

Digital transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #27

25/08/2023



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

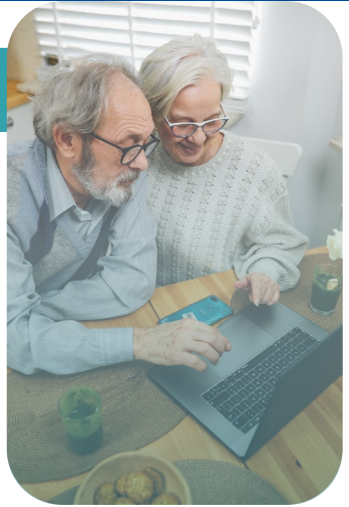
Fay Flevaras

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

Digital transformation for the aged care sector

Agenda

Sector Partners #27



**Welcome &
agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Playback:
Workers
Screening**

Gemma Buckley

**Playback:
Strengthening
Provider
Governance**

Trish Kreig

**Hot Topic:
Aged Care
Digital
Strategy**

Josh Maldon

Q & A

Fay Flevaras

Close

Fay Flevaras



Australian Government

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State of Play update

Fay Flevaras

Digital Transformation and Delivery Division

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Open co-design activities by phase

Open 



- | | |
|------------------------------|--|
| Journey Mapping | Support at Home |
| Portfolio Roadmap redesign | Health Care Identifiers |
| SP Collaboration site uplift | Places to People |
| Executive Briefing Pack | Hot Topic: Aged Care Digital Strategy |
| Hot Topic Segment | |



DIGITISED focus (UX)

- Worker Screening
- Strengthening Provider Governance



AUTOMATED focus (API)

- Aged Care Transfer Summary (ACTS)
- B2G: On-boarding and Conformance Survey
- B2G: Developer Portal Co-Design

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:



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Worker Screening

Gemma Buckley

Assistant Director

Strengthening Providers Branch | Quality & Assurance Division



Recap -Worker Screening



Code of Conduct for Aged Care – Delivered 1 Dec 2022



Worker screening – from 1 July 2024



Ongoing training – from 1 July 2025



English proficiency – from 1 July 2025



We spoke to...

