

# Tech Talk

Digital Transformation for the Aged Care sector  
Webinar series

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)

Tech Talk #8  
19/04/2023

An elderly couple is shown in a close-up, smiling and looking at a tablet held by the man. The man is wearing glasses and a brown jacket, while the woman is wearing a grey sweater. The background is softly blurred, showing what appears to be a home interior with warm lighting. A blue semi-transparent overlay covers the left side of the image, where the text is located.

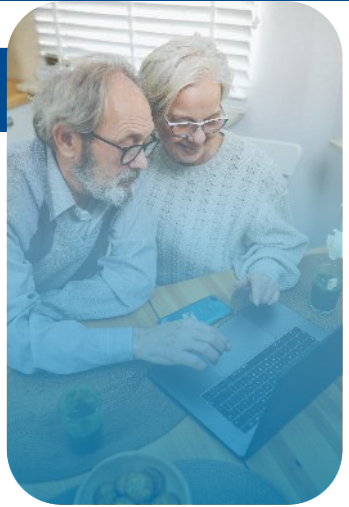
# WELCOME

& housekeeping

## Digital Transformation for the Aged Care sector

# AGENDA

Tech Talk #8



Welcome &  
housekeeping

Janine Bennett

Digital  
Transformation  
update

Fay Flevaras

Aged Care  
Reform Agenda  
policy priorities

Greg Klen



New GPMS  
portal

Emma Cook &  
Amanda Smith

B2G  
Onboarding &  
Conformance

John Sidey

Departmental  
Data Strategy

Dr. Phillip Gould

Q&A

Fay Flevaras  
Janine Bennett  
Emma Cook  
Amanda Smith  
John Sidey  
Dr. Phillip Gould

Close

Janine Bennett



Australian Government

Department of Health and Aged Care





# Digital Transformation update

The plan as we know it

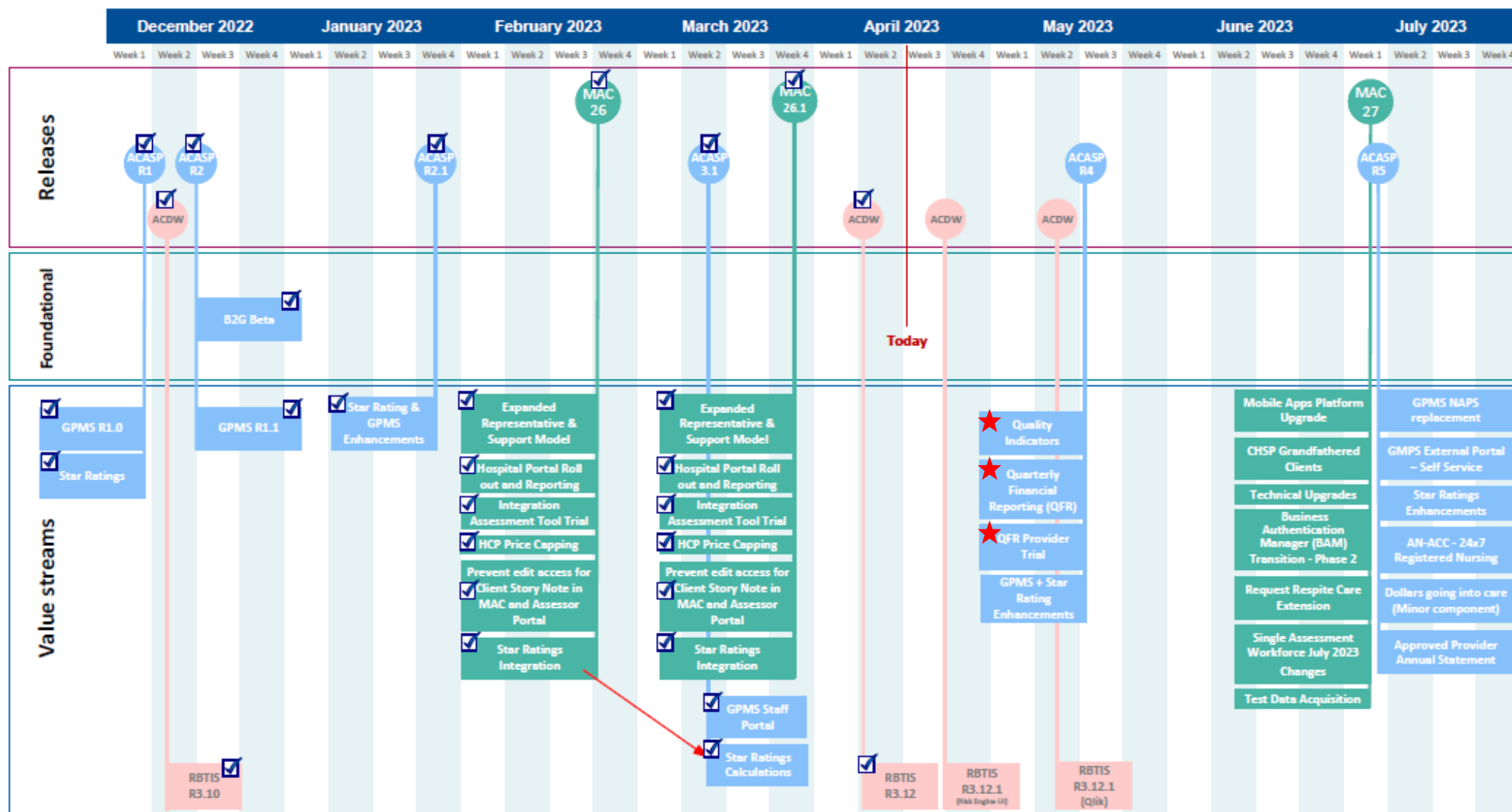
**Fay Flevaras**

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

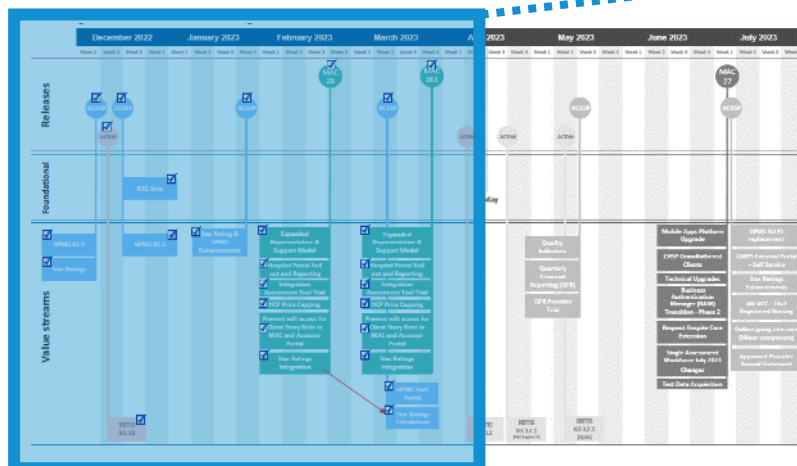
## Digital Transformation (DT) portfolio release view



