

Hi,

I am a DHS employee and we are suffering greatly having to work on flawed programs like the robodebt. We are having to rush unsuitable for purpose systems out the door that meet an execs view of how something should be delivered but we are not doing serious end user feedback work to see if what we actually make is fit for purpose. The staff are barely getting by and the system is structurally broken and has been designed such that no officer can end to end help a member of the public. Piles of policy and piles of legislation all added together to make an unworkable mess. Please help.
Thank you.