

Digital transformation

# Sector Partners

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



[www.health.gov.au](http://www.health.gov.au)

Meeting #23

30/06/2023



Australian Government  
Department of Health and Aged Care

An elderly couple is shown in a warm, indoor setting. The man, on the left, has white hair and wears glasses and a brown zip-up sweater over a striped shirt. The woman, on the right, has short grey hair and wears a brown sweater over a yellow collared shirt. They are both smiling and looking down at a smartphone held by the man. The background is softly blurred, showing a lamp with warm lights and some furniture.

# WELCOME

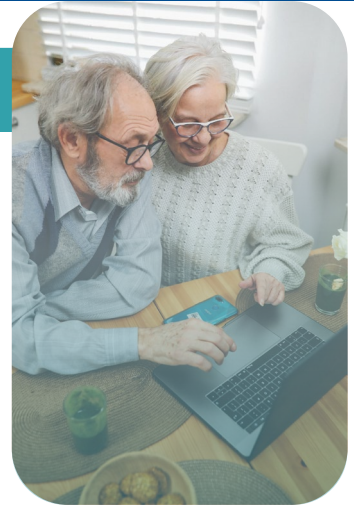
**Fay Flevaras**

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

Digital transformation for the aged care sector

# Agenda

Sector Partners #23



**Welcome &  
agenda**

Fay  
Flevaras

**State of Play  
update**

Fay  
Flevaras

**B2G  
Onboarding &  
Conformance –  
Findings and  
Next Steps**

John Sidey &  
Shaeyen  
Mackay

**B2G  
Onboarding &  
Conformance –  
Findings -  
Discussion**

Fay  
Flevaras

**Sector  
Partner site  
update**

Jessica  
Holmick

**Close**

Fay  
Flevaras





# State of Play update

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

Open 



Journey Mapping

Portfolio Timeline diagram redesign

SP Collaboration site uplift

Support at Home

Health Care Identifiers

Places to People

Aged Care Data & Digital Strategy



DIGITISED focus (UX)

Worker Screening

Quarterly Financial Reporting: Trial



AUTOMATED focus (API)

Aged Care Transfer Summary (ACTS)

B2G: Authentication Discovery

B2G: On-boarding and Conformance Project

B2G: Developer Portal



# B2G- Onboarding & Conformance Findings and Next Steps

**John Sidey & Shaeyen Mckay**

Digital Design and Release Branch | DTDD  
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.

