



Metrics framework

	Outcomes	Metrics	Baseline	Why this measure?
	Embed co-design	% of citizens satisfied with government services	72% (June 2023) Source: Trust in Australian Public Services (TAPS) Survey	An indicator of well-designed, accessible and inclusive services.
	Embed inclusion and accessibility	% of users satisfied while engaging with government services	New metric to be piloted in 2023-24 Source: Digital Transformation Agency	An indicator of service satisfaction during use.
	Strengthen partnerships	% of services co-designed in line with the requirement of the Digital Service Standard	New metric to be established in 2023-24 to support new services from 1 July 2024, as per the Digital Service Standard Transition Plan Source: Digital Transformation Agency	New co-design metric to be considered as part of the Digital Service Standard metrics and evaluation framework in 2024
	Maximise value from data	# of data sharing agreements (including on Dataplace)	0 agreements on Dataplace (30 June 2023) Source: Office of the National Data Commissioner	An indicator for the strength of partnerships between the Commonwealth and other entities.
		# of organisations onboarded to Dataplace	47 organisations onboarded to Dataplace (30 June 2023) Source: Office of the National Data Commissioner	An indicator of organisations using and sharing of Australian Government data via the Dataplace platform.
# of data assets discoverable and available for use	106,619 datasets on data.gov.au (December 2023) Source: data.gov.au	An indicator for the publication and availability of Government data as open data. Release of public data as open data has been shown to have productivity and economic benefits.		
	Be digital by design	% of services that are started digitally and successfully completed (digital service completion rate)	New metrics to be trialed in 2024 Source: Digital Transformation Agency	Digital completion measures the number of users that start and complete the transaction.
	Deploy scalable and secure architecture	# of users accessing interoperable architecture for services – e.g. myGov, myGovID	Linked Active Accounts Access in 24 months as at 30 June 2023: 21,577,305 Linked to more than 2 Commonwealth services – Access within 24 months: 12,664,498 Linked to at least 1 state service – Accessed within 24 months: 255,221 Source: Services Australia/Digital ID Project Management Office (Department of Finance)	The number of myGov accounts linked to services indicates the number of Australians actively accessing government digital services.
	Tell us once	% of time a service is available to users	New metrics to be trialed in 2024 Source: Digital Transformation Agency	An indicator of the availability of a service.
		% of people reporting having to provide the same information to more than one service	64% of people agreed with the statement “Information I provided to one service didn’t need to be repeated to others” (2022-23 financial year) Source: Trust in Australian Public Services (TAPS) Survey	An indicator of simple and seamless services, and the extent to which the public agrees that the “Tell us once” approach is working
	Adopt emerging technologies	% of digital investment proposals in-scope of the Investment Oversight Framework (IOF) which meet the requirements of the DTA’s Benefits Management Policy as assessed by the DTA in a financial year.	New metric to be trialed in 2024 to establish a baseline Source: Digital Transformation Agency	Strengthening benefits articulation, tracking, and reporting is key to driving improved outcomes on digital investments and provides a clear line of sight from digital investments.
	Modernise investment approaches			
	Build and maintain trust	% people who trust government services	61% of people (June 2023) Source: Trust in Australian Public Services (TAPS) Survey	This measures the extent to which users trust the service they are using. Interactions with services can be a proxy for broader issues of trust in government.
	Modernise legislation	Entity security maturity rating	83% of entities manage compliance with all Protective Security Policy Framework policies (2022) Source: Protective Security Policy Framework Reporting	An entity security maturity assessment helps to identify areas for improvement and benchmarks against peers.
	Connect data, digital and cyber security			
	Manage data as a valuable national asset	% of current APS workforce in data and digital jobs	10.8% of APS Jobs (December 2022) Source: Australian Public Service Employment Database (APSED) of select job families as they relate to data or digital.	An indicator of the proportion of APS employed in data and digital job roles. This measure provides visibility of the APS data and digital workforce and whether it changes over time.
	Build a data and digital-capable APS	% of women in data and digital roles in the APS workforce	41% of data and digital roles in the APS are filled by women (December 2022) Source: Australian Public Service Employment Database (APSED) of select job families as they relate to data or digital.	An indicator of the proportion of women employed in APS data and digital job roles.
	Grow APS maturity	% APS employee satisfaction	74% of APS employees (20 June 2023) Source: APS Census - Australian Public Service Commission	An indicator of the proportion of APS employee satisfaction. Employee satisfaction is correlated with customer satisfaction, engagement and productivity.
		Overall entity Data Maturity Rating	New metric to be trialed in 2024 Source: Department of Finance	This measure will benchmark the data maturity of entities over time. It is based on the Data Maturity Assessment Tool currently under development, and will help inform future action where it is needed most.



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Data and digital foundations