Australian Government Fair Work OMBUDSMAN

BRIEF

To:	Michael Campbell	**Contact:**	s.22 irrelevant information
From:	Nicky Chaffer	**Telephone:**	s.22 irrelevant inform
Date:	6 July 2017	**Branch:**	Proactive Compliance & Education
Copy:			
Required Action:	For noting		

SUBJECT: RECORD MY HOURS APP DOWNLOADS

Purpose

1. To provide you with an analysis of the number of Record My Hours App downloads to 30 June 2017.

Background

2. On 19 March 2017 the Education Resources Team (ERT) released the FWO's first smartphone app, *Record My Hours*. The app uses smartphone features like maps and GPS to make it easy for users to automatically record their hours of work and use the records as a backup in the event their employer hasn't kept accurate or complete employment records.
3. To drive uptake of the app, a communications campaign plan was designed by the FWO Communications Team in consultation with the Education Resources Team. The key deliverable of the campaign plan was Facebook and Google Display Network advertising purchased through whole-of government media buying agency Dentsu Mitchell; delivered in two phases:
    a. A launch phase from **19 March to 15 April 2017**, with paid promotion supporting the official launch of the app by Natalie James on 19 March 2017; and
    b. A consolidation phase from **30 April to 20 May 2017**, with supplementary paid promotion delivered to further drive uptake of the app.
4. The results of phase 1 and 2 activities are detailed below. A third phase of app promotional activities will rolled-out by the FWO communications team over the next three months, commencing on **10 July 2017**. These activities are detailed in paragraph 17 of this brief.

Approach

5. The purpose of a staggered approach was to sustain the impact of the initiative and reduce the risk of audiences being fatigued by promotional messaging. The social media promotion was centred

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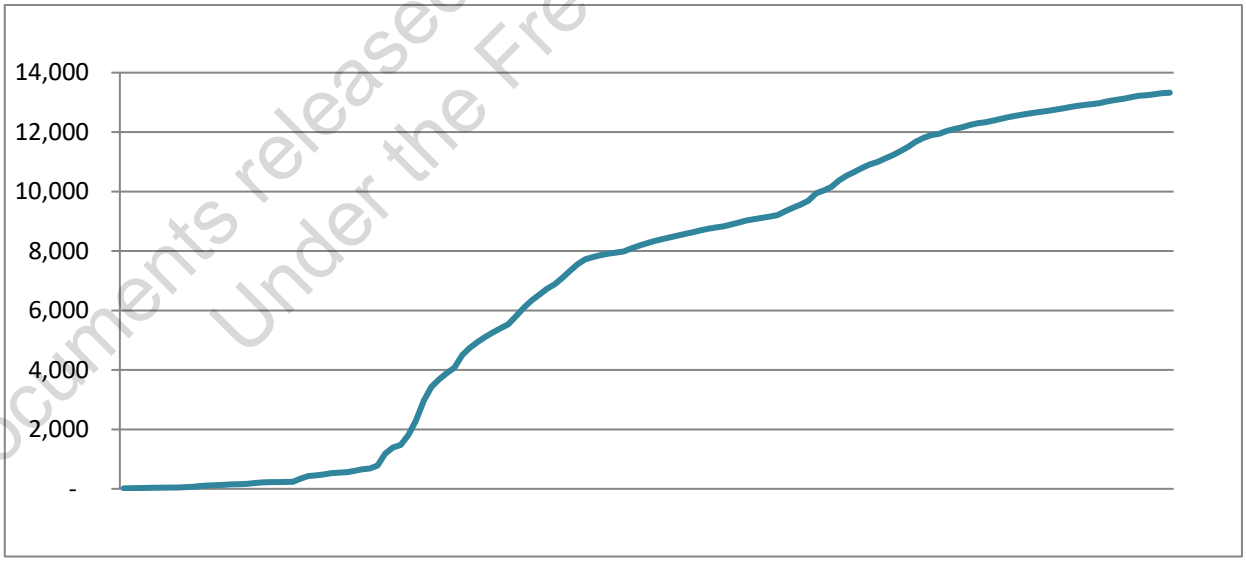
around the theme of "*The app that works with you*", which highlighted the automatic recording function of the app, as well as its ability to work for a range of jobs in multiple locations and industries (see **Appendix 1**).

6. The social media campaign targeted young workers, migrant workers, and employees in low skilled / low paid jobs employed by small to medium businesses.
7. The first phase was limited to promotion on Facebook – a targeting ad was leveraged to distribute app posts and reach young workers in industries where they are more likely to be vulnerable to exploitation and most in need of the app. These ads work by showing up in the user's newsfeed as they are scrolling through Facebook.
8. The second phase of social media combined the Facebook targeting ads with Google Universal app installs[1], to further enhance the targeting of ads to vulnerable workers.
9. In addition to the paid promotional phases, the Communications Team posted material to the Fair Work Ombudsman's Twitter account. A total of three posts were made on 19, 21 and 23 March 2017.
10. A media release was also issued on the launch date (17 March 2017) and 24 May 2017, when the app had reached 10,000 downloads.

Results

11. Since being released on 11 February 2017, the Record My Hours app has been downloaded **13,439 times[2].** On average, this equates to the app being downloaded **97 times per day.**

Figure 1: Total Record My Hours app downloads



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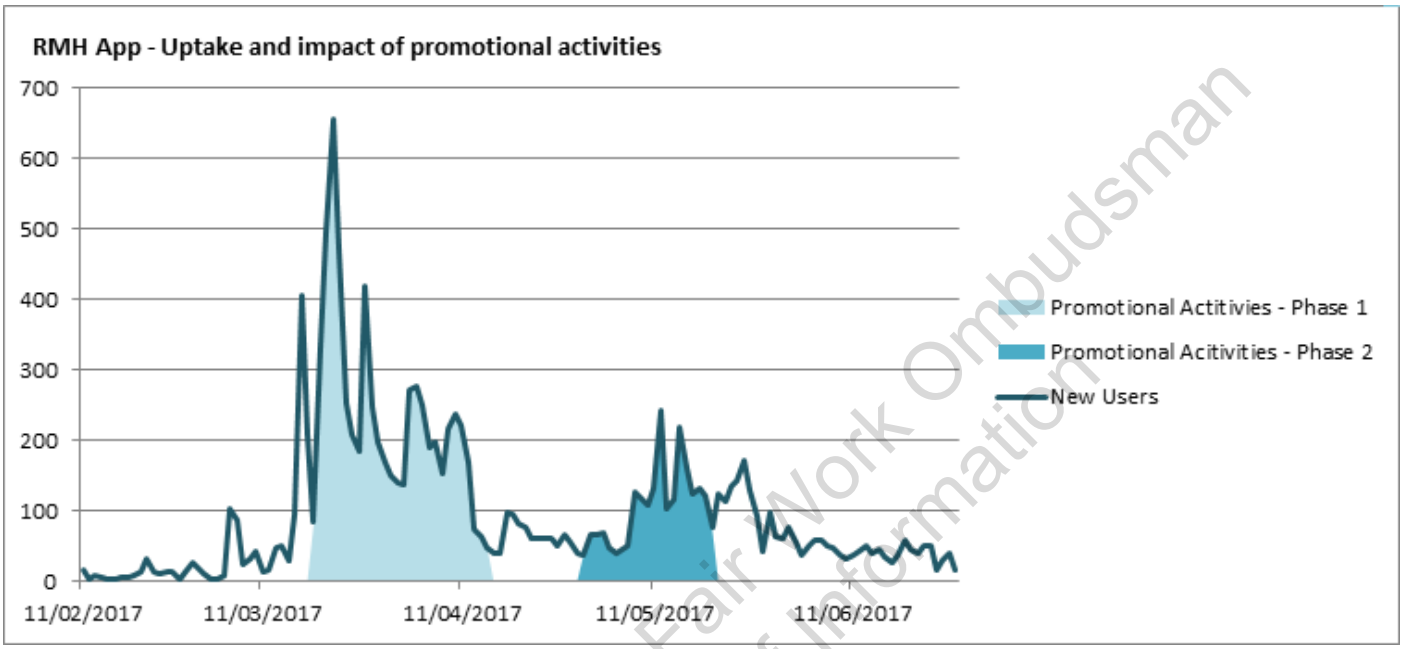
[1] Google Ads delivered to people while they're using other apps that are similar to Record My Hours. Leveraging this channel allowed the FWO to reach those who are most likely to download and use the app.

[2] Until 30 June 2017. The total number of downloads consists of 7,827 iOS downloads and 5,612 Android downloads.

12. **Figure 2** below plots app downloads (from both Apple and Android devices) from the day the app was released to the app stores (11 February 2017) through until 30 June 2017, on a day by day basis, with shaded areas depicting both promotional phases:

Figure 2: Record My Hours App downloads per day since launch



13. An analysis of this data for this period provides the following insights:

    a. Download rates are almost **3.5 times higher when a promotional activity is running**. Downloads during promotional periods average at **177 downloads per day**, compared to **52 downloads per day** when no promotional activity is taking place.

    b. **Downloads are highest where social media activities are combined with other forms of promotional material** and the highest downloads were from 21 – 22 March 2017. This is consistent with the timing of the app launch by Fair Work Ombudsman, Natalie James, the first phase of promotional activities and the unpaid Twitter posts on the Fair Work Ombudsman's account. FWO representatives also made several media appearances to promote the app during this period.

14. When compared to the performance of other government apps, Record My Hours is popular. However, it is not as popular as some other Australian Government apps in the first four months post release. As demonstrated in **Figure 3**, Record My Hours has been more popular than four out of five apps produced by ASIC in the first few months post release, but with current download levels, it has not been as popular as the acclaimed "ATO App" or ASIC's "Track My Spend".

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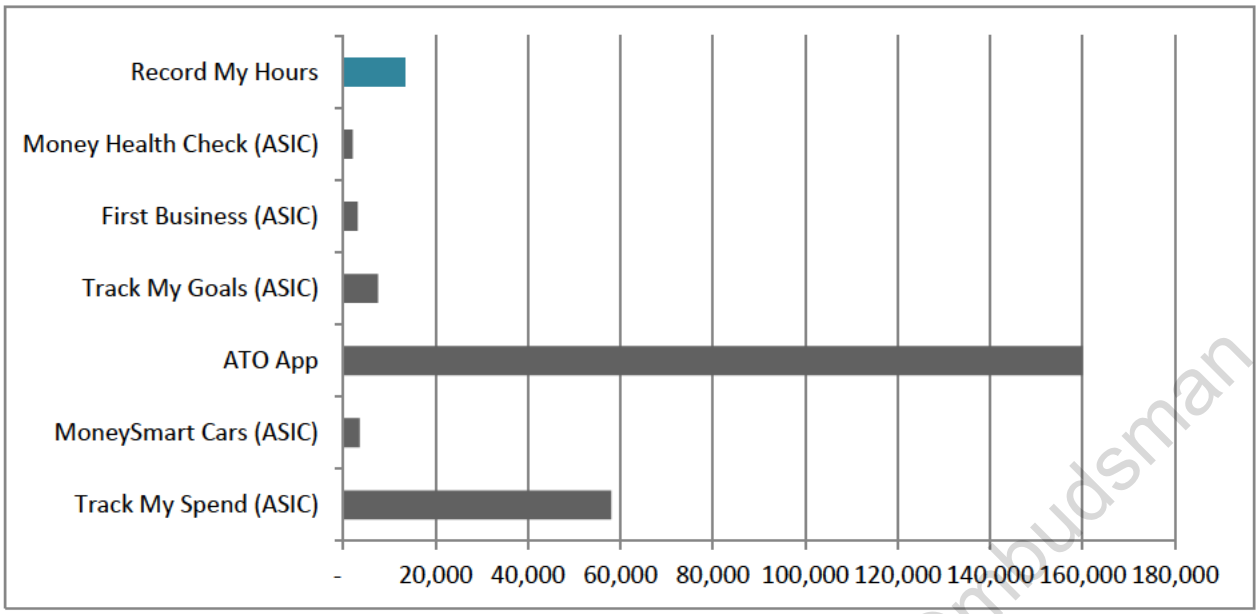
Figure 3: Record My Hours App downloads compared to other Australian Government regulator apps



15. It should be noted that the large number of ATO app downloads within the first four months was driven by their decision to incorporate functionality into their app that allowed users to check on the status of their tax return, and then releasing the app at tax time. The app achieved approximately 40,000 downloads over the equivalent period when this factor is excluded from the results.
16. Importantly, as shown in **Table 1** below, Record My Hours has some of the highest user satisfaction rates of all government apps, evidencing its quality:

Table 1: App store ratings – Government Apps

App	Apple rating	Google Play rating	Combined rating
ABS Stats	4 stars	4.1 stars	8.1 stars
Record My Hours	3.5 stars	4.3 stars	7.8 stars
Track My Spend	4 stars	3.7 stars	7.7 stars
BOM Weather app	3.5 stars	4.1 stars	7.6 stars
ATO app	2.5 stars	3.4 stars	5.9 stars
Centrelink app	1.5 stars	3.2 stars	4.7 stars

Future planned promotional activities (Phase 3 activities)

17. To further drive uptake of the app, the FWO Communications Team have committed to undertake the following communications activities over the next 3 months:

Date	Activity

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10 July	• NJ to change her Twitter banner to a Record My Hours image
(By) 21 July	• A video demonstrating how to use Record My hours will be loaded into the App store and loaded onto the FWO website
24 July	• An eDM promoting Record My Hours will be sent to FWO subscribers and multicultural audiences
28 July	• NJ will tweet first snackable tweet launching the Record My Hours instructional video • An intranet article will be published announcing the name of the app mascot naming competition s.22 Irrelevant information from Regional Services) and the winning nomination ("Howie") and ask staff to include into a reference to Record My Hours in their signature block – a link to the updated signature block will be included in the article. • A promotional email will be sent to My account subscribers informing them about the instructional video.
31 July	• NJ will mention the Record My Hours app instructional video at a Restaurant Leaders Summit panel (if possible) • NJ will launch open letter and mention the App and video as part of the launch
14 August	• NJ will tweet second snackable tweet on instructional video • The FWO Corp account will post message about the Record My Hours instructional video with a link to the app store
28 August	• NJ will tweet a third snackable tweet to promote the Record My Hours instructional video
4 Sept	• A promoted social media campaign on instructional video will be rolled out

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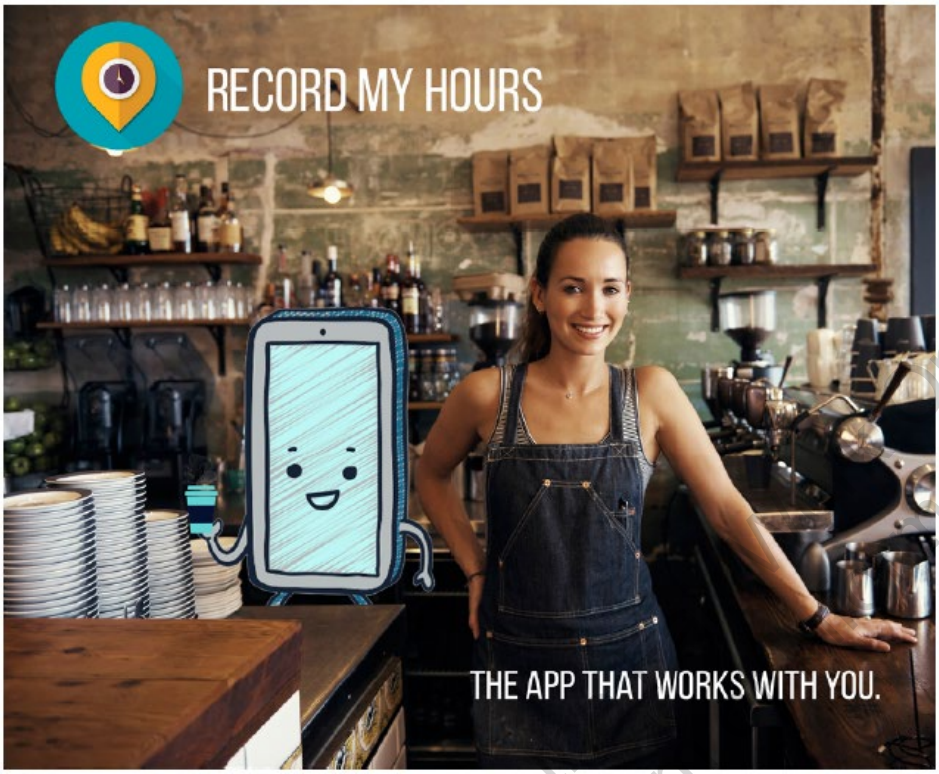
APPENDIX 1

