

Sept 2025

Service Victoria's Reusable Products



Introduction

This presentation is designed to introduce Victorian government agencies and regulators to some of Service Victoria's most popular reusable products.

Service Victoria's reusable products are white label products that can be embedded in government transactions.

They are used to:

- Provide cost-effective solutions
- Boost capability
- Optimise user experience
- Improve security
- Minimise fraud
- Assess eligibility
- Verify citizens and businesses.

This presentation covers:

1. Why Service Victoria?
2. What Are Service Victoria's reusable products?
3. What is the onboarding process?
4. How much does it cost?

Why Service Victoria?

Service Victoria is part of the Department of Government Services (DGS) and works to deliver initiatives as directed from the Whole of Victorian Government (WOVG).

Service Victoria has produced a suite of prebuilt reusable services that can be integrated into services partner websites (e.g. government agencies and regulators) and other digital tools. Once an agency/regulator is onboarded to Service Victoria's reusable services, an account manager is assigned to guarantee performance and responsiveness.

Service Victoria's reusable products are:

- ✓ Trusted,
- ✓ Safe,
- ✓ Compliant,
- ✓ Always available, and
- ✓ Designed to deliver an optimised customer experience.

Some of the Agencies that are already onboarded include:

- ✓ WorkSafe - Accounts, Payments, and IDV
- ✓ Residential Tenancies Bond Authority - IDV
- ✓ Victoria Police - IDV

Service Victoria's Reusable Products



Need compliant, tested tools to boost capability? Our tech is ready to serve your department or agency.



Payments

On-demand payments to and from the Victorian Government

[Learn more](#)



Identity Services

Reduce fraud online using Service Victoria Identity Verification tools

[Learn more](#)



National Police Check

Combines LOA3 identity regulatory data collection required by ACIC

[Learn more](#)



Accounts

Authentication as a service using a simple, standardised login process

[Learn more](#)



Income Assessment

Income-based validation of eligibility for your programs

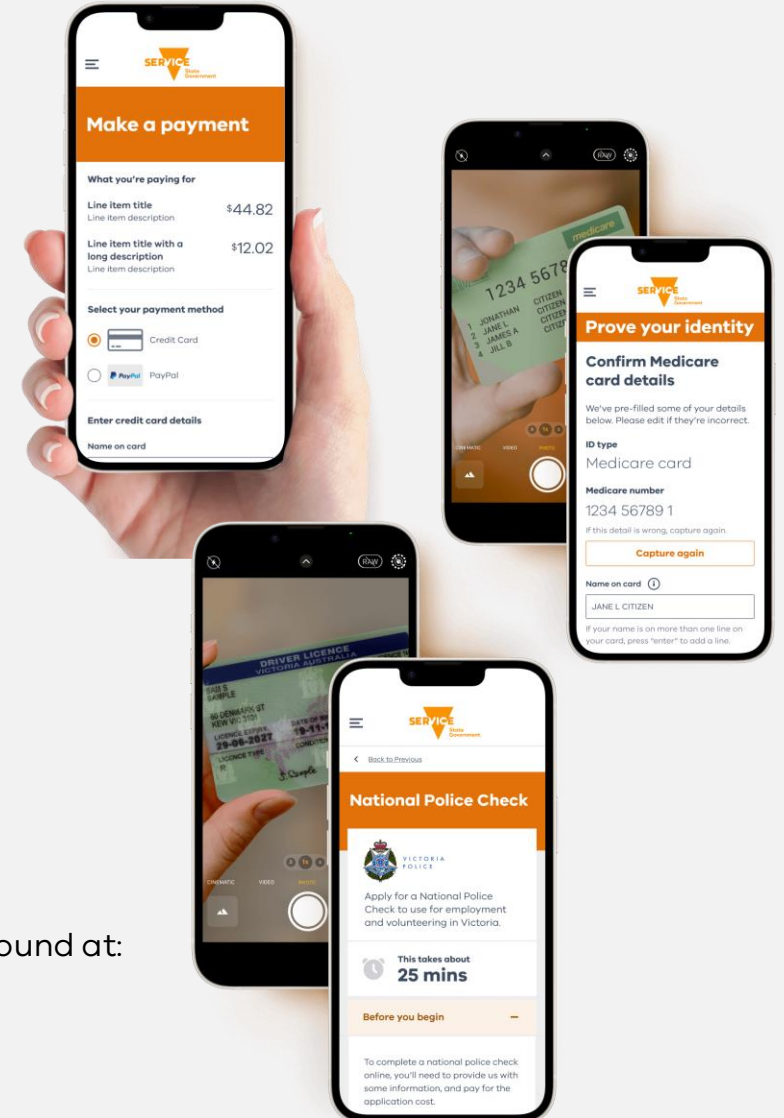
[Learn more](#)



