

Australian Government

Department of Employment and Workplace Relations

RFFR Accreditation for BuddyNote TPES

Leading Directions

BuddyNote TPES system

BuddyNote is a digital platform used by employment service providers to manage job seeker engagement, employer relationships, service delivery activities, reporting, and performance monitoring. The system supports operational and case management functions through configurable dashboards, task management, job matching, document management, communication tools, and business reporting designed to support the delivery of Australian Government employment and skills programs.

BuddyNote has been accredited by the Department under the RFFR assurance approach as a Third-Party Employment and Skills (TPES) system. Leading Directions has demonstrated an effective Information Security Management System (ISMS), independently certified to ISO/IEC 27001:2022.

While RFFR accreditation provides assurance over the system's security controls, consumers remain responsible for managing security within their own use of the system. Consumers must review the shared responsibility model, along with the security practices and procedures published by Leading Directions, to ensure your use of BuddyNote aligns with RFFR requirements.

Key consumer responsibilities include:

- Notifying the Department of your intention to start, expand, or cease use of BuddyNote.
- Conducting your own risk assessments prior to use and demonstrating these in your RFFR documentation.
- Maintaining the security of your ICT environment and assets used to access BuddyNote.
- Configuring and managing integrations with APIs and external systems, including email gateways, messaging services and business intelligence tools where applicable.
- Configuring system settings through privileged user accounts, including user roles and permissions.
- Managing user accounts and access levels (privileged and unprivileged).
- Managing credentials in accordance with your organisation's password/passphrase policy.
- Monitoring user access activity and security events.
- Enabling and enforcing multi-factor authentication (MFA) and configuring Single Sign-On (SSO) where applicable.
- Managing the export of data and reports in accordance with your organisation's security policies.
- Managing the security of document uploads, scanned records and digital forms.

The Department reserves the right to clarify the Accreditation boundaries at any time. The Accreditation does not imply endorsement or guarantee of system security. In the event of a cyber incident involving BuddyNote, consumer organisations remain responsible for managing their own response, including notification, containment, and remediation activities. The Department may request information to support its oversight responsibilities and assess any broader impacts to government programs.