

Tech Talk

Digital Transformation for the Aged Care sector
Webinar series

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



Australian Government
Department of Health and Aged Care



www.health.gov.au

Tech Talk #12
01/11/2023

A photograph of an elderly couple sitting together and looking at a tablet. The man is on the left, wearing glasses and a brown jacket. The woman is on the right, wearing a grey sweater. They are both smiling. The background is blurred with warm lights. A blue semi-transparent overlay covers the bottom half of the image.

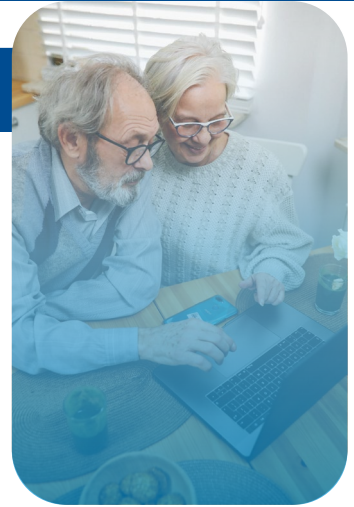
WELCOME

& housekeeping

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #12



**Welcome &
housekeeping**

Janine Bennett

**Digital
Transformation
update**

Fay Flevaras

**Update:
Aged Care
Data & Digital
Strategy**

Joshua Maldon

**Update:
B2G Onboarding
& Conformance**

Michaela Haley

**Future Focus:
New Aged
Care Act
introduction**

Mel Metz

**Q & A and
close**

Fay Flevaras
Janine Bennett
Michaela Haley
Mel Metz



Australian Government

Department of Health and Aged Care

A photograph of two women in an office setting. One woman, with blonde hair and glasses, is pointing at a computer monitor. The other woman, with dark curly hair, is looking at the screen. The monitor displays lines of code in a dark-themed editor. The background is slightly blurred, showing office furniture and windows.

Digital Transformation update

The plan as we know it

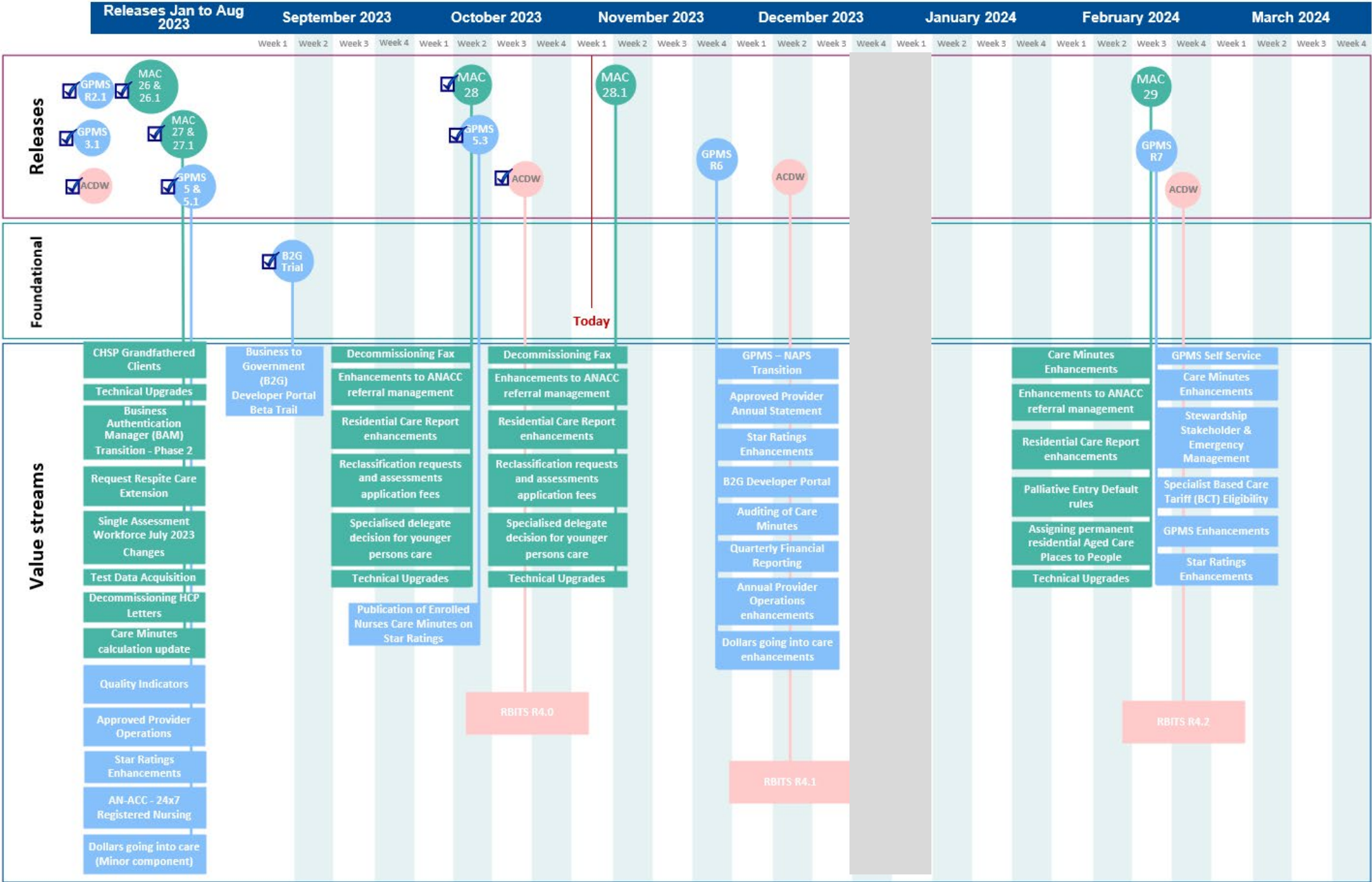
Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