Business Verification

ABR services to check validity of business using ABN and ACN

[Learn more](#)



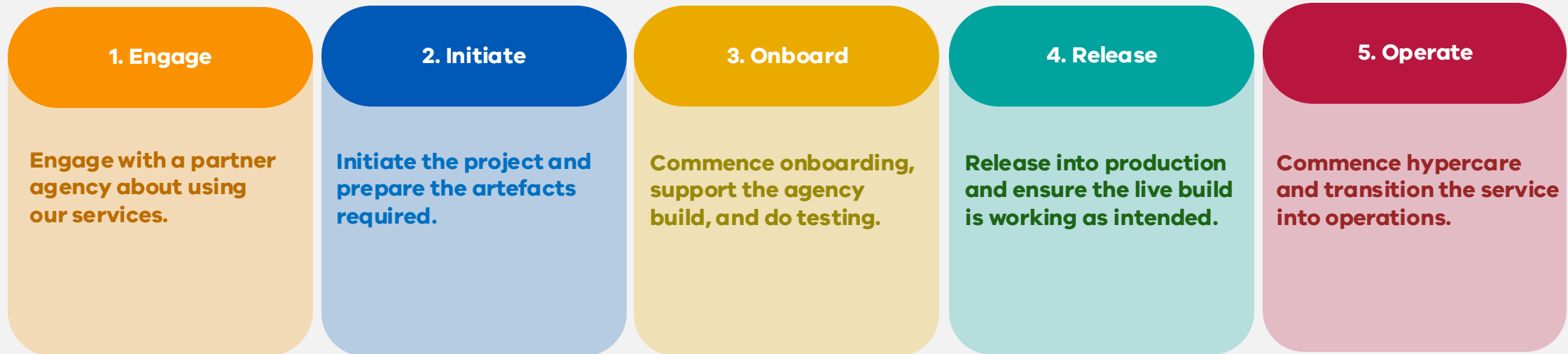
Detailed product information, and requests for more information (including demonstrations) can be found at:

[**Reusable capabilities | Service Victoria**](#)

What is the Onboarding Process?

Service Victoria's operating model for onboarding partner agencies on to one or more of Service Victoria's reusable services.

The process has been segmented into 5 phases:

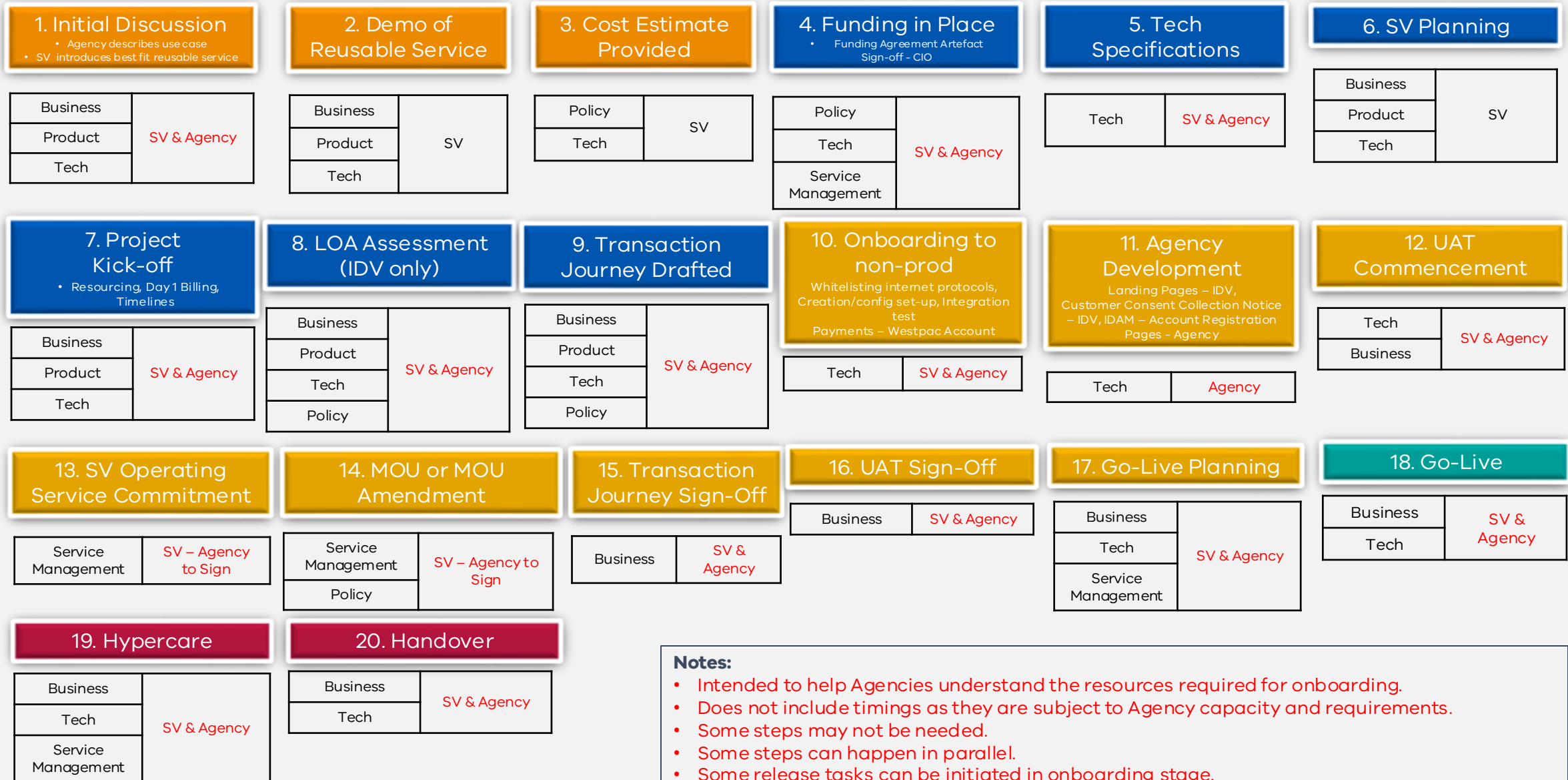


The end-to-end onboarding process requires the involvement of several different teams and resources within Service Victoria/DGS who need to work together with the partner agency.

A more detailed step by step guide is available on the next slide.

Onboarding Process

Guide Only



Costing: Accounts, IDV/NPC, Payments

- The onboarding cost for **IDV, Payments and Accounts** will be rounded up to **\$20,000 for each product***.
- This cost is a once-only charge. There are no ongoing costs currently – This is being looked at as part of a cabinet submission.
- The onboarding rate is based on a timebox of 12 business days for simple transactions. If the transactions are complex, additional days are required, they will be charged out at \$1,500 per day. – **see next slide for more information.**

Product	When is the cost incurred
IdAM / Accounts	One-time for each partner agency Covers all present and future agency transactions as long as it remains hosted on same portal/domain.
IDV / NPC^	Per engagement Covering specific transactions within that engagement. Any future transactions are treated as a new engagement.
Inbound Payments	

Costings are subject to change and are not final.

^NPC (National Police Check) Costs

If Service Victoria is submitting the police check to ACIC, the fees will be passed through to the agency; i.e.

- \$28.00 per Standard Check; and
- \$7.00 per Volunteer Check.

DGS finance are required to do the invoicing process if we are passing through costs in alignment with the [ACIC finance procedure](#).

Costing – Added Complexity & Other Products

- The standard onboarding \$20k is more a 'small' use cases.
- If a use case is more involved, there will be additional costs charged at \$1,500 per day per resource.
- Size and complexity of project to be assessed on a case-by-case basis.

Size	Description	Indicative Costs
Small (S)	<ul style="list-style-type: none"> • Simple use-case • One LOA / Transaction Journey • Single customer role • Clear timeline • Timeboxed delivery 	\$20,000
Medium (M)	<ul style="list-style-type: none"> • Complex / multiple use cases • Different applicant roles (i.e. a representative of the customer) • Multiple transaction journeys / LOAs • Multiple phases – Extended delivery 	\$20,000 – \$60,000
Large (L)		

Costings are subject to change and are not final.

Ongoing Costs

- Onboarding costs are currently once-off only.
- DGS is looking at the future-state cost model for Service Victoria's products and services which may result in ongoing costs for onboarded forms in the future. This is part of a cabinet submission that's currently in review.

*Note – Pricing for other reusable products to be clarified upon first use case. Such products include:

- Outbound Payments, Business Verification Service, Income Assessment Module.

