

Digital transformation

Sector Partners

Co-design meeting (20)

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

Meeting #20

19/05/2023



WELCOME

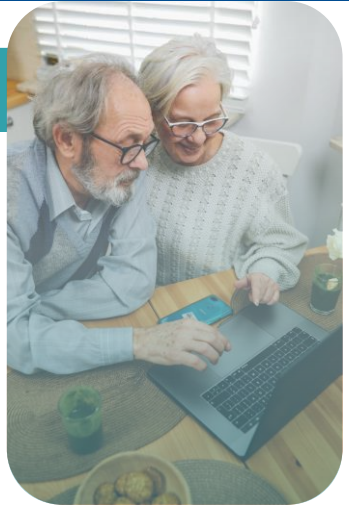
Fay Flevaras

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

Digital transformation for the aged care sector

Agenda

Sector Partners #20



**Welcome
& agenda**

Fay Flevaras

**State of Play
update**

Fay Flevaras

**24/7
Registered
Nursing
Playback**

Phil Fleischer
Lavanya Madasu

**Provider
Operations
Playback**

Phil Fleischer
Rohit Sood

**B2G
Update**

John Sidey
Shaeyen Mackay

**Sector Partner
Update**

Jessica Holmick

Close

Fay Flevaras



Australian Government

Department of Health and Aged Care

State of Play update

Digital Transformation Sector Partners

Fay Flevaras

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

Important considerations

Principles underpinning health's public engagement

Message alignment

- Aged Care *business and IT* deliver consistent narratives, aligning messages and, where appropriate, *events*

Probity

- Probity principles and protections underpin public engagements with a focus on *fairness and equity*
- Probity Adviser approvals in place



Govt. driven

- Govt. drives the transformation, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions
- Govt. commitments and transformation objectives stay front-of-focus

Shifting sands

- Clarity is provided about the known versus the somewhat known versus the unknown, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change
- Caveat information accordingly; *'as we know it now'*

Important considerations

Principles underpinning the work of this group

- We will **publish the names of participants** in this group to the Health website – along with their role and organisation (if relevant)
- A **meeting summary** and the **presentation deck** will be published on the Health website each time we gather
- Be aware that this is considered a *public space* forum and **participant IP does not apply**
- Anything that is said in this room is to **inform Health's digital transformation direction** and **our explicit intent is to use your input to do just that**
- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group



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



Business outcomes by persona group

Deliver outcomes for different stakeholder group through a human centered approach



OLDER AUSTRALIAN

- ✓ **Access to up-to-date information** to make **better informed and safer choice** about their care and other service needs
- ✓ **Up-to-date information about providers and their services** in their areas to get access to services they need at the time they need them
- ✓ **Feel better supported** to stay in their own home



PROVIDERS

- ✓ **Assessors, physios and other providers can use e-referrals** with patient notes without transcription errors
- ✓ **Administrative burden is reduced** due to automation e.g. single sign-on, which means, carers can spend more time with their clients
- ✓ Staff at residential care facilities have a **better view of care requirements for each resident** to provide better quality of care



GOVERNMENT

- ✓ With better data, **can take fast action to keep consumers safe** and manage serious incidents
- ✓ **Identify issues early and look to support aged care facilities early** before it goes out of business, keeping its residents in the community
- ✓ Emergency services and community organisations **have an up-to-date profile of each facility**

All stakeholders will benefit from streamlined data sharing

Reform outcomes for users:

Seamless user experience

Users and authorised entities can obtain info easily, particularly clinical info

Simplified, one-touch capability

Access information simply, without needing to access multiple platforms, utilising existing whole of government authentication

Improved data for consumers

Improved visibility and transparency of the quality of aged care services; systems provide real time quality & safety info

