

Digital transformation

Sector Partners

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



www.health.gov.au

Meeting #22

16/06/2023



Australian Government
Department of Health and Aged Care

An elderly couple, a man and a woman, are sitting together and looking at a smartphone. The man is wearing glasses and a brown sweater, and the woman is wearing a brown sweater over a yellow shirt. They are both smiling. The background is a blurred indoor setting with warm lighting.

WELCOME

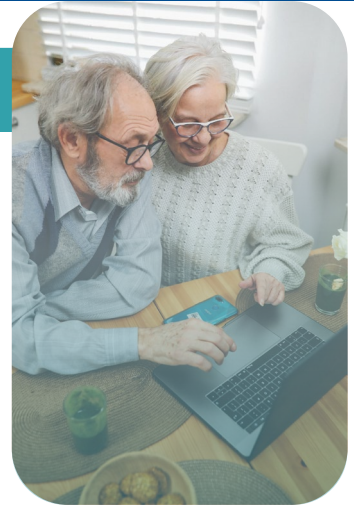
Fay Flevaras

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

Digital transformation for the aged care sector

Agenda

Sector Partners #22



**Welcome &
agenda**

Fay
Flevaras

**State of Play
update**

Fay
Flevaras

**Introduction:
Places to
people**

Adele
Marshall

**Aged Care Data
&
Digital Strategy**

Mike
Herbert

Discussion

Fay
Flevaras

Close

Fay
Flevaras



Australian Government

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State of Play update

Digital Transformation Sector Partners

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Health website

Digital Transformation Tech Talk webinars

We run regular webinars for the aged care sector and IT professionals on our digital transformation work. Find out how to register for upcoming webinars, and view our previous webinars.



Digital Transformation Tech Talk – 31 May 2023

31 May 2023 2:00pm AEST - 3:30pm AEST | Webinar

In this webinar, the speakers provided an update on Aged Care reform, the Quality Indicators initiative, and the Support at Home program – as well as provided an update on our digital transformation roadmap and timeline.



Digital Transformation Tech Talk – 19 April 2023

19 April 2023 2:00pm AEST - 3:30pm AEST | Webinar

In this webinar we shared an update on the policy priorities for the Aged Care reform agenda, provide a playback of our progress on the new Government Provider Management System (GPMS), and took a deeper look at the department's broader data approach.



Digital Transformation Tech Talk – 2 March 2023

2 March 2023 8:00am AEDT - 10:00am AEDT | Webinar

In this first webinar for 2023, the speakers provided a full overview of the aged care reform agenda and digital transformation initiatives expected in the coming year, ahead of the release of the Star Ratings (which went live late last year).

Aged care reform roadmap – 2022 to 2025

The aged care reform 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.



Downloads

Aged care reform roadmap – 2022 to 2025

[Download PDF](#) - 232.69 KB - 2 pages

[Download Word](#) - 105.81 KB - 3 pages

We aim to provide documents in an accessible format. If you're having problems using a document with your accessibility tools, [please contact us for help](#).

Publication date:
20 January 2023


Last updated:
7 June 2023

Publication type:
Infographic

Sector Partner Collaboration site


DIGITAL TRANSFORMATION: SECTOR PARTNERS

Resources



Resources for the group

As resources of interest to the group become available, we will share them on this page.




Video content

[24/7 Registered Nurses Form Demonstration](#)

[Aspire4Life Client Experience Journey - Michael Scurrah](#)


[B2B Co-Design: Request Access to an API](#)

[B2B Co-design: Publish an API](#)



Other media content

[Aspire4Life Client Experience Journey - Michael Scurrah](#)



Staying Connected

[Aged care reform roadmap – 2022 to 2025](#)

[Digital transformation for the aged care sector](#)

[Sector Partner Meeting Summaries](#)

[Sector Partner Membership List](#)

[Sector Partner Terms of Reference](#)

