



Acknowledgement of Country



Australian Government
Department of Health and Aged Care

nous

Introducing today's speakers



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Digital Transformation
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Nous Group



Australian Government
Department of Health
and Aged Care



www.health.gov.au

What we heard from you



Australian Government

Department of Health
and Aged Care

HIGH LEVEL OF WILLINGNESS TO USE NEW TECHNOLOGIES

Our consultations indicated that there is high level of willingness to use new technologies, however, lack of learning opportunities, appropriate technical support and user friendliness poses some barriers, especially for older people and their carers.

GUIDANCE AND CLARITY ACROSS THE SECTOR

A key role of the Strategy should be to provide guidance and clarity across the sector, allowing all groups to understand the direction and focus of data and digital in aged care.

ACCESSIBILITY AND AFFORDABILITY

Accessibility and affordability are key drivers of engagement with digital health solutions for older people, aged care workers and service providers.

TARGETED AND APPROPRIATE FUNDING

Many highlighted that specific, targeted and appropriate funding is a pre-requisite to the greater adoption of digital technologies⁵.

ABILITY TO CHOOSE BETWEEN DIGITAL AND NON-DIGITAL CHANNELS

Maintaining the ability to **choose between digital and non-digital channels**, and to make choices about the ways to engage with aged care is vital for older people and their support networks.

TARGETED EDUCATION AND TRAINING IS REQUIRED

Appropriate, targeted education and training is required to facilitate an uplift in the digital literacy and capability of older people, service providers and aged care workers.

THE NUMBER OF DIGITAL SYSTEMS IN USE HAS EXPANDED

The number of digital systems in use has expanded dramatically and has created fragmentation. In order to ensure effectiveness the focus should be on user-friendly, simple and fit-for-purpose digital solutions.

DIGITAL TECHNOLOGIES SHOULD MAKE THE PROVISION OF CARE SIMPLER AND EASIER

Digital technologies should be used to make the provision of care simpler and easier, rather than adding complexity and administrative overhead. Automation and streamlining of non-care tasks is key to generating efficiencies.

GREATER CONSISTENCY AND UNIFICATION

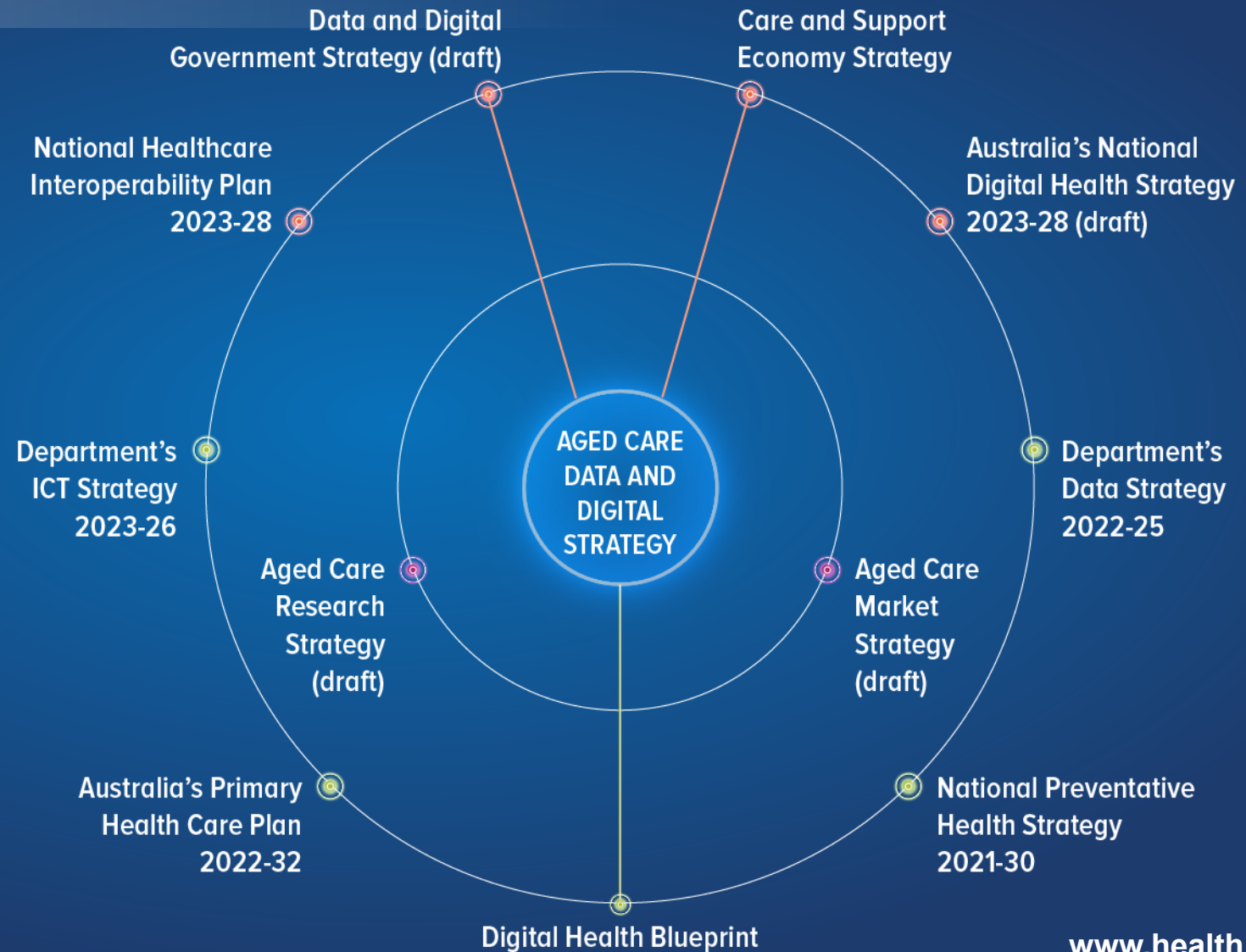
Greater consistency and unification within the sector and with the healthcare system is necessary. Digital foundations need to enable interoperability, in order to reduce complexity and enable more continuous care.