Onboarding Readiness Kit



Steps to Success

1. Expression of Interest
2. Problem Statement
3. Customer Journey Map
4. Business Use Case
5. As-Is Process
6. To-Be Process
7. Funding Assessments

Onboarding Readiness Kit

The Onboarding Readiness Kit enables agencies/regulators to be better prepared to be onboarded to Service Victoria's reusable services.

By completing the Kit, the agencies and Service Victoria will be better informed on:

- Suitability of the Service Victoria reusable service,
- Size, cost, and resources required for the total work of creating or modifying an existing transaction, and
- Provide vital information that will help inform policy documentation such as MOU's, Transaction Journeys, and Funding Agreements.

1. Expression of Interest

	Expression of Interest Form	Example
1.	Name of Agency or Regulator	Department of XYZ Vic
2.	Contact details of person making the enquiry	John Doe, Head Architect, jd@xyz.com.zu
3.	Reusable Service(s) interested in	IDV
4.	Project Description	Replacing a manual proof of identity check
5.	Tentative Timelines	Go-Live July 2025

Information above to be sent to: reusable.capabilities@service.vic.gov.au

2. Problem Statement

Short, clear explanation from the agency that speaks to the issue or challenge that needs to be resolved. This is intended to help Service Victoria focus on the most appropriate product solution for you. Include any transaction volumes to indicate the size of the challenge.

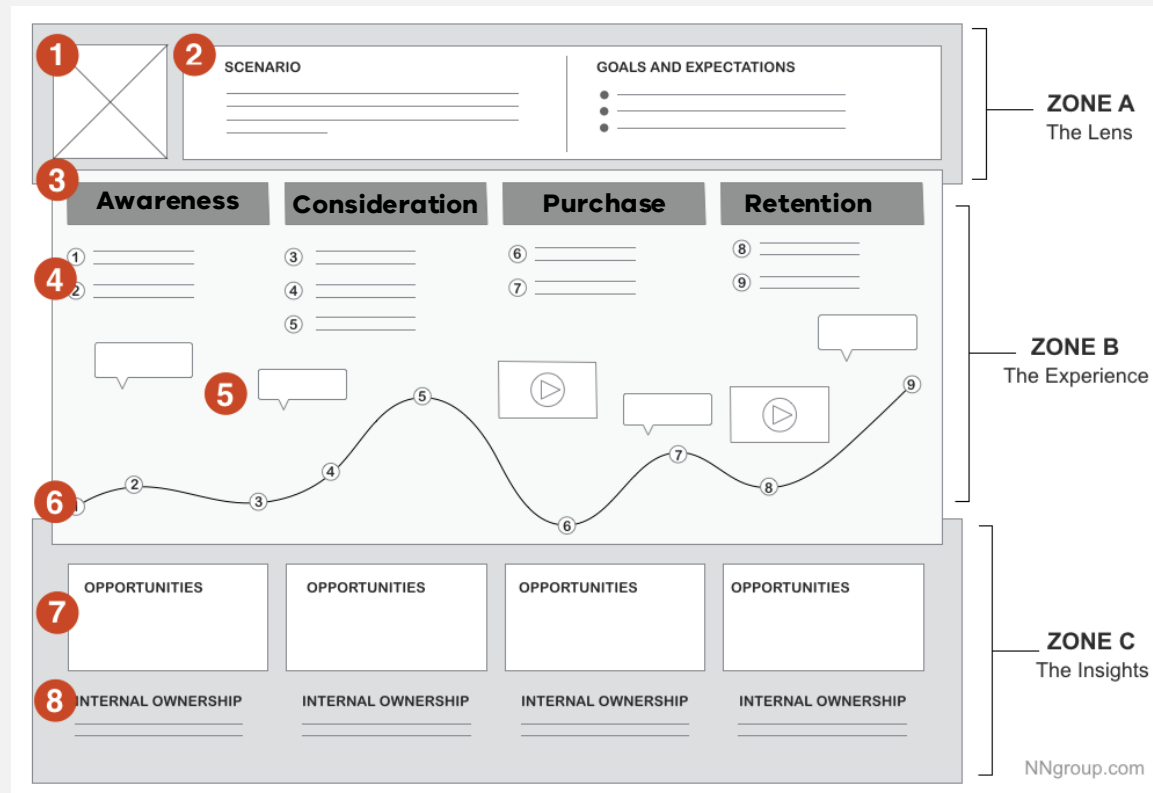
e.g.

We have 10,000 applications p.a. for a dangerous substance removal license, and the process is inconvenient and time consuming, both for customers and our processing staff.

