

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

Tech Talk #10
12/07/2023

WELCOME

& housekeeping



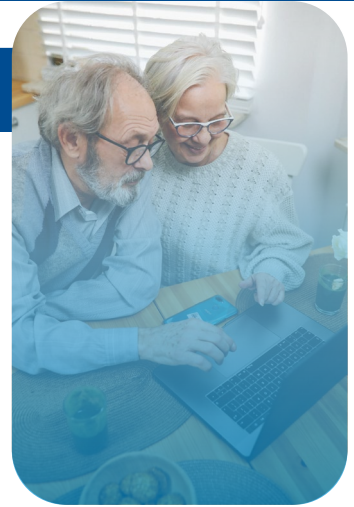
FOR OUR ELDERS

2-9 JULY 2023

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #10



**Welcome &
housekeeping**

Janine Bennett

**Digital
Transformation
update**

Fay Flevaras

**Popular
Questions**

Fay Flevaras
Thea Connolly
Amanda Smith
Joshua Maldon

**Aged
Care Roadmap**

Thea Connolly

GPMS Update

Amanda Smith
Emma Cook

**B2G On-
boarding and
Conformance**

John Sidey
Shaeyen Mackay

Q&A and close

Fay Flevaras
Janine Bennett
Thea Connolly
Emma Cook
Amanda Smith
John Sidey



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Department of Health and Aged Care



Digital Transformation update

The plan as we know it

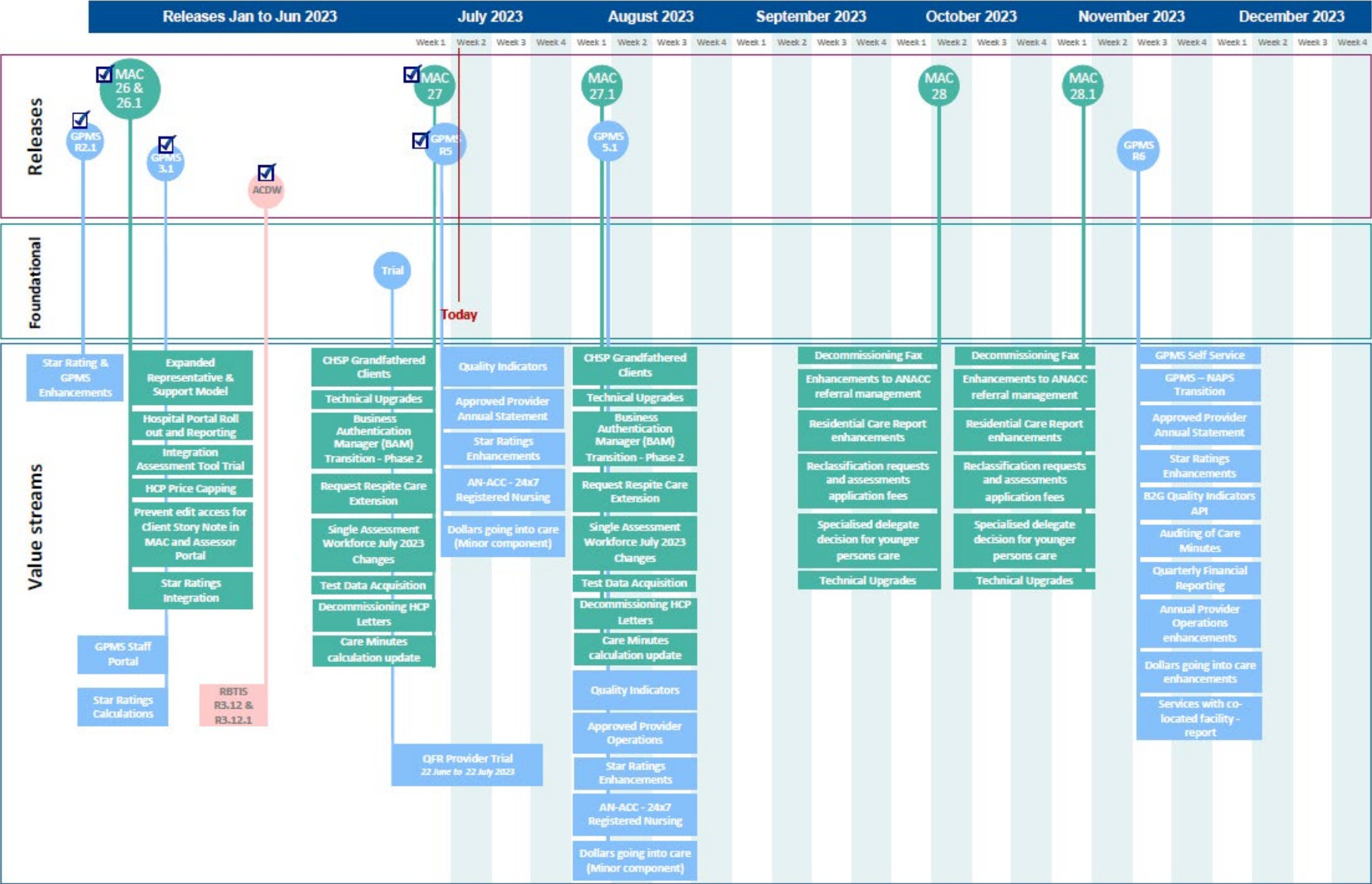
Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

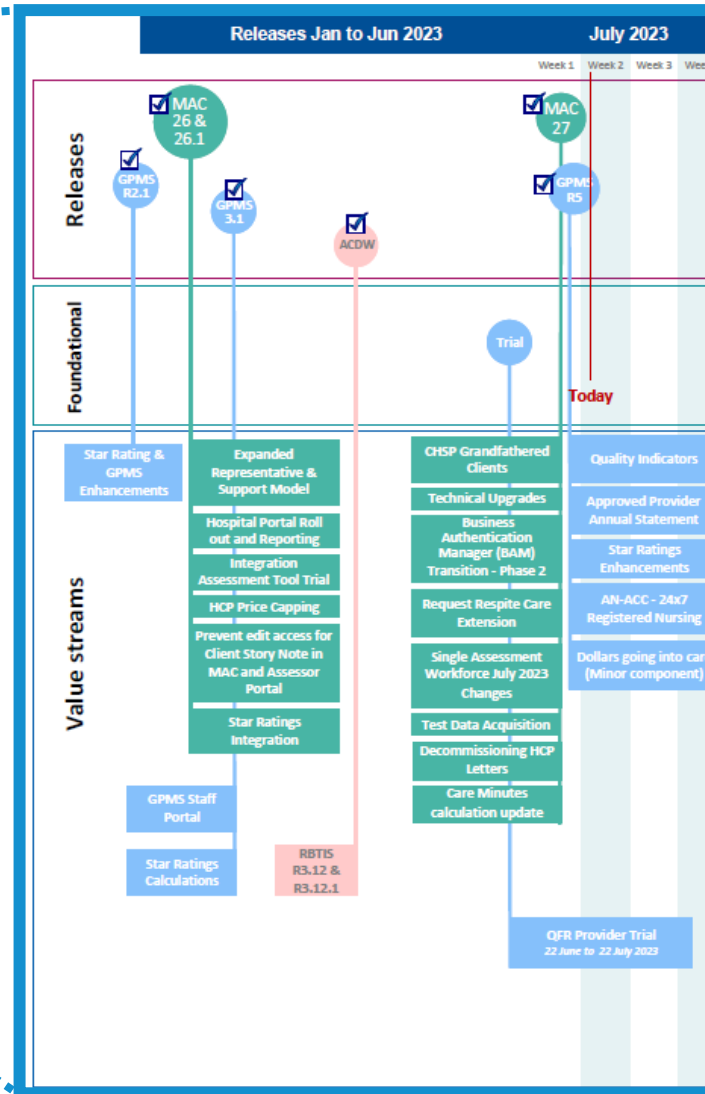
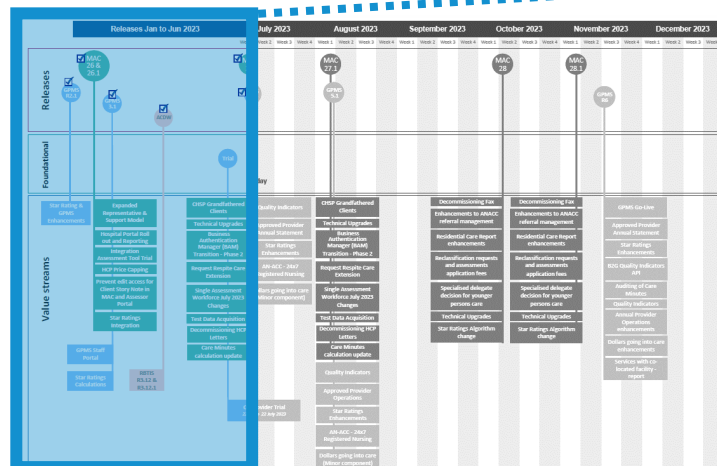
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Digital Transformation (DT) portfolio release view



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.

