Action Plan

Aged Care Data and Digital Strategy

2024 – 2029

Acknowledgements

The Department of Health and Aged Care gratefully acknowledges the advice, input and support of the many organisations and individuals who contributed to developing this document through user research, engagement and consultation processes.

The Department of Health and Aged Care recognises Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation. The Commonwealth recognises the ongoing traditional and modern cultural practices and connection to Country held by Aboriginal and Torres Strait Islander peoples. The Commonwealth acknowledges Elders past, present and emerging as the Traditional Custodians and Lore Keepers of the world's oldest living culture.

Table of contents

A tangible plan for improving data and digital in aged care

This Action Plan (the Plan) underpins the Aged Care Data and Digital Strategy (the Strategy), outlining how the Department of Health and Aged Care and its partners will deliver the Strategy. Actions are presented under each priority and outcome, which will collectively achieve the Strategy's vision.

VISION

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.

Concrete actions outlined in this Plan will provide support to older people and their support networks, aged care workers, service providers and technology vendors.

The Plan will be regularly reviewed and updated. Every year, a report will be published on the progress towards each of the outcomes. Updates will be given to show the actions planned for the next year and those that have been completed.

We've outlined a timeline for implementation:
- short-term horizon (2024-2026)
- medium-term horizon (2024-2027)
- long-term horizon (lifetime of the Strategy and beyond).

For each action, the Plan identifies:

- ✓ **what we're doing**
- ✓ **why are we doing it**
- ✓ **who will lead it**
- ✓ **who we'll partner with**
- ✓ **when we'll deliver**

We want to hear from you to identify the action areas that are most important to you and what is working. We also want to understand where we can increase our focus to create an aged care system that leverages data and digital technology to improve the care that older people receive.

Strategy on a page

VISION

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
- Diverse
- Integrated
- Care-focused
- Trusted

OUTCOMES

OUTCOME 1

Older people and their support networks can navigate and actively participate in their care and wellbeing.

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 underpin a collaborative, standards-based care system.

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

Despite the Strategy's digital focus, older people can still get aged care information and services in person or by phone if they prefer.

Our delivery partners

The aged care system is complex and interconnected. Making real, tangible change means having deep partnerships with all parts of this system, and keeping older people at the centre.

The Strategy seeks to empower the aged care sector, enhance their digital maturity and foster care connections between the health and aged care systems. Successfully delivering this strategy requires input and collaboration with all aged care and health care stakeholders.

For each of the actions in the Plan, we have identified an owner, as well as the key delivery partners, who will help make them happen. These will not be the only people involved, as for all actions, we want the thoughts, guidance and input from those it will affect most – older people and their support networks, our aged care workforce and service providers.

The diagram below illustrates our key stakeholders and who we will proactively engage throughout the delivery of the Plan:

Aged care workers

Research organisations

Technology vendors

Older people and their support networks

Service providers

Government bodies

Peak bodies
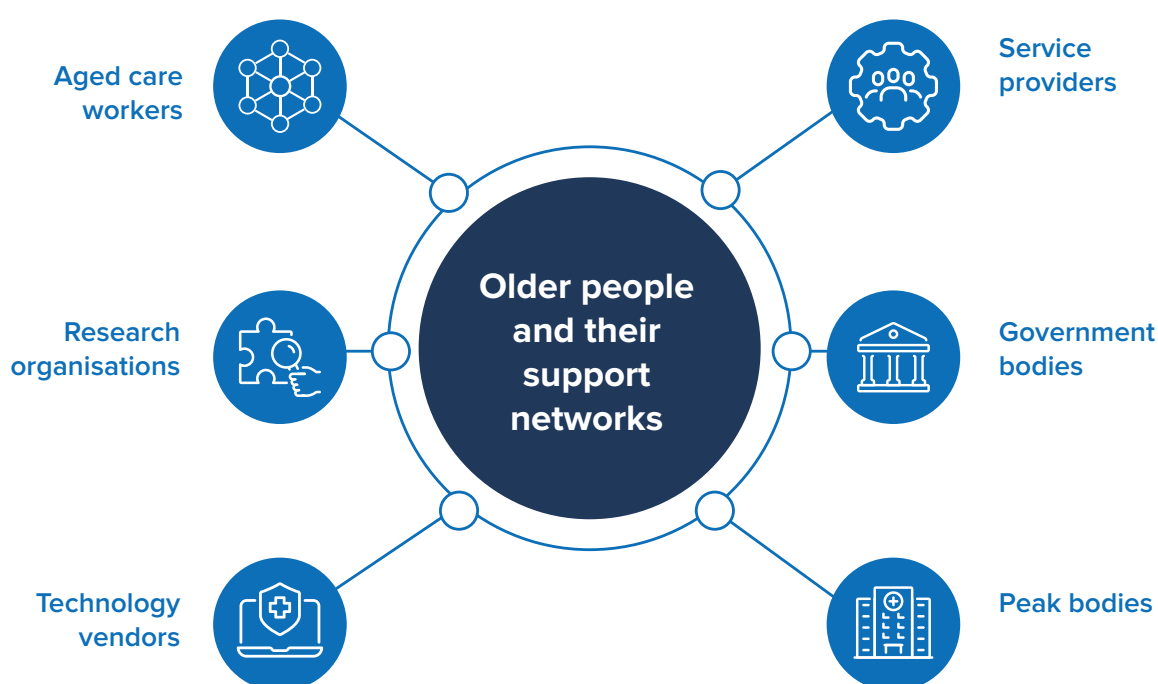
Summary of actions

OUTCOMES	PRIORITIES	ACTIONS	STATUS
OUTCOME 1 Older people and their support networks can navigate and actively participate in their care and wellbeing.	**P1** Promote healthy ageing, independence and choice	Healthy ageing support tool - LiveUp™	Implementation
		Digital and health literacy	Work commenced
		Translation of emerging digital technology	Work commenced
	P2 Create simplified, user-friendly experiences	My Aged Care enhancements	Implementation
		Aged care digital design standards	Planning
OUTCOME 2 Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care.	**P3** Maximise time for direct care	Virtual nursing in aged care project	Planning
		e-Prescribing	Work commenced
		Worker digital literacy	Ongoing
		Wellness and reablement support tool - KeepAble™	Implementation
		Integrated Assessment Tool application	Implementation
	P4 Strengthen care connections	My Aged Care to My Health Record integration	Implementation
		Aged Care Transfer Summary	Ongoing
OUTCOME 3 Data is shared and reused securely to deliver a sustainable and continually improving aged care system.	**P5** Improve security and access control	Aged care data governance framework	Planning
	P6 Optimise data collection and utilisation	Government Provider Management System	Ongoing
		Aged Care National Minimum Data Set	Work commenced
		National Aged Care Data Asset	Work commenced
		Aged Care Clinical Information System Standards	Implementation
OUTCOME 4 Modern data and digital foundations underpin a collaborative, standards-based care system.	**P7** Build and embed data and digital maturity	Business to Government connectivity	Ongoing
		Discovery into provider digital adoption and uplift	Planning
		Interoperability and reference architecture	Planning
	P8 Encourage innovation and provide stewardship	AI and innovation frameworks	Planning
		AI technology pilots in aged care	Planning
		Virtual reality trials in aged care	Planning

Legend: Planning · Work commenced · Implementation · Completed · Ongoing

Older people and their support networks can navigate and actively participate in their care and wellbeing.

Progress on this outcome means making data and digital technology more accessible and useful. This supports people to better understand and make informed choices about their care.

THE PRIORITY AREAS TO ACHIEVE THIS OUTCOME ARE:

1. Promote healthy ageing, independence and choice

This is about using digital tools and data to help older people, whether they are currently using aged care services or not, to:

- understand their own ageing
- what help is available
- age healthily
- make decisions about their own care.

It seeks to foster an environment in which older people are:

- given choices about their care delivery
- empowered with culturally safe and appropriate tools and information to make those decisions
- shown ways they can easily transition into aged care when they need to.

2. Create simplified, user-friendly experiences

This priority centres on ensuring that all digital interactions are intuitive, accessible, and enriching for older people, support networks, aged care workers and service providers.

- It is beneficial, to design technology with users in mind, ensuring easy input, streamlined experiences, and relevance of information.

- It seeks to realise the potential of digital technology by making it more accessible, easy to navigate and understand, and driving increased confidence and adoption of technology.

Healthy ageing support tool – LiveUp™

LiveUp, an existing digital channel, will be strengthened and transformed so older people can easily get free information and resources on healthy ageing. This will include practical tips and tools on how to better manage aspects of the ageing journey.

OUTCOME 1

P1 : P2

Healthy ageing support tool - LiveUp™

Digital and health literacy

Smart devices and home monitoring innovation

What we're going to do:

- develop an evidence-based tool that people can use to understand where they are on their ageing journey
- use behavioural insights and form strategic partnerships to inform and expand LiveUp
- in-person engagement with older people and their community networks
- expand our navigator team who provide individual support through phone, email, and online chat.