Digital Transformation (DT) portfolio release view



LEGEND

Release Type:

- Aged Care and Support Platform
- My Aged Care (Siebel) Platform
*Out of Release Cycle
- Aged Care Data Warehouse Platform

Dependency

- Movement possible



Disclaimer: This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline').

The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.

Highlights...

Release 28

My Aged Care (MAC)

Release 6

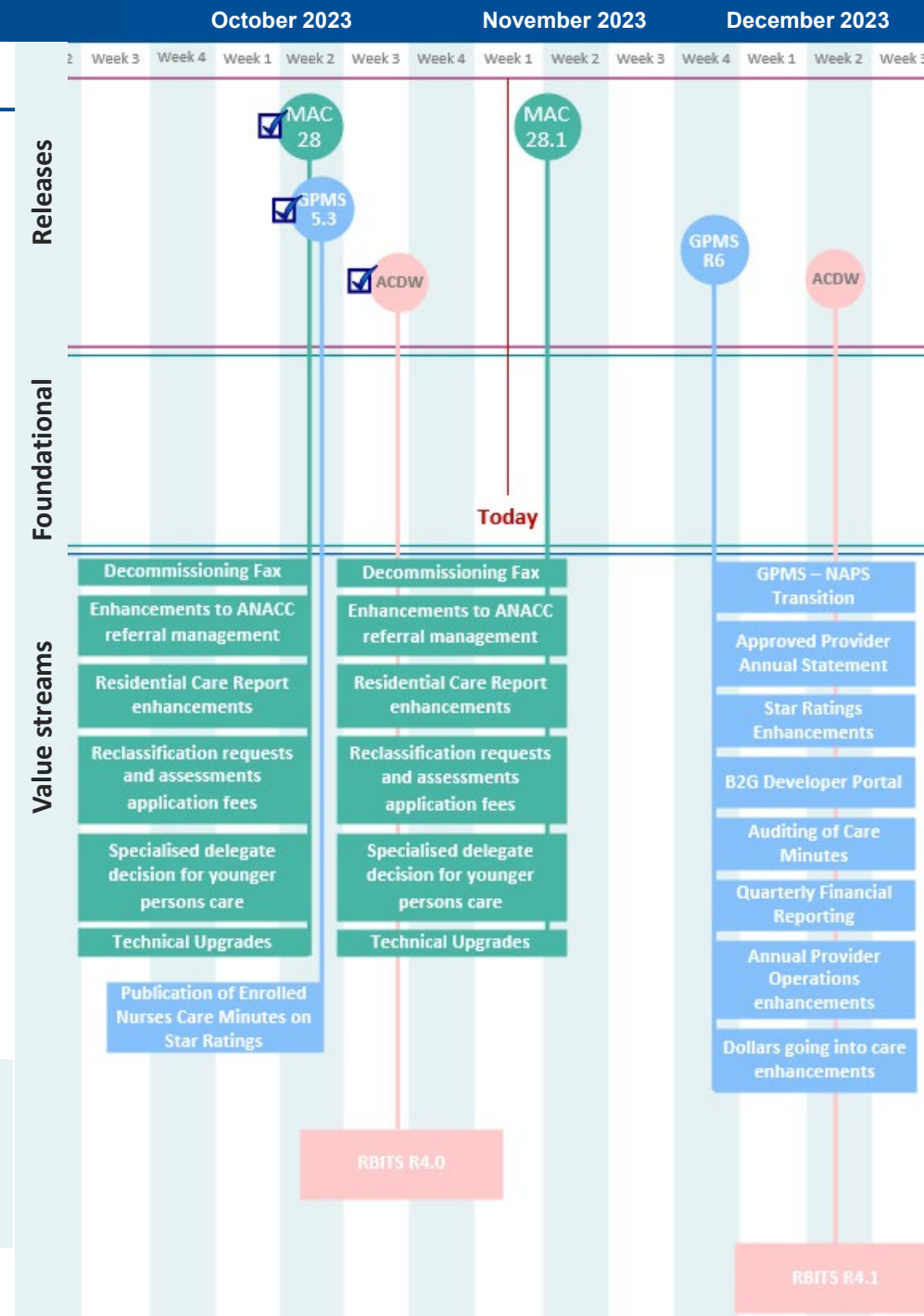
Government Provider Management System (GPMS), Business-to-Government (B2G) Developer Portal, and more...

