



Digital Transformation

Sector Partners

Co-Design Meeting (2)

Digital Transformation and Delivery Division

Corporate Group | Department of Health

Welcome & Intros

Fay Flevaras

Digital Transformation and Delivery Division

Corporate Group | Department of Health

Sector Partners Engagement

Agenda

Sector Partners Co-Design Meeting

- 10 mins – **Welcome & introductions** (Fay Flevaras)
- 10mins – How we'll work together: **Collaboration** (Dale Naughton)
- 10 mins – Persona **Group Discussion** (Fay Flevaras, Dale Naughton, & Garth McDonald)
- 5 mins – Co-design **CONTEXT SETTING** (Dale Naughton)
- 20 mins – Co-design & Playback (Garth McDonald & Dale Naughton)
- 5 mins – **Next steps/close** (Fay Flevaras & Dale Naughton)



Sector Partners Engagement

State of Play

Latest news on the digital transformation plan

- Name Change: Sector (*NOT Industry*) Partners
- Current Health news (relevant to our work)
- Partnering across Government
- Working in the open – membership, attendance, shared materials & a meeting summary will be published to Health website

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



Working to Plan:

Our latest thinking & updates

Working Together: Collaboration

Dale Naughton

Digital Transformation and Delivery Division
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Co-design & Collaboration

How we think it might work

Collaboration Methods

- SharePoint space & emails
- Miro Boards to support workshops
- Targeted interviews & workshops (online & face-to-face)
- Information gathering & research surveys
- OUR FUTURE PLAN:
Chat/message boards & an Innovation Lab

Initial Co-Design Initiatives

- Business to Government (**B2G**) - API design & development to better *automate*
- Government Provider Management System (**GPMS**) - user interfaces & user experience design to better *digitise*



Getting Connected

- Registration 'how to' for our SharePoint site will be emailed to you
- (For now) Our SharePoint site will be our central place for publishing info
- Access is for 'individuals' - individual email addresses; if you need to add someone, then email us their details
- The SharePoint site will be available to all members & web etiquette should apply

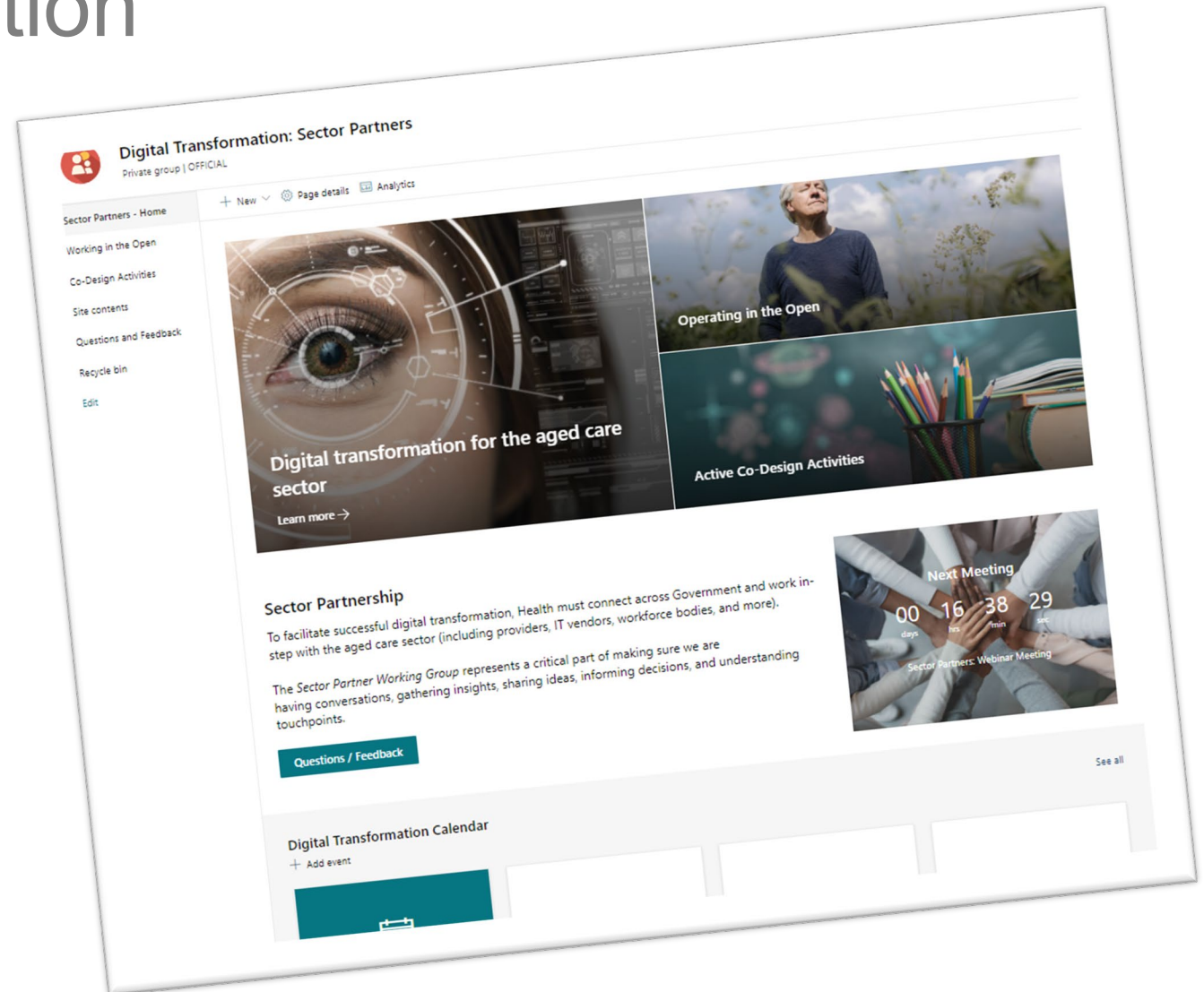
Need Help Getting Connected?