Why we're doing this:

Early intervention, education and support can positively impact age-related decline.

Who will lead it:

Independent Living Assessment

Who we'll partner with:

Peak bodies

Research organisations

Short-term horizon

Work commenced

Digital and health literacy

We are working to improve digital and health literacy, including promoting the Be Connected program, which has successfully increased the confidence, skills and online safety of older people.

What we're going to do:

- continue the successful Be Connected program until 30 June 2028. This includes maintaining and promoting:
  - the Be Connected website
  - free access to in-person support and mentoring
- research into digital and health literacy to help with healthy ageing and groups more likely to be digitally excluded.

Medium-term horizon

Implementation

Why we're doing this:

Digital literacy is increasingly important for healthy ageing. While digital inclusion is improving across the nation, digital literacy of people aged over 65 remain well below the national average.

Who will lead it:

Department of Health and Aged Care

Who we'll partner with:

Department of Social Services

eSafety Commissioner

Good Things Foundation

Australian Digital Health Agency

OUTCOME 1

P1 : P2

Healthy ageing support tool - LiveUp™

Digital and health literacy

Translation of emerging digital technology

Translation of emerging digital technology

Emerging research and technology has resulted in a range of devices and applications being developed that could be used in aged care.

What we're going to do:

- support Aged Care Research and Industry Innovation Australia to facilitate the adoption of innovation and technology in aged care
- examine funding mechanisms to support the uptake of proven, effective solutions.

Medium-term horizon

Implementation

Why we're doing this:

To harness research and innovation in technologies that can assist older people, workers and service providers to improve care and wellbeing.

Who will lead it:

Aged Care Research and Industry Innovation Australia

Who we'll partner with:

Service providers

Technology vendors

Research organisations

My Aged Care enhancements

Continue to improve the My Aged Care customer experience by enhancing access and navigation to information about aged care services.

OUTCOME 1

P1 P2

My Aged Care enhancements

Aged care digital design standards

What we're going to do:

- explore what users want and find ways to improve the Find a Provider tool to help people easily find the care they need

- review and update website content and tools to align with the new Aged Care Act and related reforms, including:

  - refundable accommodation deposit scheme

  - single assessment system

  - provider registration.

Short-term horizon

 Work commenced

Why we're doing this:

To improve the digital My Aged Care user experience and make it easier for older people and their support networks to access information to make informed choices about their care.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Aged Care Quality and Safety Commission

My Aged Care delivery partners

Service providers

Aged care digital design standards

Connect with ongoing work relating to digital design standards in health, building upon them and expanding them into aged care as necessary.

What we're going to do:

- work together with teams developing digital design standards in the Australian Digital Health Agency and throughout the Department

- develop shared design principles and guidelines

- map out aged care-specific requirements.

Long-term horizon

 Planning

Why we're doing this:

To provide clarity and consistency for technology vendors, providers and others in the sector who are developing and using digital solutions.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Australian Digital Health Agency

Technology vendors and sector groups

Research organisations

Aged care workers, service providers and health professionals are digitally empowered to provide higher quality and better-connected care.

This outcome focuses on increasing worker digital literacy and building and sustaining the digital maturity of service providers. It includes the establishment of data and digital solutions to connect care services, and improve the quality and delivery of person-centred care.

THE PRIORITY AREAS TO ACHIEVE THIS OUTCOME ARE:

3. Maximise time for direct care

This priority is about using data and digital technology to optimise the use of time and resources, so more time can be dedicated to providing high-quality care for older people.

It aims to build organisational digital capabilities and digital skills of the workforce, so that less time is spent on non-care activities, including:

- duplicative data entry
- administration
- communication
- information collection.

4. Strengthen care connections

This priority seeks to:

- improve care coordination
- enhance treatment outcomes
- provide a more holistic and person-centred approach to care, recognising the complex needs of each person.

It aims to facilitate the seamless flow of information across:

- health
- aged care
- allied health
- other care sectors.

Its purpose is to create an integrated and connected care ecosystem, ensuring that relevant data can be shared securely and efficiently where needed. The story and information of an older person should flow seamlessly between health and aged care professionals, utilising treatment plans and ensuring timely interventions.

Virtual nursing in aged care project

The project will support the development and testing of a framework for the delivery of safe and high-quality virtual nursing support in aged care.