Government Provider Management System

GPMS

My Aged Care (Siebel) Platform

MAC





R28

GPMS 5.3

Service Delivery

Decommissioning Fax

Residential Care Reform Program

Enhancements to ANACC referral management

Residential Care Report enhancements

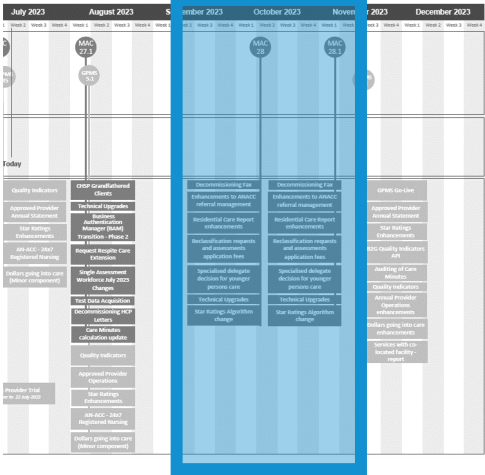
Reclassification reports & assessments application fees

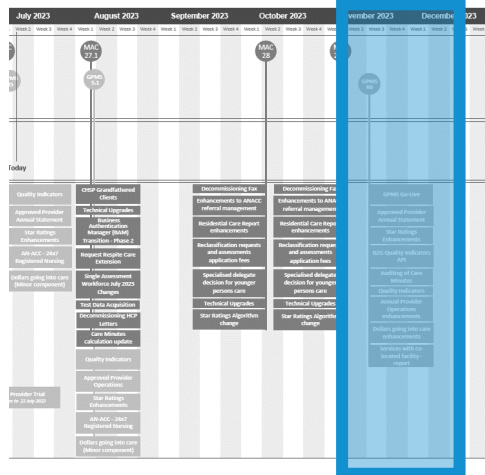
Market & Workforce Program

Specialised delegate decision for Younger Person's Care

Technical Upgrades

Publication of Enrolled Nurse Care Minutes on Star Ratings





GPMS: Foundational

B2G: New capabilities

GPMS: New capabilities

GPMS: Enhancements

GPMS – Self Service

GPMS - NAPS transition

Approved Provider Annual Statement

B2G Developer Portal

Auditing of Care Minutes

Quarterly Financial Reporting

Star Ratings Enhancements

Annual Provider Operations

Dollars Going into Care

R6

R7



A hand is shown pointing at a tablet screen. The background is blurred, showing what appears to be a group of people in a professional setting. The overall color palette is light blue and white.