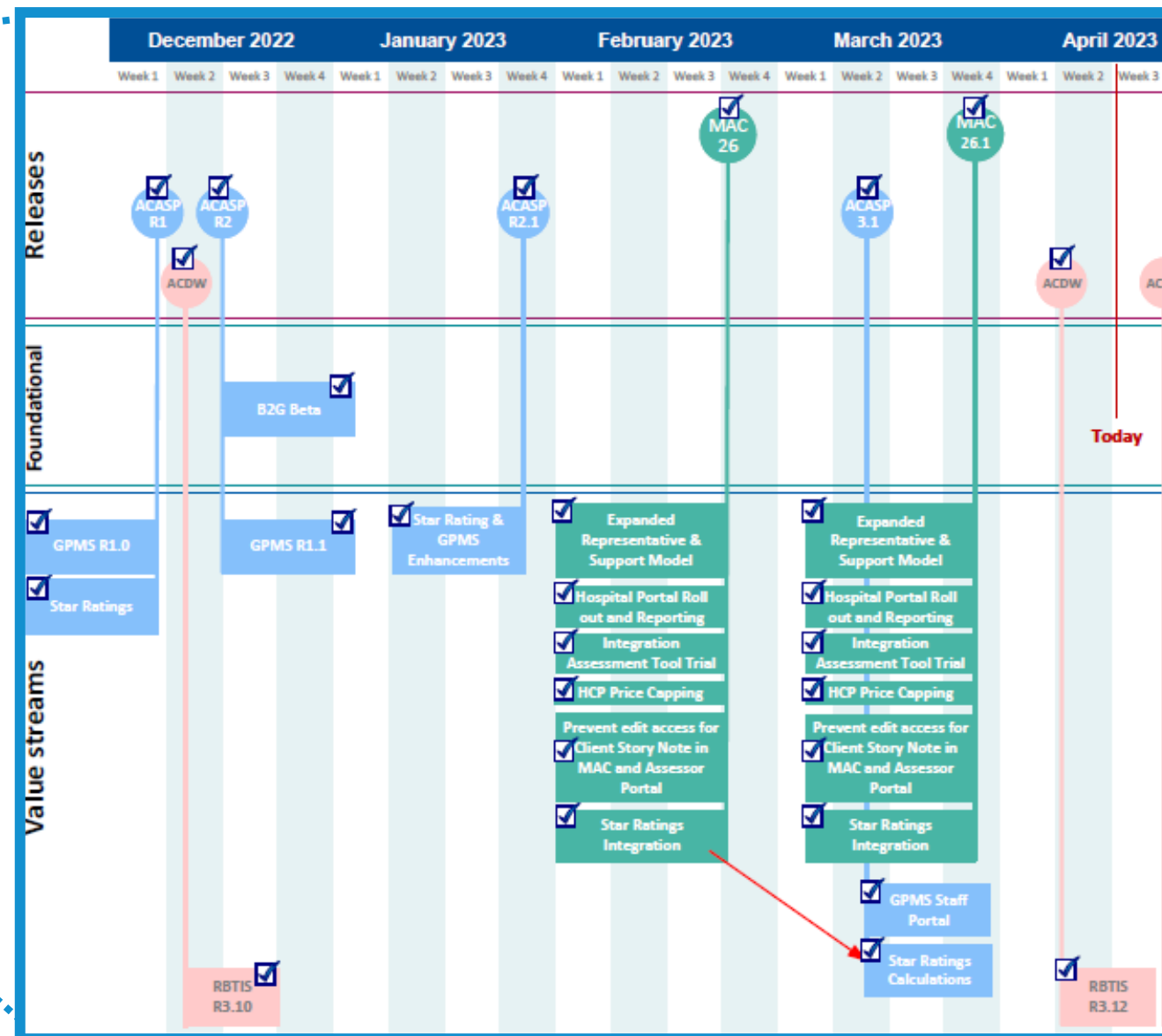
**Disclaimer:** This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline'). The timeline is NOT a Government commitment. Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.



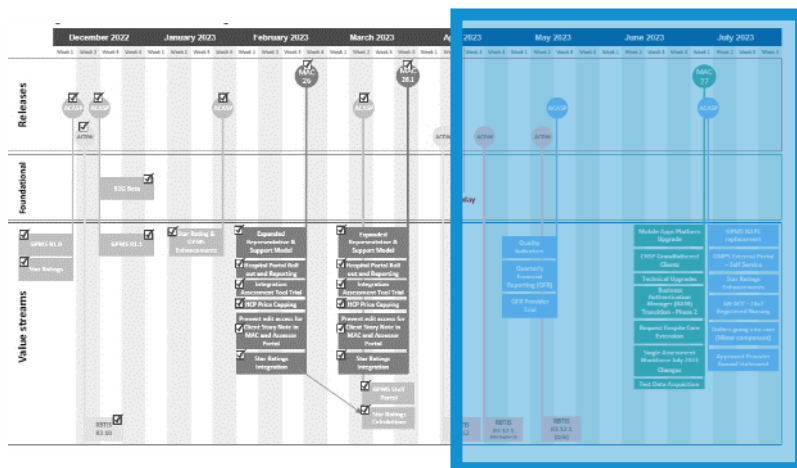
## DT portfolio release: Recent delivery