Improved safety with current data & info

Dynamically change the info govt. holds, especially during times of crisis

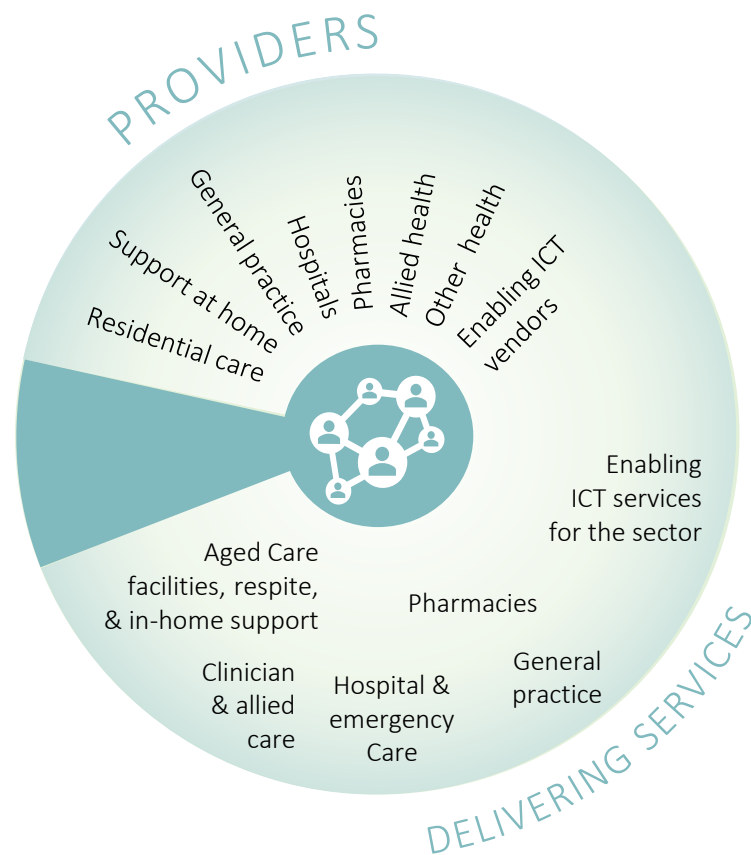
Streamlined, interoperable experience

Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government



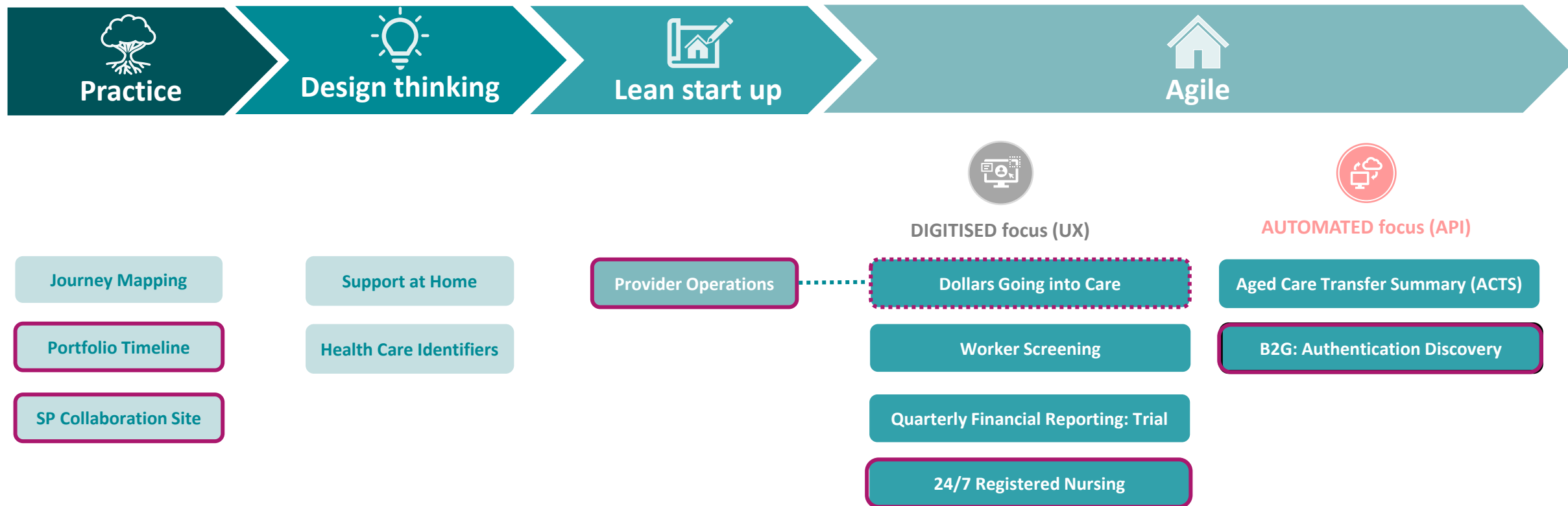
Persona groups to be used and the roles within each group

Initial thinking around personas



Open co-design activities by phase

Open 





24/7 Registered Nursing

Project update

Lavanya Madasu & Phil Fleischer

Design Lead & Director | Transformation & Quality Branch



www.health.gov.au



The Solution Overview

The Department of Health and Aged Care is 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



Project Status & Milestones

- 24/7 RN project is tracking green and on schedule to be delivered as part of Aged Care Release 5 for 3 Jul - Go-Live
 - Build on-track and completed in April.
 - Testing underway and on-track for completion 29 June.
 - User Acceptance Testing by ICT Strategy Business Assurance branch scheduled to commence 01 June.
 - Integration with Services Australia for payments processing has been successfully established and test in progress.
- System is planned to be fully operational from 3rd July for Residential service providers to;
 - Record RN(Registered Nurse) availability commencing 3rd July.
 - Submit first RN report for the month of July from 1st August.
- Assessment outcome will be notified to providers on submission for Supplement payments to be processed by Services Australia



PLAYBACK
Lean start-up



Provider Operations playback

Project update

Phil Fleischer & Rohit Sood

Director & Scrum Master | Transformation & Quality Branch



Australian Government
Department of Health and Aged Care

Accountability and transparency in aged care

Royal Commission Recommendation
88(e)

Government commitment to publishing
more financial information on
residential aged care

Reform outcomes

- Improved data for older Australians
- Streamlined, reporting capability for approved providers
- Building accountability and transparency in aged care
- Improved quality care