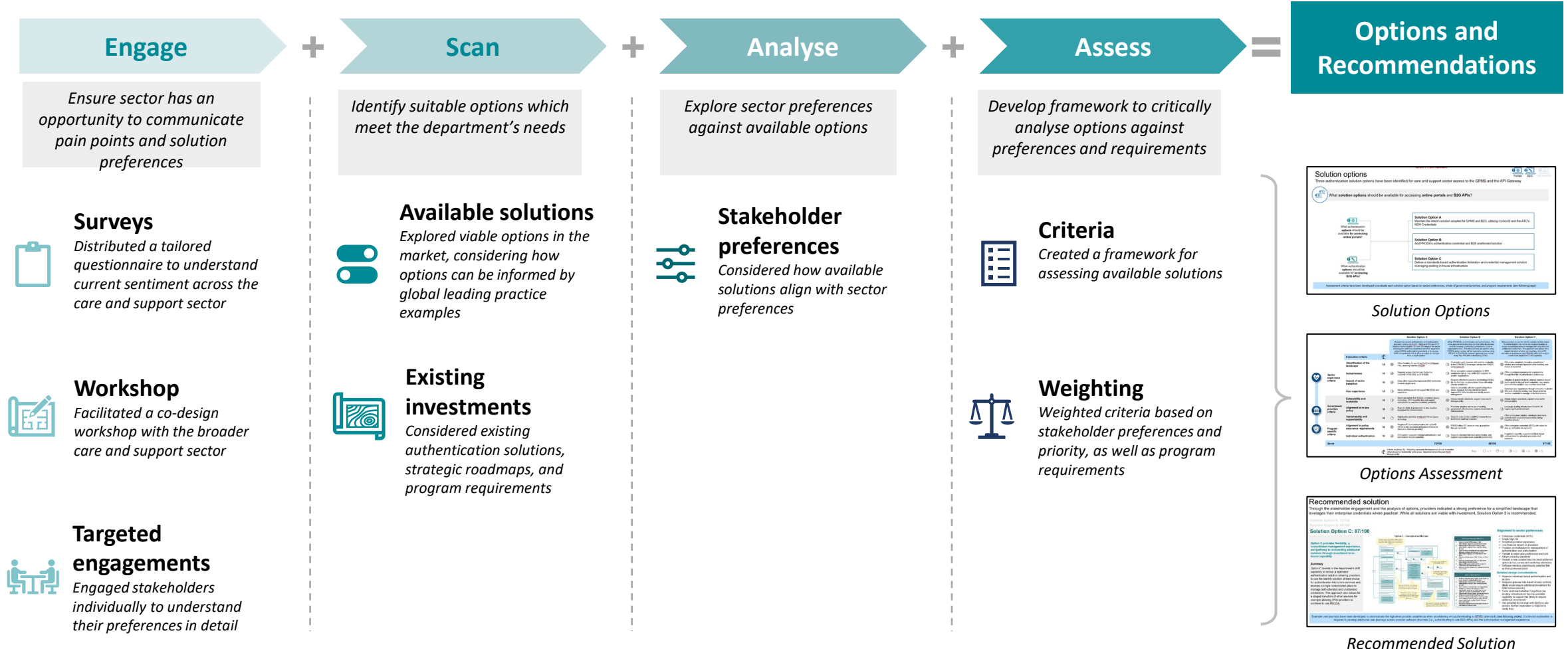


The care and support sector, including providers, software vendors, and peak bodies will be engaged as part of next steps, alongside further design of the proposed solution architecture, strategic planning, and whole of government co-ordination and alignment.



# 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



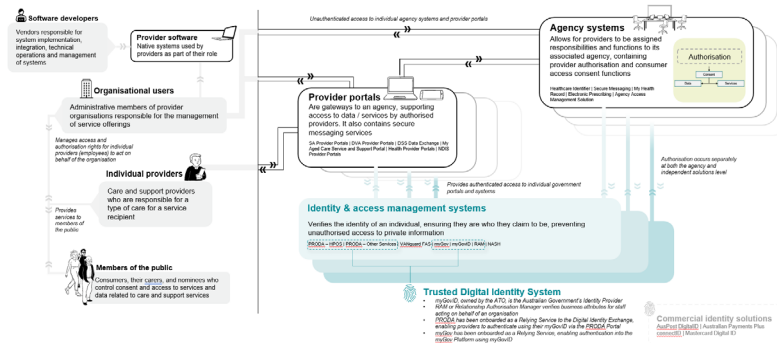


## A day in the life of a provider

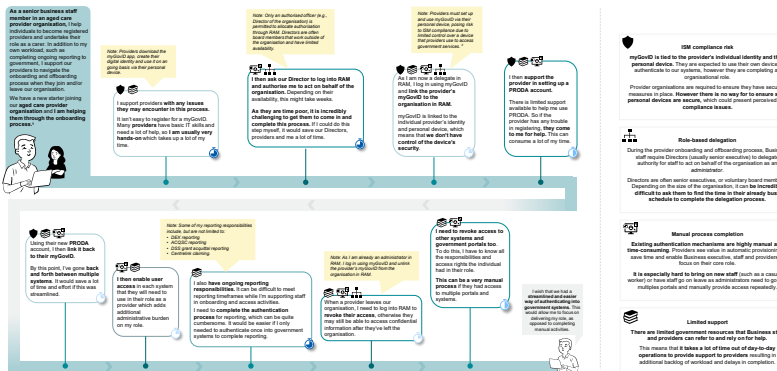
Disparate authentication and identity access management across government systems has resulted in significant administrative overhead for providers

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

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+** attendees<sup>1</sup> at the B2G co-design workshop through a series of interactive activities



