

Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #33

17/11/2023



Australian Government

Department of Health and Aged Care

A photograph of an elderly couple sitting together and looking at a smartphone. The man, on the left, has white hair and wears glasses and a brown jacket. The woman, on the right, has short grey hair and wears a brown sweater over a yellow collared shirt. They are both smiling. The background is softly blurred, showing what appears to be a home interior with warm lighting and some shelves.

WELCOME

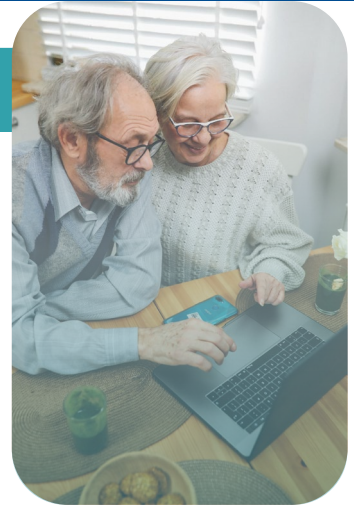
Fay Flevaras

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

Digital transformation for the aged care sector

Agenda

Sector Partners #33



**Welcome &
agenda**

**Fay
Flevaras**

**Induction &
Member
reminders**

**Fay
Flevaras**

**State of Play
& Release
update**

**Fay
Flevaras**

**Hot Topic:
ACCPA
National
Conference
2023**

**Dr. George
Margelis**

**Year in
Reflection
& Pulse
survey**

**Janine
Bennett**

**Questions &
Close**

**Fay
Flevaras**



Australian Government

Department of Health and Aged Care

Induction & Member reminders

Digital Transformation Sector Partners

Fay Flevaras

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Australian Government
Department of Health and Aged Care



Business outcomes by persona group

Deliver outcomes for different stakeholder group through a human-centered approach



OLDER AUSTRALIAN

- ✓ **Access to up-to-date information** to make **better informed and safer choice** about care and other service needs
- ✓ **Up-to-date information about local providers and services** to get access when they need it
- ✓ **Better supported** to stay in at home



PROVIDERS

- ✓ **Assessors, physios and other providers use e-referrals** with patient notes without transcription errors
- ✓ **Administrative burden is reduced** by automation - allowing carers to spend more time with consumers
- ✓ Residential care staff have a **better view of care requirements for each resident** – delivering informed and better better quality care



GOVERNMENT

- ✓ Better data, **informs fast action to keep consumers safe** and manage serious incidents
- ✓ **Early warnings help to identify issues and support aged care facilities** before it is at serious risk, keeping residents in the community
- ✓ **Up-to-date profiles** of each facility are readily available to emergency services, community organisations, and others

ALL stakeholders benefit from streamlined data sharing

Reform outcomes for users:

Seamless user experience

Users and authorised entities can obtain info easily, particularly clinical info

Simplified, one-touch capability

Access information simply, in one place, utilising existing whole of government authentication

Improved data for consumers

Improved visibility and transparency of the quality of aged care services; systems provide real time quality and safety info

Improved safety with current data & info

Dynamically change the info govt. holds, especially during times of crisis

Streamlined, interoperable experience

Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government



Important considerations

Principles underpinning health's public engagement

Message alignment

- *Aged Care business and IT deliver consistent narratives, aligning messages and, where appropriate, events*

Probity

- *Probity principles and protections underpin public engagements with a focus on fairness and equity*
- *Probity Adviser approvals in place*