Update: Aged Care Data and Digital Strategy

Joshua Maldon

Assistant Secretary

Reform Implementation Division

Ageing and Aged Care Group | Department of Health and Aged Care

Aged Care Data and Digital Strategy



Australian Government
Department of Health
and Aged Care

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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

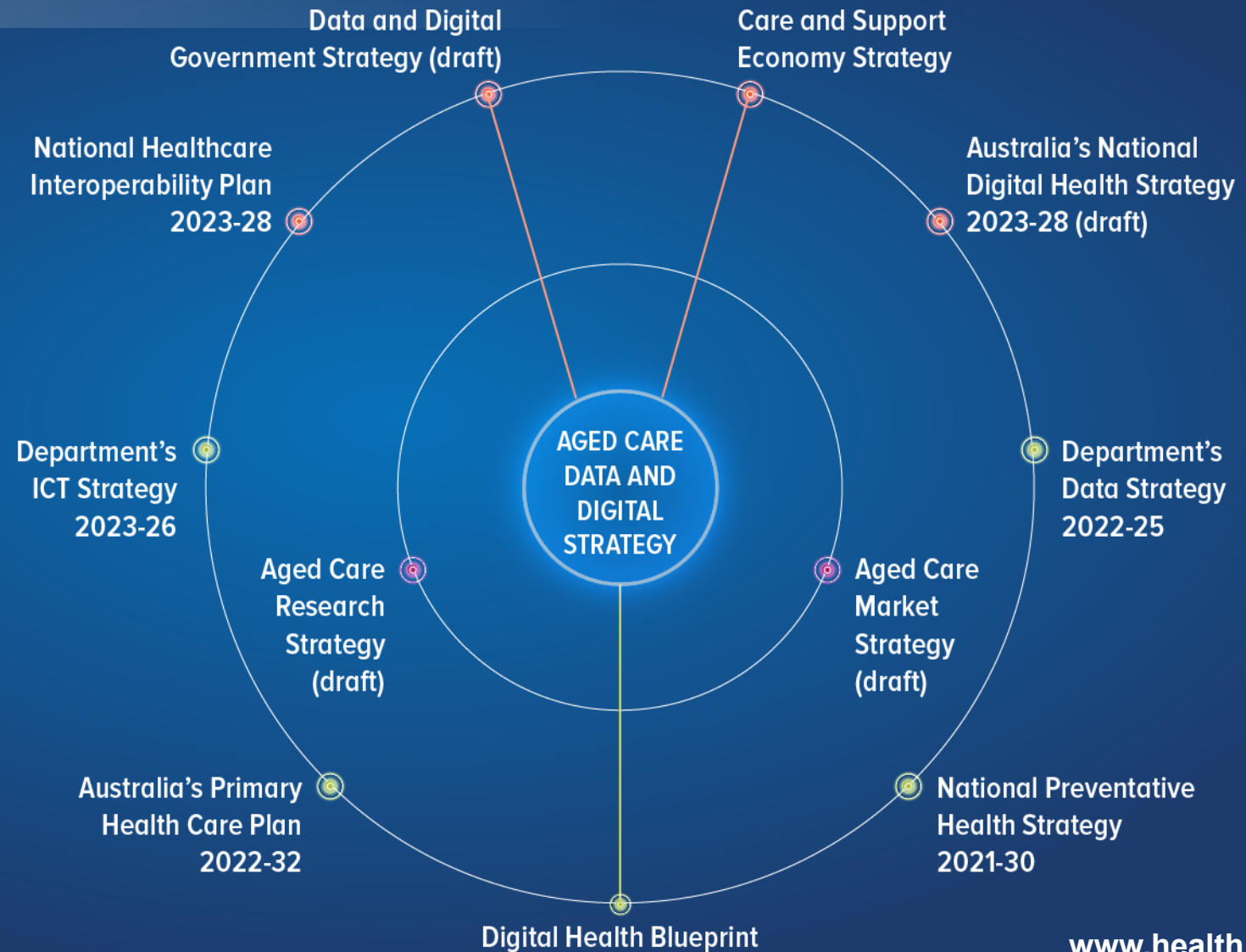
Greater consistency and unification within the sector and with the healthcare system is necessary. Digital foundations need to enable interoperability, in order to reduce complexity and enable more continuous care.