- Email our support mailbox:
- DTSectorPartners@Health.gov.au



Sector Partners Engagement Co-design & Collaboration

Preview: SharePoint space



Sector Partners Engagement Co-design & Collaboration

Preview: Health website



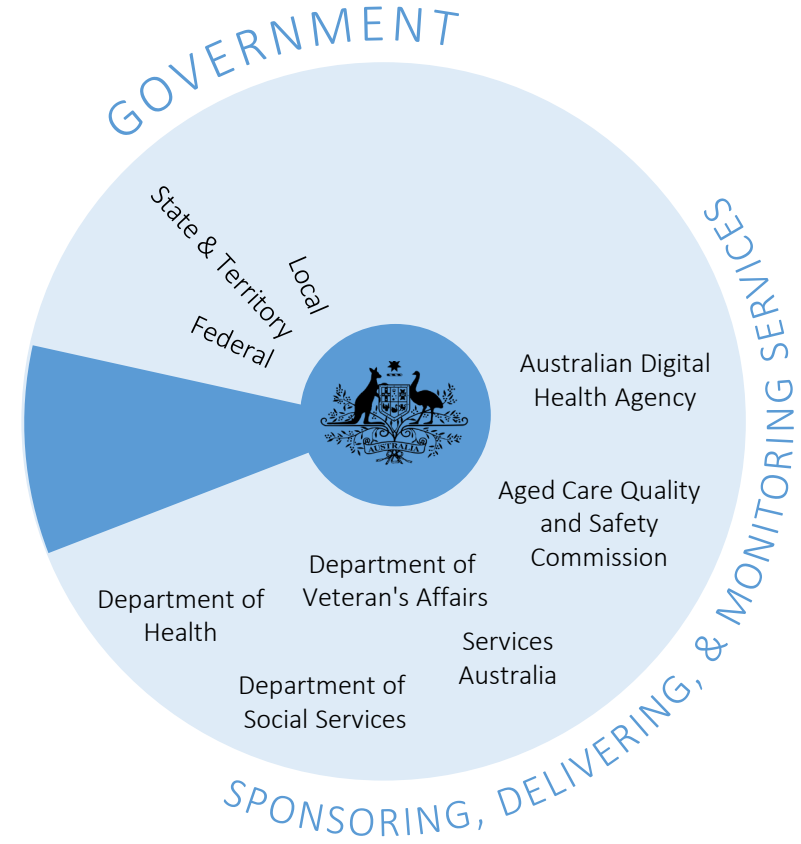
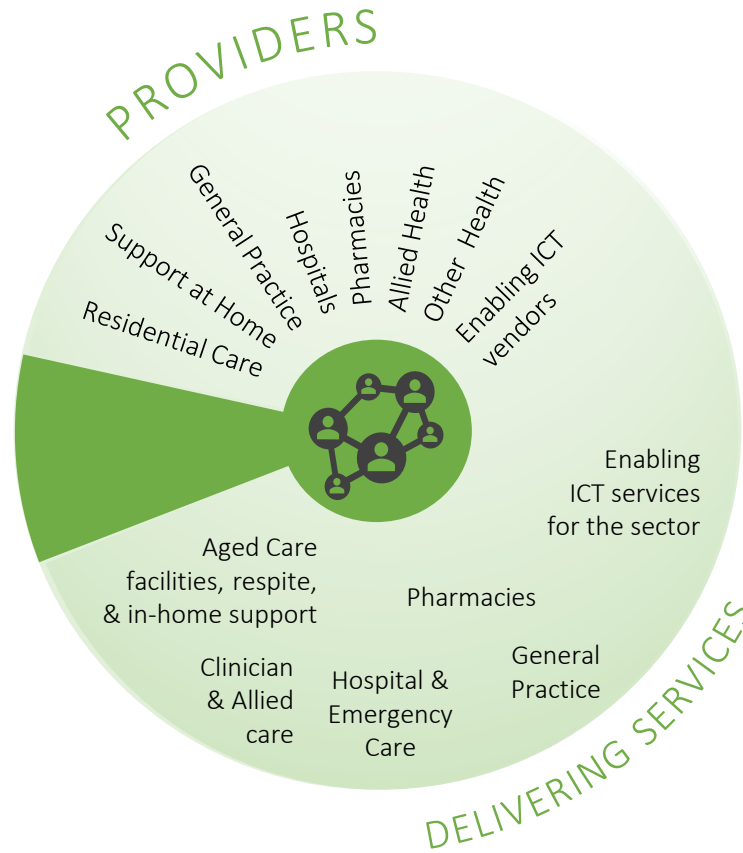
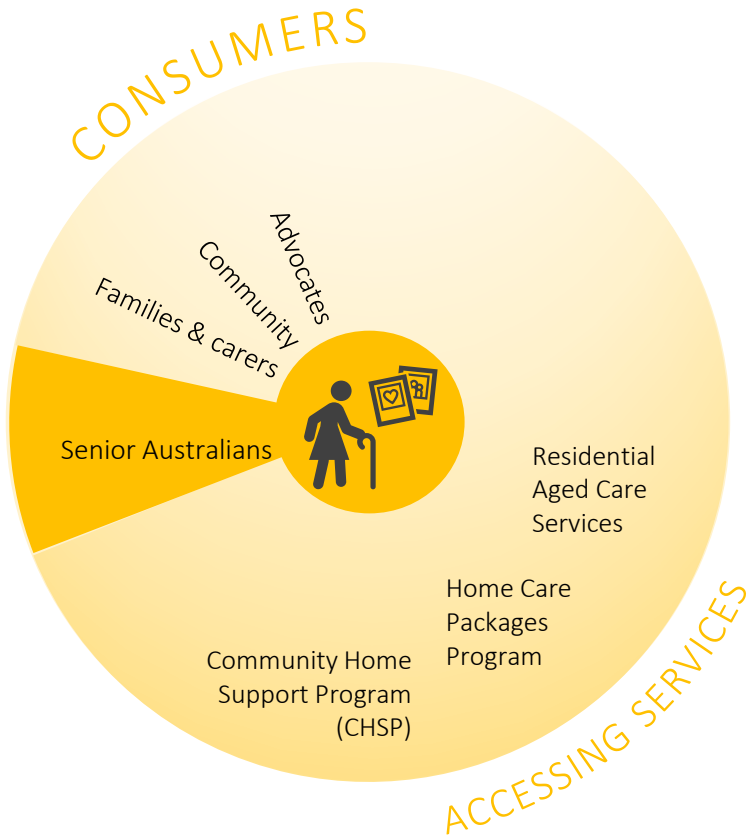
Group Discussion: Persona Groups