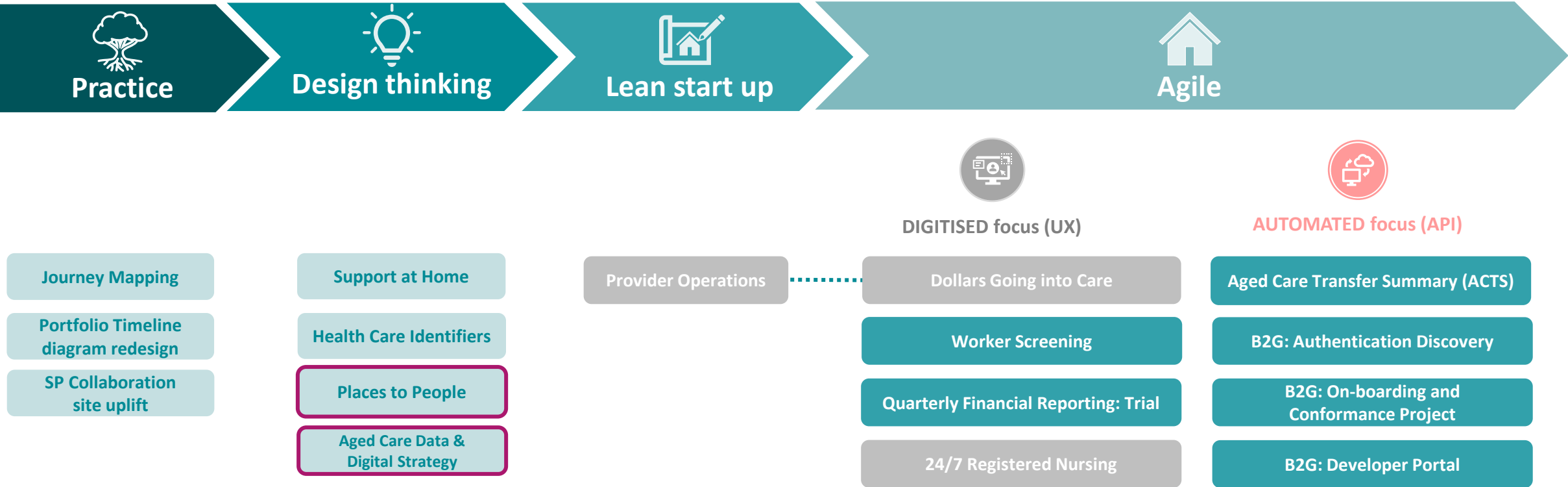
[Digital Transformation Tech Talk webinars](#)

Got ideas on how we can improve this space? or have questions about the content on this page? please connect by clicking on the button below. We'd love to hear from you.

[Contact us](#)

Open co-design activities by phase

Open 





Introduction: Places to people initiative

Digital Transformation Sector Partners

Adele Marshall
Service Designer

Digital Design and Release Branch | DTDD
Department of Health and Aged Care



Changes to residential aged care



From 1 July 2024,
a new residential aged care
system will commence,
with *a person-centred*
approach that places older
Australians first

Why these changes are important

Older Australians who are considering residential aged care or changing their provider will benefit from:

- increased competition in the sector which will improve quality of care
- greater opportunities to exercise choice

New and existing residential aged care providers will no longer be allocated places, which will:

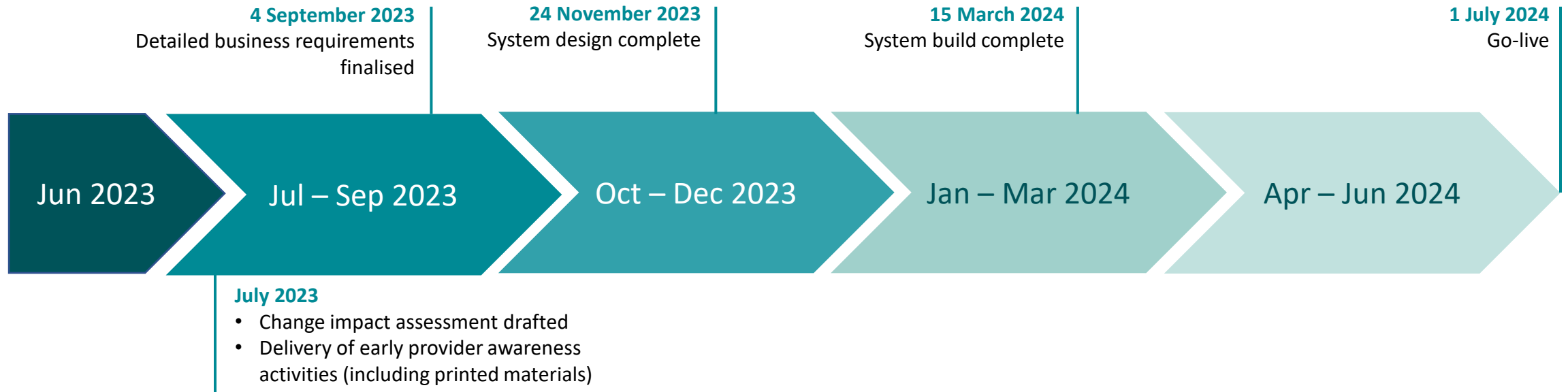
- give them greater freedom to adjust and expand service offerings to better meet demand
- create a strong residential aged care market with high quality and innovative providers

