

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Cross Portfolio

Department of Employment Question No. EMSQ16-000049

Senator Cameron asked on 11 February 2016 on proof Hansard page 33

Question

IT functions and interactions with providers

ACTING CHAIR (Senator Johnston): We will reconvene. We are still dealing with cross-portfolio matters.

Senator CAMERON: It might be an idea, Secretary, if we could get a schematic of how this IT system works.

Ms Leon: Are we on the customer service line or the—?

Senator CAMERON: Both—the state network—

Ms Leon: Do you mean an organisational chart?

Senator CAMERON: No, not so much—well, an organisational chart plus a diagram of your IT systems and how they work.

Ms Leon: I do not know if I have a diagram, but I am happy to provide on notice some more detail about what the functions of the IT area are and how it interacts with the jobactive providers, and then, separately to that, what the functions of the state network are, including the matters we have been canvassing about the telephone contact lines.

Senator CAMERON: And I am in your hands on this. Would that just be a written statement of how it works, or can we get something that we can look at so we can understand the interlinkages between the state network and the national network and how it links back into DHS and the like?

Ms Leon: I am happy to take that on notice.

Senator CAMERON: Thanks. That will be helpful, because I do not want to pursue all that detail.

Ms Leon: It is a large and complex machine, so I am happy to provide some more clarity about its interactions.

Answer

The State Network provides the frontline delivery of the Department of Employment's programs, including the contract management of jobactive providers. Core functions include contract management, stakeholder engagement, business intelligence and program assurance. State Network staff play an important role in responding rapidly to structural changes in the labour market including business closures and assisting retrenched workers. They also gather information about regional labour markets for input into national reports. The State Network works closely with other Government agencies – Federal, State and Local, and with employers and providers, to respond to the needs of jobseekers, employers and other stakeholders.

The National Customer Service Line (NCSL) sits within the State Network handling calls primarily from job seekers registered with jobactive, Disability Employment Services and the Remote Jobs and Communities Program. In addition, the NCSL manages the department's Employment Services Tip Off Line which provides an avenue for people to report concerns about a providers' operations and/or conduct. Calls to the tip off line are escalated within the

department for appropriate investigation. Since November 2015, the NCSL has also managed the department's Employer Hotline.

Employment's Departmental Organisational Chart is available from the publicly facing web www.employment.gov.au/about-department.

As part of the IT investment and IT change management processes the Department of Employment maintains a number of Enterprise Architecture models of the IT systems.

The diagrams provided are representation of:

- Job Seeker Journey with jobactive providers (usage diagram)
- Employment Provider Job Seeker Management (Level 0 Business Process Model)
- jobactive High-level Stakeholder Interaction

Job Seeker Journey with jobactive providers (usage diagram)

This Application Usage diagram shows the Department of Employment's high-level business processes and the IT application services provided by the Department that support a jobactive provider. The ESSWeb application is the core IT system used by jobactive providers. All the other IT applications listed in the diagram are also used by jobactive providers in their daily work.

Employment Provider Job Seeker Management (Level 0 Business Process Model)

This 'Employment Provider Job Seeker Management – Level 0' Business Process Model diagram expands on the 'Job Seeker Journey with Service Provider' process referenced in the previous diagram. This diagram provides more detail about the business process that a jobactive provider follows when supporting a job seeker through their jobactive journey. This is the expected business process jobactive providers are supposed to follow as prescribed by the Department of Employment.

jobactive High-level Stakeholder Interaction

The 'jobactive High-level Stakeholder Interaction' diagram shows the interaction between the Department of Employment with jobactive providers, other employment service providers, government departments (including DHS), job seekers, employers and other stakeholders.

