



Australian Government
Department of Education,
Skills and Employment

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

Enables us to
**maintain community
confidence**

Employers	Already migrated
Provider Staff	Migrate by 25 March
ADMS users	Required by 9 April

All Provider staff
can get a
myGovID today



Phase 1 (commencing)
Provide information

1 February 2022



Phase 2a
**Switch on myGovID
for ESS login**

28 February 2022



Phase 2b
**Legacy authentication
unavailable for new
registrations.**

25 March 2022



Phase 3
**Decommission
legacy authentication**

How is DESE progressing?



Australian Government
Services Australia



Australian Government
Australian Taxation Office



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



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/questions-raised-consultation-forum-held-providers-20-october-2021>

Helpful Links

myGovID website

<https://www.mygovid.gov.au/>

Information on myGovID and RAM

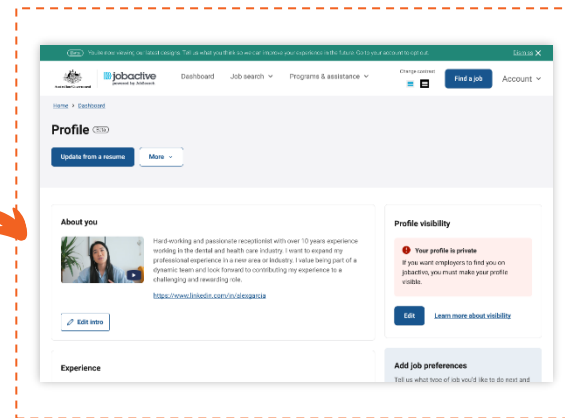
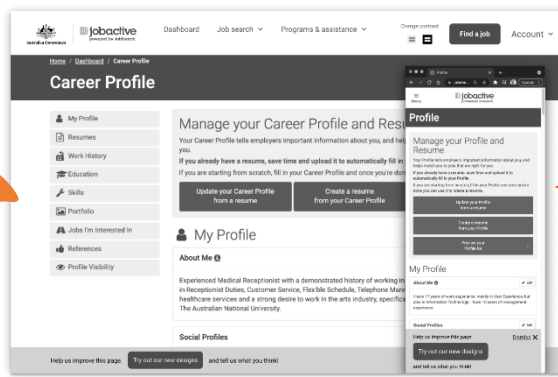
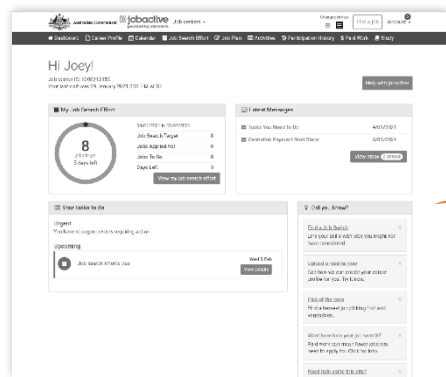
<https://www.ato.gov.au/General/Online-services/Accessing-online-services-with-myGovID-and-RAM/>



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.



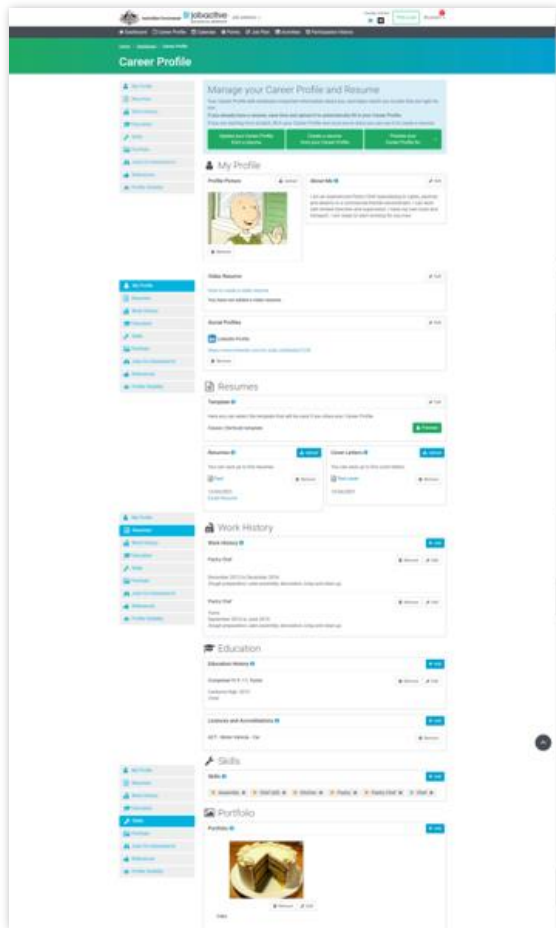
*A small, randomly selected group of individuals will be offered the opportunity to opt-in via a banner displayed on their profile, on the jobactive website.

Job seeker experience

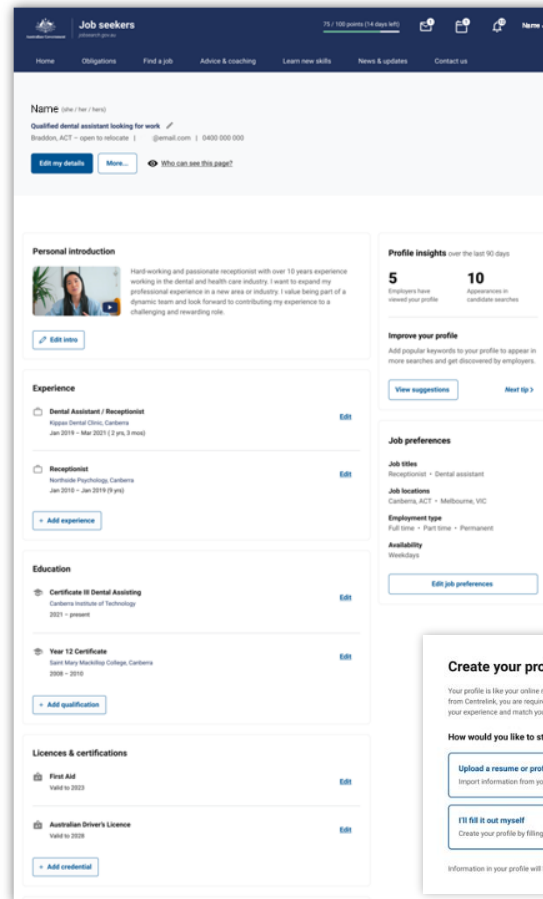
Job seeker profile

Formerly the Career Profile

From



To



Create your profile

Your profile is like your online resume. If you receive income support payments from Centrelink, you are required to complete parts of it so we can personalise your experience and match you with the right work and training opportunities.

