Digital transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

www.health.gov.au

Meeting #30

06/10/2023

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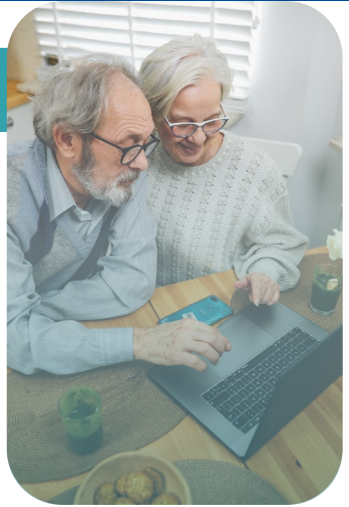
WELCOME

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 #30

Welcome & agenda	State of Play update	Deep dive: October My Aged Care Release	Update: B2G Onboarding & Conformance	Group discussion: B2G Onboarding & Conformance	Close
Fay Flevaras	Fay Flevaras	Marguerite Gandini	Shaeyen Mackay	Shaeyen Mackay	Fay Flevaras

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State of Play update

Fay Flevaras

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Open co-design activities by phase

Open 🔓

Practice	Design thinking	Lean start up	Agile

DIGITISED focus (UX)

AUTOMATED focus (API)

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	

Worker Screening

Strengthening Provider Governance

Aged Care Transfer Summary (ACTS)

B2G: On-boarding and Conformance

B2G: Developer Portal Co-Design

Evergreen   Recently closed   On today's agenda

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

Have a Hot Topic?

Put your virtual hand up to share your hot topic directly, scan the QR code, or use the Webex chat space

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Residential Aged Care Funding Reforms (RACFR Program)

Enhancements to Australian National Aged Care Classification (ANACC) referral management and assessments

This will introduce the ability to:

1   Charge an application fee for reconsiderations of AN-ACC classification decisions and other reassessment requests.

2   Include fee to be refunded if the new decision assigns a different
AN-ACC class.

3   Allow a different application fee for urgent reassessment requests (for example when the resident has deteriorated rapidly and may not have long to live).

4   In all cases the fee should be refunded if the client passed away prior to being assessed and reclassified.

Residential Aged Care Funding Reforms (RACFR Program)

Urgent reclassification requests and assessment application fees

Provider Team Leads, Staff Portal users, Residential Funding Assessor Team Leads and Residential Funding Assessors will be able to determine which Reassessment or Reconsideration referrals are urgent.

Provider Team Leads and Staff Portal users will be able to request Residential Permanent Reassessment or Reconsideration requests with higher urgency.

Reconciliation reports will be updated to reflect urgent referrals.

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Service Delivery Program
Fax Decommissioning

1 My Aged Care's Channel Management Strategy aims to improve the client journey by discontinuing the use of fax as an inbound communication channel.

2 A soft-decommissioning approach will be implemented, with sector-wide communication notifying them of the early decommissioning date.

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ACG Capabilities Program

Mobile Apps Platform Upgrade

Project upgrades include:

- The technology platform supporting the two Aged Care Mobile Apps is being deprecated

- The solution will re-build and upgrade the required Mobile Apps components in the new Microsoft MAUI technology.

- The delivery approach is being recommended to be a phased release of the upgraded Mobile Apps

  - ➢ My Assessor app will be released on 9th October
  - ➢ ANACC app will be released on the 16th October.