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

– Technology vendor

www.health.gov.au

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 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

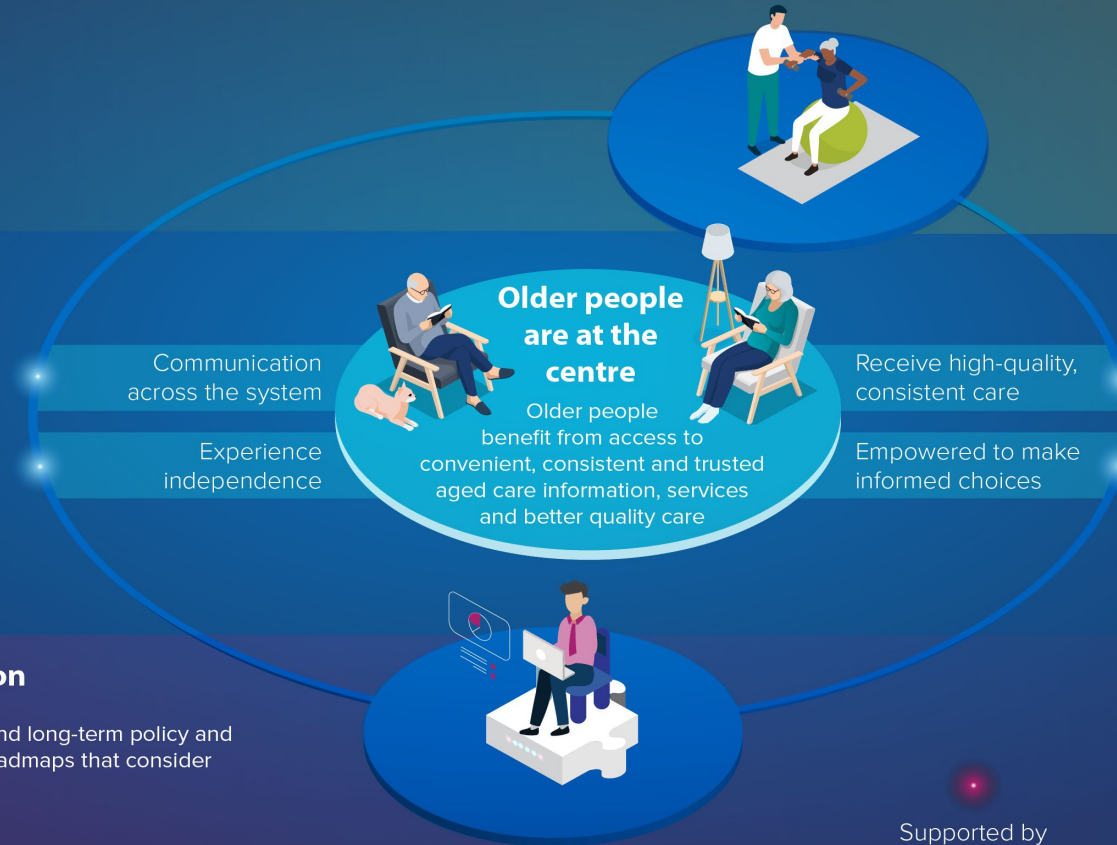
Aged care workforce

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



Next steps to deliver the strategy and action plan

- 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.

Draft strategy



A background image showing two people in business attire shaking hands. The person on the left is wearing a grey suit jacket, and the person on the right is wearing a white shirt. The handshake is the central focus of the image.

