Digital transformation

# **Sector Partners**

Co-design meeting (17)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



www.health.gov.au

Meeting #17

24/03/2023



# Digital transformation for the aged care sector

# Agenda

Sector Partners #17



Welcome & agenda

Fay Flevaras

**State of play** 

Fay Flevaras Gr

B2G
Authentication discovery

**Greg Heath** 

24/7 Nursing update

James Lewis & Lavanya Madasu Sector Partner
Pulse survey

Fay Flevaras

Close

Fay Flevaras



# State of play

**Digital Transformation Sector Partners** 

# **Fay Flevaras**

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



# Open co-design activities by phase













**Provider Operations** 

**Health Care Identifiers** 



### **DIGITISED** focus (UX)

**Worker Screening** 

**Quarterly Financial Reporting: Trial** 

24/7 Nursing



### **AUTOMATED focus (API)**

**Aged Care Transfer Summary (ACTS)** 

**GPMS: Provider Portal – go live** 

**B2G: Authentication Discovery** 



## **State of Play**

# **Terms of Reference**

- Originally endorsed last year
- Changes to factor in
  - new year
  - new members
  - new dept. name
- NEW: Practice Co-design ToR review



Digital Transformation Sector Partners

### Terms of reference

This document defines the purpose, responsibilities, membership approach, and operations of the Digital Transformation (DT) Sector Partners advice group.

### Description

DT Sector Partners provide advice and support for the aged care digital transformation agenda, with a specific focus on informing Health's digital design and delivery activities. The high-level intent for this group is to maximise cooperation, increase knowledge-sharing, and optimise the success of Health's digital transformation investments.

Sector Partners support the transformation's public engagement and co-design streams to ensure that Health's progress is informed by and proceeds in collaboration with the sector (that is, providers, vendors, peak bodies, and citizens, as well as Health's policy and government partners). The group helps to ensure that Health:

- · remains in-step, in-conversation, and in-consultation with the sector
- · actively collaborates on digital, data, and service delivery elements of transformation, particularly where direct inputs or impacts for the sector are evident (e.g., digital codesign (UX), automated co-design (APIs), best practice transformation (including strategic methodologies and underpinning program approach).

### Authority

This group provides advice to Health. Membership and key outcomes from the group will be made publicly available via other public engagement channels (e.g., Tech Talks, Health

### Accountability

Since this is a volunteer advice group (formed following open, public invites) it is not expected that the group will have formal accountabilities, conflict of interest concerns, or Intellectual Property limitations. Any concerns about these - or other probity issues - should be promptly directed to DTSectorPartners@health.gov.au.

### Sponsorship & roles

Health Executives will sponsor the activities of the group and its outcomes.

Executive Name	Position	Role
Fay Flevaras	First Assistant Secretary, Digital Transformation and Delivery Division (DTDD), IT Division (ITD), Corporate Operations (COG), Health	Senior Executive Sponsor
Janine Bennett	Assistant Secretary, Digital Business and Engagement Branch (DBSE), Health	Executive Sponsor

igendas and membership

ses, and directs the business of meetings

all participation by all members

ional attendees or relevant subject matter experts (SMEs), as required.

co-design activities and/or provide input into strategy, solution, or delivery

and feedback to improve Health's solution design, delivery, or approach

ng pain points and barriers for the sector

, risks, mitigations, and best-practice options

unities to co-design or leverage existing research, solutions, expertise, ging, engagements, products, processes, or promotions

ntent and activities of this work back to their organisations, networks, and ampioning the work and transformation agenda (where appropriate).

p is published on the public Health website

ominate a surrogate in the event that they are unavailable to attend, or idered valuable in driving the outcomes of the group

endance should be announced at the commencement of the meeting

cements MUST be emailed to <a href="mailto:DTSectorPartners@health.gov.au">DTSectorPartners@health.gov.au</a>,

regular cadence as agreed by the group. Messaging and other ed out of session, using email or collaboration sites.

riat function for this group - given its focus on co-design and advice es and materials will be published to the public Health website.

