

Digital transformation

# Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



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

Meeting #26

11/08/2023



Australian Government

Department of Health and Aged Care



# WELCOME

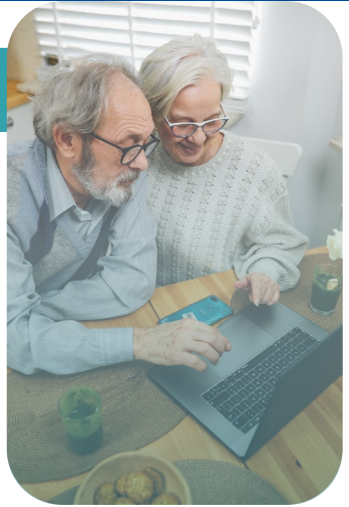
**Fay Flevaras**

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

Digital transformation for the aged care sector

# Agenda

Sector Partners #26



**Welcome &  
agenda**

Fay Flevaras

**State of Play**

Fay Flevaras

**Aged Care &  
IT Portfolio  
Roadmap**

Fay Flevaras

**Sector  
Partner  
executive  
briefing pack**

Janine Bennett

**Hot Topic  
discussion**

Fay Flevaras

**Question  
time**

Fay Flevaras

**Close**

Fay Flevaras



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# State of Play update

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### 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.

#### Upcoming webinars

To register for an upcoming webinar, click on the webinar entry and then the registration link.

##### Digital Transformation Tech Talk – 7 September

7 September 2023 2:00pm AEST

This event we will share an update on the department's broader data and digital strategy, hear from the Australian Digital Health Agency (ADHA), and provide a playback on some of our key digital transformation initiatives.

##### Digital Transformation Tech Talk – 12 July 2023

In this webinar the speakers provided an update on the policy priorities for the Aged Care reform agenda, a playback of our digital transformation timeline and addressed some of the most popular questions

#### Previous webinars

Click on the webinar entry to:

- view the webinar recording
- read the transcript
- view or download the slides
- read the questions raised at the webinar and their answers

##### Digital Transformation

12 July 2023 2:00pm AEST - 3:30pm AEST

In this webinar the speakers provided an update on the policy priorities for the Aged Care reform agenda, a playback of our digital transformation timeline and addressed some of the most popular questions

##### Digital Transformation

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

In this webinar, the speakers provided an update on the policy priorities for the Aged Care reform agenda, a playback of our digital transformation timeline and addressed some of the most popular questions

##### Digital Transformation

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

In this webinar we shared an update on the policy priorities for the Aged Care reform agenda, provided a playback of our digital transformation timeline and addressed some of the most popular questions

##### Digital Transformation

2 March 2023 8:00am AEST - 9:30am AEST

In this first webinar for 2023, we provided an update on the policy priorities for the Aged Care reform agenda, a playback of our digital transformation timeline and addressed some of the most popular questions

Date published: 27 June 2023

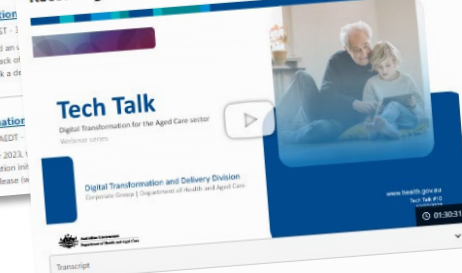
Type: Webinar

Audience: Health sector

Webinar date: Wednesday, July 12 2023 2:00 pm AEST to 3:30pm AEST



#### Recording and transcript

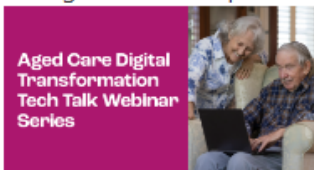


#### Presentation slides

Slide presentation – Digital Transformation Tech Talk – 12 July 2023  
This presentation contains the slides presented at the Digital Transformation Tech Talk webinar on 12 July 2023.