Connected with **10+** stakeholders<sup>1</sup> for tailored 1:1 discussions to further understand specific pain points



Engaged with **50+** stakeholders<sup>1</sup> 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



# 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**



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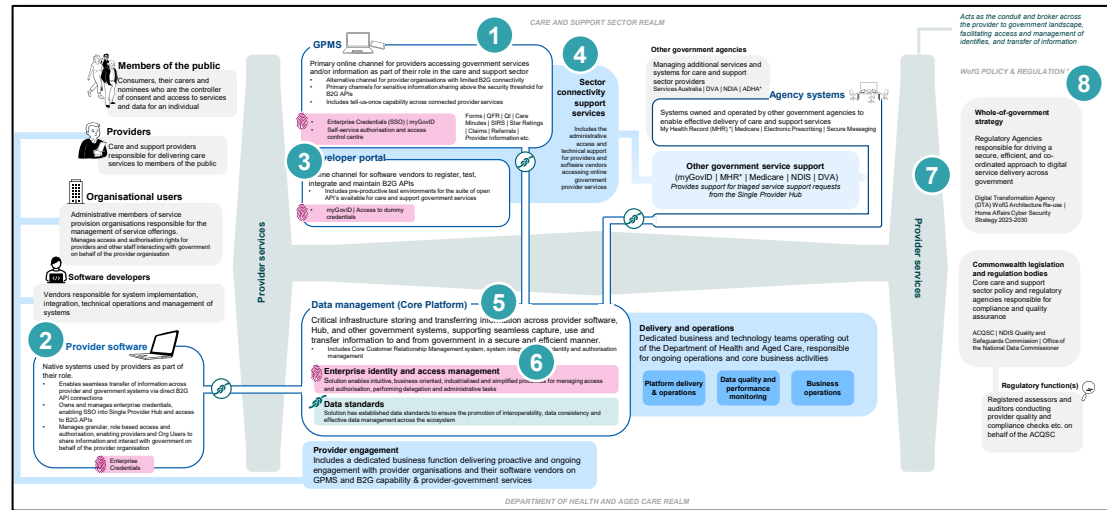
Department of Health and Aged Care

# Care and support sector provider target state ecosystem

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

## Key Components

- 1 **GPMS** acts as the primary online channel to access government services for care and support providers, and an alternative channel for provider organisations without B2G API capability.
- 2 **Provider software** is the primary channel for information sharing to, and from, government services, enabled by seamless B2G API connectivity.
- 3 A **developer portal** provides software vendors and/or in-house developers with online access to register, test and integrate B2G APIs with provider software
- 4 **Support services** provide a standard channel for access to administrative access and technical support for providers and software vendors, triaged to other government service support channels where required
- 5 Data is transferred and centrally managed across provider software, single provider hub, and other agency systems through the **core platform**
- 6 **Enterprise identity and access management** houses the identity federation hub, linking various authentication credentials and managing access and delegations across B2G APIs and online services
- 7 **Provider services** wrap around provider-to-government services, acting as the conduit and broker across the provider to government landscape, facilitating access and management of identities, and transfer of information
- 8 **Whole of Government policy and regulation** drives strategic direction of digital service delivery while overseeing compliance and quality assurance across the care and support sector.





