



Digital Transformation

# Sector Partners

Co-Design Meeting (13)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

[www.health.gov.au](http://www.health.gov.au)

Meeting date: 11 November 2022

Meeting: #13

# 1 Minute Silence

## Remembrance Day

**Fay Flevaras**

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

*Remembrance Day*

*honouring* Australian service personnel who have  
died or suffered in wars,  
conflicts and peacekeeping operations.



**11 NOVEMBER**



Australian Government  
Department of Health and Aged Care

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# Welcome

**Fay Flevaras**

Digital Transformation and Delivery Division  
Corporate Group | Department of Health and Aged Care



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## Sector Partners Engagement

# Agenda

Sector Partners Co-Design Meeting

- 5 mins – **Welcome** (Fay Flevaras)
- 10 mins – **State of Play** (Fay Flevaras)
- 15 mins – **B2G update and Portal Demo** (Greg Heath & Andrew Sheldon)
- 10 mins – **QFR: Playback** (Kate Stewart)
- 15 mins – **Sector Partners Q&A**
- 5 mins – **Close & Next Steps** (Fay Flevaras)



# DT Sector Partners: State of Play

**Fay Flevaras**

Digital Transformation and Delivery Division  
Corporate Group | Department of Health and Aged Care



# Co-Design Activities



OPEN



Practice Co-Design

No current activities



UX Co-Design

GPMS / QFR: Interface Playback



API Co-Design

No current activities



CLOSED



Sector Personas



Terms of Reference



GPMS: Understanding Work Patterns

GPMS / Star Ratings (done through university of QLD)



B2G: Pain Points & API Priorities



B2G: Quality Indicators



B2G: Developer Journey



B2G: Research Questionnaire





# Star Ratings on My Aged Care

Find a provider /

## Garden City Retirement Home

Print

Share

Compare

Overview

Rooms & costs

Compliance

Quality measures

Residents experience

Staffing

### Quality rating

★★★★☆ Average

This rating is based on this organisations performance in relation to compliance, quality measures, residents experience and staffing. The ratings for each of the sub-categories that make up the overall rating are shown below.

[Learn how this is calculated](#)

Compliance

★★★★☆

Quality measures

★★★★★


Residents experience

★★★★★

Staffing

★★★★☆


Show ratings history



Address

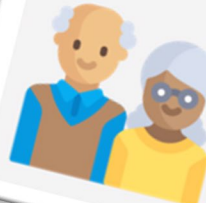
33 Tryon Street, Upper Mount Gravatt  
QLD 4122

Contact




### Quality Measures

This describes the quality of care provided to residents in relation to the instances of falls and major injury, unplanned weight loss, pressure injuries, medication management and the use of restrictive practices.




### Residents' Experience

The information reflects the residents experience in their aged care home. Residents are interviewed about the quality of care and their overall experience of their aged care home.



### Compliance

The information reflects non-compliance decisions made by the Aged Care Quality and Safety Commission.



### Staffing

This measures the amount of care from a registered nurse, enrolled nurse or personal care worker to each resident in the aged care home compared to the average care targets set by the Australian Government.

Department of Health and Aged Care | Aging and Aged Care

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# State of Play

High level updates & reminders

- Recap last meeting
- Since we last met
- Tech Talk Recap
- Access to our **DT Sector Partners SharePoint site** should be available to all members –
  - any access issues, let us know
  - check out the site and give us feedback

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 in the Open:**  
sharing underpins the DTDD approach







API Co-Design

# API Co-design: B2G Update

**Greg Heath & Andrew Sheldon**

Digital Transformation and Delivery Division  
Corporate Group | Department of Health and Aged Care