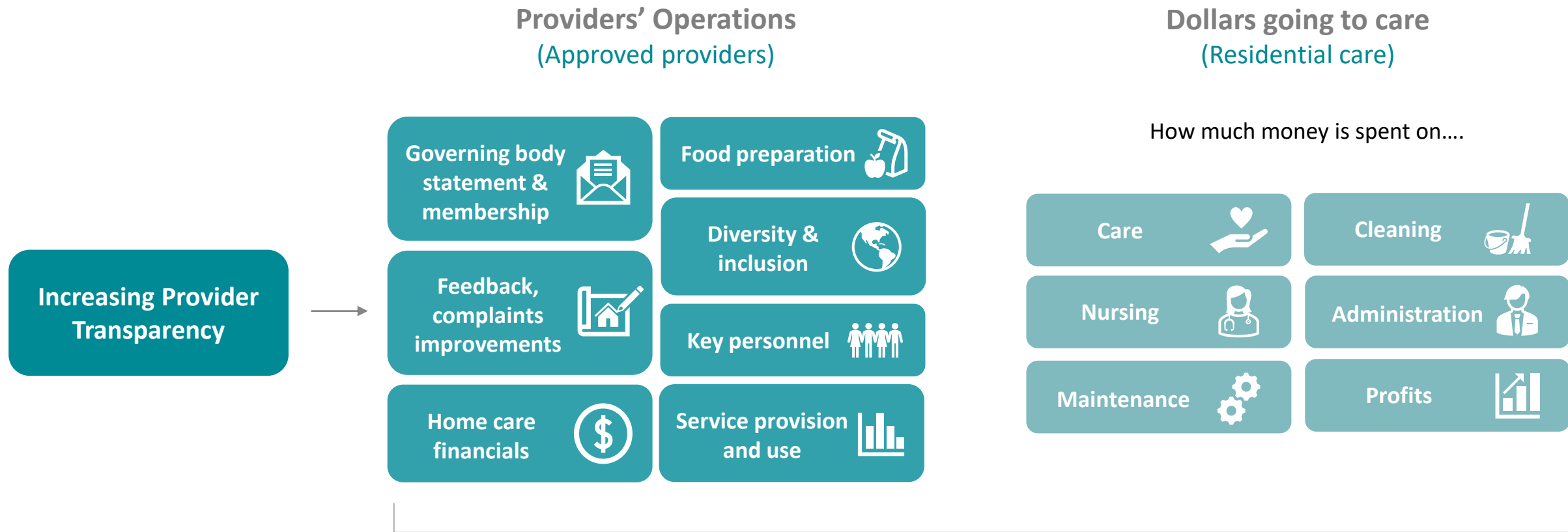
New data collected
July-Oct '23

New & existing
data collated
Nov-Dec '23

Provider
Preview
Dec '23

My Aged Care
Jan '24





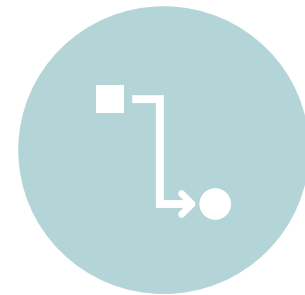
Project Delivery



Shared Project Team
Resource Model



Shared Business Process
& Joint Solution Design
Approach



Two Phase
Development

Phase One (July 2023)


New Provider Operations Collection Form

Phase Two (October 2023)

Collate, review and publish Provider
Operations and DGTC data



Screen shots



Government Provider Management System

HomeSwitch Provider🔔👤 User1683600877...

Steps

Before you start

Key personnel

Governing body membership

Governing body statement

Diversity and inclusion - Provider

Diversity and inclusion - Service

Feedback, complaints and improvements

Declaration and submission

PO Data Collection v1 Provider144

← Return to submissions

Provider operations - 1 July 2022 to 30 June 2023

Reporting - Submitted

Before you start

This form is to help you submit information about your operations to the Department of Health and Aged Care (the Department). The form must be submitted by 31 October 2023.

The Department is going to publish information from the completed form, along with other information held by the Department on the My Aged Care website through the "Find a provider" tool. You will have the opportunity to preview your data before it is published on My Aged Care.

This reform is to give older Australians better access to information about approved providers' operations and to encourage accountability and transparency.

Information about completing this form

[Provider Operations User guides \(PDF\)](#)

[Frequently asked questions \(PDF\)](#)

For additional information, please go to the [Guides & FAQs](#) tab.

Next >

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



Australian Government

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.



Government Provider Management System

HomeSwitch Provider🔔👤 User1683600877...

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Provider operations - 1 July 2022 to 30 June 2023

Reporting - Submitted

Key personnel

About this section

Please provide the name of **at least one key personnel** within your organisation who is responsible for executive decisions. This person needs to be available to be contacted by care recipients and their representatives should they wish to escalate an issue concerning your organisation.

You may enter up to a maximum of three person's names and roles. Each person should be a senior executive of the organisation, such as a Chief Executive Officer (CEO) or similar.

You must have consent of the person to report their name and role. Their name and role will be published on the My Aged Care website.

Privacy consent

Do you have the consent of the named person(s) to report their information in this data collection. This person(s) is aware that their name and role is being reported to the Department for the purpose of being published on My Aged Care website under each service of the provider.

No

Key personnel


You must have consent of the person to report their name and role. Provide **at least one key personnel** within your organisation. Their name and role will be published on the My Aged Care website

1.


< BackNext >



Screen shots

Government Provider Management System

HomeSwitch Provider

User1683600877...

