# Provider Engagement Forum 16 June - Questions and Answers

The questions raised and responses given during the Provider Engagement Forum on 16 June are listed below.

1. ### What is the process for volunteering to be a tester please?

   Providers can opt in using the Bulletin on Employment Services System (ESS) Web or on the Provider Portal. Alternatively, you can email providerexperience@dese.gov.au and we will forward you the link to sign up.

2. ### Is the backlog communication going to be accessible to Providers via something like Provider Portal?

   The Department of Education, Skills and Employment (DESE) will make it available online.

3. ### Will it mean that employers will need to have a myGovID to approve wage subsidies from July?

   Not for July 2021. The first focus is on businesses who wish to post a vacancy.

4. ### Do '3rd party systems' include cloud-based analytics systems?

   It includes any technology partners who have demonstrated their capacity to gain accreditation under the Right Fit For Risk (RFFR) program.

5. ### How will API (Application Programming Interface) interactivity be prioritized for different users? Employers? Job aggregators? Providers/Third party providers?

   Prioritisation will be partially based on the availability of the API. Some APIs are being built because of a policy promise but whenever anything is built, it should be API enabled. There are different parameters that determine the prioritisation levels to the APIs. They could be built because they are big volume, high in benefit or the API brings a large level of integrity to the system.

6. ### What kind of accreditation would small providers need to gain access to API? Will RFFR accreditation suffice or there will be any extra layer over it?

   Right Fit For Risk (RFFR) is a maturing model, and over time security will be improved or increased. RFFR already allows an assessment based on caseload and sensitivity of the API that's being consumed or the access to information that's being consumed. If we were to make an API available and it was particularly sensitive and had either high risk or high volume attached to it, then it might be that a provider that wants to consume it may not have met the standard for that API. To access that API, they will need to meet the standard. There isn't one answer for this, there might be a generalist API, a calculator API that we think there is no risk associated with it, and you can access that without changing your RFFR, or there might be an API that you already meet that RFFR for. It could be that you don't need to, you already meet it, or you need to up it and it depends on the sensitivity of the API.

7. ### Does our RFFR accreditation encompass any of our 3rd party providers (ie. they are accredited via our process)? Or do they need their own accreditation separate from ours?

   If the third-party providers are offering a product to more than one employment service provider, we have the capacity to engage directly with that vendor and they can choose to gain accreditation on their own merit. However, should their offering to be used for a specific organisation, then you can list that third-party provider under your own RFFR accreditation.

8. How do you strengthen RFFR when it is already risk-based?

RFFR is not a point in time assessment, it is a consistent journey.

In order for a provider to maintain accreditation, there will be:

- surveillance audits
- action plans that the auditors will keep track of

If the organisation is unable to demonstrate progress against those action plans, then the risk-based approach that will need to be demonstrated.

9. How will myGovID introduction impact the current APIs to ESS (if at all) and associated authentication?

The introduction to myGovID will impact accessing ESS Web and does not impact on provider's custom solutions or third-party software.

In the longer term, we will need to look at the multi-factor authentication that providers will need to access any system that interacts with DESE through third-party software.

10. Is it fair to say that the current version of ESS WEB will be the one we are using when the NESM commences July 1, 2022?

No, you will be using the new version of Employment Service Support (ESS) web.

11. Will there be a list provided for all APIs?

Yes, not only a list of current Application Programming Interfaces (APIs) which is available, but also over time there will be a list of suggestions for future APIs along with what we committed to. The intent is to make that whole future program transparent so that people can plan for not just 12 months but up to five years ahead.

12. Will the new version of ESS web also be utilised for Disability Employment Services (DES) and Community Development Program (CDP)?

No, that's a point in time issue. Over time we will get to one but there will be a transition period where there will be higher level of offering for a program space, but overtime the intent is that the high-level offering will be across all program types.

13. Is it the case that we will need to use two different ESS versions for six months?

This is currently something being worked on. There will be a transition strategy that we will need agreement and will be some consultation with providers.

14. Is there likely to be overlap between new ESS Web functionality and functionality currently provided by third party applications?

Absolutely though the intent is not to build ESS web to replace a full-service third-party offer. ESS web will need to be complementary to the third party.

15. Will Transition to Work (TTW) be using the new or current system? How about New Business Assistance (NBA) with New Enterprise Incentive Scheme (NEIS)?

They will be using the new system. The detail for the functionality is being worked through design as we speak, and it will be part of the user consultation.

16. Will the current APIs be updated in conjunction with the new version of ESS, or will they remain as is?

    The aim is to update in parallel. We have 6 months to detail a roadmap with dates and commit to it so it can be built.

17. Can you please share any major feedback themes / insights from job seekers and employers UX with Online Employment Services (OES) so far?

    OES has relatively minimal usage. Some of the feedback for employers include:

    - it is hard to get a profile and log in
    - you must wait 48 hours for the profile to be validated by a human before you can fill a vacancy
    - it is not as intuitive as it should be
    - I get too many applications from duplicate job seekers because there's no way to screen duplicate applications from a job seeker
    - too many candidates that are not the right fit applying for jobs because there's no decent screening tools that actually stop them from applying.

    For individuals:

    - OES worked in its ability to support during COVID
    - it did what it needed to do in the absence of mutual obligations across most of the country.

18. What form will the consultation forums take and when will they occur that you mention will be needed for the development of this new environment?

    There are a range of forums that exist. Currently there are consultations on the product development level for the next 12 months (there are links in the presentation if you want to participate).

    In terms of developing a more strategic approach, we still need to do some planning on whether our current forums are suitable to drive the strategic agenda.

19. With the new ESS Web, will there be a training platform available for staff?

    Training material will be available. There will not be a test training environment but will be added to the wish list.

20. What strategies or methodologies will be used to ensure we get the rebuild right? How do we ensure the system is intuitive (UX/UI)? What measures will be used to ensure it operates at an acceptable speed (i.e. what speed is acceptable)?

    It will require a collective effort to ensure the system is intuitive.

    In terms of the resilience of the system, it is easy to build a resilient user interface, however, building a resilient core system is much more complex.

    - In the roadmap of work, we have included a line on resilience. There is still work to determine which services to make resilient, which we should cache and which we are able to make resilient but don't depend on the core system.

    In terms of speed, we are aiming to ensure it is acceptable and will not impede workflow.

    Additionally, we will have to work out what a reasonable use provision would be for APIs we build.

## 21. Do the API's come with the throttling limits?

We currently have API capabilities and can manually throttle if required. In the longer term, we are aiming to use a more contemporary API gateway which will have dynamic configurability. It would be able to manage by:

- API
- provider
- time of day
- reasonable use
- all sorts of cases.

Though we will need to be sensible in how we approach production and must be careful that we don't build a large amount of core systems.

## 22. What does the security look like for accessing ESS Web?

We will be onboarding providers and all provider staff to the new security features to access ESS web in the coming 12 months.

This will mean that any provider staff or associates working for a provider will require at least a level 2 myGovID.

A myGovID for an individual will look like an app your mobile device. This app will walk you through an identity enrolment process which scans and reads data from:

- Documents
- Passports
- Driver licence
- Medicare card
- Birth certificate.

The data will then be compared with a repository held by the Department of Home Affairs through a verification service to prove that the documents are authentic. A token on the mobile device will then be created, which will make that device an identification proofing system for that individual.

From then on, this individual can access ESS Web through a browser on any smart device, but the identification key will be on that individual's mobile device.