



23 February 2024

## Agenda item 11: National Life Events Program

### RECOMMENDATIONS

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That members:

- a) **Agree** the Direction (Attachment A) and Framework (Attachment B) for National Life Events Program in response to the Cross Jurisdictional Life Event Review recommendation 1 and 2.
- b) **Agree** that a 5-year plan, including life event initiatives informed by the jurisdictions, be brought forward for DDMM consideration in mid-2024, including any specific patterns and standards required to support them.
- c) **Note** a cross-jurisdictional Governance Structure and Benefits Realisation Framework, in response to the Review's recommendations 3 and 4, will be brought forward for DDMM consideration in mid-2024.
- d) **KEY ISSUES**
  - The Cross-Jurisdictional National Life Events Review (the Review) highlighted the need for a revitalised approach to life events to reduce inconsistency across jurisdictions, support smaller jurisdictions to capitalise on the benefits of the life events and encourage interoperability.
  - A new approach to Life Events will enable governments of all levels to be more efficient and invest more wisely into the design and delivery of life events by considering smaller, incremental, and reusable changes that will support ongoing change.
  - Targeted delivery of common enablers that promote consistency, interoperability, and develop capability, will provide a more seamless and connected experience across Commonwealth, State and Territory services.
  - The new direction (Attachment A) and Framework (Attachment B) provides a common way for DDMM to identify initiatives and projects that will support the Life Event Program, while reducing the costs and resource implications of delivery.
    - To support the new approach to Life Events, a 5-year plan of proposed initiatives – including proof of concepts, standards, and patterns – will be developed for DDMM consideration in mid-2024 to practically apply the Framework and promote distribution of effort across jurisdictions. Timing of initiatives will need to consider jurisdictional budget processes.
    - The new direction will achieve consistency, interoperability, and support building capability across agencies through development of common enablers, rather than focussed on large scale, high investment life event delivery.
    - While efficiencies are expected, there is a risk that states and territories require additional funding and resourcing to deliver initiatives and advance the maturity of their life events service provision.
  - A library of patterns and standards for all Commonwealth agencies and jurisdictions will enable common approaches to the design and delivery of life events and a more consistent and connected customer experience in line with the new direction.



- All jurisdictions will have opportunity to contribute to code libraries and standards to support interoperable design and delivery of services, and reduce the work required to connect services.
- There is a need for increased knowledge sharing across jurisdictions, through communities of practice, which identify maturity frameworks and proposed roadmaps for delivery. This supports cross pollination of knowledge, high value support products and guidance around future planning, enabling more effective Life Events based delivery.
- The benefits of the new approach include increased visibility for DDMM of what is being delivered, active promotion of re-use, leading to interoperability, and the ability for states and territories to be involved in the National Life Events Program while implementing at their own pace.
- The Program will align life event projects and initiatives being put forward by jurisdictions, through a 5-year plan for DDMM consideration in mid-2024. This will ensure that the projects proposed, meet the requirements of the Framework, while also delivering on the 5-year plan. This plan will evolve as new initiatives are considered in future years.
- To support DDMM oversight of the projects being considered as part of the Life Events Program, while also ensuring that benefits are realised, the Program will be underpinned by a cross-jurisdictional Governance Structure and Benefits Realisation Framework (in line with the Review's recommendation 3 and 4), to be brought forward for DDMM consideration in July 2024.

## BACKGROUND

- In November 2022, the DDMM requested a review of the Cross Jurisdictional Life Events Program.
- On 23 June 2023, the DDMM endorsed the findings of the Review and agreed to four recommendations to reset the direction and vision for the national life events program:
  - reset direction and vision for the national life events program;
  - establish a scalable framework for life events;
  - new shared governance structure; and
  - better define measurable benefits.
- The Life Events Cross Jurisdictional Working Group was established to co-design the response to the Review.

## NEXT STEPS (INCLUDING ANY COMEBACKS)

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1. The Commonwealth will continue to engage across states and territories to develop the following for DDMM consideration in mid-2024:
  - A proposed list of cross-jurisdictional life event initiatives, in line with the Framework, including any specific patterns and standards required to support it.
  - Governance Structure (as per recommendation 3 of the Review)
  - Benefits Realisation Framework (as per recommendation 4 of the Review)
  - Cross-jurisdictional 5-year plan (as committed in Government's response to the myGov User Audit, recommendation 8)

PREPARED BY: COMMONWEALTH

**Attachment A:** Direction for National Life Events Program (Attachment A)

**Attachment B:** Framework for National Life Events Program (Attachment B)