# 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?**



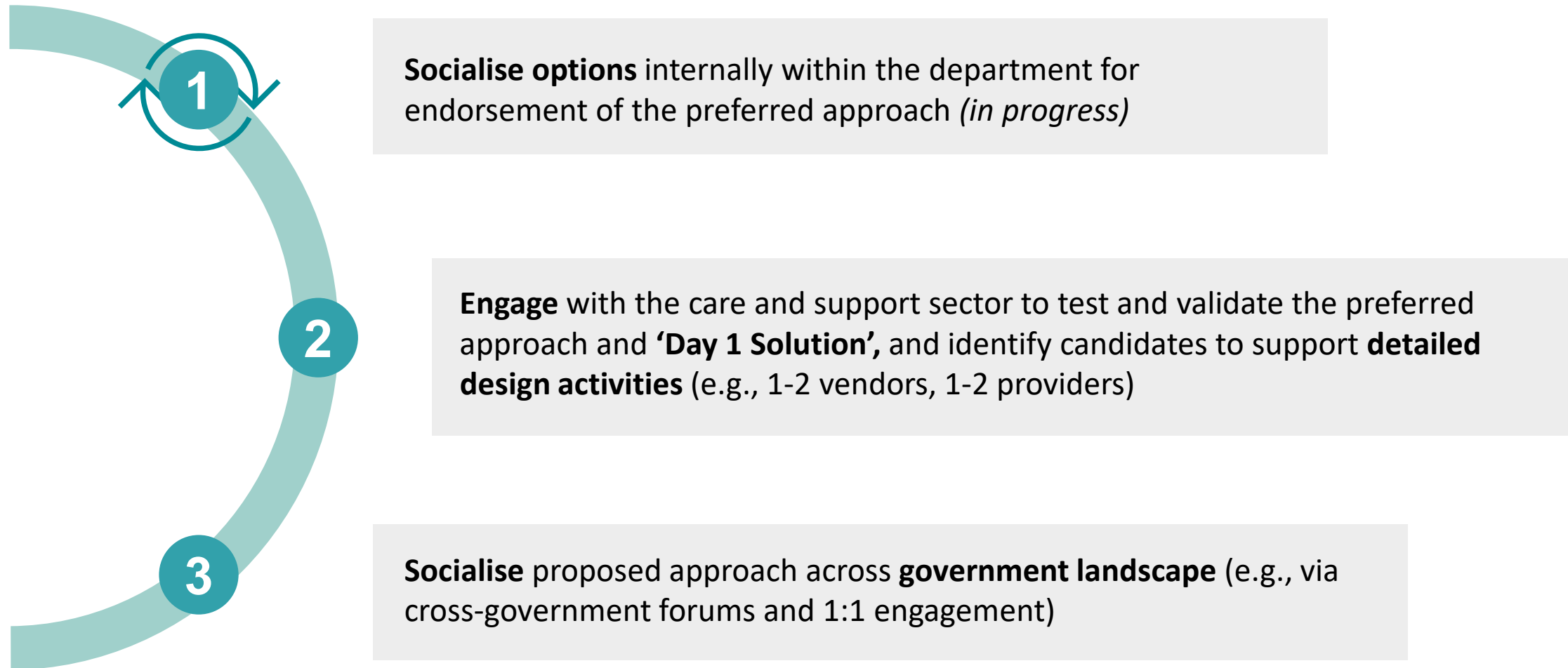
What **options** should be available to **enable** providers to **self-service** their identity and access management needs **when interacting with government?**

***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.





# B2G- Onboarding & Conformance Findings discussion

**Fay Flevaras**

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



LAUNCH and PLAYBACK  
Practice



# Sector Partner Collaboration Site Uplift


**Jessica Holmick**

Senior Engagement Lead  
Reform Implementation Division  
Ageing and Aged Care Group



Australian Government  
Department of Health and Aged Care





Digital Transformation: Sector Partners

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Sector Partners - Home

Meet the Health Team

Working in the Open

Fortnightly Meetings

Co-design Activities

Resources

Questions & Feedback

Site Admin

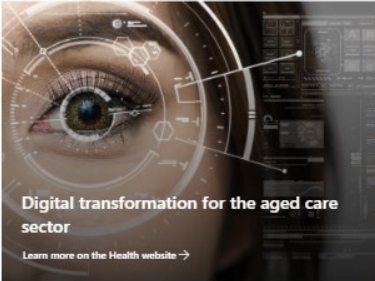
Recycle bin

Edit

New


Page details

Analytics

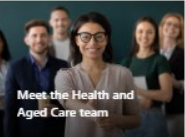


Digital transformation for the aged care sector


Learn more on the Health website →




Working in the Open



Meet the Health and Aged Care team



Fortnightly Meetings




Our 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

02 21 37 42


days hrs mins sec

Sector Partners Working Meeting


Staying Connected



Register for Tech Talk #10 - Wednesday 12 July 2023



Share your sector insights with the Sector Partner Group



Register for User Research Interviews - Places to People Initiative

Useful Links

[Terms of Reference](#)

