

ACT Digital Strategy Initiatives



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Current initiatives

Initiative	Description	Digital Direction
<p>Moving delivery of more community services online (ACT Digital)</p>	<p>Overview</p> <p>This program is based on the principle that you should only have to prove who you are to government once and be able to access all services relevant to you. Four pilot services have been delivered so far including:</p> <ul style="list-style-type: none"> • Rental Bond Help that offers eligible people interest-free financial assistance to enter the private rental market. • Transfer My Infringement, for people to transfer their infringement notice to the driver of the vehicle at the time of the offence. • ACT Diversity Register that supports diverse representation on government boards and committees by promoting membership, training and networking opportunities. • My Family Service, a central place for people to tell their story once, update it and share it with services they access. <p>The ACT Digital Program, funded in the 2019/20 Budget, will change the way people apply for Working With Vulnerable People registrations (WWVP), and services, and comply with the changing screening requirements of the National Disability Insurance Scheme.</p> <p>By the end of 2019 there were 14,000 people who had registered for a Digital Account, increasing by an average of 30 people per day. This was occurring even though the ACT Digital Account is not being actively promoted.</p> <p>Benefits</p> <p>In 2020 the new National Disability Insurance Scheme Worker Screening system will be integrated with the Working With Vulnerable People registration process. People will be able to renew their Working With Vulnerable People registration, and provide consent for a criminal history check faster through the</p>	<p>Community</p>

	<p>convenience of their mobile device. Face to face and phone services will still be available and should also provide faster results.</p> <p>In future years the ACT Digital program could deliver improvements such as the ability to:</p> <ul style="list-style-type: none"> • prove eligibility for concessions once - such as pensioner, veterans, seniors' card, student - and have concessions applied automatically for all connected services. • advise of changes to circumstances once - such as change of address, sale of a car, registration of a dog -- and have this update all systems that rely on currency of information. • purchase and use the new integrated light rail and bus tickets from your ACT Digital Account, receiving automatic concession pricing, SMS-style messages or notifications if the rail or bus is running late, or if you need to top up payments. • receive your rates and land tax notifications, with concessions automatically applied, and choose to pay, set for payment or make payment arrangements through your ACT Digital Account. This would reduce the need to send out paper notifications and reminders through the post. • have a digital Working With Vulnerable People (WWVP) registration, available to present to any employer or official via your mobile device. WWVP/National Disability Insurance Scheme would be the first of many registrations, licences and permits that will move to digital formats, as we co-design with community and industry groups on how we transition to digital drivers' licences. • have a single place to manage vehicles, with automatic notifications, concessions automatically applied, and choose to pay, set for payment or make payment arrangements through your ACT Digital Account. This would also reduce the need to send out paper notifications and reminders. This would be easier as payments would be a one touch experience. <p>These services will be designed end-to-end. This requires us to consider legislative, policy, process and people considerations in addition to technical ones. The ACT Digital Account demonstrates the inclusive, progressive and connected path we are providing for Canberra.</p>	
<p>Managing requests from the community</p>	<p>Overview</p> <p>Improving our response to requests from the community involves delivering seamless connections. We are doing this using cloud-based, digital platforms to provide a 'no wrong door' experience.</p> <p>Benefits</p>	<p>Community</p> <p>Data</p> <p>Government</p>

