

Digital transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #29

22/09/2023



Australian Government

Department of Health and Aged Care

A photograph of an elderly couple sitting together, looking at a smartphone. The man is on the left, wearing glasses and a brown sweater, and the woman is on the right, wearing a brown sweater over a yellow shirt. They are both smiling. The background is a blurred indoor setting with warm lighting.

WELCOME

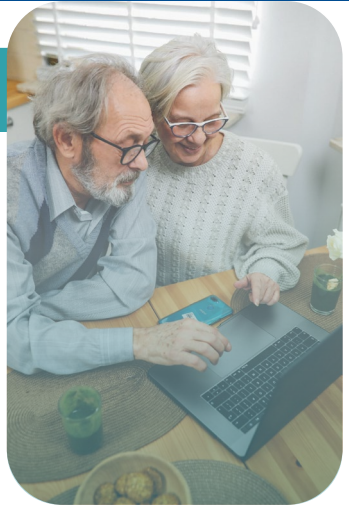
Brian Schumacher

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

Digital transformation for the aged care sector

Agenda

Sector Partners #29



**Welcome &
agenda**

Brian
Schumacher

State of Play

Brian
Schumacher

**Playback:
Places
to people**

Yutika Donohue

**Playback:
B2G
Developer
Portal Testing**

Vimala Rajavelu
& John Scruton

**Update:
Sector Partner
executive
briefing pack**

Jessica Holmick

Q & A

Brian
Schumacher

Close

Brian
Schumacher



State of Play update

Brian Schumacher

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

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 Data & 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

On-Going

Recently closed

On today's agenda



Playback: Places to people initiative

Digital Transformation Sector Partners

Yutika Donohue
Service Designer

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



Changes to residential aged care



From 1 July 2024,
a new residential aged care
system will commence,
with *a person-centred*
approach that places older
Australians first

A Human Centred Design approach was used throughout the Places to People co-design phase to enhance the reform roll out experience.

Co-design activities were conducted and coordinated across business, IT and key user groups (residential aged care providers, older Australians and their representatives) to design user friendly concepts to be included in the P2P reform roll out.

Different people that worked together throughout P2P co-design to create a new experience included:



Residential Aged Care Providers



Older Australians



Representatives



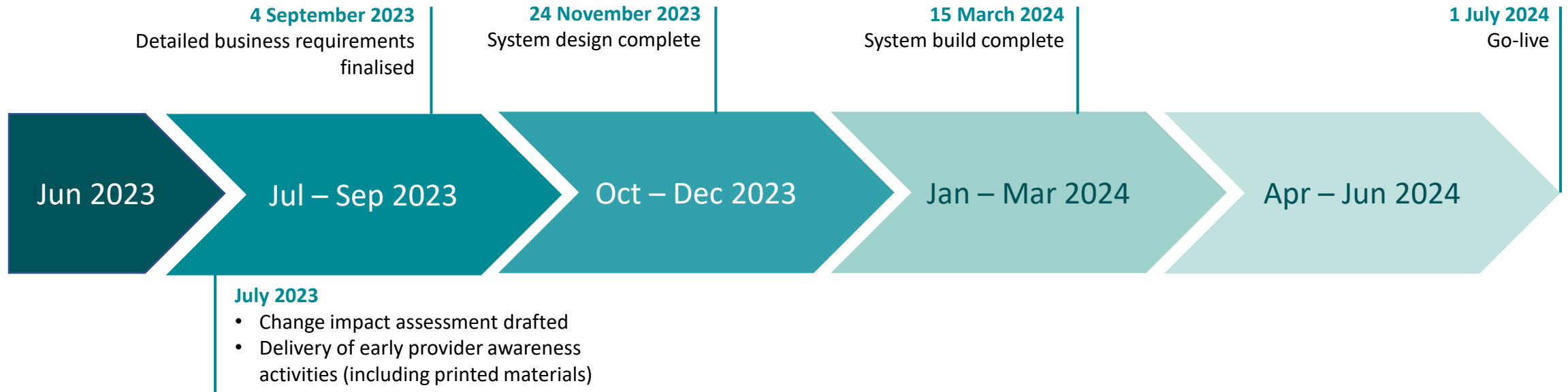
MDT, IT & a variety of DoHAC
Teams



Services Australia



Milestones

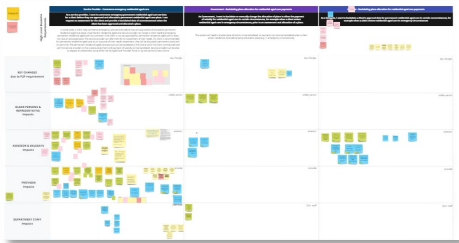


CO-DESIGN

1. DISCOVERY

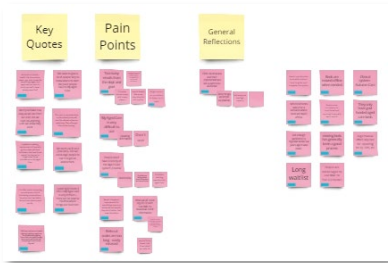
2. ALPHA

ACTIVITIES



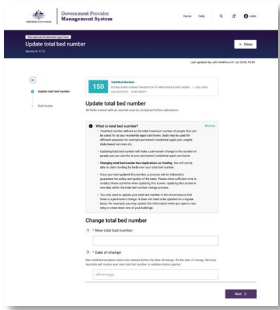
Internal workshops

13 Internal workshops were held with the MDT, an assortment of DoHAC teams and Services Australia.



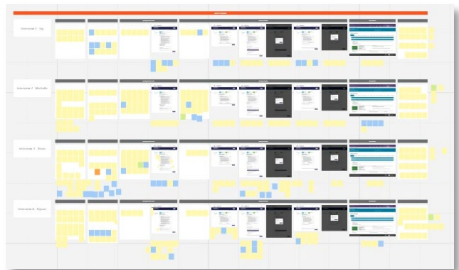
Interviews

8 Discovery interviews were held with older Australians, their representatives, and residential aged care providers.



Concept development

22 Concepts were developed (some in co-design sessions with the MDT). Concepts were mapped to **28** P2P HLBRs.

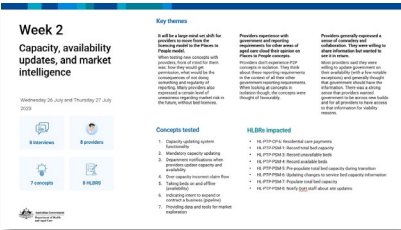
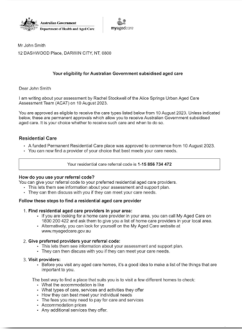
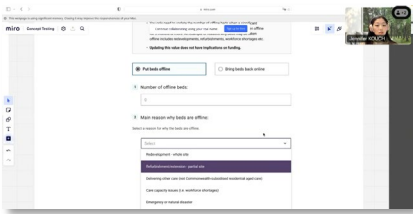

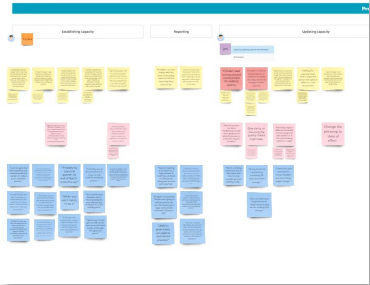


Concept testing

35 Concept testing sessions were held with older Australians, their representatives and residential aged care providers. Providing **160** findings captured in the HCD insights register.