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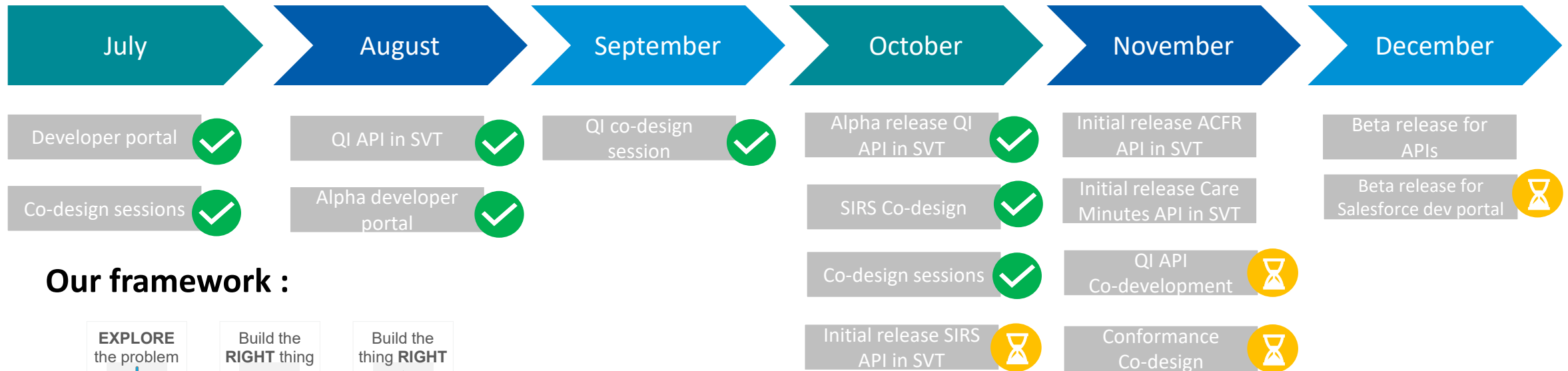
[www.health.gov.au](http://www.health.gov.au)

# B2G update

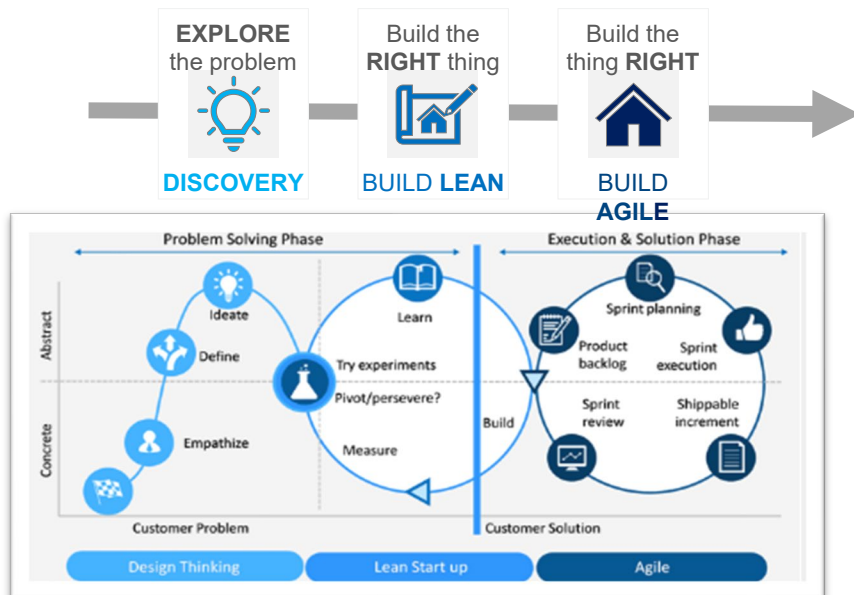


API Co-Design

## Milestones



## Our framework :



Key:



Completed



In progress

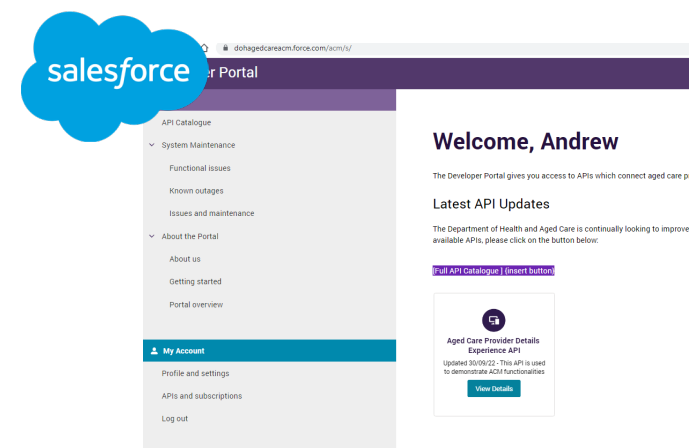
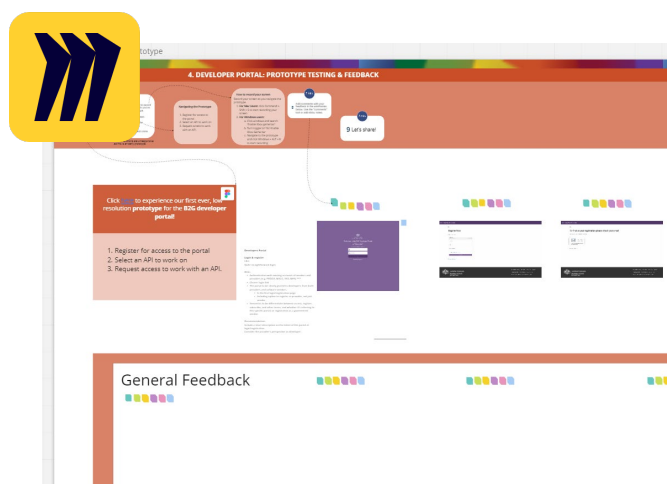
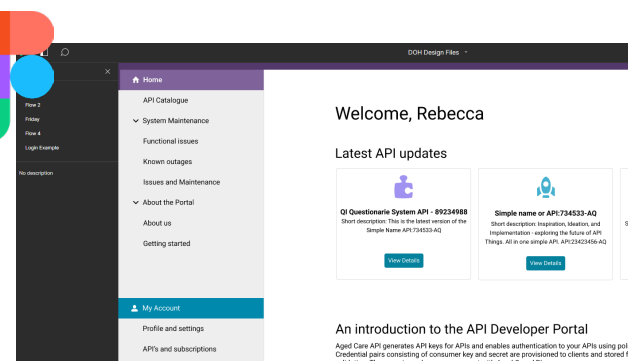


# The Journey for the developer portal

To ensure we are designing a solution that is intuitive and surfaces the right information, B2G have taken the following approach in the design and build of the portal



API Co-Design



# Jarred the Developer



API Co-Design

## Jarred

### OVERVIEW

Jarred is a developer at a software vendor or an aged care services provider. He works with software for aged care management and reporting to government.



Service Providers



I like the clear and simple instructions, that allow me to complete my work effectively

A developer at a software vendor or an aged care provider

### RATIONAL GOALS

Jarred wants **detailed information and instructions** to access and map APIs.

### EMOTIONAL GOALS

Jarred is impatient and wants services to be fast and smooth. He enjoys that he is setting up a system that is helping people.

### ATTITUDES

Jarred believes in providing business value through the software he creates. He is keen to build features that make the day-to-day life of his end users easier.

### ACTIVITIES

- Understand the structure of the API through documentation and experimentation.
- Plan how to set up the mapping of the APIs
- Register as a B2G 'registered developer'
- Execute implementation in a test or integration environment
- Test and troubleshoot any issues
- Ensure my software meets conformance requirements
- Deploy the implementation in a production environment
- Sanity check in production environment
- Troubleshoot provider software issues
- Provider feedback for system improvement



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# Developer Portal Demonstration



