



Digital Transformation

Sector Partners

Co-Design Meeting (3)

Digital Transformation and Delivery Division

Corporate Group | Department of Health

Sector Partners Engagement

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

Digital Transformation and Delivery Division

Corporate Group | Department of Health

State of Play: Active Co-design

Fay Flevaras

Digital Transformation and Delivery Division
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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**

Digital Transformation: Sector Partners
Private group | OFFICIAL

Sector Partners – Home

Working in the Open

Co-Design Activities

Fortnightly Meetings

Meet the Health team

Questions and Feedback

Site Admin

Recycle bin

...
Edit

Co-Design activities

MINNETT, Jenine
Member

Co-design Agenda

Digital transformation will require a wide spectrum of co-design activities that enable the broader Aged Care reforms. Importantly though, the Sector Partners group will focus on immediate delivery priorities and those high-level enabling capabilities that pave the way for future work.

Our first areas of focus include two key co-design streams (**Digitised (UX)** and **Automated (API)** co-design streams), as well as more general discussion around foundational concepts and more general best **practice approaches**.

Getting our hands dirty...

Practice Co-Design	UX Co-Design	API Co-Design
Co-design: Practice Approach focus Co-design in this space will focus on foundational operating maturity and practice concepts for the digital transformation program more broadly. The outcome of this work is to ensure the broader program leverages available expertise across the sector to underpin a best practice design and delivery approach. Example activities include the development of Sector Personas.	Co-design: UX Digitised capability Co-design in this space will work with end users of a system to create a great experience for users; sessions will observe how users interact with the system and will include UX and UI review activities. The outcome of this work is all about increasing digital maturity across the sector by developing automated data-sharing capabilities. Example program activities include Government Provider Management System (GPMS).	Co-design: API Automated capability Co-design in this space will focus on bringing developers into conversations about data models and approaches; sessions will involve discussion and collaboration on API design & development. The outcome of this work is all about increasing digital maturity across the sector by developing automated data-sharing capabilities. Example program activities include Business to Government (B2G).
ACTIVE Practice activities 	ACTIVE UX activities 	ACTIVE API activities

Add real-time chat
Add Microsoft Teams to collaborate in real time and share resources across Microsoft 365 with your team.



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.