[Membership details](#)


[Meeting Summaries](#)

[Resources](#)

[Contact us](#)

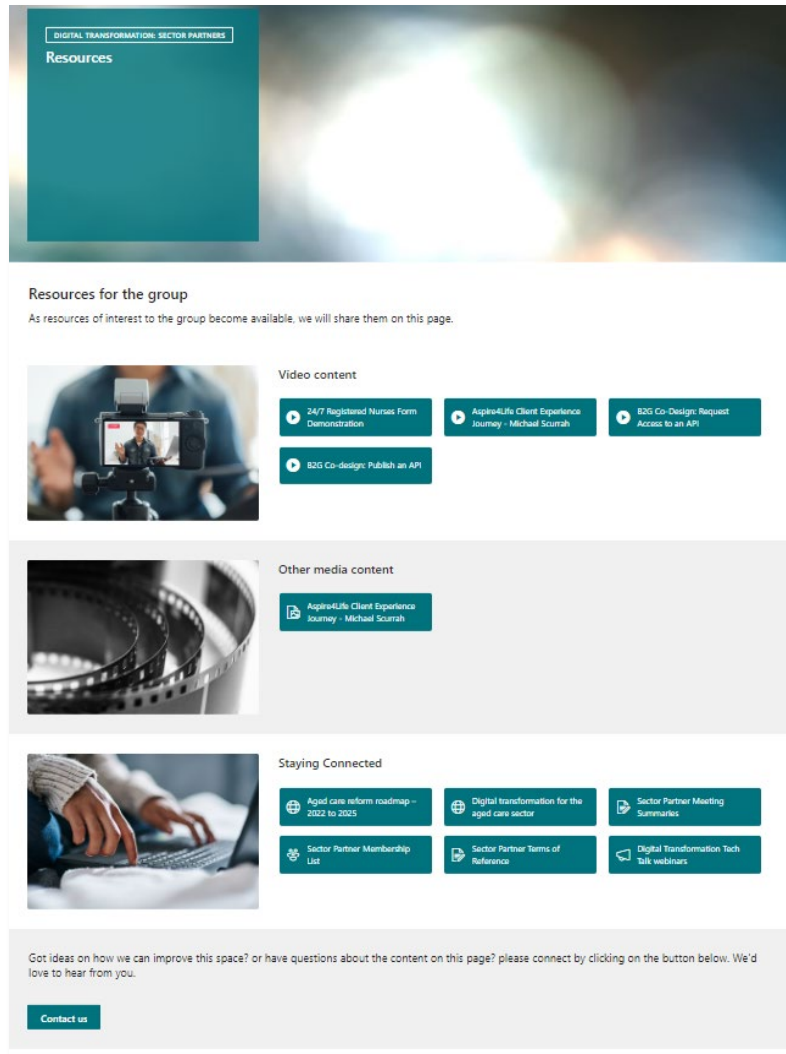
# Upcoming Co-Design Activities

# Upcoming Events



Australian Government

Department of Health and Aged Care



## Video demonstrations



## Co-Design products



## Links to key information

# Sector Partner Collaboration Site – Coming Soon

Digital Transformation: Sector Partners

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Sector Partners: Home

Meet the Health Team

Working in the Open

Fortnightly Meetings

Co-design Activities

Resources


Questions & Feedback

Site Admin

Privacy Info

Exit

Our Initiatives




Understanding how all the pieces fit together is fundamental to understanding the whole picture.


Sometimes its hard to see the forest through the trees. That's why we have created this space, so you can find:

1. all the information around the different initiatives that have come through the Sector Partner Group plus
2. all the co-design activities related to that initiative


so that you can quickly understand how its all connected in one easy to access place.