Research cadence and working together

Monday	Tuesday	Wednesday	Thursday	Friday
<ul style="list-style-type: none">Share research findings from the previous week with the broader Places to People team	<ul style="list-style-type: none">Share prototypes that will be tested with users	<ul style="list-style-type: none">User research sessions	<ul style="list-style-type: none">User research sessions	<ul style="list-style-type: none">Synthesisation and documentation of research findings
				
Whole P2P team	Whole P2P team	Providers Older Australians HCD team	Providers Older Australians HCD team	HCD team



B2G: Sector Partner Developer Testing

Vimala Rajavelu | Director

Reform Implementation Branch

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

John Scruton | Director

Aged Care Services and Sustainability Branch

Corporate Operations Group | Department of Health and Aged Care



B2G: Sector Partner Developer Testing

The screenshot displays the Business to Government (B2G) Developer Portal. The header includes the Australian Government Department of Health and Aged Care logo, the portal title, and navigation links: Home, Register, Getting started, Conformance, API catalogue, and Login. The main content area is divided into two sections. The left section, titled 'Welcome to the Business to Government (B2G) Developer Portal', provides an overview of the portal's purpose and a 'Register your Organisation >' link. The right section, titled 'Start your journey today', outlines a four-step process: 1. Register your Organisation, 2. Invite developers, 3. Discover software conformance, and 4. Build and test your software. Each step includes a brief description and a corresponding link. A large banner at the bottom reads 'Connect. Simplify. Empower.' with a supporting statement about streamlining reporting through APIs.

Welcome to the Business to Government (B2G) Developer Portal

The Department of Health and Aged Care's Business to Government (B2G) developer portal aims to provide connections for direct information sharing between government and aged care providers. This connection will allow aged care workers to spend less time on administrative tasks and more time on delivering quality care to older Australians.

B2G harnesses the power of APIs, allowing providers to focus on what truly matters

Delivering better outcomes for older people in Australia.

[Learn more](#) [Register your Organisation >](#)

Start your journey today

Harness the power of APIs and simplify information exchange with Government.

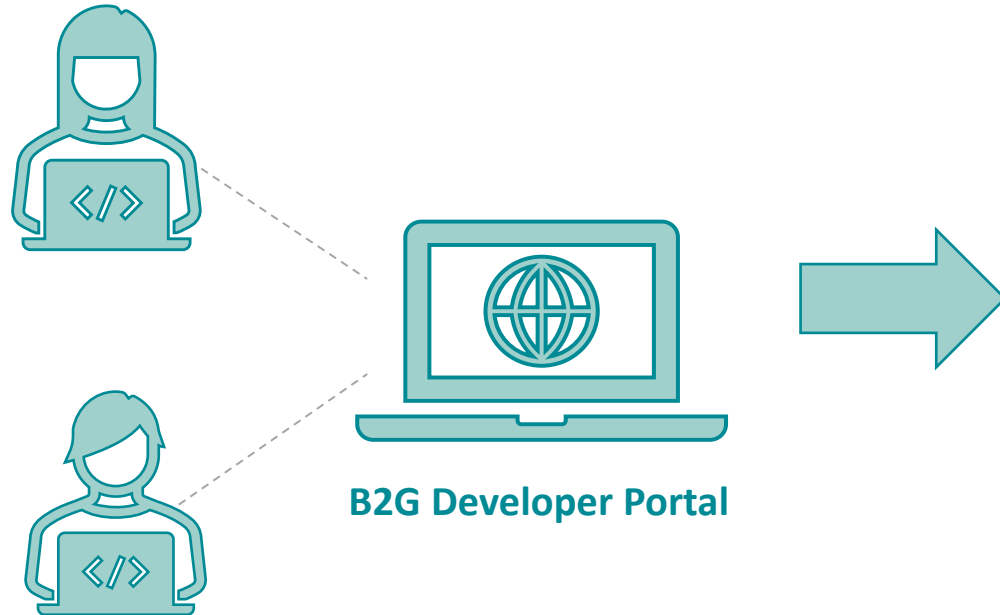
- 1 Register your Organisation**
To start the journey, organisations need to register on the Developer Portal and nominate an Administrator.
[Register your Organisation >](#)
- 2 Invite developers**
Invite and manage developers, and administrators associated with your organisation.
[Manage access >](#)
- 3 Discover software conformance**
Access materials that describe what software conformance is and how this works.
[Conformance >](#)
- 4 Build and test your software**
Apply for access to APIs to develop and test your software integration.
[API catalogue >](#)

Connect. Simplify. Empower.

