Enhancing user experience: personalising Services Australia's intranet

BRIEFING

MAY 2025

Services Australia is the Australian government's service delivery

Customers (2023–24 FY)

27.1M	Medicare
8.5M	Centrelink
1.1M	Child support (children supported)

We're making government services simple so people can get on with their lives.

Payments (2023–24 FY)

$241.0B	Total payments
$87.8B	Medicare
$151.3B	Centrelink
$1.9B	Child support facilitated

Services Australia
We deliver government payments and services

What can we help with?

Raising kids
Payments and services to help with the cost of raising a child. Information about child care and child support. Help for teenagers becoming independent.

Living arrangements
Information about moving house, relationship changes and moving to Australia. Help and support if you're affected by natural disasters or family and domestic violence.

Ageing
Payments and services for people retiring or accessing aged care. Help for people who care for older Australians.

Work
Payments and services for people recently unemployed or looking for work. Help for businesses, income reporting and changes or help managing your money.

Education
Support and payments while you study, retrain or complete an apprenticeship.

Health and disability
Accessing Medicare and some health services at low or no cost. Help for people with disability or if you're caring for someone. What to do when a loved one dies.

Face-to-face services

We're transforming the customer experience through reimagined face-to-face services, testing and implementing new service experience concepts with customers and staff.
We have approximately 660,000m² of commercial property as at 31 December 2024.
Our extensive face-to-face service delivery footprint includes a network of:

318	service centres, including
154	transformed service centres
4	mobile service centres
365	agents
190	access points
	plus remote servicing teams

Digital services

Australians expect to be able to access government services from their own home or on the move. Digital is now the preferred channel for majority of customers, with other channels supporting customers experiencing more complex situations.
myGov is the Australian Government's largest digital platform, supporting access to:

Over **27.1 million** active myGov user accounts (linked to a member service) as at 31 December 2024

Nearly **923,000** myGov sign ins on average per day (1 January 2024 to 31 December 2024)

Over **6.6 million** individual downloads and registrations of the myGov mobile app since release in December 2022

Telephony services

Our agency operates the largest contact centre operations in the Southern Hemisphere.

Telephony services are supported by smart Interactive Voice Response (IVR) and voice biometrics capabilities.
- Smart IVR provides callers with access to tailored messages and self-service offers based on their individual circumstances
- voice biometrics makes transactions easier, faster and more secure for registered customers

80 smart centre locations (social security and welfare, health and child support)

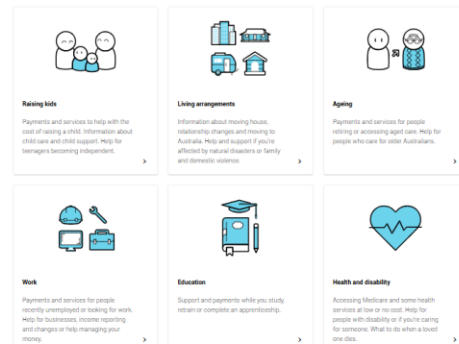**47.9 million** calls handled from 1 January 2024 to 31 December 2024

We're here to help
Access government services from one place.

Sign in

If you already have a myGov account, you don't need to create a new one.

Find support
Explore what help is available to support you through different stages of your life.

Intranet team is part of Communications Division

Intranet is M365 Sharepoint	Strong governance and accessibility frameworks	Budget – none	6 team members including team lead
2,500+ pages Review 1/5 of pages per year	4000 resources, 750 images and 930 videos and transcripts	Pilots	Refresh team: 2 members
Approx. 3080 pages/resources published each year	Distributed publishing network – 311 local publishers	Train 110 publishers per year	'Tiger team' with 1 member from Executive and Internal Communications

Search across sites

Intranet   Human Resources   News Hub   My Tools ⌄   Global A-Z ⌄   Search People 🔍   Search All SharePoint 🔍   Search Operational Blueprint 🔍   Search help   Website   myGov

My sites

Services Australia Intranet

★ Following

Home   About us ⌄   Business Teams ⌄   Resources ⌄   Policies and Strategies ⌄   Services ⌄

ESS - Attendance record
Operational Blueprint
mySupport
Forms

Human Services Workspace
ICT Security Portal (ISP)
Office Locator
Viva Engage (Yammer)

Network News Update (NNU)
Learning Portal (LMS)
Genesys
Our Safety - WHS information management system
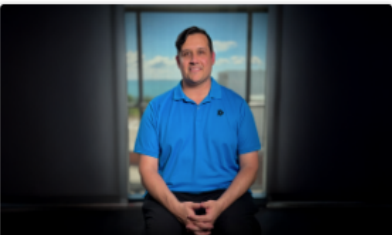
Report it
Indigenous Funeral Notices
FINS Bulletin
News Hub

Featured news

See all

Peter's life changing journey from hospitality to role model to his...
30 January

Australia Day Achievement Awards showcase our agency's incredible people
2 MIN READ
28 January

Setting the standard for digital services
3 MIN READ
22 January

A faster path to assistance for our customers
2 MIN READ
14 January

Search Operational Blueprint

What can we help you find?

The Huddle

See all

Spread the word about the 2025 Indigenous Apprenticeships Program!