3. Customer Journey Map

Map the complete **end-to-end** experience of an online customer's path with your agency.

This will help Service Victoria better understand how your customers interact with your site and help us work with you to improve the customer experience.



(1) Persona ("who")
(2) scenario to be examined ("what").

Visualized experience

(3) chunkable phases of the journey.
(4) actions,
(5) thoughts, and
(6) emotional experience of the user

Insights and pain points discovered, and the

(7) opportunities to focus on going forward, as well as
(8) internal ownership.

[Customer Journey Maps: When and How to Create Them](#)

Customer Journey Map- example

Who:
Sam the Builder

Scenario:
Needs a license to remove a dangerous substance

- Goals and Expectations:**
- Apply and Pay online
 - Receive digital license on mobile

Inform

Website Link

What will license allow me to do?

How much will it cost?

"Easy to navigate"

Opportunities and Ownership

Link should be provided on Builders Assoc. site

Engagement, Marketing

Apply

Name

Reason(s) needed

Other Info

"Form is too long"

Opportunities and Ownership

Remove nice-to-know questions

User Experience

Assess

Is Identity Verification successful?

Is payment successful?

Is valid reason(s) provided?

"Too long to hear back from agency"

Opportunities and Ownership

Automate the IDV process

Developers

Pay

Account Details

Sufficient Funds

"Limited options"

Opportunities and Ownership

Need more payment methods

Product

Token

Success Notification

Link Sent to download digital license

"Good use of my digital wallet"

Opportunities and Ownership

Link this license to Builder's license

Developers

Feedback

Free Text Comments

Rating /5

"easy to score"

Opportunities and Ownership

Thumbs Up/Down option

User Experience

4. Business Use Case

Use case example

Assume you're a product manager developing a mobile banking app for your company. Your platform needs to streamline user registration and account setup. Here's a sample use case format based on this app:

Background information:

- **System:** a mobile banking app
- **Primary actor:** customers who want to open an account
- **Secondary actor:** underwriters and automated tools calculating interest rates and maximum principal balances
- **Goals:** save time on account registration and onboarding
- **Stakeholders:** the CEO and product VP of your company
- **Preconditions:** users download the app and meet account requirements
- **Triggers:** the user chooses to create a new account from the app

Scenarios:

- **Basic flow:** Users download your app and choose to create a new account. The application collects information about the user's other accounts and credit scores. From there, it automatically shares the accounts they qualify for and their interest rates. The user finds an account that suits their needs and registers.
- **Alternate flow 1:** Users enter their financial information and the app quickly generates account options. However, each account defaults to the highest interest rate their financial background allows. So, users abandon the app to find a lower rate.
- **Alternate flow 2:** The onboarding process works as intended, but the app faces compliance issues such as Know Your Customer (KYC) requirements. While the app can provide account options, extra compliance steps slow the process.
- **Alternate flow 3:** Because the app only looks at other accounts and credit scores, it can't offer a full range of account options. For example, it can only offer credit cards and lines of credit. So, customers looking for mortgages have to go elsewhere.

A 'business use case' focuses on a specific scenario or function within a system, detailing how a user interacts with it to achieve a particular goal.

A business use case is important because it will help Service Victoria and the agency:

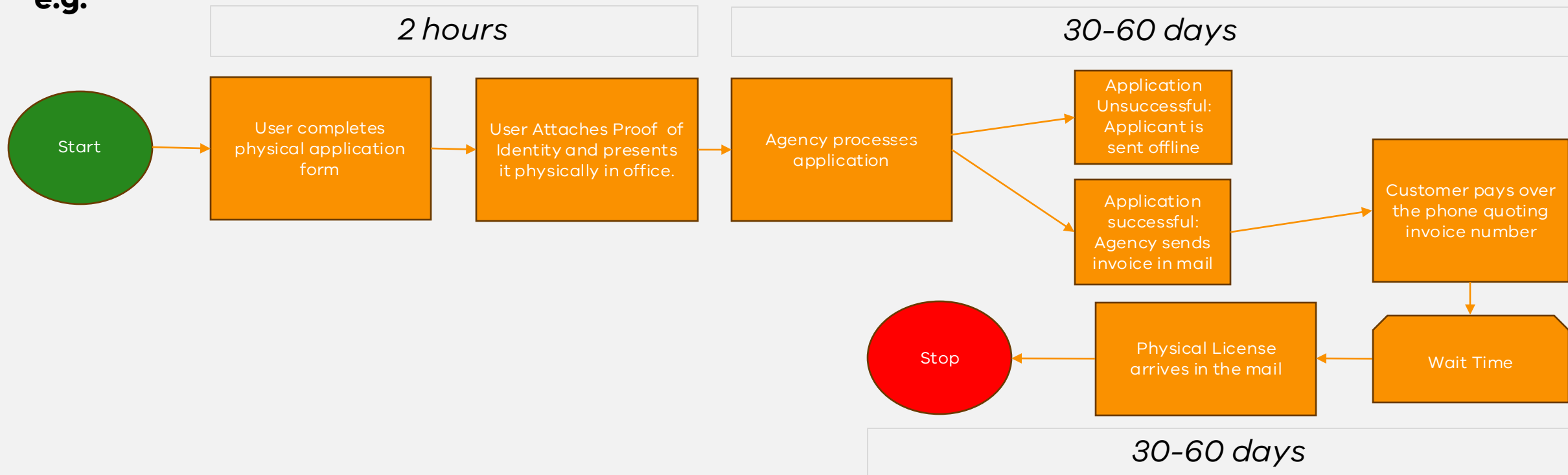
- To address customer needs,
- Identify potential problems early on, and
- Ensure development teams are focused on creating solutions that deliver real value.

