myGov Initiatives for FY2024-25

myGov Projects:

Services Australia will get $29.8 million in 2024–25 and a further $19.4 million from 2025–26 to 2027–28 to deliver and then maintain targeted improvements to myGov.
This funding will:

- Strengthen myGov Fraud Prevention – myGov Fraud Prevention will be strengthened through the delivery of the myGov Incident Response System (MIRS).
  - **MIRS** is a fraud case management system that will enable myGov and its member services to more easily collaborate in relation to fraud matters. The platform will also enable better sharing of data between myGov and its connected member services in relation to fraud matters.

- Expand myGov Support Tool – Support Services Australia staff to deliver critical assistance to customers when they contact myGov through further enhancements enhanced staff tools.
  - **MYGOV SUPPORT TOOL:** This will see continued investment in the staff facing tool that supports customers when they call the myGov helpdesk. It will include capabilities like Receipt no's, case notes or call summary recording and further fraud investigation capabilities.

- Improved myGov Inbox and Notifications – Improve digital communications through myGov by uplifting the myGov inbox, myGov email notifications and the discovery and design for a myGov notification strategy.
  - **INBOX:** The myGov inbox will get an uplift onto new technology. It will also get improvements so that myGov member services can put more detailed and targeted information in a myGov inbox message.
  - **EMAIL:** myGov sends millions of emails every week. Those emails are in plain text and in a world of fraud and scammers, they can sometimes be perceived as non-genuine. We're upgrading the myGov outbound correspondence engine, so that we can send more personalised email notifications with a new look and feel. Support people to better secure their myGov accounts through design and delivery of a new myGov security dashboard.

- myGov Support Dashboard – The **MYGOV SECURITY DASHBOARD** will make recommendations such as "connect a passkey", "update or turn off your password", connect Digital ID, stop using "Secret Questions and Answers". It will be tailored based on a myGov users current settings.

- Supporting The Census through myGov – $196.8 million over three years from 2024–25 to support delivery of the 2026 Census, including ensuring safe collection and storage of Census data, activities to increase engagement and participation and facilitating **access to the Census through myGov**

- **MYGOV INCUBATOR:** $1.8 million to run the myGov incubator. This is our current design sprint process which has successfully seen several new digital products introduced, including the Commonwealth Statutory Declaration, as well as the 2026 Census initiative.
  - Governance will see ideas put forward from across government for running through a robust design sprint process, incorporating user research, testing and prototyping to inform detailed costing for new initiatives.