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Return to submissions

Provider operations - 1 July 2022 to 30 June 2023

Reporting - Submitted

Governing body statement

1

About this section

Section 93G of the Accountability Principles 2014, requires approved providers of aged care that deliver home care services or residential care services to submit a statement about the provider's compliance with its responsibilities and requirements.

The Governing Body Statement (the Statement) MUST be accompanied by a declaration signed by a member of the approved provider's governing body on behalf of all members of the governing body.

With the exception of the governing body member's details, no personal information is to be included in the Statement.

The Statement is for the period 1 July 2022 - 30 June 2023.

The Statement is intended to support the governing body to examine the approved provider's compliance with its responsibilities and requirements. This signed Statement allows governing bodies to demonstrate their understanding of, and accountability for, issues affecting the quality of care of care recipients.

The process of completing a Statement can assist approved providers to proactively look to identify and improve any areas of non-compliance. A provider's demonstrated and transparent commitment to addressing non-compliance can give confidence to care recipients about an approved provider's commitment to quality and safety.

The reporting of this information aims to increase approved provider transparency and accountability and help drive continuous improvement across the sector.

The signed Declaration is to be uploaded to this Provider Operations Collection Form for submission through GPMS.

Statement

Name of governing body member making the Statement: John


Role / Position / Designation of member: Captain

Does the governing body believe the approved provider has complied / has failed to comply with all of its responsibilities under the Aged Care Act 1997 and the requirements under the Aged Care Quality and Safety Commission Act 2018?


Has complied

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Government Provider Management System

HomeSwitch Provider

User1683600877...

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PO Data Collection v1 Provider144

Return to submissions

Provider operations - 1 July 2022 to 30 June 2023

Reporting - Submitted

Submission of Provider Operations Collection Form

1

About this section

This page is where you submit your Provider Operations Collection Form to the Department of Health and Aged Care.

You will not be able to submit your Form unless it has been fully completed.

You are encouraged to carefully check the data that you have submitted through the Provider Operations Collection Form.

You will receive an acknowledgement to let you know that your Provider Operations Collection Form has been successfully submitted.

Declaration

As a person authorised by the approved provider submitting this Provider Operations Collection Form, I certify that all particulars disclosed in this Form are true and correct.

I confirm that the completed information does not include any personal information, other than where specifically requested in this Form, including:

- the name and role of an executive member of the provider,
- the name and signature of the governing body member signing the Statement by the Governing Body,
- diversity information for members of the governing board.

