Digital Transformation

Sector Partners

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 been published 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.

Client-Centred
Co-Design