Record My Hours Creative Concept



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Dashboard Report — November 2018

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Empowering Workplaces

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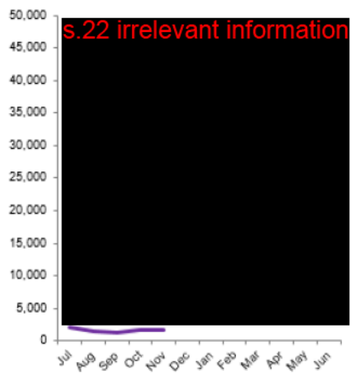
RMH downloads



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RMH Downloads

In month:	1,648
FYTD:	7,937

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s.22 irrelevant information

RMH Downloads

s.22 irrelevant information

s.22 irrelevant information

s.22 irrelevant information

From: s.22 irrelevant information
Sent: Friday, 25 May 2018 5:57 PM
To: Humphreys, Bob (BNE-ANS); Myers, David (BNE-ANS)
Cc: Mellor, Jordan (SYD-ANS); t information
Subject: RE: Data export and next steps

Thanks for sending this through Bob – yes we would like to commence phase one ASAP. If you could confirm timings Monday it would be much appreciated.
Regards

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s.22 irrelevant information | Assistant Director | Behavioural Economics and Education
Fair Work Ombudsman
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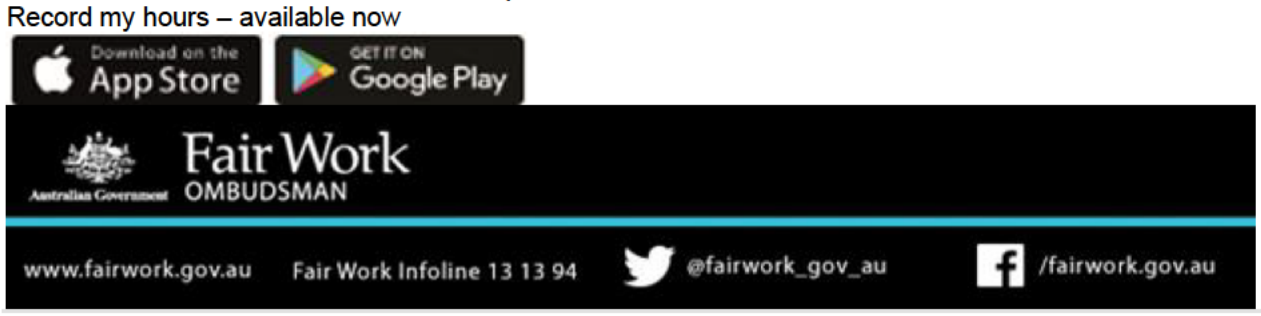
GPO Box 9887, Melbourne, Victoria 3000 | Level 11, 414 La Trobe Street, Melbourne, Victoria 3000
Record my hours – available now



From: Humphreys, Bob (BNE-ANS) <Bob.Humphreys@ansibleww.com>
Sent: Friday, 25 May 2018 5:41 PM
To: s.22 irrelevant information Myers, David (BNE-ANS) <David.Myers@ansibleww.com>
Cc: Mellor, Jordan (SYD-ANS) <Jordan.Mellor@ansibleww.com>
Subject: RE: Data export and next steps

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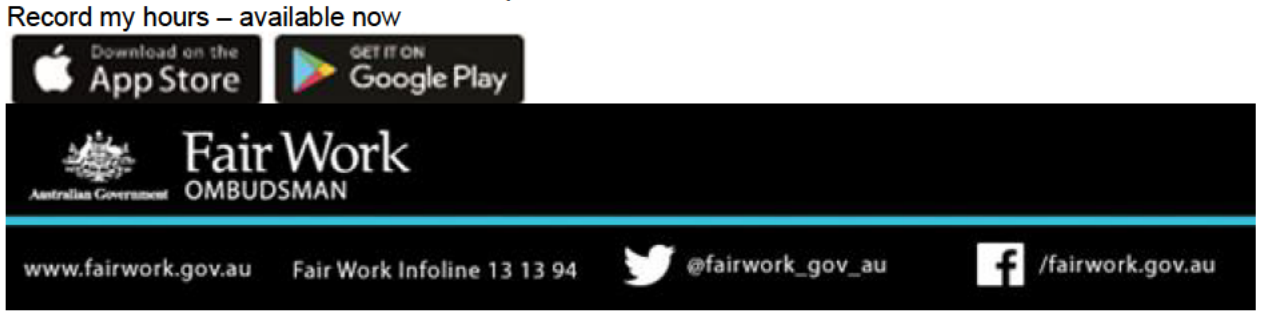
Please find attached a proposed approach.
First step would be for you to OK us to progress Phase 1 (16-20 hrs). I will hopefully be able to confirm on Monday but I know Jordan was trying to free up David's schedule to at least start this effort (maybe targeting Phase 1) week after next.
Any questions, please shout. No battle plan survives first contact with the enemy so once we get into this some of the attached might change, hence the proposed phase Build→Measure→Learn approach.
Kind regards
Bob Humphreys

From: s.22 irrelevant information
Sent: Monday, 21 May 2018 2:53 PM
To: Humphreys, Bob (BNE-ANS) <Bob.Humphreys@ansibleww.com>; Myers, David (BNE-ANS) <David.Myers@ansibleww.com>
Cc: Mellor, Jordan (SYD-ANS) <Jordan.Mellor@ansibleww.com>
Subject: [EXTERNAL] Data export and next steps

Hi Bob and David
Thanks again for meeting with me on Friday - it was great to catch up face to face and thrash out options for moving forward.
As requested, please find attached data exports from my production version of Record My Hours. I am currently able to export - previously however with more data I've not been able to. We're still looking to see if we can get the Dropbox exports from our customers experiencing issues exporting. At this stage it would be great if we can progress by growing my data and then testing whether we experience timeout issues.
On the automatic recording issues front, I met with the ATO Friday afternoon and as a side their developers kindly agreed to have a look over the RMH code for us. One thing they noted was that the app appears to be tooled in SDK 10. They said they've seen issues arise in the past when updates to code were made to an SDK 10 tooled app from a PC tooled with SDK 11. As such they thought moving to an SDK 11 build could be worth a shot, particularly given that all apps submitted for review will soon need to be tooled using SDK 11.
To this end, can you please let me know how soon we could get a build tooled in SDK 11, and how much you would expect it cost? Also, can we rule out that the recent build wasn't tooled on a machine running SDK 11? If you could cover this off in the options email you'll be sending me though it would be much appreciated.
Regards

s.22 irrelevant information Assistant Director | Behavioural Economics and Education
Fair Work Ombudsman
s.22 irrelevant information
GPO Box 9887, Melbourne, Victoria 3000 | Level 11, 414 La Trobe Street, Melbourne, Victoria 3000
Record my hours – available now



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ansible

Proposed approach – Record My Hours Issues Investigation

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Level 1, 29 Doggett Street, Fortitude Valley QLD
p. +61 7 3105 3036 | m. s.47F Personal information

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1 Background

Ansible team met with FWO (s.22 irrelevant information 18 May to discuss the most effective means of addressing two key emerging areas of concern in respect of the RMH App's performance, both of which are critical, and critically important to resolve in terms of establishing confidence in the RMH App's ability to meet its core objectives reliably.

This document outlines a range of suggestions identified in that meeting and in separate discussions/communications, and provides an overview of effort, which Ansible proposes is managed under the existing BAU SLA, with regular updates to FWO team as to progress and any changes to the phased approach identified

1.1 Issue 1 – Reliability in recording

FWO team has noticed over time that the reliability of recording is intermittent. It is usually consistent, but it is also not unusual in a given period to lose a shift, a day, a few hours where it is known that the app/device was resident in the workplace, and where it is assumed the phone's status was essentially unchanged from the period where recording happened reliably vs when it did not.

It has been identified that the reliability seems to reduce during periods when the app is not actively brought to the foreground.

There are numerous variables that might impact this issue, and it is very difficult to reliably reproduce let alone diagnose accurately, and there may be multiple factors involved.

1.2 Issue 2 – Reliability of data export

FWO team (who have been testing the app extensively and in fairness much more so than Ansible Test Team), have begun experiencing data export issues, seemingly for those that have used the App for the longest period. There have even been issues identified by members of the public relating to this.

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2 Proposed approach

Below are actions/suggestions/options for addressing a range of issues with the RMH App. Ansible proposes these be completed in phases, learning on the way, and updating as we progress, with FWO engaged for update/approval prior to each Phase progression.

2.1 Phase 1 – approx 16-20 hrs

Key goal of Phase 1 is to expended as minimal effort as possible in the hope some of these actions might address Issue 1 or provide more information to enable further diagnosis.

2.1.1 New Testflight version needed

The one FWO team have has stopped working (Testlight timing issue) and requires update.

Ansible assumes we can get through the Testflight process without the iPhoneX updates (separate scope of work already agreed)

2.1.2 Extend recording in Beta version for all times, not just "at work".

Currently the application only stores records of location data when the user is within 2km of a workplace. This mostly limits our diagnostic ability to only analyse tracking events based on geofencing, rather than allowing us to see how reliable background activation is at all time (e.g., maybe there's a flaw in our workplace detection logic so a geolocation event is disregarded instead of counting towards a shift).

Removing this limitation does have **privacy implications** - the app will log location data from the user 24/7 - so we would definitely only want it enabled for test builds, with the testers' permission ([redacted] to ensure any testers are aware their app location is being logged 34/7).

A few extra hours effort once this testing completes is required to unpick this from the final release version we will release to Apple for the next agreed update

2.1.3 Confirm logging completeness in Beta version, update if needed

Ansible believe we are logging everything conceivably related to diagnosis, but Ansible to confirm possible edge cases are being captured (e.g. if App is woken up but no recording event happens, other potential edge cases). This will take an hour or two of investigation, we want to ensure no stone is left unturned.

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2.1.4 Consider using SDK11 toolchain targeted at SDK11 App

There is no real sense on whether it could be contributing to the issues, but is certainly worth doing as part of the initial Phase 1 effort

2.1.5 Implement developer forum fix

https://forums.developer.apple.com/message/273376#273376

2.2 Phase 2 – approx 16-24 hrs

Key goal is to address any learnings from Phase 1 and also to focus on **Issue 2**; the issue of export integrity/larger files noting what FWO team has intermittently experienced, usually with larger record sizes.

2.2.1 Database file experimentation

Using [redacted] production version database file (need the dB file, not the data export), Ansible to variously:

- Use that dB file in a test version to try to replicate [redacted] experience
- Enlarge that file by adding fake elements/duplicate elements, in an attempt to better replicate the issue
- Create a separate dummy file of varying (larger) sizes to try to more reliably replicate the export issues

We would aim to do this efficiently and continue only as long as we are learning useful information

The key goal is to be able to better replicate the issue (Ansible team has not been able to replicate internally), to understand why it is happening, and to consider techniques to address

2.3 Phase 3 – approx 16 hrs Step 2.3.1, other TBD

Key goal is to address any learnings from Phase 1 and 2, and to consider more "aggressive" techniques to address both **Issue 1** and **Issue 2** (if required).

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2.3.1 Silent notifications to improve background activation

Consider silent notifications as a means of regularly waking the App up in background, to investigate the sense (from FWO testing) that regular interactions with the App make the reliability of recording (Issue 1) more consistent, whereas leaving the app in background mode for longer periods tends to indicate lower reliability of recording .

We would start this by targeting a tech spike (app shell) that confirms our expectation of how the silent notifications will behave in terms of the above approach (this avoids impacting the entire RMH code 'ecosystem' in a way that may have unintended consequences and could obfuscate the actual impact of the silent notifications technique)

The key goal of the tech spike is to determine if sending regular notifications to the device might be a reliable way to improve background activation.

2.3.2 Implement techniques arising from Phase 2

For example (and depending what we learn), one conclusion might be to apply filtering to limit the size of exports (e.g. six months).

2.4 Phase 4 – effort TBD

Key goal is to address any learnings from above Phases, and ideally begin to focus on delivering a production-ready deliverable addressing both **Issue1** and **Issue 2**.

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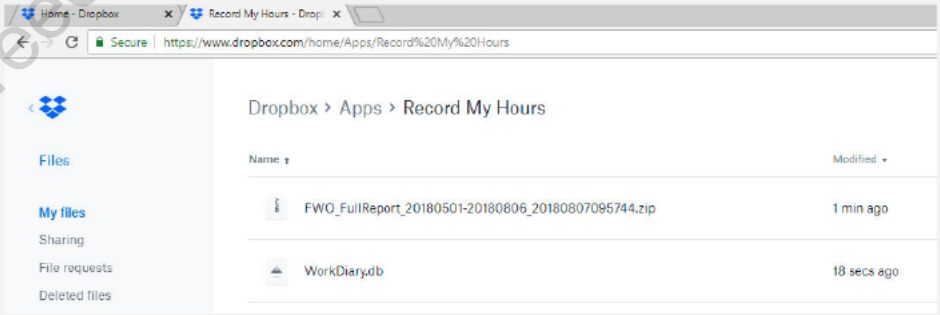
FWO App – Android issues

JIRA Key	Platforms	Summary	Notes	FWO TEST **Phone:** Android (Samsung Note 4) **App details:** Currently 3 jobs entered. Only 1 job automatically records.
FWO-646	Android	Restoring a database with a large set of images fails	Confirmed Android only	**Tasks:** Added a large number of images to test ability to back-up and restore data. **Outcome:** • Test 1: No issues backing up and restoring data with 132 images when I don't delete current app dataset (so original data still exists) • Test 2: I backed-up data (including the 132 images) and then deleted the app from my phone. When I re-installed the app and restored data I lost 126 photos taken today and yesterday. It appears that the shifts have been restored correctly. **Image 1:** Dropbox record showing time back-up was completed prior to deleting the app and restoring.  **Image 2 & 3: Images before restore vs after restore**

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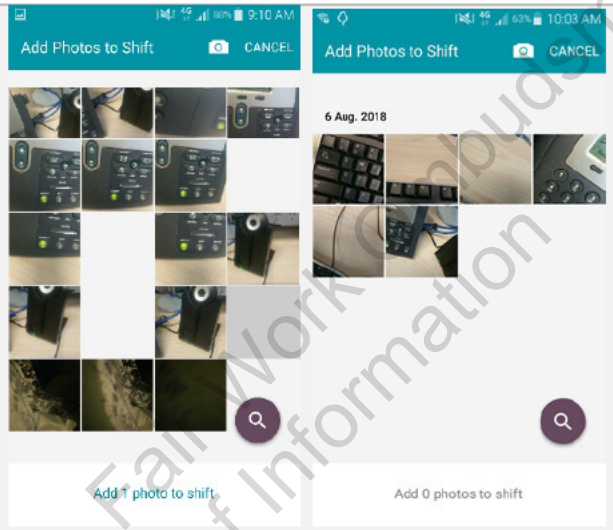
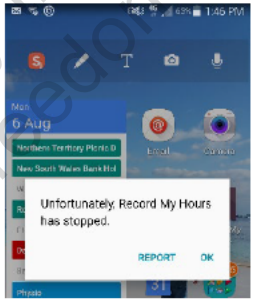
FWO App – Android issues