Govt. driven

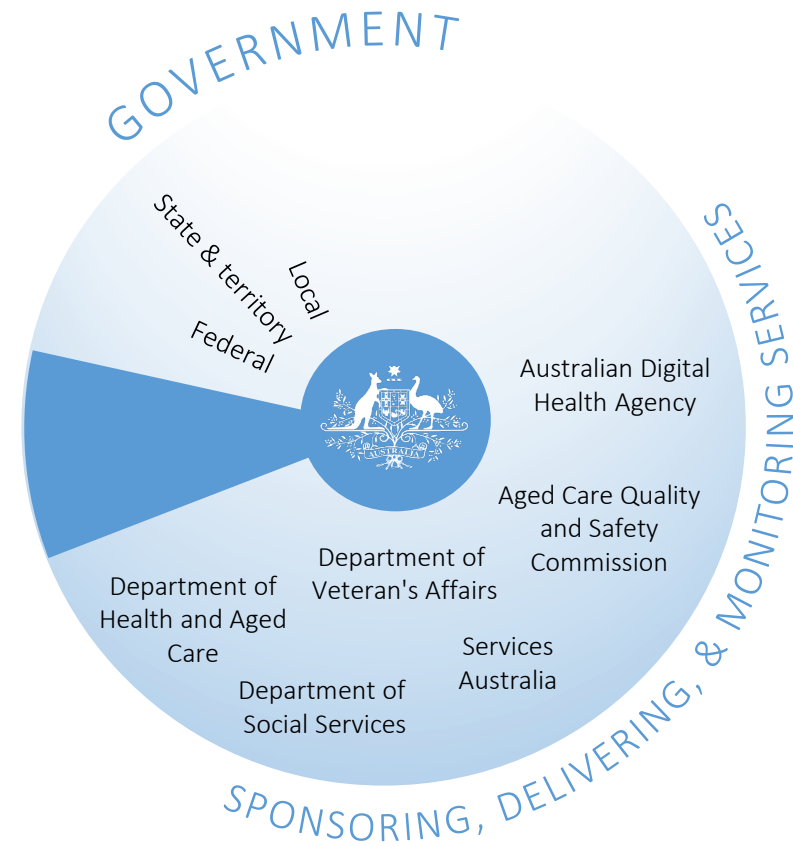
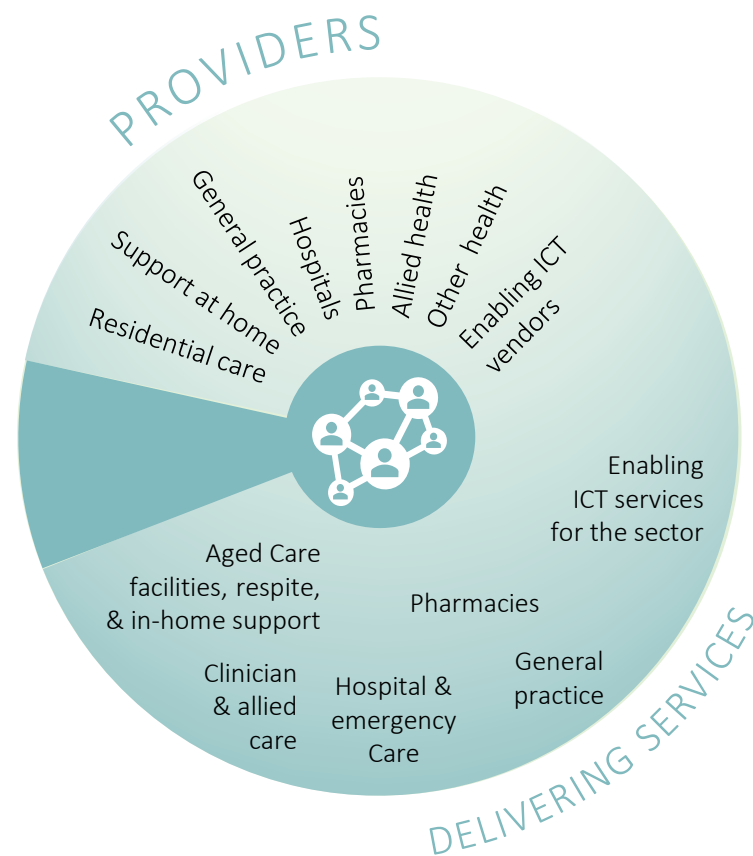
- *Govt. drives the transformation, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions*
- *Govt. commitments and transformation objectives stay front-of-focus*

Shifting sands

- *Clarity is provided about the known versus the somewhat known versus the unknown, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change*
- *Caveat information accordingly; 'as we know it now'*