## Terms of Reference & Review

these Terms of Reference will be circulated to members for by the Chair. Approved Terms of Reference will be published on the

Ine 2022

Digital Transformation Sector Partners – Terms of Reference (ToR) – June 2022

# **Pulse Survey**

- Take the survey
- Tell us:
  - What's working?
  - What we can improve on?
- NEW: Practice
  Co-design SP Pulse
  Survey

Join at slido.com #SPPulse







# **B2G Authentication Discovery**

**Discovery Activity Introduction** 

# **Greg Heath**

Director | Aged Care Services and Sustainability Branch





### **B2G: Introduction**

### **Objective**



We are commencing a **co-design activity** to explore and identify **options** and a **recommended solution** for Providers of Care and Support services to authenticate into the Core Platform and consume B2G API's

### The Provider digital ecosystem **Providers** delivering care and support services Identity verification and authentication systems Digital Identity Relationship Authorisation **Provider Digital Access** Others to be explored VANguard FAS (e.g., myGovID) Manager (RAM) (PRODA) during co-design Co-design Co-design **Authentication methods** Multi-factor Token Single Sign-On Certificate-based Development underway **Core Platform** Business to Government (B2G) access integration gateway, enabling improved service delivery through seamless reporting data submissions and service data retrievals. Care & support provider

### The ask

We want to hear from you

- We are calling for all Sector Partners (Care and Support Sector Providers, Peak Bodies, Software Providers) to participate in a short **survey** and/or **2-hour co-design session**
- Your input will be fundamental to forming a robust and comprehensive view of existing authentication mechanisms, what works well (and what doesn't), requirements, use cases, considerations, and authentication solution preferences
- Your participation will be invaluable in shaping options and determining the most viable solution for recommendation.

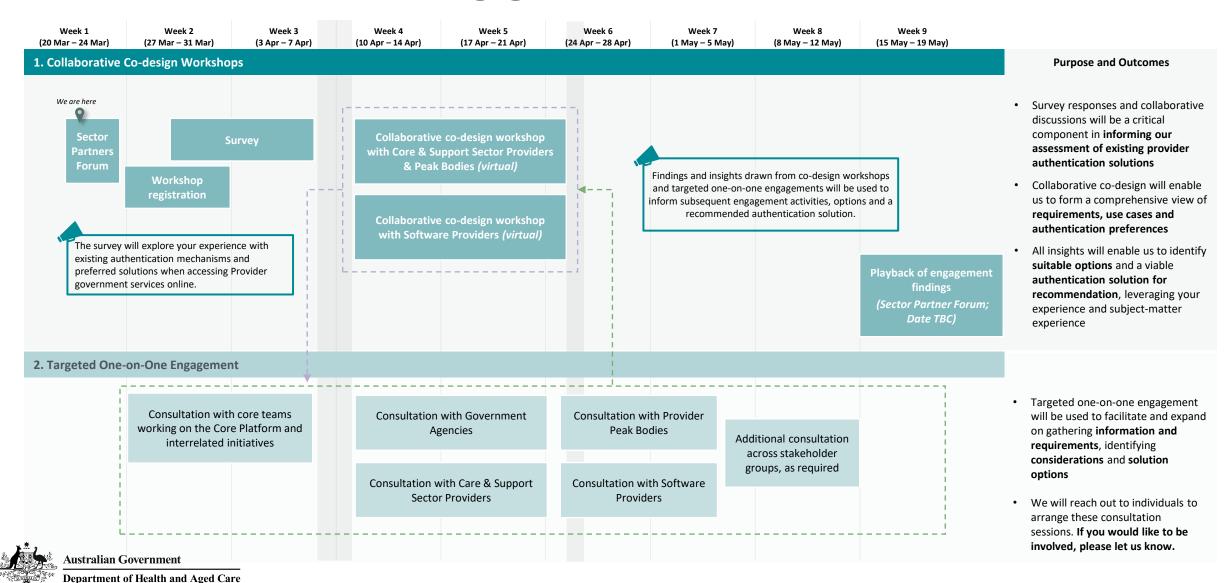
Government Provider Management System (GPMS)

management systems

- Aged Care Provider Portal
- Data Exchange Portal (DEX)
- · Veterans' Home Care Provider Portal
- myPlace Provider Portal (NDIS) Services
- Others to be explored during co-design