	<p>A request, complaint or action will be assigned to the most suitable staff member or ranger based on factors including location, skills and equipment needs. Communication will be automated where appropriate. Streamlining these interactions is expected to deliver better outcomes for a growing community using the same workforce.</p> <p>In 2020, these improvements will be delivered for Domestic Animal Service requests, with others to follow. We are on target to significantly improve the digital interface by streamlining the customer journey. For example, people will be able to register their dogs through the ACT Digital Account. This will mean more time in the field and less time in the office for rangers and improve response times for reports about dangerous dogs and other complaints.</p> <p>Building on Fix My Street enhancements in 2019, future, improvements in the management of other services are planned, including:</p> <ul style="list-style-type: none">• household bins, rubbish, recycling and green waste collection• community path networks including cycle paths and shopping centre pavements• road maintenance, street lighting, street sweeping, stormwater, road and pavement resurfacing• trees in Canberra’s residential streets, as well as significant trees under the <i>Tree Protection Act 2005</i>• graffiti reporting and removal• playground maintenance and safety• community bus services• Transport Canberra bus incident management• reporting abandoned vehicles• reporting sharps in public places• requests and complaints regarding use of public land• sportsgrounds and facilities bookings.	
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<p>A Digital Health Record for the ACT</p>	<p>Overview</p> <p>Currently, the ACT Health Information and Communication Technology environment is complex with different systems used in the delivery and management of healthcare services. Work has commenced to implement a Digital Health Record that will be a single point of reference for a patient’s clinical record and replaces disparate electronic and paper-based systems.</p> <p>The Digital Health Record will enable real-time capture of information and access to historical information. Data analytics will also assist future planning of public health services. More information is available at www.health.act.gov.au/digital/dhr.</p> <p>Benefits</p> <p>The Digital Health Record gives members of healthcare treating teams ready access to the information they need about the person in their care. It will integrate health information from across the ACT public health system so healthcare professionals can access richer information about the patient and improve patient care. It will assist high-quality clinical decisions and motivate patients to participate in their healthcare.</p> <p>In the shorter-term, the Digital Health Strategy outlines priority areas for investment. The Pathology Laboratory Information System will be replaced to provide reliable and accurate provision of pathology results with reduced turnaround times. In Canberra Health Services pagers have been replaced with clinical-grade smartphones and switchboards have been upgraded so that communications systems are reliable and easy. This reduces training times and makes faster and successful connections.</p> <p>What we plan to do</p> <p>This is an eight-year initiative funded from the 2019–20 Budget. The work has commenced and the first phase of the system is expected to be operational in 2022–23. Following the initial implementation phase, the program will continue for a further four years, to achieve the vision outlined in the ACT Digital Health Strategy 2019–29 (www.health.act.gov.au/digital/strategy). This may involve consumer and provider portals to improve access to the information held in the Digital Health Record.</p>	<p>Community</p> <p>Data</p> <p>Government</p>
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	<p>What is the difference between the Digital Health Record and the Commonwealth’s My Health Record?</p> <p>The Digital Health Record has a different scope and purpose to the Australian Government My Health Record, but the two systems are complementary.</p> <p>The Digital Health Record is a record of all interactions between a person and the public health system in the ACT. As such, it is much more detailed. It will contain records of observations, medications, data fed from devices such as infusion pumps and patient monitors, information on who is in which care facility bed, or which operating theatre and much more. It is a complete view of health care activities in the ACT public health system.</p> <p>The Australian Government My Health Record is a summary of information about a person’s health. This can be used by people and members of their healthcare team across public and private health systems and across all of Australia in a privacy centred way. It contains information such as medications, diagnoses, discharge summaries, diagnostic imaging and pathology results. This subset of data is essential for accurate and appropriate healthcare across the sector but is not sufficiently detailed to provide care to individuals on a day-to-day basis in a hospital or community health setting.</p> <p>The law requires that health services providers collect and store information about patient treatments and conditions. This information is already collected via paper-based and other systems. The same information may be collected by other members of healthcare teams such as general practitioners. The Digital Health Record consolidates that data in one place so that it is easily accessible by healthcare teams when they need it to provide patient care</p>	
Choice-based letting for Public Housing	<p>Overview</p> <p>Choice-based letting in public housing will provide options for people to select properties more suitable for their accommodation needs as their circumstances change</p> <p>Benefits</p> <p>Similar to services available in the private rental market, people will be able to browse properties and find available housing. The ACT will be the first jurisdiction in Australia to implement a choice-based letting model in public housing and we expect to start the service in June 2020.</p>	Community