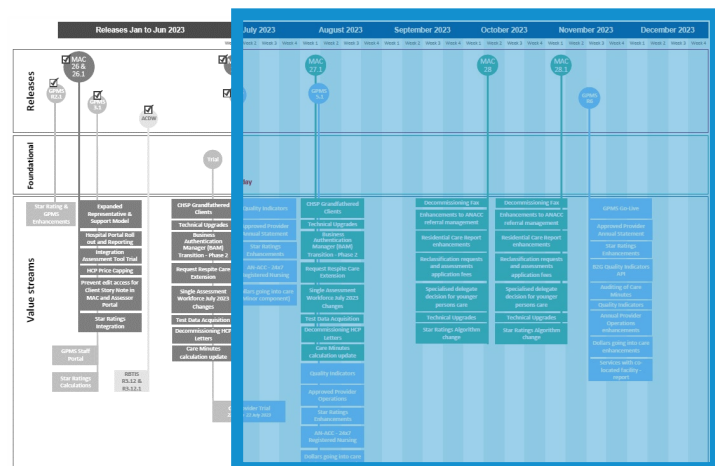
DT portfolio release: Recent delivery



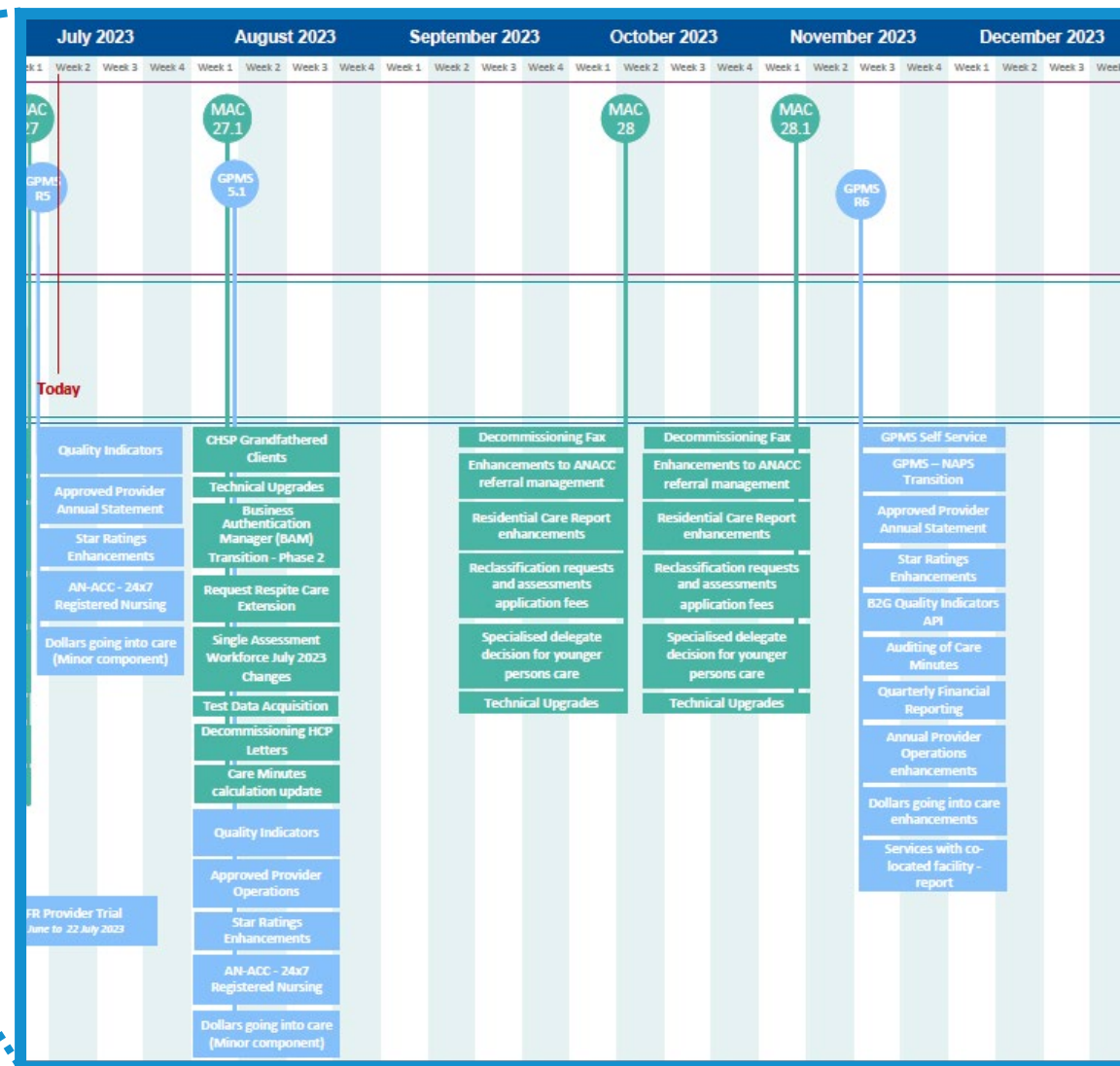
Disclaimer: This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline'). The timeline is NOT a Government commitment. Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the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



DT portfolio release: Upcoming delivery



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A group of four professionals are gathered around a wooden table in a library or study. A man in a white shirt and striped tie is leaning over the table, pointing at a document. An older man with a white beard and glasses is seated on the left, looking at the document. A woman with dark hair is seated next to him, also looking at the document. On the right, another woman with glasses and a grey vest is looking down at the table. The table is cluttered with books, papers, and two black desk lamps. Bookshelves filled with books are visible in the background.

Popular Questions

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

Question 1

Can you confirm which vendors you are working with in relation to B2G?
Which systems are you testing integration with MAC?



Question 1a: B2G volunteers

- Alayacare
- Anglicare
- Aspire4Life
- Best Practice Software
- BESTMED
- CarePage
- CarersACT
- Civica
- Compact
- ConceptSix
- Corum Health
- CSIRO
- Dedalus
- Digital Health Cooperative Research Centre (DHCRC)
- DoctorWare
- DOHAC
- Extensia
- Five Faces
- FRED
- Grandaid
- HammondCare
- Healthlink
- Humanetix
- Integrated Living
- Leecare
- MediRecord
- MediSecure
- MEDRefer
- Melbourne Genomics
- MIMS
- MPS Connect
- MSIA
- Oracle
- Oridashi
- Pen CS
- Precedence Health Care
- Provider Assist
- RLDatix
- S4S
- Silverchain
- Sonic Healthcare
- Surgical Partners
- Telstra Health
- The Lookout Way
- Uniting Care
- WebsterCare

Question 1b: MAC integration testing

Which systems are you
testing integration with MAC?



Question 2

Not all users of aged care services are comfortable using online booking services etc. Is this being factored into the IT strategies?