				
			New issues found when testing FWO-646 issue.	**NEW Issue** – App crashed when adding image files to previous shifts.  **System log relating to error:**

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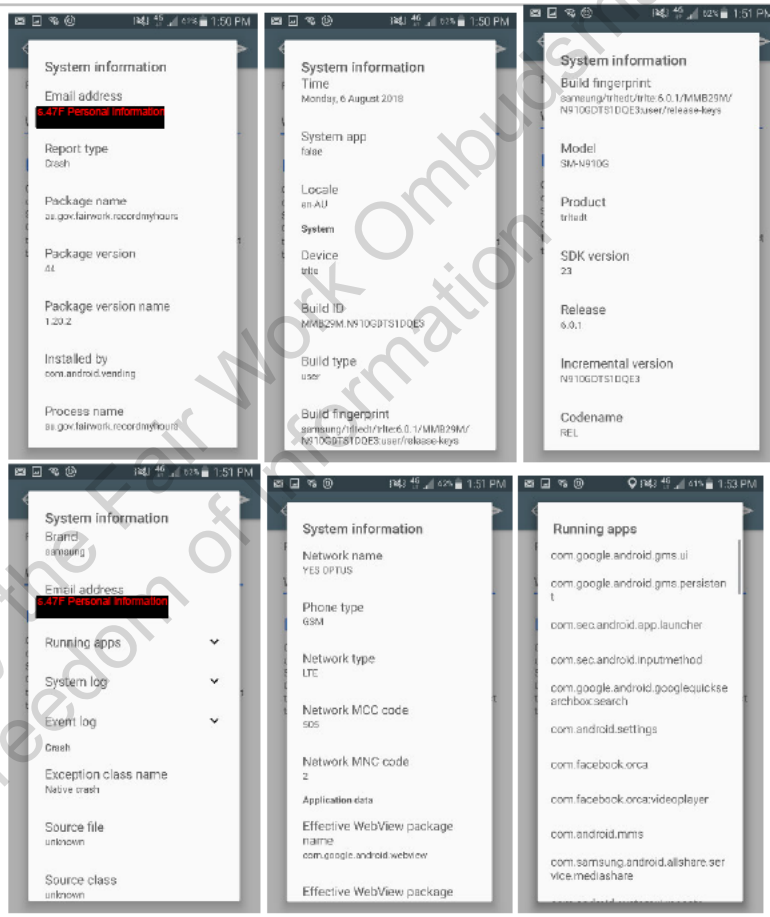
FWO App – Android issues



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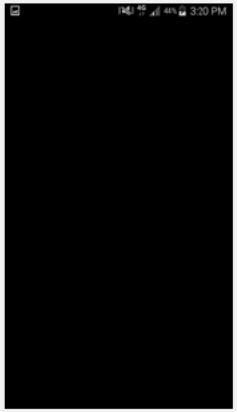
FWO App – Android issues

				New issue – the more photos and additional shifts I added in the work record screen, the slower the app responded when I changed screens or clicked on selections in the work record screen. A couple of times the screen froze and I needed to exit the app and start again. Another time the work record screen went black and I had to exit the app and start again. 	

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FWO App – Android issues

FWO-644	Android	Work Record screen displays an error when presenting a large data set	Testing conducted with 3 years of shift data. Possible solutions: - limit the date range **(4h) recommended** - limit the maximum number of shifts presented - implement virtualization of shift cards (8h) - pre-calculate aggregate data for the chart avoiding the need to load the full data set (16h)	**NOT TESTED**
FWO-649	Android, iOS	Capture events with only network data (no geolocation) can inconclusively terminate a shift session	Possible solutions: - discard capture events with no geolocation data (2h) - allow these events to extend a shift session, but not terminate it (6h) **recommended**	**NOT TESTED**
FWO-647	Android, iOS	Exporting a Full Report with a large data set of	Testing conducted with 200 photos.	**Tasks:** Added 132 images and attempted to complete a full record export **Outcome:**

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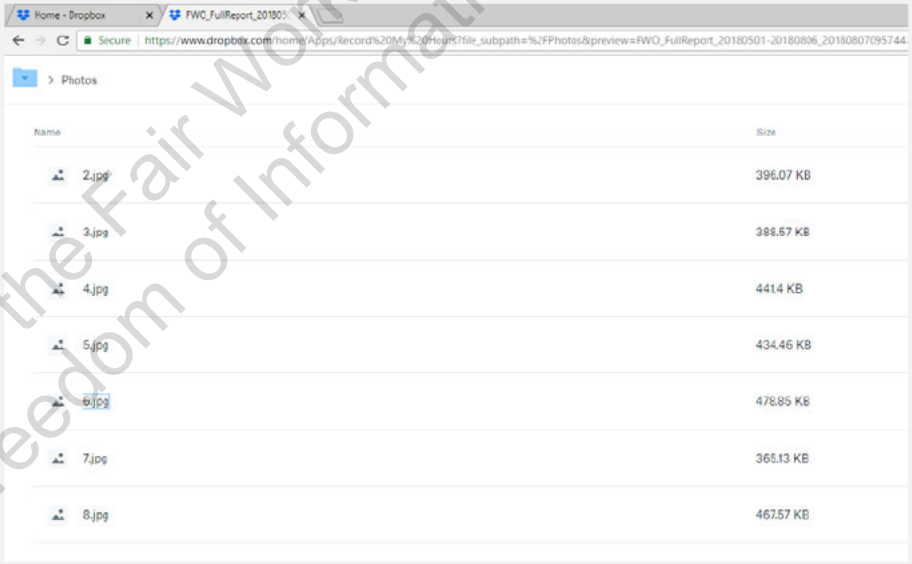
FWO App – Android issues

		images results in no images		• Test 1: Email full export (via *Export All* screen and via *Work Record* screen export selection) – unable to complete, as data file was too large for email. • Test 2: Save full export (via *Export All* screen and via *Work Record* screen export selection) – completed full export to Dropbox. The export failed to save all 132 images. Instead, the export only saved 7 images as shown below. 
FWO-643	Android	Work Record screen hangs when presenting a large data set	Testing conducted with 1+ years of shift data. Should be resolved by fixes for FWO-644.	

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FWO App – Android issues

FWO-645	Android, iOS	Work Record screen loads twice	Resolving this will have a noticeable impact in improving perceived performance of the app.	

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From: CHAFFER,Nicky
Sent: Thursday, 3 June 2021 9:16 AM
To: s.22 irrelevant information
Subject: FW: FWO BISC Papers, 7 June 2021 [SEC=OFFICIAL]
Attachments: BISC - 3.1A - FWO RMH Mobile App Risk Assessment.pdf; BISC - 3.1B ARQ Group's proposed approach.pdf; BISC Paper - 3.1 - RMH app.pdf

OFFICIAL

From: FWO - BISC Secretariat s.47E(d) Certain Operations of Agencies
Sent: Thursday, 3 June 2021 9:13 AM
To: CAMPBELL,Michael <Michael.Campbell@fwo.gov.au>; GIUMELLI,Rebecca <Rebecca.Giumelli@fwo.gov.au>; CRICK,Daniel <Daniel.Crick@fwo.gov.au>; PARKES,Antonia <Antonia.Parkes@fwo.gov.au>; s.22 Irrelevant information s.47F Personal information @pmc.gov.au; s.47F Personal information @dese.gov.au>; CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Cc: s.22 irrelevant information s.22 irrelevant information s.47F Personal information @pmc.gov.au; s.47F Personal information @dese.gov.au>; s.22 Irrelevant information
Subject: RE: FWO BISC Papers, 7 June 2021

Good morning

Please find attached papers for item **3.1, including attachments A & B.**

OneNote has been updated. An updated consolidated document will be sent with item 2.2, which will be sent as soon as it becomes available.

Regards
s.22 irrelevant inform

From: s.22 irrelevant information
Sent: Wednesday, 2 June 2021 2:10 PM
To: CAMPBELL,Michael <Michael.Campbell@fwo.gov.au>; GIUMELLI,Rebecca <Rebecca.Giumelli@fwo.gov.au>; CRICK,Daniel <Daniel.Crick@fwo.gov.au>; PARKES,Antonia <Antonia.Parkes@fwo.gov.au>; s.22 Irrelevant information ; s.47F Personal information @pmc.gov.au; s.47F Personal information @dese.gov.au>; CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Cc: s.22 irrelevant information s.47F Personal information @pmc.gov.au; s.47F Personal information @dese.gov.au>; s.22 Irrelevant information
Subject: FWO BISC Papers, 7 June 2021

Dear BISC Members

Please find attached the consolidated papers for the **7 June 2021** meeting.

I'd like to note that the following papers will be circulated separately, as soon as they become available:

- **2.2** – Project Expenditure Report
- **3.1** – Record My Hours Contract Renewal

I have created a BISC OneNote for internal members – please let me know if you have any issues with accessing this.

Any questions or concerns, please let me know.

Regards
s.22 irrelevant info

s.22 irrelevant information | Committee Secretariat (A/g)

Office of the Fair Work Ombudsman
FAIR WORK OMBUDSMAN

s.22 irrelevant information

GPO Box 9887 Canberra ACT 2601 | Level 10, 224 Bunda Street Canberra ACT 2600

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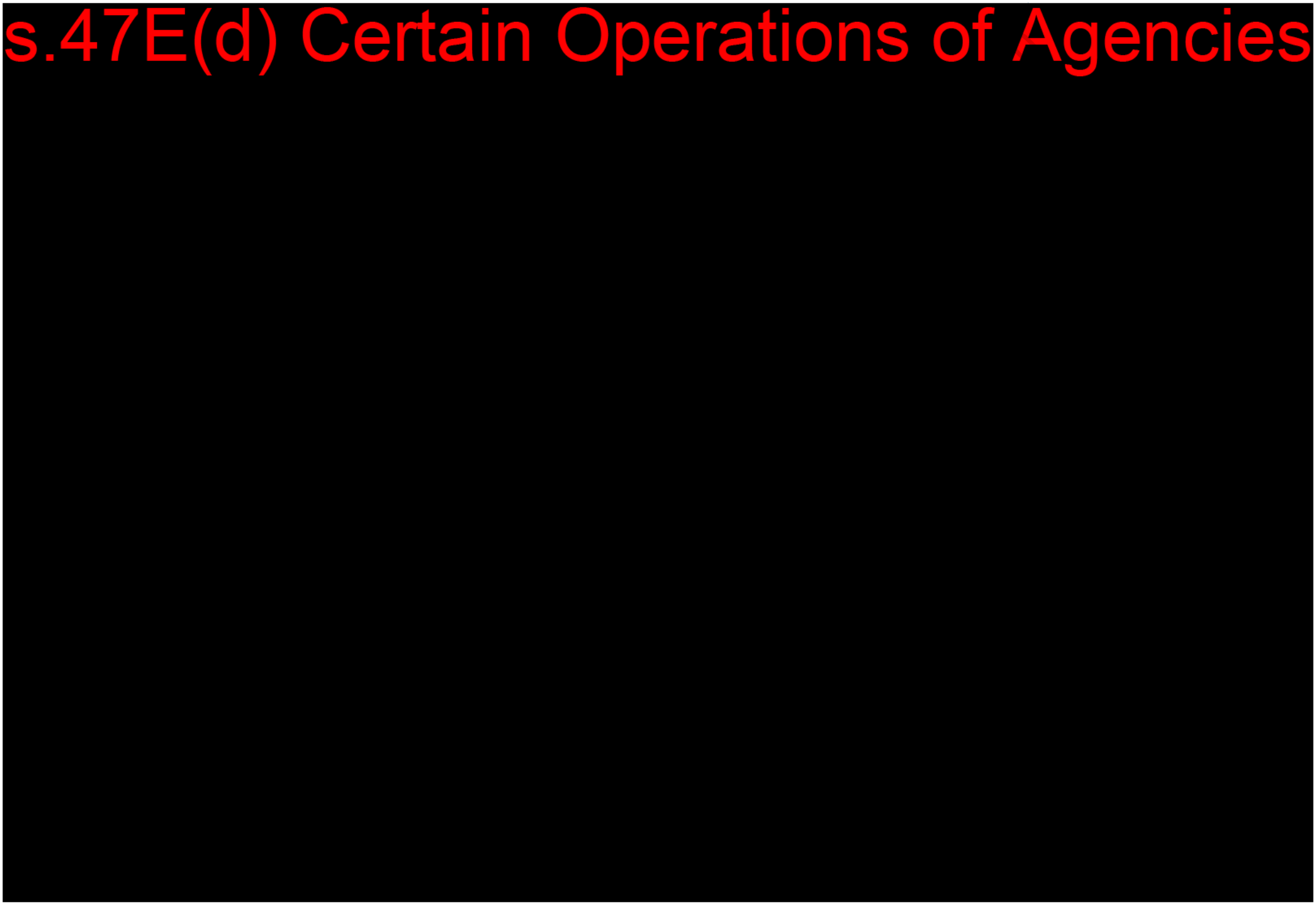
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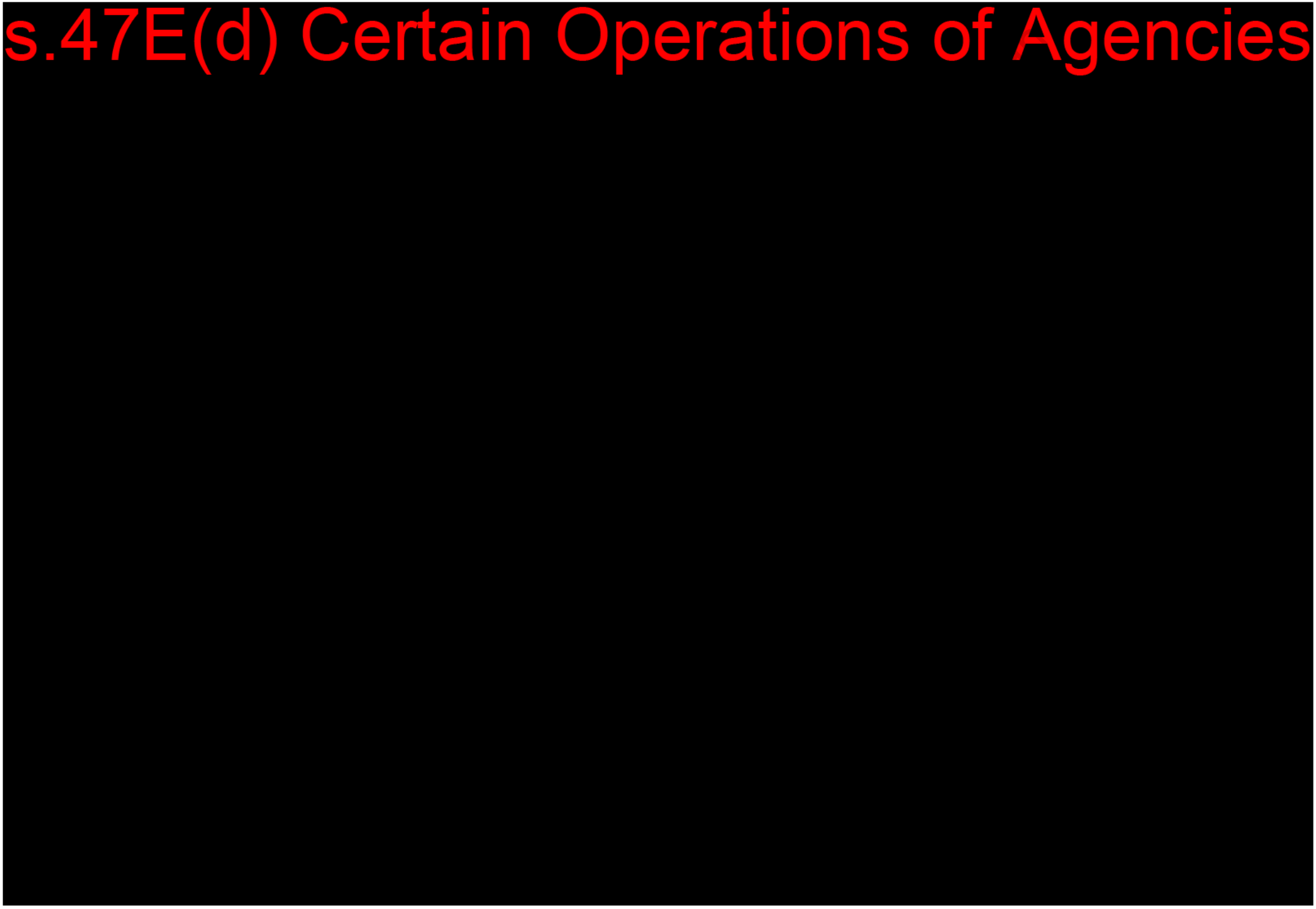
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Australian Government Fair Work OMBUDSMAN