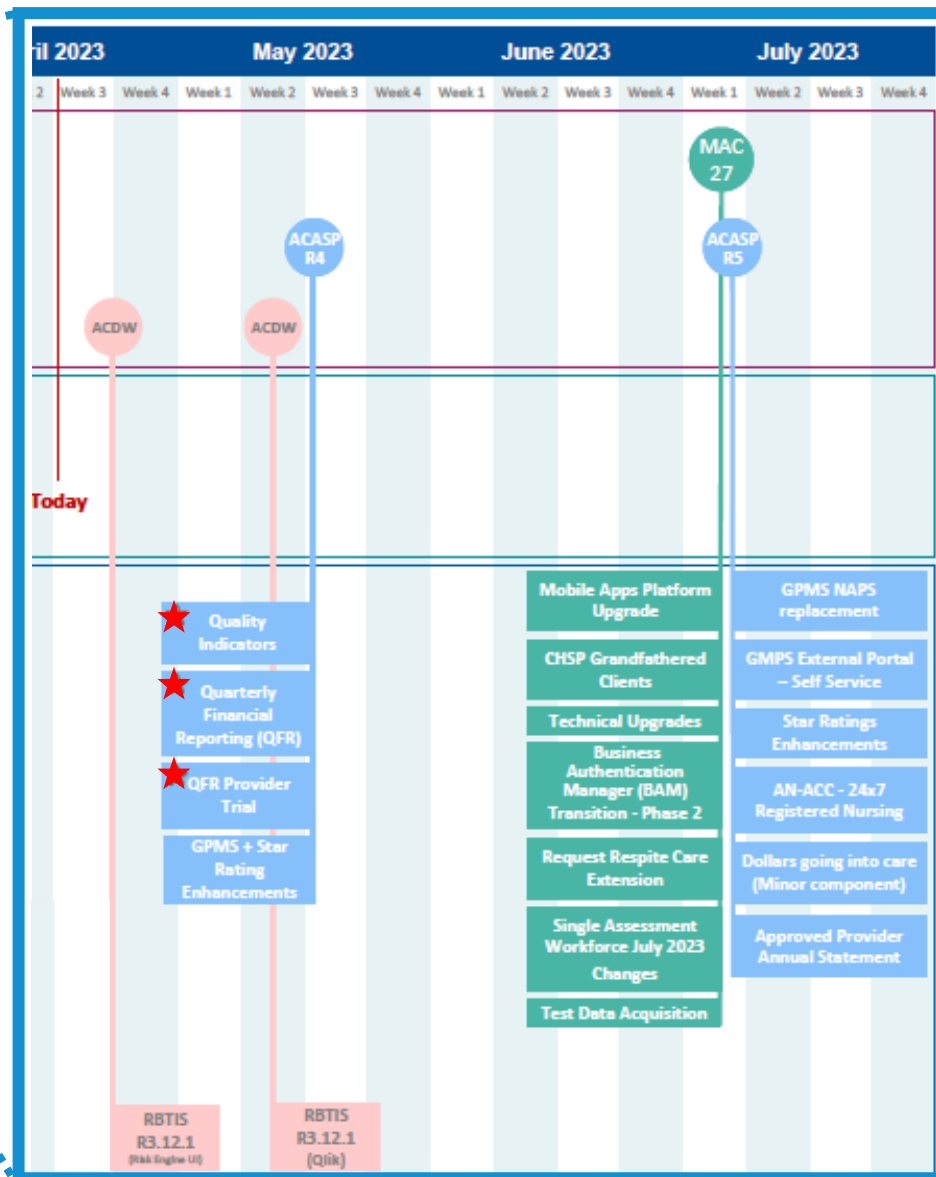
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## DT portfolio release: Upcoming delivery



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Australian Government

Department of Health and Aged Care

# Government Provider Management System (GPMS)

Tech Talk | 19 April 2023

Initiative spotlight

**Emma Cook**

*Assistant Secretary*

*Enabling Capabilities Branch*

*Ageing and Aged Care Group*

**Amanda Smith**

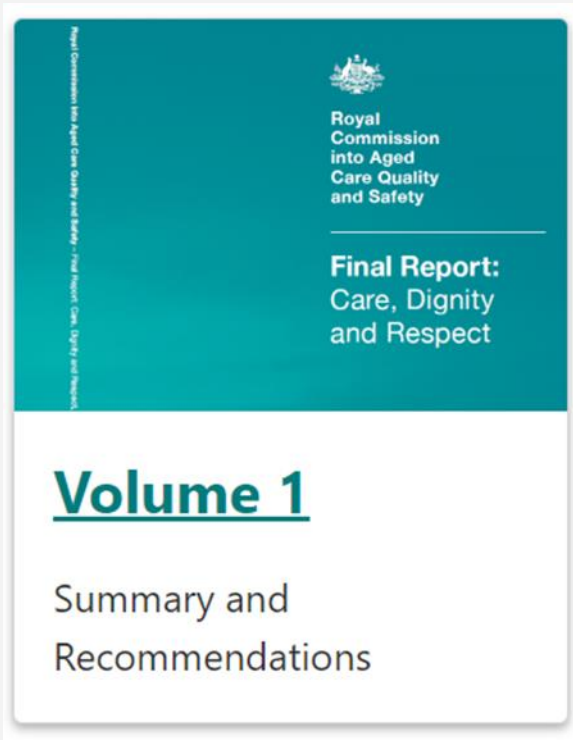
*Assistant Secretary*

*Aged Care Transformation and Quality Branch*

*Digital Transformation and Delivery Division*



# Royal Commission into Aged Care Quality and Safety



The aged care system that we envisage will need to operate in a technology-enabled environment for efficient clinical, business and operational systems. These need to be

designed to enable better services for older people.

should operate so that information that is routinely collected for their own purposes can assist them to meet responsibilities to provide data,

systems to enable automatic reporting by approved providers on mandatory reporting obligations, quality indicators, prudential arrangements and data for the Aged Care National Data Asset.



# Government Commitment

The Australian Government has invested in digital enhancements that respond to the recommendations of the Royal Commission

Reforms include:

- systems designed to improve services for older people
- the ability for systems to share data between aged care, health care providers, & government



# What is GPMS?

The new Government Provider Management System (GPMS) is foundational to future IT & Aged Care reforms, providing a modern platform to:



Take on existing & new reporting functionality



Provide a streamlined single access point for aged care providers



Support automation & interoperability



Improve the quality of aged care data



# Progress to date

- 3 April 2023 release
  - Enabled Aged Care providers to login to access GPMS and manage user access
- 11 April 2023 release
  - Enabled Aged Care providers to preview next quarter's star ratings
- Future iterative release to support aged care reforms

The screenshot displays the Government Provider Management System (GPMS) dashboard. At the top, the Australian Government logo is on the left, and the system name 'Government Provider Management System' is in the center. Navigation links for 'Home' and 'Help' are on the right, along with a search icon, a notification bell, and a user profile icon labeled 'Username'.

The main content area is a dark blue header with the following text: 'Hi {User\_first\_name}', '{Organisation\_name}', and 'Provider ID#098765'. Below this, there are six white cards arranged in a 2x3 grid, each with a teal icon and a right-pointing arrow:

- About your organisation** (Icon: Document with list):
  - View your organisation's details, key personnel and third party organisations
- What you provide** (Icon: Person with plus):
  - Care types you're approved to provide
  - Apply to provide additional care types
  - Manage your applications
- Financial reporting** (Icon: Dollar sign):
  - Manage, view and complete quarterly financial reports
  - View due dates and supporting materials to help you with your reporting
- Quality Indicators** (Icon: QI):
  - Set up your QI targets
  - Enter and submit your QI data
  - Access your QI reports
- Star Ratings** (Icon: Star):
  - View new and current ratings
  - View historic ratings
  - Understand how Star Ratings are calculated
- Looking for something else?** (Icon: Three dots):

Sign in to My Aged Care service provider portal

  - Referrals
  - Clients
  - Outlets
  - Staff
  - Incidents
  - Forms & Reports

The footer is a dark blue bar with two columns of links:

- Using this website**
  - Terms of use
  - Privacy and security
  - Copyright
  - Accessibility
  - Disclaimer
- Links and resources**
  - Department of Health and Aged Care website
  - My Aged Care service and support portal
  - Aged Care Quality and Safety Commission website
  - Contact us

At the bottom left is the Australian Government logo. At the bottom right is a statement: 'We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.'





GPMS portal

## Demonstration Video



Walk-through of the new Government  
Provider Management System (GPMS)  
online portal



Australian Government

Department of Health and Aged Care



# Beta Testing

Government Provider Management System (GPMS)

- One-on-one provider sessions
- Sector Partner volunteer session



...with help from the sector



# Provider Registration forms

More to come...