Question 3

At our facility here in SA we have introduced robots to assist our workforce. Is there someone at this level I can talk to encourage more discussion at a policy level about robots in the aged care setting?



Question 4

Is there any update on the GPMS issue not allowing users into the system?



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Question 5

Congratulations on the QI initiatives and hearing of the use of evidence.
What institutions are active in this research and how can providers and vendors collaborate with them?



Question 6

Can QI data be uploaded via a file
e.g. a spreadsheet?



Question 7

Is QI being looked at for MPS flexible residential care places?





Turning the corner in aged care: the aged care roadmap

Thea Connolly

First Assistant Secretary

Reform Implementation Division | Ageing and Aged Care Group

Department of Health and Aged Care

24/7 nurses
in aged care homes

Star Ratings
available

**Capped home
care package**
admin fees

**Extended the
Serious Incident
Response Scheme**
to in-home care

**15% wage
increase**
for aged care
workers

Office of the
**Interim
Inspector-General**
of Aged Care

In the past year

**New Code
of Conduct**
for Aged Care

**Residents'
Experience
Surveys**

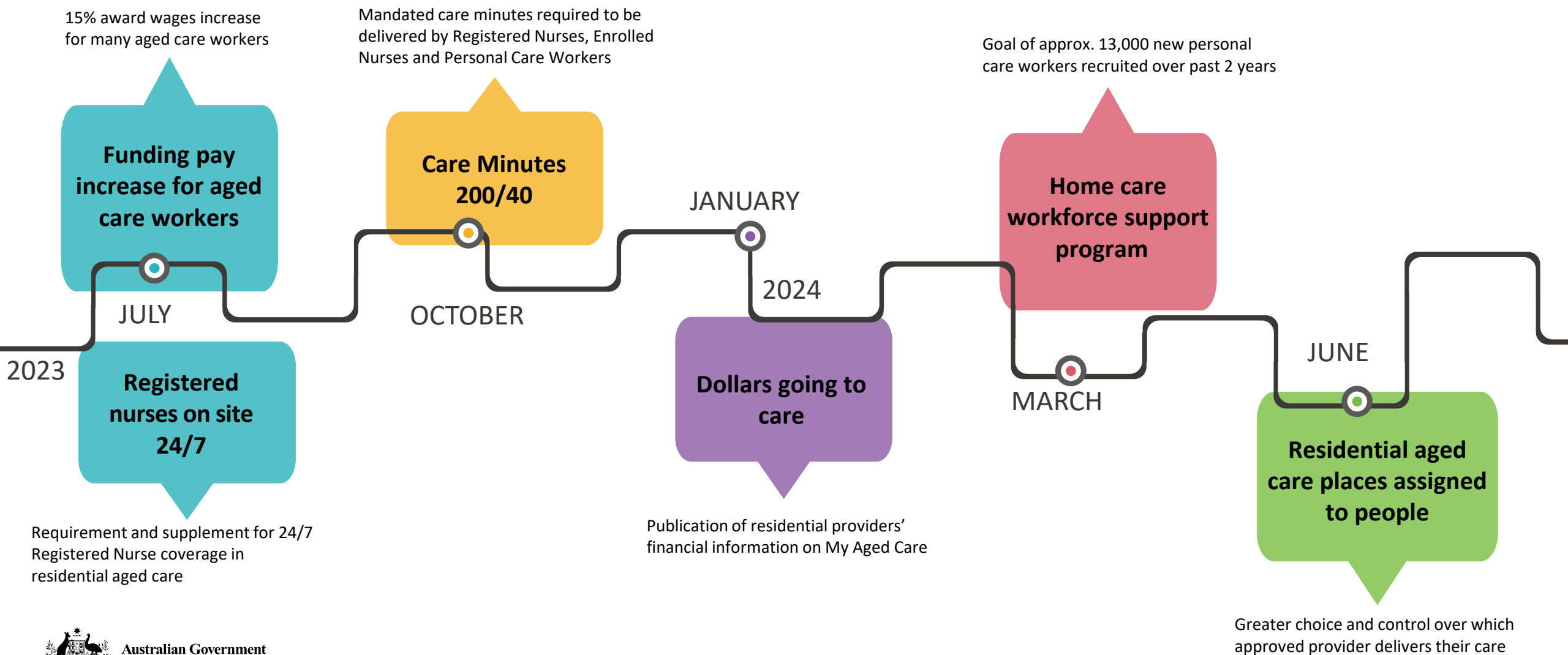
**AN-ACC funding
model**

**Additional
Quality Indicators**

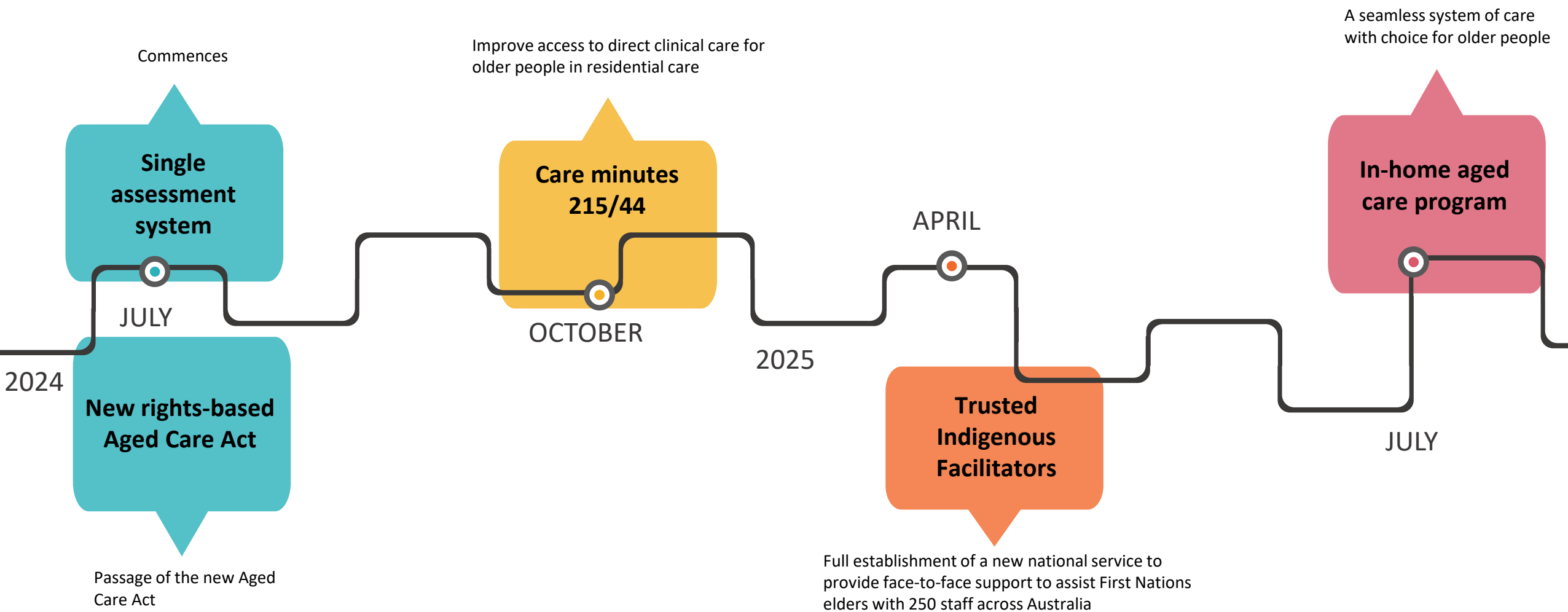
**Government
Provider
Management
System**
available