Test PO Data Collection v1 Provider144

17-May-2023

Back

Agree and Submit



B2G Onboarding and Conformance

Status overview

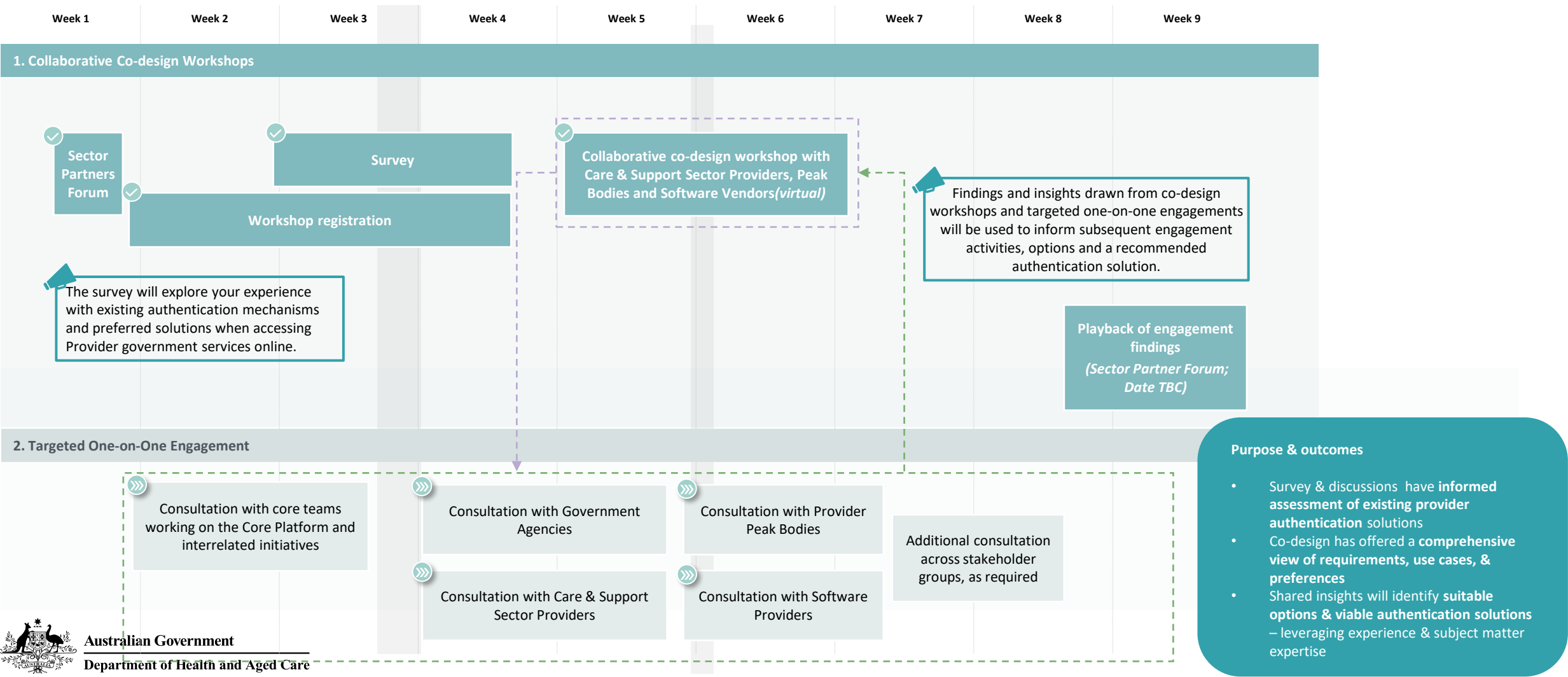
John Sidey & Shaeyen Mackay

Conformance Lead | Concept 6



B2G Onboarding & Conformance Engagement Update

Comprehensive stakeholder engagement is being conducted across the Department of Health and Aged Care, other Government Agencies and Sector Partners to explore authentication preferences, requirements and considerations and inform solutions options.



Day in The Life Of (DILO) | Provider Organisation

As a senior business staff member in an Aged Care Provider Organisation, I support individuals to become registered Providers and undertake their role as a carer. In addition to my own workload, such as completing ongoing reporting to Government, I support our Providers navigate the onboarding and offboarding process when they join and/or leave our organisation.

We have a new starter joining our Aged Care Provider Organisation and I am supporting them through the onboarding process.¹

Note: Providers download the myGovID app, create their digital identity and use it on an ongoing basis via their personal device.



I support Providers with any issues they may encounter in this process.

It isn't easy to register for a myGovID. Many Providers have basic IT skills and need a lot of help, so I am usually very hands-on which takes up a lot of my time.

Note: Only a Director of the organisation is permitted to allocate authorisation through RAM. Directors are often board members that work outside of the organisation and have limited availability.



I then ask our Director to log into RAM and authorise me to act on behalf of the organisation. Depending on their availability, this might take weeks.

As they are time poor, it is incredibly challenging to get them to come in and complete this process. If I could do this step myself, it would save our Directors, Providers and me a lot of time.

Note: Providers must set up and use myGovID via their personal device, posing risk to ISM compliance due to limited control over a device that providers use to access Government services.²



As I am now a delegate in RAM, I log in using myGovID and link the Provider's myGovID to the organisation in RAM.

myGovID is linked to the individual Provider's identity and personal device, which means that we don't have control of the device's security.



I then support the Provider in setting up a PRODA account.

There is limited support available to help me use PRODA. So if the Provider has any trouble in registering, they come to me for help. This can consume a lot of my time.

Key Themes arising from the Provider Experience



ISM Compliance Risk

MyGovID is tied to the Provider's individual identity and their personal device. They are expected to use their own device to authenticate to our systems, however they are completing an organisational role.

Provider organisations are required to ensure they have security measures in place. However there is no way for to ensure staff personal devices are secure, which presents ISM compliance issues.



Role-based Delegation

During the Provider onboarding and offboarding process, Business staff require Directors (usually senior executive) to delegate authority for staff to act on behalf of the organisation as an administrator.

Directors are often senior executives, or voluntary board members. Depending on the size of the organisation, it can be incredibly difficult to ask them to find the time in their already busy schedule to complete the delegation process.



Manual Process Completion

Existing authentication mechanisms are highly manual and time-consuming. Providers see value in automatic provisioning to save time and enable Business executive, staff and Providers to focus on their core role.

It is especially hard if to bring on new staff (such as a casual worker) or have staff go on leave as administrators need to go into multiples portals and manually provide access repeatedly.



Limited Support

There are limited Government resources that Business staff and Providers can refer to and rely on for help.

This means that it takes a lot of time out of day-to-day operations to provide support to Providers resulting in additional backlog of workload and delays in completion.



Using their new PRODA account, I then link it back to their myGovID.

By this point, I've gone back and forth between multiple systems. It would save a lot of time and effort if this was streamlined.



I then enable user access in each system that they will need to use in their role as a Provider which adds additional administrative burden on my role.



I also have ongoing reporting responsibilities. It can be difficult to meet reporting timeframes while I'm supporting staff in onboarding and access activities. I need to complete the authentication process for reporting, which can be quite cumbersome. It would be easier if I only needed to authenticate once into Government systems to complete reporting.

Note: Some of my reporting responsibilities include, but are not limited to:

- DEX reporting
- ACQSC reporting
- DSS grant acquittal reporting
- Centrelink claiming.



Note: As I am already an administrator in RAM, I log in using myGovID and unlink the Provider's myGovID from the organisation in RAM.



When a Provider leaves our organisation, I need to log into RAM to revoke their access, otherwise they may still be able to access confidential information after they've left the organisation.



I need to revoke access to other systems and government portals too.

To do this, I have to know all the responsibilities and access rights the individual had in their role.

This can be a very manual process if they had access to multiple portals and systems.

I wish that we had a streamlined and easier way of authenticating into Government systems. This would allow me to focus on delivering my role, as opposed to completing manual activities.



¹ DILO activities, pain points and timeframes are based on findings from consultation with Aged Care Provider Organisations.

² Australian Signals Directorate, Australian Cyber Security Centre (ACSC): Information Security Manual, 02 March 2023.