14 Providers



3 Small provider*
3 mid-sizes providers*
6 large/complex organisations*
1 N/A



12 Home care providers
8 Respite and other care providers
7 Residential care providers



9 Dual providers (both Aged Care and NDIS)



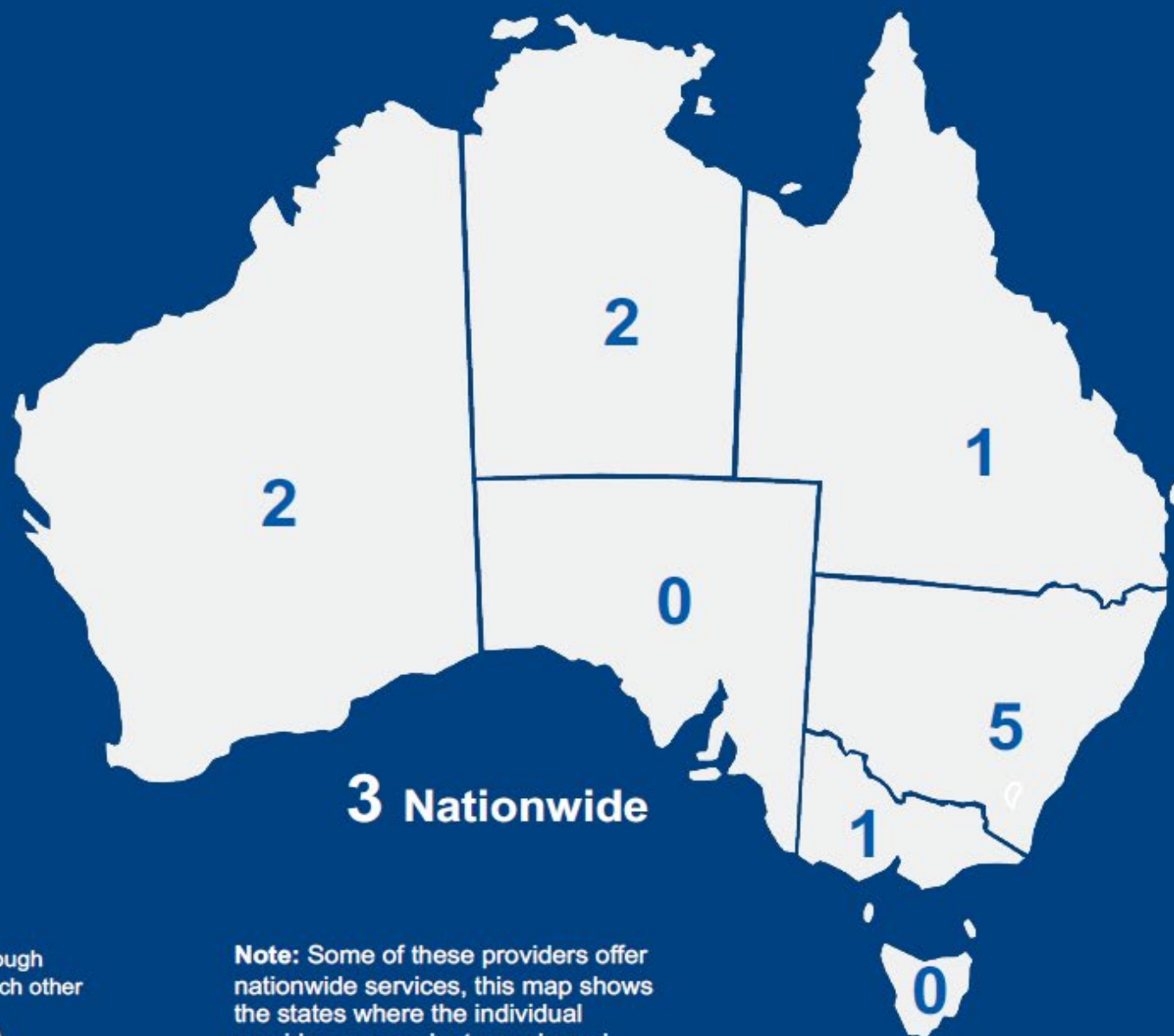
1 Provider was run primarily by volunteers, while **all but 2** accepted volunteers to work.

*Organisation size was defined by clustering the providers we talked to into rough categories of size based on how many sites/services they have, relative to each other

Small = 2 or less sites, with limited services (e.g., Home care only, Residential care only)

Mid-sized = Between 2 and 10 sites

Large/complex = More than 10 sites, large networks, provide all services



Note: Some of these providers offer nationwide services, this map shows the states where the individual providers we spoke to are based.



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Key Findings

Key Findings – ICT :

- Extensive time delays leading to delays with staff onboarding
- Providers want email alerts when they need to action or review an item in the system
- Providers want to pay for checks on behalf of workers
- Concerns regarding privacy and access to worker screening data.

Key Findings – Other :

- Providers did not fully understand current NDIS worker screening processes and the impacts to employment and regulation
- Providers want information around decision-making capabilities when determining employee suitability
- Providers did not want barriers to entry for culturally and linguistically diverse and indigenous people.



Opportunities & Next Steps

1. APIs that enable integration with provider systems

2. Cost effective and simple worker screening

3. Inclusive worker screening

4. An alternative linking model for providers

5. Real time updates from WSUs

6. MAC portal usability and content updates

7. Easy to find information

8. Proactive provider guidance

9. Not linking workers to reduce wait times

10. Assistance for everyone

11. Real time notification of misconduct

12. Standard worker screening check regardless of industry

13. Standardised identity checks nationally





Strengthening Provider Governance

Trish Kreig

Assistant Director

Strengthening Providers Branch | Quality & Assurance
Division



Greater transparency about aged care providers and services



Better access to information



Promotes accountability and transparency



Rebuilds trust in the sector



Enables informed decision making when choosing an aged care provider

Recap: Phase 1 - Provider Operations Reporting

User research and sector engagement to inform development

Design, build and deliver Phase 1

Provider Operations Collections Form – Go Live

Key reporting dates



REPORTING PERIOD
1 JULY TO 30 JUNE ANNUALLY



PROVIDERS MUST LODGE
INFORMATION BY 31
OCTOBER



FIRST REPORTING PERIOD
1 JULY 2022 TO 30 JUNE 2023
REPORTING DUE
31 OCTOBER 2023



Greater Implementation – Provider Operations Collection Form



Sector engagement to inform development of the online Collection Form



Communications and Change Management to **support providers**



Subscribe to **Your Aged Care Update** newsletter for updates and reminders



Contact **My Aged Care Service Industry, Provider and Assessor Helpline** on
1800 836 799