### **B2G: Engagement Activities**

# **Engagement Activities**



# Next steps & how to get involved



### Co-design Workshops

- Complete the workshop participant form to secure your participation in our co-design workshops. Please respond by Friday 31 March
- Workshop invites and supporting detail will be distributed by Thursday 6 April
- If you would like to arrange a separate one-on-one meeting, please contact Jessica Holmick or Rishu Kang at dtsectorpartners@health.gov.au



2. Survey

- A short survey will be distributed by Friday 31 March
- Respond to the B2G Authentication survey by Thursday 6 April



3. Get in touch

 For additional information or questions regarding this co-design activity, please reach out to dtsectorpartners@health.gov.au







# 24/7 Nursing update

Digital Transformation for the Aged Care sector

Jim Lewis Evan Grimmett Lavanya Madasu

Corporate Group | Services and Sustainability branch



# The Problem

Nurses 24/7 Supplement

The Government is seeking to ensure that Registered Nurses are available on a 24/7 basis within residential aged care services to enable a higher standard of care to be delivered in these settings.

To enable services to establish a 24/7 registered nursing presence it is proposed to introduce a new 24/7 Registered Nursing supplement which will be calculated on a daily basis and paid as part of the residential aged care monthly claiming cycle by Services Australia



# The Solution

Nurses 24/7 RN Supplement

The Department of Health and Aged Care will be developing a form to be made available to Residential Service Providers to capture information relating to the provision of Registered Nurses within their facilities, including the amount of time that they have been available to provide care

This information will be collated and sent to Services Australia, who will make payments to providers who meet the eligibility criteria – at a high level, that criteria includes number of occupied bed days and the number of nurses provided



## **Delivery Approach**

This allows us to incorporate feedback and make changes rapidly!

A new integration with Services Australia will be developed

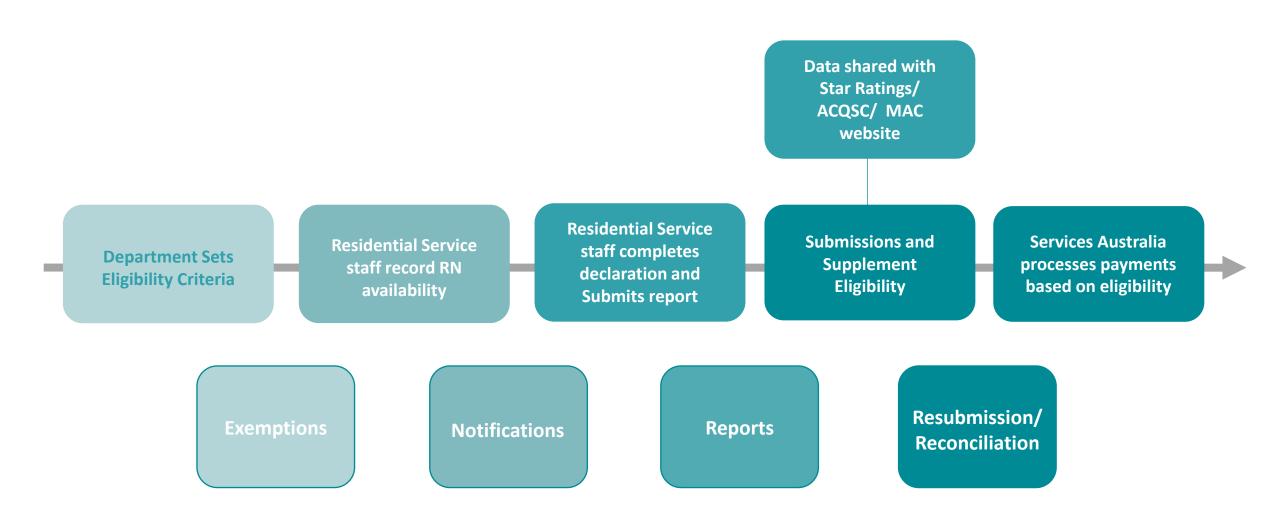
The project will be delivered using on a new technology stack for the Department - Salesforce

The project will also be developed using an iterative Agile process

This will improve both Department's ability to make payments effectively

In time, it is anticipated that this functionality will be included as a part of a broader Business to Government technical strategy

## **Key Screens & Elements**





# Sector Partner Pulse survey

# **Janine Bennett**

Engagement Lead | Digital Business and Sector Engagement Branch