<p>Digital education</p>	<p>Overview The ACT Government recognises the importance of equipping ACT public school students with access to digital tools to support diverse learning needs, provide digital equity and to empower them to be confident leaders of the future.</p> <p>Benefits ACT public schools emphasise the use of ICT and the development of ICT skills to ensure that their students can develop their capacity to analyse information, solve problems and communicate in a digital society. In the 2017/18 Budget the government committed to invest \$17.2million to deliver technology-enabled learning (TEL) to provide devices to all students in public high schools and colleges. This investment was in direct response to the needs of our students, who set out their clear expectations for equitable, fast, anywhere, anytime access to modern digital tools and services to meet their learning needs in a globally connected world. The supply of Chromebooks builds on an extensive program to ensure schools have appropriate technology for teaching for the future which includes high speed wi-fi for all our schools and the integration of Google Suite for Education which expands the tools available to ACT public school students, providing access to industry standard applications and collaborative tools. In addition to the supports for students to date, over 1000 public education staff have attended Google for Education professional learning events, including a range of short courses and three two-day annual Google Summits. Through 2020 the Education Directorate will continue to support teachers in schools utilise technology in their teaching to enhance the learning experience for our students.</p>	<p>Community</p>
<p>Connecting school communities</p>	<p>Overview The ACT Government is improving school management systems and connection across school communities by investing in the School Administration System (SAS). SAS provides enhanced capability to support schools in areas such as student information, incident management and academic reporting.</p> <p>Benefits ACT public schools will digitally record attendance, enabling auto notification via text message and summarised reports for parents and carers of students that have not attended school.</p>	<p>Community</p>

	<p>The Wellbeing module allows the logging of positive and negative incidents. It also provides visibility of information critical for the management of an individual student’s wellbeing, e.g. Individual Learning Plans.</p> <p>Academic reports will record student progress and be available electronically for parents and carers. Parent Portal will provide the ability to make information available to parents such as excursion forms, and payments.</p>	
Jury Management System	<p>Overview Members of the community can be required to make a direct contribution to the administration of justice in our Territory by serving as a juror. The ACT Courts and Tribunal will deliver a new electronic solution to improve the management of juror selection and related processes, including the ability for community members to engage in these processes online.</p> <p>Benefits This initiative will streamline juror selection and processes so interaction with the court is simplified.</p>	Community
Integrated Courts Management System	<p>Overview The ACT Courts and Tribunal will utilise a new solution known as the Integrated Courts Management System (ICMS) to provide online services.</p> <p>Benefits An electronic lodgement facility for civil matters in the courts will enable members of the legal profession to lodge documents and pay related court fees online and to access information about their cases through the e-lodgement portal. Benefits for registered users include the ability to file documents without having to attend the Courts Registry and outside business hours as the system will be available 24 hours a day seven days a week. The ICMS will also support interfaces with key justice agencies including ACT Policing and ACT Corrective Services to facilitate the quick and accurate exchange of information relevant to law enforcement, community safety and the administration of custodial and non-custodial sentences.</p>	Community

<p>Child and Youth Record Information System</p>	<p>Overview Phase 1 will replace the legacy child protection systems and youth justice systems known as CHYPS and YJIS and will be completed at the end of 2019. Phase 2 will include early intervention areas of Child and Family Centres and Child Development Services and will be completed by the end of 2020.</p> <p>Benefits The connections established across key parts of government that are now separate to share safety, risk and case management information will improve client management and lead to better outcomes. The new system will also introduce significant improvements for staff, including decreasing administrative burden, providing improved access to client information and streamline record keeping.</p>	<p>Community</p> <p>Data</p> <p>Government</p>
<p>Integrated ticketing</p>	<p>Overview: A new ticketing system is being designed to provide Canberra’s public transport users with convenient and flexible payment methods and real time travel information. The current ticketing and real time information systems have been in place since 2010 and 2014 respectively and are now outdated technology that does not meet the needs and expectations of the community. People are currently required to purchase and top up a MyWay card and, while a similar travel card will still be an option with future systems, the increased range of payment methods will mean a more user-friendly travel experience for everyone. Feedback from public transport users is also that the real time information they are currently receiving is slow and the new ticketing system will improve the responsiveness and accuracy of real time travel updates. The Territory is progressing a procurement process and once complete, further detail will be made available.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • The new ticketing system will provide users of both buses and light rail with some of the most advanced ticketing technology and brings Canberra up to speed with advanced major cities around the world. • Public transport users will benefit from a range of high-tech features aimed at making it easy to plan, pay for and take public transport whether by card, cash, phone or another smart device, and we expect this added convenience will encourage more people to change their travel behaviours and make the switch from their car. 	<p>Community</p> <p>Data</p>