OUTCOME 2

P3 ⋮ P4

Virtual nursing in aged care

e-Prescribing

Worker digital literacy

Wellness and reablement support tool - KeepAble

Integrated Assessment Tool application

What we're going to do:

- engage with stakeholders on the development of the framework and its implementation
- select virtual care service suppliers and residential aged care homes that are experiencing workforce challenges.
- independently evaluate clinical outcomes, workforce and service sustainability.

Why we're doing this:

To build evidence on how virtual care services can enhance the provision of high-quality care to older people living in residential aged care homes.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Nursing and First Nations peak bodies

Digital health advisors

Government agencies

Aged Care Quality and Safety Commission

Medium-term horizon

Planning

e-Prescribing

An electronic prescription service will enhance clinical safety and medication practices and reduce administrative burden, particularly for workers in aged care.

What we're going to do:

- deliver a stable and sustainable prescription delivery service to support the uptake of electronic prescribing across aged care.

Medium-term to long-term horizon

→ Ongoing

Why we're doing this:

Maintain privacy and provide greater choice for older people, and support electronic medication charts in residential aged care homes.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Australian Digital Health Agency

State and territory governments

Technology vendors

Department of Veterans' Affairs

Australian Commission on Safety and Quality in Health Care

Professional and peak bodies

OUTCOME 2

P3   **P4**

Virtual nursing in aged care

e-Prescribing

Worker digital literacy

Wellness and reablement support tool - KeepAble

Integrated Assessment Tool application

Worker digital literacy

Under the Capability Action Plan, we are equipping workers for a digitally-enabled future with standard capability frameworks, guidelines, resources, and tools.

What we're going to do:

- pilot and evaluate the National Digital Health Capability Framework and self-assessment tool in residential aged care
- promote standardised digital health capabilities
- develop an online hub for workers and employers to access digital health information and resources.

Medium-term horizon

→ Ongoing

Why we're doing this:

To build digital capability in the workforce to meet older people's needs now and in the increasingly digitally-enabled future.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Australasian Institute of Digital Health

Australian Digital Health Agency

Medical Software Industry Association

Primary Health Networks

Wellness and reablement support tool - KeepAble™

KeepAble, an existing digital channel, will be significantly strengthened. This will empower aged care workers, service providers and health professionals to access high-quality information to support older people to age well.

OUTCOME 2

P3 **P4**

Virtual nursing in aged care

e-Prescribing

Worker digital literacy

Wellness and reablement support tool - KeepAble

Integrated Assessment Tool application

What we're going to do:

- develop an evidence-based tool that can be used easily in rehabilitation, respite, reablement and restorative care
- use a behavioural science framework to identify the optimal digital and non-digital delivery mechanisms
- accelerate content development of KeepAble by working collaboratively with stakeholders.

Short-term horizon

Work commenced

Why we're doing this:

To provide workers and service providers with resources and training to encourage independence and healthy ageing for older people.

Who will lead it:

Independent Living Assessment

Who we'll partner with:

Research organisations

Service providers

Peak bodies

Integrated Assessment Tool (IAT) application

The IAT application will enable the assessment workforce to collect more complete information and have the flexibility to record the individual story of each older person and their carers.

What we're going to do:

- develop, test, and launch an IAT application to replace the National Aged Care Screening and Assessment Form
- create assessor training and user guides to support implementation
- update the Assessment Manual to reflect changes
- review and evaluate the application for future enhancements.

Short-term horizon

Implementation

Why we're doing this:

The application will make it easier to gather more complete information. This supports the principle of 'Tell us Once'.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Aged care assessors

Assessment management organisations

Lean educator network

My Aged Care to My Health Record integration

With an older person's consent, integrating Aged Care Support Plans into My Health Record will provide the care team with more comprehensive information. This will enable quicker and better-informed decisions regarding their treatment.

OUTCOME 2

P3 : P4

My Aged Care to My Health Record integration

Aged Care Transfer Summary

What we're going to do:

- make Aged Care Support Plans available in My Health Record by authorised users
- update My Aged Care website to provide information to consumers about linking to My Health Record
- support My Health Record registration, connection and use in aged care.

Why we're doing this:

Carers, and clinicians working in healthcare cannot easily access aged care information. Similarly, clinicians in aged care struggle to access information provided by those in healthcare. The lack of information-sharing means that older people could be repeating their stories, leading to inefficiencies and if things are missed, poorer health and wellbeing outcomes.