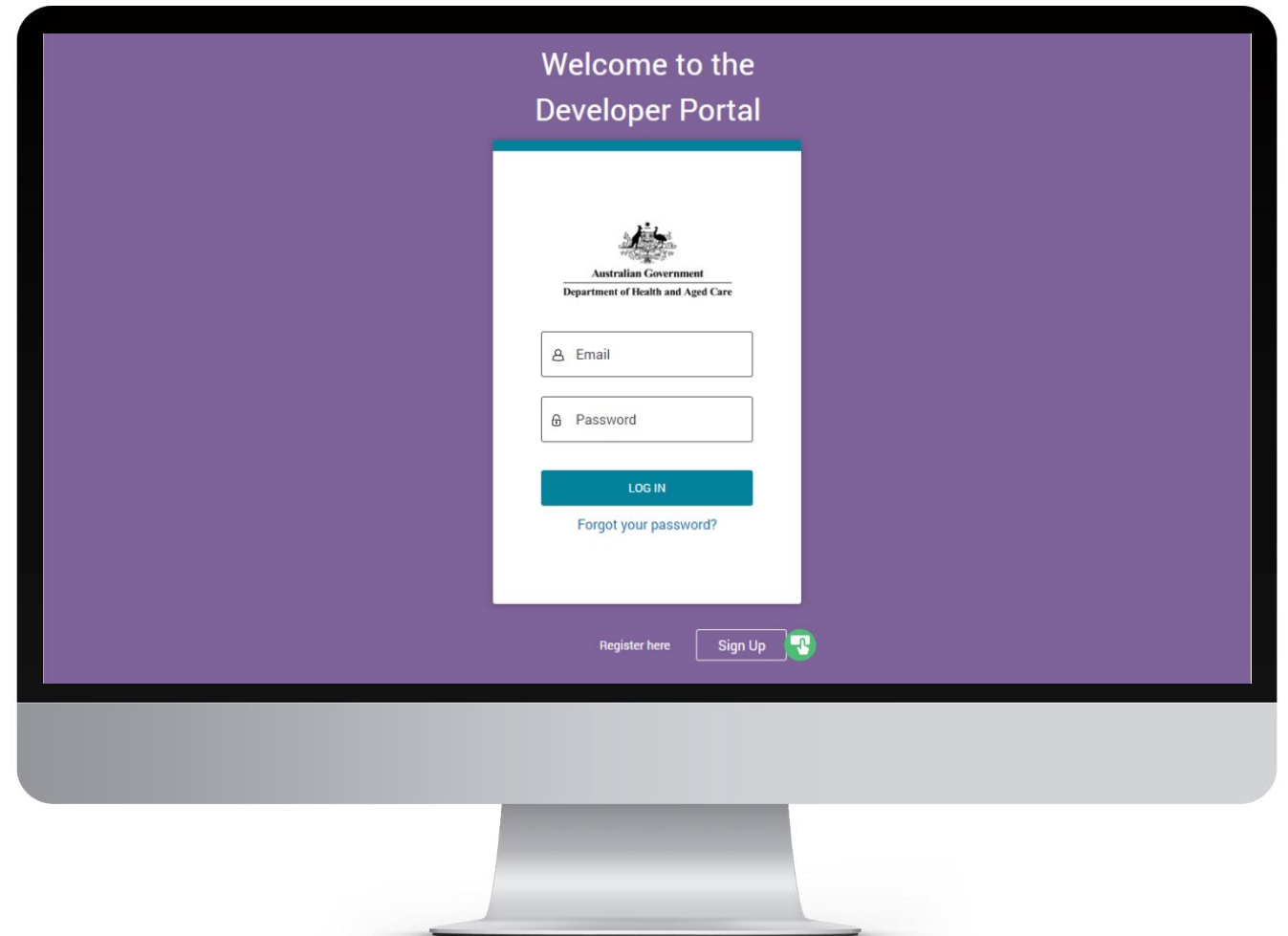
API Co-Design

Developer Portal proof of concept work began in July.

We held a co-design workshop at the end of July to:

- Walk through the Developer Portal prototype
- Provide feedback and comments on each screen in the prototype

We've taken the feedback onboard during the build and want to share the updated portal.



