

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: myGov

Question reference number: HS 26

Senator: Cameron

Type of question: Written

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Number of pages: 1

Question:

- a) How many users are now registered with myGov?
- b) *Government News* reported on 7 September 2014 that Minister Turnbull intends to offer state and local government's free access to the myGov transactional hub.
 - 1) Is the myGov hardware and software ready for this expansion?
 - 2) Has DHS been directed to accommodate this expansion?
 - 3) Provide details of the financial, technical and personnel implications for DHS of such an expansion.

Answer:

- a) As at 30 September 2014 there were 5.22 million active myGov accounts. It should, however, be noted that this number does not correlate directly to the number of users as a small number of individuals have chosen to have more than one myGov account.
- b) 1) - 3) The myGov system was designed and built to enable the expansion of myGov services to multiple agencies. The department continues to work with state and local government on the potential use of the myGov service.