Business Investment Sub-Committee

Record My Hours smartphone app

new maintenance contract and proposed code modernisation to implement security enhancements

Agenda Item: 3.1

Date: 7 June 2021

SES Lead: Nicky Chaffer

Additional Attendees: s.22 irrelevant information

Paper For: Approval

Distribution: None

Recommendation

That the Business Investment Sub-Committee

- Approve Option 1 outlined below

Background

1. In late 2019 the Behavioural Economics and Education Team (BEE team) commenced work with FWO IT to procure a security assessment of the Record My Hours smartphone app (RMH). The assessment was performed by Shearwater. While the assessment did not find any high (or above) security issues, it did suggest some procedural and technical enhancements to reduce potential risks. The findings report is linked in **Appendix A**.
2. The BEE team has since been working with FWO IT, Shearwater and the app maintenance vendor (ARQ Group) to try implement all of the recommended enhancements under the current app maintenance agreement or make clarifications on the recommendations where Shearwater required further information or ARQ Group required clarification on the recommended approach.
3. ARQ Group (formally Outwear Mobile) is one of Australia's leading enterprise smartphone app developers.
4. Procedural recommendations (such as monitoring 3rd Party libraries for vulnerabilities) were actioned immediately and ARQ Group indicated that they could implement patches for the issues that required a technical solution promptly.
5. However, ARQ Group has not been able to address all technical recommendations by patching the existing codebase. For example, they have not been able to address s.22 Irrelevant information which identified an opportunity to implement additional encryption protocols for information stored in the app because the existing codebase doesn't support the use of a modern sql framework that supports encryption-at-rest as default.
6. Furthermore, the implementation of s.22 Irrelevant information was done via checking for write permissions, but this is not using the Google SafetyNet Attestation framework suggested by Shearwater, again because the proposed approach is not compatible with the existing codebase.
7. The existing codebase is difficult to maintain and ARQ Group estimates that fixing an issue takes around 5 times longer than it should. In addition, ARQ Group's experience is that fixing one issue tends to cause breakages elsewhere in the app code. This is because:

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a. The entire app is built using the original vendor's (Ansible nee Mnet Mobile) frameworks, so it is difficult to change those libraries and the frameworks are not publicly available – this leads to ARQ Group needing to compile new custom libraries if changes to the framework are required.

b. The same dependencies are shared by many different components (in some cases all app components) and frameworks in the codebase, and it is not possible to have versions of the same dependency in the app. This means a small change (like the Google Safety Attestation framework for Jailbreak detection) requires the implementation of newer versions of Google Support Libraries, or the underlying Xamarin Libraries. To update a framework, ARQ Group needs to uplift every single dependency that uses those frameworks, and the maintenance contract is not large enough to support this work.

8. For the same reasons, adding new functionality to the existing codebase is challenging and costly.

9. Considering the above and to address the outstanding security issues, ARQ Group is building a proof of concept with a new modern codebase using the cross-platform Flutter over the existing Xamarin codebase. Flutter was recommended by ARQ Group as a possible solution because it has been proven in market to be the best option for cross platform app builds because:

a. It is supported by Google with a roadmap.

b. ARQ note all Libraries required by Flutter are officially supported and will limit cross dependencies and that access to Libraries will remain supported.

c. Developers can upskill on the coding language in a matter of weeks.

d. Material design provides a shared and standardised design language across iOS and Android with minimal deviations from what is normally considered 'native'.

10. ARQ's approach to implementing the outstanding security issues in Flutter is outlined in **Attachment B**. ARQ recommends Flutter over common cross platform codebases. For example, they recommended Flutter over React Native because in their view React Native is best suited to small, simple or "corporate" apps without any heavy customisation/bespoke features like geofencing. It's also their view that user interactions feel sluggish in React because JavaScript bridge appears the slowest of all cross-platforms. ARQ are also unclear if React can achieve required WCAG accessibility standards, whereas they fully expect to be able to deliver a production Flutter build to WCAG 2.1 accessibility standards.

11. ARQ's view is also that given the high cost of Xamarin maintenance and the efficiency of Flutter development, the rebuild is achievable within the current support budget – and the total effort of rebuilding the app in Flutter and adding any new features will ultimately be less effort (and therefore cost) than to continue to maintain the current codebase and adding similar feature sets. FWO IT also note that Xamarin is not as strong as it used to be possibly due to Microsoft withdrawing from the mobile device market.

12. Due to the complexity of replicating the accurate and battery efficient automatic recording functionality achieved in the current build, ARQ Group has not yet been able to deliver the proof of concept; ARQ Group provided a prototype TestFlight build for the FWO to test geofencing capability of a Flutter Build on 28 May 2021. The FWO's current RMH maintenance contract with ARQ is due to expire on 30 June 2021. If the app is to remain in the app stores, a new maintenance contract will need to be in place for 1 July.

Record My Hours app background

13. The FWO's Record My Hours smartphone app was built in 2017 – it is available in the Apple and Android stores for download.

14. The core technology feature of the record My Hours app is its geofencing technology, which leverages smartphone technology– like the Maps and GPS functionality – to automatically record when an employee

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arrives at their workplace and when they leave. Users can recall this information in the event there is a dispute and the employer hasn't kept records.

15. The app has a range of other features too - like the ability for an employee to add rosters to a calendar and receive notification reminders about upcoming shifts – but the main purpose of the app is that it allows the employee to automatically create an accurate record of their work hours.

16. The app is an important tool for our priority cohorts, particularly young workers, migrant workers and workers in the horticulture industry. It is available in 18 languages including English.

17. Record My Hours is a multiple award winning / internationally renowned app. There is significant interest from the ILO and our international counterparts in the app as it is seen as a great example of how technology can help deliver more efficient regulation. Our counterparts in New Zealand, the Ministry for Business, Innovation and Employment, have expressed an interested in repurposing the RMH codebase to deliver the app for the NZ market.

18. User engagement with the app remains strong – we average approximately 20,000 downloads per year, and we have a higher than average app store rating for Australian Government Smartphone apps (~3.5 stars out of 5 stars). The FWO has examples of customers who have used the app to try and resolve their workplace issues. This includes employees submitting the information collected in the app to the FWO as evidence for Fair Work Inspectors to rely on.

19. Since being launched, we've not significantly modified the app. We've only made minor technical changes to ensure it remains compatible with mobile phone operating system updates. As such, the codebase is aging and is becoming increasingly difficult to maintain.

20. We have a service level agreement in place with ARQ Group for limited support at a cost of approximately $70K (inc GST per year). ARQ group did not build the app – they took on the maintenance contract through a competitive tender process in 2018 after the original app developer, Ansible (nee Mnet mobile), ceased operating an enterprise smartphone app business.

Key Issues

21. To ensure RMH remains supported post 30 June 2021, the following **(Option 1)** is proposed:

    a. The FWO enters into a new app maintenance contract with ARQ Group at a cost of approximately $70,000 for a further 12 months, with an option for the FWO to extend the contract for a further two years (1+1) for an additional $70,000 per year. This expenditure would be funded by the Communication Branch OpEx Budget.

    b. The BEE team will continue to work with ARQ Group to develop a proof of concept for a Flutter build of the app on a time and materials basis to validate the platform's support for geofencing on the basis this is the most critical component of the app and the most technical in terms of implementation.

    c. Once a proof of concept has been achieved, the BEE team will present the proof of concept to BISC alongside a new security and privacy assessment of the updated codebase and an assessment of the Flutter build's geofencing capabilities for BISC's consideration. The new risk assessment will be conducted with sufficient lead time so that any risks can be identified, accepted or treated before a production build is released. Risk owners will be identified through the risk assessment process. The cost of the risk assessment (anticipated to be approximately $10,000) is not included in the proposed maintenance contract extension and will be funded by the Communication Branch OpEx Budget.

    d. The current build of RMH will remain in the app stores to ensure service is not interrupted for existing and potential new users.

    e. The BEE team has worked with FWO Legal and AGS to ensure the FWO owns all the RMH app code and any modification and enhancements to it. BEE will work with FWO Legal as part of any

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procurement activity for a new maintenance agreement to ensure the FWO's ownership rights are preserved with a Flutter build.

22. ARQ Group has advised that an MVP build can be achieved within maintenance budgets. This assumption will be tested through the delivery of the proof of concept Flutter build and an update will be provided to BISC alongside the presentation of the MVP assessment.

23. Alternatively, the FWO could approach the market to seek quotes for a rebuild of the app using either a native or cross platform codebase **(Option 2).** The requirement would include an emphasis on addressing opportunities identified in the security assessment as well as any emerging cyber threats, in the context of the FWO's current posture to cyber risks. The FWO would enter into a new app maintenance contract to cover the duration of the build to ensure existing users of the app can maintain access. This approach is expected to cost up to $400,000 exclusive of ongoing maintenance costs. Given the cost of this option, it is only recommended in the event ARQ group cannot prove a geofencing solution using the Flutter codebase.

Assumptions

24. This paper makes the following assumptions:

    a. The FWO doesn't intend to wholly or partially bring mobile development in house over the short to medium term (next 3-5 years).

    b. The FWO is not at this stage looking to explore interoperability between the New PACT APIs given the expected timeframes for the PACT rebuild.

Risks

25. The below table outlines risk of both options:

Option	Risk	Mitigation strategy
Option 1	ARQ Group is unable to deliver a Flutter MVP build within the parameters of a new maintenance agreement or ARQ Group is unable to deliver an MVP with the identified security enhancements	• ARQ Group will deliver an MVP build that the FWO will test using Apple's 'TestFlight' beta testing platform. ARQ have advised they can implement all of the required functionality and security enhancements using the Flutter codebase. This will be validated through an evaluation and security assessment of the MVP build with the findings reported to BISC. • ARQ Group has already delivered to the FWO a proof of concept Flutter build for the purposes of testing Flutter's geofencing capabilities. While more testing and development work on this prototype is required to achieve an MVP, initial results indicate that Flutter can deliver accurate and battery efficiently automatic time recording. • ARQ have indicated that the app can be re-platformed within existing budget levels based on an assessment of the project businesses requirements. If the FWO is unable to validate this through an assessment of the MVP build, a further options paper will be presented to BISC for their consideration.
Option 1	Re-building the app using the Flutter codebase within the existing maintenance budget	Additional Communication Branch OpEx Budget could be allocated to enhancements for the 2021-22 Financial Year

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	results in a generic design across both iOS and Android platforms	
Option 1	The vendor is not able to achieve a 'like for like' MVP build in Flutter within the maintenance budget and some features from the current build are lost in the MVP Flutter build.	ARQ Group have been fully briefed on the FWO's, with some requirements identified as being mandatory (e.g. automatic recording of time at work, battery efficiently, security enhancements) and other features identified as being desirable (e.g. rosters). A full assessment of ARQ's ability to replicate 'like for like' will occur when the MVP is assessed.
Option 2	Re-building the app using a codebase other than Flutter (e.g. native codebases or Xamarin) will result in increased maintenance costs over the longer term. This is because two versions of the code will be required to deliver both an iOS and Android version of the app and there is less officially supported code libraries that can be leveraged.	Additional costs would need to be absorbed by FWO OpEx.

Other Agencies

26. All other APS agencies that the BEE team has spoken to that have built a smartphone app (including the ATO, ACCC and Services Australia) did so in house and have an internal team for ongoing maintenance and support. FWO IT is not resourced to deliver ongoing maintenance of a smartphone app.

Consultation

27. In the preparation of this paper the BEE team has consulted with:
    a. The FWO Chief Information Officer
    b. The FWO IT Security Adviser
    c. The FWO IT Director Enterprise Architecture, Data and Online Services
    d. FWO Financial Operations, including the Chief Financial Officer.

Attachments

A. RMH Mobile App Risk Assessment – Shearwater

B. ARQ Group's proposed approach to address outstanding security issues

SES Sponsor:	Nicky Chaffer – Executive Director, Communication
Cleared by:	Kristen Hannah – DFWO, Policy and Communications

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Office of the Fair Work Ombudsman and Registered Organisations Commission Entity
Business Investment Sub-Committee (BISC) Meeting Minutes 7 June 2021

MEETING ADMINISTRATION		
1.1	**Attendees**	**Members:** • Rebecca Giumelli – Chief Information Officer (**RG**) [**Chair**] • Daniel Crick – Legal Representative (**DC**) • Nicky Chaffer – Policy and Communications Representative (**NC**) • Antonia Parkes – Compliance and Enforcement Representative (**AP**) • Russell Thackeray – Chief Finance Officer (**CFO**) (**RT**) • s.47F Personal information – Proxy for Ricardo Alberto, TSD Representative (**RA**) **In Attendance:** • s.22 irrelevant information – Director, Customer and Collaboration • Michelle Carey – Executive Director, Large Corporates • s.22 irrelevant information – Director, Digital Experience and Strategy • s.22 irrelevant information – IT Security Adviser • s.22 irrelevant information – Assistant Director, Projects & Investigative Services A/g • s.22 irrelevant information – Director, Behavioural Economics and Education • s.22 irrelevant information – Assistant Director, Project Delivery Office • Betty Markoska – Deputy Chief Information Officer • s.22 irrelevant information – Director, Projects, Contract Management and Investigation Services • **Secretariat:** • s.22 irrelevant information - Committee Secretariat A/g (**CHH**)
	Apologies	• Michael Campbell – Chief Operating Officer (**MC**) • s.47F Personal information – TSD Representative (**RA**) • s.47F Personal information – External member (**NH**)
	s.22 Irrelevant information	
1.2	**Previous Minutes**	The minutes of the Business Investment Sub-Committee (**BISC**) meeting held on 29 April 2021 were approved as an accurate record of the meeting.
1.3	s.22 Irrelevant information	

STANDING AGENDA ITEMS		ACTIONS ARISING
2.1	s.22 Irrelevant information	
2.2		

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	s.22 irrelevant information It was questioned if the paper continued to be of value to BISC and members confirmed the summary of where projects are tracking are useful and assist with drawing attention to key issues.	
COMMITTEE AGENGA		**ACTIONS ARISING**
	FOR ENDORSEMENT AND APPROVAL	
3.1	**Record My Hours Smartphone App Maintenance Contract Renewal** An overview was provided, highlighting the importance of the tool for vulnerable workers. It was noted that currently, the security enhancements have not been implemented due to the age of the code base. It was shared that testing a prototype has been successful, with improved functionality and recording accuracy. Once a proof of concept has been achieved, it will be presented to BISC. BISC approved the recommendation Option 1 of the Record My Hours Smartphone App maintenance contract renewal.	
3.2	s.22 irrelevant information	
	FOR NOTING	
3.3	s.22 irrelevant information	

