

Speaking notes

myGovID update and BETA release progress for Employment Services Providers

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8 December 2021

The below forum speaking notes are provided as a guide only; they may vary from what was said on the day.

Agenda

This forum will cover two areas:

- An update on how the department is progressing with rolling out myGovID and
- Information on the Beta release, introducing the digital platform for individuals and providers.

In order to preserve the probity of the department's current purchasing processes, there will be some limitations on what is discussed at the forum. The department will be unable to provide any information on the past, current and future purchasing processes other than that which is currently publicly available.

myGovID update

As a follow on from the October forum, the department's online interfaces will progressively require myGovID authentication.

A couple of years ago, Government started rolling out a digital identity system, called myGovID, as part of the whole of Government Digital Transformation Strategy.

myGovID is administered by the Australian Taxation Office (ATO) and allows users to create a digital identity that can be used to log into online Government services.

It 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.

Two million businesses are already using myGovID to access over 76 Government services and it is mandated for some sectors who intersect with the ATO.

It is critical the department has secure access to our systems – to ensure the department has confidence in who accesses its systems.

By 25 March 2022, provider staff accessing ESSWeb must migrate to myGovID.

Apprenticeships Data Management System (ADMS) users will require a myGovID by 9 April 2022.

Further information on the myGovID rollout from the last provider session, the presentation and FAQs (which will be progressively updated) are now available on the department's website.

Phased transition

The department is phasing the rollout of myGovID however, provider staff can get a myGovID from now. 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, which means 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.

Providers are encouraged to have staff download the application now so they will be ready to start using myGovID from February 2022 to access ESS.

How is the Department of Education, Skills and Employment progressing?

The department is building the systems capability to integrate with myGovID (under development) by:

- Working with the ATO and Services Australia on myGovID integration, as both will support the new authentication process. The ATO has a wealth of training materials available on establishing myGovID and connecting with the Relationship Authorisation Manager (RAM).
- Developing additional user guides, task cards, forms, and guidance on how users connect with eSAM.
- Looking to create a dashboard to track myGovID enrolments from 1 February 2022.
- Keeping Third Party Employment Systems vendors up to date with myGovID progress.
- Working closely with the Department of Social Services and the National Indigenous Australians Agency to ensure that providers, which also offer these services, are aware and included in the implementation process.

What can providers do now?

- Providers can register their organisations and assign Authorised Administrators in the ATO RAM system as Standard users.
- Organise for relevant staff to have access to a mobile device.
- Encourage provider staff to obtain a myGovID account as soon as possible so they will be ready to start using myGovID from February 2022 to access ESS.
- Authorise staff to work on behalf of a provider's organisation through the ATO RAM system as Standard users.

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.

jobactive website beta

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

A small, randomly selected group of individuals have been offered the opportunity to opt-in via a banner displayed on their profile on the jobactive website. They can opt-in with one click, and later opt-out if they choose to.

The initial release includes new designs for the job seeker profile (formerly known as the Career Profile) and user account. These new designs are available to all users, who opt in, on the website, not just jobactive job seekers.

The slides shown in this presentation show how the design may look, noting these designs are still a 'work in progress' as the department continues with testing.

The new Job Seeker Profile – formally known as the Career Profile

The new job seeker profile has gone from:

'Private by default'

To:

'Visible by default'

The new Account area

Will change from:

- Only basic information and notification options

To:

- A modern feature which will allow job seekers to tailor their experience throughout the platform
- Enhanced control of privacy and notifications, and much more.

Conceptualisation of the future job seeker experience

The presentation includes screen designs that touch on the job seeker experience, noting again, these are a work in progress until testing and design is complete.

A number of elements (ie name and logo) have been genericised and do not represent the future branding.

The job seeker snapshot

The job seeker snapshot will go from:

The old wizard flow midas

To:

The new uplifted design

Authenticated home page

Will be transformed from:

- A fragmented experience across contracts and cohorts, which currently has a heavy focus on compliance

To a new homepage that will provide:

- A consistent experience built on a foundation of effective information architecture

The Find a Job page

The Find a Job page is being developed from what was intended to be an automated job matching page that is sometimes ineffective due to crucial missing information on the job ads (e.g. required skills or experience, pay, etc)

To a new cloud-based search capability based on Azure cognitive Search functionality.

The Apply for a Job page

The new 'Apply for a Job' page is changing from a single page to submit a job application through jobactive, which offered poor usability overall.

To four simple steps to submit an application on jobactive.gov.au.

Provider's digital platform

It is anticipated that from 19 January 2022, the department will start testing new designs for the provider digital platform via a beta.

The initial release will include:

- Global hub
- Caseload
- Add employer and vacancy.

All providers will be offered the opportunity to try out the beta release.

Information about the Beta release

This transitioned to an 'opt in' model of research early in 2021. To date more than 80 organisations and over 400 people have opted in.

The department has already tested the following with providers:

- Employer, vacancy and placement
- Activities
- Payments
- Employment fund
- Calendar
- Caseload
- Search and
- Job seeker.

There have been more than 280 participants, of which 116 participated in moderated and 164 in unmoderated research activities.

Some comments the department has received:

- "It's like 7 different tabs in ESS Web all on one page"
- "I love this, so clean and modern"
- "I just follow the bouncing ball"
- "I am looking for a way to search the side menu"
- "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"

What are the department's next steps?

The department will continue with the rollout of myGovID and provide information to providers on progress. The department will have further user testing on changes to the platform for job seekers and providers and a further engagement forum with providers in February 2022.