B2G: Onboarding & Conformance

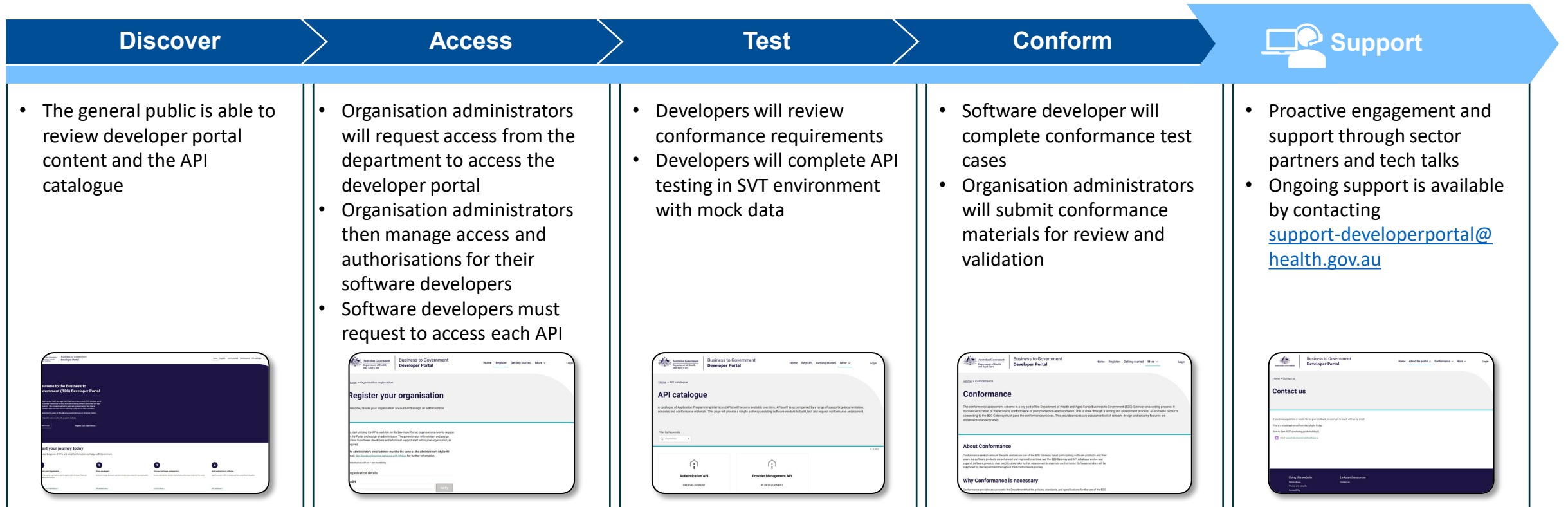
Michaela Haley

B2G Authentication Discovery Lead

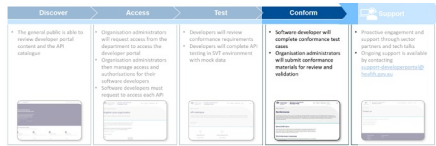
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The B2G developer portal will be available for care and support sector software developers to access and integrate B2G API capability into Provider software



What is conformance and why does software need to be conformant?



3. Conform

- Software developer will complete conformance test cases
- Organisation administrators will submit conformance materials to the department