How would you like to start?

Upload a resume or profile
Import information from your resume or other online career profile. >

I'll fill it out myself
Create your profile by filling out the details yourself. >

Information in your profile will be visible to... [Learn more about your privacy](#)



These designs are 'work in progress'

Job seeker experience

Account

From

To

Account -

My details

Inbox

Notification options

Merge Account

Return to myGov

jobactive
powered by JobSearch

Dashboard Career Profile Calendar Points Job Plan

Home / Dashboard / Personal Details

Personal Details

Personal details

Personal details

Job Seeker ID
1000217040

First name
Job Seeker

Surname
Job Seeker

Date of Birth (dd/mm/yyyy)
21/01/1996

Address

Residential Address
123 Road Street, State

Postal Address
123 Road Street, State

Home phone number
02 8888 8888

Home phone area code
Home phone number
02 8888 8888

I agree for my phone number to be disclosed for labour mark No

Mobile phone number
8888 888 888

Mobile phone

Email address
Job.seeker@gmail.com

Email address

Login details

You have not added any challenge questions.

Unlink this record from myGov account.

Notification Options

Notification Options

* Indicates a required field.

Notification Method *

Select your preferred method of receiving messages (for example, from employers letting you know of any job opportunities).

JobSearch Inbox and email

JobSearch Inbox only

Notify me when a favourite job is ending *

Each week, we will send you a list of all your favourites that are due to end for that week.

Select Yes to receive that list by your preferred method.

No

Yes

Save >

Job seekers
jobsearch.gov.au

75 / 100 points (14 days left)

Home Obligations Find a job Advice & coaching Learn new skills News & updates Contact us

Your account

Manage your details and update your preferences to personalise your experience. Learn about [how we value your privacy](#)

Personal details >

Contact details >

Your circumstances >

Job preferences >

Your Provider >

Resumes >

Cover letters >

Referees >

Notifications >

Account settings >

Job Seeker ID (JSID)
1000217040

Not shown on profile

Legal name
Job Seeker

Not shown on profile

Preferred name
Name

Shown on profile

Preferred pronoun (optional)
She / Her

Shown on profile



These designs are
'work in progress'

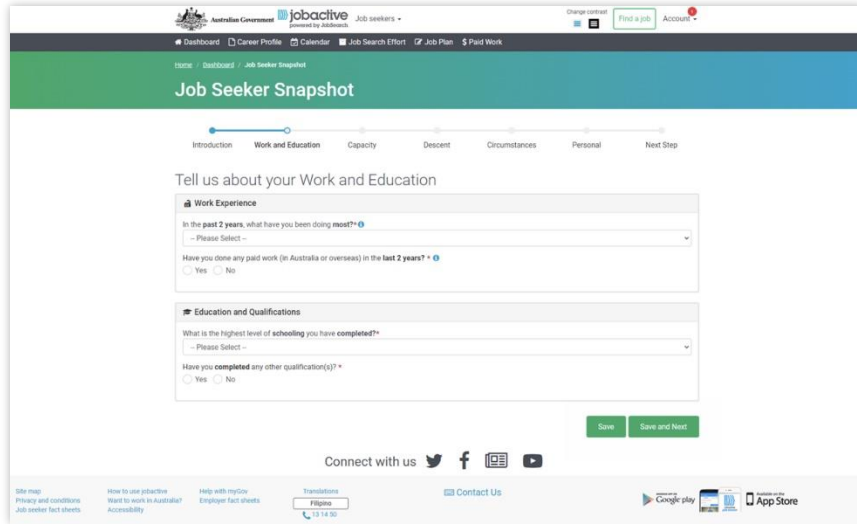


Conceptualisation of the **future job seeker experience**



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

Introduction **Work and Education** Capacity Descent Circumstances Personal Next Step

Tell us about your Work and Education

Work Experience

In the **past 2 years**, what have you been doing **most**?*

— Please Select —

Have you done any paid work (in Australia or overseas) in the last 2 years? *

Yes No

Education and Qualifications





What is the highest level of **schooling** you have **completed**?*




— Please Select —

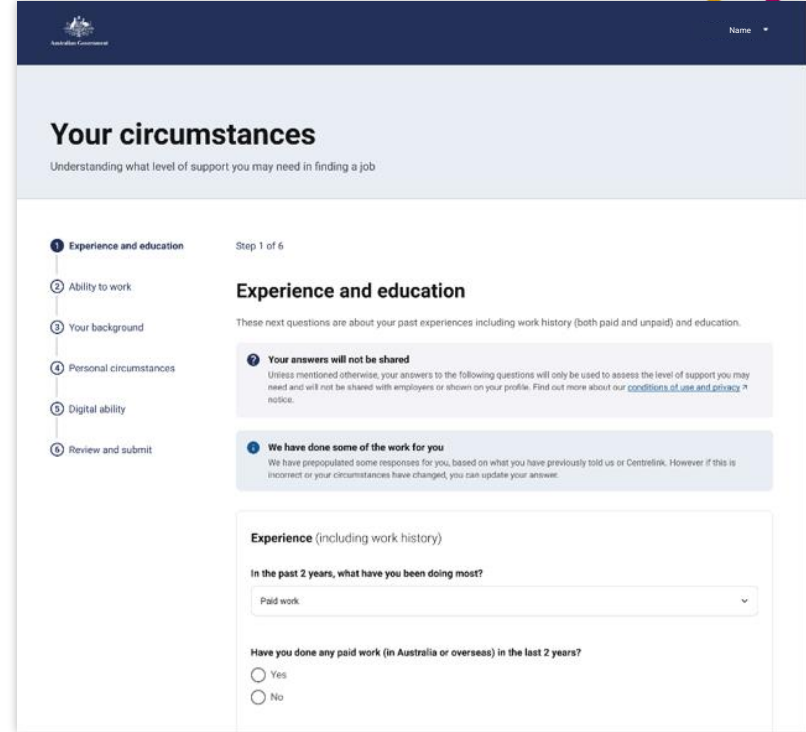
Have you **completed** any other qualification(s)? *

Yes No

Save Save and Next

Connect with us    

Site map Privacy and conditions Job seeker fact sheets How to use jobactive Want to work in Australia? Accessibility Help with myGov Employer fact sheets Translators Filipino 13 14 50 Contact Us   



Your circumstances

Understanding what level of support you may need in finding a job

Step 1 of 6

Experience and education

These next questions are about your past experiences including work history (both paid and unpaid) and education.