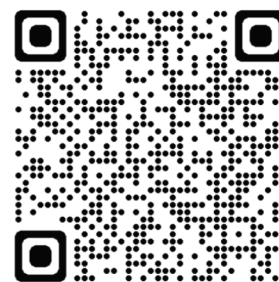
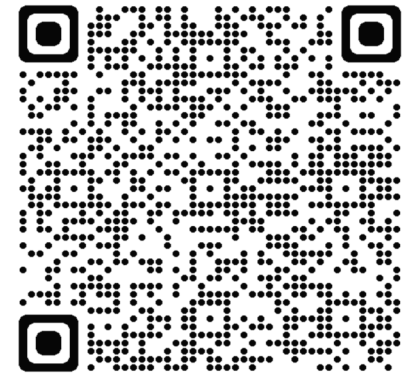
Phase 2: IT Solution - Provider Preview

Design and build:

- Online **Provider Preview** of information before publication on My Aged Care
- Best practice
- Available through **Government Provider Management System**
- Any concerns about information – **act** to check and correct at **the source**

MORE INFORMATION

**Strengthening
provider
governance in aged
care**



Aged Care Engagement Hub

[Home Page - Ageing and Aged Care
Engagement Hub \(health.gov.au\)](https://health.gov.au/home-page/ageing-and-aged-care-engagement-hub)

Provider Governance Section

ProviderGovernance@health.gov.au



Aged Care Digital Strategy

Joshua Maldon

Assistant Secretary

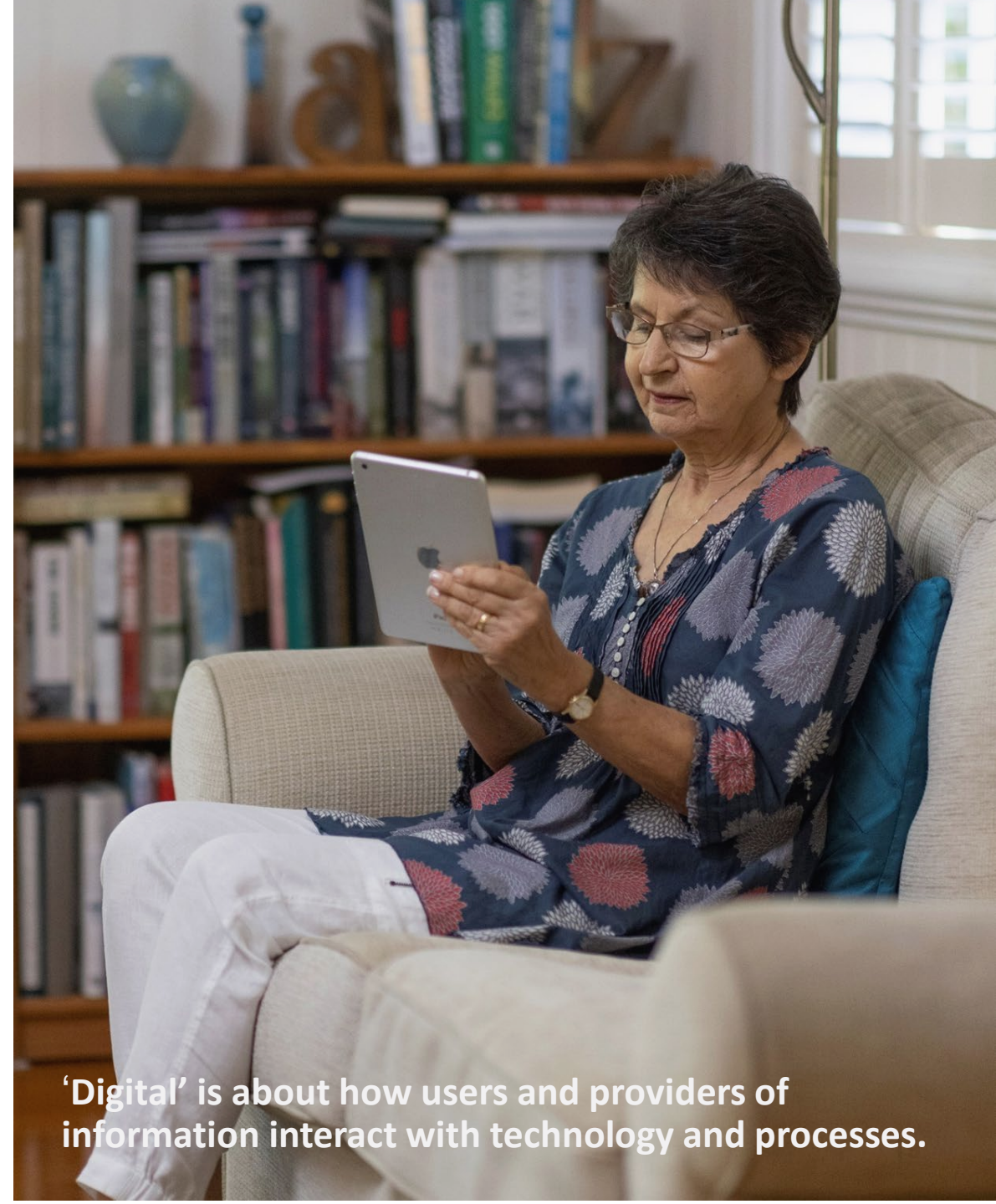
ICT Strategy and Business Assurance
Reform Implementation Division