Business to Government (B2G) streamlines reporting through seamless APIs, allowing providers to spend more time delivering quality care to older people in Australia.



What we did



Sector Partner members volunteered to participate (over 10) in the B2G Developer Testing



Online checkpoints to address issues as a group



Dedicated 1:1 sessions to troubleshoot registration or authentication challenges

What we've heard...

Look & Feel

Clear and easy to understand - excellent!

Documentation is simple to follow

Registration Process

Registration process was frictionless and worked well.

Login Process

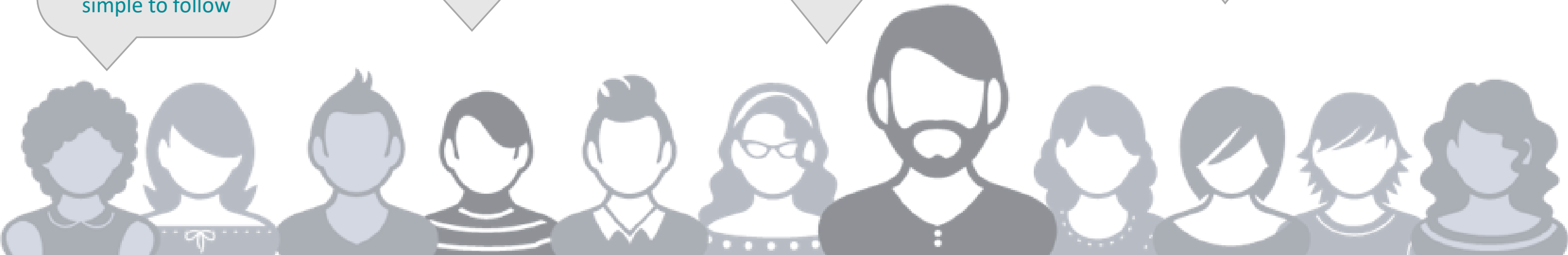
Some users found the login process with myGovID smooth and intuitive.

However, other users experienced issues as they were not set up to utilise myGovID for their authentication.