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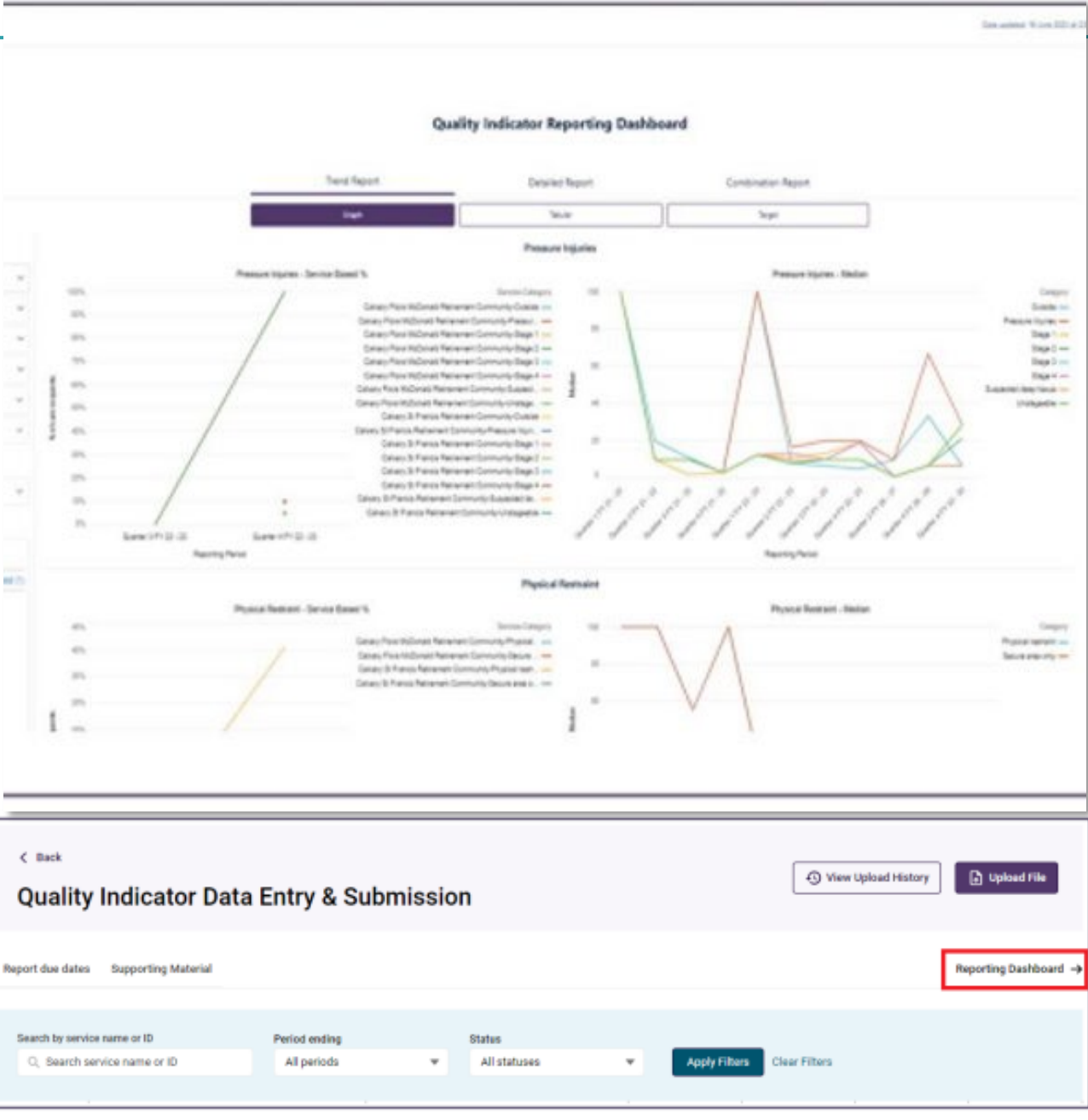
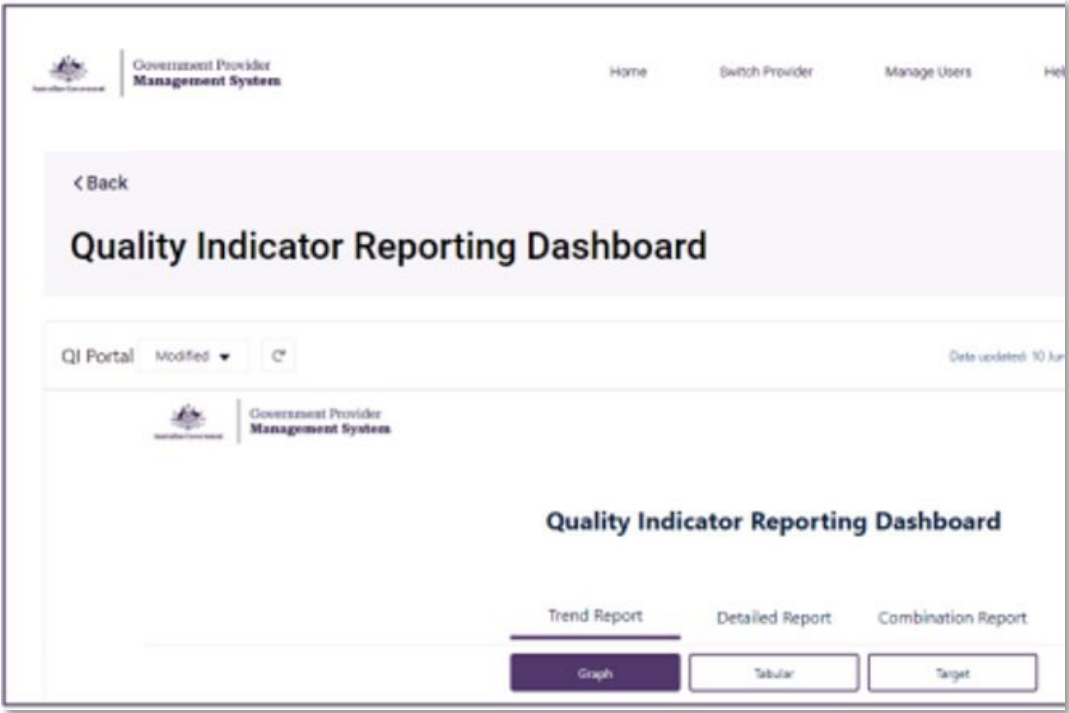
## Register Now!