Your answers will not be shared

Unless mentioned otherwise, your answers to the following questions will only be used to assess the level of support you may need and will not be shared with employers or shown on your profile. Find out more about our [conditions of use and privacy](#).

We have done some of the work for you

We have prepopulated some responses for you, based on what you have previously told us or Centrelink. However if this is incorrect or your circumstances have changed, you can update your answer.

Experience (including work history)

In the **past 2 years**, what have you been doing **most**?

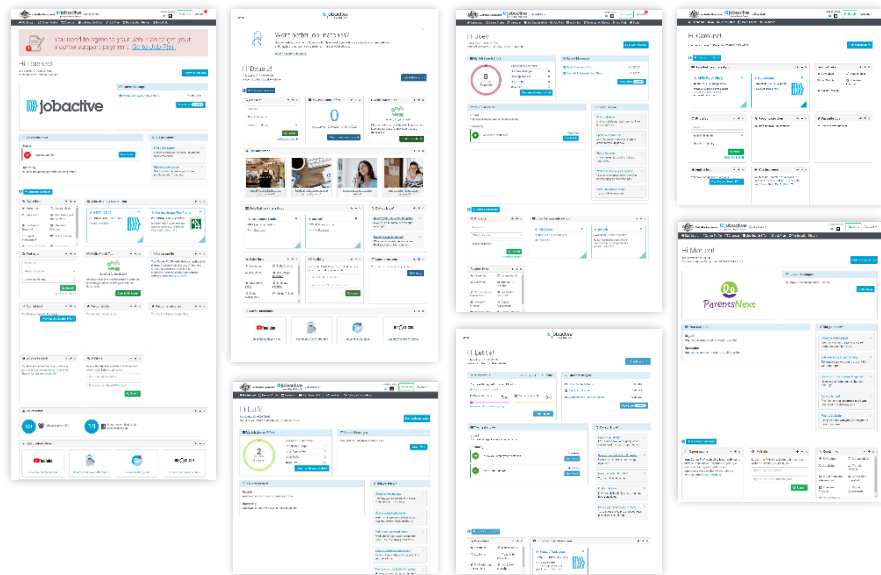
Paid work

Have you done any paid work (in Australia or overseas) in the last 2 years?

Yes No

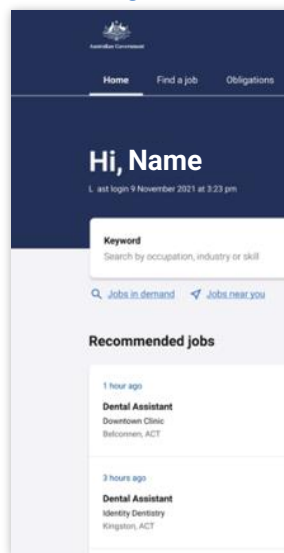
From

To

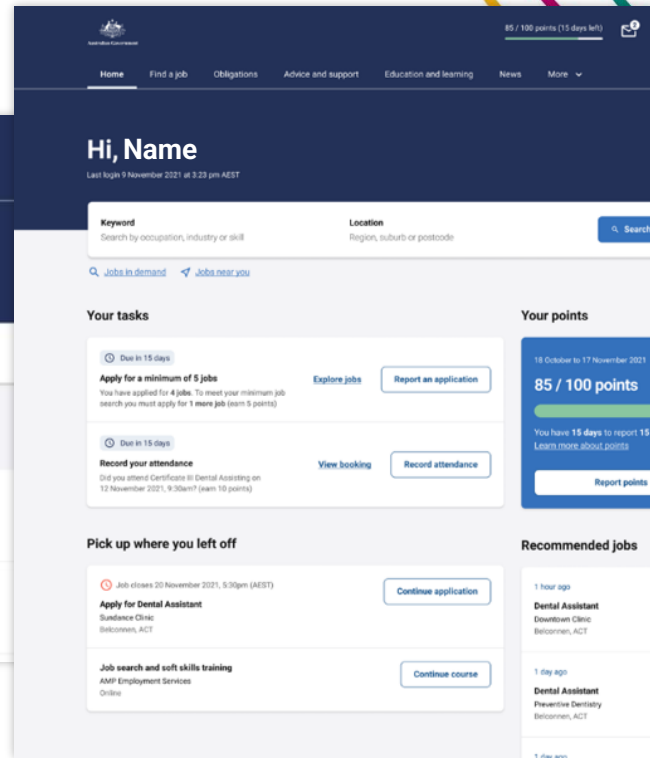


From

Without obligations



With obligations



To

! These designs are 'work in progress'

The current experience shows a search for 'NDIS' in 'Community Services' with various filters. The left sidebar includes filters for Location (ACT, NSW, NT, QLD, SA, TAS, VIC, WA), Occupation (Aged and Disabled Carers), Job Age (Past 3 days, Past week, Past fortnight), Tenure (Contract, Permanent, Temporary), and Vacancy Type (Australian employment, Defence Force, Defence Industries, Fly-in, fly-out job). The main results list 19 positions, with the top one being 'NDIS SUPPORT WORKERS (10 positions)' in WURRUMIYANGA.

