

Digital Access Standard myGov Case Study

National Disability Insurance Agency (NDIA)

The launch of an accessible myGov platform was the key driver for NDIA to adopt myGov.



Accessibility is front and centre at NDIA.

The older myGov platform didn't offer the levels of accessibility NDIA needed for their target users.

NDIA shared their accessibility concerns with myGov, and the feedback was taken onboard. Accessibility improvements were built and released into the myGov platform.

In late 2022, 'myGov Blue' platform was launched. This is when NDIA commenced its journey to integrate its newer customer facing digital channels into myGov.

By onboarding to myGov, NDIA is conforming with the Digital Transformation Agency and federal government intention to reduce government access points and improve the user experience.

further information



From 2020–22 NDIA took a position to not integrate with myGov until it lifted accessibility standards. This drove NDIA to build login solutions in house.



It had been a challenge to get a variety of data to test various ways to login. For example, secret question and answer, SMS, code generator and myGovID.



So far, it has not been possible for NDIA to test the myGov app in the test environment. The myGov onboarding team are working with NDIA to rectify this limitation.

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This case study is a real digital service currently onboarding to myGov. It shows how NDIA could have applied the Access Standards criteria and decision-making framework to their new digital service.

Criteria 1:	Criteria 2:	Criteria 3:	Criteria 4:	Criteria 5:
Understand how your users access digital services The NDIA conducted user research and discovered that their target users already use or have access to myGov. Research highlights that the newly released myGov Blue platform provided the accessibility requirements that NDIA needed to support their users, where the older myGov platform did not. The NDIA explores requirements to integrate its newer customer facing digital channels into myGov.	Define your service offering The NDIA understood the capabilities their services required and how they could leverage myGov. NDIA's existing user base was already using myGov to access their legacy digital services. With the upgrades made to myGov, NDIA are now able to integrate their newer digital channels with myGov. NDIA were eager to reuse capabilities such as myGov's: • accreditation at the Australian Government Trusted Identify Framework (TDIF) • centralised security investment and • modern architecture.	Use the AGA to find reusable platforms and Capabilities • The Australian Government Architecture (AGA) can be used to further provide the NDIA with an understanding of the capabilities available for reuse and any other requirements and/or policies that apply to their digital service. • The resources provided on AGA allow agencies to understand and consider their service alignment with the Australia Government strategy to reduce the number of government digital access points.	Follow the decision-making framework Applying the decision-making framework helped the NDIA understand: • where their users access government services from and if myGov may be appropriate for their service • the capabilities needed for their digital service and if myGov does or could offer them • the limitations they may they may face and if they can be overcome • the associated costs and benefits for onboarding to myGov, by completing a cost/benefit analysis.	Engage with delivery partners The NDIA engaged with myGov at multiple touchpoints throughout the application of the Access Standard criteria to understand the requirements to implement their service through myGov. Ongoing weekly engagement with myGov helped NDIA meet its objectives to progressively get myGov in front of NDIA's participant facing digital channels. The journey has had its challenges, however through early collaboration, honest conversations and a trusted partnership NDIA and myGov are working through these challenges successfully.

myGov Decision-making Framework

The myGov Decision-making framework helps you decide if you should connect your service to myGov.

[Get more details on digital.gov.au](#)

Know your user	Service Offering	Limitations	Assess the investment
• Do your users currently engage government services via myGov? • Could your users access myGov?	• Do the capabilities offered by myGov address your services' needs? (refer to myGov Platform Capability and Functions Overview document). • Could your service requirements be built into myGov?	• Is your service free from limitations that could impeded the use of myGov? (data sharing, ethical or legal). • Can these limitations be overcome?	• Would connecting your service to myGov be cost effective?