Digital Transformation

Sector Partners

Co-Design Meeting (3)

Digital Transformation and Delivery Division

Corporate Group | Department of Health

Australian Government
Department of Health

www.health.gov.au

Meeting date: 2022-06-24
Meeting: #3

Agenda

Sector Partners Co-Design Meeting

- 5 mins – **Welcome & introductions** (Fay Flevaras)
- 10 mins – State of Play & **ACTIVE co-design activities** (Fay Flevaras)
- 25 mins – Co-design activity: **B2G Recap & User Journeys** (Dale Naughton & Katrina Riddle)
- 10 mins – Co-design recap: **GPMS Status** (Garth McDonald)
- 10 mins – **Q&A / Next steps** (Dale Naughton)

Welcome & Intros

Fay Flevaras

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State of Play: Active Co-design

Fay Flevaras

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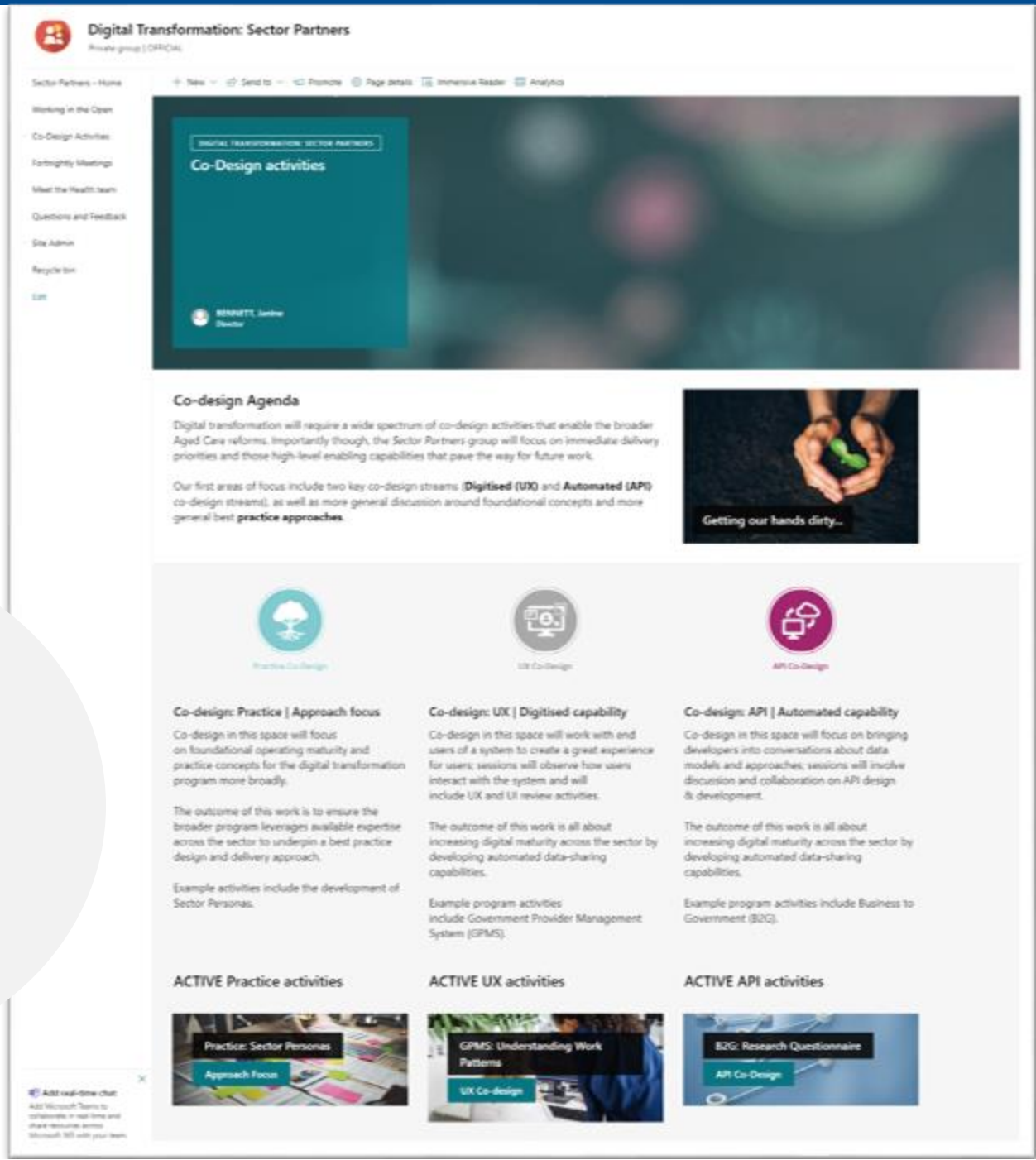
Sector Partners Engagement

