

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: myGov

Question reference number: HS 47

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 1

Question:

- a) How many users are now registered with myGov?
- b) Are there any outstanding security issues with myGov? What is the timetable for their resolution?
- c) Is the department advising customers that the only way to communicate with Centrelink in the future will be via myGov?
- d) What advice is the department providing to customers who are unable or unwilling to take up digital communication options?

Answer:

- a) As at 31 March 2015, there were 6.5 million active myGov accounts. It should, however, be noted 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) There are no outstanding security issues with the myGov system. The department is aware that security threats are constantly evolving and has monitoring processes and tools in place to address this.
- c) The department is advising customers that myGov is intended be the only way to access their Centrelink online account. Customers will be able continue to communicate with Centrelink in a variety of ways including via telephone and face-to-face services.
- d) The department is focussed on improving access to the services and payments delivered on behalf of the Government to a diverse range of customers via multiple channels such as online, telephone and face-to-face services. Individuals can choose the channel that best suits them and is most appropriate to address their needs. However, customers who are capable of interacting in a digital environment are encouraged to do so and support is provided to those customers who require assistance to use the digital channel.