Fay Flevaras

Digital Transformation and Delivery Division
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Sector Partners Engagement Aged Care Eco-System

Initial thinking around personas



Workforce



Assessors



Australian Government
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Co-design:

Context Setting

Dale Naughton

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Australian Government
Department of Health

www.health.gov.au

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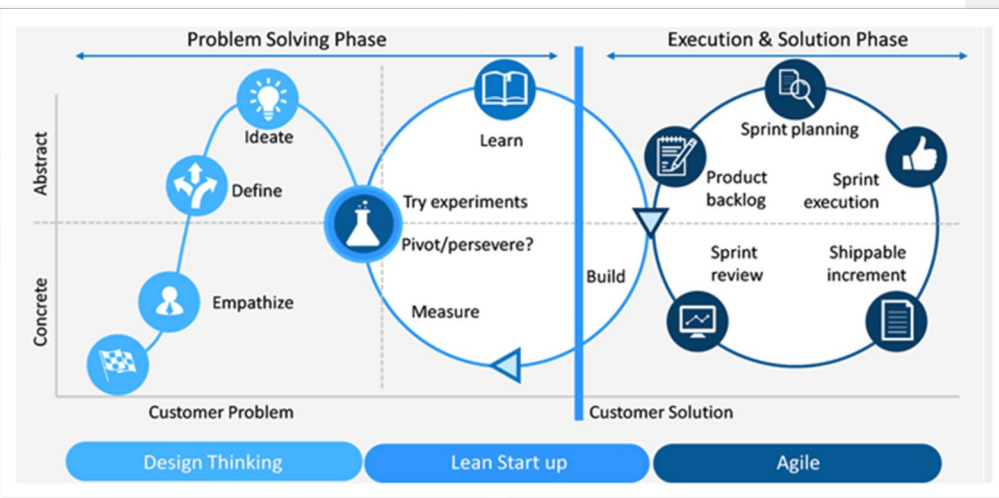
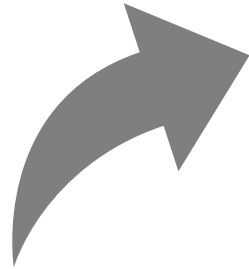
Overview of Co-design Streams

Parallel co-design streams



Discovery

Explore the **problems**
& **solutions collaboratively**



Two Immediate Co-design Streams:



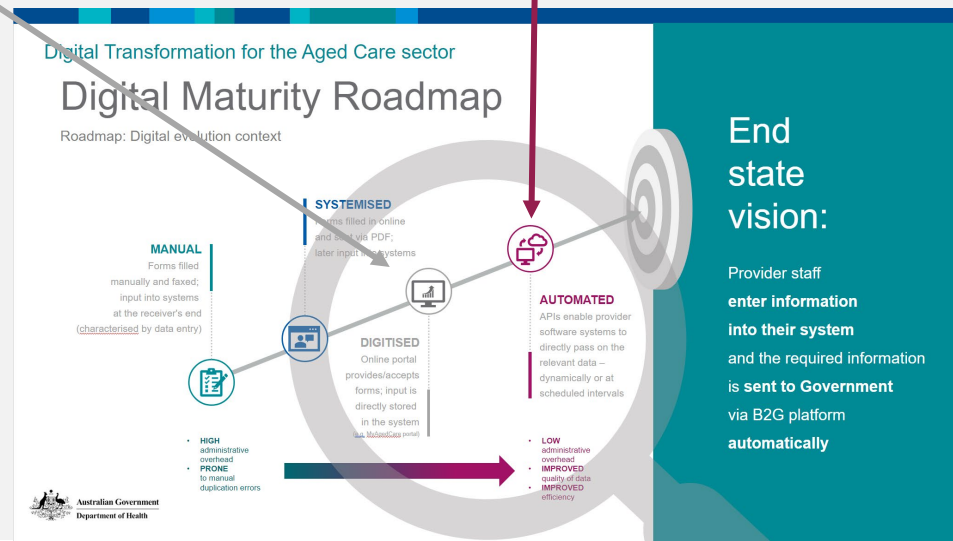
DIGITISED focus (UX)

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



AUTOMATED focus (API)

Co-design in this space will focus on bringing developers into conversations about data models and approaches; session will involve discussion and collaboration on API design & development.