## GPMS provider self-service

Approved Provider forms

Notification (previously *Notice of  
Material Changes*)

Determination

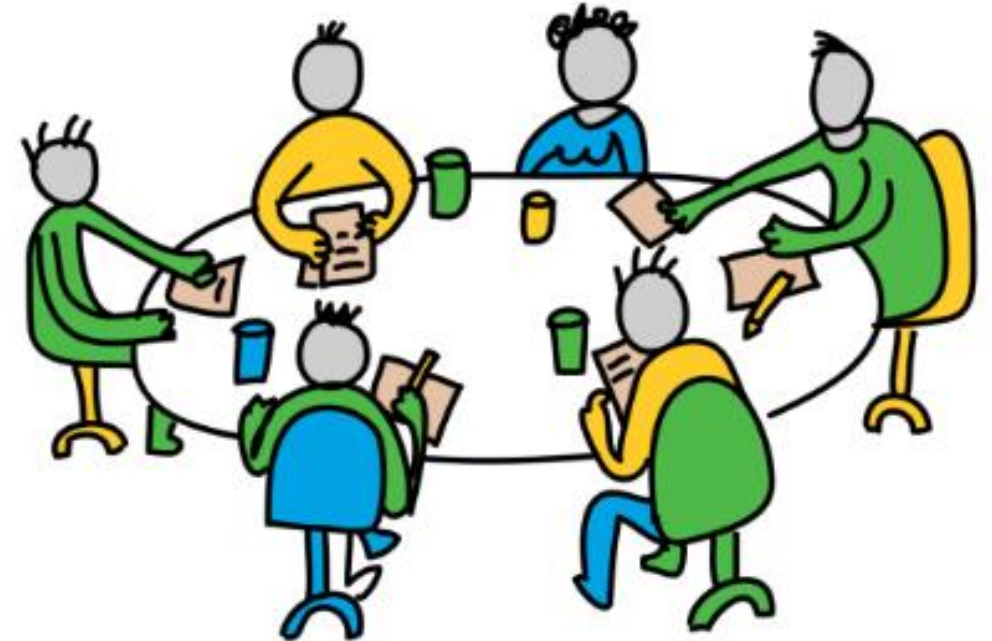
COMING THIS YEAR



Australian Government  
Department of Health and Aged Care

# Next Steps

- Continued co-design & testing with sector
- Iterative releases to support future reforms, including:
  - New Quality Indicator reporting
  - Extension to in-home care providers
  - Approved provider forms and reporting



To get involved, visit *Aged Care Engagement Hub* at:  
<https://agedcareengagement.health.gov.au>



A background image showing two people in business attire shaking hands, symbolizing a partnership or agreement. The image is slightly blurred and has a blue overlay at the top and bottom.

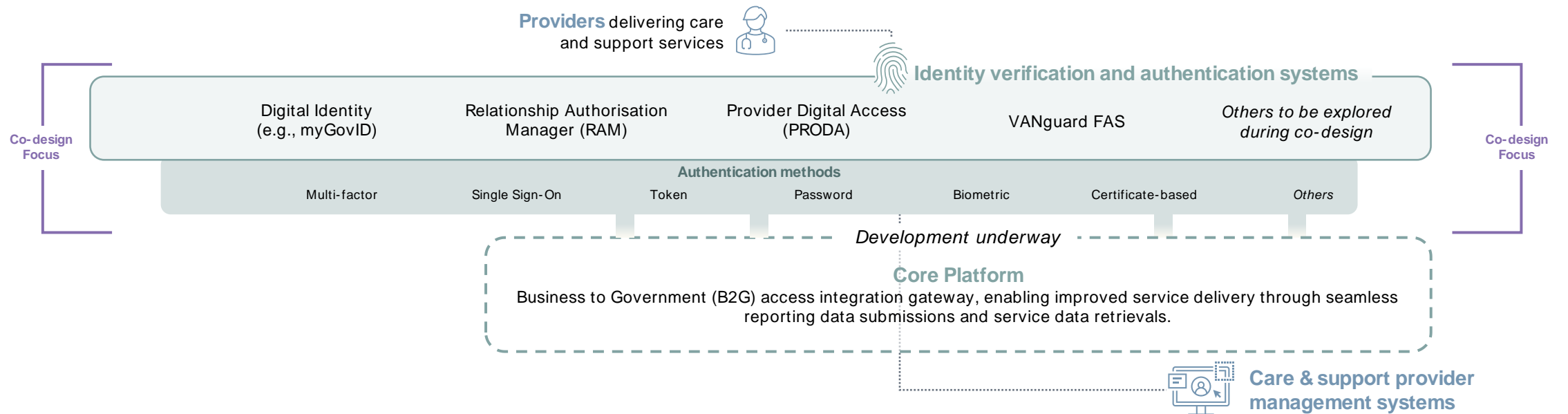
# Business to Government (B2G) Onboarding & Conformance

Initiative spotlight

**John Sidey**

B2G Authentication Discovery Lead  
Digital Transformation and Delivery Division  
Department of Health and Aged Care