Digital enabling capability will use:

- existing aged care IT infrastructure and systems to deliver this project



Milestones



Sector Partner participation

Discovery interviews **next week** to explore the current state experience

Alpha co-design sessions **coming up in July and August** to explore how the future state could work

VOLUNTEERS WELCOME!



LAUNCH and PLAYBACK
Practice



Aged Care Data and Digital Strategy

Digital Transformation Sector Partners

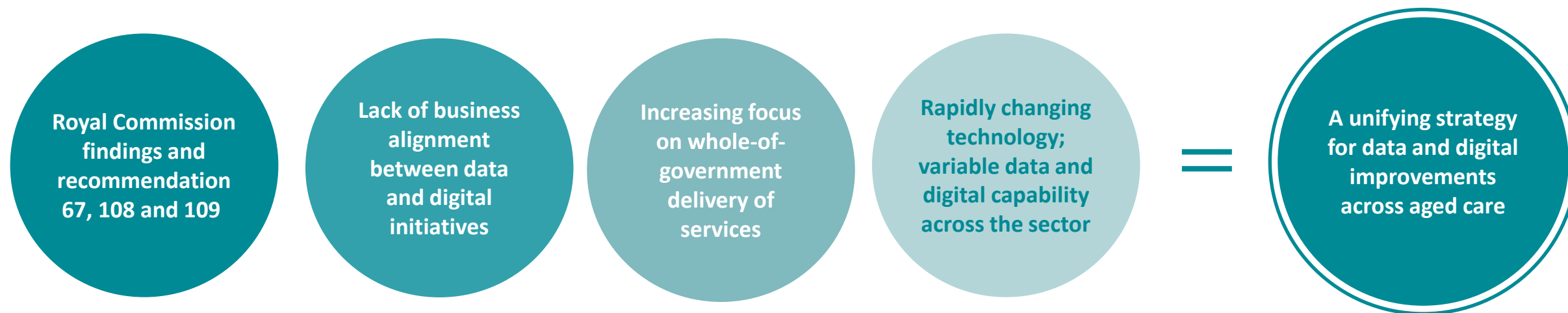
Mike Herbert
Project Manager

Reform Implementation Division
Ageing and Aged Care Group



Australian Government
Department of Health and Aged Care

Why are we doing this?



Vision Harnessing the power of data and digital to improve aged care and wellbeing

Stakeholder

People
using aged care

Service providers
delivering care

Technology vendors
supporting care

Workers
providing care

Governments
system managers

Benefit

Older people, their families, carers and support networks can access information, services and assistive technology more easily, and make more informed choices about aged care. Unnecessary repetition in data collection is minimised.

Providers have access to timely information and technology that enables them to focus more time on providing high quality care. This reduces administrative burden and leads to greater efficiency in their businesses, contributing to a sustainable aged care sector. Providers understand their data collection and reporting obligations.

Technology vendors can invest with confidence to build the data and digital capabilities of service providers to improve care. Software is based on clear and consistent data standards and specifications. This increases investment and innovation in the aged care sector.

Workers can build and sustain their data and digital literacy skills. They spend less time collecting and reporting data, leaving more time to provide care.