Why are we doing this?









How can we use digital to solve?



‘Digital’ is about how users and providers of information interact with technology and processes.

What are the intended benefits?

Stakeholder	Benefit
 Older people	Older people and their support networks can access information, services and assisted technology more easily, using the channel that they prefer, including convenient digital and non-digital channels.
 Service providers	Service providers and assessors access technology and streamlined processes that enables them to focus more time on providing high quality care to older people. This reduces administrative burden and leads to greater efficiency in their businesses, contributing to a sustainable aged care sector.
 Workers	Aged care workers have an opportunity to build and sustain their digital literacy skills. Access to better technology means they spend less time on administrative tasks, leaving more time to provide care.
 Clinicians	Clinicians can refer more easily into and receive information from aged care. Continuity of care within and between sectors such as health and aged care improves outcomes for older people
 Technology vendors	Technology vendors can invest with confidence to build the digital capabilities of service providers and assessors and develop innovative products that improve care. Over time this increases investment and innovation in the aged care sector, which currently lags other sectors.
 Government	Digital transformation is aligned, to 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.
Digital means how users and providers of information interact with technology and processes.	

What is the strategy for?

The strategy is...

Building confidence of older people in aged care

Improving experience in navigating and accessing aged care

Improving independence through early intervention

Improving delivery at the point of care by enabling person centred care across all system actors

A vision for the future and a roadmap for how we get there

The strategy is not...

Forcing digital adoption onto older people

Undermining or reducing face to face care

Inward-looking, focussing on government

Focused solely on aged care, or entrenching disconnects between care sectors

An ICT or data strategy, although it interacts with both

What pain points are we hearing about?