# Provider digital eco-system

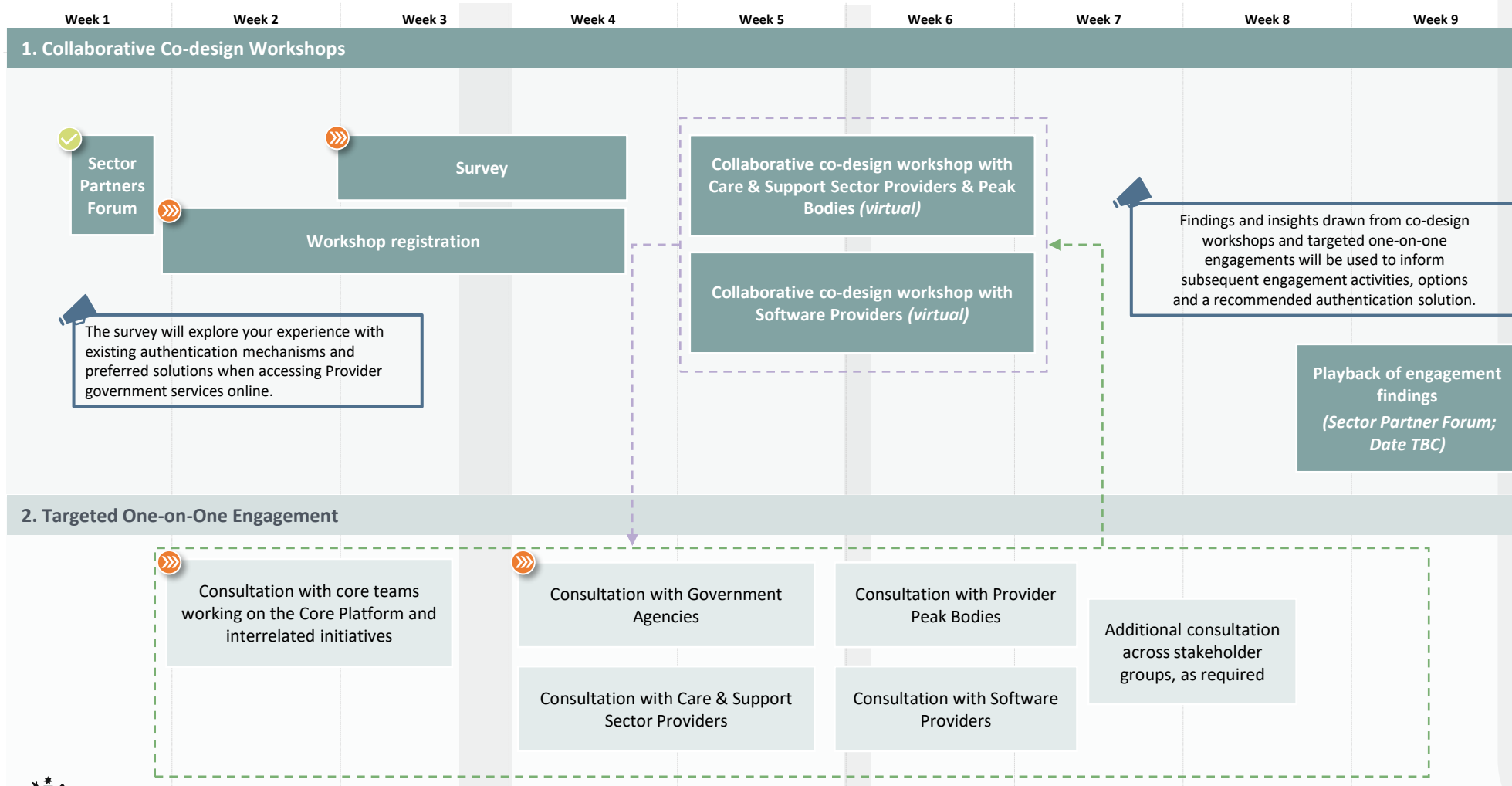


A co-design activity is underway to identify options & a recommended solution for providers of care & support services to authenticate into the Core Platform & to consume B2G APIs

- Government Provider Management System (GPMS)
- 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



# Comprehensive stakeholder engagement

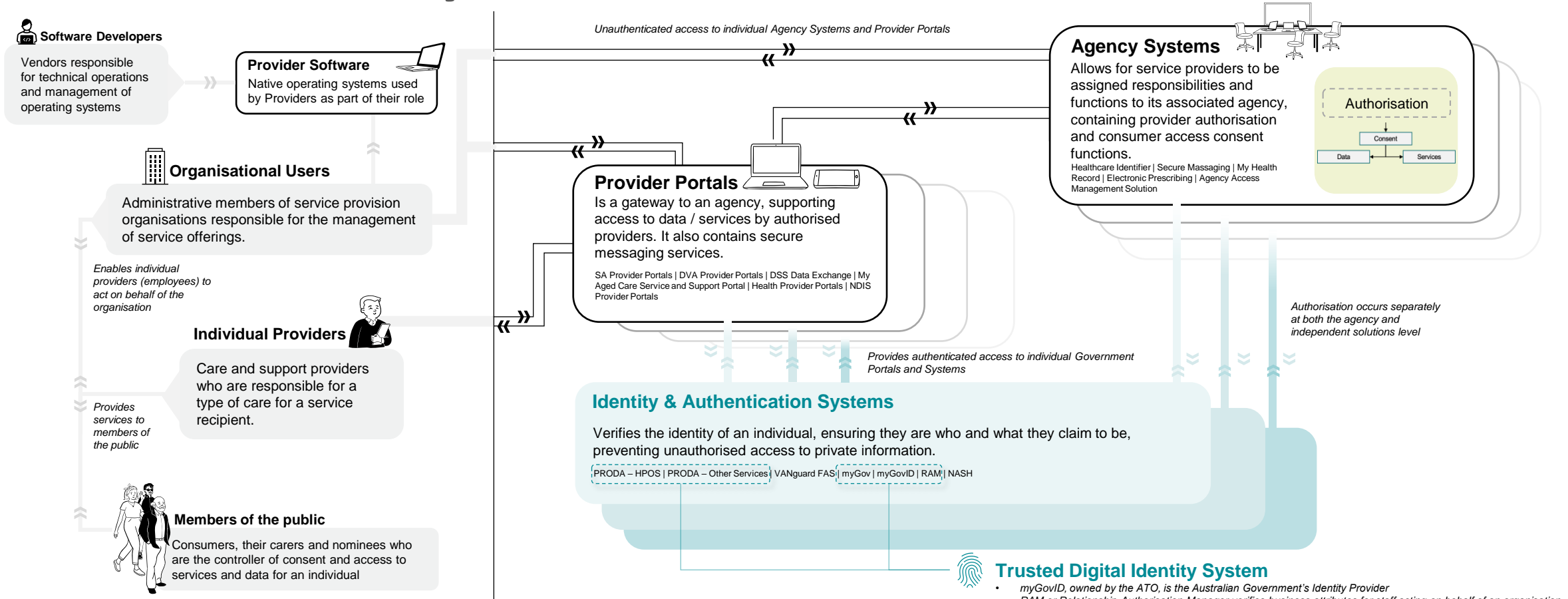


## Purpose & outcomes

- Surveys & discussion will inform assessment of existing provider authentication solutions
- Co-design will offer a comprehensive view of requirements, use cases, & preferences
- Shared insights will identify suitable options & viable authentication solutions – leveraging experience & subject matter expertise



# Current state eco-system



Providers navigate various authentication & identity access management requirements to interact with (multiple) Govt systems

# Departmental Data Strategy

Partner presentation

**Dr. Phillip Gould**

Chief Data Officer

Health Economics and Research Division

Department of Health and Aged Care

# Presentation Overview

**01**

**Department of Health and Aged Care  
Data Strategy 2022-25**  
Including strategic context and background

**02**

**Future directions**

**03**

**Implementation and next steps**

# Overview of the Data Strategy

- New, three-year departmental Data Strategy
- The Data Strategy sets the strategic direction for our management, use and ongoing development of data to enable our vision of delivering better health, aged care and wellbeing outcomes for all Australians.
- Prioritises seven overarching Strategic Objectives
- Identifies a number of high-level Implementation Priorities
- Published on our website in August 2022:  
<https://www.health.gov.au/resources/publications/department-of-health-and-aged-care-data-strategy-2022-25>





## Harnessing the power of data for better health, aged care and wellbeing

Our Data Strategy sets out the strategic direction for our management, use and ongoing development of data to enable our vision of delivering better health, aged care and wellbeing outcomes for all Australians.