“It’s not that they can’t, it’s that they haven’t learnt yet.”⁵

– Technology vendor

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This strategy aligns to data and digital across health and government



The strategy is centred around the vision that showcases the power of data and digital

VISION

Our vision is to deliver the highest quality person centred care for older people while driving a sustainable and productive care and support economy through data and digital innovation.



Strategy on a page

VISION

An aged care system that empowers older people and their support networks, and supports its workforce and service providers to sustainably deliver the highest-quality care and to provide older people with more good days.



GUIDING PRINCIPLES

- Person-centred
- Tell us once
- Integrated
- Diverse
- Care-focused
- Trusted



OUTCOMES

Outcome 1

Older people and their support networks can navigate and actively participate in their care and well-being.

Outcome 2

Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care.

Outcome 3

Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

Outcome 4

Modern data and digital foundations underpins a collaborative, standards-based care system.

STRATEGIC PRIORITIES

Promote healthy ageing, independence and choice

Create simplified, user-friendly experiences

Maximise time for direct care

Strengthen care connections

Improve security and access control

Optimise data collection and utilisation

Build and embed data and digital maturity

Encourage innovation and provide stewardship



The guiding principles underpin implementation

PERSON-CENTRED

The selection, design and implementation of all initiatives are focused above all on the benefits they achieve for older people.



TELL US ONCE

Information should be used and shared so that people only need to tell their story once.



TRUSTED

Trust, privacy and security need to be safeguarded.



INTEGRATED

Technical standards should be used to promote harmonisation across the aged care and associated systems.



CARE-FOCUSED

Burden for frontline workers should be minimised so they can focus on providing high-quality care.



DIVERSE

The aged care sector is diverse with individualised needs.





The intended benefits highlight how the strategy supports all key stakeholders

Helping service providers and connections with healthcare

Providers benefit from streamlined systems, tools and services to help deliver consistent, effective aged care.