See our capability review report
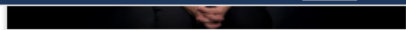
Read the new 'Your week ahead' email every Friday morning

Save 2025 dates of significance and casual dress days directly to your calendar
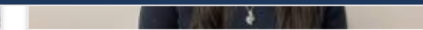
Apply for Aurora Neuroinclusion Program roles in Brisbane

Consider how you can improve your internal communications

Daily Communications Email

Search across sites

Intranet   Human Resources   News Hub   My Tools ⌄   Global A-Z ⌄   Search People 🔍   Search All SharePoint 🔍   Search Operational Blueprint 🔍   Search help   Website   myGov

Services Australia Intranet   Home   About us ⌄   Business Teams ⌄   Resources ⌄   Policies and Strategies ⌄   Services ⌄

Peter's life changing journey from hospitality to role model to his...

30 January

Australia Day Achievement Awards showcase our agency's incredible people

2 MIN READ
28 January

Setting the standard for digital services

3 MIN READ
22 January

A faster path to assistance for our customers

2 MIN READ
14 January

Consider how you can improve your internal communications

Daily Communications Email

Reminders and events

See all

➕ Add event

JAN 20 FEB 4 Registrations for our leadership programs open 4
Mon, 20 Jan, 12:00 am

FEB 13 Anniversary of the National Apology
Thu, 13 Feb, 12:00 am

FEB 13 National Charity Casual Dress Day – Foodbank
Thu, 13 Feb, 12:00 am

MAR 8 International Women's Day
Sat, 8 Mar, 12:00 am

MAR 17-23 Harmony Week (including International day for the
Mon, 17 Mar, 12:00 am

MAR 18 World Social Work Day
Tue, 18 Mar, 12:00 am

My links

➕ Add new link

ⓘ Help

Essentials	Kanban
Grammarly	Division Sharepoint
Templates	SES Hub
Viva Engage	ABC
GovTeams	Team leave log