### OUR VISION

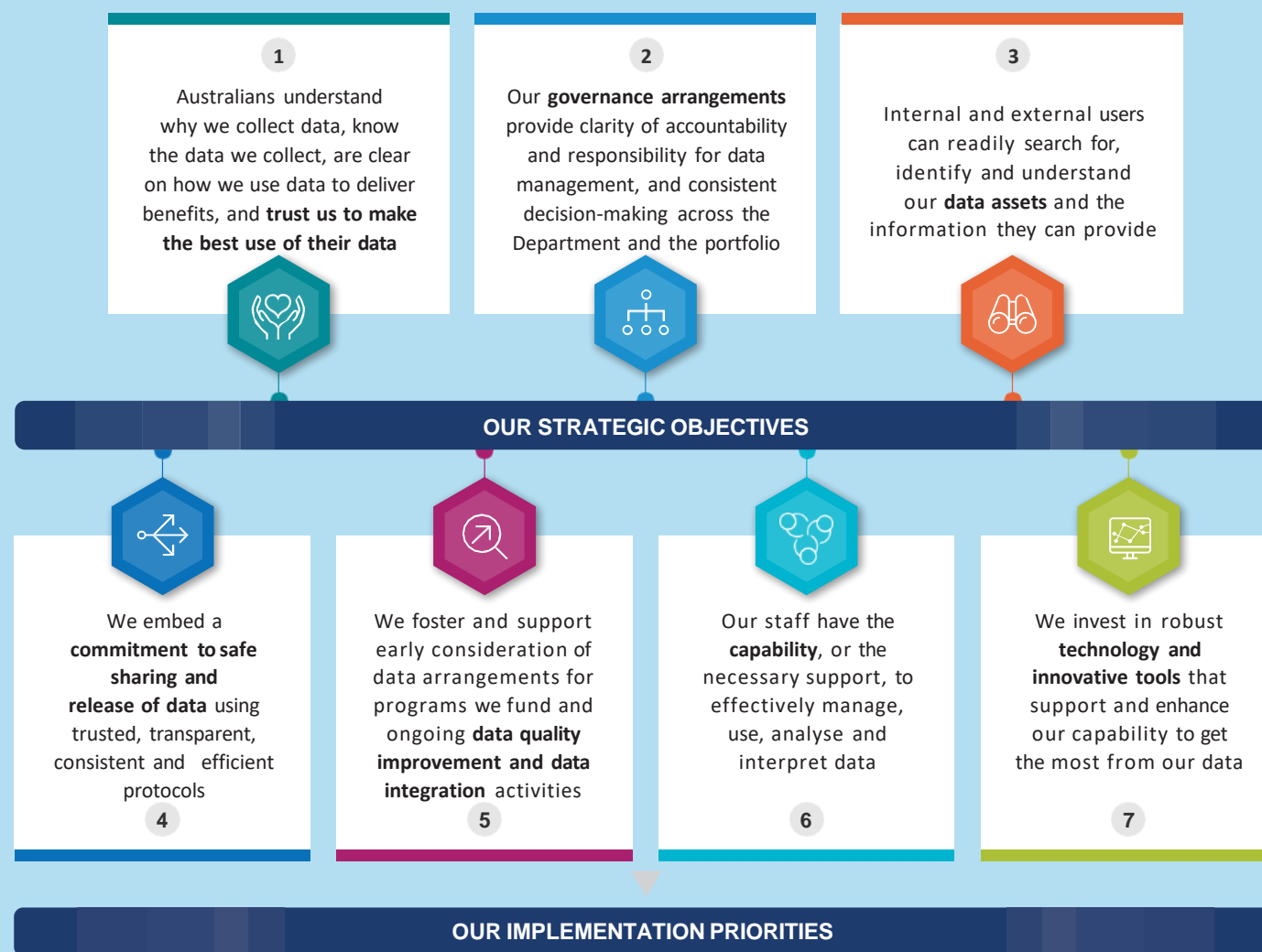
Our **culture** promotes and values opportunities for the **safe and effective use and sharing of data** to drive better health and aged care outcomes for Australians.



Published on our [website](#) in August 2022



Australian Government  
Department of Health and Aged Care



Implementation priorities sit underneath each of our strategic objectives. These provide specific detail on how we will meet our strategic objectives, including what this means in practice. Our implementation priorities form the basis for the detailed Implementation Plan that accompanies our Strategy.

# Future Directions: *What does the Data Strategy mean?*

1

Data Strategy Strategic Objective 5:

- *We foster and support early consideration of data arrangements for programs we fund and ongoing **data quality improvement and data integration** activities*

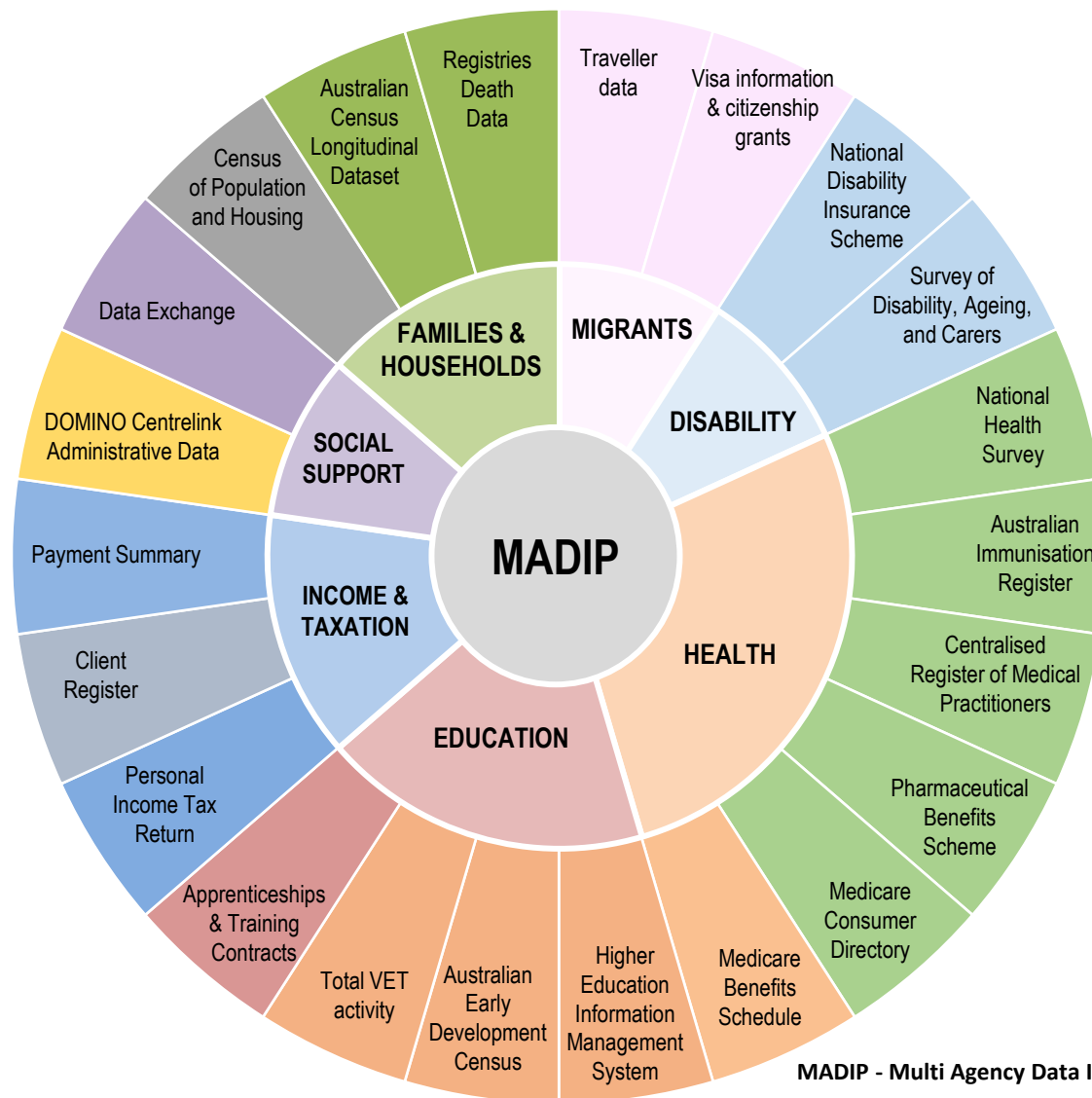
2

As shown on the next 2 slides:

- Developments in data integration have demonstrated the value of linked data assets
- E.g., state/territories hospital data linked with national health administrative datasets including MBS and PBS, residential aged care and the National Death Index enabled the 'HOME' project to better investigate the impacts of Australia's ageing population
- But we still lack an integrated data asset that brings national-level health and aged care together with both socio-demographic data and state-based hospitals data.
- This type of data integration requires cross-portfolio and cross-jurisdictional efforts, and would enable whole-of-health sector patient pathways analysis
  - This is crucial if we are to improve our understanding of how and when Australians utilise (or don't utilise) primary care services, to inform improvements in primary care services and reduce the likelihood and burden of avoidable hospitalisations.



## Linked data offers expanding opportunities for policy insights



MADIP - Multi Agency Data Integration Project



# Using integrated data to inform Australia's COVID-19 response

Australian Immunisation Register (AIR) data is linked weekly to MADIP with a >95% match rate

## Australian Immunisation Register

Source of truth for Covid-19 immunisation records in Australia, including data on:

- COVID-19 vaccination episodes
- COVID-19 vaccine provider
- Vaccine exemptions
- Full immunisation history in AIR



## Data linkage



## MADIP Linked Data – includes:

- ABS 2016 Census (2021 available in June, 2022)
- Education
- ATO (Personal Income Tax and Payroll)
- Centrelink
- Medicare (MBS) and prescription medicines (PBS)
- National Disability Insurance Scheme
- Home Affairs migration data (e.g. Visas)
- Aged care recipient data (RACF, HCP, CHSP)
- Cause of mortality (updated monthly)

## Operational reporting

Regular reporting of COVID-19 coverage estimates for priority and vulnerable cohorts to support operational outcomes

## Evaluation

Opportunities to evaluate outcomes from the COVID-19 vaccination rollout

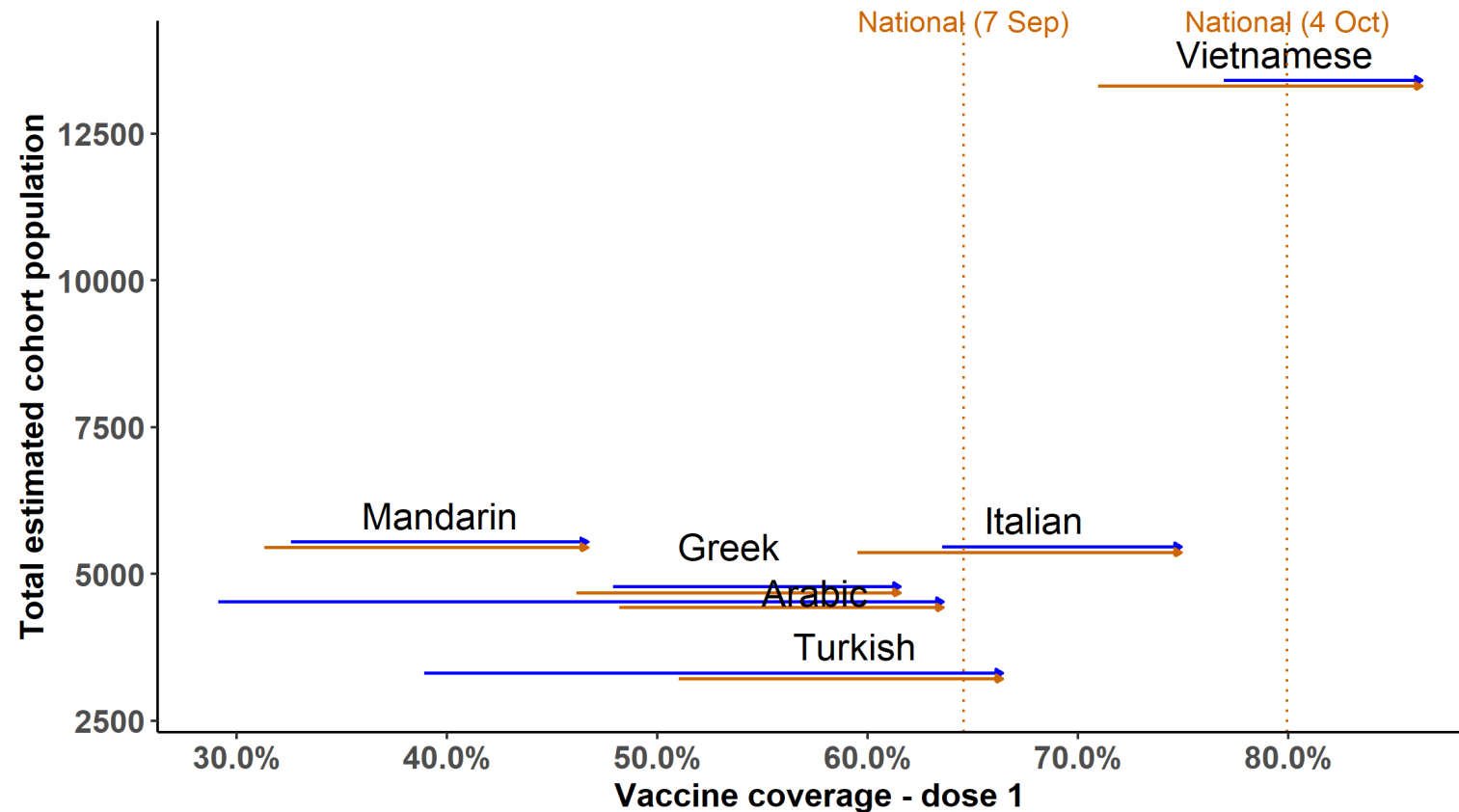
## Longer-term research

Collaborate with NCIRS, ANU, UofMelb, UTS and other academic stakeholders on a longer-term research plan for COVID-19 impacts



## Low English proficiency: Sep – Oct 2021 change in vaccine uptake by language for Melbourne hotspots

Uptake for some language groups shows strong response to targeted communications.