	<ul style="list-style-type: none"> The solution will provide the principal source of data on the patronage and performance of the public transport network, which is used to plan the future bus and light rail network; and the ability to provide customers with an accurate source of real time service data for Transport Canberra and light rail services. The solution provides a customer account self-service interface within the account based ticketing solution, delivering a simplified customer experience, making catching public transport even easier. 	
Wellbeing framework	<p>Overview The ACT Government is developing a wellbeing framework to monitor progress across a broad range of areas that reflect the values of Canberrans and influence our quality of life .</p> <p>Benefits These indicators will need to be broad enough to encompass the various facets of wellbeing for the community, but specific enough that we can track progress and make policy or investment decisions using the insights gained. To do this, the Framework aims to draw on data and other information sources available from national data sets through to administrative data held by ACT directorates relating to programs they administer. Work will be undertaken to develop the data and other information sets to underpin our reporting. Data integrity, including robustness and privacy, will be important – particularly for reporting at geographic and population levels lower than the Territory as a whole.</p>	<div style="text-align: center;"> <div style="background-color: #f4a460; padding: 2px 10px; margin-bottom: 2px;">Community</div> <div style="background-color: #4a7ebb; color: white; padding: 2px 10px; margin-bottom: 2px;">Data</div> <div style="background-color: #a6a6a6; padding: 2px 10px;">Government</div> </div>
Specialist Intelligence Gathering (SIG) Helicopter	<p>Overview The ESA Specialist Intelligence Gathering (SIG) helicopter was deployed in response to the seasonal outlook and heightened bush fire threat. The SIG helicopter operates every day (weather permitting), throughout the ACT and NSW monitoring active bush fires and detecting possible bushfire ignition points. Real time video and still footage transmitted from the helicopter back to command centres in the ACT (ESAHQ) and NSW Rural Service centres is used to inform operational intelligence planning and resource deployment. For example during the 2019/2020 bush fire season, the worst since the devastating fires of 2003, the SIG detected the</p>	<div style="text-align: center;"> <div style="background-color: #4a7ebb; color: white; padding: 2px 10px;">Data</div> </div>

	<p>Hospital Hill fire in the ACT which led to the immediate deployment of ground based firefighting resources which were able to contain the fire before it spread into adjoining bushland.</p> <p>Benefits To date, the SIG has captured an enormous amount of video footage and fire related data. This initiative will seek to enhance the data analysis to better inform the ESA and other stakeholders of future threats and how best to respond. The linkage to other data sets like weather will support modelling and threat prediction.</p>	
<p>Transport Canberra Journey Planner</p>	<p>Overview In 2018 we launched an integrated journey planner that provides an intuitive interface to help you plan your journey using multiple transport options (bus, walk, ride, drive). We also included dedicated school services.</p> <p>Benefits By July 2019 Canberrans had used this to plan 1 million complete journeys, indicating that the journey planner is useful and user-friendly.</p> <p>Future enhancements will improve the commuter travel experience by providing real-time information, service disruption, service alerts, road and footpath closures, safe cycling routes and travel fares; all within a single platform.</p>	<p>Data</p>
<p>Family Safety</p>	<p>Overview Our family safety initiatives aim to improve how families with lived experiences of domestic and family violence are supported using better data collection and automation of reporting.</p> <p>Benefits By automating currently manual reporting processes, there is opportunity to free up staff to focus on supporting victims of family violence. Richer data on domestic violence can be used to provide insights</p>	<p>Data</p>

	into the characteristics and trends of domestic violence in the ACT; supporting improvements in the policy and service responses.	
Proactive Waterways Management	<p>Overview This initiative seeks to improve the health of ACT waterways by integrating data from multiple sources and sensors including rainfall, stream flow and water quality.</p> <p>Benefits It enables analysis and reporting on the state of ACT waterways in near real time and development of dynamic models of the ACT waterways. This can support a wide range of strategic and operational needs including land development, climate change, water-sensitive urban design and statutory reporting obligations. Future benefits include predictive modelling of outbreaks of viral gastroenteritis and algae blooms and enable early treatment to prevent public health risks.</p>	Data
Triple Zero to Emergency	<p>Overview This initiative improves patient care and resource management by combining Ambulance and hospital Emergency Department data to give a complete picture of patient journeys from the initial Triple Zero call to arrival in the Emergency Department. By integrating data, the ACT Ambulance Service and ACT Health identify ways to reduce response times and improve quality and targeted patient-centred care.</p>	Data
Place Intelligence Dashboard	<p>Overview The Place Intelligence Dashboard is a real-time place analytics and automated reporting platform aligned with 17 place-performance indicators within the City Renewal Precinct of Dickson, Northbourne Avenue, Haig Park, Civic and West Basin. The platform will display and aggregate big data to inform city planning, design, place-making, place management and capital projects. It is a digital reporting tool to track change over time and ensure our work is informed by, and measured, using place-based information and insights.</p> <p>Benefits The Place Intelligence Dashboard will provide benefits such as:</p> <ul style="list-style-type: none"> • data-based insights to drive urban renewal 	Planning