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UX Co-Design

UX Co-design: 'Digitised' Stream

Garth McDonald

Digital Transformation and Delivery Division

Corporate Group | Department of Health

Government Provider Management System (GPMS)

UX Co-design: DIGITISED stream



UX Co-Design



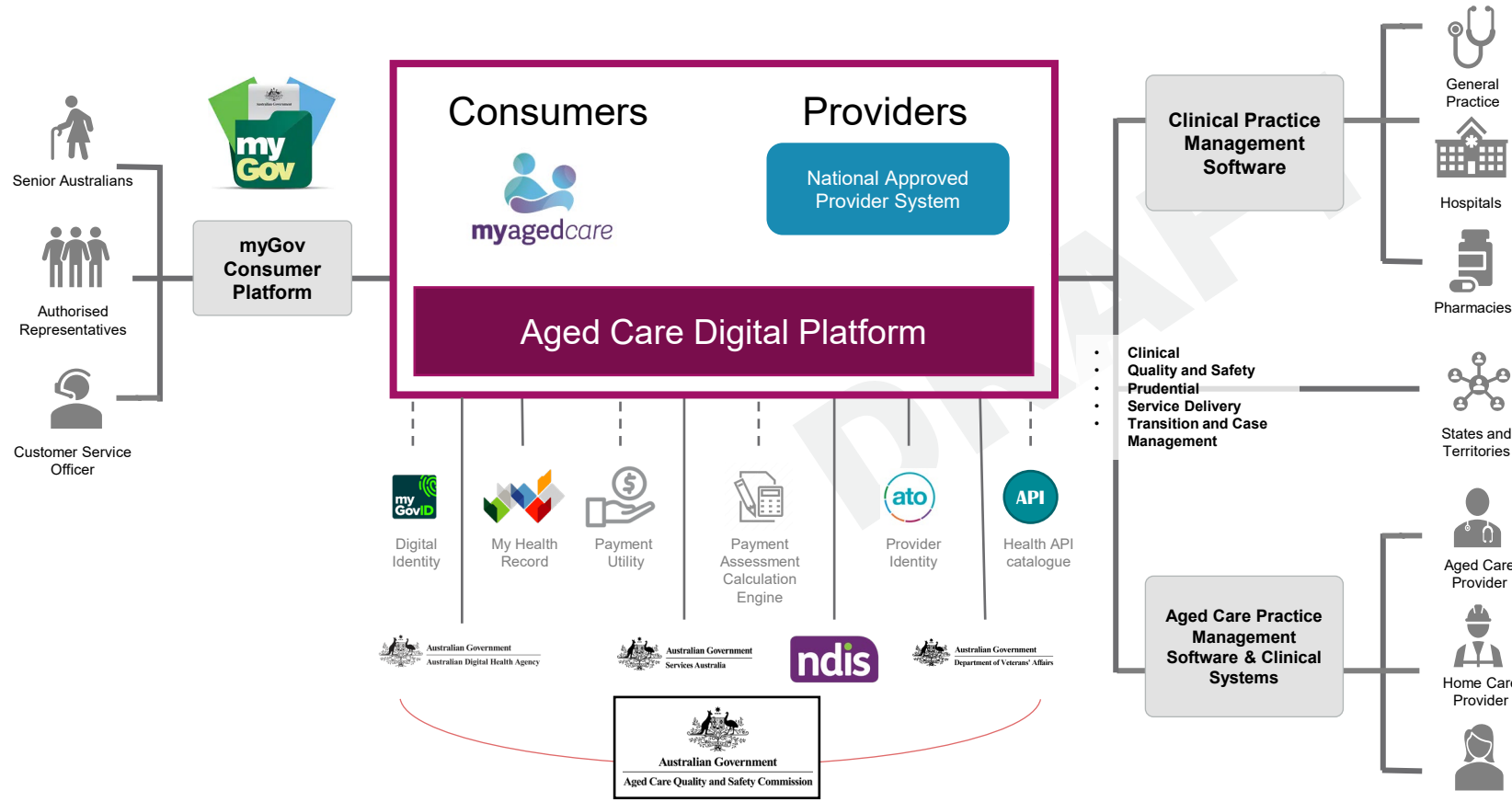
- What is GPMS?
- Why do we need it?
- What are the objectives?
- What will be delivered?
- What is the value?