Older people
have a poor
experience
interacting with
aged care

Freeing up
more time to
provide care

Aged care
workers and
clinicians have
variable levels
of digital
literacy

Providers and
workers use
multiple,
disparate
systems

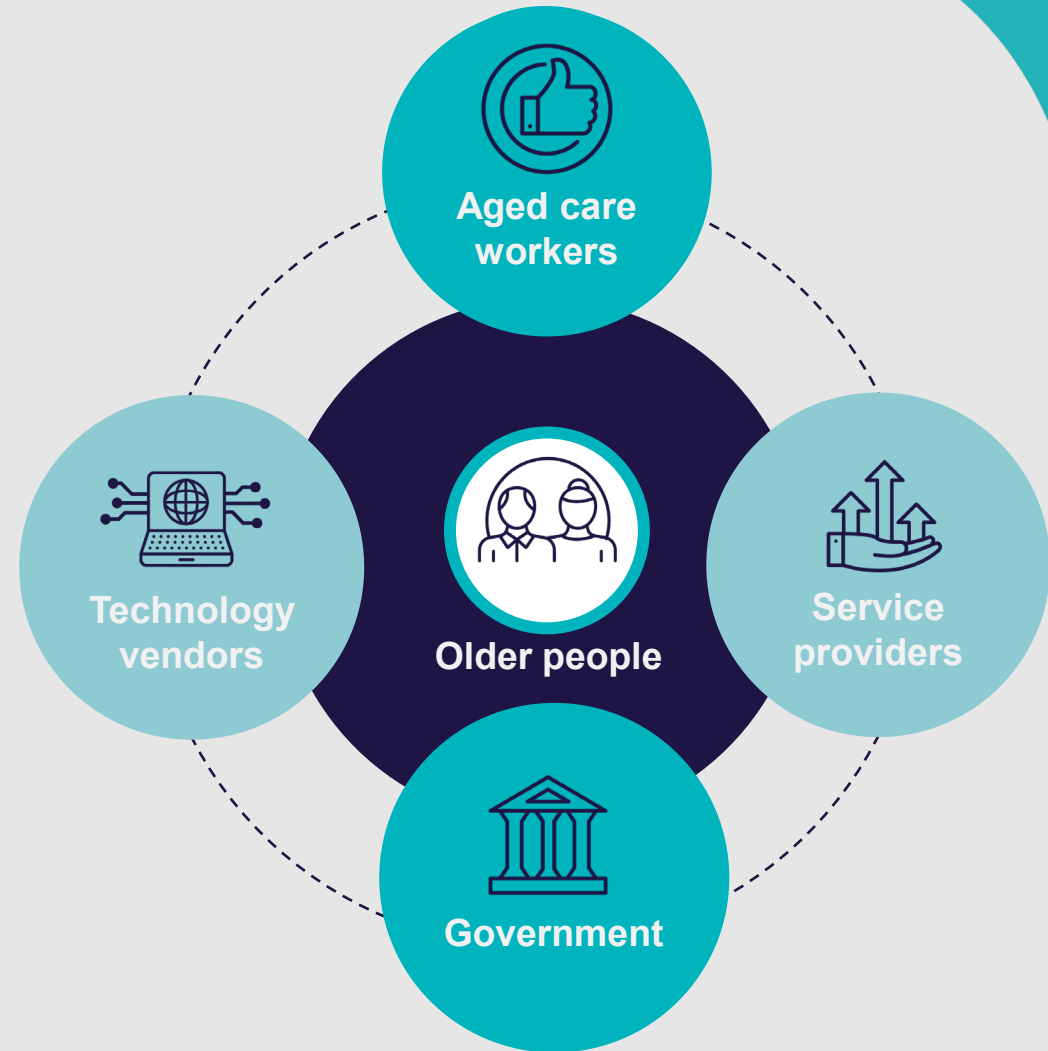
Poor access to
digitally-enabled
assistive
technology

Low confidence
to invest in
software to
enhance service
quality

Lack of
continuity in care
due to poor
interoperability
between sectors

What are your views?

1. What do you see as the most tangible action to improve aged care outcomes through digital solutions?
2. In your opinion, what digital channels would improve an older person's experience interacting with aged care?
3. What digital barriers are there to older people accessing aged care and health services?
4. What types of digital assistive technology (AT) would you like to see in the digital strategy, to keep people safe in their own homes longer?
5. In your experience, which workers including clinicians need help to build and sustain their digital literacy skills most?



Older people
front and centre
of digital reform

What we've heard so far

"Streamline administrative processes, reduce duplication, and enhance data management."

"Enable older people to actively participate in their care, make more informed decisions, and maintain independence through technology."

"Efficient resource allocation with the focus on care using technology as an efficient enabler."

"Improve technology for providers to enhance recruitment and retention, including at the local level."