Spotlight

Acknowledgement of Country
Acknowledgement of Country

2030 Vision
Services Australia 2030 Vision

Health and Wellbeing Hub
Health and Wellbeing Hub

COVID-19
Information for staff about the Coronavirus

FDV
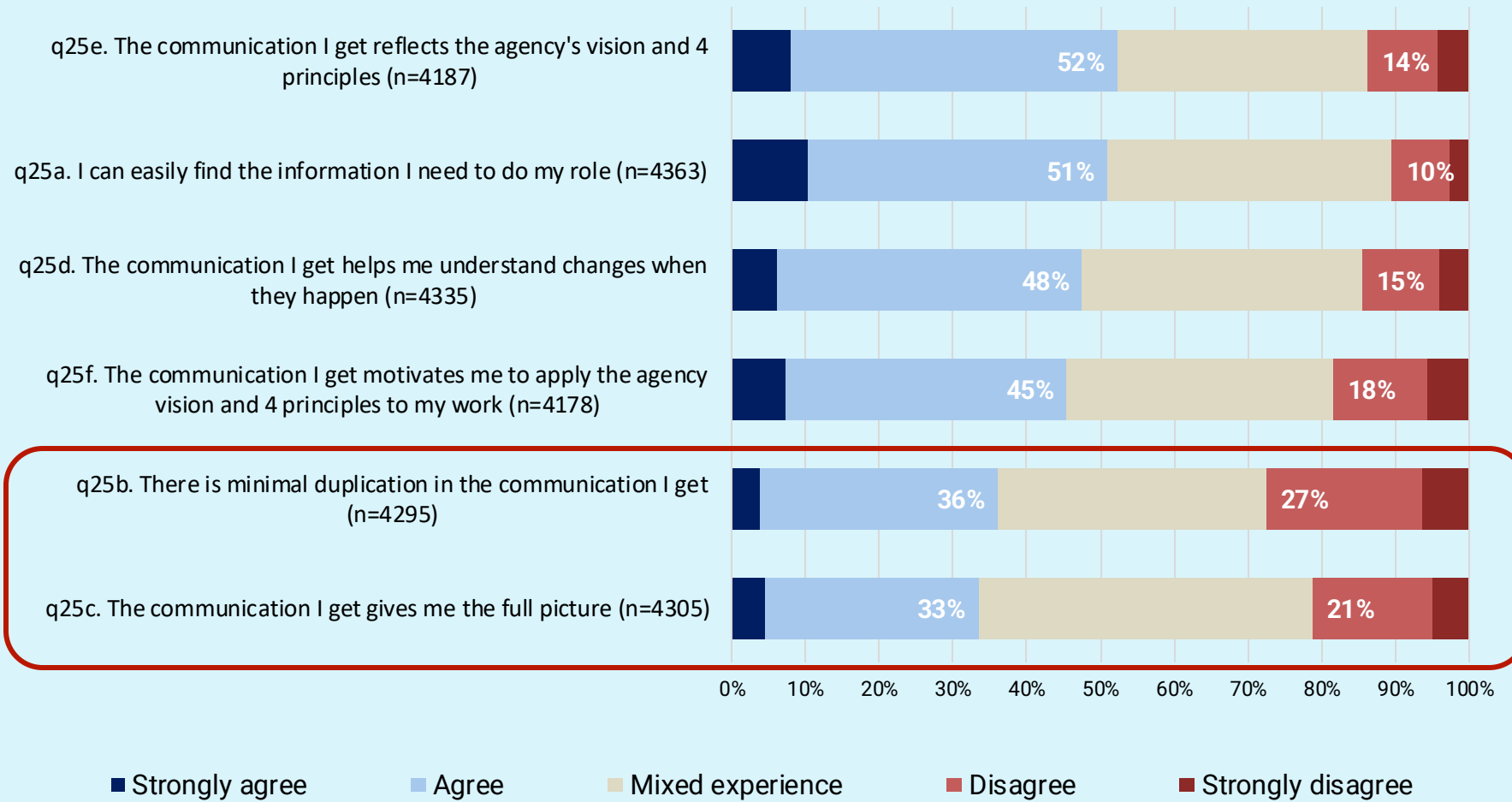Family and domestic violence

Discovery stage

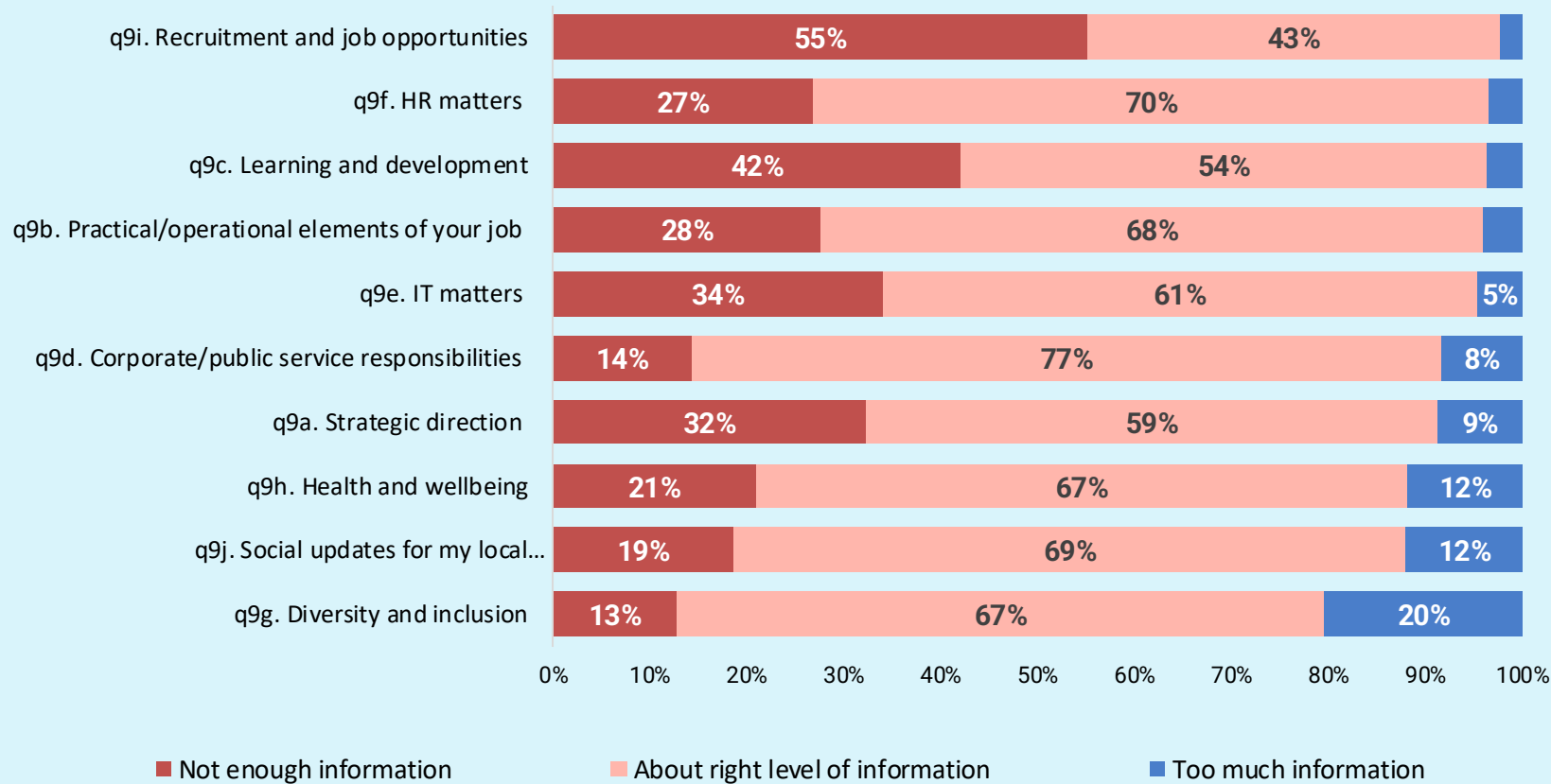# Staff feel overwhelmed with information

Qualitative findings

- Frontline staff serving customers are in a scheduled environment and make up the majority of the organisation

- Staff being **overwhelmed** with information is the primary challenge for internal communication.

- **Duplication** on various sites and in wider communication is also a challenge.

