

Digital Access Standard myGov Case Study

Passport application and renewal

The Australian Passport Office (APO) created a new digital service for their passport application and renewal process that previously could only be completed by paper forms.



As part of the Passport Modernisation program, the APO sought to digitalise paper-based passport application and renewal processes.

To understand the capabilities that myGov could provide, both at present and in the future, the APO engaged with Services Australia early.

The APO were interested in using myGov capabilities, such as the authenticated log-on, and the ability to notify and communicate with users through the inbox.

Services Australia completed a Design Sprint to understand what a passport service in myGov could look like.

further information



APO's customer base renew their passport every 10 years. The infrequent user of user accounts means that using the myGov login, rather than an APO specific login, enhances the user experience.



In its current state the APO's system requires transformation and increased maturity before it can onboard its passport application and renewal process into myGov.



APO's engagement with myGov has been ongoing for several years and will continue as they upgrade their system in preparation to onboard in myGov.

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This case study is a real digital service looking to onboard to myGov in the future. This example shows how the APO could have applied the Access Standards criteria and decision-making framework to their new digital service. In this case a temporary exemption would need to be applied for.

Criteria 1:	Criteria 2:	Criteria 3:	Criteria 4:	Criteria 5:
Understand how your users access digital services The APO conducted user research and discovered that their target users already use or have access to myGov. The APO would like their passport application/renewal process to be available for users in myGov. The APO explores requirements to onboard their new digital service to myGov.	Define your service offering The APO conducted a Design Sprint with myGov to fully understand their service offering and the capabilities myGov can offer or implement. APO were eager to reuse capabilities like myGov's authentication, inbox and notifications. APO discovered that its system was too immature to be onboarded onto myGov. The APO are undergoing digital transformation, investing and building their system capabilities to onboard to myGov in the future.	Use the AGA to find reusable platforms and capabilities The AGA could have been utilised to provide the APO further understanding of what capabilities were 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 Australian Government strategy to reduce the number of government digital access points.	Follow the decision-making framework Applying the decision-making framework helped APO 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 face and if they can be overcome • the associated costs and benefits are for onboarding to myGov, by completing a cost/benefit analysis.	Engage with delivery partners • Early engagement with myGov will be essential for any future onboarding to myGov. • The APO engaged with myGov at multiple touchpoints throughout the application of the Access Standard's criteria to understand what was required to implement the service through myGov. • The APO will continue their engagement with myGov to discuss future onboarding to myGov.

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?