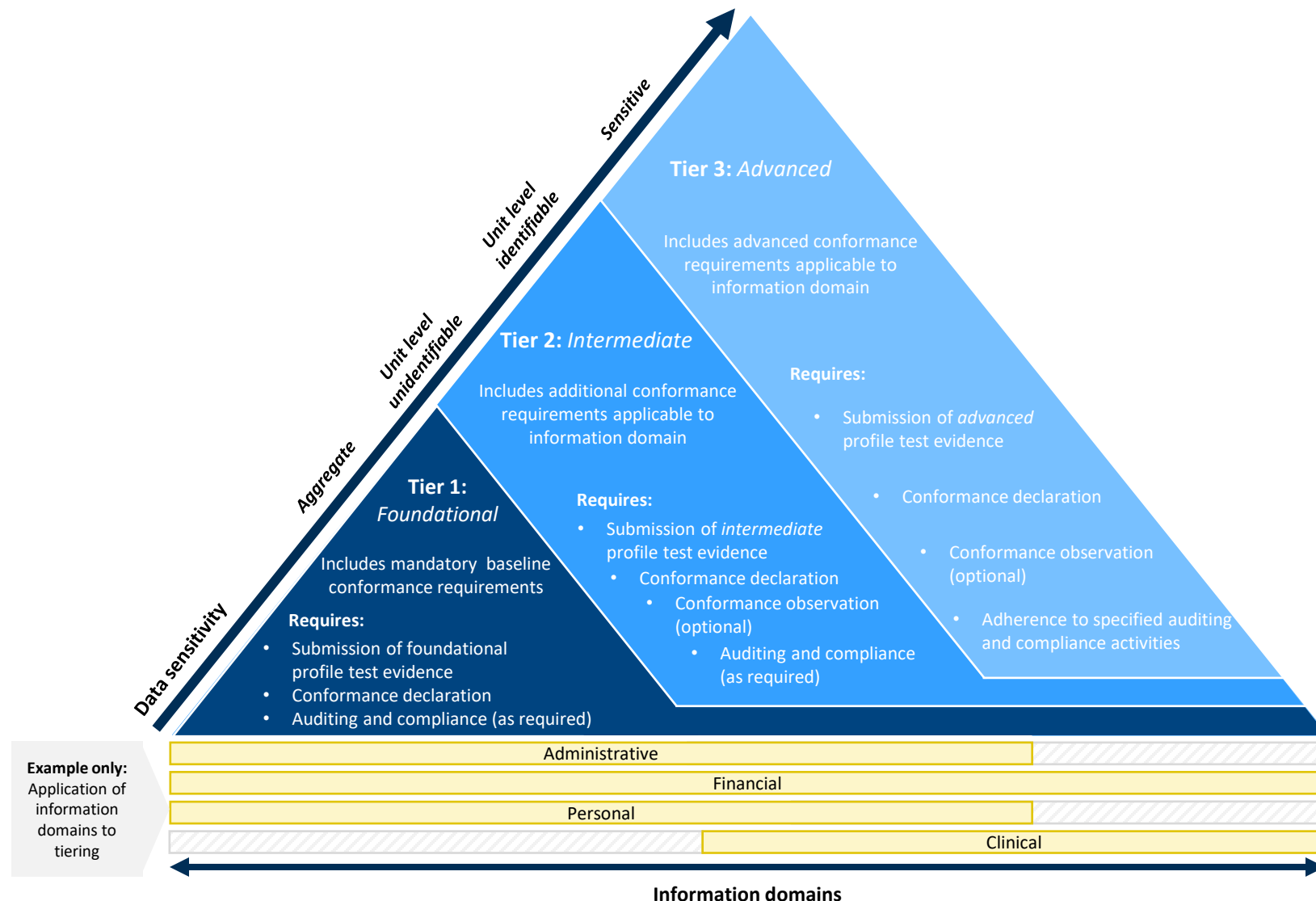


Once a software developer has configured and tested their provider software against available B2G APIs, they will be eligible to apply for a conformance assessment

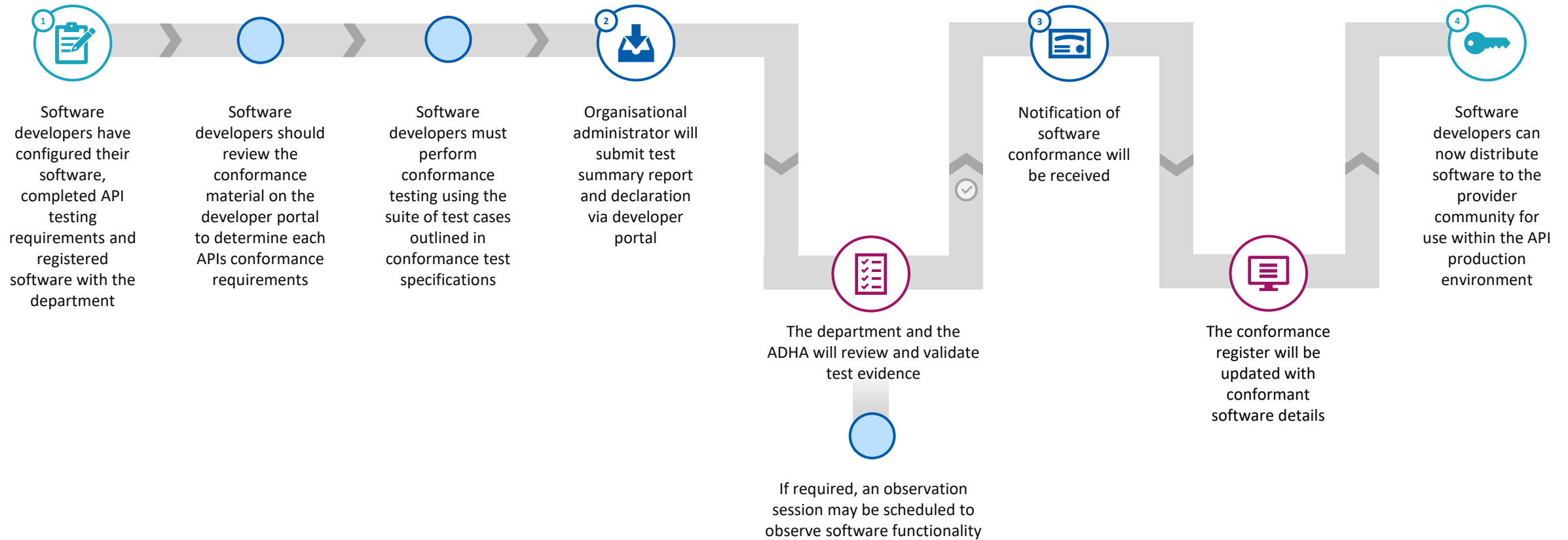
- Conformance exists to **mitigate identified risks** that may impact the safety and security of provider software products and the systems in which they operate
- The conformance process helps to ensure that provider software is connecting to the B2G API Gateway in a safe and secure way
- Conformance requirements have been developed to ensure provider software products integrating with the B2G API Gateway are **adhering to government security requirements, functionality and operating behaviour**
- To be assessed for conformance, software developers will be required to conduct and submit evidence as per conformance requirements of each API
- Evidence will be provided via submission of test logs, screen shots, recordings and/or files, along with a declaration that conformance requirements have been met
- To achieve conformance, the department and the ADHA will review and confirm suitability of all test data against conformance requirements

