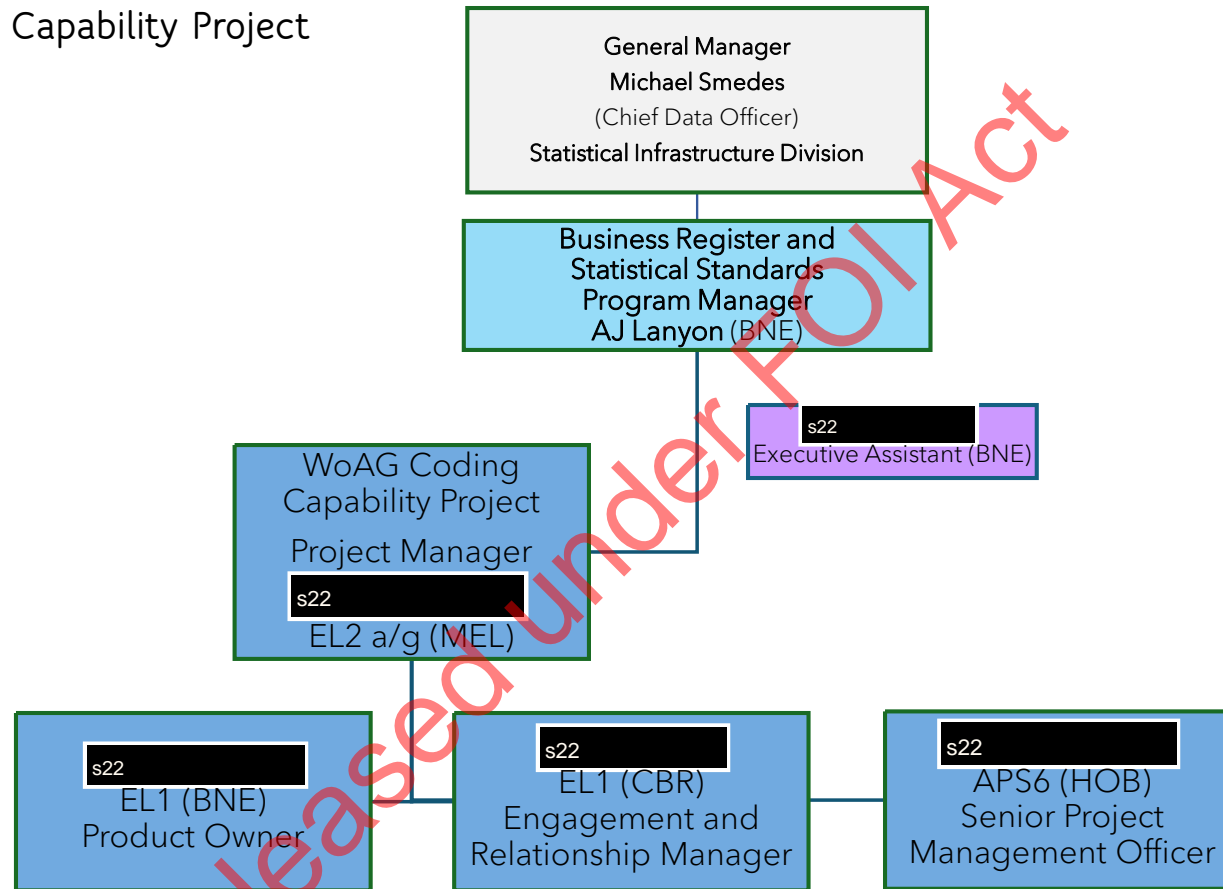


Census and WoAG Coding Capability Project



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Attachment A: Description of Services to be provided

1 Purpose/Outcome

The Australian Bureau of Statistics (ABS) is seeking an experienced Technical Writer to review and update key documentation for its machine learning-based coding service. This service, which enables automated classification of free text into standard occupation classifications, is preparing for beta testing and subsequent public release.

2 Background

Existing Documentation Status:

- A draft *Integration Guide* has been prepared to support alpha testing undertaken by external developers. Feedback suggests some room for improvement, including the need for clearer instructions on when to use the API for single versus batch record processing.
- The *Model Development Workflow Manuals and Model Approval Guide* has been drafted but has not been formally reviewed. These are currently being used by the internal team to support the delivery and acceptance of models, which will also be a source of feedback.

Audience:

- External: Non-technical business owners and members of the public, through to technical developers.
- Internal: ABS technical and business teams with varying familiarity with the tools, machine learning and processes involved. However, the *Guides* should support new starters in these team with very limited experience or background.

3. Requirements

Technical writer

- Must have proven experience in technical writing with translating complex technical processes into clear and accessible language for both non-technical and technical audiences. This includes the use and understanding of code examples, and creation of associated content, that can be used by developers while also communicating the intent of the code to non-technical readers.
- Must be familiar with applying Australian Government Style Manual standards.
- Knowledge or experience writing in relation to machine learning technologies is highly desirable.

Content development, review and revision:

- Review and enhance the *API Integration Guide*. This document must be accessible to both non-technical business owners and technical developers, including with code examples showing how to use the API for both single-record throughput and batch processing. It must translate technical terms and concepts into plain language and include step-by-step instructions for consuming and using the coding service. ABS also requires content to summarise and clarify integration in non-technical terms for senior executives, data collectors, and business owners. Where helpful, to enhance understanding, visual elements, for example screen shots and diagrams, should be used.

- Review and update the *Model Development Workflow Manuals and Approval Guides* to ensure clarity, usability, and compliance with the Australian Government Style Manual. The guides must support internal users, including new starters unfamiliar with the tools or processes involved in developing and approving machine learning models.

Content style:

- The content should be written according to the *Australian Government Style Manual* for written content. The *ABS Style Guide* will underpin the visual format of the *Guides* and will be provided. However, there is flexibility for the successful seller to apply their expertise to ensure readability and usability of content, particularly for non-technical audiences.
- Code examples must be included in the *Integration Guide*, providing a depth of instruction needed to call the API and receive a response. This will include examples for both single record throughput and batch processing.

4. Approach

Review and Approval Process:

- The review of the existing content will be informed in collaboration with subject matter experts to ensure accuracy, and feedback from stakeholders for context. The ABS Coding Redevelopment Section will identify and connect the successful seller with these experts and stakeholders.
- Approval of content will be through the Director of the Coding Redevelopment Section, in consultation with the ABS Communications team, Statistical Standards and Infrastructure Section, and ABS methodology experts. The ABS will work in collaboration with the successful seller within the agreed timeframe to enable review, revision and approval of content. If deliverable content remains unapproved at the end of the contract period, the ABS will note the successful seller's recommendations for further work or opportunities for improvement.

Post Contract Support / Expectations for Additional Updates:

- There is no expectation for post-delivery support or follow-up revisions after the contract period. Any recommendations for future improvements to the content will be welcomed, albeit are beyond the scope of work.