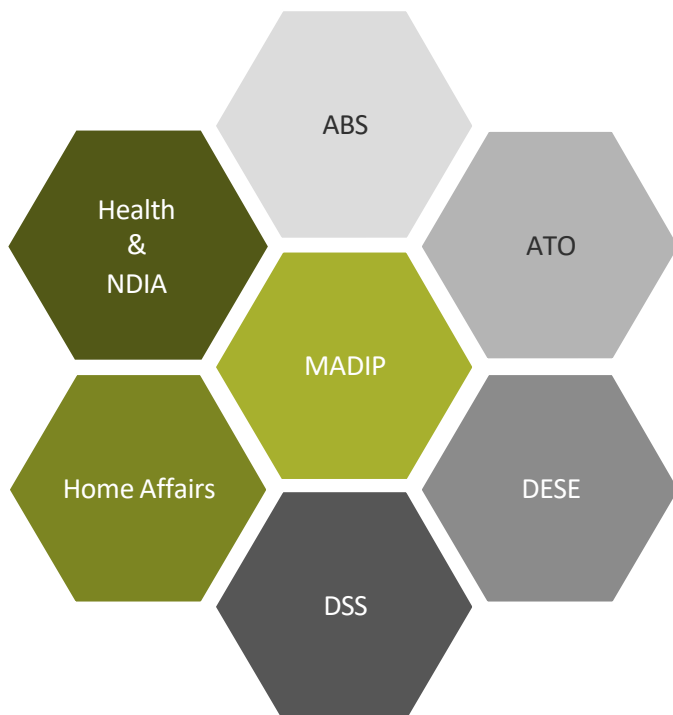
LGAs are Brimbank, Darebin, Hume, Maribyrnong, Melbourne, Melton, Moonee Valley, Moreland.  
Unvaccinated cohorts >2000, age 16+. Data: AIR-MADIP. Census 2016. AIR as at 4 Oct 2021





# Linked patient-level data that complements MADIP

The Multi Agency Data Integration Project (MADIP) and the National Integrated Health Services Information (NIHSI) analysis assets host linked patient-level data providing a greater level of detail regarding patient or cohort interactions with the health and aged care systems.



**ABS** = Census of Population and Housing, Death Registrations, National Health Survey, Survey of Disability Ageing and Carers.

**ATO** = Income Tax Return

**DESE** = Apprentice and Trainee, Australian Early Development Census, Higher Education + NCVER total VET activity

**DSS** = DOMINO Centrelink Administrative data

**Home Affairs** = Migrant dataset

**NDIA** = National Disability Insurance Scheme data

**Health** = MBS, PBS, Aged Care (forthcoming)



*\*includes RAC episodes, assessments, leave and facilities*

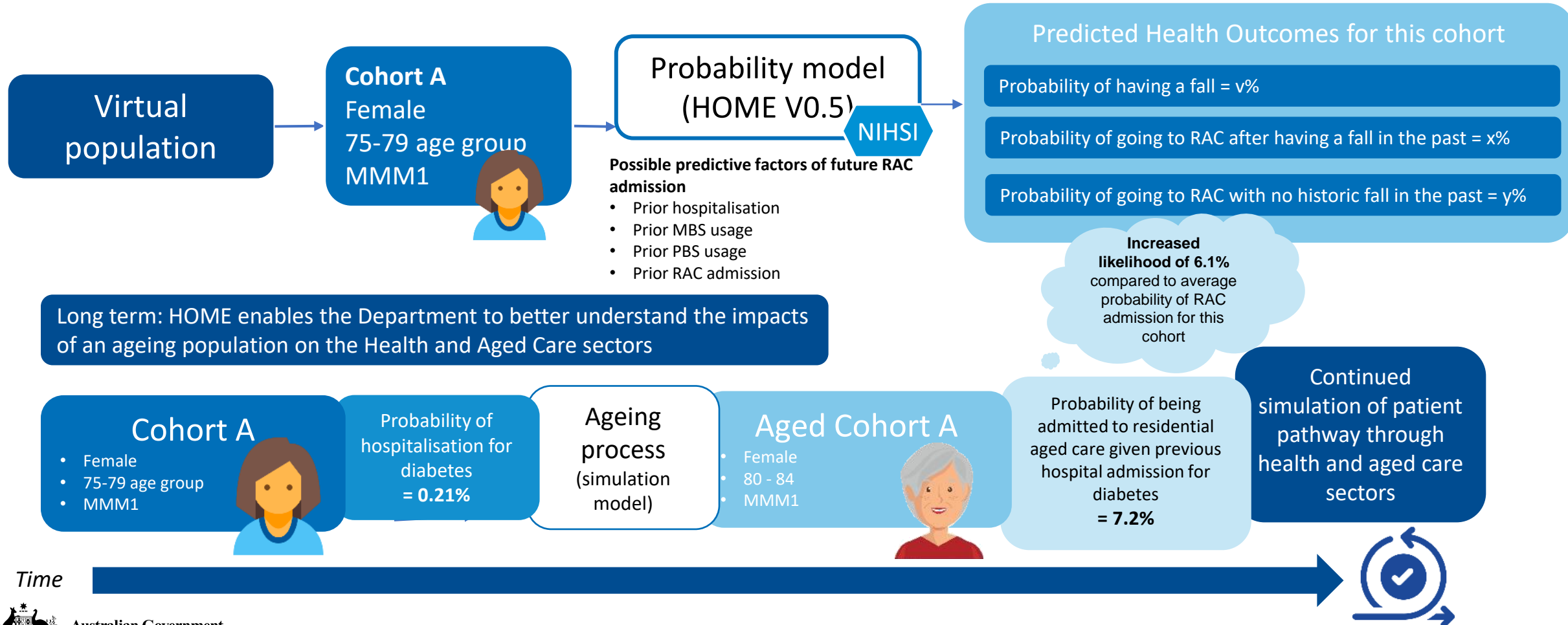
*\*Aged Care CHSP and HCP modelling to be undertaken via the existing Aged Care Demand and Supply Model*



## HOME Project:

### Demonstrating the value and use case for whole-of-health sector integrated data assets

The HOME (Health Outcomes Modelling and Evaluation) Project seeks to leverage linked data from NIHSI as a launch pad for future looking population projections and analysis. Future model releases (v1.5 and beyond) will also include insights from the MADIP analysis asset.



# Thank you

A copy of the full *Data Strategy* is available on the department's [website](#)



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Department of Health and Aged Care

# Q&A

- 1 Type your question into Slido
- 2 Click 'Submit' so your input can workflow its way through to being a public question
- 3 If you see a question you like on Slido, 'vote it up'

**Happy to ask your question  
directly to the panel?**

Simply use your name  
when submitting your question in Slido  
& we'll invite you to join us  
on our 'virtual' stage



Australian Government

Department of Health and Aged Care



A group of diverse people, including a woman with curly hair in the foreground, are laughing and smiling together. The image has a blue overlay.

# IN CLOSING

Visit the **Digital Transformation** page on the Health and Aged Care website  
Email us at **DTDOffice@health.gov.au**

Take the  
**Event Survey**

