

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Certification of Software Changes

Question reference number: 70 (HS 74)

Senator: Burston

Type of question: Written

Date set by the committee for the return of answer: 21 April 2017

Number of pages: 1

Question:

- a) Were the software changes implemented to bring about the automated data matching and debt recovery system certified by the Digital Transformation Agency prior to its use?
- b) If not, why not?

Answer:

The Digital Transformation Agency was not involved in the initial development of the online compliance system. The purpose of the Digital Transformation Agency was to focus on whole of government frameworks and a limited number of specific projects and, at the time, this did not include the development of the online compliance system.

The initial design of the online system commenced prior to the requirement that newly designed or redesigned public facing Australian Government websites meet the Digital Service Standard (6 May 2016). During the design of the online system, the Department adhered to all applicable rules in place at the time.

The Department is working closely with the Digital Transformation Agency on the implementation of the Government's Digital Transformation Agenda.

In January 2017, a joint Partnership Team has been established with the DTA to embed the Digital Service Standard across the Department. The Standard impacts on many business practices including design, testing, build, implementation, ongoing delivery and continuous improvement.

The recent system enhancements make it even easier for recipients to navigate the online compliance system, and understand what they need to do to clarify any differences in information provided by employers to the Australian Taxation Office and advised by the recipient to the Department.