Job Seeker journey with jobactive providers

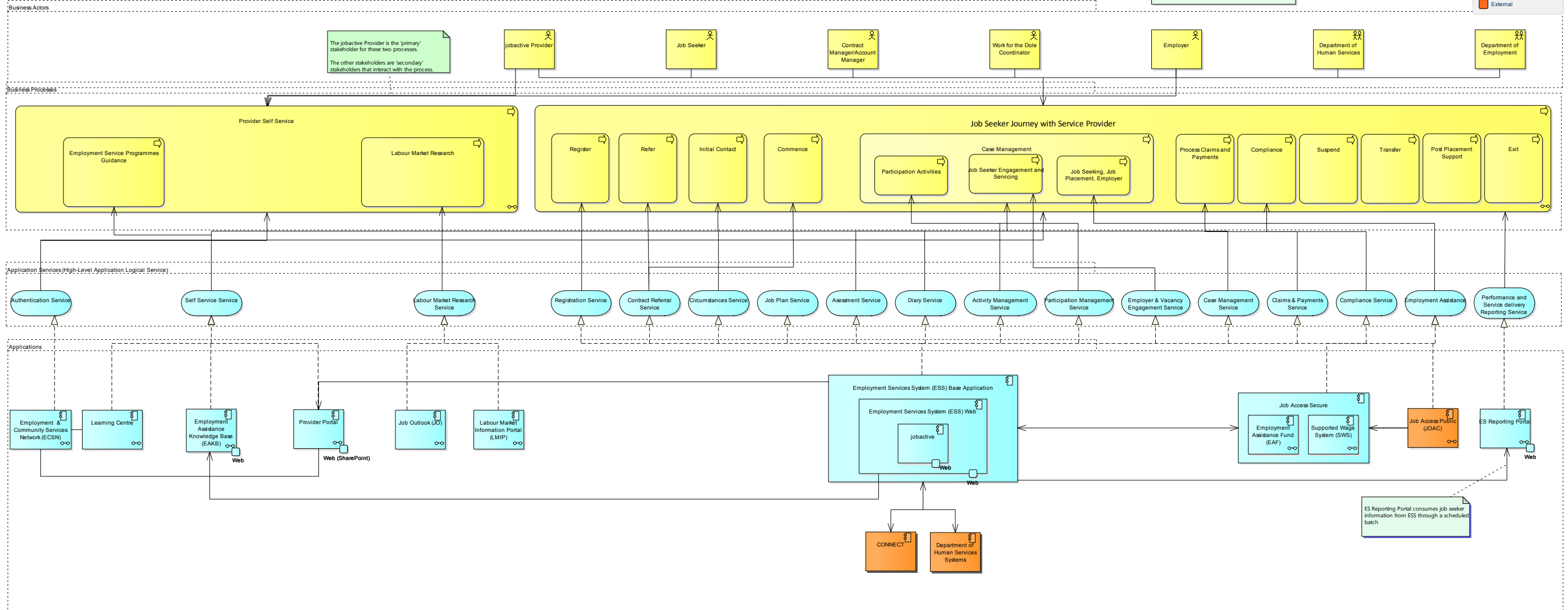
Job Seeker Journey with jobactive Provider Process Application Usage Diagram

This Usage Viewpoint describes the key applications that the jobactive Employment Provider uses as part of completing processes contracted by the Department as part of jobactive contract.

Name: jobactive Provider View
Author: Enterprise Architecture Office
Version: 1.0
Created: 23/01/2015 12:00:00 AM
Updated: 22/02/2016 1:53:03 PM

Legend

- Business Domain
- Application Domain
- Application Viewpoint
- Decommission Candidate
- External



Employment Provider Job Seeker Management (Level 0 Business Process Model)