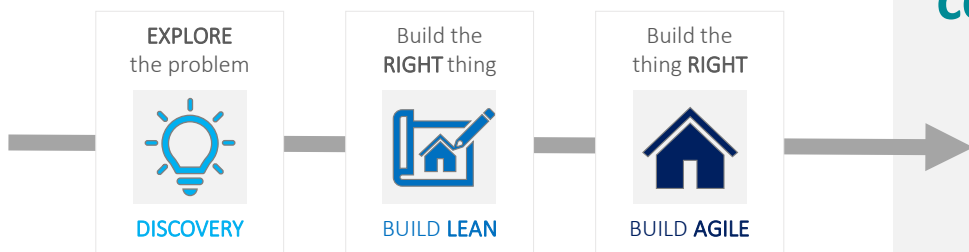
Persona groups

Key audiences and roles



Methodologies

Co-Design approach and Digital Maturity targets



Two immediate co-design streams:



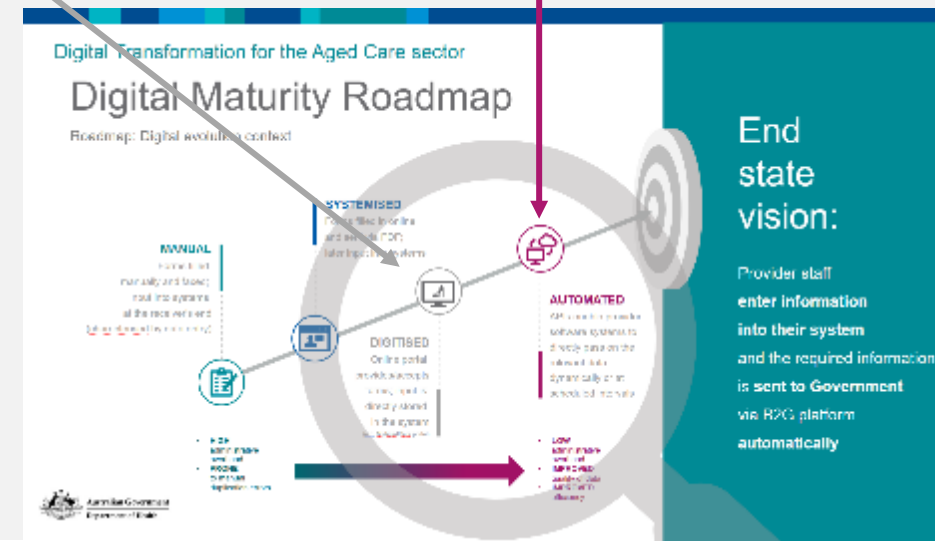
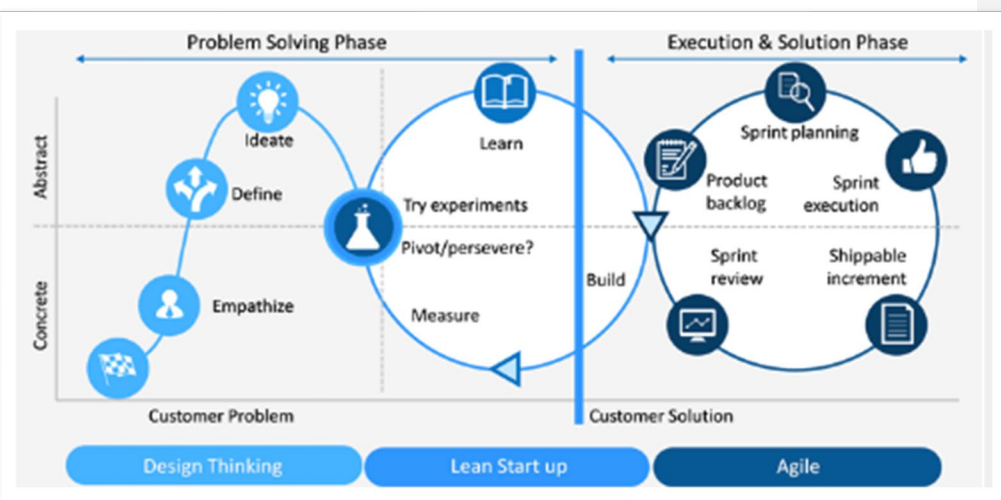
DIGITISED focus (UX)

Co-design in this space will work with end users of a system to create a great experience for users; sessions will observe how users interact with the system.



AUTOMATED focus (API)


Co-design in this space will focus on bringing developers into conversations about data models and approaches; session will involve discussion and collaboration on API design & development.