Identity and Access Management Lifecycle (IAM) Lifecycle

Across the Aged Care Provider value chain, Providers will go through four main stages of the Identity and Access Management Lifecycle

Aged Care Provider Value Chain



Provision

Registering organisations, onboarding users and assigning responsibilities and authorities when interacting with services



Use

Confirming that users are who they say they are and that they are authorised to interact with services



Manage

Managing organisation and user accounts and authorisations including monitoring, auditing, updating, adding and removing access



Deprovision

Offboarding and removing the accounts and accesses of organisations and users

Detailed Use Case Examples

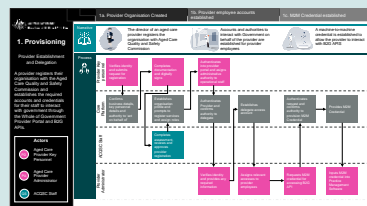
Key use cases are being developed across the IAM lifecycle to support engagement with sector stakeholders and ensure the provider experience is captured in future state requirements



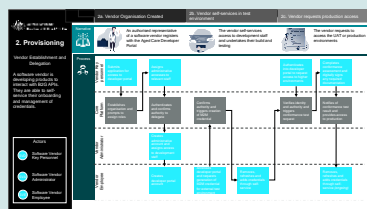
Provision

Provisioning access and accounts to vendor and provider representatives, for example:

1. Provider Onboarding and Delegation



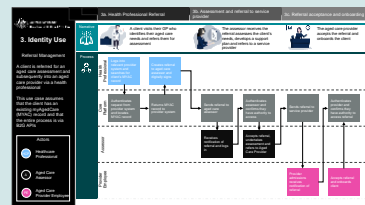
2. Software Vendor Onboarding and Delegation



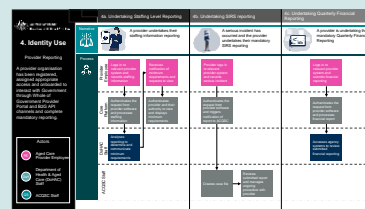
Use

The use of identities and accounts to act on behalf of providers when interacting with Government, for example:

3. Referral Management



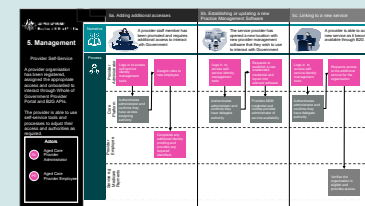
4. Provider Reporting



Manage

The ongoing management of accesses and authorisations of provider and vendor representatives, for example:

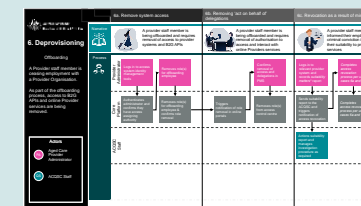
5. Provider Self-Service



Deprovision


The deprovisioning of accounts and removal of 'on behalf of' authorisations, for example:

6. Offboarding

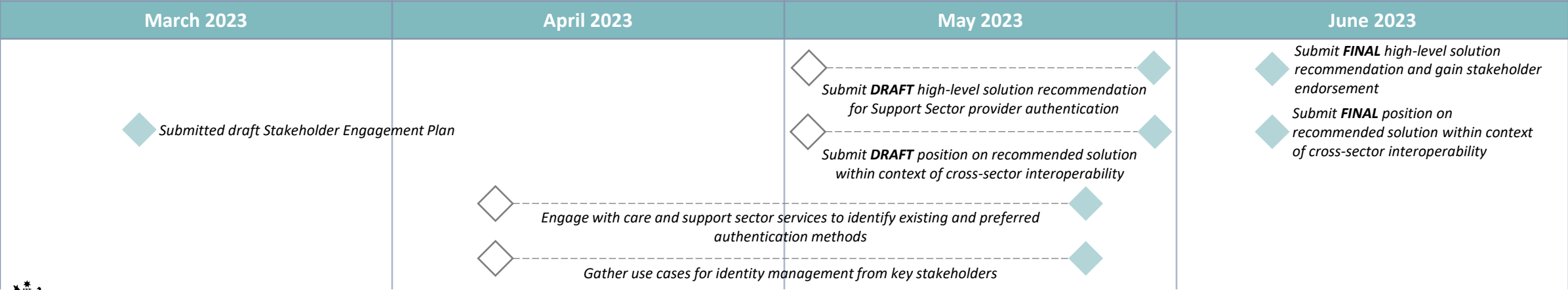


Next Steps

Continued collaborative engagement and co-design activities will provide evidence-base authentication solution options and recommendation based on provider authentication preferences, and target state requirements for B2G authentication and identity access management.

- 1 Continue to engage across Government, Care and Support Sector Providers, Peak Bodies, and Software Vendors
- 2 Develop options & recommendation(s) for target state
- 3 Test and validate options & recommendation(s)
- 4 Progress to high-level architecture.