- Irrelevant or poorly targeted information

- Most say they can find information they need to do their role, but most are trading off what communication they can cope with

Duplication is an agency-wide issue

Chart: Percentage responses to communication questions

q25e. The communication I get reflects the agency's vision and 4 principles (n=4187)
Strongly agree / Agree 52% / Mixed experience / Disagree 14% / Strongly disagree

q25a. I can easily find the information I need to do my role (n=4363)
Strongly agree / Agree 51% / Mixed experience / Disagree 10%

q25d. The communication I get helps me understand changes when they happen (n=4335)
Strongly agree / Agree 48% / Mixed experience / Disagree 15%

q25f. The communication I get motivates me to apply the agency vision and 4 principles to my work (n=4178)
Strongly agree / Agree 45% / Mixed experience / Disagree 18%

q25b. There is minimal duplication in the communication I get (n=4295)
Strongly agree / Agree 36% / Mixed experience / Disagree 27%

q25c. The communication I get gives me the full picture (n=4305)
Strongly agree / Agree 33% / Mixed experience / Disagree 21%

Legend: ■ Strongly agree ■ Agree ■ Mixed experience ■ Disagree ■ Strongly disagree

X-axis: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Staff information needs on topics

Q 9. Amount of information received

Topic	Not enough information	About right level of information	Too much information
q9i. Recruitment and job opportunities	55%	43%	
q9f. HR matters	27%	70%	
q9c. Learning and development	42%	54%	
q9b. Practical/operational elements of your job	28%	68%	
q9e. IT matters	34%	61%	5%
q9d. Corporate/public service responsibilities	14%	77%	8%
q9a. Strategic direction	32%	59%	9%
q9h. Health and wellbeing	21%	67%	12%
q9j. Social updates for my local...	19%	69%	12%
q9g. Diversity and inclusion	13%	67%	20%

■ Not enough information   ■ About right level of information   ■ Too much information

Intranet – helping to address the challenges

- **The use of targeted information, allows for:**

    - Local news published on homepage

    - Reduction of duplicated/cascaded emails with targeted national news and updates

    - Staff can trust that with the intranet, the online operational manual, and a Group/Divisional site, they have everything they need to do their jobs well

    - Working with HR on their Hub site to improve access to jobs information, learning and development opportunities, and health and wellbeing

Rest of this presentation

The intranet now

Why design a new intranet home page?

The process
Pilots and their outcomes

Challenges and constraints – budget, M365 technical

Next steps

Future wishes
Take Aways

Process 101

Document	Purpose
Project charter	Sets out the overall purpose and guidance for the change.
MOSCOW	Sets parameters - must have, should have, could have, won't have.
Gantt chart	Breaks down tasks and steps for each phase, including responsible people.
Project objectives	Outlines measurable objectives and targets for the project.
Stakeholder plan	Outlines project stakeholders, including engagement type and level, and contacts.
Risk plan	Sets out high level project risks, risk levels and mitigation strategies.

The homepage should

Connect staff with
relevant information

Keep staff informed
so they can
do their jobs well

Deliver a tailored experience
driven by user needs
and preferences.

APS Experience Design Principles

Customer 360° leverages the APS Experience Design Principles and Customer Experience (CX) Standard to elevate the customer and staff experience earlier in the design process and to provide guardrails for how we deliver consistent and positive customer outcomes.

Simple
- People find information and communication **clear, easy to understand** and **actionable**.
- Services and support are **easy to access**.
- Tasks and processes are **intuitive** and **easy to complete**.

Inclusive
- People have **equitable** access to all parts of our services in ways that meet their needs based on their circumstances.
- People understand their options and feel **empowered** to make decisions based on their needs.

Tailored
- People are provided **relevant** information and support at the right time in a way they prefer.
- People have **choice** in their interactions based on their preferences. Needs are **pre-empted** and **proactively** met.

Connected
- People have a **connected** and **consistent** experience across channels and government services.
- People have a **coordinated** and **clear** pathway to achieve their goals.

Transparent
- People understand **how** and **why** decisions are reached.
- The whole experience is **predictable** and **clear**, so people know what to expect, why and how.
- Information about how data is used and collected is **clear**.

Safe
- People feel and are safe. Steps are taken to **prevent** or **reduce the risk of harm** to people. This includes reducing risks to their **physical**, **psychological**, **cultural** and **cyber** safety.

Trustworthy
- People are confident that they can **rely** on our services and that their needs will be responded to in a **timely manner**.
- People trust that processes and decisions are **lawful, fair** and **equitable**.

The CX Standard encompasses existing standards and principles, including the Indigenous Design Standards and Multicultural Service Design Standards.

Intranet publishing standards are a combination of Services Australia policies, recognised best practice and **Web Content Accessibility Guidelines (WCAG) 2.0.**

Digital Service Standard | digital.gov.au

The Digital Service Standard (the Standard) establishes the requirements for designing and delivering digital government services. It puts people and business at the centre of government digital service delivery.

It guides digital teams to create and maintain digital services that are:
- user-friendly
- inclusive
- adaptable
- measurable.

Criterion 1 →	Criterion 2 →	Criterion 3 →	Criterion 4 →
Have a clear intent.	Know your user.	Leave no one behind.	Connect services.

Criterion 5 →	Criterion 6 →	Criterion 7 →	Criterion 8 →
Build trust in design.	Don't reinvent the wheel.	Do no harm.	Innovate with purpose.