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	s.22 irrelevant information	
5.3		

s.22 Irrelevant information

DRAFT
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s.22 irrelevant information

From: CHAFFER,Nicky
Sent: Wednesday, 22 December 2021 5:16 PM
To: MARKOSKA,Betty; GIUMELLI,Rebecca; s.22 irrelevant information
Cc: s.22 irrelevant information
Subject: RE: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

OFFICIAL

Many thanks Betty.
s.22 irrelevant info is managing this issue from our end, s.22 irrelevant info can you please see the update below and let me know if there's any further info for Betty.
s.22 Irrelevant information can you please keep s.22 irrelev and s.22 irrelevant info in the loop on this one Betty?
Many thanks again
Nicky

From: MARKOSKA,Betty <Betty.Markoska@fwo.gov.au>
Sent: Wednesday, 22 December 2021 3:57 PM
To: CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>; GIUMELLI,Rebecca <Rebecca.Giumelli@fwo.gov.au>
Cc: s.22 irrelevant information
Subject: RE: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

Good afternoon Nicky

Just a quick update on the Record my Hours app. As you know s.22 irrelevant info is liaising with Google and the vendor to work through the issues resulting from the mis-guided transfer of the account from [redacted] to s.22 irrelevant info Below is a brief update of the progress:

1. The correct process for transferring ownership of the Fair Work Ombudsman developer account was not initiated by the incumbent owner which resulted in the app being transferred to a new Developer account; created by s.22 irrelevant info
2. When the app was transferred to the new developer account, it was treated as a brand new app and initiated the review process.
3. Unfortunately, RmH is no longer compliant with the newest policy.
4. Google has flagged a number of issues with the app. (the vendor's assessment of the issue can be provided if required)
5. A request has been raised with Google to action the following 3 things
    a. Make s.22 irrelevant information the account owner of the Fair Work Ombudsman developer account
    b. Transfer RmH back to Fair Work Ombudsman developer account
    c. Request exemption from the playstore rules while the vendor remediate the issues with the app with the expectation that the new app which is currently being security assessed by CyberCX can be released in the next few months.

Regards
Betty Markoska MAIPM
a/g CIO
Technology Branch
Corporate Group
FAIR WORK OMBUDSMAN

s.47E Certain Operations of Agencies

E: betty.markoska@fwo.gov.au

GPO Box 9887 Canberra ACT 2600 | 224 Bunda Street (cnr Akuna Street), Canberra ACT 2600

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~Please consider the environment before printing this message~

From: CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Sent: Wednesday, 22 December 2021 8:58 AM
To: GIUMELLI,Rebecca <Rebecca.Giumelli@fwo.gov.au>
Cc: s.22 irrelevant information MARKOSKA,Betty <Betty.Markoska@fwo.gov.au>
Subject: RE: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

OFFICIAL

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Many thanks Bec and Betty, appreciate your help.

From: s.22 irrelevant information
Sent: Tuesday, 21 December 2021 6:52 PM
To: CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Cc: s.22 irrelevant information MARKOSKA,Betty <Betty.Markoska@fwo.gov.au>
Subject: RE: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

OFFICIAL

Hi Nicky

s.22 Irrelevant information

Many thanks for sharing, apologies, I wasn't across this issue so this is helpful information.

I've asked Betty (who is acting for me from 22/12) to reach out and provide you a response after her follow up with [redacted] and the project team to determine what options there might be to come to a resolution.

Many thanks
Bec

From: CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Sent: Tuesday, 21 December 2021 5:05 PM
To: GIUMELLI,Rebecca <Rebecca.Giumelli@fwo.gov.au>
Subject: FW: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

OFFICIAL

Hi Bec,

I know it's extremely busy at the moment, just want to put this one on your radar, you may be aware of this issue with our RMH app that was escalated to me on Friday.

The team have worked through next steps, I wanted to seek your advice as to whether there's any additional steps you might recommend with this one to work towards a resolution?

Many thanks and happy to discuss,

Nicky

From: s.22 irrelevant information
Sent: Tuesday, 21 December 2021 4:51 PM
To: CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Subject: RE: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

OFFICIAL

Hi Nicky

A further update on this one – it's not good news.

Our app vendor has been able to confirm that by ([redacted] transferring the app to a new developer account (as opposed to updating the owner of the existing FWO developer account) Google is essentially treating this as a new app and has therefore done the same review process they would if we issued a new app.

Since our last submission to the Google play store, Google's privacy policies and app-side requirements have changed and it would be necessary to update the app to comply with those new requirements in order to get the app approved and published in the Google Play Store.

Making the required updates would be a significant task. As one example, the issues identified relate to accessing the user's location data. Google is now very strict on how this is communicated to users, why we need it and what will be done with the data. An explicit confirmation and permission-granting process is also required. Currently this flow of events and actions is not present in app as it wasn't required under earlier iterations of the policy.

Essentially the work required to have the app republished would be significant and the app vendor highly recommends that we instead apply effort to finalising the Flutter version we're currently working on, including making the aforementioned updates to the Flutter version. In addition, the aging nature of the current codebase means other aspects of the app are likely to break if the necessary changes are made to it, creating further issues that will be difficult to resolve.

Next steps
Our app vendor have advised us there is a small chance that an appeal to Google might allow jus to have the current version of the app live for a limited period of time to give us the chance to bring it up to spec (in this case, replace it with the Flutter app). We are working with [redacted] on the appeal to Google, which will cover the following:

1 – Granting [redacted] ownership of the FWO Google Play developer account
2 – Moving the app back to the FWO Google Play developer account
3 – A temporary exemption from the Google Play Store rules to enable the app to re-published until we publish the Flutter version.

I'll let you know how the appeal to Google goes.

Let me know if you need further information at this stage or would like to discuss.

[redacted]

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s.22 irrelevant information | Director – Behavioural Economics and Education
Communication Branch
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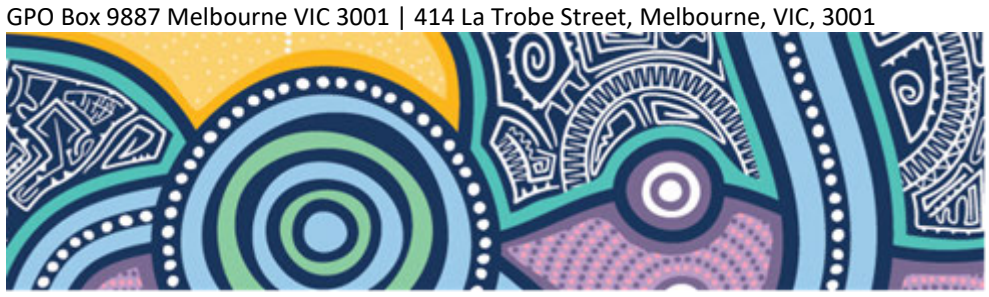
s.22 irrelevant information
GPO Box 9887 Melbourne VIC 3001 | 414 La Trobe Street, Melbourne, VIC, 3001



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From: s.22 irrelevant information
Sent: Monday, 20 December 2021 5:47 PM
To: CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Subject: RE: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

OFFICIAL

Hi Nicky

Just a quick update on the RMH Google Play Store issue. In short, **the issue is not yet resolved** and the app remains unavailable to Android users. To confirm, the app is still available for iPhone users (the majority of our users) and the issues below affect Android users only.

Two attempts to re-publish the app in the Google Play store by s.22 irrelevant in (the new FWO account owner) since my last update have been declined by Google on the basis that the submission does not meet their "policies". Our app vendor, ARQ, are investigating the exact reasons for the submissions being declined as we speak.

We're hoping that we can challenge the reviews by providing sufficient evidence that the app meets the relevant criteria (rather than have to make and test code changes to the current build to meet any new Google policies introduced since we last submitted the app for review).

A second issue has also been identified through our investigations. With s.22 irrel leaving the FWO, it appears he transferred the app from the FWO's Google developer account to an account in s.22 irrelevant inform name. The effect of this is that the app publisher will be listed as "s.22 irrelevant information rather than "Fair Work Ombudsman". Again, we're working with s.22 irrelevant in to rectify this ASAP, however this is not a simple fix as with s.22 irrel gone we're unsure who has the FWO Google developer account access needed to make the change. s.22 irrelevant in has reached out to Google for assistance with this. It appears as though both ARQ and I lost our Google account privileges when s.22 irrel transferred the Android version of the app from FWO's Google developer account to the account in s.22 irrelevant inform name. This may also affect our ability to obtain historical app usage data for Android.

Why was the app removed from the Google Play Store in the first place?
Our investigations have found that RMH was removed by Google from the Play store because the developer account information linked to the app was not up to date. The account was missing 'Target Audience' information. At this stage we're unclear if this information was lost or not inputted when the app was transferred by s.22 irrel from the FWO Account to s.22 irrelevant inform account, or whether this was new information required by Google that needed to be actioned in the FWO account before s.22 irrel initiated the changes.

As previously mentioned, we've put messaging on www.fairwork.gov.au/app to notify of the Google Play store outage. We've not had any enquiries to the app mailbox about this issue since putting that messaging up.

I'll let you know once we get to the bottom of the app submission issues. ARQ understands the urgency of this issue and is looking to get back to us ASAP.

Let me know if you need any further info in the meantime.

s.22 in

s.22 irrelevant information | Director – Behavioural Economics and Education
Communication Branch
FAIR WORK OMBUDSMAN
s.22 irrelevant information
GPO Box 9887 Melbourne VIC 3001 | 414 La Trobe Street, Melbourne, VIC, 3001

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Australian Government Fair Work OMBUDSMAN | Fair Work Infoline 13 13 94 | www.fairwork.gov.au | @fairwork_gov_au | /fairwork.gov.au

~Please consider the environment before printing this message~

From: s.22 irrelevant information
Sent: Friday, 17 December 2021 11:37 AM
To: CHAFFER,Nicky <Nicky.Chaffer@fwo.gov.au>
Subject: Record My Hours app missing from the Google Play App store [SEC=OFFICIAL]

OFFICIAL

Hi Nicky

FYI below – we've been informed this morning by customers that the Android version of RMH is no longer available to download in the Google Play app store (Android).

At this stage we're not clear what has caused this interruption. I'm chasing this up with s.22 irrelevant in (the new Account owner subsequent to s.22 irrele leaving) and the app vendor.

As a stopgap I will reach out to DES to see if we can get some website messaging up on the www.fairwork.gov.au/app page to inform customers that the Android version is current unable.

Let me know if you anything further at this stage.

s.22 irrelevant information Director – Behavioural Economics and Education

Communication Branch
FAIR WORK OMBUDSMAN

s.22 irrelevant information

GPO Box 9887 Melbourne VIC 3001 | 414 La Trobe Street, Melbourne, VIC, 3001

The Fair Work Ombudsman and Registered Organisations Commission Entity acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respect to them and their cultures, and Elders, past, present and future.

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~Please consider the environment before printing this message~

From: s.22 irrelevant information >
Sent: Friday, 17 December 2021 11:19 AM
To: s.22 irrelevant information
Cc:
Subject: FW: Record my Hours App [SEC=OFFICIAL]

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OFFICIAL

Hi [redacted]

It has come to our attention that the RMH app is currently not available in the android play store. It continues to be available in the apple store, however.

We've checked both the online and play store app, and were unable to find the app. This link on the website also produces an error message in the play store.

Are you aware of any reasons why this might be the case?

Are you able to provide me with some directions in regards to how to resolve the issue, and regain access of the app to customers with android phones?

If you've got any questions please don't hesitate to reach out.

Kind regards,
[redacted]

From: FWO - App <App@fwo.gov.au>
Sent: Friday, 17 December 2021 10:11 AM
To: s.22 irrelevant information [redacted] >
Subject: FW: Record my Hours App [SEC=OFFICIAL]

OFFICIAL

Hi [redacted]

We have received 2 emails from customers this morning notifying us that they cannot find or update the RMH app on the Google Play store. The link on our website (https://play.google.com/store/apps/details?id=au.gov.fairwork.recordmyhours&hl=en) seems to be broken also and results in an error message - 'We're sorry, the requested URL was not found on this server.' The app is also not searchable on the Play store (note: we have only checked the web version as nobody in the team has an android).

As far as I can tell, the app still seems to be available and downloadable from the App store for iPhone.

Can you please forward to whomever necessary and keep me updated so I can respond to the customers.

Thank you!
[redacted]

From: s.47F Personal information [redacted]
Sent: Thursday, 16 December 2021 10:41 PM
To: FWO - App <App@fwo.gov.au>
Subject: Record my Hours App

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

I have recently seen the 'record my hours app' on the fwo website. When clicking the link to the android version of the app the url no longer exists.

I have then check the play store directly and found the 'record my hours' app is no longer available.

Will this be fixed?
(This is a very useful app and I am keen to use it in my workplace)

Kind regards
[redacted]

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Record My Hours – additional information for estimates

- Record My Hours was released to the app stores on 11 February 2017 and is aimed at tackling the persistent problem of underpayment of young workers. The app helps address this problem by leveraging smartphone technology to help workers automatically record their own hours of work. The app has been translated into 17 languages, other than English, to assist migrant workers.
- The app has a range of other features too - like the ability for an employee to add rosters to a calendar and receive notification reminders about upcoming shifts – but the main purpose of the app is that it allows the employee to automatically create an accurate record of their work hours. If an issue does arise at work, employees can use the information collected by the app to discuss it with their boss, or export the data to their preferred representative, like the FWO.
- FWO Inspectors regularly use evidence from RMH to support their investigative work. For example, in the Regional Services Team are currently using employee data from the app in a matter that involves a number of vulnerable employees working in a fast food operation based in a food court in the ACT. The information is allowing the Inspector to test the veracity of the ER's records requested from the Employer via a NTP. We are aware of instances where employers have encouraged their employees to download and use Record My Hours as to deal with any discrepancies early, and resolve issues before they arise.
- Since being released, the app has now been downloaded **40,253 times**[1]**,** with the FWO achieving steady growth in usage year on year. Analysis of engagement with the app is undertaken on a regular basis.
- Record My Hours has received ten industry awards. To ensure the app is appealing to migrant workers user information is anonymous to the FWO meaning we cannot proactively survey users about their experience app. However, we have received significant positive feedback from stakeholders via social media and via the app email box, including positive feedback from employer representatives. Employment New Zealand has also contacted the FWO to express their interested in releasing their own version of the app. The Behavioural Economics and Education Team is constantly evaluating the app and considering feedback received to inform ongoing enhancements.
- In addition, the app has achieved a user satisfaction rating of 3.5 out of 5 in the Google Play store and 3.4 out of 5 in the Apple app store, making it one of the more popular Government smartphone apps[2], and more popular than many apps from other regulators including the ATO's 'ATO App' and ASIC's 'Small Business Checks' app.

[1] As of 31 December 2018. This consists of 24,402 Apple downloads and 15,852 Android downloads.
[2] As of 4 February 2018.

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- The total development cost of Record My Hours $388,630.01 (inc GST)[3]. It is difficult to draw comparisons between the cost of developing Record My Hours with the cost of developing other government apps because many other government departments have not outsourced the development of their apps and have instead invested heavily in developing the capability to build apps in house – e.g. the ATO and ASIC. However of those government departments who have outsourced app development, the FWO's development costs compare very favourably[4].

