



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 agencies, for use in the design and implementation of new or renewed 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 internationally-recognised good practice. The Standard sets the criteria that government services must satisfy 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 will help provide simple, easy-to-use, joined-up services and seamless experiences for individuals and business. It will transcend tiers of government and allow jurisdictions to work together on the provision of these services.

Authority

This policy applies to all SA Government Public Sector Agencies (as defined in [ICT Policy Statement 1 – Compliant Authorities](#)).

Policy Detail

All SA Government agencies are required to consider the [Digital Service Standard](#) in the design and implementation of new or renewed 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 SA 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.

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 SA 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
- [User Centred Design Toolkit](#), SA Government
- [ICT Policy Statement 1 – Compliant Authorities](#), SA Government

Document Control

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