State of Play

Latest news on the digital transformation plan

- SharePoint site launched
- Practice Co-design: Sector Personas
- UX Co-design: Status update
- API Co-design: Research Questionnaire
- NEW: Terms of Reference
- NEW: Sector Partners REP for next Tech Talk

This group was formed through an open, equal opportunity, public invite – given that, we don't expect confidentiality or conflicts of interest to be a concern BUT **if you have any questions or issues, please contact us ASAP**



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API Co-Design

API Co-design:

Recap & User Journeys

Dale Naughton & Katrina Riddle

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B2G Intro slide

API Co-design: AUTOMATED stream

API Co-Design

- We're working through the discovery stage to understand the problems we're solving for B2G.
- Our first step is to work with **developers to understand how to integrate with B2G.**
- A future step is to work with service providers to understand the end-to-end experience.
- We've started creating discovery artefacts for the hypothesis and journey maps.
- Alpha prototyping and testing service design is expected to begin in July with our second co-design workshop.

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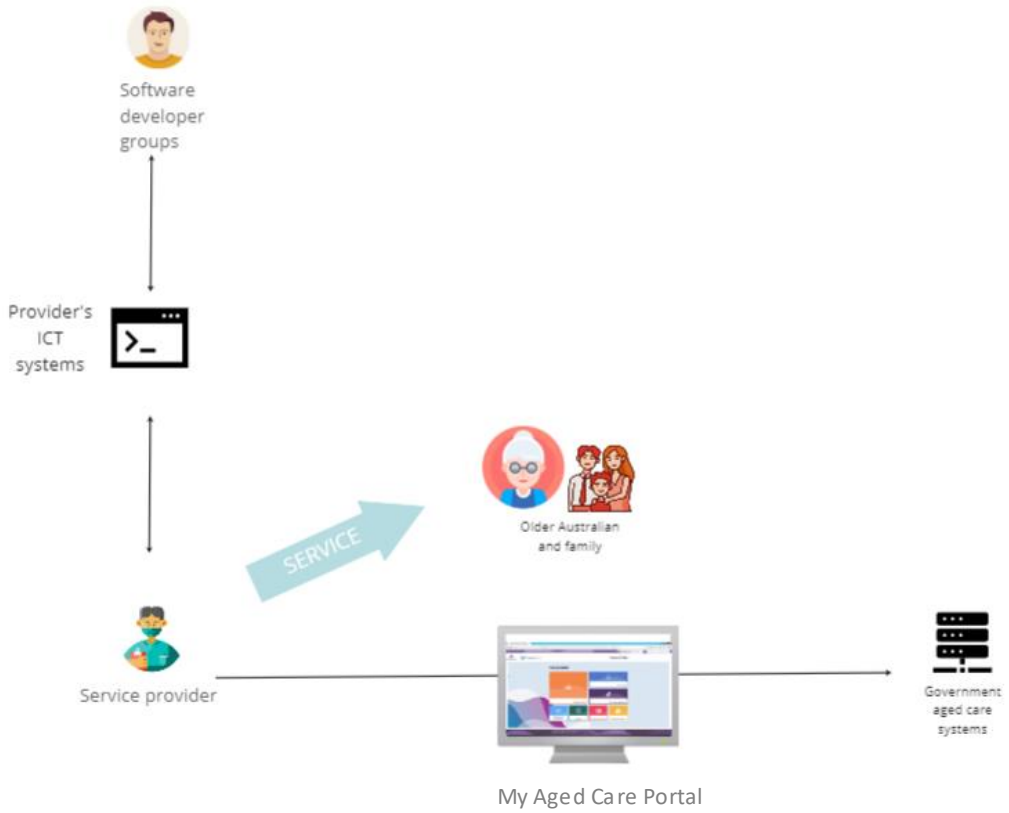
B2G Problem Statement

