

Aged Care Data and Digital Strategy



Australian Government
Department of Health
and Aged Care

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Acknowledgement of Country



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nous

Introducing today's speakers



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Assistant Secretary
ICT Strategy and
Business Assurance



FAY FLEVARAS

First Assistant Secretary
Digital Transformation
and Delivery Division



MARK BOOTH

Principal
Nous Group



Margaret Walsh OAM

Member
Council for Elders



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What we heard from you

- HIGH LEVEL OF WILLINGNESS TO USE NEW TECHNOLOGIES
- ABILITY TO CHOOSE BETWEEN DIGITAL AND NON-DIGITAL CHANNELS
- GUIDANCE AND CLARITY ACROSS THE SECTOR
- ACCESSIBILITY AND AFFORDABILITY
- TARGETED AND APPROPRIATE FUNDING

TARGETED EDUCATION AND TRAINING IS REQUIRED ○

THE NUMBER OF DIGITAL SYSTEMS IN USE HAS EXPANDED ○

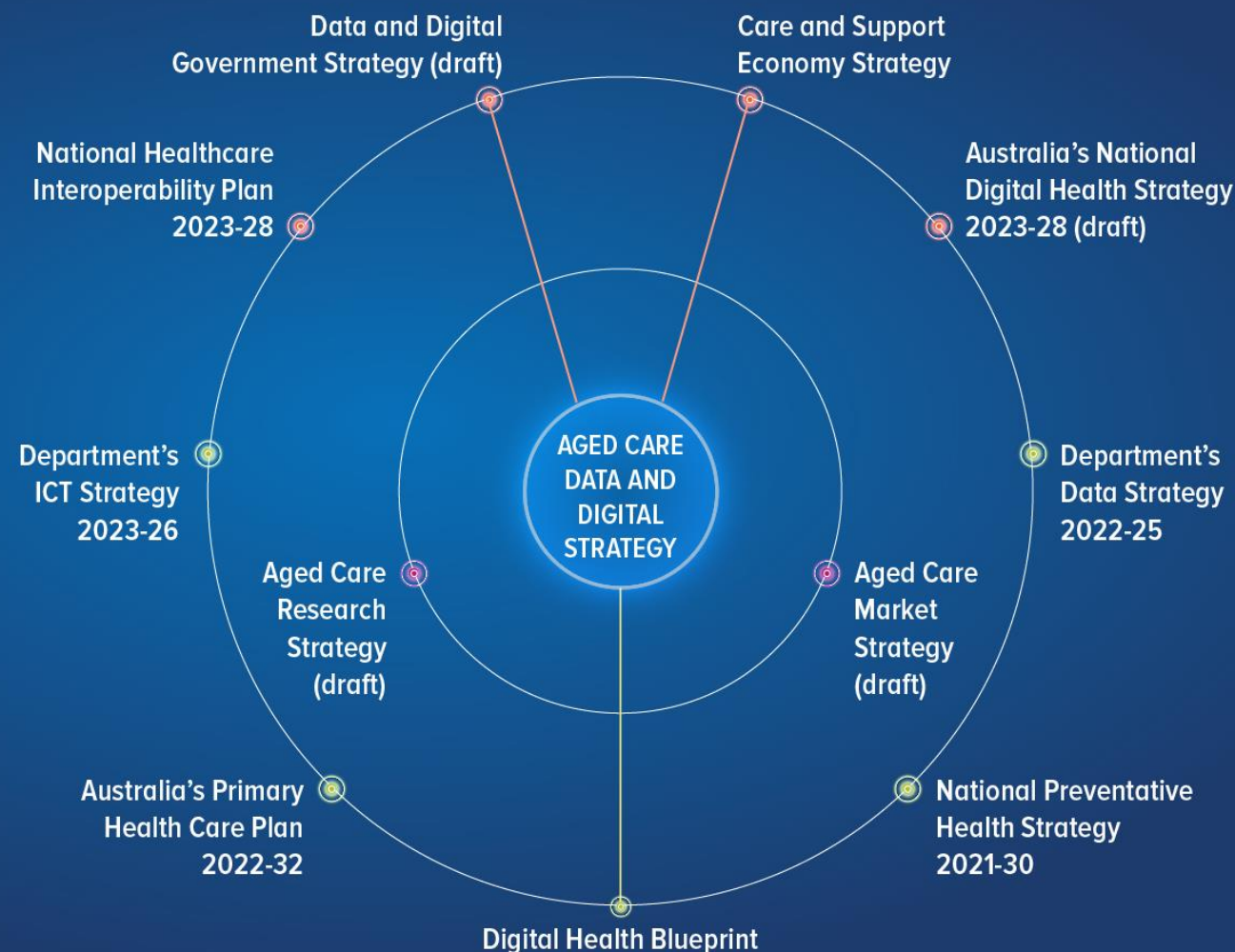
DIGITAL TECHNOLOGIES SHOULD MAKE THE PROVISION OF CARE SIMPLER AND EASIER ○

GREATER CONSISTENCY AND UNIFICATION ○

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

– Technology vendor

This strategy aligns to data and digital across health and government



Strategy on a page

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.