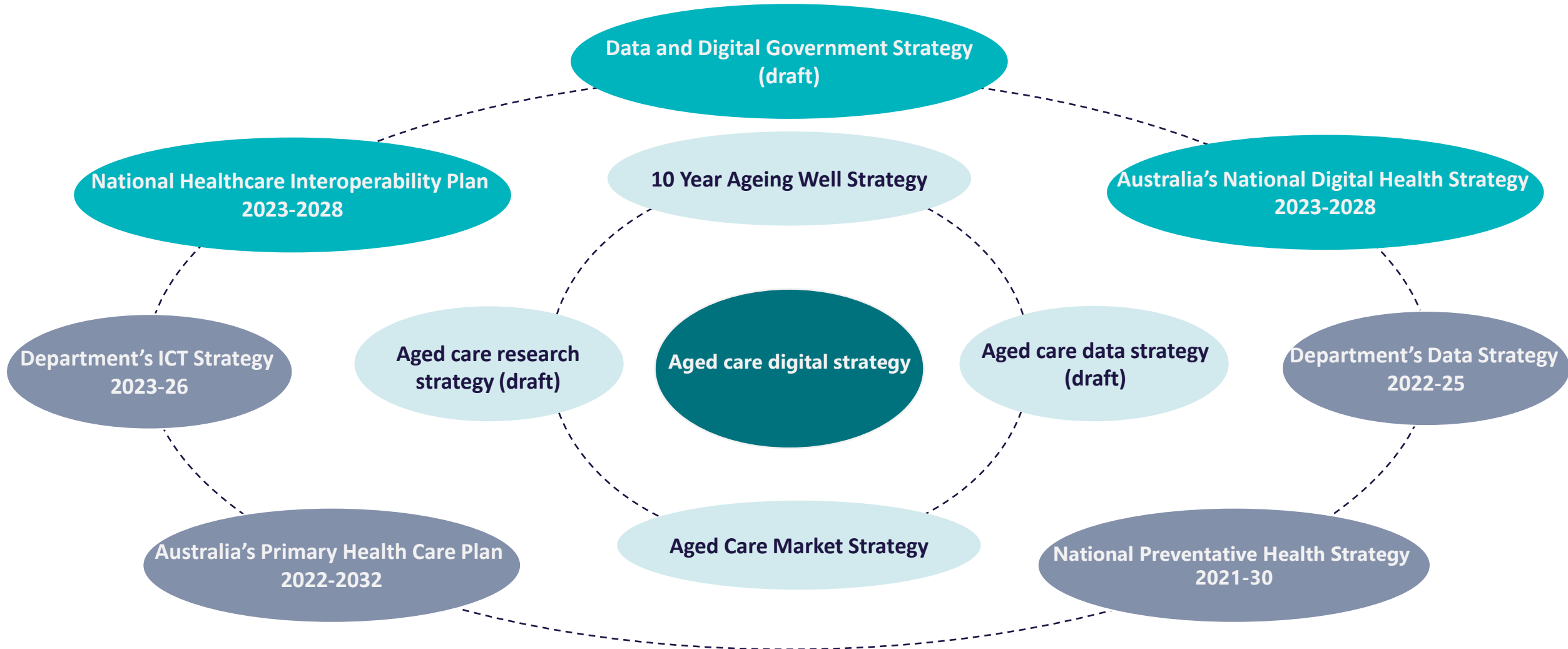
"Grow the digital and data information capabilities to reflect the diversity of the aged care community and improve cultural safety."

"We need to transform the system rather than put interim measures in place."

"Grow government's ability to facilitate effective digital and data exchange between aged care services, health and other support sectors."

"Facilitate seamless communication and collaboration among providers, families, and healthcare professionals to ensure coordinated and holistic care and services."

How does this align across health and Government?



Next steps

- 1. Consultation – July to September 2023**
Engaging on the strategy and its implementation plan, including providers and technology vendors.
- 2. Draft strategy – October 2023**
Release a draft strategy for wider audiences to have their say.
- 3. Final strategy – late 2023**
Release by the end of this calendar year.

‘Let’s change the digital landscape for aged care together’



MORE INFORMATION

Find out more

For questions about the aged care digital strategy or digital transformation



Give us your feedback



Q&A

Have a question?

Put your virtual hand up to ask your question directly to 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, airy space.

THANK YOU

NEXT MEETING:
11am, Friday 22 September



DTSectorPartners.health.gov.au