

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – 24 FEBRUARY 2009

Human Services Portfolio

Department/Agency: Department of Human Services
Outcome/Output Group: Outcome 1/Output Group 1
Topic: MyAccount

Senator: Scullion

Question reference number: HS4

Type of question: Hansard F&PA 116 and 117, 24 February 2009

Date set by the committee for the return of answer: 9 April 2009

Question:

HS4: Could you give us an update on the status of your online MyAccount service? What is its usage? Are you planning to maintain it? Is this going to be another one of the key planks for the future? What is its future like? What is the general status of that online account? Have any other services been added to MyAccount in the last 18 months?

Answer:

HS4: MyAccount was developed as a single entry point (portal) and authentication service for Human Services agencies. It was known as the Department of Human Services (DHS) Authentication Hub.

The DHS Authentication Hub system was successfully transitioned to a Whole of Government Authentication Hub system with additional functional improvements to the authentication service on 6th December 2008. This work was funded by the Australian Government Information Management Office's Australian Government Online Service Point (AGOSP) program in the Department of Finance and Deregulation.

When the AGOSP project is launched in June 2009, customers of Centrelink, Medicare Australia or the Child Support Program of DHS will be able to navigate to the individual agency web site without having to sign-on again at these agencies. The DHS Authentication Hub will be turned off at that time.

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