Future of Aged Care – User Experience View



UX Co-Design



... building on **Digital Transformation Principles**

(Whole of Government services fit-for-purpose re-use, integrated workflows, connected data, & single user views)

to deliver a **Streamlined & Seamless User Experience** for users and providers ...

Sector Partners Engagement GPMS Co-design

UX Co-design: DIGITISED stream



UX Co-Design



WHO...

Providers - **Home Care, Residential Care and Flexible Care**

Small, Medium and Large

Remote, Rural and Metro

Manage, notify or interact with the agency on behalf of your organisation

Must use email and internet on a daily basis

Must NOT work in marketing or technology

HOW it will work...

Task Based Observation through **90 minute individual sessions** comprising:

- 10 min Intro
- 20 min Context
- 50 min Task
- 10 min Wrap up

Specific tasks vary from **Wireframes/design prototype**

Individual remote sessions with screen sharing – so we get to see you in situ!

OPTING IN...

Engagement will be over a 5 week period starting this month.

Interested Participants can register today

- or email DTSectorPartners@Health.gov.au

WHEN...

1:1s starting next week

Flexible Scheduling

Get Involved



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API Co-Design

API Co-design: 'Automated' Stream

Dale Naughton

Digital Transformation and Delivery Division

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Business to Government (B2G)

API Co-design: AUTOMATED stream



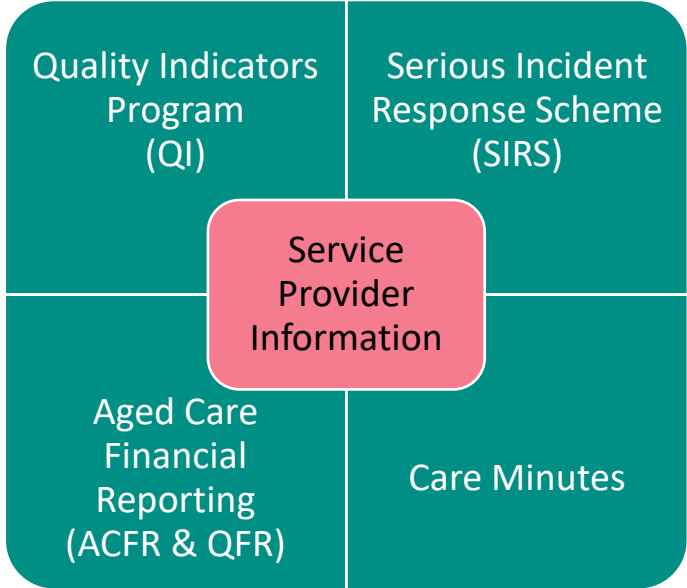
API Co-Design

- What is B2G?
- Why do we need it?
- What are the objectives?
- What will be delivered?
- What is the value?



