are certain instances where compliance with all 4 standards is mandatory.

Existing services

All existing, public facing services are required to comply with:

- the Digital Service Standard
- the Digital inclusion Standard.

Any future reporting requirements will be for services with more than **50,000 end-to-end transactions per year**.

New or replacement services

New or replacement services which are subject to the IOF must apply the DX Policy and any applicable standards across all states of the IOF.

Agencies are required to demonstrate compliance through DTA's existing data collection activities that support the IOF, including:

- Digital Prioritisation Data Collection Process
- Digital Capability Assessment Process (DCAP)
- Assurance Framework
- Approved Programs Collection.

If your digital service is subject to the IOF and you have questions about the existing data collection activities, contact investment@dta.gov.au



Exemption guidance

DTA acknowledges that agencies may not be able to meet all the requirements of the DX Policy in every instance. Where appropriate, agencies can apply for an exemption.

Exemption eligibility

Exemptions should only be sought where there are genuine barriers in applying the standards to a digital service, including:

- legacy technology barriers that cannot be reasonably overcome
- substantial financial burden associated with modifying a service to meet requirements.

myGov integration exemptions

Specific exemptions for the Digital Access Standard may be available for services considered for integration with myGov.

This may include:

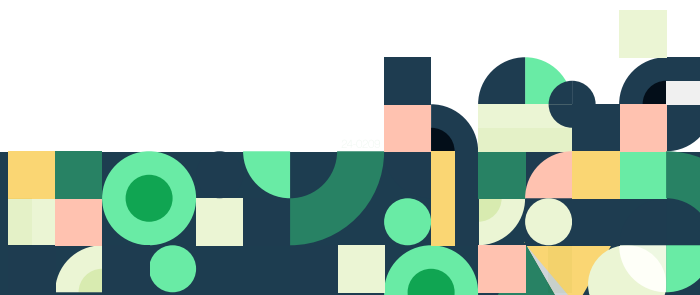
- users not having access to myGov
- users being ineligible for a myGov account
- where it does not make sense for users to have a myGov account
- legislative or regulatory barriers preventing the service from being delivered via myGov
- circumstances where Services Australia has indicated that it is unable to onboard the service to myGov.

Exemption limits

Exemptions may apply to one or more criteria of a standard mandated by the DX Policy, or to an entire standard. Exemptions are not applied at a whole-of-policy level.

Where an exemption from a standard is granted, it may be permanent, temporary, partial or full. Exemption applications are assessed on a case-by-case basis.

On request, the DTA can work with agencies to interpret their eligibility for an exemption and support them through the exemption process.



Exemption scenarios

Examples of where a service may be granted an exemption if sufficient evidence is provided. Sufficient evidence may include enhancement plans or future system changes, in line with the requirements of the relevant standard.

Digital Service Standard

An agency operates a grants system using technology that doesn't easily support interoperability. This means it is not able to operate in conjunction with other systems. The agency believes they can meet all Digital Service Standard requirements except **Criterion 4 – Connect services**. They would be exempt from designing for interoperability and joining services due to the limitations of the existing system.

Digital Inclusion Standard

An agency operates an informational website about their suite of services – the website is available to the public. The agency understands that the new Digital Inclusion Standard is applicable to existing services from **1 January 2026**. The agency does not believe they will meet the deadline for compliance, without significant investment and risk to other priority programs.

Digital Access Standard

An agency is replacing a digital platform that allows tourists to apply for tax refunds for goods they purchased in Australia, that they take with them on a plane or ship when they travel out of the country. The agency believes they can meet all Digital Access Standard requirements except **Criterion 4 – Follow the decision-making framework**. In applying the decision-making criteria, the agency determines that most users are tourists who are not eligible for myGov accounts. This means that myGov is not the best access point for their replacement service.

Digital Performance Standard

An agency provides a digital service that supports users who are experiencing extreme circumstances, such as trauma and hardship. The agency believes they can meet all Digital Performance Standard requirements except **Criterion 4 – Measure if your digital service is meeting customer needs**, as they don't feel it's appropriate to ask their customers for feedback at the time of transaction.

How to apply for an exemption

Agencies should contact the DTA to apply for an exemption. The DTA will provide all necessary information, forms and supporting documents for an exemption application.

Apply for an exemption

- Exemptions for new services going through the budget process can be raised through the appropriate state of the IOF.
- Exemptions for existing services against the Digital Service Standard and Digital Inclusion Standard should be made in writing to standard@dtg.gov.au.