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MEDIA RELEASE

16 September 2022

MyGov review a key test for Bill Shorten

After more than 100 days in office, the Albanese Government has finally commenced its ‘user audit’ into myGov, Australia’s largest authenticated digital platform for service delivery.

Shadow Minister for Government Services, Paul Fletcher, said the Opposition welcomed the review but questioned the government’s commitment to service delivery.

“It’s taken almost four months for Bill Shorten to get his act together and launch this review,” Mr Fletcher said.

“But in the meantime, Mr Shorten has wasted no time in announcing a Royal Commission into the former Coalition Government.

“Clearly his priorities have been focused on playing politics, and not on improving service delivery.

“This review provides an important opportunity for the government to harness the very latest technology and improve service delivery to Australians.

“The Coalition in New South Wales is leading the way in this space, and I hope the review will learn from the success of Service NSW, as well as examining best practice in the private sector.

“Of course, the review should also look at progressing the Coalition’s work on the Digital Identity System.

“Unfortunately, the digital-first approach of the Coalition Government has not been picked up by the Albanese Government.

“One of their first acts in government was to bury the Digital Transformation Agency in bowels of the Department of Finance, which does not bode well.”

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