Criterion 9 →	Criterion 10 →
Monitor your service.	Keep it relevant.

APS Experience Design Principles | aga

Intranet homepage project charter – true north

We put staff, as our users, at the centre of our solutions (true north)

Evidence-based decisions, in line with research findings (transparent)

Personalised and intuitive (tailored)

Searchable and scannable (simple)

Accessible to everyone (inclusive)

Simple, helpful, respectful (particularly of staff time), transparent

Service design and delivery process

The service design and delivery process guides teams to deliver simple and seamless services.

Communicate the benefits of service design and delivery

→

Own the whole user experience

→

Discovery stage: exploring the problem

→

Alpha stage: testing hypotheses

→

Beta stage: building and testing the service

→

Live stage: improving the service

→

Alpha Stage: testing hypotheses

Alpha is an experimental stage.
It's an opportunity to use prototypes to work out what to build.

In the Alpha stage you test the hypotheses reached during <u>Discovery</u>.

Digital.gov.au digital experience design toolkit

As you progress through Alpha, you'll produce new hypotheses as you learn about the users and service.

You're not validating what users like or dislike. You are finding out how well prototypes meet the actual needs of users.

Digital.gov.au digital experience design toolkit

Design 1 design specs
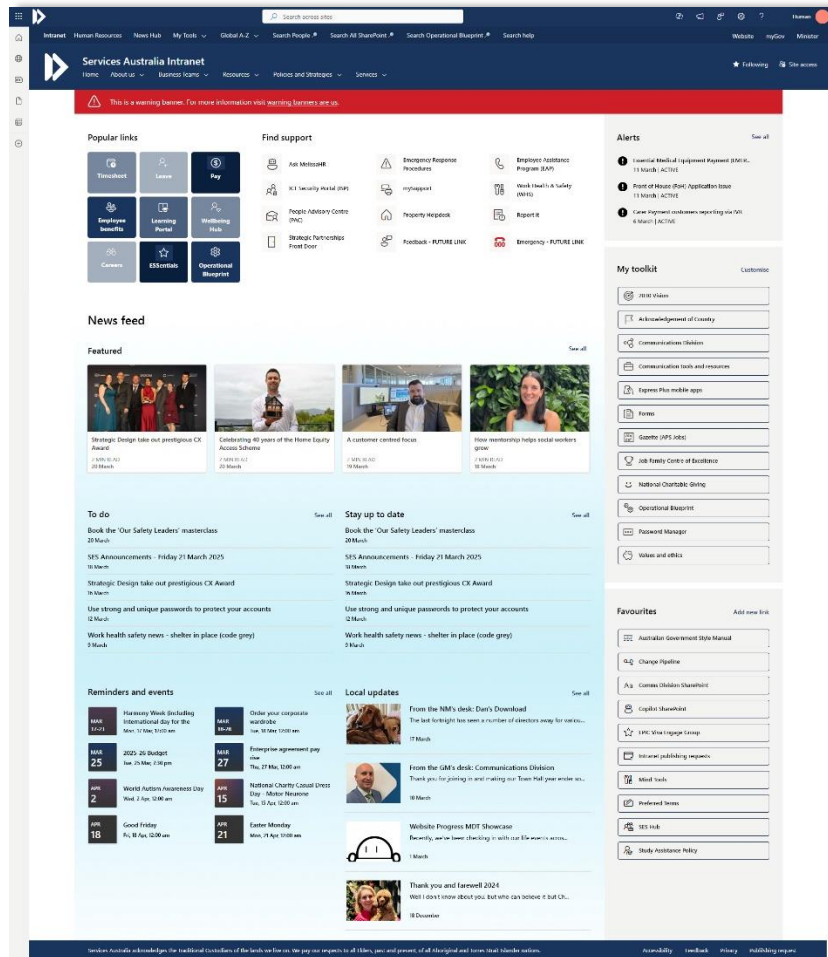
Desktop view
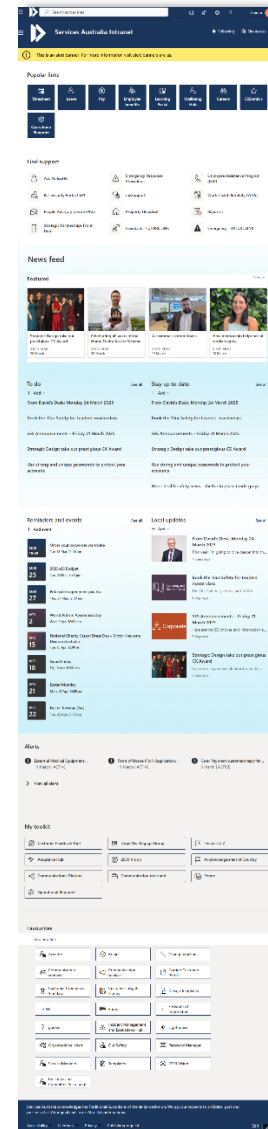
Responsive view

Dev work required

Welcome banner
- Explore whether personalisation can be added.

Popular links
- Add custom background colours to link buttons.

Find support
- Add custom icon colour to Emergency link icon.

My toolkit
- Develop custom link picker page.
- Style links to match design.