Service providers

Broader healthcare workforce

Aged care assessors

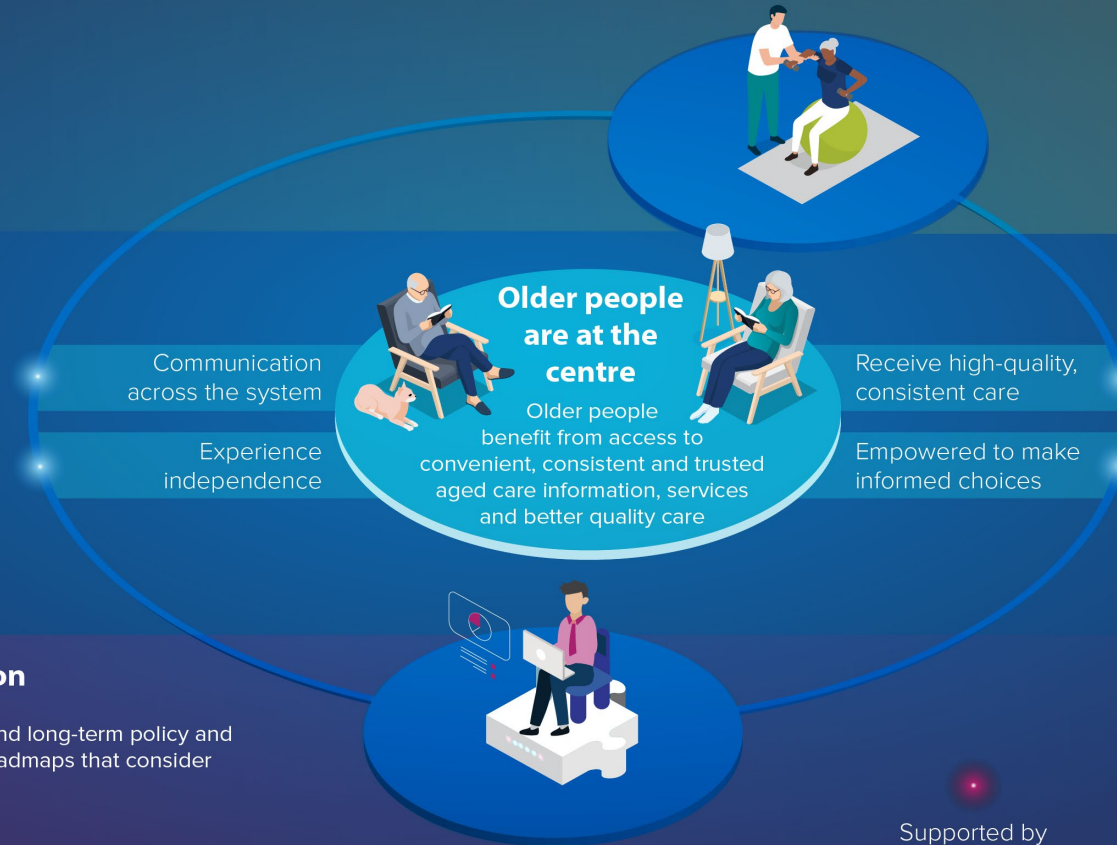
Aged care workforce

Deliver
personalised
care

Minimised
administrative and
reporting burden

Timely access
to accurate
information

Clarity of how
to use systems
effectively



Supporting research and innovation

Technology vendors will benefit from clarity around long-term policy and priorities allowing industry to develop product roadmaps that consider older people's needs and aged care policy.

Technology vendors

Sector groups

Peak bodies

Researchers

Supported by
clear system
standards

Promotion of
ongoing digital
innovation

Clear direction
to guide
investment



Our personas bring the strategy to life and help people see themselves in it



STRENGTHENING WHITE HILLS SERVICES by enabling the power of data and digital

ATTRACT/RETAIN WORKFORCE

Other members of the ecosystem
are involved during the journey



White Hills goes through a range of
steps as an aged care service provider:

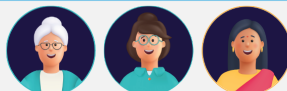
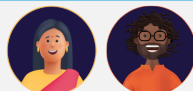
White Hills seeks appropriate employees, such as Anita.

The Strategy positively impacts
White Hills while they provide
aged care services to their clients

White Hills finds it easier to attract and retain employees as they have effective systems that make their employees jobs easier, and more focused on relationships and providing care. They are also able to better identify staff with existing data and digital capabilities through accreditation and training courses

MANAGE OPERATIONS

EDUCATION/TRAINING



White Hills does a lot to manage its operations;
from rostering staff to receiving clients.

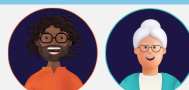
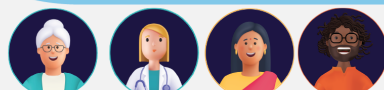
White Hills facilitates data and digital training for
Anita and its other employees, and for Jenny and
their clients that are interested.

White Hills finds they spend less time on data
entry and administration, as data is integrated
from the point of capture, and manual tasks are
automated. They find that this greatly frees up the
capacity of Anita and their other staff members,
resulting in more time available for great care.

White Hills provides ongoing digital and data
training to Anita and other employees. This training
is aligned to the capability of each individual staff
member. White Hills also supports Jenny and their
other clients to become more digitally literate if they
so choose.