	<ul style="list-style-type: none"> • real-time analytics using the place-performance indicators • automated performance reporting • tracking changes over time to measure effectiveness • precinct-wide and sub-precinct reporting. <p>The City Renewal Authority is charged with coordinating cohesive urban renewal that is people-focused, design-led and sustainable. The dashboard will allow the Authority to better understand, from the human perspective, the current status of the city, measure the success of its initiatives, plan for future programs and projects, and to track change over time. It supports urban renewal that best meets the current and future needs of the community.</p>	
Unified geospatial ecosystem	<p>Overview</p> <p>The ACT Government’s location information is housed and maintained on hard drives and servers spread across directorates. For example, the road centrelines are maintained by one directorate where another has information about the road surface, heavy vehicle routes and speed. This makes it difficult to understand the breath of information ACT Government holds and supply comprehensive open datasets. The migration (or linking) of location information into one searchable location will ensure better analytics and insight as well as streamline decision making based on authoritative data.</p> <p>Benefits</p> <p>To solve this, ACT Government are building an enterprise-wide geospatial platform providing a single user interface and storage repository for all authoritative ACT Government location information. Housing all geospatial data such as cadastral, asset, infrastructure, environment and transport the platform will support internal spatial data analysis supporting critical decision making. It will also provide a mechanism for spatial data to be shared to open data platforms and directly with government partners. The system will host ACTmapi and other public mapping applications to ensure everyone can access government location information efficiently.</p> <p>The platform will be used to provide up to date mapping and spatial data to industry, academia and the community. It will not only enable better planning and decision making, it will also allow entrepreneurs</p>	<div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center;">Planning</div>

	and business to develop new applications based on authoritative location information. The system and content will form the foundation for a future digital twin.	
3D Canberra planning tool	<p>Overview The Environment, Planning and Sustainable Development Directorate (EPSDD) has created a 3D planning tool with help from Australian company, Urban Circus Pty Ltd.</p> <p>Benefits Using this tool, planners and designers can experiment and explore the impacts and opportunities of planning decisions including building heights, setbacks and plot ratios, and to gain a first-person perspective of how proposed developments will transform the streetscape and the city. Known as 3D Canberra, the digital model allows for 'on-the-fly' 3D testing and visualisation of different planning and development scenarios; for example, how buildings fit into the streetscape, how the shadows change throughout the day, and how proposals integrate into the wider environment.</p> <p>The 3D Canberra planning tool is based on 3D laser scanning technology (LiDAR) that measures distance by illuminating a target with a laser light. The 3D Canberra planning tool is regularly used by government for the assessment of large-scale developments, in discussions for the National Capital Design Review Panel, stakeholder meetings, community engagement activities, master planning projects and planning studies.</p>	Planning
Community hubs	<p>Overview Canberra has nine public libraries and the ACT Heritage Library across the city which offer much more than the opportunity to borrow books. They provide you with free access to the internet, WiFi and devices to connect with others and the rest of the world. Our libraries also provide access to electronic resources such as ebooks, digital magazines and newspapers. They provide expertise to assist and educate citizens who lack confidence with the digital world. Our libraries are accredited under the e-Smart libraries program and the Commonwealth's e-safe spaces program. Staff are trained in how to teach digital skills with an emphasis on e-safety; delivered with appreciation of the importance of privacy and in accordance with privacy legislation.</p>	Planning