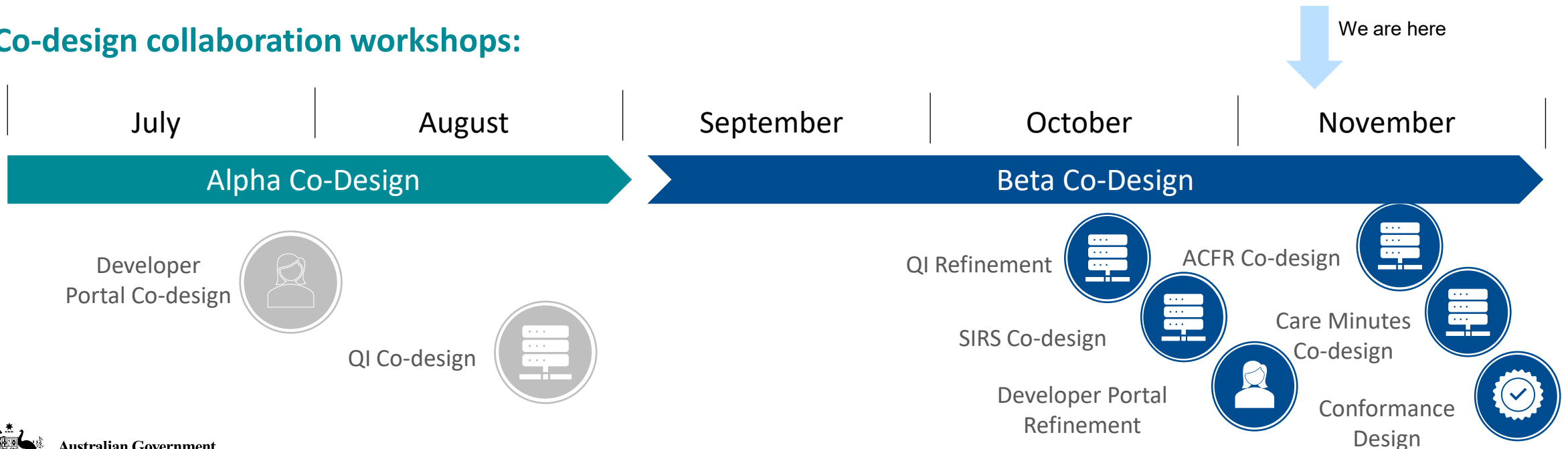
# Wrapping up for B2G



API Co-Design

- Finalise enhancements to the Developer Portal (Beta)
- Complete initial technical documents for ACFR API submission
- Support Integration Build for SIRS API
- Establish Vendor connectivity schedule for 1<sup>st</sup> provider
- Finalise ACFR co-design planning and preparation
- Prepare Conformance statement of requirements package for ADHA
- Commence planning for B2G 2023

## Co-design collaboration workshops:







UX Co-Design

# Quarterly Financial Reporting Co-design: Playback

**Kate Stewart**

Director

Market and Workforce Division

Corporate Group | Department of Health and Aged Care



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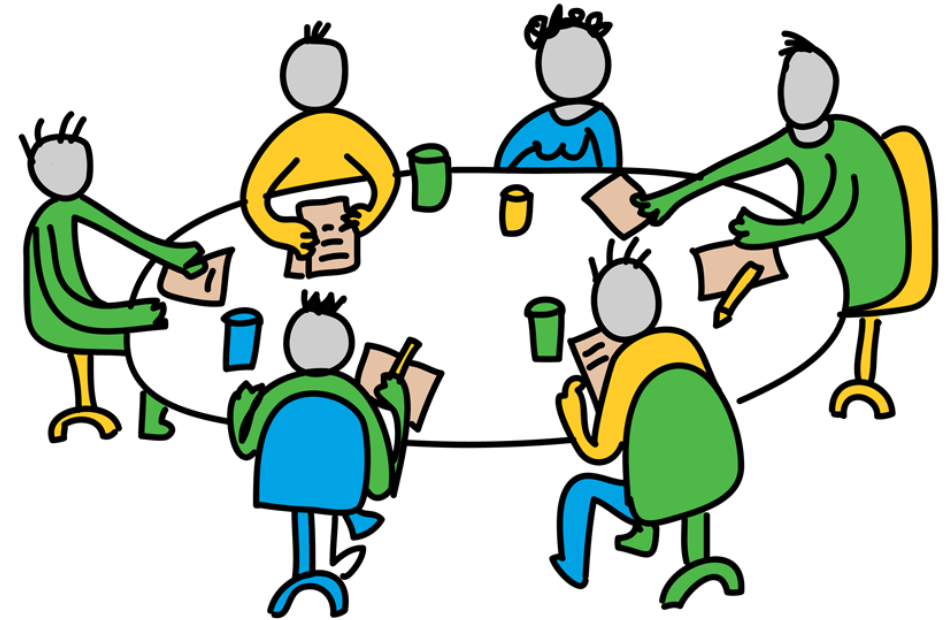
## Sector Partners Engagement

# Quarterly Financial Report (QFR) Workshop

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8 representatives from 5 aged care providers participated in a QFR system workshop.

- Building on previous user experience research the showcase demonstrated progress on the development of the future QFR system including:
  - Landing page tabs
  - Form navigation
  - Data table functions
  - Data file upload/download
- Participants asked questions and provided some useful feedback throughout the session.
- A poll to survey opinions on the developing system and to inform our next steps was also conducted.



# Sector Partners Engagement

## QFR Workshop Findings

Participants liked the...

### Increased upload functionality

Participants stressed the usefulness of being able to upload data via excel.

### Error validation

Error messages and validations within the form are useful and intuitive.

### Table navigation tools

Features such as 'jump to', the ability to minimise rows, and header placement make tables easier to navigate.

Survey questions told us...

From what you've seen today, how easy would the system be to use?