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



TELL US ONCE



TRUSTED



INTEGRATED



CARE-FOCUSED



DIVERSE



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The intended benefits highlight how the strategy supports all key stakeholders

Helping service providers and connections with healthcare

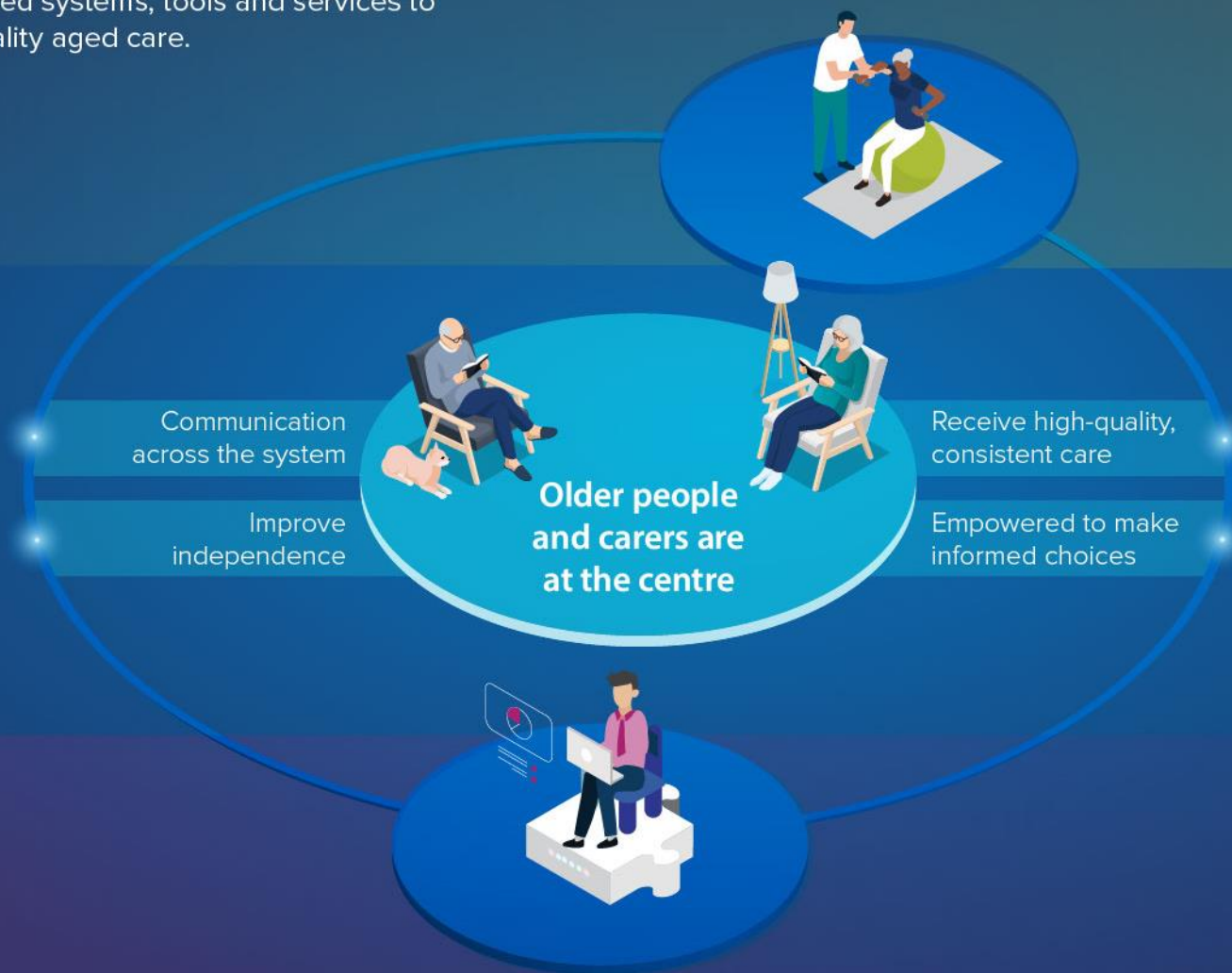
Providers benefit from streamlined systems, tools and services to help deliver consistent, high quality aged care.