Aged Care Data and Digital Strategy




Strengthening Aged Care Approved Provider Governance




24/7 Registered Nursing




Aged Care Transfer Summary (ACTS)




Business to Government (B2G) Onboarding and Conformance




Digital Transformation Sector Partners




Government Provider Management System (GPMS)




Health Care Identifiers (HCIs)




Places to People (P2P)




Quality Indicators




Quarterly Financial Reporting (QFR)



Star Ratings



Support at Home



Worker Screening

Business to Government (B2G)

About the Initiative

A Business to Government (B2G) capability for aged care providers to exchange information with Government in near real time, to strengthen accountability and lessen administrative burden in relation to the Serious Incident Response Scheme (SIRS), quality indicators, Aged Care Financial Report (ACFR) and Residential Care Service Delivery Staffing. This will be a limited beta version, allowing high value capabilities to be delivered early, and allowing Health to understand providers' preferences.

B2G will implement a direct connection to provider and assessor system(s) to deliver a modern and easy-to-access integration gateway that enables seamless submission of reporting data and service data to enable improved service delivery.

Problem Statement

Due to information being managed separately in aged care and health care provider systems and My Aged Care, significant administrative overhead is required to maintain multiple systems and manually re-key information

Objectives

- Implement a Business to Government (B2G) capability that allows providers in near real time to exchange information with Government to strengthen reporting and monitoring of regulatory compliance and lessen administrative burden.
- Standards for both data and interoperability across the aged care sector (with ADHA).
- Increase in aged care provider digital maturity.

Initiative Sponsors

**Initiative Sponsor:** Marina Muttukumara  
Assistant Secretary | Aged Care Services & Sustainability Branch

Emma Cook | Assistant Secretary | Digital Reform Branch

**Co-design Lead:** Greg Heath  
Director | Aged Care Services & Sustainability Branch

**Health Partners:** John Sidney  
Onboarding & Conformance Discovery Lead

Useful B2G links

API co-design - Request Access to An APImp4

API co-design - Publish an APImp4

B2G Questionnaire Results.pdf

Go Back to All Initiatives

B2G: Closed Co-Design Activities

Services Australia Conformance Process

Identity and Access Management

B2G Onboarding & Conformance Discovery Survey

B2G Pain points and API priorities

B2G Developer Journey

B2G Quality Indicators

B2G Research Questionnaire

DIGITAL TRANSFORMATION- SECTOR PARTNERS

B2G: Onboarding & Conformance Discovery Survey

Seeking volunteers

We are calling for ALL Sector Partners to participate in a short survey by 5pm, Wednesday, 24 May 2023.


This survey will help us understand the processes, systems and tools that Providers and the software industry use when authenticating and managing access to Government services as part of their role.

This survey is now closed

More details

Status	The survey closed 5pm, Wednesday, 24 May 2023
Time Investment	It will take approximately 10 minutes to complete the survey
Purpose	Insights drawn from responses will be reflected in upcoming co-design workshops. To help us understand the processes, systems and tools that Providers and the software industry use when authenticating and managing access to Government services as part of their role. All findings will inform options and a recommended authentication solution(s) that will promote standardised identity and access management in the context of a whole-of-government landscape.
Glossary	We greatly appreciate your time and effort in contributing to this survey. Your input in past surveys regarding the B2G body of work, in combination with input received through this survey will be invaluable in informing our analysis and subsequently, the recommended authentication solution for the B2G Integration Gateway.  The following terms used throughout this survey are in line with definitions from the Digital Transformation Agency's Trusted Digital Identity Framework: <ul style="list-style-type: none"><li>• <b>Identity (and Access Management):</b> A set of processes to manage the identification, authentication and authorisation of individuals, devices or other subjects in an online context.</li><li>• <b>Authentication:</b> A function of establishing the validity of a claimed identity of a User.</li><li>• <b>Credential:</b> The technology used to authenticate a User's identity.</li></ul>

Go back to B2G initiative



Australian Government

Department of Health and Aged Care

# Q&A

## Have a question?

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





A group of four diverse people (three women and one man) are shown from the chest up, laughing heartily. They are in a bright, indoor setting, possibly a meeting room. The woman in the center has curly hair and is wearing a white lace top. The man to her right 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 in the background has glasses and a beard, wearing a light blue shirt.

# THANK YOU

**NEXT MEETING:**  
11am, Friday 14 July



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