



Zoodata utilised the **Decisions** process automation platform to develop and delivered **FOUR (4)** systems within **12 months** for the **Department of Communities Tasmania**.

Deliverables

Agile project methodologies successfully delivered systems which are:

- Intuitive, flexible, user friendly and customizable
- Built and aligned with the Web Content Accessibility Guidelines (WCAG)
- An end-to-end service model - automated workflows with inbuilt business rules
- Easily extendable to incorporate, replace, enhance, or integrate with additional external or internal business systems, including address / business validation systems



And which provides:

- Automated workflows using the Business Rules Engine to incorporate client business rules
- Automated workflows for administrative transactions
- Document upload functionality
- User self-help portals
- Business Partner / Activity Provider administration portals
- Data validation
- Audit capabilities
- Personalised Dashboard for reporting and analytics
- Robust Security; backup, restoration and disaster recovery processes
- Permission-based access and user groups
- Integration with AD / AAD to support Single Sign-On
- Unlimited users internally and externally at no extra cost
- Unlimited data storage at no extra cost
- Batch processing
- Compliance with Web Content Accessibility Guidelines (WCAG)
- Comprehensive search functionality
- Data hosted in an Australian data centre
- Australian based support

In the machinery of government changes experienced during Zoodata Business Applications Transformation contract, these systems were seamlessly transferred to the Department of Premier and Cabinet (Veteran Wellbeing Voucher; Seniors Card and Companion Card) and the Department of State Growth (Ticket to Play).

The four systems developed and delivered within 12 months are detailed overleaf.

Veteran Wellbeing Voucher

Time Period: Feb 2022 – April 2022

Website: <https://veterans.tas.gov.au/wellbeing-vouchers>

The VVV program supports the health and wellbeing of veterans, who can apply \$100 vouchers per year to be redeemed at participating gyms and sporting clubs, and enables gyms and sporting clubs to grow their membership. Activity providers manage redemptions via dashboards, including payment from Finance for redeemed vouchers.



Ticket to Play

Time Period: April 2022 – July 2022

Website: <https://www.tickettoplay.tas.gov.au/>

The Ticket to Play (TTP) program aims to increase the number of eligible children participating in Tasmanian sport and recreation activities by reducing the cost of sport and active recreation memberships and/or registration. Applicants can apply for 2 x \$100 vouchers per year. Activity providers manage redemptions via dashboards, including payment from Finance for redeemed vouchers



Seniors Card

Time Period: Oct 2021 – Oct 2022

Website: <https://seniors.tas.gov.au/>

The Tasmanian Seniors Card Program caters for over 115,000 Tasmanian Seniors and with the involvement of approximately 640 Tasmanian businesses. Cardholders are entitled to transport concessions (including in NSW) and a range of goods and services at participating business discounts.

The system enables seniors to apply for new or replacement cards; provides administrative functionality, including disabling details of deceased seniors; and Business Partners with personalised portals to manage business details and offers.



Companion Card

Time Period: June 2022 – September 2022

Website: <https://www.companioncard.tas.gov.au/>

The Companion Card is a photo ID card for people with disability who require lifelong support from a companion carer to participate at community venues and events. There are currently 2800 cardholders who can present their card at any of the 205 affiliated businesses when purchasing a ticket or paying an admission fee. Cardholders receive a ticket for their companion carer at no charge.



The Companion Card system complies with Web Content Accessibility Guidelines (WCAG)