**Improved
transparency and
accountability**
around home care
pricing and fees

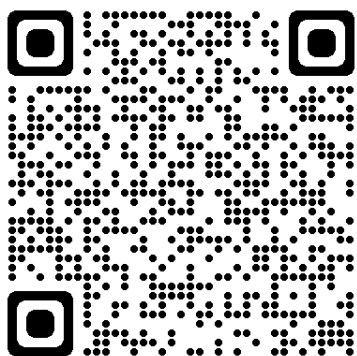
Reform roadmap: key activities 2023-24



Reform roadmap: key activities 2024-25



Aged care reform roadmap



Aged Care Reform Activity July 2023 to June 2025

Last updated: 6 June 2023
- Subject to change -

Aged care changes

Aged care prudential regulator
Responsibility for financial monitoring will transfer from the department to the Aged Care Quality and Safety Commission, as part of the ACQSC's expanded role as the prudential regulator

Aged Care Volunteer Visitor Scheme
The Community Visitors Scheme is expanding and from 1 July 2023 will be renamed the Aged Care Volunteer Visitor Scheme

Food and Nutrition Advisory Support Unit
Staffed by specialist within the Aged Care Quality and Safety Commission and dietitian experts established

Funding Pay Increase for Aged Care Workers
15 per cent award wages increase for many aged care workers

Office of Inspector General of Aged Care and appointment of acting Inspector-General
Establishment and commencement

Registered Nurses onsite 24/7
Requirement and supplement for 24/7 RN coverage in residential aged care commences

Interim First Nations Aged Care Commissioner
Commences in first part of financial year

Integrated Care and Commissioning expands trial sites in thin markets
Progressively from four to 10

Food complaints and advice "hotline"
Established

Enrolled Nurse Care Minutes
Mandated care minutes will be published with Star Ratings on the My Aged Care 'Find a Provider' Staffing pages

Care Minutes 200/40
Mandated care minutes required to be delivered by RNs, ENs and PCWs

Provider Operations reporting
Annual information submitted

A Bill for a New Rights-Based Aged Care Act
Exposure Draft

24/7 Registered Nurse Coverage in residential aged care
Will be published with Star Ratings on the My Aged Care 'Find a Provider' Staffing pages

Aged Care Digital Strategy
Aged Care Data Strategy Publication

Home Care Workforce Support Program
Goal of approximately 13,000 new personal care workers recruited over past 2 years to support growth in Aged Care including In-Home Aged Care

Dollars Going to Care
Publication of residential providers financial information on My Aged Care

Residential, home care and transition care provider transparency
Published on My Aged Care

Residential aged care places assigned to people
Greater choice and control over which approved provider delivers their care

Elder Care Support Program
National service to provide face-to-face support to assist First Nations elders navigate and access aged care services (110 staff)

New Regulatory Model
Commences

Quality Standards
Commence

Commonwealth Home Support Program
12 month grant extension

National Worker Screening for Aged Care
Commences

Accommodation Framework
Commencement of New National Aged Care Design Principles and Guidelines to create more home like environments which better meet the needs of residents

Single Assessment System
Commences

New Rights-Based Aged Care Act
Passage of the new Aged Care Act

Care Minutes 215/44
Improve access to direct clinical care for older people in residential care

Expansion of the National Aged Care Mandatory Quality Indicator Program
To include enrolled nurses, allied health and lifestyle staffing measures in residential aged care and work to expand quality indicators to In-Home aged care

English language and ongoing training requirements for Personal Care Workers
Commence

In-Home Aged Care Program
A seamless system of care with choice for older people

Elder Care Support Program
Full establishment of a new national service to provide face-to-face support to assist First Nations elders with 250 staff across Australia



Accommodation Framework
Infrastructure Stocktake Survey (Jul-Aug) and National Stakeholder Survey on draft National Aged Care Design Principles and Guidelines (Jul-Aug)

Have a go day Perth
(15 Nov)

Draft Aged Care Digital Strategy
Consultation (Aug-Oct)

Aged Care Workforce Leaders Forum
(14-15 Nov)

Accommodation Framework Architectural Design Ideas
Competition (Jul-Oct)

Care Expo
Melbourne (11-22 Aug)

National Nursing Forum
(9-11 Aug)

Care and Ageing Well Expo Perth
(12-13 Aug)

Catholic Health Australia Conference
(28-30 Aug)

Home Care Expo
(1-2 Sep)

Home Care assurance review
Webinar (27 Jul)

Improving quality of Residential Care
Webinar (24 Aug)

Digital Transformation Tech Talk Webinars
9 Jul, 16 Aug, 27 Sep, 8 Nov

Illawarra Dementia Forum
(20 Sep)

Aged Care Quality Safety and Risk Forum
(12-13 Sep)

Home Care Reform Forum
(12-13 Sep)

Brisbane Care Expo
(1-2 Sep)

ACCPA National Conference
(25-27 Oct)

AC Catering Summit QLD
(16 Oct)

Australian Association of Gerontology Conference
(Nov)

In-Home Aged Care Roadshow
(Apr)

Disability Ageing & Lifestyle Expo
Adelaide (13-14 Oct)

Celebration Day VIC
(Oct)

QLD Seniors Month
(Oct)

National Aged Care Alliance Conference
(16-17 Nov)

In-Home Aged Care National Training Tour
(Mar-Apr)

In-Home Aged Care Roadshow
(Apr)

In-Home Aged Care Webinars
- #5 Dec 2023, #6 Mar, #7 Jun, #8 Oct

Readiness activities

The Aged Care Reform Activity roadmap represents a point-in-time overview of major reform activities. Actual timing and activities are dependent on a number of factors and are subject to change.

Key

Consultation

Webinar

Event



Stay in touch

[Subscribe to the aged care sector newsletters and alerts](#) to stay up to date with news for the aged care sector.

The [Aged Care Engagement Hub](#) provides regular updates on upcoming consultations and opportunities to be involved in the aged care reforms.



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A woman with long dark hair, wearing a yellow shirt, is shown in profile, looking at a laptop screen. She is sitting at a desk in an office environment. In the background, there is a large monitor displaying some data, a coffee cup, and a small potted plant. A blue banner with white text is overlaid on the right side of the image.