DELIVER QUALITY CARE

MONITOR/IMPROVE CARE



GROWING ANITA'S AGED CARE CAREER by leveraging the power of data and digital

STUDY AND QUALIFY

Other members of the ecosystem
are involved during the journey



Anita goes through a range of steps
during her career in aged care

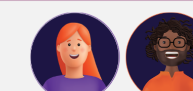
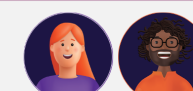
Anita pursues her Certificate III in Aged Care.

The Strategy positively impacts
Anita and her journey through
aged care

Anita enjoyed her studies and feels particularly confident in
tackling the digital systems she will have to use when she is
working. Be they for administrative or care purposes, Anita
finishes her course feeling suitably qualified to not only give great
care, but also use digital tools effectively in care settings

SCREENING

SEEK EMPLOYMENT



Before starting at White Hills, Anita needs
to undertake screening processes.

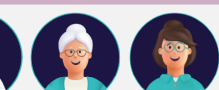
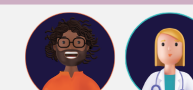
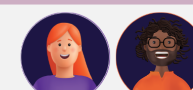
Anita begins her job search now she has
appropriate qualifications.

Anita finds the screening process smooth and
seamless. Strong systems integration makes
the process efficient for her and White Hills, her
information is re-used throughout the process,
keeping the data entry and manual
administration for Anita minimal.

Anita feels confident during her job search. She
found White Hills not only has capacity to take her
on, but real-time and accurate information indicates
it is a great place to work with a good culture and
alignment to her career aspirations.

INDUCTION

DELIVER QUALITY CARE





The outcomes and priorities focus the strategy

OUTCOMES

Outcome 1

Older people and their support networks can navigate and actively participate in their care and well-being.

Outcome 2

Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care.

Outcome 3

Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

Outcome 4

Modern data and digital foundations strengthen a collaborative, standards-based care system.

STRATEGIC PRIORITIES

Promote healthy ageing, independence and choice

Create simplified, user-friendly experiences

Maximise time for direct care
Strengthen care connections

Improve security and access control

Optimise data collection and utilisation

Build data and digital maturity

Encourage innovation and provide stewardship

We have suggested action areas for each strategic priority

Outcome 1

Older people and their support networks can navigate and actively participate in their care and well-being.

Strategic priorities

Promote healthy ageing, independence and choice

Create simplified, user-friendly experiences

Action areas

Ageing Well application

Smart home and monitoring innovation

Assessment booking and vacancy management

Digital and health literacy

Assistive technology funding

Digital innovation fund

Older People Digital Inclusion Plan

My Aged Care enhancements

Rural and remote digital inclusion plan

My Aged Care to Carer Gateway integration

Aged Care digital design standards



Every action area is an example of the initiatives that fall within each strategic priority

Outcome 2

Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care

Strategic priorities

Maximise time for direct care

Strengthen care connections

Action areas

Business-to-Government (B2G)

Digital medication management

Digital literacy and training unification

Artificial intelligence (AI) care notes and admin tasks

Digital uplift fund

My Aged Care to My Health Record integration

Integrated Assessment Tool App

e-referrals for Allied Health



We want to hear from you on action areas that best help us achieve the outcomes

Outcome 3

Data is shared and reused securely to deliver a sustainable and continually improving aged care system

Strategic priorities

Improve security and access control

Enhance data collection and use

Action areas

Security and privacy frameworks

Data governance framework

Cloud data storage

Single Sign-On

Provider Digital Access and Healthcare Provider Online Services access

Care summaries and assessments to My Health Record

Consistent data standards

Clinical information standards

Government Provider Management System (GPMS)

National Aged Care Data Asset

National Minimum Data Set

Target population data collections



We will continue to work with you to identify action areas of greatest benefit

Outcome 4

Modern data and digital foundations underpin a collaborative, standards-based care system.

Strategic priorities

Build and embed data and digital maturity

Encourage innovation and provide stewardship

Action areas

API-first design

API standards

Digital system reference architecture

Messaging standards

Sector engagement and governance plan

Digital conformance framework

Artificial intelligence and innovation frameworks

Accreditation/star rating digital components



Next steps to deliver the strategy and action plan

- Release the draft strategy publicly and seek further feedback in October and November.
- Launch the strategy in December 2023.
- Develop the first year's action plan, which will be refreshed annually.
- Implement the action plan, in the context of upcoming Budget submissions and reforms.



Upcoming activities



Sector Pulse Survey



Webinar – Reporting date



agedcareengagement.health.gov.au



Phone **1800 200 422**
(My Aged Care's free call phone line)