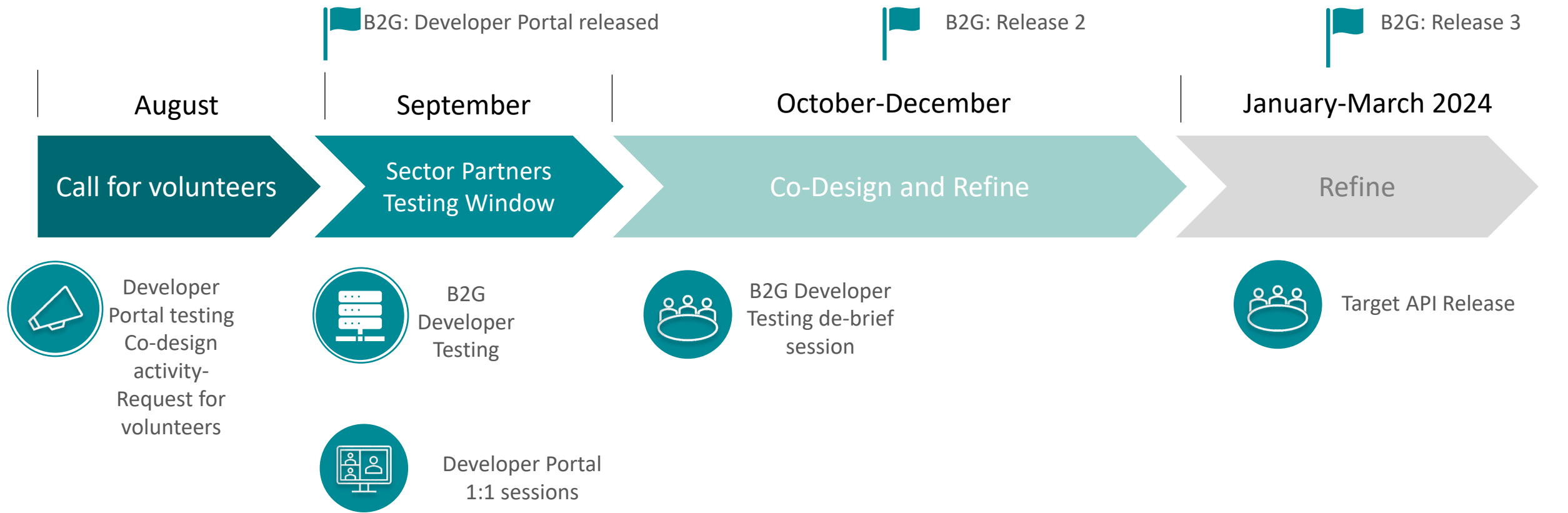
API Integration

The API catalogue provides samples and is easy to follow.

Successful connections were made, with output as expected.



B2G: Sector Partner Developer Testing





Sector Partners Executive Briefing Pack

Jessica Holmick
Engagement Lead
Digital Transformation and Delivery Division
Corporate Operations Group | Department of Health and Aged Care



Sector Partners Engagement

Co-design & Collaboration

Preview: Executive Briefing Pack

Executive Overview

Sector Partners


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



What is Sector Partners?

The Sector Partners group is a collective of volunteers from the Aged Care Sector who represent providers, IT vendors, workforce bodies, and more.

The group meets fortnightly with the Department of Health and Aged Care (DoHAC) to have timely discussions about the changing digital transformation agenda and participate in codesign activities that facilitate successful digital transformation for the aged care sector.



What do we do?

The Sector Partners group provide advice and support for the Aged Care Digital Transformation agenda with a focus on digital design and delivery.

This includes providing feedback on UX design, reviewing documentation, answering surveys, participating in business verification testing, discussing "hot topics" that are relevant in the industry, sharing insights from their experience in the sector, or anything else that the department needs to "test" with the sector.

This is all about sharing our thinking early, planting our technology in the context of the customer, consulting widely, harnessing the best ideas, and genuinely using what we hear to define, plan, and refine.

We know that we can't deliver the aged care reform agenda alone, so we collaborate with the sector early and often to achieve these outcomes.


We exist to make sure that we (DoHAC) are having the RIGHT conversations, gathering insights, sharing ideas, making informed decisions, and that touch points are understood

Our meetings

Our meetings are held fortnightly every Friday between 11am-12pm.

Our meeting-style is collaborative and conversational with a typical attendance of around 60 people.

These meetings aim to share valuable information and experiences.



Attendance: (Members)

Members are all invited to our fortnightly meetings.

If a member cannot attend, they are welcome to send a proxy or delegate in their place

Attendance: (Non-members)

Our chair may invite people to participate in an advisory capacity.

On occasion we might be approached by interested parties wanting to observe meetings and workshops. The chair will decide if observers will be permitted to attend a meeting.

Chairing Meetings

The chair presides over meetings unless they are unavailable, in this case our co-sponsor will chair the meetings. If both the chair and co-chair are absent, then the chair can nominate a member to preside.

Australian Government
Department of Health and Aged Care

Q&A

Have a question?

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



A group of four diverse people (three women and one man) are shown from the chest up, laughing heartily. They are in a bright, indoor setting, possibly a meeting or a social gathering. The woman in the center has curly hair and is wearing a white lace top. The man next to her has glasses and a beard, wearing a blue shirt. The woman on the far left has long blonde hair and is wearing a light-colored top. The woman on the far right is partially visible, also laughing. The overall mood is joyful and positive.

THANK YOU

NEXT MEETING:
11am, Friday 6 October



DTSectorPartners.health.gov.au