GPMS Update

Emma Cook & Amanda Smith

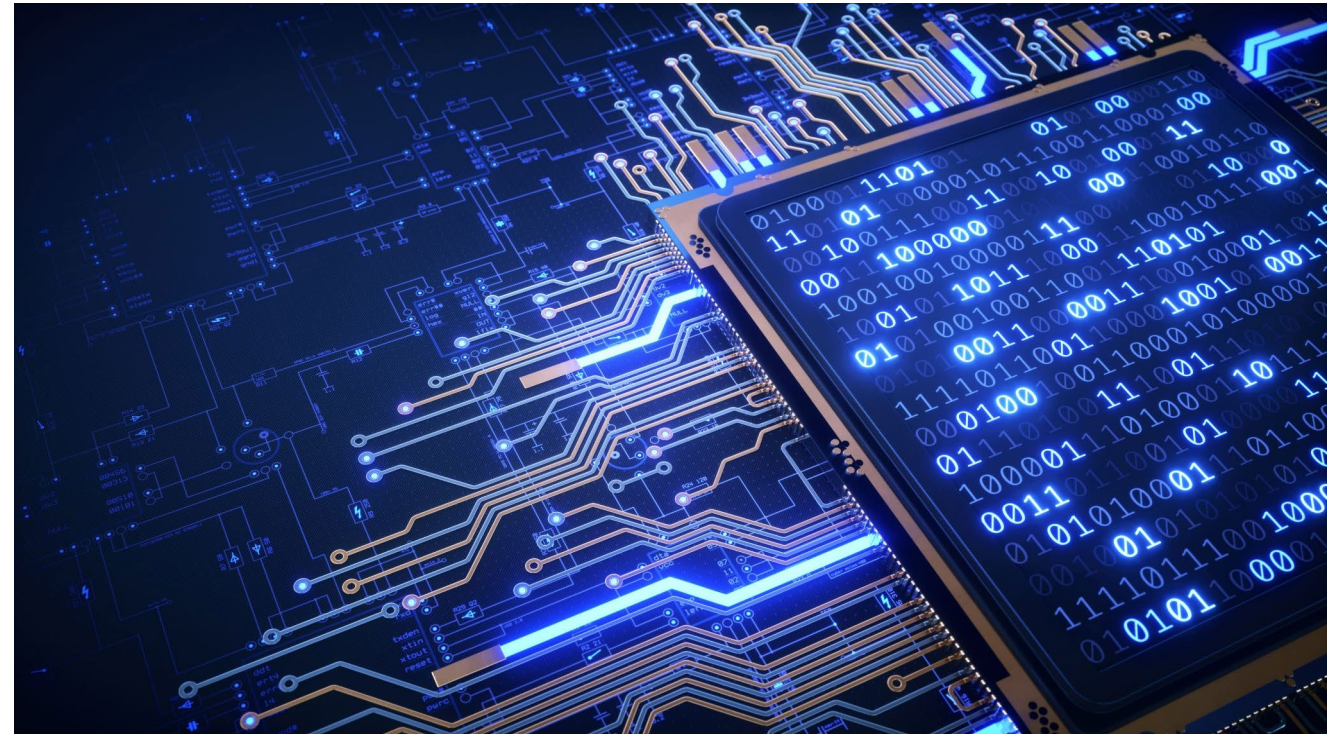
Assistant Secretaries

Digital Transformation and Delivery Division & Ageing and Aged Care Group

Department of Health and Aged Care

The new Government Provider Management System (GPMS) is foundational to future IT and aged care reforms, providing a modern platform to:

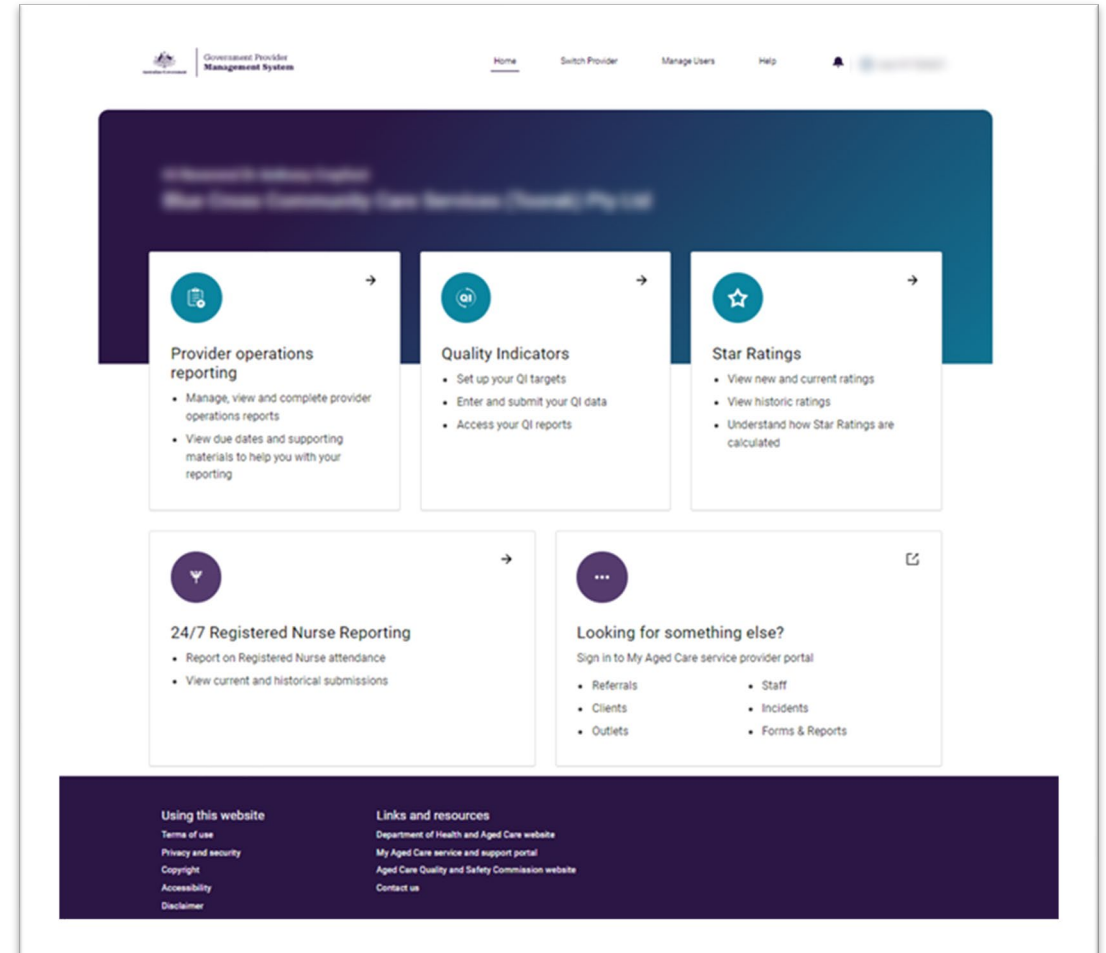
- Take on existing and new provider reporting functionality
- Provide a streamlined single access point for aged care providers
- Improve the quality and utility of aged care data
- Support automation and interoperability



GPMS Enhancement

GPMS has expanded to support aged care reform and provider reporting across:

- **Quality Indicators**
- **24/7 nursing responsibility**
- **Approved Provider Operations**
- **Quarterly Financial Reporting** – in preparation for future release





GPMS portal

Demonstration Video



Walk-through of the latest release on the Government Provider Management System (GPMS) online portal



Australian Government

Department of Health and Aged Care

GPMS What's Next

Release 6 – 20 November 2023

New Functionality

NAPs Replacement
GPMS Self Service
B2G Quality Indicators API

Enhancements

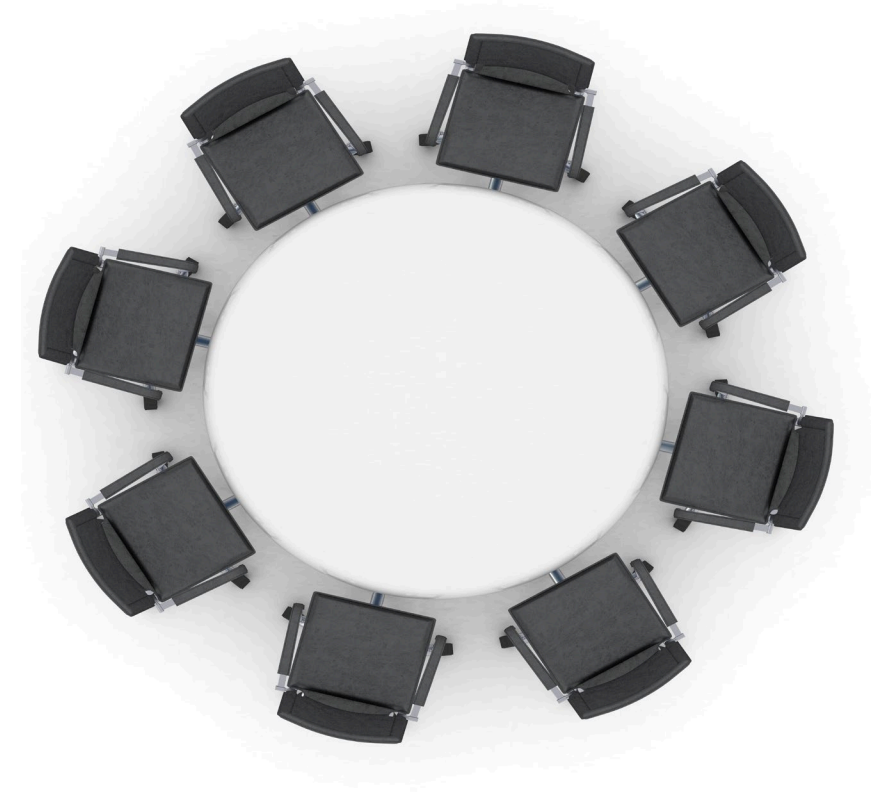
Nurses 24/7
Star Ratings
Common Portal
Data Migration
QFR

QFR Salesforce Provider &
Management Portal Trials



Next Steps

- Continued engagement with the sector
- Iterative releases to support future reforms, including:
 - NAPS Replacement
 - Self Service Portal (Approved provider forms and reporting)
- To be involved further, visit [Aged Care Engagement Hub](https://agedcareengagement.health.gov.au) at <https://agedcareengagement.health.gov.au>
- For more info on GPMS, visit <https://www.health.gov.au/our-work/government-provider-management-system-gpms>



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

John Sidey & Shaeyen Mackay

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

Overview

1 Strategic context and background



Providers of care and support services currently navigate a complex landscape to access services and meet their obligations to government, reducing time spent on providing care to the community, increasing security risk and cost to both government and provider organisations.