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[3] Costs include $69,877.50 for Design, Concept and Market Testing, $284,515.01 for Build & Development and $34,237.50 for other costs (e.g. translation costs).

[4] The cost of the Bureau of Meteorology Weather app was $549,322 and the cost of the ABS Stats app was $373,140. These costs have been estimated based on contract notices entered into AusTender. It is important to note that neither of these apps required the technical development or innovation for automatic location recording developed for Record my Hours.

RMH Improvement Suggestions (Post-Release)

Number	Recommendation	Notes
1.	Release the app to international stores	
2.	Allow users to delete a job	
3.	Insert an information icon and text to the Work Record screen	
4.	Allow the user to change the app icon/name so that it can be hidden. This will stop employers from deleting or interfering with the app if they go through the user's phone	
5.	Allow users to differentiate between types of leave with different colours	
6.	Integrate the roster calendar with the user's phone calendar	
7.	Allow users to name their data back ups and delete large amounts of data within the app. E.g. if the user's records are taking up too much of the phone's storage, they can back this data up under their chosen name. They can then delete this data, while keeping their job profile and start collecting new data which can then be backed up, but under a different name so that the old file isn't overwritten.	
8.	Allow users to input repeat rosters based on weekdays.	

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- The purpose of this paper is to seek BISC approval to enter into a new app maintenance agreement with the ARQ Group, or current app maintenance provider.

- The current app maintenance agreement will expire on 30 June 2021, if we do not enter into a new agreement, the app will be unsupported and will need to be removed from the app stores come the end of the financial year.

- Record My Hours is a key service offering for the FWO– 10 international awards, significant international recognition – we achieve 20,000 downloads per year. Our app store ratings are higher than government app averages.

- The FWO doesn't have internal capability to support the app, so to keep the app as a service offering, we need to have an app maintenance agreement in place.

- As part of the paper we're seeking approval to keep the current version of the app in the app stores while we progress a code rebuild using the Flutter codebase. The current codebase, built in Xamarin, is getting very old and difficult to maintain – a 5 year old app code base is ancient.

- The current Xamaran codebase is very complex – achieving accurate automatic recording of time at work in a battery efficient way was difficult and required a lot of custom development as there wasn't the out of the box officially libraries that there are now with platforms.

- This has made the app very difficult to enhance. Because of this the vendor can't address all of the recommendations from security review of the app we undertook in consultation with FWO IT.

- In particular, there are 4 recommendations that can't be addressed. 2 are rated as low risk, two are rated as medium, none are rated as high or significant. Further detail on the risks are in the paper, I'll take those as being read.

- In relation to the security of the app it's important to note that there is no off device data capture. All app data is stored on the users device and only the user has to it unless they choose to share it, with say their employer or the FWO. An obviously all of the standard smartphone app operating system security features are in place.

- ARQ have indicated they can address all of the outstanding recommendations from the security review as part of a rebuild of the app using the flutter codebase.

- To this end the BEE team has worked with ARQ to build a prototype flutter build to prove it's geofencing capabilities, the core and most complex functionality of the app.

- This prototype has no other functionality and is not fit for release. But we've had it for about a week now, and so far the prototype is proving to be even more accurate and battery efficient that the current version of the app. If we do have one criticism from users of the

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current version of the app, it's that sometimes automatic recording won't detect a user entering their workplace – so the prototype is looking very promising.

- So with BISC's support, we will re-engage ARQ under a new maintenance agreement, keep the existing version of RMH in the app store post 30 June whilst we build an MVP Flutter Build that we intend to be a production release.

- Before we release any MVP build, we'd work with FWO IT to procure a new security review of the MVP and report back to BISC with the results. This would include a detailed analysis of the new app's geofencing capabilities as well as any other findings, such as any differences between the flutter MVP build and the current build to the extent that we weren't able to deliver like for like in a rebuild.

- We've not yet fully scoped the MVP build with the Vendor given it's subject to a bisc decision on this paper, but ARQ have indicated that they expect we could make significant progress quickly given the early success of the prototype. The vendor has advised us that they have a solution for key issues like existing user data migration over to a new version, so we're definitely not starting from scratch here – a lot of hard yards have already been done and the vendor has indicated they will prioritise this work.

- The promising results from the prototype is a key a key reason we wish to extend the relationship with Arq, rather than going to market for a rebuild or seeking another vendor to take on board the maintenance contract – In our view ARQ well positioned to take this work forward. While we may be able to find equally credentialled app developers to perform this work, the upfront investment in an alternative approach or onboarding a new vendor are significant and in my view don't represent as good value for money

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RECORD MY HOURS APP

KEY MESSAGES

- On 11 February 2017, the FWO released a smartphone app called *Record My Hours*, aimed at tackling the persistent problem of underpayment of young and migrant workers. While most employers want to do the right thing, the FWO sees many examples of records that are either missing information or in some cases, deliberately misleading. This creates difficulties in determining whether workers are being paid their correct entitlements.
- *Record My Hours* helps address this problem by leveraging smartphone technology to help workers automatically record their own hours of work. The app does this by using smartphone features including Wi-Fi and GPS tracking to automatically record when a user is at work; based on locations they've set as their workplace. If an issue does arise at work, employees can use the information to discuss it with their boss, or export the data to their preferred representative, like the FWO.
- The app does not absolve employers from their record keeping responsibilities under the Fair Work Act. But it will help workers if their boss isn't keeping records of their employment or isn't keeping them accurately. Small business may also find the app useful to help their workers keep track of their roster and hours.
- Since officially launching the app on 19 March 2017, there have already been approximately 9,350 app downloads[1]. The app has a user satisfaction rating of 3.5+ (out of 5) in the Apple App store and 4.3 out of 5 in the Google Play store[2]. These ratings are consistent with other Australian Government iOS apps and exceed ratings for comparable Android apps including the BOM weather app (4.1 out of 5) and the ABS Stats app (4.1 out of 5). The app has also received positive feedback from stakeholders and via social media.

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[1] Current as at 9 May 2017
[2] Current as at 9 May 2017

BACKGROUND

App Overview

- An accurate record of work hours is crucial for ensuring that workers receive their correct wages and avoid exploitation. For many years the FWO has been encouraging workers, particularly young people, to keep a record of their own work hours, for example, by using a diary.
- The Record My Hours App has been designed to dramatically improve the ability for workers to record their hours accurately and consistently, particularly where they do not receive pay slips or where their boss is not keeping accurate employment records.
- The FWO worked with Ansible, a mobile app specialist, to develop the app in both IOS and Android.
- The core technology feature of the Record My Hours app, 'geofencing', leverages smartphone technology– like the Maps and GPS functionality – to automatically record when an employee arrives at their workplace and when they leave. The app also prompts users to turn on their device Wi-Fi because the app has been designed to leverage complex and innovate Wi- FI localisation techniques to further improve the accuracy of automatic recording and app battery performance.
- Users can then fine-tune their estimated shift for added accuracy. Automatic recording won't work for all job types, such as people working in places with no mobile or Wi-Fi coverage or people who travel a lot for work. Manual recording has been incorporated to cater for this.
- If a pay issue arises, employees can retrieve their data from the app and be confident when discussing the issue with their employer.
- The app is private – only users have access to their data unless they choose to share it via the export (email) function. Users may choose to share it with their representative, their boss or the FWO. However no data is held centrally by FWO.
- Other functionality includes the ability to keep a roster of all shifts (including leave), set and receive notifications about rosters, enter and keep track of multiple workplaces, take photos of information that belongs to the user, back-up information collected to iCloud or Dropbox and recover it easily and record information about piecework arrangements.

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- *Record my Hours* has been optimised for 11 languages and meets accessibility standards. The app will detect where a user's phone is set to one of the optimised languages and automatically display in that language.
- *Record my Hours* can also benefit small business owners who do not have the resources to install expensive automated time-recording systems, especially those in the retail and hospitality industries where staff are more likely to work irregular hours that do not always reflect rosters. In these instances the data from an employee's Record My Hours app can be checked against the businesses' records to identify any discrepancies and resolve any issues before they arise.
- The app has been optimised for both Android and iOS devices, and is available now to download for free from the App store and Google Play store.

How Automatic Recording Works

- The core feature of *Record my Hours* is its ability to automatically record an employee's time at work.
- Once a worker downloads the Record My Hours app they will be prompted to add a job and set their workplace location(s). The app then creates a boundary, or geofence, around the nominated location(s) and keeps track of when the user enters and exits the workplace, based on the location of their mobile device.
- Automatic recording leverages the phone's inbuilt location services to determine a user's location. The app utilizes up to three methods to determine a user's location, depending on the user's surroundings and the availability of each source:
    - GPS satellite signalling built into the device
    - scanning nearby Wi-Fi networks when Wi-Fi is enabled in the user's phone settings
    - mobile phone tower triangulation.
- By using a number of methods to determine a user's location, automatic recording will work accurately in a range of environments, including in built up arears, indoors and where there is no mobile coverage.
- Automatic recording isn't suitable for all job types, such as people who have their location services turned off or who travel a lot for work. Manual recording has been incorporated to cater for this.
- The FWO recognises that sometimes people are in the workplace for reasons other than

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working (e.g. a hospitality worker might stay back at work after their shift ends for a meal). To ensure that only work hours are recorded, shift notifications have been incorporated to remind users to review their hours and fine tune them after every shift.

Testing and Stakeholder Engagement

Concept Testing

- Prior to development, the FWO performed concept and usability testing on a 'rapid prototype' app (a quickly assembled model demonstrating only the core functionality of the app). The rapid prototype was tested with 10 participants including CALD workers and younger workers in lower skill, lower-paid jobs.
- The concept testing allowed the FWO to understand what the intended audience thought of the overall concept, if they'd use it and what they thought of specific functionality being proposed, including automatic recording.
- Generally, participants found the prototype easy to use, simple and useful. Participants were able to understand and use the app quickly and without difficulty. It was particularly encouraging when a participant mentioned that it was "the right time for an app like this".

Market Testing

- Following a period of consultation with internal stakeholders, and with the results of the concept testing in mind, Ansible developed a version of the app with most of the functionality working.
- This version of the app was tested with a new group of 10 employees from the target market. The feedback was overwhelmingly positive. Testers understood the app's purpose and were easily able to perform critical functions like 'add a job', 'add a shift' and 'take a photo'.
- Testers also identified some areas where improvements could be made, including simplifying how their hours were represented, making the clock face more vibrant and including more instructional text. Final changes were made to the beta app to address this feedback.

Internal Consultations

- Internal consultations were held with FWO inspectors and the FWO legal team before commencing development. This was to ensure data from the app would be useful in the event it was submitted to FWO.
- Further consultations were held with the FWO IT and Website teams to ensure the app could interact with the FWO web ecosystem, including My Account, in the future. This will provide scope for future enhancements to the app.

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Languages

- The app is currently optimised for 11 languages other than English, including:
    - Chinese (Simplified and Traditional)
    - Korean
    - Khmer
    - Japanese
    - Hindi
    - Arabic
    - Malay
    - Indonesian
    - Vietnamese
    - Filipino
    - Nepalese
- The app will detect where a user's phone is set to one of the above languages and automatically display in that language.
- The app will be translated into an additional 5 languages and made available to users in an app update, to be submitted to the App stores on 24 May 2017. All language translations have been performed by accredited translators and chosen based on consultations with our Migrant Worker Strategy and Engagement Branch and Website teams.

App Performance / Results

- Since launching the app on 19 March 2017, there have already been approximately 8,000 app downloads, exceeding its KPI, and the app is on track to achieve over 100,000 downloads in its first year of operation, which will make it one of the most popular Australian Government apps ever released.
- When compared to other Australian Government Apps, *Record My Hours* has already demonstrated value for money, based on the initial financial outlay and user satisfaction ratings.
- Overall, Record My Hours cost a similar amount to develop as the Australian Bureau of Statistics ABS Stats app and substantially less than the Bureau of Meteorology Weather App (Figure 1). It is worth noting that neither of these apps required the technical development or

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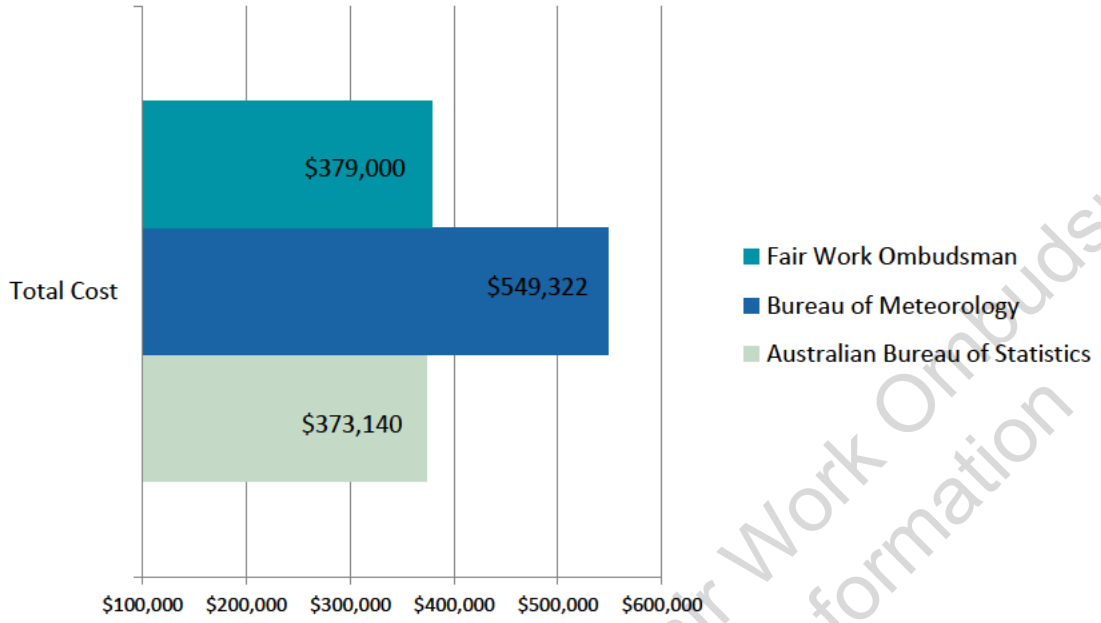
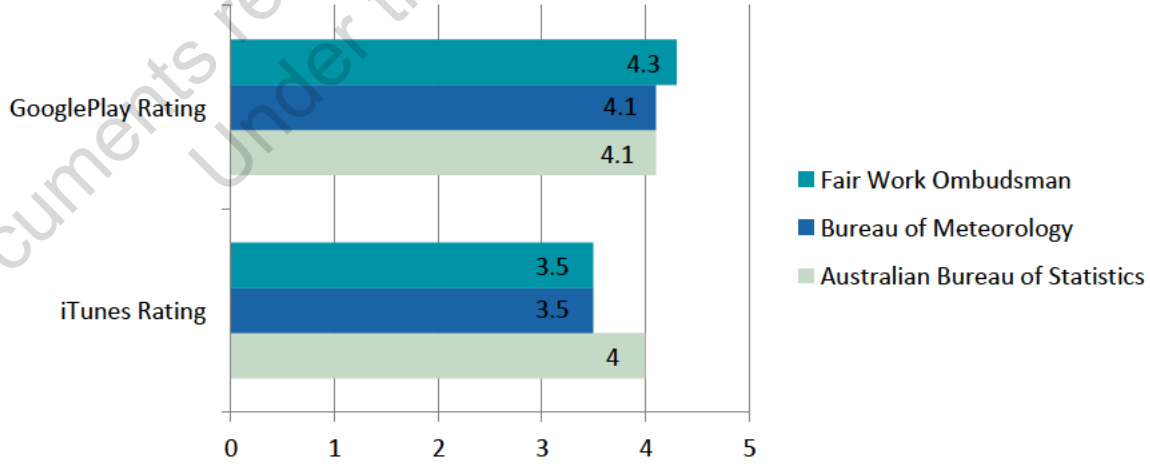
innovation for automatic location recording developed for *Record my Hours*.