Important considerations

Principles underpinning the work of this group

- We will **publish the names of participants** in this group to the Health website – along with their role and organisation (if relevant)
- An **attendance record, all shared material, and a meeting summary** will be published on the Health website each time we gather
- Be aware that this is considered a *public space* forum and **participant IP does not apply**
- Anything that is said in this room is to **inform Health's digital transformation direction** and **our explicit intent is to use your input to do just that**
- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group



This group was formed through an open, equal opportunity, public invite – given that, we don't expect confidentiality or conflicts of interest to be a concern BUT if you have any questions or issues, please contact us ASAP



State of Play update

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

Tech Talk: 1 November 2023

Now Available

Tech Talk 1 November 2023
Video & Transcript

Digital Transformation Tech Talk – 1 November 2023

Our Digital Transformation program creates a better-connected aged care network that is consolidated, sustainable, automated, and modern. You're invited to join the conversation through the Digital Transformation Tech Talk webinar series.

Date published: 9 October 2023

Type: Webinar

Audience: Health sector

Webinar date: Wednesday, November 1 2023 2:00 pm AEDT to 3:30pm AEDT

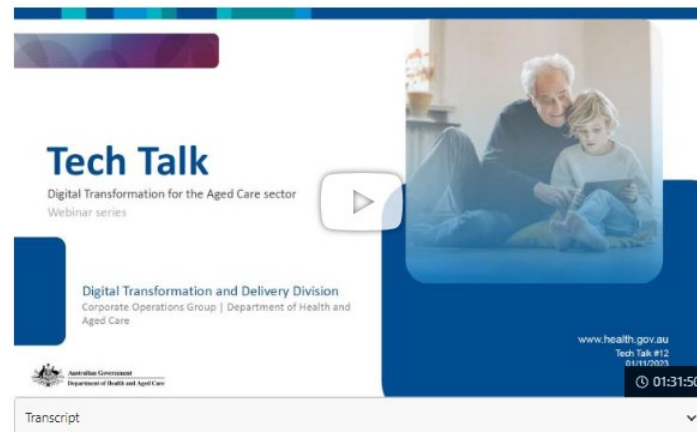
Webinar link: [Watch the webinar](#)



Presenters

Fay Fievaras, First Assistant Secretary, Digital Transformation and Delivery Division, Department of Health and Aged Care

Recording and transcript



Presentation slides



Next Tech Talk: 6 December 2023

[Home](#) > [Our work](#) > [Digital transformation for the aged care sector](#)

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.



[Digital Transformation Tech Talk – 1 November 2023](#)

1 November 2023 2:00pm AEDT - 3:30pm AEDT | Webinar

Our Digital Transformation program creates a better-connected aged care network that is consolidated, sustainable, automated, and modern. You're invited to join the conversation through the Digital Transformation Tech Talk webinar series.



[Digital Transformation Tech Talk – 7 September 2023](#)

7 September 2023 2:00pm AEST - 3:30pm AEST | Webinar

In this webinar we shared an update on our digital strategy, and updated on some key digital transformation initiatives (specifically, Quarterly Financial Reports (QFR) and Business-to-Government (B2G) exchange capabilities.

Register Now

Tech Talk 6 December 2023



Australian Government

Department of Health and Aged Care

FST Conference

24

Technology Partners



244

Australian Public Service delegates

12

Speakers

8

Co-Hosts





Open co-design activities by phase

Open 



- | | |
|------------------------------|--|
| Journey Mapping | Support at Home |
| Portfolio Roadmap redesign | Health Care Identifiers |
| SP Collaboration site uplift | Hot Topic: Aged Care Data & Digital Strategy |
| Executive Briefing Pack | Hot Topic: ACCPA National Conference |
| Hot Topic Segment | |

- | 
DIGITISED focus (UX) | 
AUTOMATED focus (API) |
|---|--|
| Worker Screening | Aged Care Transfer Summary (ACTS) |
| Strengthening Provider Governance | B2G: On-boarding and Conformance |
| GPMS: R6 business verification testing | |

Highlights...