The Department of Health and Aged Care (the department) undertook a discovery activity to engage with the care and support sector to identify existing, and preferred authentication methods, gather use cases, and develop a recommended solution for the sector.

2 Stakeholder engagement and preferences



Leveraging a combination of existing forums such as the Sector Partners, and Tech Talks, along with one-on-one engagements, surveys, and workshops, we engaged broadly across the provider, peak body and the vendor community to understand preferences for authentication methods to access B2G APIs.



Providers indicated a strong preference for a simplified ecosystem across the breadth of their government interactions, with fewer credentials being a critical priority, while vendors expressed a strong interest for standardisation of systems and processes, and greater adoption of industry standards.

3 Target state options and assessment



We developed a high-level target state ecosystem to identify options, inform recommendations, and articulate how options will address provider needs and interoperate more broadly across government.



Three options were developed leveraging insights gathered from stakeholder engagement and understanding of the current state to address authentication options for:

- accessing online portals; and
- accessing B2G APIs

4 Recommendations and next steps



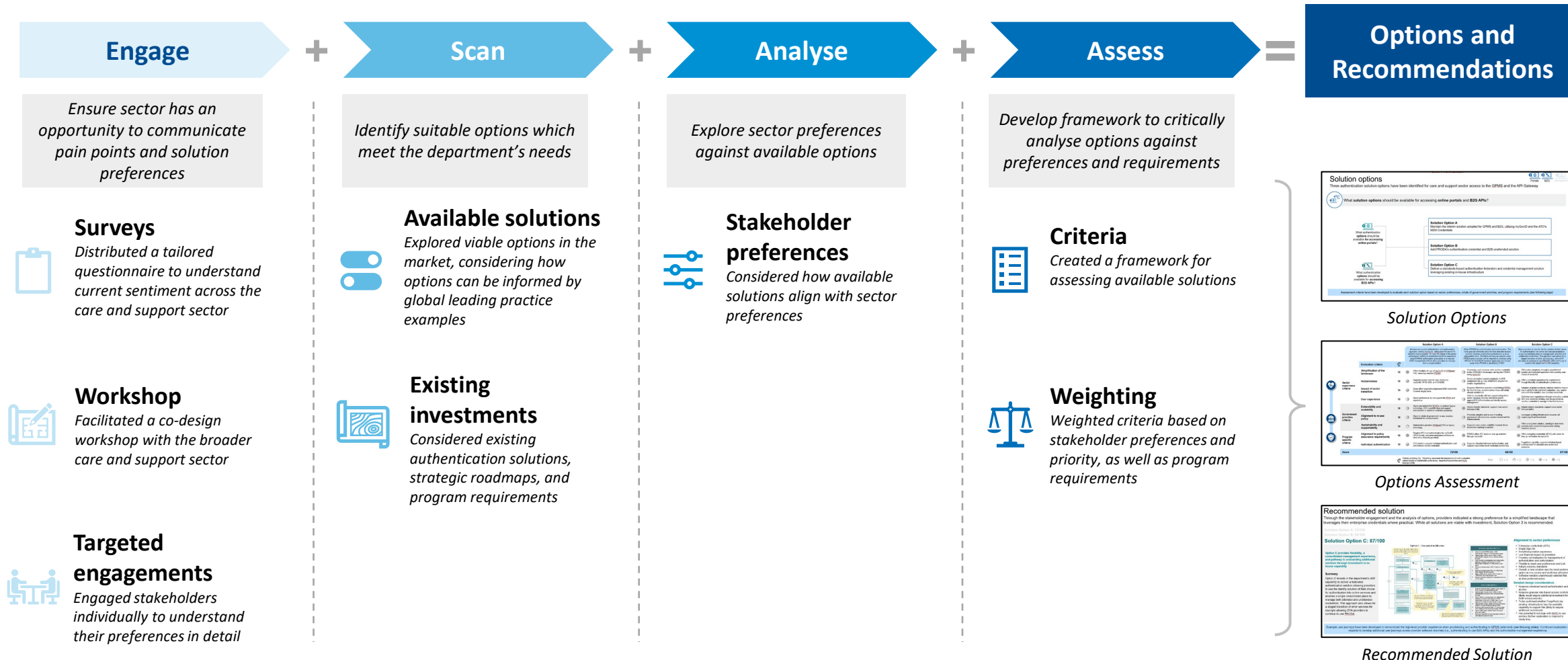
The recommended authentication solution option is being socialised and endorsed internally within the Department of Health and Aged Care prior to broader socialisation across the sector.



The care and support sector, including providers, software vendors, and peak bodies will be engaged as part of next steps, alongside further design of the proposed solution architecture, strategic planning, and whole of government co-ordination and alignment.

Approach

To identify preferred options and a recommended solution we adopted the department's *Co-Create, Co-Design, Co-Deliver* approach, targeting the provider experience and their priorities while considering existing solutions and whole-of-government capability

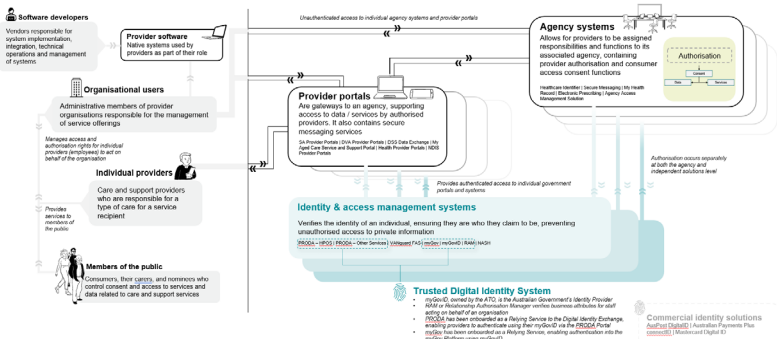


A day in the life of a provider

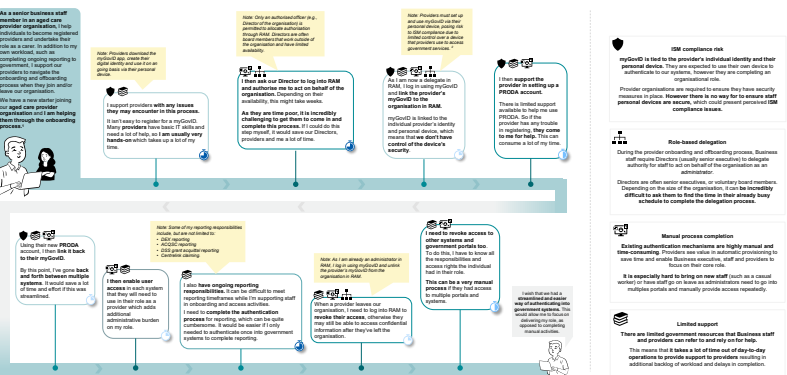
Disparate authentication and identity access management across government systems has resulted in significant administrative overhead for providers

Provider organisations are required to navigate a complex authentication and identity access management ecosystem to interact digitally with Government. This is in addition to their administrative and reporting workload, additional onboarding and offboarding activities for staff members, and managing the provision of care to members of the public.

