**Meeting: 19| Meeting date: 05/05/2023**

# Agenda

* Welcome & agenda
* State of play
* User research workshop
* Persona Playback
* User Journey mapping
* Close

# Discussion Highlights

## Welcome and agenda

* ​Welcome and housekeeping

## State of play

* ​NOTE: GPMS platform and Star Ratings preview is live; Beta Pre-Release Testing complete
* NOTE: Endorsed *Terms of Reference* have beenpublished on the Sector Partner collaboration site - marking this activity complete
* NEW ACTIONS:
  + (Secretariat) Prepare Executive Briefing Pack for Sector Partner community to share in their local organisations/with their local Executive
  + (Secretariat) Redesign Portfolio Release Timeline diagram to incorporate engagement activities and to address readability feedback.

User research workshop

* ACKNOWLEDGEMENT: Volunteer input that has greatly influenced form design and usability for Provider Operations Reporting initiative
* NOTE:
  + Aiming for IT collection tool to be built by July 2023, with release shortly thereafter
  + New and existing data to be collated between November and December 2023, with a provider preview available in December 2023 and information published on *My Aged Care* in January 2024
  + Guidance material is being developed and will be available soon.

Persona playback and user journey mapping

* NOTE:
  + Digital transformation team presented current persona groups, noting need for more work to increase maturity/value
  + Aspire for Life presented their work around User Journey mapping
* ACTION:
  + (Secretariat) Journey mapping presentation/material to be published on Sector Partner collaboration site, with links for group included in post-meeting email.

## Key outcome, actions, & takeaways

* ACTION: (Group) Seeking volunteer Sector Partners to present and share local research/expertise – particularly in relation to sector personas.