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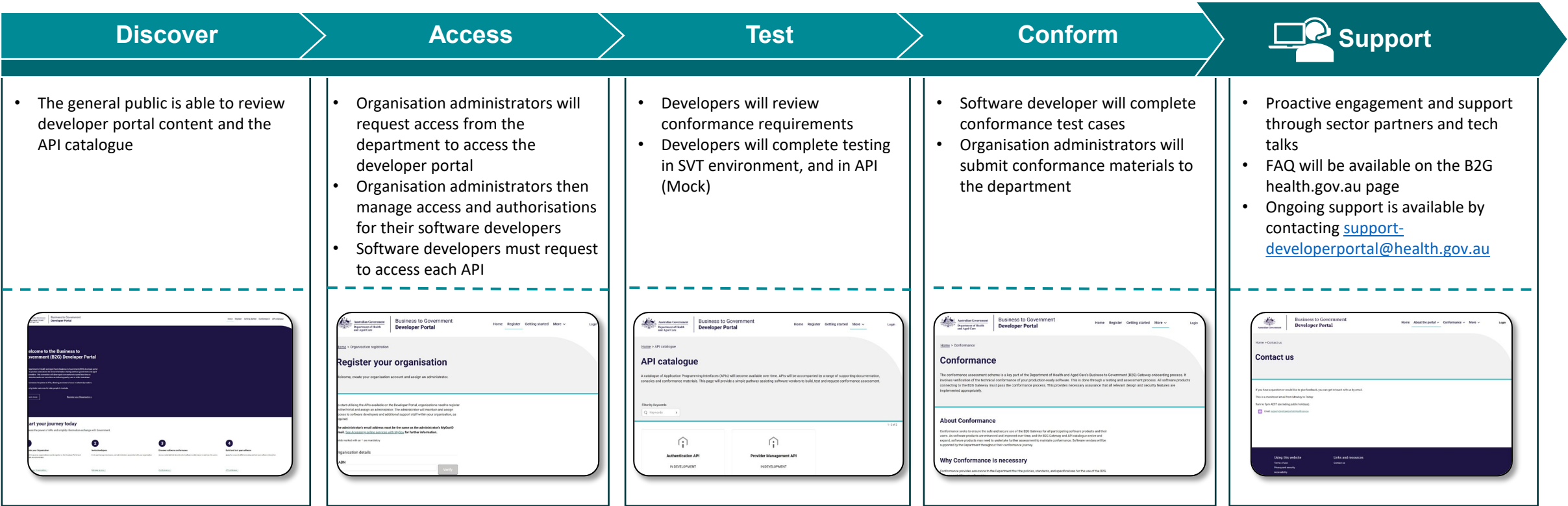Department of Health and Aged Care

B2G Onboarding & Conformance

Shaeyen Mackay

B2G Conformance Project Lead

Aged Care Services and Sustainability (ACSAS) Branch
Department of Health and Aged Care

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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 their Provider software

Discover	Access	Test	Conform	Support
• The general public is able to review developer portal content and the API catalogue	• Organisation administrators will request access from the department to access the developer portal • Organisation administrators then manage access and authorisations for their software developers • Software developers must request to access each API	• Developers will review conformance requirements • Developers will complete testing in SVT environment, and in API (Mock)	• Software developer will complete conformance test cases • Organisation administrators will submit conformance materials to the department	• Proactive engagement and support through sector partners and tech talks • FAQ will be available on the B2G health.gov.au page • Ongoing support is available by contacting support-developerportal@health.gov.au

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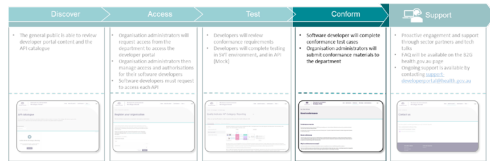
3. Conform