Australian Government

Department of Health and Aged Care

# Quality Indicator dashboard



# Open co-design activities by phase

Open 



Journey Mapping

Portfolio Roadmap redesign

SP Collaboration site uplift

Executive Briefing Pack

Hot Topic Segment

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: On-boarding and Conformance

B2G: Developer Portal Co-Design



Recently closed

On today's agenda



Combined roadmap



Release preview



Executive pack



UPDATE  
Practice



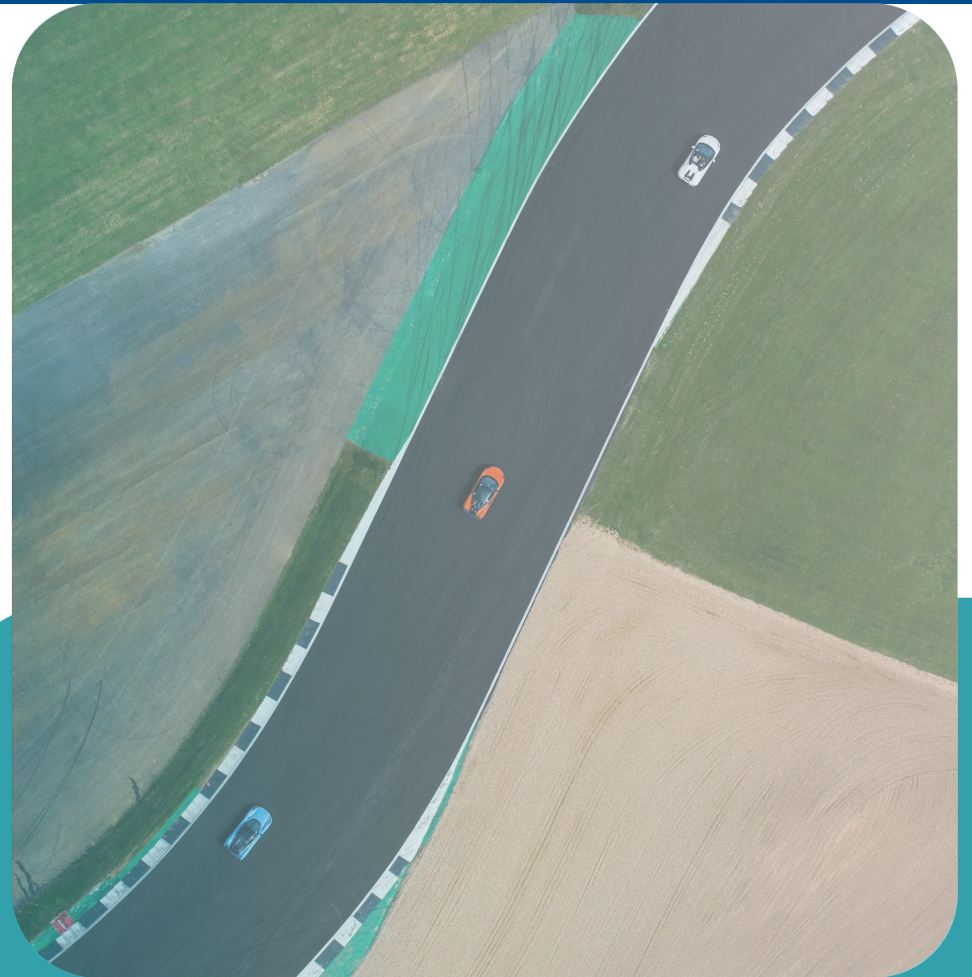
# Aged Care & IT Portfolio Roadmap

Digital Transformation Sector Partners

Ageing and Aged Care Group



Australian Government  
Department of Health and Aged Care





# 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

delivered in residential aged care 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

2023

2024

2025

## Aged Care Reform Roadmap

Aged care reform measures – 2023 to 2025







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**Aged Care Digital Strategy**  
**Aged Care Data Strategy**  
Publication

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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

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**Quality Standards**  
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**Commonwealth Home Support Program**  
12 month grant extension

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2023

2024

2025

## Aged Care Reform Roadmap

Digitally-enabled measures



## Aged Care IT Portfolio – High Level Release View 2023

RELEASE TYPE LEGEND::