Figure One –Cost Comparison with other Australian Government Apps



- Most importantly, user satisfaction rates with the app are very high - it has a rating of 3.5+ (out of 5) in the Apple App store and 4.3 out of 5 in the Google Play store. These results are consistent with iTunes ratings, and higher than GooglePlay ratings for the BOM Weather App (4.1/5 in the Google Play Store) and the ABS Stats App (4.1/5 in the Google Play Store).

Figure Two – User Satisfaction / App Store Rating Comparison with other Australian Government Apps



- Retention rates for Record My Hours are very high, further evidencing the quality of the app and need for it in the community. Despite averaging approximately 2,500 app downloads per

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week since launching, 89.9% of the total number of app sessions to date have been generated by returning users, with the average engagement lasting approximately 6 minutes per session. This metric is important because it demonstrates users are not only downloading the app, but also engaging with it in a meaningful way on an ongoing basis.

- The FWO has also received extensive support for the app from workers on social media, with users sharing news of the app by 'tagging' their friends and leaving positive comments including 'What a great idea' and 'this is perfect for me'.
- The praise and support from stakeholders for the app has been equally impressive. organisations, such as the WEstJustice Legal Centre, have publicly commented on how impressed they are with Record My Hours and are already promoting it to their clients, further extending the FWO's reach into communities of vulnerable workers; again a key target market of the app.
- In the days following the app's launch, it reached an audience of nearly one million listeners through radio, an online audience of 800,000 unique readers and a TV audience of nearly 300,000.

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Fwd: Fair Work Ombudsman: Action Required - Complete the target audience and content section of the Play Console[SEC=OFFICIAL]

From: s.22 irrelevant information
To: "s.22 irrelevant information
Date: Tue, 01 Oct 2019 22:41:05 +0000

Hi [redacted]

For your action.

Regards,
[redacted]

From: Google Play <noreply-developer-googleplay@google.com>
Sent Wednesday, 2 October 2019 4:42 am
To: "s.22 irrelevant information
Subject: Fair Work Ombudsman: Action Required - Complete the target audience and content section of the Play Console

View as webpage »

Google Play

Developer update

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Hello Google Play Developer,

We're writing to let you know that you have not yet completed the **Target audience and content** section of the Play Console for at least one of your apps. All developers were asked to fill out this section for all apps by September 1, 2019.

Your app may be subject to removal from Google Play if you do not provide this information in Play Console.

Developers are required to provide accurate information about each app's target audience and content, and Google will review your app based on the information you provide. As a reminder, if one of the target age groups for your app includes children, your app must also comply with Families Policy Requirements. Learn more about the **Target audience and app content** section in the Play Console Help Center.

Action required: Complete the Target audience and content section of the Play Console

1. Sign in to your Play Console.
2. Click **All Applications**.
3. Select your app.
4. On the left menu, select **Store presence > App Content**.
    - Be sure to confirm if your app contains ads and verify the URL of your app's valid privacy policy.
5. Under **Target audience and content > Start**, please fill out each section accurately, and make sure to select the appropriate target age groups for your app.
6. Click **Confirm**.

Apps that include children in the target audience or who submit responses in the Google Play Console that we disagree with will be subject to expanded reviews, which may result in review times of up to 7 days (or longer in exceptional cases). We recommend you adjust your planning to account for this.

Thanks for helping us build a safer Google Play.

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The Google Play team

Conversation Globe

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Email preferences You have received this mandatory email service announcement to update you about important changes to your Google Play Developer account.

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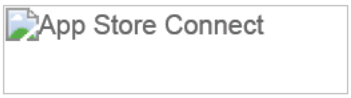
Availability update for your iOS and iPadOS apps on Mac

From: Apple Developer <no_reply@email.apple.com>
To: 's.22 irrelevant information
Date: Wed, 11 Nov 2020 18:49:26 +0000

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.



Dear Developer,

Compatible iOS and iPadOS apps will automatically appear on the Mac App Store when the first Apple silicon Macs become available this year. However, we noticed the following issues with one or more of your apps that are opted in to appear.

The following apps may have issues running on Apple silicon Mac. If an app will not run on Mac, visit the app's Pricing and Availability section of App Store Connect and deselect *Make this app available on Mac*.

These apps may rely on functionality that is not present on Mac:

- Record My Hours
  - If your app relies on Core Location to function as intended, it may experience some issues on Mac.

If you have any questions, contact us.

Best regards,
The App Store team

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MS17-002438
Briefing
Routine/Low Complexity

Australian Government

Fair Work OMBUDSMAN

To **Minister Cash**

Subject **Release of Fair Work Ombudsman's Record My Hours App**

Recommendation – that you	
1. Note the contents of this brief.	**Noted**
Signature: ……	…./…./2017
Comments:	

Executive summary

1. The Record My Hours App (the RMH App) is a phone application developed by the Fair Work Ombudsman (FWO) to enable an employee to record and store details about his or her employment, including recording hours worked, rosters and payslips.
2. The App has been specifically designed to be used by young and migrant workers, but is also of assistance to employers to keep track of employees' hours.
3. On 11 February 2017, the FWO soft launched its RMH App via digital app stores to allow for further testing. The FWO plans to further launch the RMH App during the week commencing 13 March 2017.

Key points

4. While it is an employer's responsibility to keep employment records, the FWO encourages employees to keep records about hours worked to assist in the resolution of any disputes that may arise.
5. The RMH App was particularly created to assist employees in situations where employers have not kept accurate employment records - either inadvertently, or in serious cases, in a deliberate attempt to avoid responsibility to pay employee entitlements.
6. The App will also benefit employers, by encouraging greater communication when record-keeping related issues arise.
7. The RMH App uses the phone's location services and 'geofencing' technology to let users set workplace location and automatically record when starting and finishing work, based on location.
8. Manual recording has also been incorporated to cater for people working in places with no mobile or wi-fi coverage or people who travel a lot for work.

Document released by the Fair Work Ombudsman Under the Freedom of Information

9. Other functionality includes the ability to:
    - add rosters to a calendar
    - receive notification reminders about upcoming shifts
    - take photos of rosters, payslips, etc, and link these to jobs
    - record information about piecework arrangements
    - backup information collected to iCloud or Dropbox and recover it easily
    - export the data via email.

10. The RMH App will be available in 12 community languages to assist migrant workers.
11. Key Talking Points on the RMH App are available at Attachment A.

Government policy issues and impact on other portfolios

12. The release of the RMH App is consistent with the Australian Government's policy document, *The Coalition's Policy to Protect Vulnerable Workers*. It will assist vulnerable workers to receive their minimum entitlements.

Key risks and mitigation

13. The RMH App was soft launched on 11 February 2017 for testing in the live environment and has been extensively user tested. No substantive issues have been identified to date.

Budget impact, financial considerations

14. The development and release of the RMH App has been funded within FWO's existing budget allocations.

Communications and media strategy

15. The FWO will use a combination of Facebook, Google Display Network advertising and Twitter to cost effectively promote the RMH App to target markets when the App is officially launched.
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Stakeholder consultation

17. The FWO has commenced consultations with stakeholders and these are ongoing.
18. The Council of Small Business Australia (COSBOA) has expressed concerns about the potential uses of the RMH App.
19. Ms Natalie James (the Fair Work Ombudsman) met with s.47F Personal information, Chief Executive Officer of COSBOA, on 20 February 2017 to discuss these concerns and to highlight the benefits of the App for employers. FWO's impartial approach to resolving workplace disputes was also discussed.
20. Further discussions have also taken place with the Australian Chamber of Commerce and Industry, and the National Farmers Federation (NFF). Discussions with the NFF remain ongoing.

Attachments

Attachment A Key Talking Points

Primary Contact Officer: Daniel Crick Policy, Media & Communications Branch, Fair Work Ombudsman	Director, Policy Ph: s.47E(d) Certain Operations of Agen
Clearance Officer: Anthony Fogarty Policy, Media & Communications Branch, Fair Work Ombudsman	Executive Director Ph: s.47E(d) Certain Operations of Age

Document released by the Fair Work Ombudsman under the Freedom of Information

Attachment A: Key Talking Points – Record My Hours App

What is the app and what does it do?

- The Fair Work Ombudsman (FWO) has launched the new 'Record My Hours app' for employees - and it has been launched specifically with young workers and migrant workers in mind.
- The main function of the app is that it automatically records an employee's work hours - so once a worker downloads the app to his or her smartphone and sets the workplace location, the app will automatically record when he or she starts and finishes work, based on location.

What is the functionality of the app?

- The core technology feature of the record My Hours app is its 'geofencing' technology - that is, it uses some of the standard smartphone technology features - like the Maps and GPS functionality - to automatically record when an employee arrives at his or her workplace, and when leaving.
- The app has a range of other features too - like the ability for an employee to add rosters to a calendar and receive notification reminders about upcoming shifts - but the main purpose of the app is that it allows the employee to automatically create an accurate record of work hours. The app is available in 12 different languages.

Why have the FWO developed this app and how will it help?

- The FWO developed this app because having an accurate record of an employee's work hours is absolutely crucial for ensuring an employee receives the correct wages for the hours worked.
- The main reasons the app is needed is that underpayment of young workers and migrant workers is a widespread problem right across the country, particularly in industries that involve casual employees who work irregular hours and are reliant on minimum Award rates - that is, industries such as hospitality, retail and hairdressing.
- And although employers are responsible under workplace laws for keeping an accurate record of the hours employees have worked and the wages they are paid, we see many instances where they do not.
- When there is a dispute between an employee and employer about hours worked and wages owing, if there is no evidence of work hours, it severely restricts the FWO's ability to take any sort of enforcement action to resolve the dispute.

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- The FWO already recovers a lot of money for young and migrant workers - the FWO recovered $3 million for underpaid visa holders and $4 million for underpaid young workers last financial year - but there were also many other cases where poor time-and-wages records prevented the FWO from enforcing back-payments.

- So young and migrant workers can really help FWO to protect their workplace rights by taking a few minutes to download this app. The app is free and downloading could literally save you hundreds or even thousands of dollars in the long run.

Assistance for employers too

- This app can also be a tool to assist employers. The app allows users to export their data and send it via email. The FWO have received feedback from users that some are choosing to email their employers what hours they work, so that their bosses can double check or verify hours and ensure they are paying them correctly. This is a tool to enable greater communication between employer and employees.

- In situations of minor, inadvertent non-compliance with record-keeping laws, the FWO prefers to educate employers and assist employers to rectify issues to ensure future compliance.

- However, employers need to realise that there is a lawful obligation to keep employment records, regardless of whether employees use the apps, and the FWO treats contraventions of record-keeping obligations seriously.

- Enforcement action can be taken in relation to significant or repeated contraventions.

Government's Policy to Protect Vulnerable Workers

- Prior to the 2016 Federal election, the Australian Government announced *The Coalition's Policy to Protect Vulnerable Workers*. The Government has committed to implementing legislation to increase FWO's powers and the penalties available under the *Fair Work Act 2009* (the Fair Work Act).

- This includes increasing the penalties that apply to employers which fail to keep proper employment records.

***If Asked:* Safeguards for employers in instances where an alleged underpayment has occurred (including potential misuse of the app)**

- The FWO's experience with employers is that most want to do the right thing when it comes to paying employees and providing payslips as required under the Fair Work Act and relevant awards.

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- The FWO has always encouraged workers to keep their own records about hours worked to assist in the resolution of any disputes that do arise. The FWO used to recommend that employees kept these records in a diary. Now, employees will be able to use the RMH App as a tool to assist them to keep a record of hours worked.

- Of course, if a dispute arises over hours worked, the FWO will look carefully at the information to test its veracity and consult closely with both the employer and employee, irrespective of how the hours worked have been recorded.

- The FWO is impartial in its work and we always give all sides to a dispute the opportunity to have their say.

***If asked*: What happens in the scenario where an employee makes a social visit to his or her place of work and the app records this as a shift? (For example: at a McDonald's McCafé having coffee with a friend rather than working)**

- The app does not replace employer records - it is a tool to empower employees and assist in ensuring compliance. Employers retain record-keeping responsibilities under the Fair Work Act.

- But the app will help workers if their boss is not keeping records of their employment or is not keeping these accurately.

- The FWO already recommend employees manually record their hours (for example, in a diary) - now it is easier to do.

- The app uses smartphone features including wi-fi and GPS tracking to automatically record when a user (employee) is at work; based on locations he or she has set as the workplace. Once the app detects a user has left the workplace, it sends the user a notification to confirm the estimated shift.

- The user can then action this notification to fine-tune his or her estimated shift for added accuracy (for example, the user might arrived at work before a shift started). In the event an employee makes a social visit to his or her workplace and the app records this as a shift, the user can action this notification and delete the shift.

- Users can review and manually edit, add and delete shifts at any time and timesheets exported by the app differentiate between estimated shifts and manually entered shifts.

- If a pay issue does arise, or if an employee and his or her boss disagree about the hours worked, the data stored within the app can help the employee to discuss the issue with the boss, or pass on key evidence to the FWO.

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- In the event of a dispute, Fair Work Inspectors will look carefully at all of the information available and consult closely with both employer and employee.

Documents released by the Fair Work Ombudsman Under the Freedom of Information

MS17-002438
Briefing
Routine/Low Complexity

Australian Government

Fair Work OMBUDSMAN

To **Minister Cash**

Subject **Release of Fair Work Ombudsman's Record My Hours App**

Documents released by the Fair Work Ombudsman Under the Freedom of Information

Recommendation – that you

1. Note the contents of this brief.

Noted

Signature: ..... 23.5..../..../2017

Comments:

COMPLETED
Scanned Copy
on P.D.M.S.
27/3/17

Executive summary

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Policy, Media & Communications Branch,
Fair Work Ombudsman
Director, Policy
Ph: s.47E(d) Certain Operations of Agencies

Clearance Officer: Anthony Fogarty
Policy, Media & Communications Branch,
Fair Work Ombudsman
Executive Director
Ph: s.47E(d) Certain Operations of Agencies

Document released by the Fair Work Ombudsman under the Freedom of Information

s.22 irrelevant information

From: Google Play Support <no-reply-googleplay-developer@google.com>
Sent: Friday, 17 December 2021 12:59 PM
To: s.22 irrelevant information
Cc:
Subject: Action Required: Your app is not compliant with Google Play Policies (Record My Hours)
Attachments: 20211216_175246_340_PST.png

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Developer update

Hi Developers at s.22 irrelevant information,

After a recent review, we found that your app Record My Hours (au.gov.fairwork.recordmyhours) is not compliant with one or more of our Developer Program Policies. See below for more information about your app's status and how to correct the issue.

Issue with your app

We've reviewed your app for compliance with all Location Permissions policy requirements (including use case eligibility), and found the following issues with your app:
Invalid privacy policy.
Prominent disclosure not found.

About Permissions and APIs that Access Sensitive Information

Requests for permission and APIs that access sensitive information should make sense to users. You may only request permissions and APIs that access sensitive information that are necessary to implement current features or services in your app that are promoted in your Google Play listing. You may not use permissions or APIs that access sensitive information that give access to user or device data for undisclosed, unimplemented, or disallowed features or purposes. Personal or sensitive data accessed through permissions or APIs that access sensitive information may never be sold.

Request permissions and APIs that access sensitive information to access data in context (via incremental requests), so that users understand why your app is requesting the permission. Use the data only for purposes that the user has consented to. If you later wish to use the data for other purposes, you must ask users and make sure they affirmatively agree to the additional uses.

App status: Rejected

Your app has been rejected and wasn't published due to this policy issue. If you submitted an update, the previous version of your app is still available on Google Play.

