DPC/P10.1

ACROSS GOVERNMENT POLICY

Digital service standard policy

Purpose

This policy recommends the adoption of the Australian Government's Digital Service Standard (the Standard) by South Australian Government Public Sector agencies, for use in the design and implementation of new or renewed digital government services. The Standard will provide a common point of reference for agencies.

Background

The Australian Government's Digital Transformation Agency (DTA) has developed the Standard, based on a set of best-practice principles for designing and delivering digital government services. The Standard outlines 13 criteria to build digital government services to meet the expectations of those using the services. It focuses on the need to involve customers in service design and the provision of a seamless customer experience.

A common standard helps provide simple, easy-to-use, joined-up services and seamless experiences for individuals and business. It allows jurisdictions to work together on the provision of these services.

Scope

This policy applies to all South Australian Government Public Sector agencies that design and implement new or renewed digital government services.

Policy Detail

All South Australian Government agencies are required to consider the Digital Service Standard in the design and implementation of new or redesigned digital government services.

Where the decision is made not to use all or part of the Standard, agencies should be able to provide sufficient reason indicating why it was proactively discounted.

The Standard may refer in part to Australian Government legislation, policies or tools that are not applicable to the South Australian Government. In these cases, agencies are expected to apply similar and appropriate legislation in accordance with existing obligations.

It is recommended that all services applying the Standard be independently assessed against the Standard by an independent team with sufficient knowledge and skills. The DTA provides guidance on conducting assessments for services in scope of the Standard.

Additional Resources

The Department of the Premier and Cabinet is working closely with the DTA and can share resources and coordinate training programs that the DTA has developed, in support of agency implementations.

Additional resources include the South Australian Government's *User Centred Design Toolkit,* and training materials and tools available from the DTA.

Related Documents

- Digital Service Standard, Australian Government Digital Transformation Agency
- In-depth Guides and Tools, Australian Government Digital Transformation Agency
- Online Accessibility Toolkit, South Australian Government
- User Centred Design Toolkit, South Australian Government

Document Control

DOCUMENT CONTROL

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