5. As-Is Process Map

An as-is process map represents a workflow or procedure as it currently functions.

This will help Service Victoria, and the agency identify areas for improvement, bottlenecks, inefficiencies, and potential risks within the existing workflow before implementing any changes.

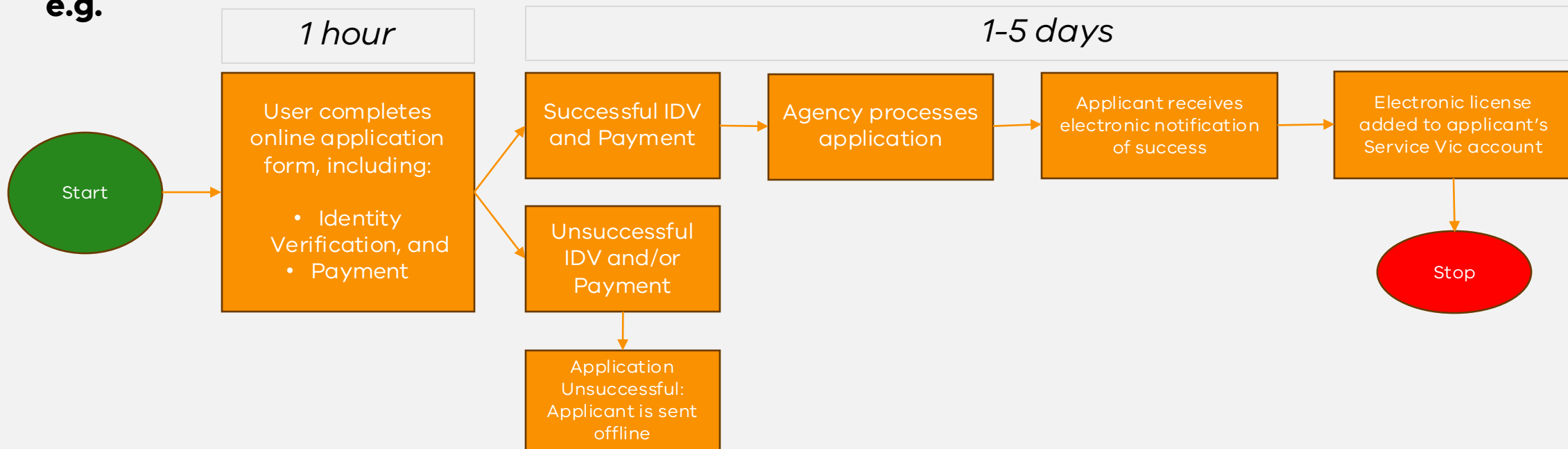
e.g.



6. To-Be Process Map

Improve the current process by adding in new elements (e.g. Service Victoria's IDV reusable service) and improving existing ones. The goal is to make the process more efficient and effective.

e.g.



7. Funding

This will help both the agency and Service Victoria to gain an understanding of the **total** resourcing needs and cost of the project.

Costs to Consider	\$ Amount
Service Victoria	
Service Victoria Onboarding Fees	\$20,000 - \$60,000
Ongoing Fees (Pricing Model)	To be determined
Internal Costs (Agency)	
<ul style="list-style-type: none">• Product• User Experience / Design• Engineering• Architecture• Policy• Communications	