Release 28

My Aged Care (MAC)

Release 6

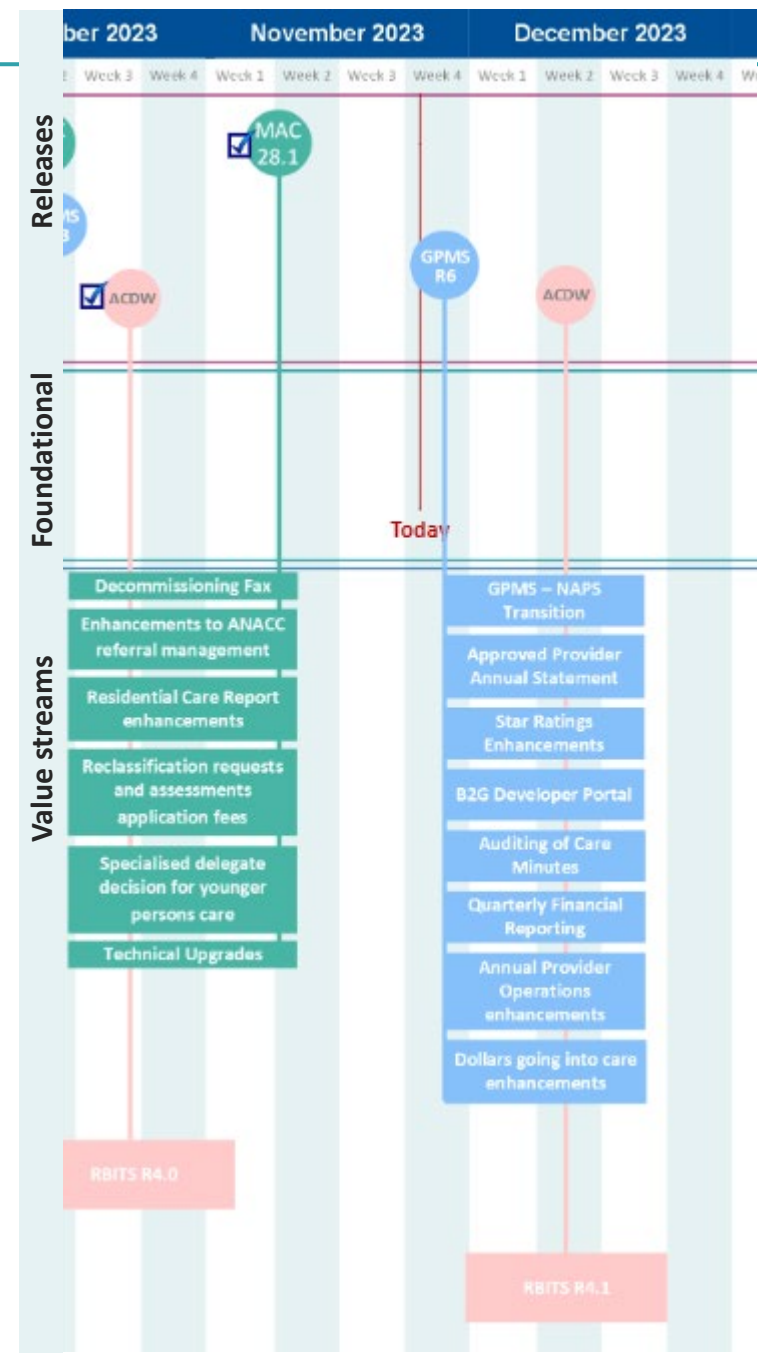
Government Provider Management System (GPMS), Business-to-Government (B2G) Developer Portal, and more...

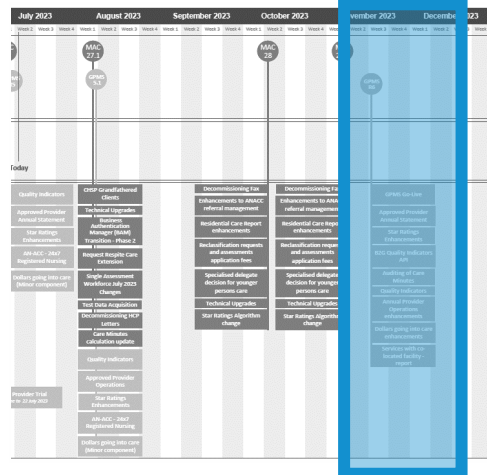
Government Provider Management System

GPMS

My Aged Care (Siebel) Platform

MAC





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



Hot Topic:

ACCPA National Conference 2023

Dr. George Margelis

Aged Care Industry Information Technology Council
(ACIITC)



Australian Government
Department of Health and Aged Care

ACIITC
Aged Care Industry
Information Technology Council

ACIITC

Aged Care Industry
Information Technology Council

17 November 2023

ACCPA Copnference Update

Presented by Aged Care Industry Information Technology Council



WHAT WE DO



PROMOTE ANALYSIS

Promoting technology research and analysis to support the aged care sector.



