



**Australian Government**



# **Your ideas about online Government services**

**Digital Transformation Agency**



**Easy English**

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



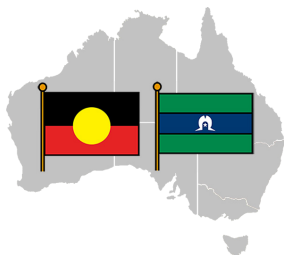
We will write contact information at the end of this book.

## We acknowledge First Nations people



**Acknowledge** means we understand the importance of **First Nations people's**

- culture
- language
- history.



First Nations people are the Aboriginal and Torres Strait Islander people.

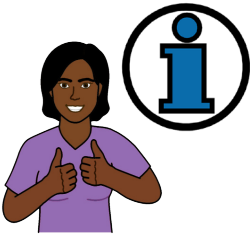
## About this book



This book is from the  
Digital Transformation Agency.



We are an organisation that helps public  
services be more **accessible**.



Accessible means something is easy to use  
and understand for everyone.



We are helping the Australian Government to  
make **online services** accessible.

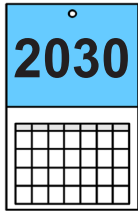


Government online services might be

- Centrelink



- MyGov.



By 2030 the Government wants to make sure everyone can



- find government services online



- understand government information online

- trust how personal information is used.

For example in **chat bots** or online forms.



A chat bot is a computer that can write messages to a person online.

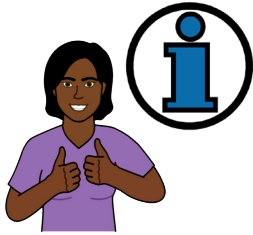


We will get ideas from different people and businesses to help the Government.

## We need your help



We want to know what you need to make government online services more accessible.



There are lots of ways to make online services more accessible and there are no wrong answers.



Accessible online information might mean

- information in different languages for people who find it hard to read in English

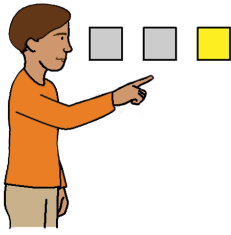


- information in larger font for people who find it hard to see



- information that is printed or on the phone for people who find the internet hard to use.

## Questions for you



1. What is 1 thing you would change about online government services?



2. How easy is it for you to find the government services you need online?



3. How easy is it for you to use government services online?

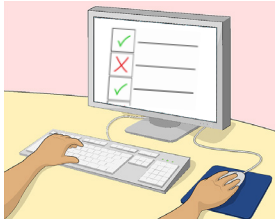


4. When you use government services online, what help do you get?

## How to tell us your ideas



You can write a letter and upload it using our website.



You can answer a survey on our website.

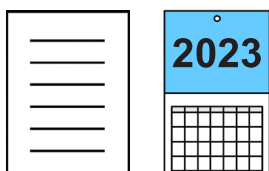
## What happens next?



We will get lots of ideas from different people and businesses.



We will think about all of the ideas and make a plan.



We will share the plan with you at the end of 2023.

## More information



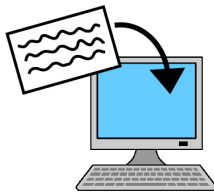
For more information contact the  
Digital Transformation Agency.



Call           02 6120 8707



Website    [dta.gov.au](http://dta.gov.au)

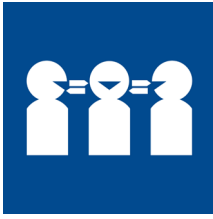


Email       digital.strategy@dta.gov.au

**You can read the full plan on our website.**



Website    [dataanddigital.gov.au](http://dataanddigital.gov.au)



### **If you do not speak English**

Use the free Translating and Interpreting Service or TIS.



Call            131 450

Give the TIS officer the phone number you want to call.



### **If you need help to speak or listen**

The National Relay Service can help you make a phone call.



Call            1800 555 660



Website    [bit.ly/nrs-helpdesk](http://bit.ly/nrs-helpdesk)

Give the relay officer the phone number you want to call.

## Notes

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