Conformance model

- The conformance model informs the requirements that provider software will need to adhere to before connecting to the B2G API Gateway
- The conformance model is comprised of **three tiers**:
 1. Foundational
 2. Intermediate
 3. Advanced
- Each tier is governed by the **data sensitivity** and **information domains** being handled by each API
- Each tier also considers the corresponding **conformance activities** that must be conducted by software vendors to reach each level of conformance
- In addition, the conformance tier provides guidance on the activities the department may take to ensure adherence to the conformance model



Conformance assessment process



Legend



Software developer



Organisational administrator



Government (DoHAC or ADHA)

Example test specifications (*subject to change*)

	Test case	Conformance requirement	Expected result
1	Audit log	<p>The Provider System SHALL capture and maintain audit logs.</p> <p>The Provider System SHALL restrict the ability to modify audit logs, to protect against unauthorised changes that affect the integrity of the information stored within.</p>	<ul style="list-style-type: none">Audit logs are correct and available (it is recommended to store the audit log in a location that is NOT the main system)
2	User attestation – privacy	<p>The Provider System SHALL have the ability to present a warning to the user prior to submission, and obtain an attestation from the user that the submission does not contain personally identifiable information (PII).</p> <p>The payload is to be presented in a human readable format.</p>	<ul style="list-style-type: none">The Provider System presents a warning to the user prior to submissionThe Provider System presents the attestation that the API has requested to the user in a human readable format before submissionThe user provides their attestation to the submission via a mechanism that allows the user to agree or confirm and complete the submissionSubmission is successful
3	Session and screen locking	<p>The Provider System SHALL automatically log off an account, or require re-authentication, after a period of inactivity.</p> <p>The period of inactivity SHALL be no longer than 15 minutes.</p>	<ul style="list-style-type: none">The Provider System automatically logged off after the defined period of inactivityUser requires the re-authentication to access the Provider System



Future Focus: New Aged Care Act introduction



Mel Metz

Assistant Secretary

Quality and Assurance Division | Legislative Reform Branch
Ageing and Aged Care | Department of Health and Aged Care

New Aged Care Act

Timeline for drafting, consultation and introduction

Drafting the Bill

Iterative drafting of the Bill incorporating feedback from advisory bodies and consultations

Advice to Government

Government approval of Bill for public consultation

Public Consultation

Engagement with stakeholders and public on the Exposure Draft of the Bill

Deliver

Introduction of Bill to Parliament

Commence

Commencement of the new Act from 1 July 2024

Draft the Bill for the new Aged Care Act

Nov 23

Dec 23

2023

Consult on the draft Bill

Feb 24

Finalise the Bill for introduction

Mar 24

Parliamentary process

2024

Jul 24



Q&A

- 1 Type your question into Slido
- 2 Click 'Submit' so your input can workflow its way through to being a public question
- 3 If you see a question you like on Slido, VOTE IT UP

**Happy to ask your question
directly to the panel?**

Simply use your name
when submitting your question in Slido
& we'll invite you to join us
on our 'virtual' stage



A group of diverse people, including a woman with curly hair in the foreground, are laughing and smiling together. The image has a blue overlay.

IN CLOSING

Visit the **Digital Transformation** page on the Health and Aged Care website
Email us at **DTDOffice@health.gov.au**

Take the
Event Survey