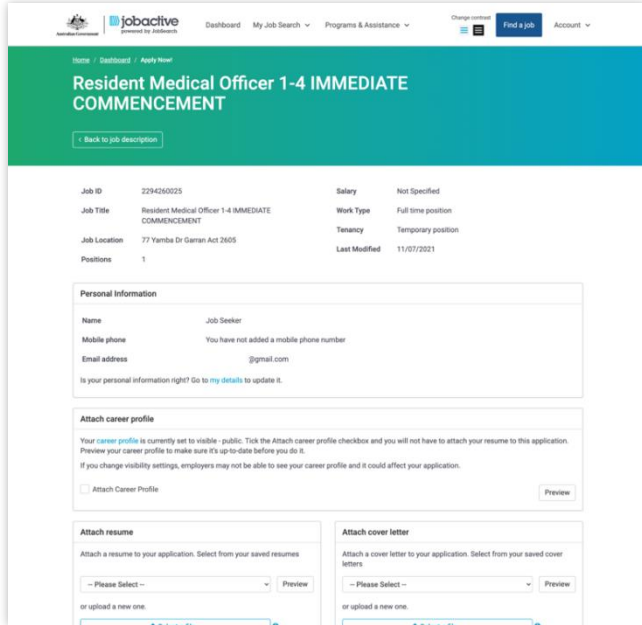
The proposed experience features a clean, modern interface. At the top, it states 'There are 2,398 jobs currently advertised on JobSearch. Let's find a suitable one for you!'. The search bar includes 'Keyword' (Dental assistant) and 'Location' (Belconnen, ACT). Below the search bar, there are sections for 'Search alerts', 'Include surrounding suburbs', and a detailed 'Work type' filter (Casual, Part time, Full time, Permanent, Temporary/Contract, Work remotely). A 'Salary' filter is also present, ranging from 'Any' to '\$140,000+'. A 'Vacancy type' filter includes options like 'Australian employment covenant', 'Defence force', 'Fly in, fly out', 'Island rail', and 'National Disability Insurance Scheme'. A 'Career advice tailored to you' section offers tips on job search and career options. The job results list includes 'Dental Assistant' roles at various locations like Belconnen, ACT, and Bundaberg.

The system automatically helps job seekers expand or narrow their search by prompting the use of keyword and filters

Advanced filtering & recommendations

From

To



Jobactive
powered by adzuna

Dashboard My Job Search Programs & Assistance [Change member](#) [Find a job](#) [Account](#)

Home / Dashboard / Apply Now

Resident Medical Officer 1-4 IMMEDIATE COMMENCEMENT

[Back to job description](#)

Job ID	229426025	Salary	Not Specified
Job Title	Resident Medical Officer 1-4 IMMEDIATE COMMENCEMENT	Work Type	Full time position
Job Location	77 Yamba Dr Garran Act 2605	Tenancy	Temporary position
Positions	1	Last Modified	11/07/2021

Personal Information

Name Job Seeker

Mobile phone You have not added a mobile phone number

Email address @gmail.com

Is your personal information right? [Go to my details](#) to update it.

Attach career profile

Your **career profile** is currently set to visible - public. Tick the Attach career profile checkbox and you will not have to attach your resume to this application. Preview your career profile to make sure it's up-to-date before you do it.

If you change visibility settings, employers may not be able to see your career profile and it could affect your application.

Attach Career Profile [Preview](#)

Attach resume

Attach a resume to your application. Select from your saved resumes

-- Please Select -- [Preview](#)

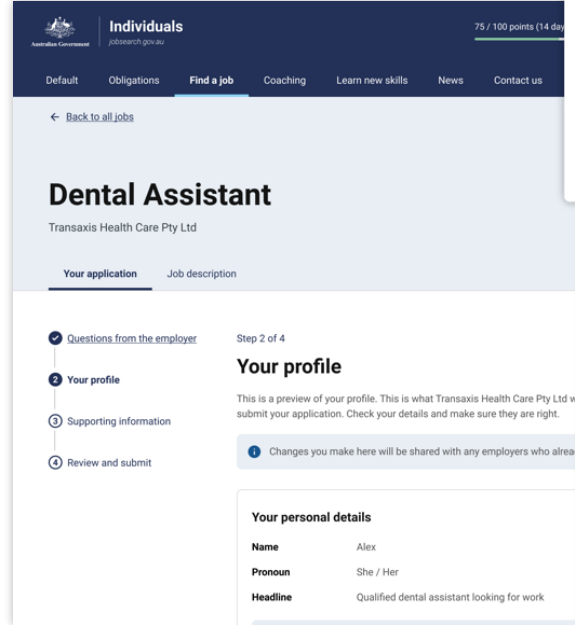
or upload a new one.

Attach cover letter

Attach a cover letter to your application. Select from your saved cover letters

-- Please Select -- [Preview](#)

or upload a new one.



Individuals
jobssearch.gov.au

75 / 100 points (14 days)

Default Obligations **Find a job** Coaching Learn new skills News Contact us

[Back to all jobs](#)

Dental Assistant

Transaxis Health Care Pty Ltd

Your application Job description

Questions from the employer Step 2 of 4

Your profile

This is a preview of your profile. This is what Transaxis Health Care Pty Ltd will submit your application. Check your details and make sure they are right.

Changes you make here will be shared with any employers who already

Your personal details

Name	Alex
Pronoun	She / Her
Headline	Qualified dental assistant looking for work

Apply for this job on Adzuna.com.au

To apply for this job, you will be redirected to adzuna.com.au. Once you're done, you can report your job search effort in different ways to earn points towards your obligations. For example you can:

- Forward the confirmation email to email@dese.gov.au with your job seeker ID in the email subject
- Come back here and report your job application manually
- Call the contact centre

[Go to Adzuna.com.au](#)
[Stay on jobactive](#)

Have you applied for this job?

5 points

If you have completed your application for this job on Adzuna.com.au, you can report your application below to earn points towards your goal.

Viewed 12 minutes ago

Great match

Registered Nurse

Belconnen, ACT (over 100km away)
Similar jobs pay \$45 - \$55k
Full-time, Permanent

Did you apply for this job?

- Yes, I did apply
- No, I did not apply

[Submit](#)
[Discard](#)

From

To



Provider's digital platform

Provider digital platform Beta release

The screenshot shows the myES Global Hub dashboard. At the top, there are navigation tabs for My menu, Provider, Activity, Employment, and Request. Below the navigation, there's a search bar and a 'Welcome' message. The main content area is divided into several sections: 'Open tasks' with a list of tasks and their due dates; 'Today's schedule' with a list of appointments; 'My caseload' with three cards showing '121 Active Job Seekers', '12 Pending Job Seekers', and '24 Satisfying Job Seekers'; and 'Calendar attendance' with a calendar view for the week of Wednesday, 24 July 2021. At the bottom, there's a footer with 'myES | Department of Education, Skills and Employment' and links for Privacy, Terms, and Support.