Indicative Timelines





Portfolio Timeline and Collaboration Space

Uplifting our resources

Jessica Holmick

Sector Engagement | Digital Business and Sector Engagement Branch

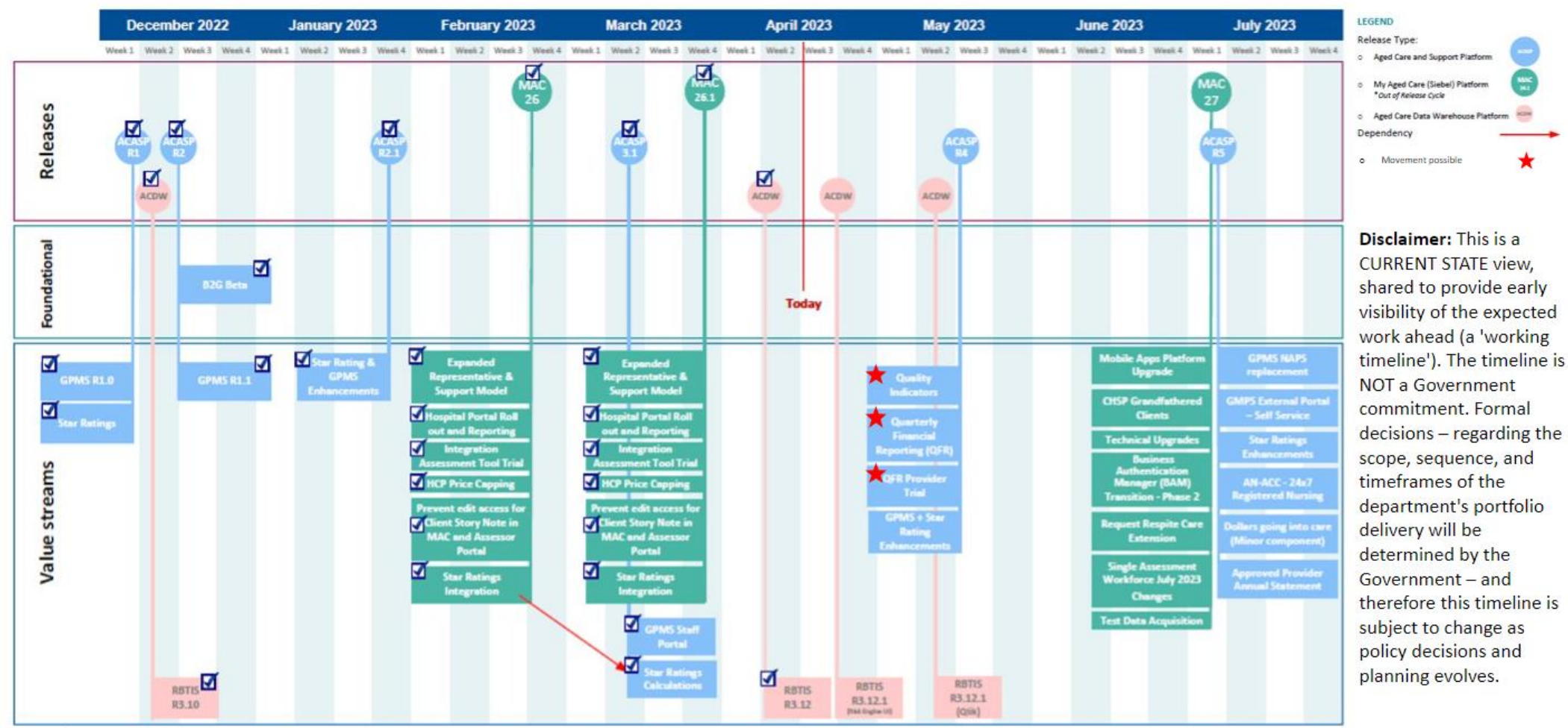


Australian Government

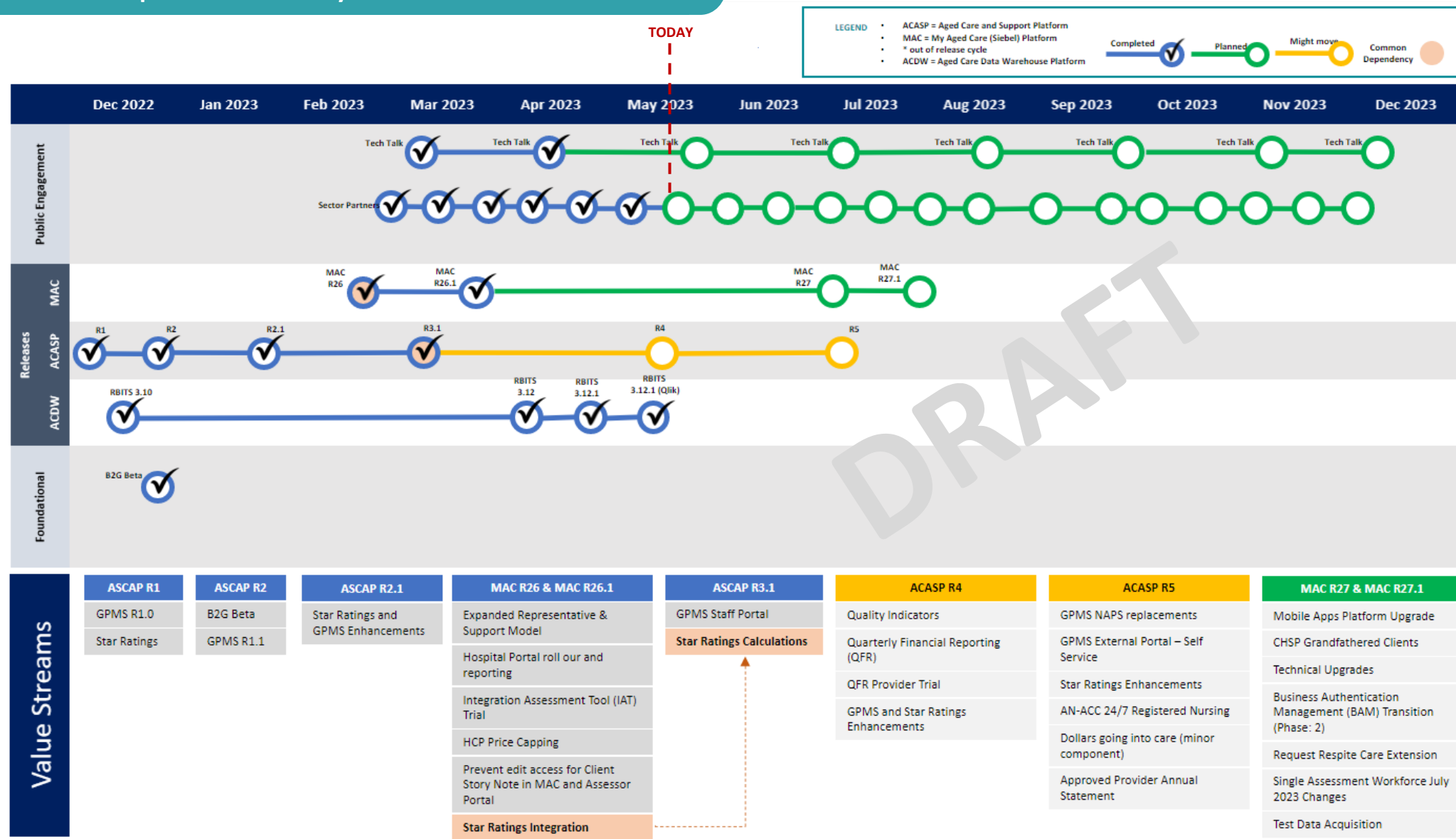
Department of Health and Aged Care

Current Portfolio Release View

Digital Transformation (DT) portfolio release view




Portfolio Timeline improvement activity



SP Collaboration Site improvement activity

[illegible]



Digital Transformation: Sector Partners

Private group | OFFICIAL

Sector Partners Home

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[Page details](#)
[Analytics](#)

Working in the Open

Co Design Activities

Co Design Activity Mat...

Fortnightly Meetings

Resources


Meet the Health team

Questions and Feedback

Site Admin


Recycle bin

Bot




Digital transformation for the aged care sector


Learn more on the Health website →




Working in the Open



Meet the Health and Aged Care team



Fortnightly Meetings




Co-Design activities

Sector Partnership

To facilitate successful digital transformation, Health must connect across Government and work-in-step with the aged care sector (including providers, IT vendors, workforce bodies, and more).

The Sector Partner Working Group represents a critical part of making sure we are having conversations, gathering insights, sharing ideas, informing decisions, and understanding touchpoints.

Questions / Feedback




Next Meeting


00:15:59:49

Next Meeting: Digital Transformation Meeting


Staying Connected




Digital Transformation Tech Talk: 19 April 2021




Digital Transformation Tech Talk: 2 March 2021



Digital transformation for the aged care sector



Digital Sector Partners Meeting Summaries



Digital Sector Partners Membership List

Useful Links

[Terms of Reference](#)
[Contact us](#)

Group Admin