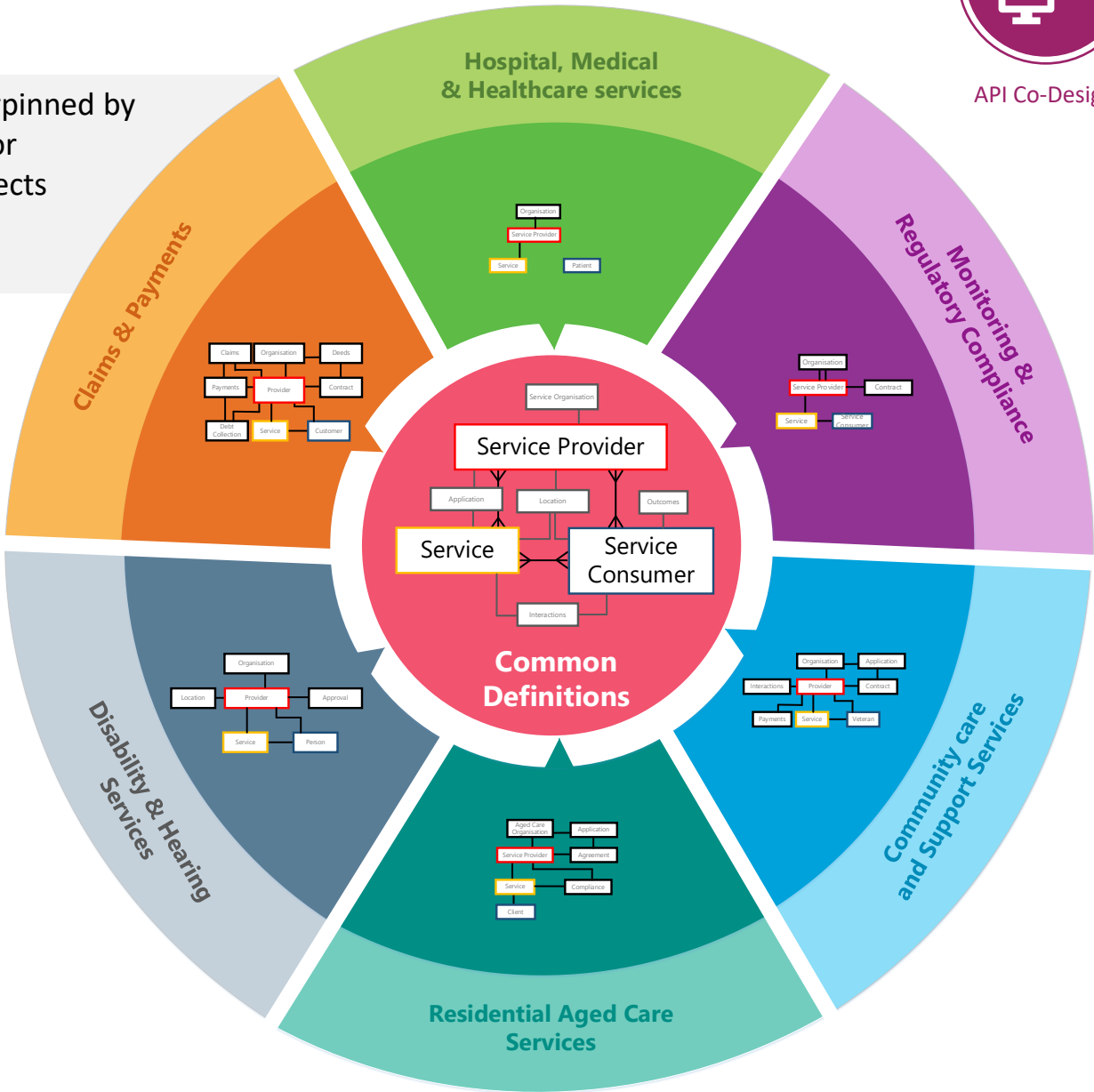
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Common Data Model for APIs



Focus Programs for B2G API Beta (Dec 22)

Reusable APIs underpinned by agreed definitions for common data & objects to support WofG interoperability