Global Hub

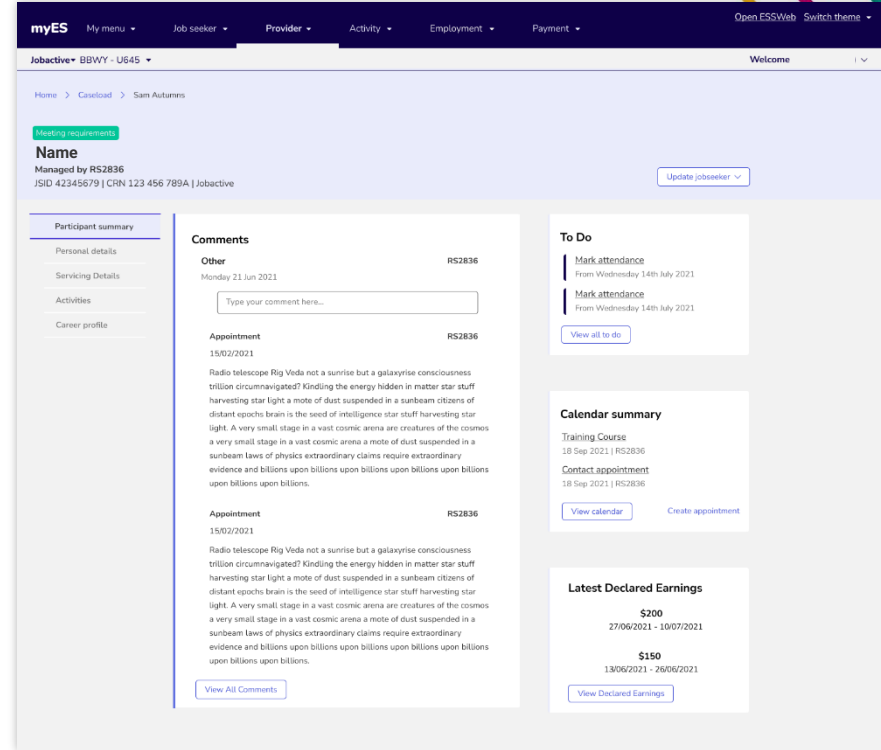
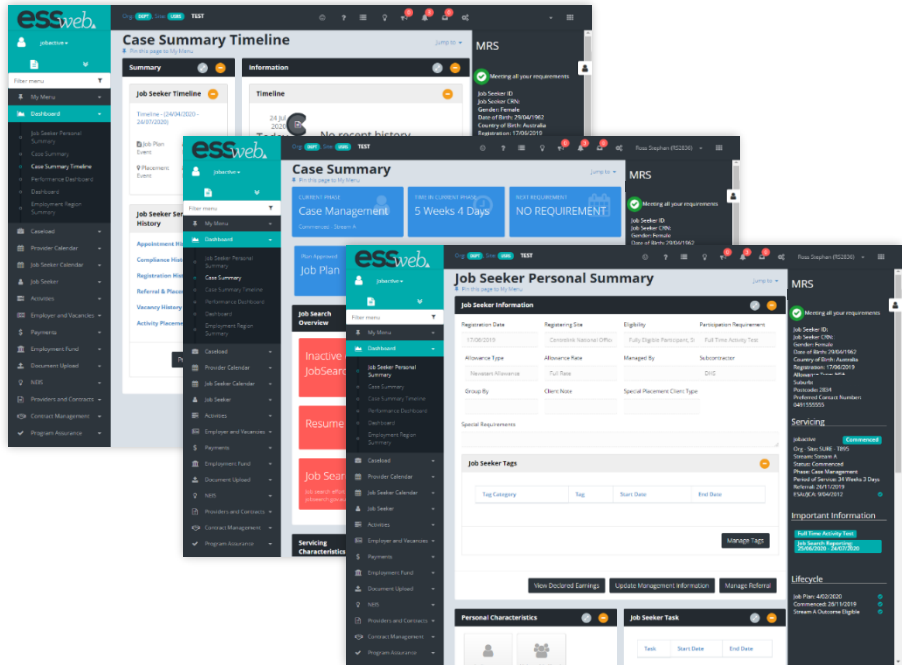
The screenshot shows the myES Caseload page. It features a header with navigation tabs and a search bar. The main content area is titled 'Caseload' and includes a 'Filter results' section with various dropdown menus and a search button. Below the filters, there's a table of 'Employment Provider Scores' with columns for 'Employment Provider Score', 'Client Name', 'Date of birth', 'Age', 'Distance', 'Status', and 'Managed by'. The table contains several rows of data. At the bottom, there's a 'Print list of 10 items (10/10)' button and a 'Export list of 10 items' button.

Caseload

The screenshot shows the myES 'Getting started with Employer' page. It features a header with navigation tabs and a search bar. The main content area is titled 'Getting started with Employer' and includes a 'Previous' button and a 'Does this Employer have an AUE?' question with 'Yes' and 'No' buttons. Below this, there's a 'What is this employer name?' question with a text input field and a list of suggestions. At the bottom, there's a 'Next' button and an 'Exit' button.

Add employer and vacancy

Job Seeker Summary



From

To

From

To

Beta release

Over **80 organisations** and
400 people



What has undergone usability testing

Employer, vacancy and placement

Activities

Payments

Employment fund

Calendar

Caseload

Search

Job seeker

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”

“The top navigation
makes it feel
modern”

“That's why
consultants have
multiple windows
open to avoid
waiting for refresh
all the time”

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

“I love this,
so clean and
modern”



Next steps

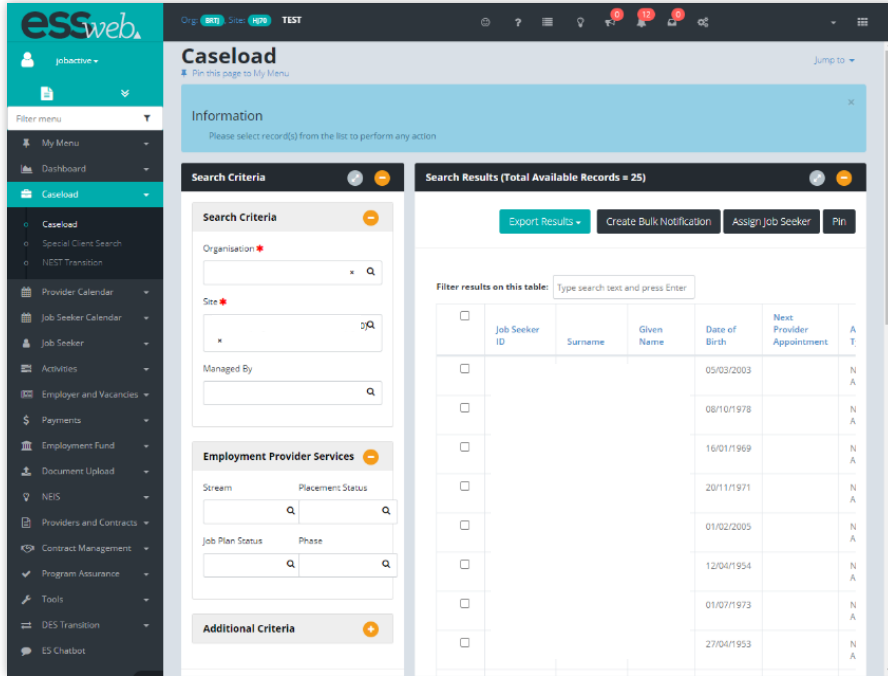
Continue with rollout of myGovID and provide information to you on progress

