

Project Synergy Monthly Report

Report as at 30 April 2019

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Lived Experience (LE)

The LEAF working group meeting was held on 9 April. The round table discussion identified issues, challenges and success stories within communities and domains. They explored and co-develop research questions and National Community Consultation Framework community engagement activities around them. The working group and InnoWell executive engaged in a facilitated session to explore the current platform on-boarding experience and how it could be further improved and optimised from an individual perspective to increase engagement. LEAF members gave their final inputs into the content for a LEAF shared narrative and digital authoring guide to be utilised by the LEAF. The group discussed learnings from the initial 'soft launch' digital survey last month and planned three upcoming face to face consultation activities and the next digital engagement activity to be progressed.

LEAF engagement this month included:

- Round 2 of LEAF enhancement sprints to give extra depth and feedback into enhancements on the platform in real time.
- LEAF members engaged in a survey to identify the key messages and value of the platform to an individual. This will inform the script of video 2 which is currently in process.

- Key LEAF members had input into Veteran specific posters to support Open Arms trial site, to ensure the image and language was appropriate.
- A teleconference with MEF team to discuss the data collection plan and provide an opportunity for the LEAF Working Group members to give their input in its co-design
- Personal calls were made to existing members of the LEAF panel to ensure additional opportunity to give feedback and endeavour to optimise their experience.

Three additional Panel members have been identified via targeted user-testing sessions and appointed in order to strengthen the diversity of this reference group.

Community Consultation

Planning of and recruitment for three face to face events continued. Our first NCC face to face engagement will be held in Sydney on May 1st. Two further face to face engagements were identified for further scoping and progression. A remote workshop to be held in Broome (late May) and a Veteran specific workshop to be held in Melbourne (early June).

Report and findings from initial Digital Survey soft launch were used to troubleshoot ease of process and potential further enhancement of user experience. Content for the second digital engagement was finalised. This is expected to go live in early May.

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