Service providers

Broader healthcare workforce

Aged care assessors

Aged care workforce



Supporting research and innovation

Technology vendors

Researchers

Sector groups

Peak bodies



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Meet Jenny – one of our personas

Jenny

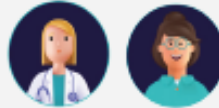
Older person



ENHANCING JENNY'S AGED CARE JOURNEY by harnessing the power of data and digital

PLANNING AHEAD

Other members of the ecosystem
are involved during the journey



Jenny goes through a range of
steps in her aged care journey

During a regular check-up, Jenny's GP suggests to
Jenny that she begins using aged care services

The Strategy positively impacts
Jenny and her journey through
aged care

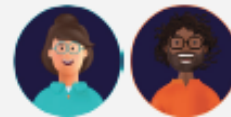
Before even entering the aged care system, Jenny has access to
digital tools that support her to age well. She and her carers have
the right information to make important decisions about her and
Peter's future.

ASSESSMENT

GETTING MORE HELP



Jenny is ready for an aged care assessment to
identify the level of care she requires.



Jenny decides that she does need the extra hand
in the home. She applies for an assessment.

Jenny is assessed quickly and fairly through
the Integrated Assessment Tool app. She feels
informed and confident that the level she is
assessed at matches her needs and can
arrange for reassessments herself if her care
needs substantially change.

Jenny comfortably registers for an assessment
thanks to the help of the My Aged Care app. Her
My Aged Care profile securely links to her health
records, so all her information is on hand for a
simple and streamlined process. She comfortably
books an assessment using the My Aged Care app.



Meet Jenny – one of our personas



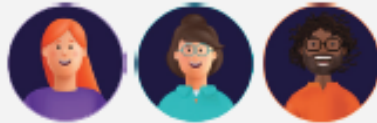
ENHANCING JENNY'S AGED CARE JOURNEY by harnessing the power of data and digital

Age: 70

Gender: Female

Location: Shepparton, VIC

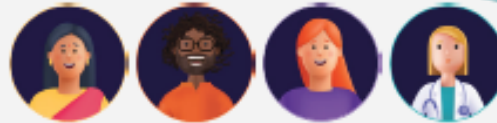
FIND A PROVIDER



Jenny wants to find a provider that can meet her care needs.

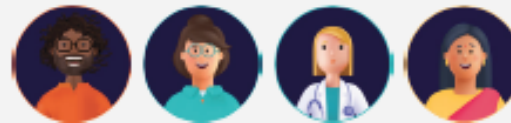
Jenny uses the My Aged Care app to compare providers in her area and discovers that White Hills can provide her with the services she is after. She feels empowered to choose White Hills with clear and relevant information about the quality of their care being available to her.

RECEIVE QUALITY CARE



A care plan is developed for Jenny and she begins receiving care from Anita at White Hills.

Jenny receives high quality care from Anita and her colleagues, with access to modern Assistive Technology that she chooses to use. Jenny is impressed that every worker at White Hills knows her story, and are able to adapt to her individual needs quickly.



Jenny's care needs change from time to time, leading her to move between different care settings.

Whether Jenny is transitioning to hospital, respite or residential care, she finds the process is easy as she only tells her story once, and that systems throughout the health and aged care systems securely share her real-time data.

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



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

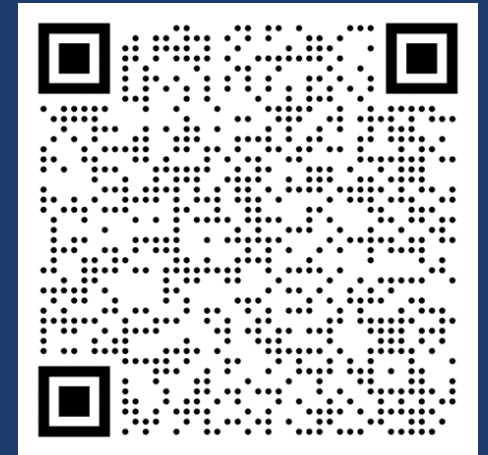
Artificial intelligence and innovation frameworks

Accreditation/star rating digital components



Next steps to deliver the strategy and action plan

- Released the draft strategy publicly - [Aged care Data and Digital Strategy](#)
- Please provide feedback via email by 20 November digitalreformstrat@health.gov.au
- 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.





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