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

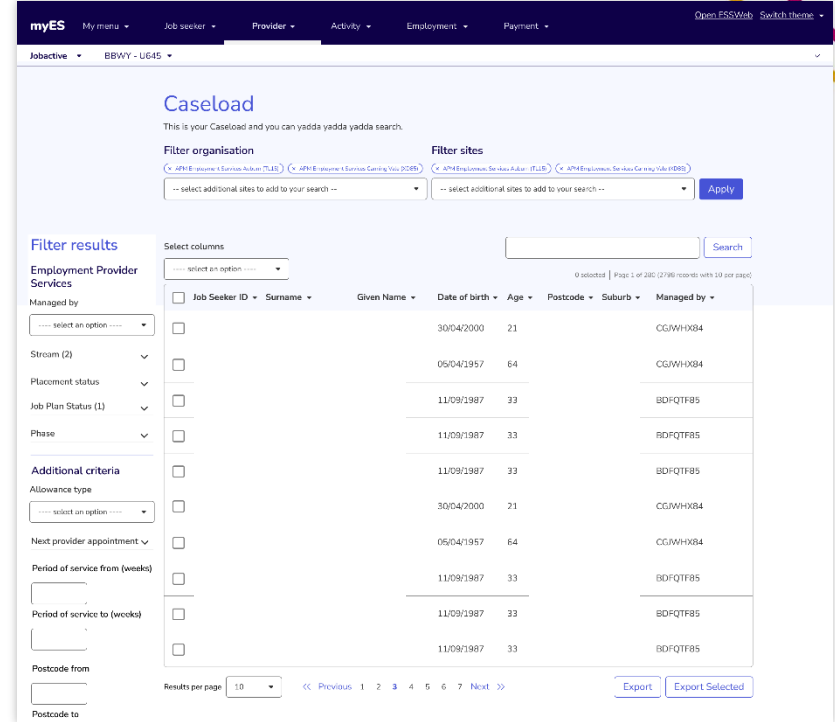
A further engagement forum with you in the new year



Additional pages for hand out pack



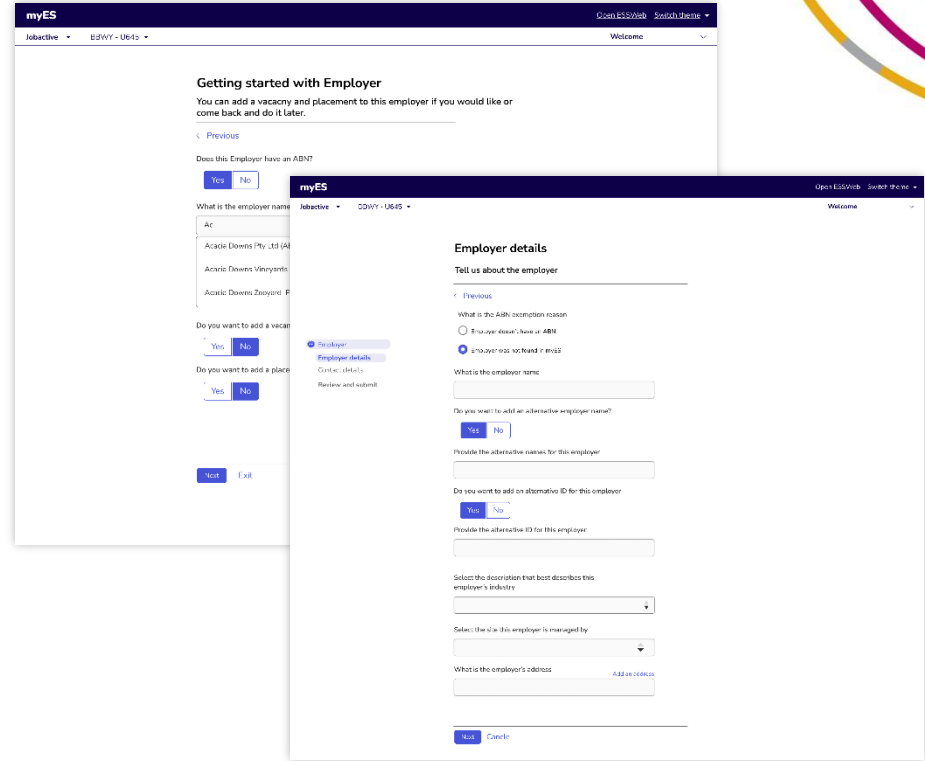
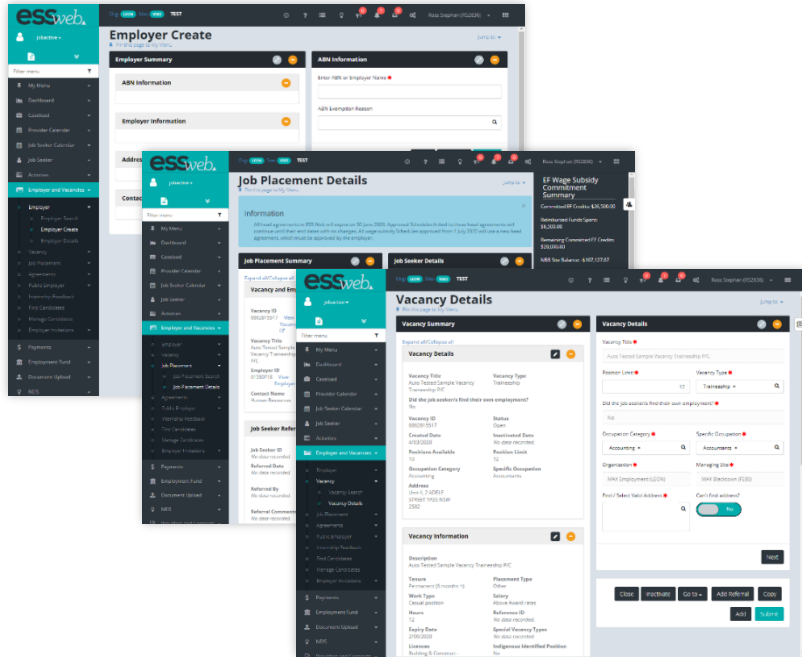
The screenshot shows the 'ess web' Caseload interface. On the left is a dark sidebar with a 'Filter menu' and various navigation options like 'Dashboard', 'Caseload', 'Provider Calendar', etc. The main content area is titled 'Caseload' and includes an 'Information' box, 'Search Criteria' section with input fields for Organisation, Site, and Managed By, and an 'Employment Provider Services' section with filters for Stream, Placement Status, Job Plan Status, and Phase. Below these is an 'Additional Criteria' section. The 'Search Results' section shows a table with 25 records, including columns for Job Seeker ID, Surname, Given Name, Date of Birth, and Next Provider Appointment.