Favourites
- Style to match 'My toolkit' links. If not possible, change white backgrounds to transparent.

Featured
- Change white background to transparent.

To do and Stay up to date
- Add first published date, e.g. 11 March.
- Change horizontal lines between news items to darker shade of grey.

Local updates
- Change format of first published date to match other news web parts. E.g. 11 March instead of 2 hours ago/3 days ago.
- Change colour of horizontal lines between news items to darker shade of grey.

Resources

Concept 1
- Icons run landscape across the page + the colour and design
- Find Support is under an expandable page section
- Testing concept of agency trends

Concept 2
- About me icons are in a box formation, with Find support to the right.

About me

Attendance | Leave | Pay | Benefits | Learning | Wellbeing | Careers | Blueprint

∧ Find support | Agency trends

Find support

Ask MelissHR
Ask HR's chatbot a question

Employee Assistance Program (EAP)
Seek support from our EAP provider

Family and domestic violence
Find support for staff affected by FDV

ICT Security Portal (ISP)
Request and manage ICT access

mySupport
Lodge an IT service request or find a resource

People Advisory Centre (PAC)
Contact the helpdesk for HR, payroll and ESSentials

Prepare for emergencies
Access emergency related resources

Property Helpdesk
Report property faults or maintenance issues

Report it
Learn what needs to be reported and how to report

Work Health & Safety (WHS)
Report workplace incidents and hazards

Agency trends

MONDAY 24 MARCH
Centrelink
Claims on hand: 5,822

Popular links

Attendance | Leave | Pay
Employee benefits | Learning Portal | Wellbeing Hub
Careers | ESSentials | Operational Blueprint

Find support

Ask MelissHR | Employee Assistance Program (EAP) | Family and domestic violence
ICT Security Portal (ISP) | mySupport | Our Safety
People Advisory Centre (PAC) | Prepare for emergencies | Property Helpdesk
Report it | Work Health & Safety (WHS)

News feed

Featured

Andrew reflects on service and sacrifice ahead of Anzac Day
4 MIN READ
23 April

We've hit the halfway mark of our service centre transformation journey
3 MIN READ
23 April

Winning idea creates positive change around debt repayments
2 MIN READ
15 April

We're changing the way we talk to people about their money
2 MIN READ
14 April

To do

Provide feedback on the new IPA template by 19 March
March 6, 2025

See details of the upcoming pay rise
March 6, 2025

Register now for the State of the Service Roadshow
March 4, 2025

Read the Strategic workforce plan 2025 to 2027
March 3, 2025

Understand and prepare for the new Aged Care Act 2024
March 3, 2025

Stay up to date

Applications are now open for the 2026 National Graduate Program
March 5, 2025

Apply for Aurora Neuroinclusion Program roles in Canberra
March 4, 2025

Applications for the 2025 Indigenous Apprenticeships Program now close 10 March!
March 4, 2025

Celebrate International Women's Day on 8 March
March 3, 2025

Introducing Customer Contact Management (CCM)
February 28, 2025

Splitting corporate updates into what users do with it – do it, or know it

Targeted corporate updates

Reminders and events

See all

+ Add event

MAR 25 MAY 29 — Say shoo to the flu! Book your free flu vaccine
Tue, 25 Mar, All day

APR 28 OCT 31 — Complete the 2025 Mandatory Refresher
Mon, 28 Apr, All day

MAY 5 — Public holiday (NT, QLD)
Mon, 5 May, All day

MAY 5 JUN 6 — Complete the APS Employee Census
Mon, 5 May, All day

MAY 17 — International Day Against Homophobia and
Sat, 17 May, All day

MAY 21 — National Charity Casual Dress Day – Motor Neurone
Wed, 21 May, All day

MAY 26 — National Sorry Day
Mon, 26 May, All day

MAY 27 JUN 3 — National Reconciliation Week
Tue, 27 May, All day

Local updates

See all

Have your say — Provide feedback on the new IPA template by
The proposed new Individual Performance Agreement
March 6, 2025

HR — Be advised of possible increased PAC wait tim
Due to the weather in South East Queensland, you mi
March 6, 2025

Creating a respectful workplace is everyone's responsibility
Karissa shares her team's story for International Women's Day
March 6, 2025

HR — See details of the upcoming pay rise
The next pay rise for non-SES staff will take effect from 13 Marc...
March 6, 2025

Adding the option for local publishing on Intranet home page, targeted to work groups
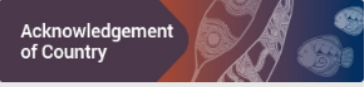
Testing different types of banners, for emergencies, personalised welcome and Acknowledgement of Country

⚠ A natural disaster has been declared in Western Queensland which is affecting some service delivery sites.
Read more about sites affected by Western Queensland heavy rain and flooding ⌕.

Welcome Jillian

ⓘ The government has entered the 'caretaker' period until the result of the federal election is clear.
Learn about your responsibilities during the caretaker period.