Action required: Submit a compliant update or remove permissions

1. Read through the Permissions and APIs that Access Sensitive Information policy, Location Permissions policy, and Help Center article for more information.
2. Make the necessary updates to address the issue(s) identified above.
    - To continue using location in the background, submit or update your Developer Permission Declaration along with a compliant version of your app in the Play Console for approval.
    - If your app is not eligible to access location in the background or does not meet requirements for accessing location in the background, please remove the permission from your manifest and in-app functionality.
3. Double check that your app is compliant with all other Developer Program Policies.
4. Sign in to your Play Console and submit the update to your app.

Document released by the Fair Work Ombudsman under the Freedom of Information Act

Contact support

If you've reviewed the policy and feel our decision may have been in error, please reach out to our policy support team. We'll get back to you within 2 business days.

Thanks for your continued support in helping to make Google Play a positive experience for both developers and consumers.

Please complete a two question survey to help us improve this experience.

The Google Play Team

© 2021 Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 94043

Update your marketing preferences to receive the latest news and tips.

You have received this mandatory email service announcement to update you about important changes to your Google Play Developer account.

Documents released by the Fair Work Ombudsman Under the Freedom of Information

Terms & conditions

Record My Hours - Terms and Conditions of Use

Accessibility

Site map

Related sites

Disclaimer

Record My Hours - Terms and Conditions of Use

On this page:

About these terms
Your use of the Application
Copyright
Updating the Application
Camera facility
Personal Information and back up
Use of Non-Personal Information
Links to our website
External Links
Warranties/liability
General Terms

Documents released by the Fair Work Ombudsman Under the Freedom of Information

From: Google Play Support
To: s.22 irrelevant information
Cc:
Subject: Action Required: Your app is not compliant with Google Play Policies (Record My Hours)
Date: Thursday, 16 December 2021 4:13:11 AM

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

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Google Play

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Issue: Missing or inaccurate target audience information

Your app will be removed from Google Play for one of the following reasons:

- You have not yet completed the **Target audience and content** section of the Play Console for your app; **OR**
- You completed the **Target audience and content** section but your app was previously rejected due to inaccurate target audience information.

About your target audience selection

Developers are required to provide accurate information about each of their app's target audience and content.

App status: Removed

Your app has been removed due to this policy issue. This app won't be available to users until you submit a compliant update.

Action required: Complete or resubmit the **Target audience and content** section

Here's what to do to help get your app on Google Play:

1. Follow the steps in this Help Center article to complete or resubmit the **Target audience and content** section of the Play Console.
2. Double check that your app is compliant with all other Developer Program Policies.
    - If your app was rejected due to inaccurate target audience information, be sure to resolve the issue before resubmitting (you would have received a separate email message with these details).
    - If one of the target age groups for your app includes children, your app must also comply with Families Policy Requirements.

Contact support

Learn more about the **Target audience and content** section in the Play Console Help Center, or visit the Academy for App Success e-learning course to learn more about selecting your target audience and content settings.

Learn more

Visit the Android Developers Blog to learn more about free tools and resources for building safe and successful apps.

Thanks for your continued support in helping to make Google Play a positive experience for both developers and consumers. We look forward to seeing an updated version of your app on Google Play.

Please complete a two question survey to help us improve this experience.

The Google Play Team

Documents released by the Fair Work Ombudsman under the Freedom of Information

Play academy

© 2021 Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 94043

Update your marketing preferences to receive the latest news and tips.

You have received this mandatory email service announcement to update you about important changes to your Google Play Developer account.

Documents released by the Fair Work Ombudsman Under the Freedom of Information

s.22 irrelevant information

From: s.47F Personal information
Sent:
To: s.22 irrelevant information
Subject: Fwd: Your message about Google Play [6-6485000032456]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Sent from my iPhone

Begin forwarded message:

From: googleplay-developer-support@google.com
Date: 22 December 2021 at 12:01:51 pm AEDT
To: s.47F Personal information
Subject: Re: Your message about Google Play [6-6485000032456]

Hi s.22 irrelevant info

Thanks for contacting Google Play Developer Support.

Please note that once a Play Console account is created, the email address used to create the Play Console account is permanently assigned as the account owner. I'm not able to change the email address registered as the account owner, though I may be able to transfer your apps to a different Play Console account.

But, upon checking, the app is already transferred on December 1, 2021 to your new account. Would you like to close and refund your original developer account? If so, please reply to this email to confirm. We'll then cancel the original account and refund your developer registration fee.

Also, I notice that the app is removed from Google Play. To help you with this, kindly reach out to our appeals team in order to give you instructions on what to do next.

If you have an existing appeal, you can continue to communicate with the appeals team via the existing case. Please note that the Google Play Console may not display the status of your reopened appeal cases.

If you have not filed an appeal and have questions about an enforcement action taken against your app for violating Google Play's Developer Distribution Agreement or Developer Program Policies, please note you can file an appeal by following the instructions included in the email notifying you of the violation. You can also find more information about managing policy violations and enforcement in the Developer policy Center.

I hope this information helps. If you have any other questions, please let me know.

Regards,
Shawn
Google Play Developer Support

Did you know we offer chat support in English? You can chat with us Monday through Friday, 12 a.m. to 12 a.m. Greenwich Time (GMT).

On Tue, Dec 21, 2021 at 22:47 UTC googleplay-developer-support@google.com wrote:

> Thanks for contacting the Google Play Developer Support team.
>
> The ticket number for your support request is referenced in the subject line of this message.
>
> We ask that you do not send duplicate tickets as this will not reduce response time.
>
> We appreciate your patience while we process your request.
>
> Regards,
> Google Play Developer Support Team

Document released by the Fair Work Ombudsman under the Freedom of Information Act

s.22 irrelevant information

From: s.22 irrelevant information
Sent: Wednesday, 22 December 2021 11:10 AM
To: MARKOSKA,Betty
Cc: s.22 irrelevant information
Subject: Record My Hours App Summary [SEC=OFFICIAL]
Attachments: Re: Google Play app store submission [SEC=OFFICIAL]; Re: Google Play app store submission [SEC=OFFICIAL]

OFFICIAL

Hi Betty,

As per our phone conversation earlier today regarding the Record My Hours (RmH) App.

1. s.22 irrele was unable to find the correct process of transferring ownership of the Fair Work Ombudsman developer account. So he transferred the app to a new Developer (he asked me to created a new one) account instead.
2. When the app was transferred to a new developer account, it treated the app as a brand new app and initiated the review process.
3. Unfortunately, RmH is no longer compliant with the newest policy.
4. Google has flagged a number of issues with the app. (please see attached email for the vendor's assessment of the issue at hand.)
5. A request has been raised with Google to action the following 3 things
    a. Make s.22 irrelevant information the account owner of the Fair Work Ombudsman developer account
    b. Transfer RmH back to Fair Work Ombudsman developer account
    c. Request exemption from the playstore rules while the vendor remediate the issues with the app with the expectation that the new app which is currently being security assessed by CyberCX can be released in the next few months.

Contact Us

Your email has been sent

Thank you for contacting Google Play developer support. Our Support Team will reply by email within 2 business days. Please expect some delays during holidays.

s.22 irrelevant information | Director – System Support (a/g)
Technology Branch
FAIR WORK OMBUDSMAN
s.22 irrelevant information
GPO Box 9887 Sydney NSW 2001 | Level 13, 175 Liverpool Street, Sydney NSW 2000

Australian Government Fair Work OMBUDSMAN
Fair Work Infoline 13 13 94
www.fairwork.gov.au
@fairwork_gov_au
/fairwork.gov.au

Document released by the Fair Work Ombudsman under the Freedom of Information

Australian Government Fair Work OMBUDSMAN

BRIEF

To:	s.22 irrelevant information	**Contact:**	s.22 irrelevant information
From:	s.22 irrelevant information	**Telephone:**	s.22 irrelevant information
Date:	6 March 2017	**Branch:**	Proactive Compliance & Education
Copy:	s.22 irrelevant information		
Required Action:	Approve preferred option		

SUBJECT: Record Hy Hours smartphone app – options to address concerns raised by COSBOA about the privacy implications of inbuilt camera functionality

Purpose

1. To provide an overview of a potential privacy raised by a stakeholder pertaining to the the *Record my Hours* (RMH) app camera function and canvas and cost options to address the issue.

Background

2. On 11 February 2017 the Fair Work Ombudsman (FWO) released a smartphone app called *Record My Hours* aimed at empowering employees to record and manage their time at work.
3. *RMH* allows the user to take or upload photos to the app gallery and attach them to a specific shift. This is intended for users to photograph their roster, pay slips and other important work information and store it in one place with their record of hours worked.
4. This functionality was proposed by users and FWO inspectors alike, who had a strong desire to facilitate employees to be able to capture and store important workplace information in the event of a workplace issue. The FWO already encourages employees to do this – the app streamlines this process.
5. Recently, an external stakeholder raised concerns with the FWO about this function and the potential for employees to breach Australian Privacy law. Privacy law in Australia protects images of identifiable individuals. The collection and handling of personal information (which includes photographs and videos) is regulated by the Australian Privacy Principles (APPs).

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6. While there is an exemption from the APPs for "employee records", this exemption only applies to an employee's own personal information or for an employer if the information is directly related to the employment relationship.
7. For this reason, there is a possible risk that employees using *RMH* may unintentionally photograph the employment records of other employees, or other employees in the workplace, resulting in a violation of the APPs.

Options

8. To mitigate this risk, four solutions have been identified:
    a. include an additional overlay (tool tip) to pop up each time a user opens the camera to explain that personal information must not be photographed and stored within the app, unless it expressly belongs or pertains to the user.
    b. remove the camera button/ function in *RMH* and only allow users to import photos directly from the phone's native gallery.
    c. Create a pop up every time before using the camera include an additional on-boarding screen to explain that personal information must not be photographed and stored within the app, unless it expressly belongs to the user.
    d. remove the "workplace" tag within the photo options.
    e. Full UX Solution – design team to engage with FWO to produce best implementation for the user. This would include defining the best mechanism for displaying the information as well as business rules around triggers and frequency of 'notifications'.
9. A full analysis of these options, and recommendations for implementation are provided in **Table 1.**

Recommendations

10. It is recommended that you approve the inclusion of an additional tool tip for the camera function of *RMH* as well as the removal of the "workplace" tag within its photo options.

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Australian Government Fair Work OMBUDSMAN

Table 1 – Analysis of options to mitigate privacy risks with camera function

Option	Pros and Cons of option	Estimated cost (ex GST) and development time	Recommended?
Remove the camera function in Record my Hours and only allow users to upload photos from their gallery	**Pros** ■ Removing the camera function would remove any chance of the FWO being involved in a breach of privacy principles because of photographs taken in *Record my Hours*. **Cons** ■ 2,000 flyers have already been distributed to university students stating that the Record my Hours app includes a camera and gallery function. Removing this function may affect the reputation of the FWO and detract people from downloading the product. ■ The camera is a standard smartphone function and not unique to RMH. Removing this function when it is already a common feature on a number of apps, including other government apps, would deny users additional utility from the app. It would also deny the FWO access to potentially valuable evidence when conducting an investigation. ■ The animated storyboard developed for the app depicts the employee using the camera function to make a record of	5 hours including Dev/QA/Launch **$875**	Not recommended

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Option	Pros and Cons of option	Estimated cost (ex GST) and development time	Recommended?
	their pay slip and roster. If camera access was removed, this scene would be redundant and confusing. ■ Users may find linking photos from their gallery rather than simply being able to take a photo very cumbersome.		
New onboarding screen advising users to only take photos of their information / themselves	**Pros** ■ Users will be prompted from the first time they open the app that personal information must not be photographed and stored, unless it expressly belongs to them. **Cons** ■ There are already four on boarding screens in RMH – adding a fifth may give the impression that the app is cumbersome to use and requires significant input from the user. ■ As this function already exists within the user's phone, adding a "how to use the camera" on boarding screen may appear condescending for the user. ■ The amount of information that can be included on the onboarding screen is limited to around 22 words.	**6** hours including Dev/QA/Launch **$1,050**	Not recommended
Additional Pop up every time the user accesses the camera	**Pros** ■ Including this pop up every time the user goes to take a photo in the app would make sure they are aware of the	**5** hours including Dev/QA/Launch	Not Recommended

Documents released by the Fair Work Ombudsman Under the Freedom of Information

Option	Pros and Cons of option	Estimated cost (ex GST) and development time	Recommended?
	privacy implications of taking photos of other people's records / person. ■ A pop up facilities the FWO to include significantly more disclaimer text than other options **Cons** ■ The camera is a standard smartphone function and not unique to RMH. Making the process more cumbersome for people to use the app camera than their native app camera could push users away from the app and make it less likely that they would adequately store key work evidence, particularly if they find the pop up 'annoying'.	**$875**	
Remove the "workplace" tag within the camera function	**Pros** ■ There are currently three tags available for users to identify photos within the app. These include "pay slips" "roster" and "workplace". By removing the "workplace" tag, users are incidentally prompted only to take pictures of their "pay slips" or "roster". **Cons**	3 hours including Dev/QA/Launch **$525**	Recommended

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Option	Pros and Cons of option	Estimated cost (ex GST) and development time	Recommended?
	■ Users can still take photographs of whatever they see appropriate. However, this can be mitigated by also attaching a tool tip to the camera function.		
Overlay (tool tip) every time before using camera	**Pros** ■ Users will be prompted from the every time they open the gallery or camera that personal information must not be photographed and stored, unless it expressly belongs to them. **Cons** ■ Users may find this information cumbersome or unnecessary. However, this tool tip can be tuned to only be displayed once and users can simply close the tool tip and continue using the app. ■ The amount of text that can be included in a tool tip is limited and thus it might not be suitable if a large disclaimer is needed.	**9** hours including Dev/QA/Launch **$1,575**	Recommended
Full UX Solution	T his option would involve the Ansible design team engaging with the FWO to produce the best implementation for the user. This would include defining	**33 Hours**, including Design/UX process and QA	Recommended subject to time

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Option	Pros and Cons of option	Estimated cost (ex GST) and development time	Recommended?
	the best mechanism for displaying the information as well as business rules around triggers and frequency of 'notifications'. It is the most expensive option and requires the most development time.	**$5,775**	and cost constraints

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RMH Risk Assessment - final for acceptance and action [SEC=OFFICIAL:Sensitive]

From: 's.22 irrelevant information
To: 's.22 irrelevant information
Cc: s.22 irrelevant information, s.47F Personal information@shearwater.com.au>, s.47F Personal information@shearwater.com.au>
Date: Thu, 28 Nov 2019 04:36:02 +0000

OFFICIAL: Sensitive

Hello s.22 irrelevant inform (and s.22 irrelev

Here is the final version of the RMH Risk Assessment completed last week. Thanks s.47F Personal information for working through this with us !

There are some actions for ASP and ourselves to follow up, but the s.47E Certain Operations of Agencies of the actions below.

Can you have a read through of the assessment and let me know if you are comfortable with the work and outcomes recommended and discussed last week. (s.47F Pers can you have a look as the app store manager and EA too please).

FWO RMH Mobile App Risk Assessment v1.0.pdf
FWO RMH Mobile App Risk Assessment v1.0.docx

If we need a walkthrough for ASP let me know and I will arrange that through Shearwater.

Here is a copy of the control actions we will need to complete.

Table 7: Recommended Controls Treating "Medium" Severity Risks

ID	Recommended Control	Responsibility	Risk(s) Treated	Observation(s)
s.47E(d) Certain Operations of Agencies				

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ID	Recommended Control	Responsibility	Risk(s) Treated	Observation(s)

s.47E(d) Certain Operations of Agencies

Many thanks

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