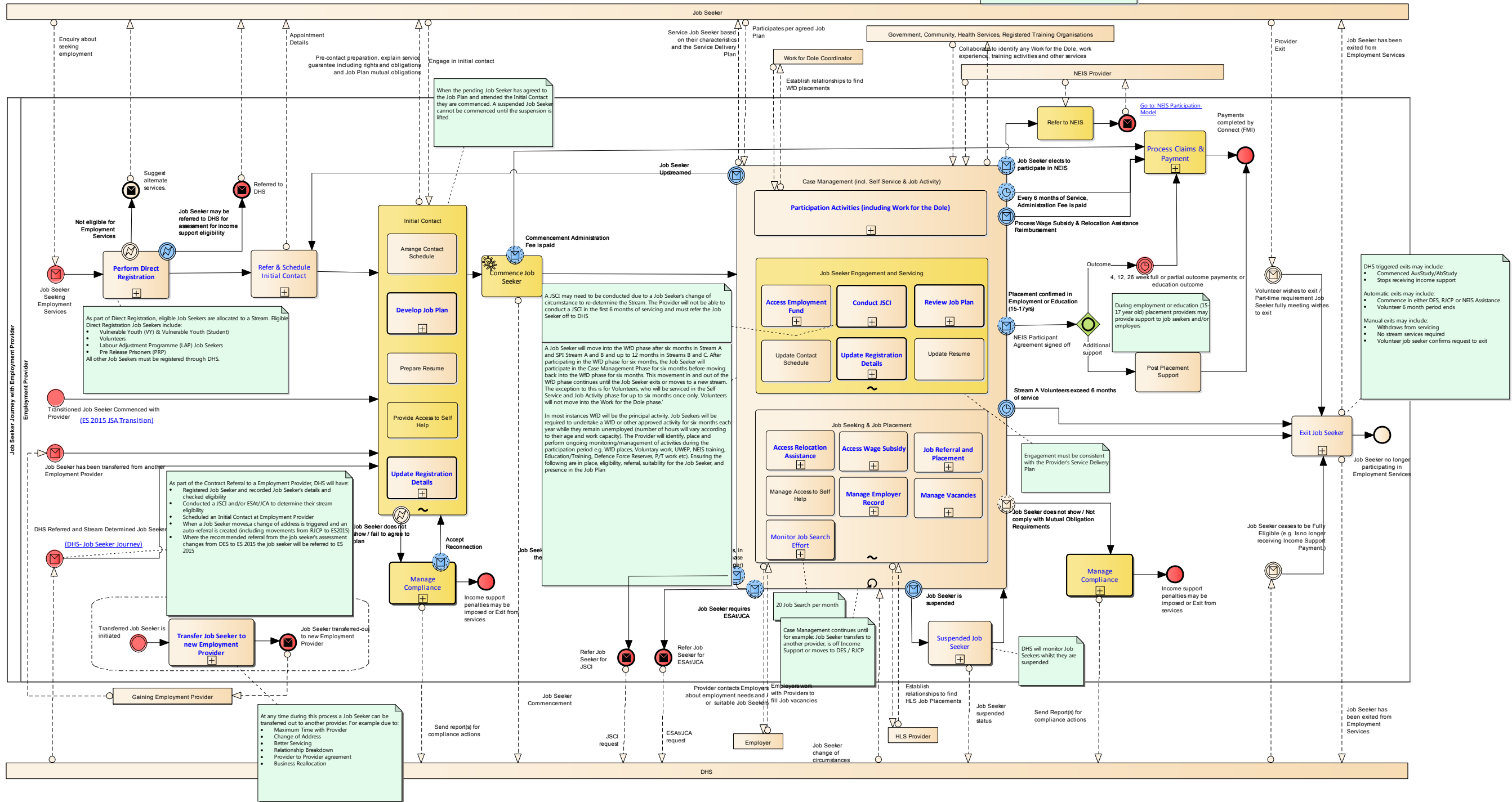


Employment Provider Job Seeker Management – Level 0 Job Seeker Journey

This process model describes the process model of how an Employment Services provider services a Job Seeker (including a Volunteer) through the Employment Service 2015 (ES2015) Programme.

Enterprise
Architecture
Office

Name: Employment Provider Job Seeker Management (Job Seeker Journey)
Author: Enterprise Architecture Office
Version: 1.0 Approved
Created: 29/10/2014 12:00:00 AM
Updated: 24/02/2016 10:06:23 AM



jobactive High-level Stakeholder Interaction

Name: jobactive Stakeholder Interaction
 Package: Stakeholder Interaction Diagrams
 Version: 1.1
 Author: Enterprise Architecture Office

Refer to the Transition to Work Stakeholder Interaction Diagram for additional interactions.

jobactive High-level Stakeholder Interaction Diagram