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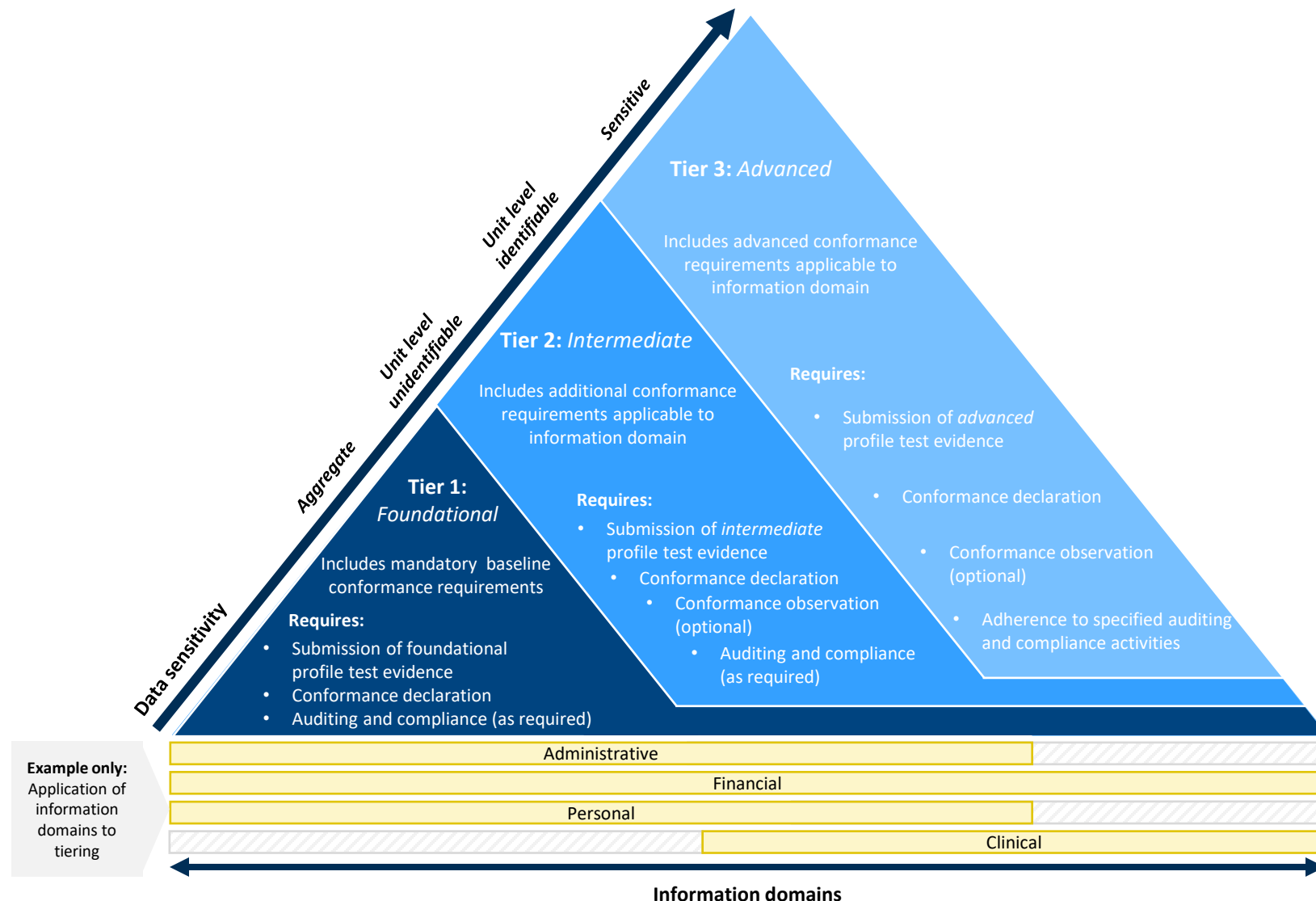- Organisation administrators will submit conformance materials to the department

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

- 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**

- The conformance process helps to ensure that your provider software will **connect** to the B2G API Gateway in a safe and secure way

- It will also assist in ensuring that you, as a provider, are able to access and use your software in a **consistent, streamlined and secure manner when interacting with government APIs**

- As a provider, you will need to ensure you are using software that has been deemed conformant before you can send information directly to the Department via the B2G Gateway.

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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

Tier 3: *Advanced*

Includes advanced conformance requirements applicable to information domain

Requires:
- Submission of *advanced* profile test evidence
- Conformance declaration
- Conformance observation (optional)
- Adherence to specified auditing and compliance activities

Tier 2: *Intermediate*

Includes additional conformance requirements applicable to information domain

Requires:
- Submission of *intermediate* profile test evidence
- Conformance declaration
- Conformance observation (optional)
- Auditing and compliance (as required)

Tier 1: *Foundational*

Includes mandatory baseline conformance requirements

Requires:
- Submission of foundational profile test evidence
- Conformance declaration
- Auditing and compliance (as required)

Sensitive

Unit level identifiable

Unit level unidentifiable

Aggregate

Data sensitivity

Example only: Application of information domains to tiering

| Administrative |
| Financial |
| Personal |
| Clinical |

Information domains

Accessing conformant software

Connecting to software

- Care and support providers who want to send information to the department through the B2G API Gateway will only be able to connect through conformant software

- Once the conformance process has been successfully completed by software vendors, providers will be able to install the software in their systems

- The conformance process will not replace the security practices of your systems and you should ensure you continue to maintain good security management

Example conformance requirements

The Provider System SHALL capture and maintain audit logs.

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). The payload is to be presented in a human readable format.

The Provider System SHOULD provide multi-factor authentication for user accounts that are assigned a role with permissions comprising B2G Gateway system submission functionality.

The Provider System SHALL have the ability to present a payload to the user prior to submission and obtain an attestation from the user who submits the data. The payload is to be presented in a human readable format.

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Q&A

Have a question?

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

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THANK YOU

NEXT MEETING:

11am, Friday 20 October

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