Government Provider Management System



My Aged Care (Siebel) Platform



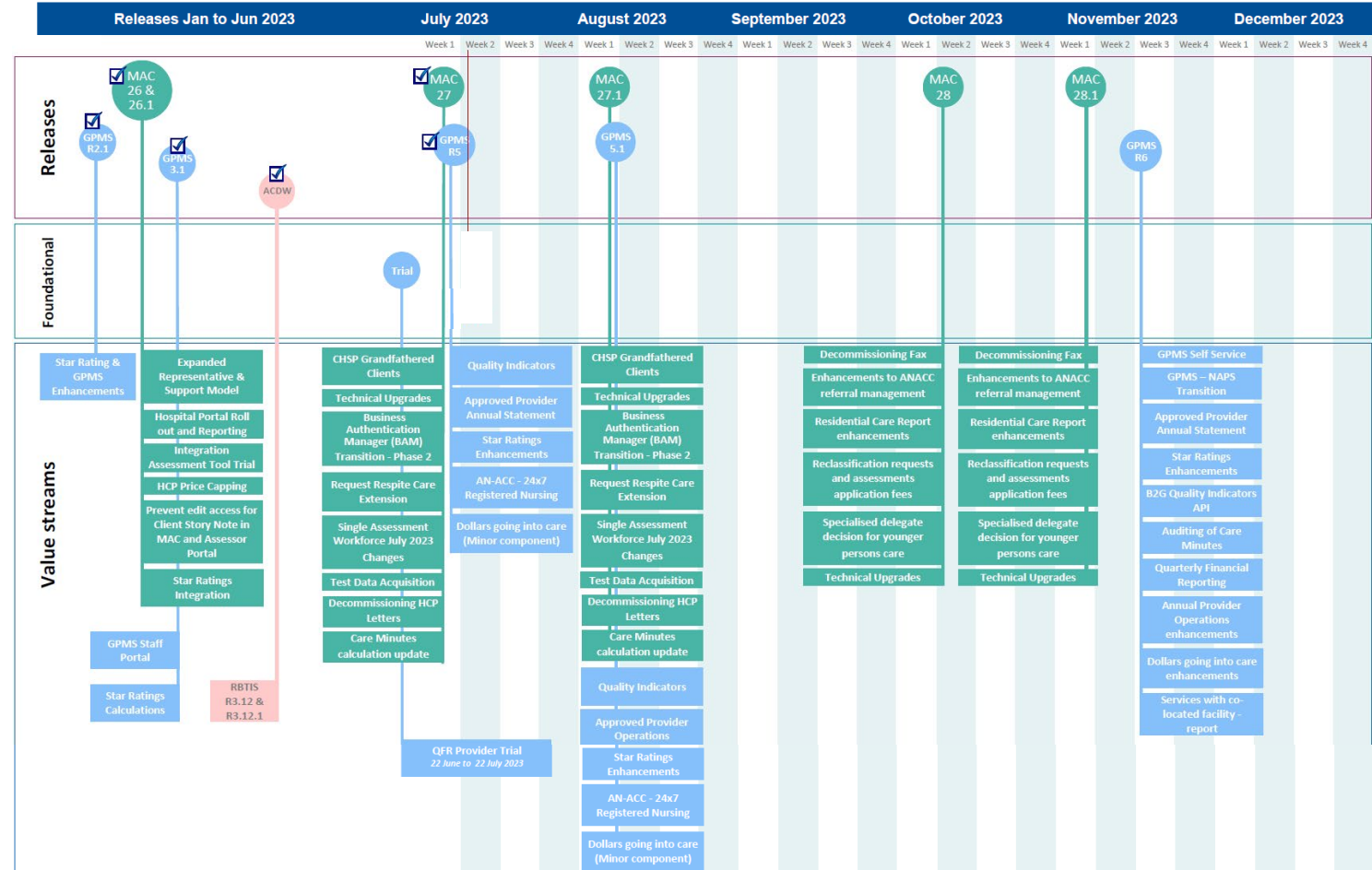
Aged Care Data Warehouse Platform



# Our progress...

**Foundational  
digital platforms**  
for providers and government

**Early  
capability releases**  
for the Government Provider  
Management System (GPMS),  