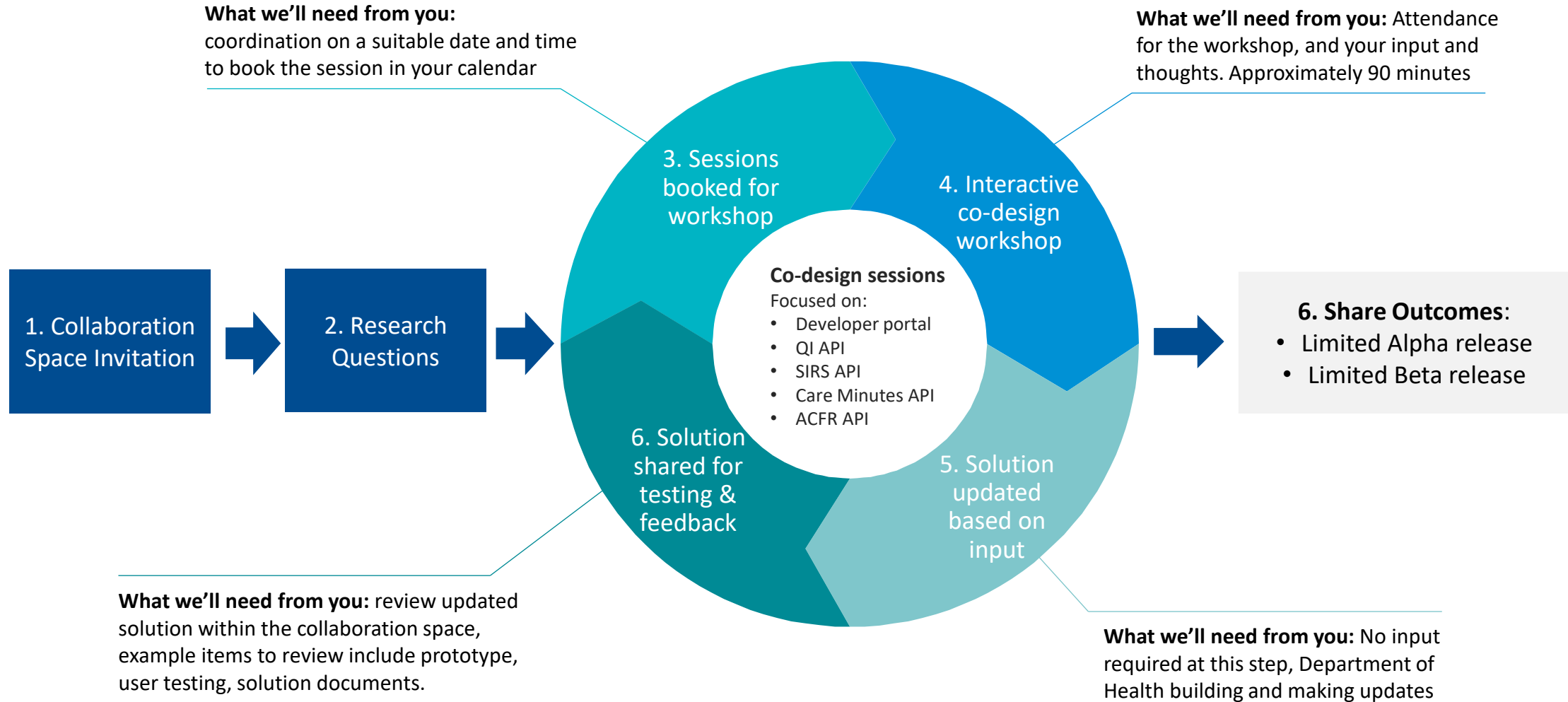


Sector Partners Engagement

Engagement Steps for API Co-design



API Co-Design





Topic	Questions
Provider Information	Please outline the Aged Care specific services your organisation delivers.
	Please overview the functions your software performs in the aged care sector
	How many providers within the aged care sector use your software?
	What is the size of the typical aged care providers you work with e.g. number of aged care facilities? Number of software licences?
	Are you aware of any opportunities from providers for your software?
Quality programs	Do you understand the current process aged care providers follow to share reporting with the department of health?
	Are you aware of the quality reports: QI, SIRS, Care Minutes, ACFR, QFR?
	Do you collect data for these within your system?
	Are you able to provide a detailed breakdown of the data fields you collect for the quality program(s) you have selected in the previous question?
	Are you able to provide sample data?
Software	What is the timeline for development releases in your software?
	What other API (g2g, b2b, b2g) endpoints do you currently work with e.g. ADHA FIHR services?
	Do you work with data models and standards from government and how do they work?
	For other portals you may use for APIs, can you please outline the authorisation process?
Capacity	Over the next 12 weeks, we'll need to work with vendors who have the capacity to onboard, champion beta back to clients and help deliver by the end of the year. Do you have capacity to participate at this stage?

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Do you collect data for these within your system?

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Do you have capacity to participate at this stage?



Sector Partners Engagement

Next Steps

Industry Partners Welcome Meeting

- Email post-meeting info – to include instructions to register (and work in) our Sector Partners site
- Any questions? Use the SharePoint site feedback function or email DTSectorPartners@Health.gov.au
- **Reminders:**
 - Register interest for **UX co-design** for GPMS
 - Share good examples of **Persona templates**
 - Keep an eye out for the **B2G questionnaire** to match collaborators to **API co-design** activities
- Next meeting: **24 June 2022 11am AEST**

