

Australian Government Department of Education,

# **December Provider Forum**

John Dardo – Senior Responsible Officer NESM

8 December 2021

# Agenda

myGovID update

Introduction to digital platform for individuals (job seekers)

Introduction to digital platform for providers

Questions

myGovID Update

# 2 million business users

already use myGovID to access 76+ Government services

## **Aligns with**

whole of Government Digital Transformation Strategy

# A more flexible, streamlined and secure

way to access online Government services

Govid

Enables us to maintain community confidence

Employers Provider Staff ADMS users Already migrated

Migrate by 25 March Required by 9 April



Phase 1 (commencing) **Provide information** 

Phase 2a Switch on myGovID for ESS login Phase 2b Legacy authentication unavailable for new registrations.

28 February 2022

25 March 2022



Phase 3 Decommission legacy authentication

# How is DESE progressing?





Building system capability to integrate

•• Working in collaboration on integration

Developing guidance on how users connect



# What can you do now?

**Register** your organisations and assign Authorised Administrators

# **Encourage** your staff to obtain a myGovID account



Organise for relevant staff to have access to a mobile device

Authorise your staff to work on behalf of your business

## **Frequently Asked Questions**

FAQs based on questions and feedback from previous sessions https://www.dese.gov.au/new-employment-services-model/resources/questionsraised-consultation-forum-held-providers-20-october-2021

## **Helpful Links**

myGovID website https://www.mygovid.gov.au/

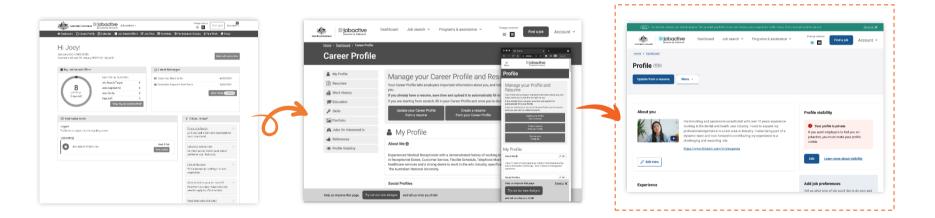
Information on myGovID and RAM

https://www.ato.gov.au/General/Online-services/Accessing-online-services-with-myGovID-and-RAM/

# jobactive website beta

## **Beta release**

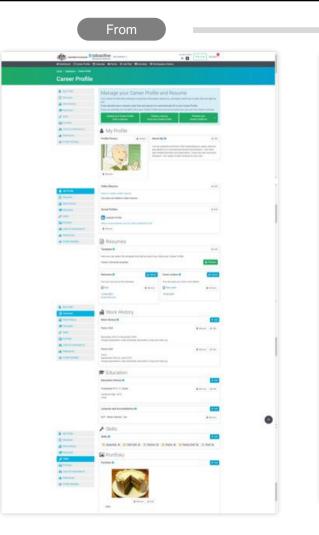
From 19 November 2021, the Department started testing new designs aimed at improving the user experience offered by the jobactive website.



\*A small, randomly selected group of individuals will be offered the opportunity to opt-in via a banner displayed on their profile, on the jobactive website.

### Job seeker profile

Formerly the Career Profile



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These designs are 'work in progress'



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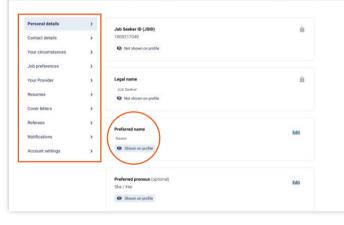
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#### Your account

Manage your details and update your preferences to personalise your experience. Learn about how we value your privacy



# Conceptualisation of the **future job seeker experience**



#### Disclaimer

- The following design concepts are very much 'work in progress'
- The look and feel and a number of elements (e.g. name, logo) have been genericised and do not represent the future brand

## Job seeker snapshot

Australian Government	jobactive Job seekers -	Find a job Account	
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Job Seeker S	napshot		
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	Experience (including work history)
	In the past 2 years, what have you been doing most?
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	Have you done any paid work (in Australia or overseas) in the last 2 years?

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85 / 100 points (15 days left) 🗗 🔁

Your points

85 / 100 points

Recommended jobs

1 hour ago

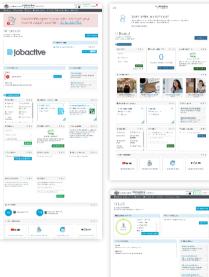
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Downtown Clinic Belconnen, ACT

Dental Assistant Preventive Dentistry Belconnen, ACT

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Report points



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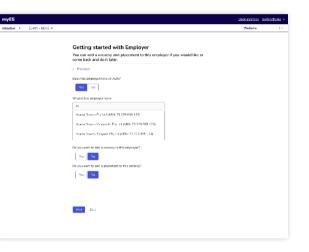
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# **Provider's digital platform**