Governments receive accurate, real-time data to manage aged care, safeguard older people and improve care. The strategy reaches beyond aged care, focussing on sharing information with other agencies and between sectors, e.g. health and disability sectors.



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Alignment

Data and digital government strategy 2030 (draft)	Ageing well strategy and outcomes framework (draft)
<p>Vision: to deliver simple, secure and connected public services for all people and business through world class data and digital capabilities.</p> <p>The commitment to strengthen digital technologies and manage, share, integrate and analyse data for improved service delivery.</p>	<p>Vision: Tackle ageing stigma and integrate care systems to support older people to enjoy more meaningful years of life through being healthier for longer, connecting to their community and enabling access to tailored and digitally enabled care.</p> <p>It will improve care outcomes and cost effectiveness and leverage better data, research and digital care models.</p>
Department's data strategy 2022-25	Department's ICT strategy 2023-26
<p>Vision: Harnessing the power of data for better health, aged care and wellbeing.</p> <p>The commitment to improve:</p> <ul style="list-style-type: none">• alignment and coordination of data and digital efforts across the health portfolio• data sharing and governance at the Department level.	<p>Vision: Contribute to a connected and simplified ecosystem based on contemporary and sustainable platforms for staff, older Australians, providers, industry and government.</p> <p>The commitment to provide:</p> <ul style="list-style-type: none">• real-time data exchange between government agencies• a human-centred design approach to ICT systems• developing a streamlined user experience for older Australians, providers and aged care workers.



Guiding principles

1. Older people are at the centre of aged care.
2. Users of data and digital technologies – and their needs – are diverse. Users include older people, aged care workers and service providers, technology vendors, governments and researchers.
3. Trust, privacy, and security are safeguarded.
4. The burden on aged care workers is minimised so they can focus on providing high-quality care.
5. The purpose of digital technologies and data collection is considered and communicated to users.
6. Digital technology improves the efficiency and ease in accessing information and providing aged care.
7. Data and digital initiatives create an environment to foster investment in software that enhances service quality.
8. Data and digital standards promote harmonisation across the aged care and associated systems.
9. Existing data assets and capabilities are leveraged and connected so that we collect data once and share it often.



8 priority areas to improve the aged care data system.

1. Use of data



Promote trust and **demonstrate the use of aged care data**

2. Discoverable data assets



Data users can readily identify and understand our **data assets** and the information they can provide

3. Data governance



Establish and embed **aged care data governance arrangements**

4. Streamline data access



Promote streamlined processes that enable aged care data to be **safely and securely shared and released**

5. Embed data improvement



Establish processes for **ongoing data quality improvement and data integration activities**

6. Build capability



Build **data literacy and data capabilities** across the aged care workforce

7. Interoperability



Develop and promote **common aged care data standards** to support increased interoperability

8. Reflect diversity



Ensure data reflects **the diversity of the population**

Digital scope Targeting users, processes and technology in aged care.