the Business-to-Government  
(B2G) Developer Portal,  
and more...







# Coming soon...

# Release 28

for providers and government

## Release 6

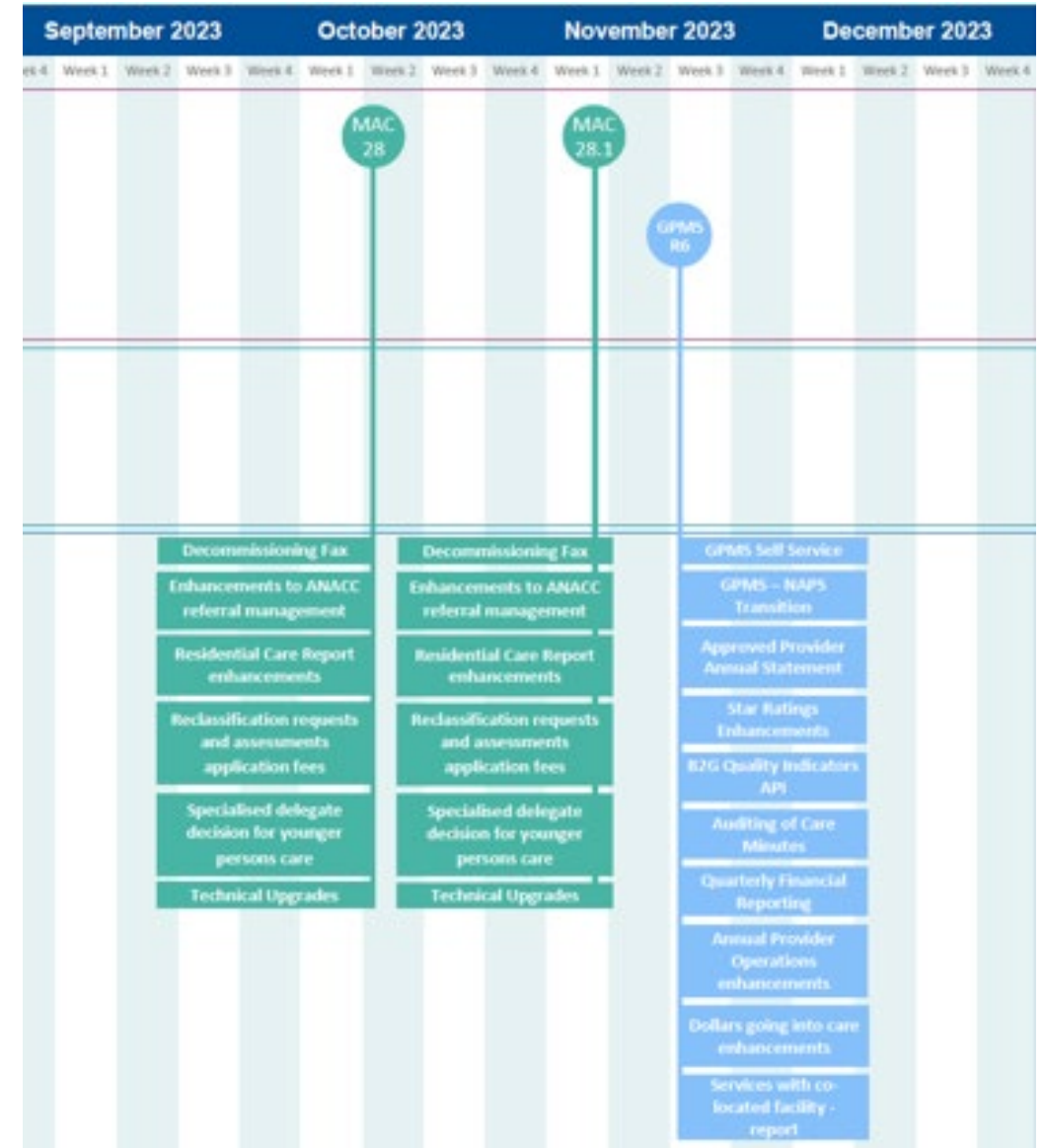
for the Government Provider Management System (GPMS), the Business-to-Government (B2G) Developer Portal, and more...