RESEARCH BACKED EVIDENCE

Provide evidence of technology and innovation opportunities.



IMPROVE OUTCOMES

Provide better support and care of older people and their carers.

The Aged Care Industry
Information Technology
Council was

established in

2007

with a focus on **harnessing
innovation** and **technology**
to help create a sustainable
and **high quality** aged and
community care sector in
Australia.

ACCPA PLENARY SPEAKERS

Anika Wells Minister for Aged Care
Anne Ruston Shadow Minister Health & Aged Care
Mike Baird CEO Hammondcare
Nigel Ray Deputy Chair Aged Care Taskforce
Bernard Salt Demographer
Laurie Leigh CEO NDS
Janet Anderson ACQSC Commissioner

INNOVATION HUB

Artificial Intelligence
Digital Maturity
International Review
Virtual Workforce
Robotics
Conversational AI
Gamification
Vacant Beds
Hydrogen Powered Drones



ACIITC

Aged Care Industry
Information Technology Council

DIGITAL MATURITY REPORT

DUE TO BE RELEASED 21 NOVEMBER 2023

ACIITC

Aged Care Industry
Information Technology Council

INNOVATION & TECHNOLOGY ACROSS CARE (ITAC)

National Conference

*Elevating Aged and Community
Care and Inspiring Innovation*

RACV Royal Pines Resort Gold Coast

MARCH | 26 & 27 | 2024

SAVE THE DATE

If you have any
questions, please email
itac@aciitc.com.au

Contact

www.aciitc.com.au

www.linkedin.com/company/aciitc

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MS ANNE LIVINGSTONE

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M: 0457 837 823



Year in Reflection & Pulse survey

Janine Bennett

Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



Digital Transformation for the Aged Care sector

Sector Partners 2022

33 > 66



Members

Representing service providers, IT vendors, peak bodies, and more...

3



Member Intakes

Three formal intakes, plus several out-of-cycle ad hoc intakes

26



Service Providers

28



ICT Vendors

6



Government

3



Peak Bodies

3



Consultants



Digital Transformation for the Aged Care sector

Sector Partners 2023



66 >152



Members

Representing service providers, IT vendors, peak bodies, and more...

4



Member Intakes

Three formal intakes, plus several out-of-cycle ad hoc intakes

71



ICT Vendors

57



Service Providers

11



Consultants

9



Government

3



Peak Bodies

1



Academia

...this year



16 Meetings

Fortnightly reviewing plans and having discussions



14 Initiatives Introduced



19 Co-design activities

activities, design workshops, surveys, interface development, and more



6 Releases

3 for My Aged Care and
3 for GPMS



5 Hot Topics

4 Sector Partners Presented



Hot Topics

From our Sector Partner Members

User Journey Mapping

Michael Scurrah: Aspire4Life

5 May 2023

No / Low Code

Maryam Moradi: Changeability Pty Ltd

20 October 2023

LeeCare's QI data solution

Dr. Caroline Lee: Leecare

3 November 2023

ACCP Conference Playback

Dr. George Margelis: The Aged Care Industry IT Council (ACIITC)

17 November 2023



Australian Government

Department of Health and Aged Care

Sector Partner Pulse Survey - releasing soon





Tell us what you think!

Pulse Survey

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



Q&A

Have a question?