Sector Partners Engagement

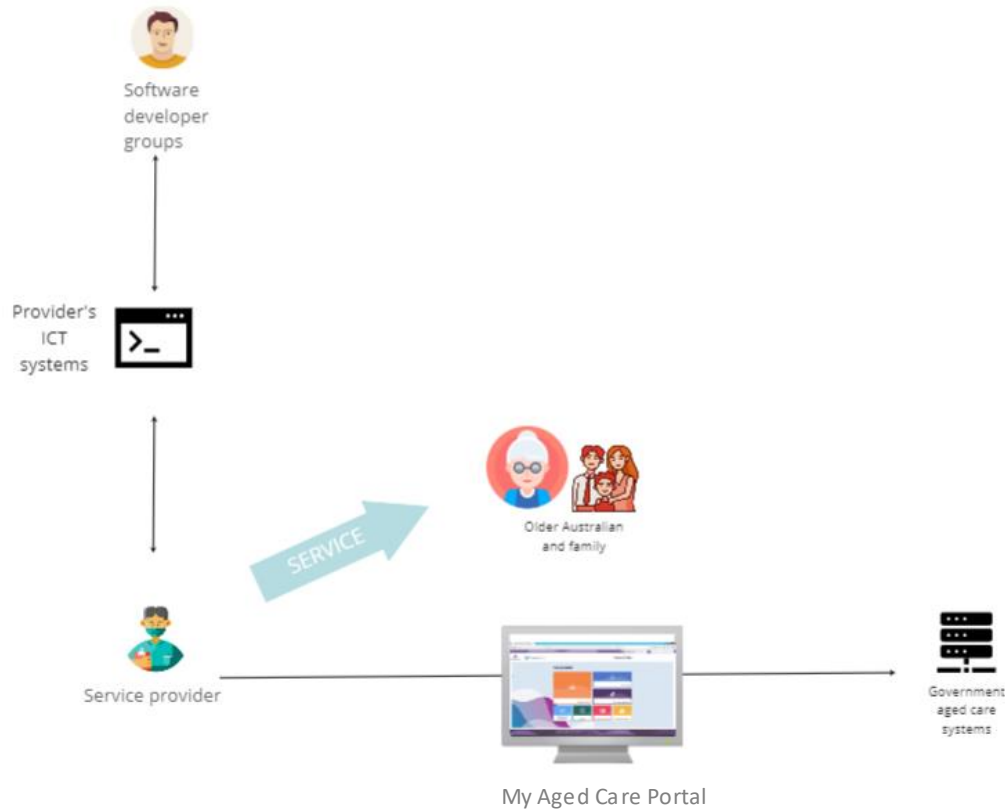
B2G Problem Statement

API Co-design: AUTOMATED stream

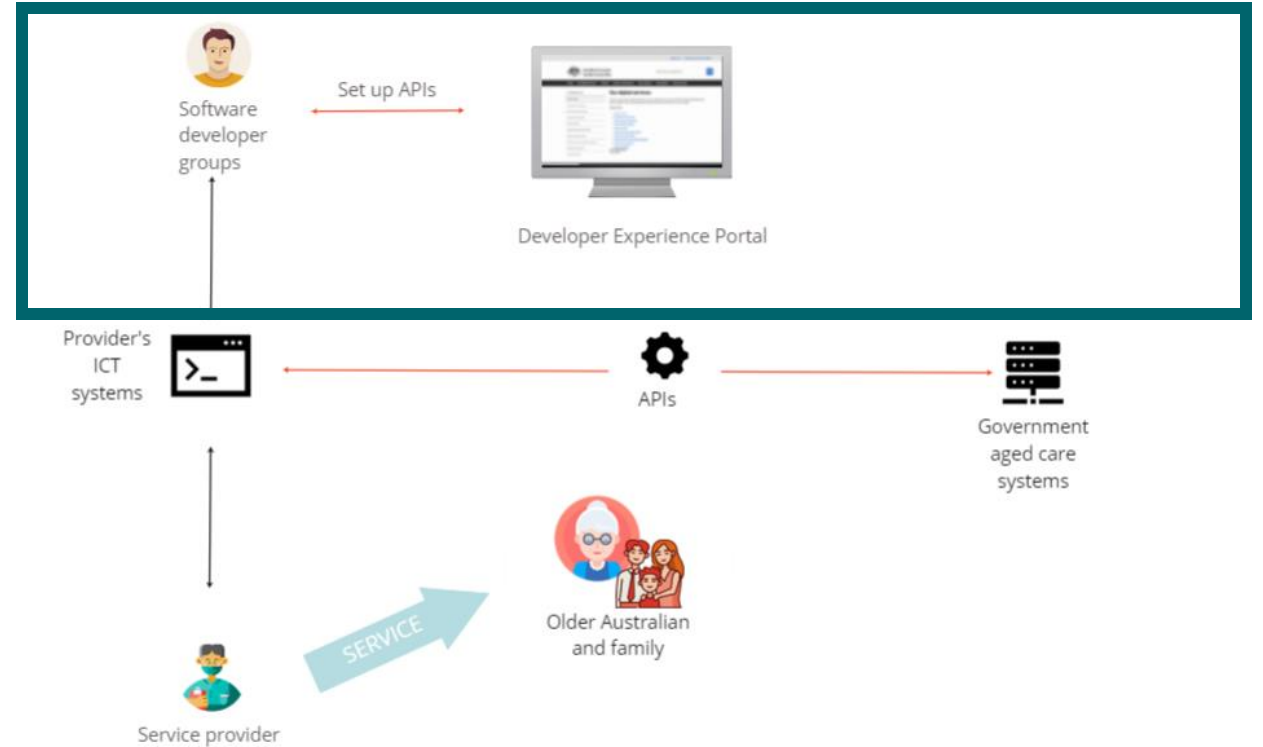


API Co-Design

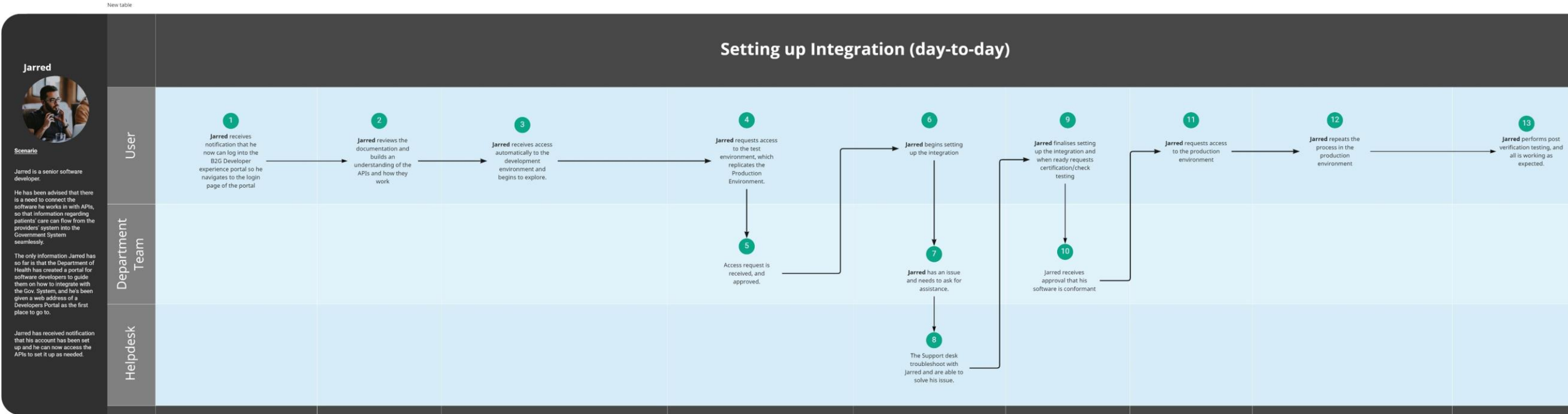
Level 3 maturity



Level 4 maturity



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





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?



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

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.....



Sector Partners Engagement

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**

