



New model update for CEO

Livestream 22 February 2022

Digital Identity (myGovID)

- As you are all aware, our providers can access extraordinarily sensitive client information via our online systems.
- To ensure this level of access and information can be maintained, with the highest levels of security for everyone involved, we are transitioning to a more secure form of authentication (user ID and log on details).
- It is critical the department has secure access to our systems – to ensure the department has confidence in who accesses its systems.
- This new form of authentication will require every one of your staff accessing the system to have their own individual Digital Identity (or myGovID).
- Their myGovID is different to mygov; it is a fully remote credential that allows people to validate identity. It has recently been enhanced to include facial verification for some levels of access.
- This is a mandatory requirement and staff without a myGovID will soon not be able to access the system.
- The progression to the myGovID requirement for all users has been a gradual transition that is currently still occurring.
- We have phased rollout of Digital Identity (myGovID) to allow providers time to transition to the new system knowing that there would be some issues for some individuals as they tried to get their Digital Identities confirmed.
- This is why we first advised to providers in May 2021, with the first implementation taking place later that year in June.
- All provider staff can now get a Digital Identity, and if you haven't already, we strongly encourage you to do so as soon as possible.

- This way, if you do experience any issues, we are here to help and can work with you through them to ensure your access is sorted before legacy access is closed.
- Don't forget that we have a lot of supplementary guidance material available on our website that is specific to DESE providers. This is in addition to the support material that is already available from previous implementations for other agencies, including links to the ATO and Digital Transformation Authority.
- We have also ensured that providers have access to human support via DESE help desks, the DESE Contact Centre and the ATO Contact Centres.
- The timeline going forward now is as follows:
 - Providers will be able to start using myGovID to access ESS from 1 February 2022 and new users must have myGovID to access ESS from 1 March 2022.
 - Legacy credential access (user id and logon details) to ESS will be turned off on 25 March 2022.
 - Provider staff will only be able to access ESS using myGovID from 26 March 2022.
- All providers that use ESS will go through the transition at the same time and there is no staging based on employment program.
- This will reduce any potential confusion and ensure provider staff are well informed and able to sign-up to myGovID well before the legacy access is switched off.
- Frequently Asked Questions and Helpful Links
- FAQs based on questions and feedback from previous sessions can be found on the department's website dese.gov.au.
- The myGovID website and the ATO website has further information on myGovID and RAM. Further information on Digital Identity is available on the Digital Transformation Authority website.

Workforce Australia

- As you are aware, with the introduction of any new program, there is some work which is done by the department to identify a new program name, especially as we move into this new model and are looking at transformational change.
- The Workforce Australia Masterbrand will officially launch on 1 July 2022 with the launch of the new employment service and the new website workforceaustralia.gov.au.
- However, you might start seeing the brand in use from February as we start rolling out the brand across existing employment programs and activities from February 2022. For example, you might see the new Workforce Australia brand at Jobs Fairs.

Is Workforce Australia a new name for jobactive?

- Yes, Workforce Australia is the new name for jobactive. It will replace jobactive and the current employment services network.
- However, there is nothing that providers need to do at this stage, and we will provide further advice on the rollout on the provider portal over the next couple of weeks.
- As per standard practice, branding guidelines will be provided to those providers which are successful in procurement as it will form part of their Deed.
- Additional information, resources and Frequently Asked Questions will be made available to you through messaging and the provider portal to assist you with any enquiries you may receive over the coming weeks.
- If you have any questions, please email the stakeholdercommunicationteam@dese.gov.au mailbox and copy your Account Manager.