Supporting people

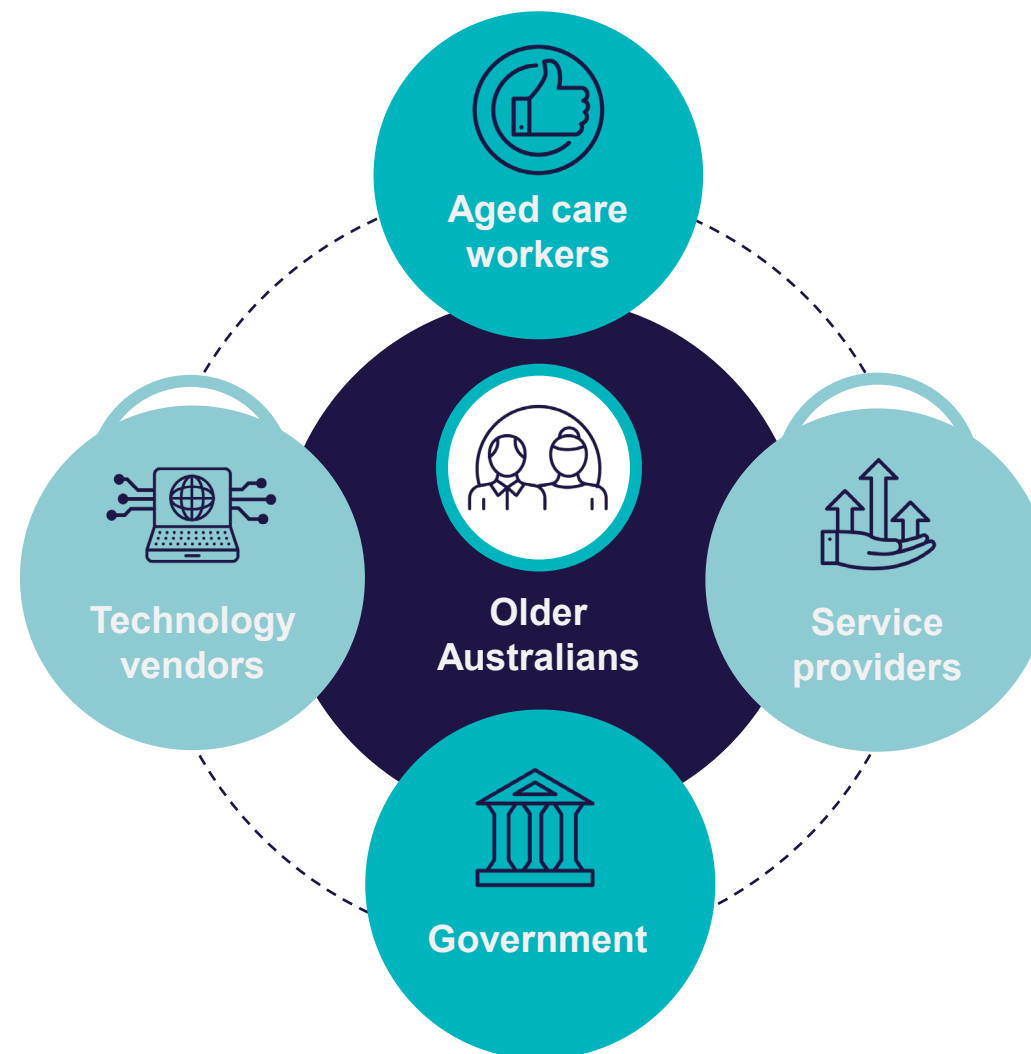
E.g. Strengthening digital channels for older Australians to access care; digital literacy training for the aged care workforce.

Streamlining processes

E.g. Automated provider reporting of mandatory information to government; data sharing arrangements between government, providers and sectors.

Integrating technology

E.g. Standardising data to improve system interoperability; connecting ICT systems across government, aged care and health care services providers.



Next steps

1. Consultation. June to August we are engaging on the strategy and its implementation plan, including a few focus groups with providers and technology vendors

2. Draft strategy. In September, we plan to release the draft strategy publicly for further comment and feedback

3. Final strategy. Aim to launch by the end of this calendar year.



Q&A

Have a question?

Put your virtual hand up to ask your question directly our presenters or use the Webex chat space



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Department of Health and Aged Care

A group of four diverse people (three women and one man) are laughing heartily together in a bright, indoor setting. The woman in the foreground has curly hair and is wearing a white lace top. The man next to her has a beard and glasses, wearing a blue shirt. The woman to the left has long blonde hair and is wearing a white top. The man on the far right is partially visible, also smiling. The background is softly blurred, showing a bright window.

THANK YOU

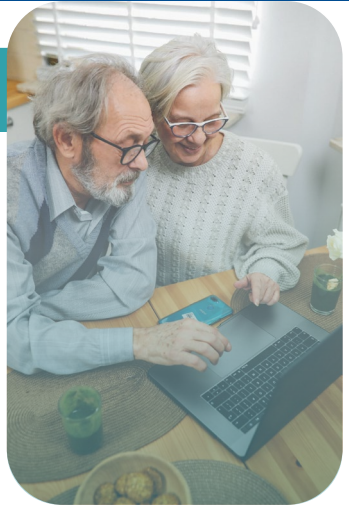
NEXT MEETING:
11am, Friday 30 June

 DTSectorPartners.health.gov.au

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5 Min

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Fay
Flevaras

10 Min

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