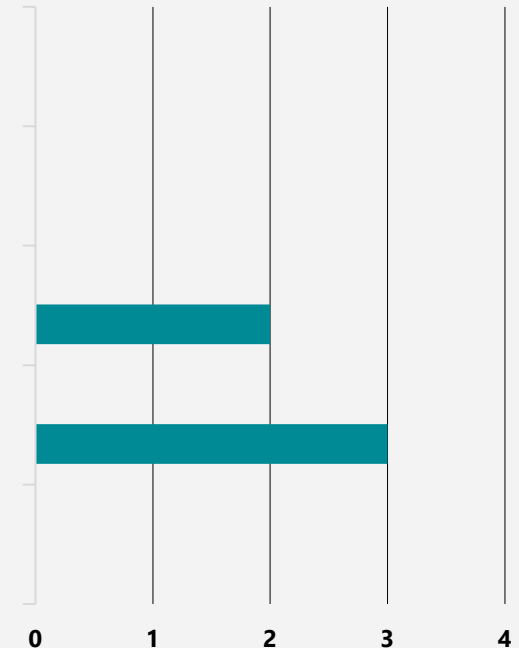
1 (very difficult)

2 (difficult)

3 (moderate)

4 (easy)

5 (very easy)





# Sector Partners Engagement

## QFR Workshop Findings

Participants suggested...

### Increased opportunities for data upload

Upload functionality should be considered for further areas of the report where this is not currently available.

### Excel file format

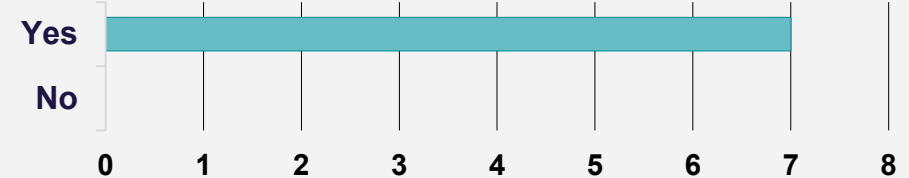
Efficiency could be improved if downloadable excel files were unlocked to enable copy and pasting of data.

### Early declaration download

It would be useful to be able to download the declaration file prior to completing the report, given some providers receive sign-off on offline data.

Survey questions told us...

Are you interested in participating in further research?

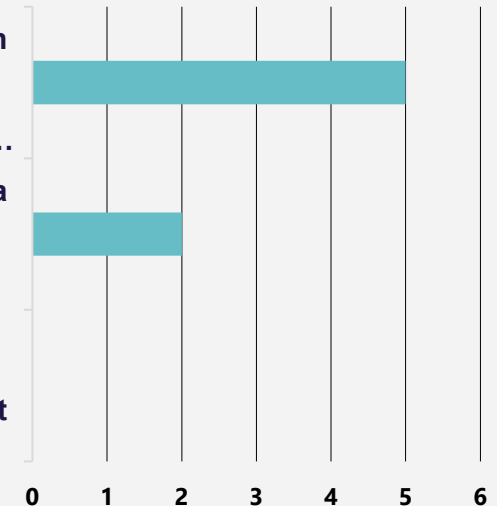


For a future review what format is preferred?

a) If given the opportunity, an unstructured trial where you explore the new system yourselves, with someone...

b) If given the opportunity, a structured trial where you complete an end-to-end report...

c) There's no need to conduct another review





UX Co-Design

## Sector Partner Q&A:

**Jessica Holmick**

Digital Transformation & Delivery Division

Corporate Group | Department of Health and Aged Care



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# In Demand

What attendees want NEXT



## Workforce & Consumers

How digital solutions will enable improvement & how increased digital literacy will be achieved



## Technologies & Roadmap

Roadmap & timeline specifics; architecture, technology, & system specifics, as well as data standards & integration methods; a map to achieving interoperability between key systems



## Funding & Support

Advice on how organisations will be supported to undertake these changes; supporting software vendors by undertaking clear assessment/certification of compliant solutions

## Data Considerations

How privacy, consent & data ownership will be legislated & managed; security & back-up approach



## Value Chain visibility

Details of the value chain view for providers and consumers



## Client-Centred & Co-Design

Detail about design approach & how co-design will be undertaken; clear pathways to get involved





Join at  
**slido.com**  
**#3523 353**



# Next Steps

Industry Partners Welcome Meeting

### Reminders:

- Open co-design activities for QFR and B2G – visit the SP site for more details
- Encourage our new members to get familiar with the SP site

### Upcoming:

- Post-meeting wrap-up email before Friday next week
- Next meeting: **25 November 11am AEDT**