# **Provider digital platform Beta release**

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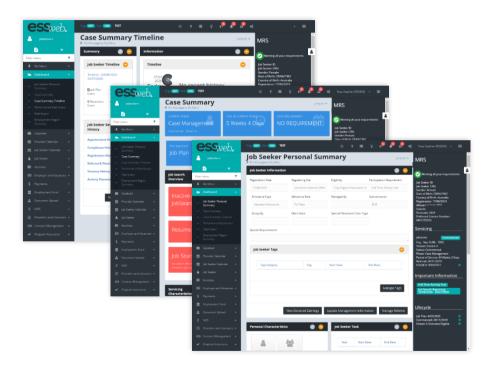


Global Hub

Caseload

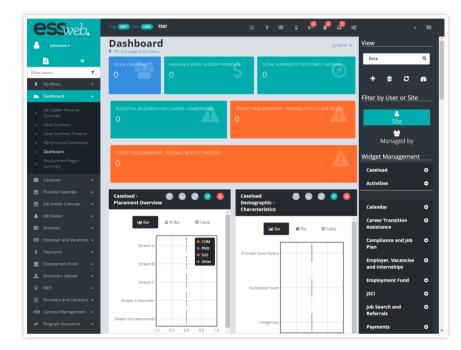
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#### **Global hub**



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## **Beta release**

# Over 80 organisations and 400 people



#### What has undergone usability testing



# We have had over **280 participants**

Of these 280 participants

# 116

participated in moderated research activities

# **164**

participated in unmoderated research activities

"I do rely hitting search for everything, so for outcomes I would use the left hand menu on ESS Web"

"This would be easy to train people with"

"That's why consultants have multiple windows open to avoid waiting for refresh all the time" "The top navigation makes it feel modern"

"It's like 7 different tabs in ESS Web all on one page"

"I love this, so clean and modern"

# Next steps

Continue with rollout of myGovID and provide information to you on progress

Further user testing on changes to the platform for job seekers and providers

A further engagement forum with you in the new year

# Additional pages for hand out pack

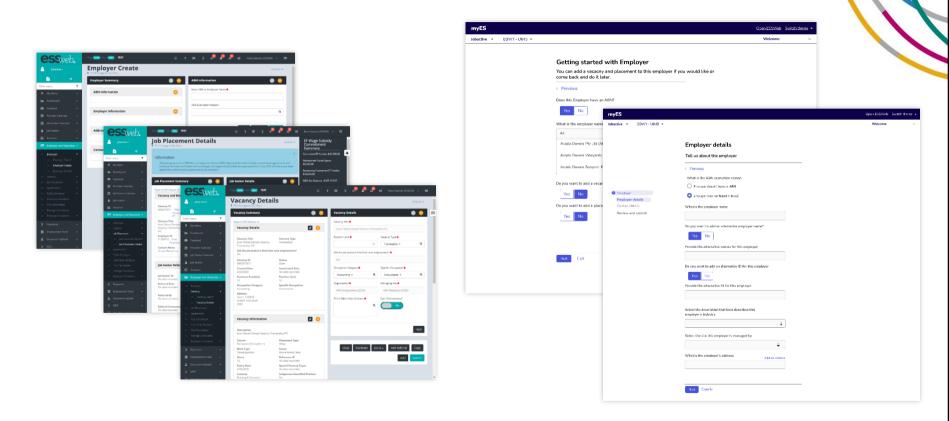
### Caseload

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#### **Employer vacancy**



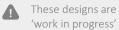
#### Provider experience

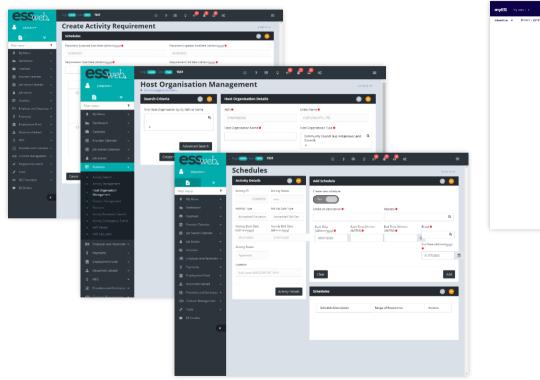
### **Outcome tracker**

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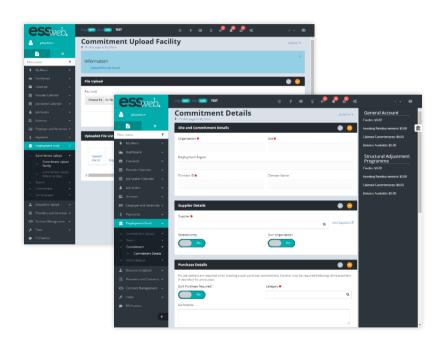






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#### **Employment fund**



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