Put your virtual hand up to ask your question directly to our presenters or use the Webex chat space



Australian Government
Department of Health and Aged Care



THANK YOU

We will see you in the New Year

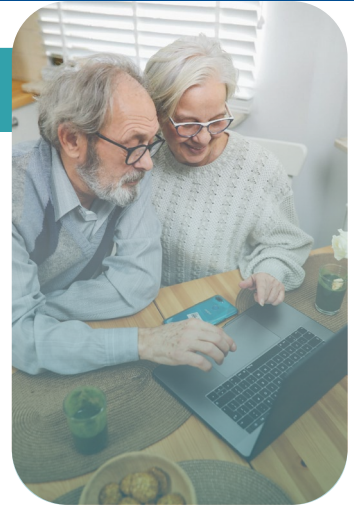


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Digital transformation for the aged care sector

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5 Min

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10Min

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5 Min

Questions &
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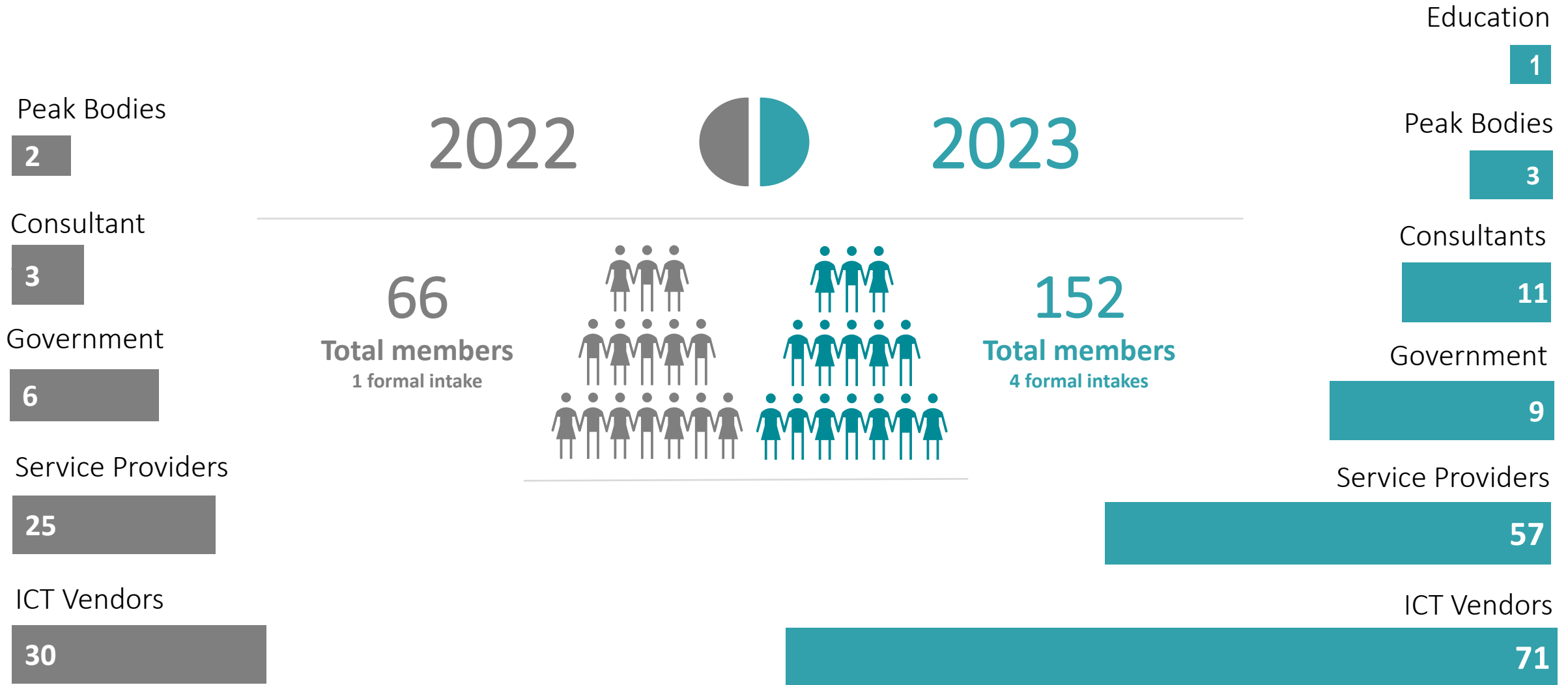
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Department of Health and Aged Care

Sector Partner Members



Digital Transformation for the Aged Care sector

Sector Partners 2023

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4



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Government

1



Education



152



Members

Representing service providers, IT vendors, peak bodies, and more...

DT Tech Talk webinar series



Webinars held:

7

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Education



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