

Sector Partners

Meeting Summary: 27 May 2022 1pm

Client-Centred
Co-Design



Agenda

- Welcome/Intros
- Business Context
- Setting Ourselves Up for Success
- Immediate Priorities
- Q&A / Discussion
- Next Steps

Discussion Highlights

Collaboration

- **Scope** for activities **clearly defined** and **managed**
- Enduring **Executive support** for initiatives
- Identify **quick wins** and celebrate completion

Engagement & Strategy

- Iterative and **meaningful co-design** that is **truly collaborative**
- **Feedback** provided from all sessions
- Workshops with **smaller working groups** for improved collaboration
- **Feedback on 'findings'** built into the process
- **Collaboration tools** to facilitate input
- **Innovation labs** (as a future collaboration channel)

Communication

- **Manageable Timeframes** for completing activities
- **Time for pre-thinking** before activities
- **Early and frequent engagement** (both formal and informal)
- **Regular workshops** and lessons learned sessions (fortnightly)



Solution Development

- **Options** for groups that require **simple (low-fi) solutions**
- A **clear plan** for addressing **pain points**
- A **clear strategy** for what's required from engagement initiatives

Prompts:

How do we maximise the success of digital transformation?

How do we engage to make sure it is done well?

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ATTENDEES

Key outcomes

- Agreed fortnightly meetings going forward
- Co-design activities to commence from next meeting