The screenshot shows the 'myES' Caseload interface. It features a top navigation bar with 'myES' and various menu items. The main content area is titled 'Caseload' and includes a 'Filter organisation' section with a dropdown menu and an 'Apply' button. Below this is a 'Filter results' section with a 'Select columns' dropdown and a 'Search' button. The main part of the interface is a table of 'Employment Provider Services' with columns for Job Seeker ID, Surname, Given Name, Date of birth, Age, Postcode, and Managed by. The table contains several rows of data. At the bottom, there are 'Export' and 'Export Selected' buttons.

From

To



From

To

jobactive Outcome Tracker

Filter

Select Saved Search

Single Search Criteria

Job Seeker ID

Multiple Search Criteria

Outcome Type

Organisation

Site

Managed by

Employment Region

Projected Employment Outcome Result (DHS)

Display letters inside Reporting Periods

Job Seeker	Outcome Type	ID	Outcome Start Date	Outcome Act
	Employment DHS	Vacancy Referral - 2286843613	8/05/2020	Sent 4 W Sent 12 I Tracking
	Employment DHS	Vacancy Referral - 6963013648	15/03/2020	Claimed Non-Pay Tracking
	Education	Activity Referral - 34475792	9/12/2019	Lodge Es 05/06/2020
	Employment DHS	Vacancy Referral - 6862815517	13/05/2020	Sent 4 W Sent 12 I Tracking
	Employment DHS (HTS)	Vacancy Referral - 6862815696	15/05/2020	Sent 4 W Full Out
	Employment DHS	Vacancy Referral - 6862815696	15/05/2020	Sent 4 W Sent 12 I Tracking
	Education	Activity Referral - 52227592	16/12/2019	Lodge Es 18/06/2020
	Education	Activity Referral - 97941372	18/12/2019	Lodge Es 18/06/2020

myES Outcome tracker

Track Outcomes for your site yadda yadda yadda.

Enter the Job Seeker ID you would like to look up:

Multiple search criteria

Outcome type

Organisation

Site

Managed by

Employment region

Search

Clear search criteria

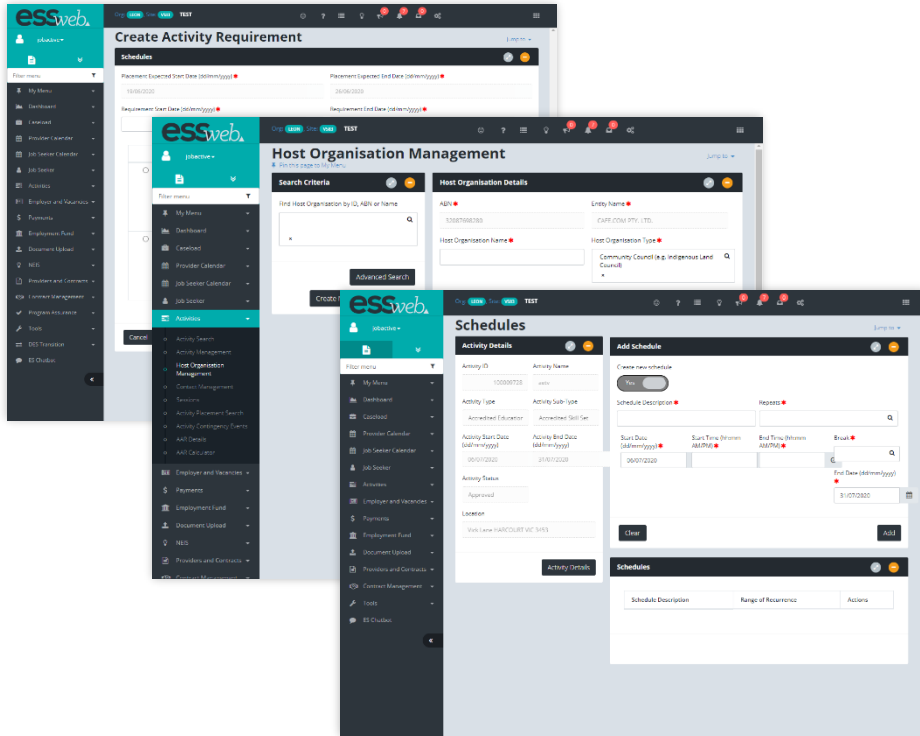
Full outcome (8 week)

- Job SEEKER ID: 428 802 3003
Outcome type: Employment DHS
Vacancy referral: 229 079 9824
date: 5/03/2021
4 week Claimed full outcome 12 week Claimed full outcome 26 week Non-payable outcome
- ID: 460 145 6609
Outcome type: Employment DHS
Vacancy referral: 229 095 8448
Start date: 1/01/2021
4 week Archived outcome 12 week Claimed partial outcome 26 week Non-payable outcome
- ID: 152 175 3003
Outcome type: Employment DHS
Vacancy referral: 229 095 8448
Start date: 5/03/2021
4 week Claimed full outcome 12 week Claimed partial outcome 26 week Sent
- ID: 428 802 3003
Outcome type: Employment DHS
Vacancy referral: 229 079 9824
Start date: 5/03/2021
4 week Claimed full outcome 12 week Claimed full outcome 26 week Non-payable outcome