<p>YourSay Community Panel</p>	<p>Overview The YourSay Community Panel has made it easy for you to have your say and help shape Canberra’s future. Joining this online panel gives you another way to share your views on a wide range of topics and informs our decision-making. Input received through the YourSay Community Panel helps shape the policies, programs and services that make Canberra a great place to live. It will also allow us to test new ideas with a statistically representative sample of the Canberra community.</p> <p>Benefits This initiative helps determine current priorities and emerging issues. It offers a way forward for enhanced citizen participation in decision-making and policy development. The YourSay Community Panel complements the YourSay Community Conversations website, which will continue to be our primary place online for community conversations about particular issues. In contrast, members of the YourSay Community Panel will regularly be asked for views and opinions on a whole range of topics.</p>	<p>Community</p> <p>Planning</p>
<p>Canberra - a hub for trailing new ideas</p>	<p>Overview Canberra is building a reputation as a place with a highly educated and technology savvy community, a progressive government, and as a good place to trial new technologies. We work with business, citizens and academics to understand the potential of emerging technologies and provide the conditions to safely trial and learn.</p> <p>The CANdrive project was co-designed with the Australian National University and the University of Canberra to test new technology and enable one of Canberra’s growing knowledge companies, Seeing Machines, to develop its value proposition in a real-world scenario. This enabled Seeing Machines to strengthen its leadership while helping us understand the emerging technology and how and why regulation may need to change.</p> <p>The drone delivery trial by Wing has been testing drone delivery in Australia since 2014 and has conducted three trials around Canberra. Factors for Canberra’s selection included the international reputation of the Canberra-based Civil Aviation Safety Authority as one of the most safety-conscious, innovative aviation regulators in the world. Other considerations included Canberra’s per-capita income, its scattered suburbs, digital savviness and talented and experienced unmanned aviation workforce.</p>	

Building the workforce of the future	<p>Overview</p> <p>We work with industry and education providers to understand the skills required in the future and establish courses and initiatives that provide industry-ready graduates in Canberra. We know Canberra has enviable liveability and that those who are educated here are likely to stay if the right employment opportunities are here too.</p> <p>We support Canberra businesses to upskill their staff through programs like the Future Skills for Future Jobs Program¹. This program identifies the skills of the future, such as digital and cyber skills, and seeks innovative proposals from Canberra businesses to prepare their staff for advanced training.</p>	
Priority Investment Program	<p>Overview</p> <p>The Priority Investment Program² was established in 2018-19 and facilitates collaboration between the ACT Government, industry, research and the tertiary sectors to attract investment and grow both established and emerging priority sectors of Canberra's economy.</p> <p>Four projects across the space, energy, agri-technology and technology sectors have been supported to date.</p> <ul style="list-style-type: none"> • In the space sector, a Quantum Optical Ground Station will be established at Mt Stromlo. Skykraft, a spin out company from the University of New South Wales will collaborate with local and international partners to design and manufacture small satellite constellations for the delivery of space-based air traffic management services. • In the energy sector, ITP Renewables Pty Ltd will establish a Distributed Energy Resources Laboratory at the Australian National University, in collaboration with industry and the tertiary education sector. The laboratory will provide an interface with the energy grid to test devices and gain intelligence about how energy networks function. • In the Agri-Technology sector, the ANU/CSIRO Centre For Entrepreneurial Agri-Technology will build an innovation ecosystem where research and technology is targeted to agricultural challenges independent of traditional discipline boundaries. 	

¹ <https://www.skills.act.gov.au/Future%20Skills%20for%20Future%20Jobs%20Grants%20Program%20-%20Guidelines>

² <https://www.act.gov.au/pip>

	<ul style="list-style-type: none"> In the technology sector, Austcyber will deliver the Canberra Cyber Security Innovation Node. The Node will grow and create jobs while strengthening Canberra’s knowledge economy – particularly around cyber security in the space, defence and education sectors. 	
<p>Human Resource Information Management Solution</p>	<p>Overview We will deliver an ICT solution that optimises payroll service integration with effective people management.</p> <p>Benefits This will increase efficiency, improve service delivery and allow us to take a strategic approach to managing our people. The solution will change how we understand our workforce needs, from recruitment to separation. The comprehensive solution integrates payroll and human-capital management, streamlined and harmonised business processes including staff skills and talent planning, recruitment, learning and development, performance management, career planning, compensation and human resources analytics and reporting.</p>	<p>Government</p>



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