Current Provider Experience



Care and support sector current state ecosystem



Provider day in the life of (DILO)

Key Observations

- Complexity:** Business administrators are required to use multiple authentication credentials (e.g., enterprise credentials, myGovID, PRODA) to access various portals and systems when completing reporting and accessing government services online. Additional complexity is added when managing authorisation and access for other staff members (e.g., RAM).
- Delegation & Access:** To establish access, senior staff members and business administrators require an authorised officer (usually a Director) to delegate authority to act on behalf of the organisation, who are often time poor and have limited availability to complete the process.
- Manual Processes:** Establishing access is a manual and duplicative process across all authentication and authorisation services used (e.g., RAM, PRODA). This is particularly time-intensive in provider organisations with a casual workforce, requiring repetitive access provisioning and revocations.
- Limited Support:** With variability in provider IT skills and limited support available from Government authentication services, business administrators dedicate significant time and effort in guiding and supporting staff members when establishing their authentication accounts and on an ongoing basis when authenticating to access government services, particularly with PRODA.

Stakeholder engagement

Significant stakeholder engagement has been undertaken across the aged care ecosystem to understand the identity and access needs and priorities for the provider and vendor community



Care and support providers

Care and support providers have identified a range of pain points:

- Accessing government services and meeting their reporting obligations
- The myriad of credentials required across different government systems
- The insufficient support provided across current authentication systems
- The inefficiency created across the sector using many credentials

Providers want to:

- Focus on their core business of providing care and support to the community

Their key driver:

- Simple and efficient access to services

"Can we homogenise these things? So many government systems, each with different identities and different identity methods."

"I find the reporting poor and, while fully understanding the data safety considerations, think it's difficult to reconcile with core systems"

"The process to onboard a new user into multiple systems is lengthy, manual and error prone. This means we cannot effectively leverage a highly fluid workforce as we cannot automate large sections of our onboarding process"



Software vendors & peak bodies

Software vendors and peak bodies have indicated they are:

- Open to further investment in their platforms, particularly where it will drive increased value for their customers.

Software vendors want to:

- Adopt industry standards versus bespoke solutions
- Standardise the way they need to interact with government agencies

From a financial perspective, they want to be able to:

- Leverage and capitalise on investments to date (e.g. conformance with PRODA)

Any solutions that require significant additional investment should be carefully considered.

"Working across multiple funding types is a struggle to ensure compliance with all required security standards"

"The biggest piece of feedback we hear is that [providers and software customers] are big on SSO and MFA. It has become more a need than a want."

"Inconsistency in integration and authentication methods make it difficult for SME's to know where to commit limited funds to build into the product"

In considering these perspectives from providers, vendors and peak bodies, there are only **a subset of options that can be considered.**

1 myGovID

3 PRODA

2 RAM

4 Enterprise credentials

These options need to be considered against the explicit **pain points** such as the **provider experience, cost implications** for software vendors, and **technical complexity**



Australian Government

Department of Health and Aged Care

Stakeholder engagement

Seven priorities were identified across survey results, collaborative co-design, and targeted 1:1 engagement with the care and support sector

Stakeholder engagement activities

200+ stakeholders were engaged across 25+ activities over 10 weeks across the care and support sector and government landscape



Presented to **75+** stakeholders at Sector Partners forum to raise awareness of discovery activities



Distributed a survey across the care and support sector, receiving **50+** responses



Engaged **80+** attendees¹ at the B2G co-design workshop through a series of interactive activities



Connected with **10+** stakeholders¹ for tailored 1:1 discussions to further understand specific pain points



Engaged with **50+** stakeholders¹ across the Department of Health and Aged Care and broader Commonwealth



What matters most for stakeholders

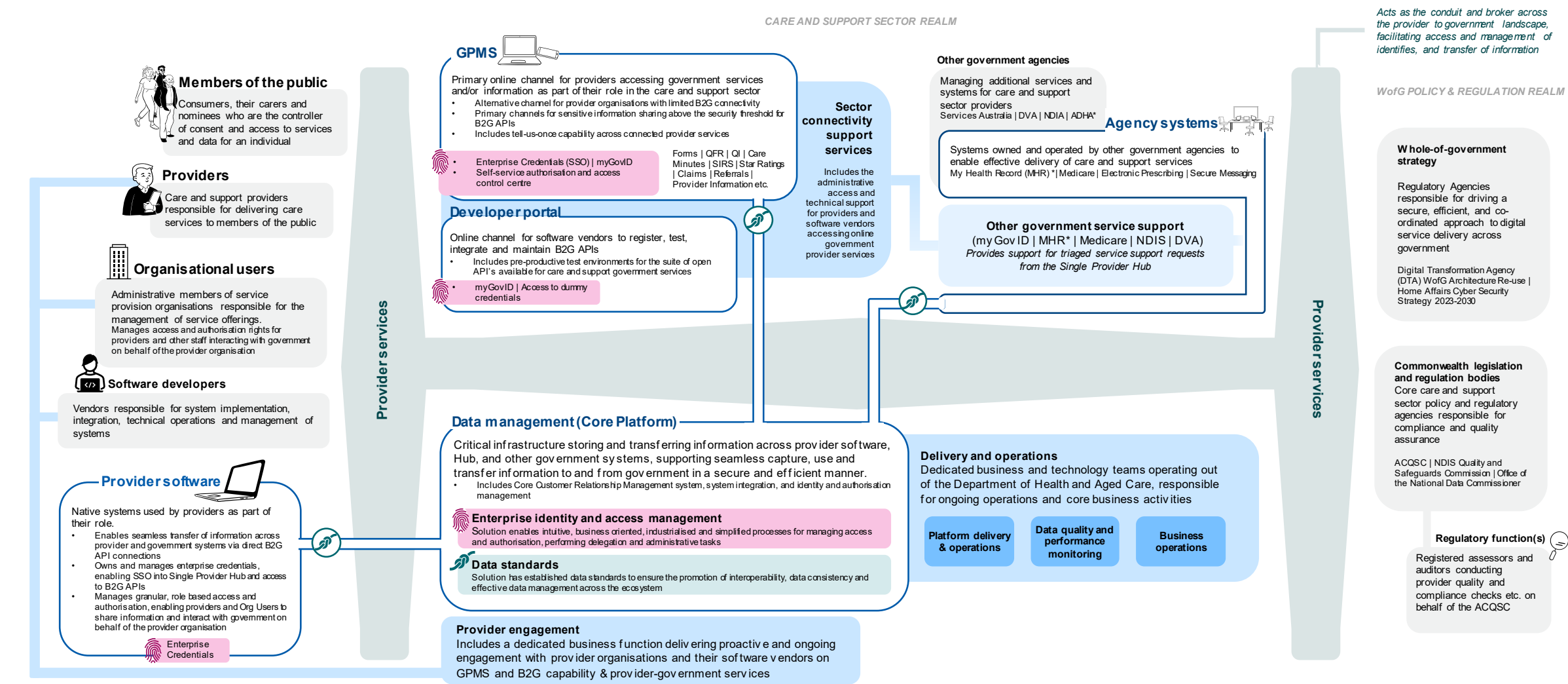
Authentication can't be assessed in isolation; addressing stakeholder priorities requires consideration of the end-to-end provider experience

- 1 **Seamless experience** when accessing and interacting with B2G services
- 2 **Easily established** and built on common industry standards (e.g. OIDC, OAuth)
- 3 **Minimises the number of credentials** needed to interact with government
- 4 **Reliable and available** to provide confidence in the solution
- 5 **Follows a recommended security configuration** that organisations can adhere to
- 6 **Leverages existing solutions** used to interact with government
- 7 **Cost-effective** for development and sustainment



Care and support sector provider target state ecosystem (1/2)

The target state ecosystem outlines the core components and their interactions to deliver a simplified, omni-channel provider authentication and identity access management experience, while delivering robust support as B2G API capability scales