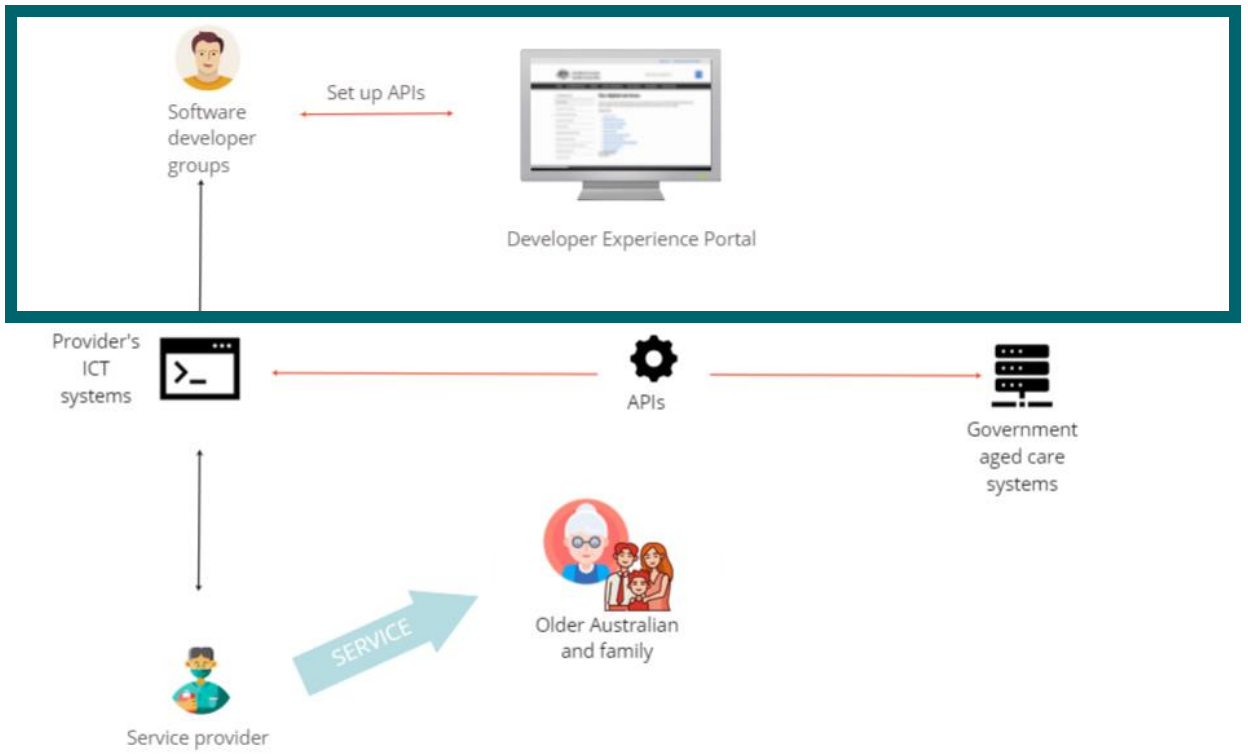
API Co-design: AUTOMATED stream

API Co-Design

Level 3 maturity

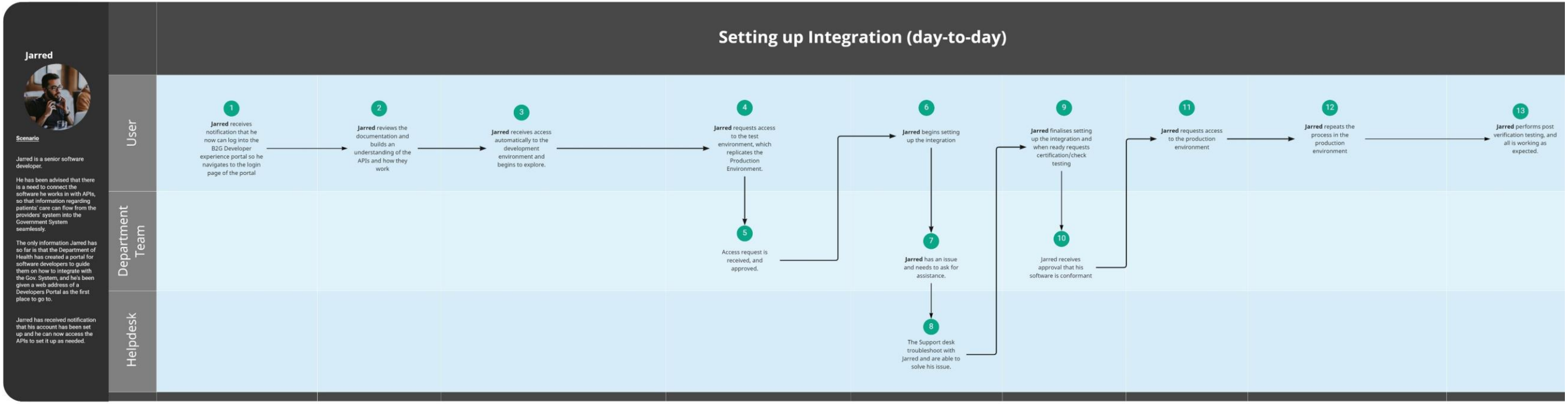


Level 4 maturity



Developer User Journey/Jarred - Setting up integration - For input

New table



UX Co-Design

UX Co-design:

Recap

Garth McDonald

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GPMS UX Co-design Recap

UX Co-design: DIGITISED stream

UX Co-Design

1. **Thank You** to our volunteer co-design partners!

2. We need more partners!

Do you know anyone?

3. What is required when you become a

GPMS co-design partner?

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What to expect & GPMS provider portal demo

90 individual session

GET STARTED

5-10 minutes

- Introductions
- Session explanation
- Confirm suitability
- Consent

CONTEXT

20 minutes

- Guided interview
- Light, participant led timeline / task flow
- Follow up with general portal expectations

TASKS

50 minutes

- Specific task varies per sprint
  e.g. access, admin, application, notification, etc.
- Brief the participant
- Setup prototype & screen sharing
- Explain the task
- Observe, with participant talking aloud as they go
- Follow up after each step with specifics where needed

WRAP UP

10 minutes

- Standardised summary question regarding overall experience
- Any further input
- Thanks & next steps

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GPMS Co-design Partner Criteria

UX Co-design: DIGITISED stream

UX Co-Design

We need…… **People who are responsible for the provider's relationship with the department**

This would most likely be a provider's primary contact or consultant

That are a mix of…….

Provider Types	Size	Location	Other Factors
Residential Care	Large	Remote	Religious
Home Care	Medium	Rural	Community based
Flexible Care	Small	Metro	Charitable & Not for Profit
			Indigenous
			Culturally & Linguistically Diverse

Next Steps

Industry Partners Welcome Meeting

- We will email a post-meeting wrap-up before Friday next week
- **Reminders:**
  - **Send in participant nominations** for **UX co-design for GPMS**
  - Share good examples or feedback on our **Sector Persona definitions** & review **Terms of Reference**
  - **Complete** the **B2G questionnaire** to help inform our baseline & match collaborators to **API co-design** activities
- Any questions? Use the SharePoint site feedback function or email DTSectorPartners@Health.gov.au
- Next meeting: **08 July 2022 11am AEST**