RELEASE TYPE LEGEND::

## Government Provider Management System

### My Aged Care (Siebel) Platform

Aged Care Data Warehouse Platform



R28

Market & Workforce Program

Specialised delegate decision for younger persons care

Service Delivery

Decommissioning Fax

Mobile Apps Platform Upgrade

ACG Capabilities

TRIM Upgrade

Security patch upgrades

Enhancements to ANACC referral management

Residential Care Reform Program

Residential Care Report enhancements

Reclassification reports and assessments application fees



## Business to Government (B2G) APIs

API: Quality Indicators

## GPMS: Foundational

Self Service

NAPS Transition

## GPMS: New Capability

Approved Provider Annual Statement

Auditing of Care Minutes

Quarterly Financial Reporting

Services with co-located facility report

## GPMS Enhancements

Star Ratings

Annual Provider Operations

Dollars going into care





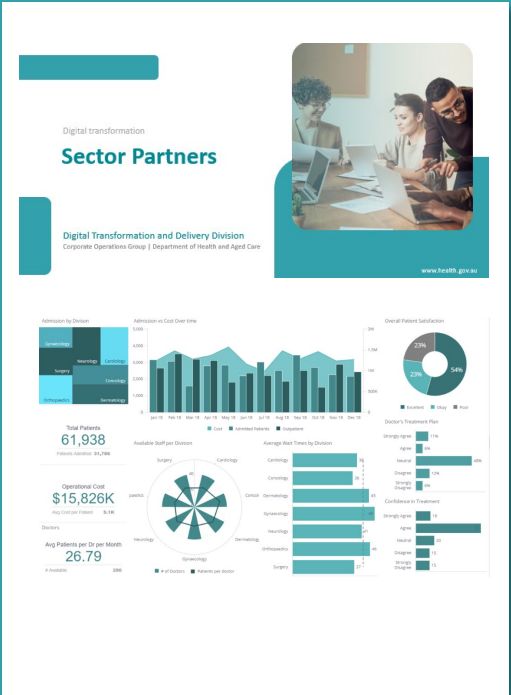


# Sector Partners Executive Briefing Pack

**Janine Bennett**

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





- Information video
- Executive report



# Hot Topic Discussion

**Fay Flevaras**

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



## Have a Hot Topic?

Put your virtual hand up to share your hot topic directly, scan the QR code or use the Webex chat space

Use the link in the  
chat  
OR  
the QR Code  
below:



Australian Government  
Department of Health and Aged Care



# Q&A

## Have a question?

Put your virtual hand up to ask your question directly to 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 brown hair and is wearing a light-colored top. The man on the far right is partially visible, also smiling. The overall mood is joyful and collaborative.

# THANK YOU

**NEXT MEETING:**  
11am, Friday 25 August



[DTSectorPartners.health.gov.au](mailto:DTSectorPartners.health.gov.au)