

Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

Budget Estimates Hearing – May 2007

Question: F30

Outcome 4, Output 4.1.1

Topic: Australian Government Online Service Point (AGOSP)

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Senator Moore asked:

- (i) Can you provide us with a list, again on notice, about what agencies would be able to be accessed in this way—for example, Immigration, passports, Centrelink, Tax, or people wanting to go in and find out about quarantine laws through the Department of Primary Industries? I just want to know what routes you can use through this enhanced process. Can I get that on notice?
- (ii) So if there was an agency that did not already have an e-service, this service would not provide that for them.

Answer:

- (i) Currently, people can visit *australia.gov.au* to find and navigate to all online Australian Government services and information. This is done through a search engine or by browsing through a list of simple links to other government websites, organised by group/demographic (eg, families), subject (eg, immigration) or online services.

The AGOSP will enhance *australia.gov.au* website to offer a more streamlined user experience. It will do this by improving the tools available on *australia.gov.au* to make it easier for people to find and navigate to information and services (e.g., personalisation of content, enhanced search).

Additionally, the major service delivery agencies, including Centrelink, Medicare Australia and the Australian Taxation Office, will participate in the specific AGOSP whole of government services: the simplified sign-on service, a national government service directory, a “smart forms” capability and the change of address notification service.

Service delivery agencies, including Centrelink, Medicare Australia and the Australian Taxation Office, provided input to and endorsed the AGOSP proposal. Over the coming months AGIMO will liaise with agencies to determine the exact nature of their participation in AGOSP.

The AGOSP services and their underlying infrastructure will be made available to any Australian Government agency.

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(ii) The Australian Government Online Service Point (AGOSP) will provide individuals with simple, convenient access to government online information and services via an enhanced *australia.gov.au*.

The AGOSP will not provide agencies with funding or expertise to transform an existing offline service into an online service.

However, agencies can realise related benefits from development of the AGOSP as it will provide a range of whole of government capabilities. For example:

- The AGOSP program expands the capability of *australia.gov.au* to host information and services.
- The AGOSP program will provide a ‘smart forms’ capability for the creation of whole of government online forms with advanced features like pre-population of data and data validation. Australian Government agencies will be able to use this capability to create their own online ‘smart forms’.
- The creation of whole of government services within the AGOSP Program (such as a services directory or the aforementioned ‘smart forms’) reduces the need for agencies to develop such online capabilities individually.