

Sector Partners

Meeting Summary: 10 June 2022 1pm

Client-Centred
Co-Design



Agenda

Welcome/Intros

Working Together:
Collaboration

Persona Group Discussion

Co-design Context Setting

Co-design & Playback

Next Steps

Discussion Highlights

Collaboration

- Previewed collaboration sites & methods for the group
- Discussed known expertise across the group related to effective co-design

Co-design: UX | GPMS

- Previewed UX activities a approach, which are focused on interface co-designs
- Outlined first candidate: Government Provider Management System (GPMS) program initiative & goals
- Group agreed this was an important project for the sector to help steer
- Previewed specific co-design plan for GPMS, including sector audiences that need to be represented e.g. various size organisations, remote/rural/metro, etc.

Co-design: Persona Groups

- Discussed three proposed persona groups and membership of each
- Group noted the importance of family & support networks to this sector, the need for greater specificity in defining categories like 'residential care' and workforce
- Health sought advice of personas being used elsewhere across the sector



Co-design: API | B2G

- Previewed the Common Data Model & proposed co-design lifecycle for API (technical) co-design activities
- Outlined first candidate: Business-to-Government (B2G)
- Group identified the need to provide options for groups that require simple (low-fi) solutions
- Group requests a clear plan for addressing pain points & clear strategy for what's required from engagement initiatives

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ATTENDEES

Key outcomes

- **AGREED ACTION:** Develop *Terms of Reference* for the group
- Three co-design activities launched: Sector Personas, UX | GPMS, & API | B2G
- Initial volunteers self-nominated for targeted UX & B2G co-design activities