[Membership details](#)
[Meeting Summaries](#)






Digital Transformation Section Overview

Co-design Activities

Co-design Agenda

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

Below are a list of activities currently open to the Sector Partner group. Activities are categorised by phase and 'Design' 'Testing' 'Learn' 'Sustain' OR by focus area (Practice, Digital, AG, AIO).

- 6. **IDEA ACTIVITIES**
 - Practice (approach-focused) activities
 - Design Thinking
 - Co-design in this space focuses on designing new products, services, processes, frameworks or systems. In this phase, the Sector Partners group is trying to understand and explore any unknowns and current challenges in their existing systems are used or not addressed.
 - Design thinking focuses on radically changing problem-solving by diversifying the design team and leaning in on the experience of a specific user. Example activities include: journey and de-journeying user stories.
 - Open Design Thinking activities
 - 
Ideation / Prototyping
 - 
Health Care Innovation (HCAI)
 - 
Patient Engagement
 - Lean Start-Up
 - Agile: UX (Digitised Focused)
 - Agile: API (Automation Focused)

Got questions about co-design activities? Email DTSectorPartners@Health.gov.au

Want more information on past co-design activities? You can view ALL co-design activities (open and closed) on the [Co-design Activity Master Register](#).

[Click here to view the Co-design Activity Master Register](#)

A group of four diverse people are shown from the chest up, laughing heartily. In the center is a woman with curly brown hair wearing a white lace top. To her left is a man with glasses and a beard. To her right is a man with glasses and a beard wearing a blue shirt. On the far left is a woman with long brown hair. They are all smiling and laughing, creating a warm and joyful atmosphere.

THANK YOU

NEXT MEETING:
11am, Friday 2 June