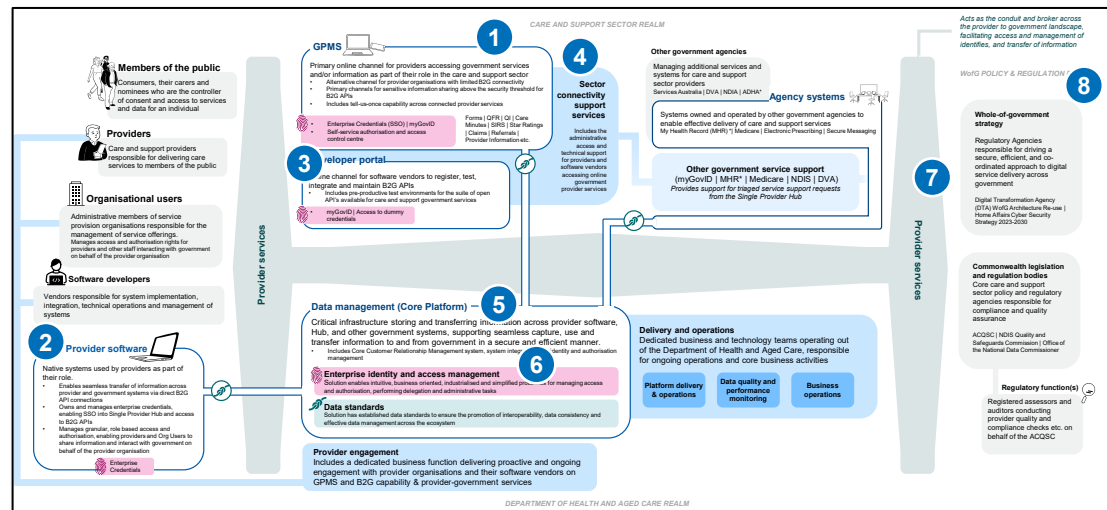
*Note: Health sector included for future consideration. Current scope includes Aged Care, Disability and Veteran Care.

Care and support sector provider target state ecosystem (2/2)

The target state ecosystem outlines the core components and their interactions to deliver a simplified, omni-channel provider authentication and identity access management experience, while delivering robust support as B2G API capability scales

Target Provider Experience

The target state ecosystem extends beyond authentication and identity access management to outline broader strategic intent for the end-to-end provider experience



Care and support sector target state ecosystem



Delivering an authentication approach that puts the experience of providers first required consideration beyond just authentication for B2G APIs



To deliver a **provider-centric future state**, it is important to **consider the identity and access needs across the entire care and support sector**.

Authentication solutions that support access to B2G APIs are a critical component of the target state for providers to access services and meet their obligations. However, authentication in B2G does not exist in isolation.

***Note:** Solution options have been developed to consider both focusing questions 1 and 2, and evaluated against the criteria defined through stakeholder engagement.*

To address the critical in scope question of what authentication options should be available for accessing B2G APIs, we needed to consider the end-to-end identity and access lifecycle including provision, usage, management and deprovisioning.

However, consideration needs to be given to the broader experience and common functions and processes required across different government interactions, in particular self service such as authorisation management.

Focusing questions



What authentication **options** should be available **for accessing online portals?**



What authentication **options** should be available for **accessing B2G APIs?**

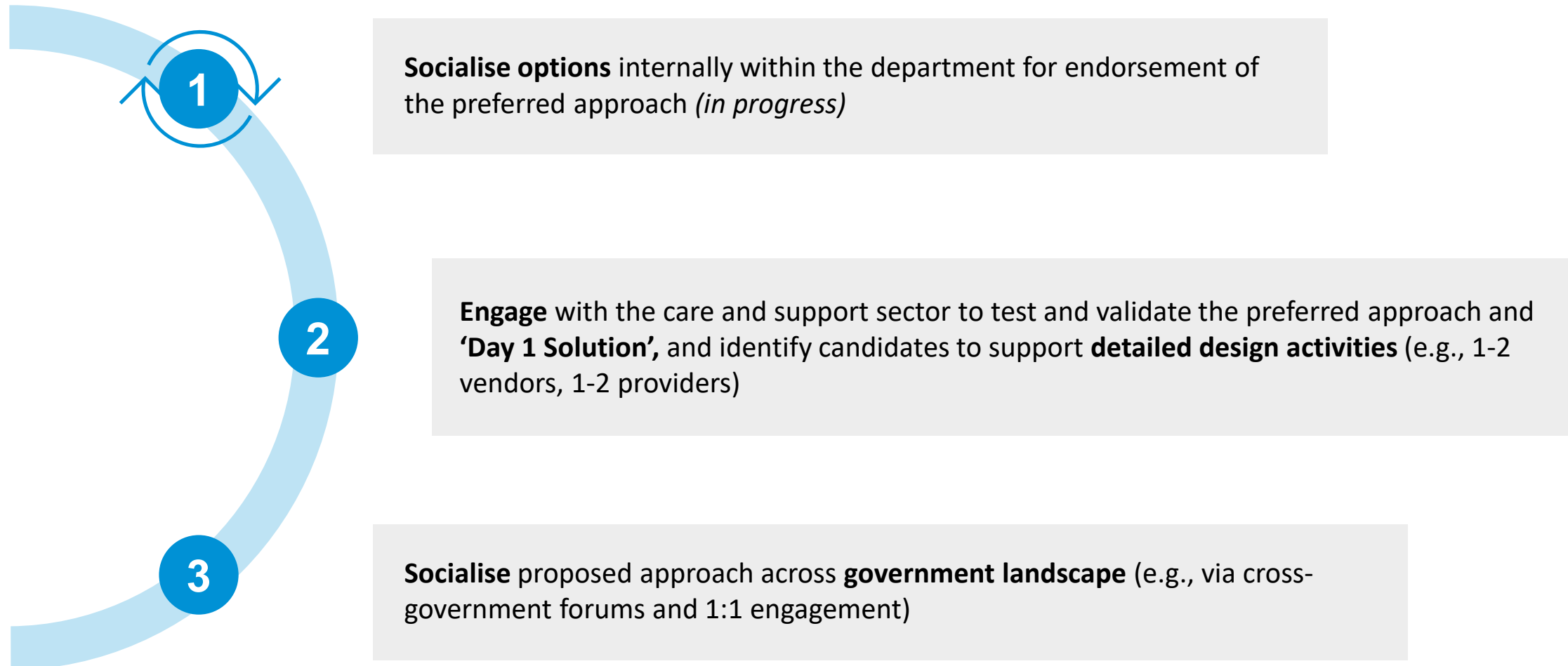


What **options** should be available to **enable** providers to **self-service** their identity and access management needs **when interacting with government?**

***Note:** Some analysis and consideration has been given to self management, particularly for authorisations, however, further work is needed beyond the scope of this report to best understand the solution options and inform longer term recommendations.*

Immediate next steps

The recommendation is being socialised and endorsed internally within the Department of Health and Aged Care before proceeding with broader engagement across the care and support sector.



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



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

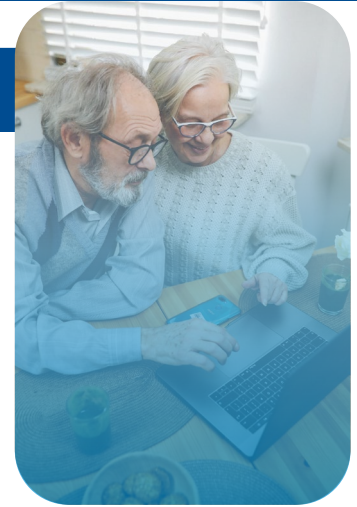


appendix

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #10



CURRENT TOTAL: 90 mins

5 mins

Welcome &
housekeeping

Janine Bennett

10 mins

Digital
Transformation
update

Fay Flevaras

10 mins

Popular
Questions

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10 mins

Aged
Care Roadmap

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10 mins

GPMS Update

Amanda Smith
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15 mins

B2G On-
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John Sidey
Shaeyen Mackay

30 mins

Q&A and close

Fay Flevaras
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