About me

Acknowledgement of Country

Testing some new concepts – trends, alerts, toolkit

Agency trends

MONDAY 24 MARCH
Medicare
Claims on hand: 2,300

⧗ ‹ ▬ ● ● ● ›

Alerts

⚠ Essential Medical Equipment Payment (EMEP) –...
11 March | ACTIVE

⚠ Front of House (FoH) Application Issue
11 March | ACTIVE

⚠ Carer Payment customers reporting via IVR
6 March | ACTIVE

› View all alerts

My toolkit

Edit Tools

👤 Child Support Macros

Favourites

+ Add new link

+☺ Essentials

🗂 Kanban

💲 Division Sharepoint

✳ Templates

🚌 SES Hub

📧 Viva Engage

🌐 ABC

↪ Team leave log

Only type of personalisation currently

My toolkit

You can add up to 20 links to the **My toolkit** section on your intranet homepage to help you do your job.

To add links not found on this page to your intranet homepage, please use the Favourites feature.

ⓘ 6/20 links selected

Search for a link

🔍 Enter link name

Browse links by category

All agency
Corporate Enabling Group
Customer Service Delivery Group
Payments and Integrity Group

View on homepage

My toolkit

Edit Tools

👤 Child Support Macros


All agency

Community pages

Aboriginal and Torres Strait Islander Hub	Preview	Add link
Automation and Artificial Intelligence Hub	Preview	Add link
CX Centre of Excellence	Preview	Remove Link
Cyber Central	Preview	Add link
Emergency Reserve Hub	Preview	Add link
Enterprise Change Network	Preview	Add link
HR for Managers Hub	Preview	Add link
IM and Escalations Hub	Preview	Add link
Inclusion and Diversity Hub	Preview	Add link
Interpreter Hub	Preview	Remove Link

Guides, templates and resources

2030 Vision	Preview	Add link
Brand guidelines	Preview	Remove Link
Change Pipeline	Preview	Add link
Child Support acronyms	Preview	Add link
Communication contacts	Preview	Add link
Communication services	Preview	Add link
Corporate templates	Preview	Add link
Customer 360*	Preview	Add link
Customer Experience Standard	Preview	Remove Link
Cyber Security Policies	Preview	Add link

Programs and apps

Acendre	Preview	Add link
Cognos Portal	Preview	Add link
Community Code web app	Preview	Add link
Corporate Support Portal	Preview	Add link
Corrigo Customer Portal	Preview	Add link
Data Registers and Tools	Preview	Add link
GovTeams	Preview	Add link
Health Professional OS	Preview	Add link
Lighthouse (Finance Tool)	Preview	Add link
Medicare Portal	Preview	Remove Link

Key findings by cohort

Service delivery staff – Face to Face and Smart Centres (includes Health and Child Support)

- Primarily want the intranet to help them serve customers efficiently and effectively.
- Prioritise customer links over 'About me' type links (Find support links are still helpful).
- Interested in links, alerts and content that relate to their own patch – e.g. health, child support, social work, families.
- Self-collate specific links relevant to their roles – some use My Links, others use browser favourites or other applications. For this reason, My toolkit has high value.
- Likely to assume that local updates will be highly localised and relevant.
- No significant differences between team leader and non-team leader groups.

Non-service delivery staff (including intranet publishers)

- Mindful of service delivery staff despite not working in frontline roles. Appreciate that service delivery needs need to be taken into consideration.
- Tended to focus on homepage ordering and layout in discussions rather than usefulness.
- Find the concept of my toolkit valuable from the perspective of being able to adapt the homepage to suit own needs.
- No significant differences between team leader and non-team leader groups – although team leaders did require more HR links.

Neurodivergent staff and staff with disability

- Desire for clear hierarchy of information, want to be able to easily distinguish what's important.
- Desire for contrast and differentiation between links buttons.
- Find vague headings and links difficult.
- Find moving parts distracting.
- High users of dark mode (based on anecdotal feedback in groups).
- Need logic and consistency.
- Note: there were no users of screen readers in any focus groups.

Homepage elements summary

There were many discussions about where different elements should be on the homepage, with no clear consensus. Ultimately, the focus groups found that the intranet homepage will meet the needs of staff as long as they can:

- easily find the links they need every day
- easily see what's changed or what's new that affects them
- have clear cues to get them to the part of the page that they need.

High value, high use

- Homepage links – e.g. About me/Popular links and Find support (with amendments)
- My toolkit
- Favourites (current My Links users highly supportive)

High value, occasional use

- Emergency banner

High value if relevant/used well

- Local updates
- Alerts (service delivery)

Medium value, medium use

- To do/stay up to date ('to do' perceived as more useful)
- Reminders and events (highly used by some)

Nice to know and adds visual interest

- Featured news
- Agency trends (service delivery)

Nice to have, not essential

- Welcome banner

Missing

- OB search bar

Desired design principles

- Clear page hierarchy
- Group elements and links in a logical way
- Keep it clean
- Reduce clutter
- Be mindful of contrast
- Make it feel professional

News feed

- News was generally considered of less importance than links, as it's not directly relevant to people's ability to do their jobs.
- Moving the news section too far down the page, however, will erode its usefulness as a tool to communicate with staff. Many staff considered themselves unlikely to scroll down to find news content.

The 4 news elements

Featured news
- Staff tend to read when there's a headline or image that gets their interest. Most staff don't have time to read every day.
- Considered as a 'nice to know'.
- Staff like that the images of people break up the homepage – the section adds depth and interest.

