






## Appendix A: Metrics framework

Mission	Metric	Baseline	Update (2024)	Why this measure?	What has changed?
 Delivering for all people and business	% of people who accessed public services are satisfied	68% (June 2023) Source: Trust in Australian Public Services (TAPS) Survey	68%	Satisfaction with government services provides insight into trust and service experience.	This metric has remained stable and indicates people's satisfaction with government services. Note: The methodology for calculating satisfaction has been revised and been applied to previous years.
	# of data sharing arrangements	Over 11,000 data sharing arrangements reported by 19 agencies (30 June 2024) Source: Office of the National Data Commissioner	New metric in 2024	The number of data sharing arrangements across the APS can be indicative of the strength of partnerships between organisations to share data to support better services, policies and programs.	New metric. In 2024 the Office of the National Data Commissioner surveyed agencies to understand the number of data sharing arrangements in place across the APS.
 Simple and seamless services	# of users accessing interoperable architecture for services – i.e. myGov	Linked Active Accounts (accessed in 24 months): 21,577,305 (30 June 2023)	Linked Active Accounts (accessed in 24 Months as at 30 June 2024) - 20,200,560 (down from 21,577,305)	The number of myGov accounts linked to services indicates the number of Australians actively accessing government digital services.	The number of linked active accounts has declined from 21.5m to 20.2m. myGov has deployed a range of new capabilities over the past 12 months to detect and combat fraud to protect users' data within the myGov ecosystem.
		Linked to more than 2 Commonwealth services (accessed within 24 months): 12,664,498	Linked to more than 2 Commonwealth Services (accessed in 24 Months as at 30 June 2024) - 17,629,520 (up from 12,664,498)		The number of services linked to 2 or more Commonwealth services has increased from 12.6m to 17.6m as the 'unique student identifier service' has been onboarded over the last 12 months.
		Linked to at least 1 State service (accessed within 24 months): 255,221 Source: Services Australia	Linked to at least 1 State/Territory service (accessed within 24 Months as at 30 June 2024) - 271,681 (up from 255,221)		The number of active accounts linked to at least 1 State/Territory service has increased as a new state-based service 'Victorian concessions and allowances' has been onboarded over the last 12 months.
	% of people who accessed select online government services are satisfied	77% citizen satisfaction with selected government online services (2022-23) Source: Trust in Australian Public Services (TAPS) Survey	76% satisfaction with selected government online sources	Satisfaction with government online services indicates overall trust and service experience.	Satisfaction with select online services (myGov, Australian public services websites, Smartphone app, online chat & Workforce Australia App or website) decreased from 77% (2022-2023) to 76% (2023-24).
	# of myGov accounts with Digital ID connected	myGov accounts with Digital ID Connected: 3,644,121 (as at 30 June 2024) Source: Services Australia	New metric in 2024	Records the number of myGov users making use of Digital ID to access government services. Digital ID facilitates a 'tell us once' approach by reducing the number of touch points for connections to services.	New metric in 2024
 Government for the future	% of Small to Medium Enterprises (SME*) contracts by number and value on Buy ICT by Active SON (excluding whole-of-government arrangements)	4,931 contracts awarded to SMEs 2023-24 894 SME sellers to government 2023-24 \$2.48b value awarded to SMEs 2023-24 Digital Transformation Agency (as at 30 November 2024)	New metric in 2024	The Government procures goods and services from many Australian SMEs to support development of innovative systems and services.	New metric in 2024
 Trusted and secure	% of people who trust government services	58% of people (June 2023) Source: Trust in Australian Public Services (TAPS) Survey	58%	Provides insights into the extent to which people trust the government service they are using.	This metric has remained stable and indicates people's satisfaction with government services. Note: The methodology for calculating satisfaction has been revised and been applied to previous years.
	Number of services that meets the required security and privacy standards to operate in the Australian Government Digital ID System.	212 services using Digital ID have been onboarded into the Australian Government Digital ID System as at 2 December 2024. Source: Australian Competition and Consumer Commission	New metric in 2024	The increasing number of services being onboarded to the Australian Government Digital ID System is an indicator of increasing trust in the system.	New metric in 2024
 Data and digital foundations	% 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/roles as they relate to data or digital.	10.4% as at 30 June 2024	APS workforce employed in data and digital job roles and how it changes over time.	The proportion of data and digital roles has remained consistent over the past 12 months.
	% 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.	40.5% as at 30 June 2024	Women employed in APS data and digital job roles and how it changes over time.	The proportion of women in data and digital roles has remained consistent over the past 12 months.
	% APS employee satisfaction	74% of APS employees (June 2023) Source: APS Census-Australian Public Service Commission	75% as at 30 June 2024	Provides insight into employee satisfaction with working in the APS and is associated with productivity.	The proportion of APS employee has remained constant over the past 12 months.
	Overall entity Data Maturity Rating	APS average data maturity (2024): 2.02 of 5 Source: Department of Finance	New metric in 2024	The data maturity rating of entities provides a benchmark from which to measure future progress.	New metric based on the Data Maturity Assessment Tool, which measures data maturity across the APS and was rolled out by Department of Finance in 2024.

\* A 'Self-identified SME' seller is an Australian and New Zealand seller with fewer than 200 full-time equivalent employees which has self-identified as a small or medium enterprise on the Buy/ICT platform.