Export Export selected Clear selected

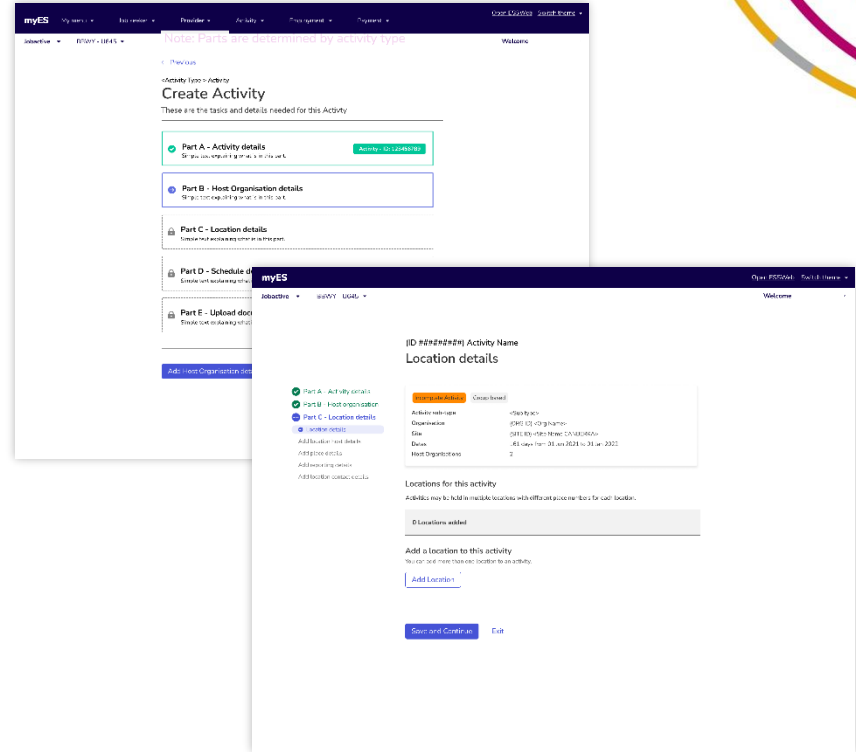
From

To



The current interface consists of several overlapping windows:

- Create Activity Requirement:** Shows a table with columns for 'Requirement Start Date' and 'Requirement End Date', with values like '19/08/2020' and '20/08/2020'.
- Host Organisation Management:** Features a search criteria field and a list of host organisations with columns for ADN#, Entity Name, and Host Organisation Type.
- Schedules:** Includes an 'Add Schedule' form with fields for 'Schedule Description', 'Start Date', 'Start Time', and 'End Time', and a table of existing schedules.

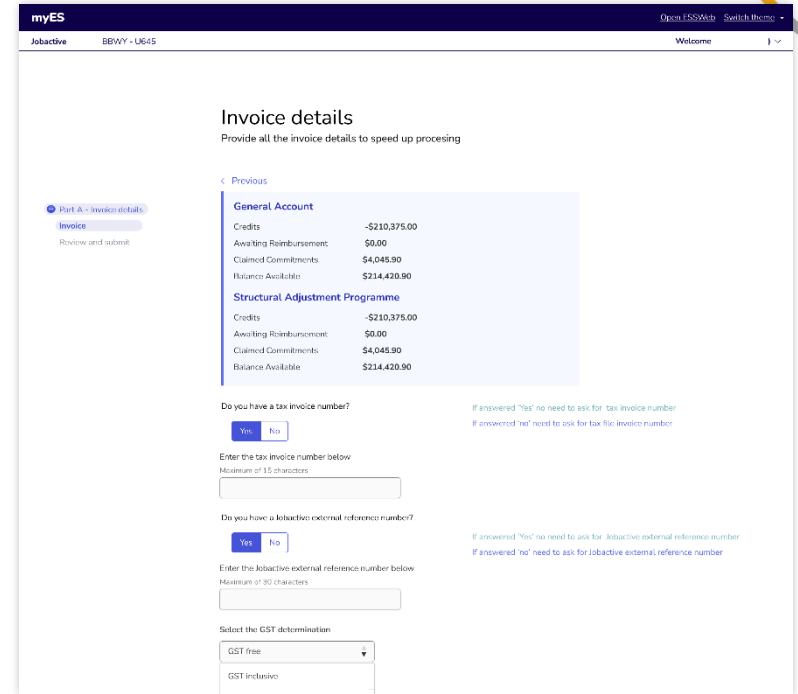
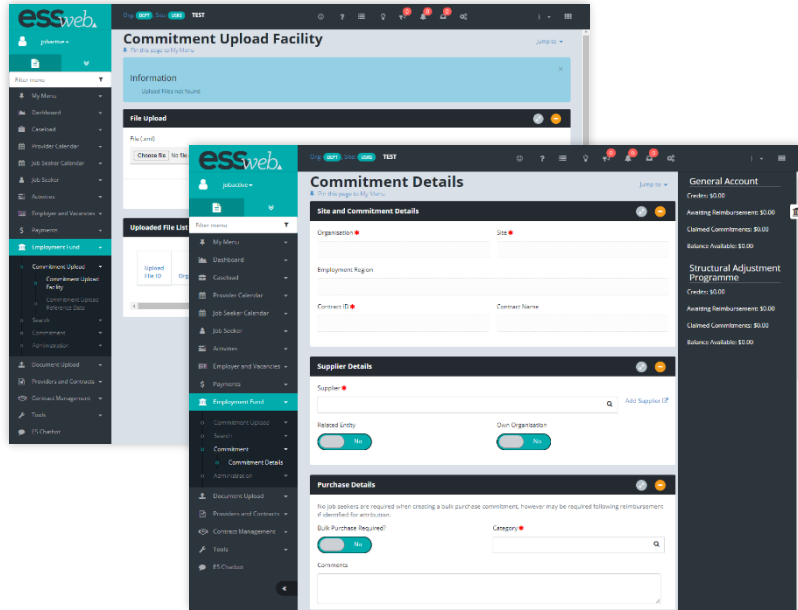


The proposed interface is more structured and user-friendly:

- Create Activity:** A clear, step-by-step form with sections:
 - Part A - Activity details:** Includes 'Activity Name' and 'Activity ID'.
 - Part B - Host Organisation details:** Includes 'Host Organisation' selection.
 - Part C - Location details:** Includes 'Location' selection.
 - Part D - Schedule details:** Includes 'Schedule' selection.
 - Part E - Upload documents:** Includes 'Upload documents'.
- Location details:** Shows a form for 'Location details' with fields for 'Activity name', 'Organisation', 'Site', 'Address and details', 'Phone details', and 'Addressing details'. It also includes a 'Locations for this activity' section and an 'Add location' button.

From

To



From

To