Local updates
- Staff believed this section would be useful and should be prioritised.
- Staff in almost all most groups assumed it would be used for updates for locations, sites or zones.
- Some were sceptical about the ability to keep the content current.

To do/stay up to date
- Staff reacted positively, but felt that 'to do' (need to know) was more useful than 'stay up to date' (nice to know). Titles are instructional and clear.
- Some staff were concerned with duplication of information.
- A vocal minority showed resistance to having another list imposed on them.

Reminders and events
- Some staff were frequent users of this feature and wanted to see it retained or moved up.

Service delivery staff commented that they don't currently use the Huddle.

Feedback on news layout

- Staff in almost all groups put forward ideas for re-organising the news section, however their solutions differed.
- The most common idea was to move 'local updates' higher, based on the understanding that they would be localised and the most relevant.
- Other suggestions were aimed at:
  - better grouping types of news (e.g. practical items together)
  - making the hierarchy clearer and more logical.
- The news section contributed to the feeling of the homepage being 'busy', due the number of elements, the amount of text, and the different visual styles introduced.
- Some staff felt that the gradient blue felt dated.

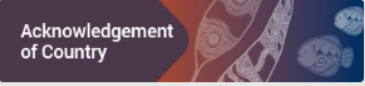# Testing different types of banners, for emergencies, personalised welcome and Acknowledgement of Country

⚠ A natural disaster has been declared in Western Queensland which is affecting some service delivery sites.
Read more about sites affected by Western Queensland heavy rain and flooding ⧉.

Welcome Jillian

ⓘ The government has entered the 'caretaker' period until the result of the federal election is clear.
Learn about your responsibilities during the caretaker period.

About me

Acknowledgement of Country

My toolkit

Edit Tools

🧑 Child Support Macros

Favourites

+ Add new link

+☺ Essentials

📇 Kanban

💲 Division Sharepoint

✳ Templates

🚌 SES Hub

📧 Viva Engage

🌐 ABC

➡ Team leave log

Only type of personalisation currently

Testing some new concepts – trends, alerts, toolkit

Agency trends

MONDAY 24 MARCH
Medicare
Claims on hand: 2,300

⏸ ‹ ⬛ ● ● ›

Alerts

⚠ Essential Medical Equipment Payment (EMEP) –...
11 March | ACTIVE

⚠ Front of House (FoH) Application Issue
11 March | ACTIVE

⚠ Carer Payment customers reporting via IVR
6 March | ACTIVE

› View all alerts

BETA Stage: building and testing the service

Agreed prototype from the Alpha stage to build a minimum viable product.

The main activities are:

- development
- design
- usability research and accessibility testing
- metrics monitoring.

As real users trial the new service you will continue testing to find ways to improve it.

These activities help you:

- build your service and plan for its launch
- solve any remaining technical or process-related challenges
- improve your service by testing it with users and releasing updates.

Challenges and constraints

- For UX accessibility, the grey backgrounds failing colour contrast testing.

- Staying true to our Brand constrains creativity, eg. the 'fade' under news is not on brand.

- Microsoft constraints, such as defined space in the Sharepoint templates between headings and around things

- Possibility Microsoft will update SharePoint and break bespoke coding.

- Quicklinks headings vs headings for screen readers

- The pull between need for a national news channel, and the 'just give me what I need to do my job' preference for corporate news and updates.

Next steps – Beta and Launch

intranet now

discovery

COMPLETE

alpha

COMPLETE

beta &

change management
communication

JUNE

launch

MID-JULY

future wishes
Take-aways

Future thoughts
(Live stage: improving the service)

Future work

- Co-Pilot AI Search engine, rather than Microsoft's Sharepoint offering

- Integration with SAP Essentials individuals' data

  - *And later: creation of a personal dashboard which allows individual staff to see their own unique information such as leave, flex skills tags, travel, agency benefits, careers*

- Look at our drop downs, which weren't in project scope (particularly one mega menu that needs splitting)

- Procuring an analytics tool

- Pain Point – our HR Hub – working with the HR team (underway) to encourage UX design and reduce clicks

- Hoping Microsoft will introduce an Outlook integrated calendar app for Sharepoint.

- Future light/dark themes from M365 Sharepoint? Great need for dark mode.

Lessons learned

1. We are not going to be able to please everyone
   - Disability (screen readers), neurodiversity (want dark mode), specialties wanting prominence, service delivery, non-service delivery. Prioritisation of needs underway.

2. Alpha testing of ideas is essential
   - Ideally, you'd have a bigger sample, more time.

3. Invest time in discovery
   - Get stuck into the prework
   - Detailed research on the information architecture/content required
   - Find out what is technically possible
   - The project has many stakeholders that need engagement, i.e. brand, accessibility, users

Key take aways

- Don't dream up the process — Use the DTA resources to test your process against best practice.

- Lean into the views of diverse people — Because their needs are not opinions, they are valuable.

- User your positional power to benefit others — you serve your organisation well by doing so.

Thank you and questions

Jillian Harding, Director, Executive and Internal Communications

Michael Papacharalambous, Assistant Director, Intranet project

Contact details:

Jillian.harding@servicesaustralia.gov.au

Michael.Papacharalambous@servicesaustralia.gov.au