Who will lead it:

The Department of Health and Aged Care

Medium-term horizon

Work commenced

Who we'll partner with:

Australian Digital Health Agency

Services Australia

Aged Care Transfer Summary

The Aged Care Transfer Summary is a digital solution using My Health Record. It provides crucial health information about a person living in residential aged care. This information supports the transition of the resident from an aged care setting to acute hospital care when needed.

What we're going to do:

- partner with aged care software vendors to uplift clinical information system standards and eMMS products to become conformant with My Health Record and enable functionality.

Why we're doing this:

Enable key health information to be made easily available and follow the older person when they move between residential aged care and acute care settings.

Who will lead it:

Australian Digital Health Agency

Short-term horizon

Ongoing

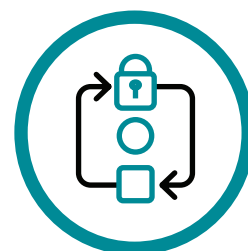### Who we'll partner with:

Software industry

Residential aged care homes

Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

Progress against this outcome involves optimising the collection and use of data, ensuring that only useful data is collected, that it is collected at the right place, and that it is used effectively to improve care.

THE PRIORITY AREAS TO ACHIEVE THIS OUTCOME ARE:

5. Improve security and access control

This priority aims to improve the provision and security of digital and data technology to ensure aged care information is secure and reliable. It seeks to provide access to data and systems only where there is a genuine and approved need, and never at the expense of the protection, privacy and security of data. By developing a culture utilising the improvement of security and access control, aged care data will be protected from emerging risks.

6. Enhance data collection and use

This priority focuses on using data and digital solutions to deliver high-quality, evidence-based care that is tailored to individuals and continuously improving. Improved access to relevant data allows aged care workers to make better-informed decisions, identify improvement areas, and use services for the best possible outcomes for older people.

The secondary use of data enables research, providing an evidence base for future decisions. Improving data access and usage in aged care transforms data into a powerful tool for continuous improvement and decision-making, ultimately leading to enhanced care and wellbeing for older people.

Aged care data governance framework

Develop a new aged care data governance framework that will include data security, sharing and release measures designed to maximise interoperability while still protecting the privacy of individual information.

OUTCOME 3

P5   P6

Aged care data governance framework

What we're going to do:

- consult and develop a governance framework that outlines roles, responsibilities and accountabilities across the aged care portfolio
- further strengthen cyber security of aged care data and digital infrastructure
- embed this framework across the department and aged care portfolio.

Why we're doing this:

To create a modern and robust framework to manage, share and report on aged care data securely through its lifecycle.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Australian Institute of Health and Welfare

Aged Care Safety and Quality Commission

Australian Digital Health Agency

Services Australia

Short-term horizon

Planning

Government Provider Management System (GPMS)

GPMS makes it easier for service providers to self-manage, view and maintain their information in real time.

OUTCOME 3

P5 · P6

Government Provider Management System

Aged Care National Minimum Data set

National Aged Care Data Asset

Aged care clinical information standards

What we're going to do:

- provide a master source of aged care provider information
- allow for future development of a whole-of-government provider management system
- replace legacy ICT infrastructure with a contemporary and extensible platform to support future aged care system requirements.

Short-term horizon

→ Ongoing

Why we're doing this:

To create one source of information on providers and enable collaborative processes and systems within the sector.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Aged Care Quality and Safety Commission

National Disability Insurance Agency
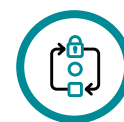
Department of Veterans' Affairs

Aged Care National Minimum Data Set (NMDS)

The NMDS is national data standard for collecting and recording core aged care data. This includes data relating to people, assessments, services, providers and workers. The NMDS first version was released in 2023 and will be progressively expanded.

What we're going to do:

- finalise the scope and priorities for NMDS second version
- identify, define and consult on key data standards
- publicly release the NMDS on the AIHW GEN Aged Care Data website.

Medium-term and long-term horizon

Implementation

Why we're doing this:

To improve the quality, accuracy, and consistency of national aged care data to support evidence-based decision-making.

Who will lead it:

Australian Institute of Health and Welfare

Who we'll partner with:

Australian Digital Health Agency

Aged Care Quality and Safety Commission

Research organisations

National Aged Care Data Asset

The National Aged Care Data Asset will bring together information on aged care, health, and wellbeing. Its purpose is to provide a better understanding of the pathways and outcomes of people receiving aged care.

OUTCOME 3

P5 **P6**

Government Provider Management System

Aged Care National Minimum Data set

National Aged Care Data Asset

Aged Care Clinical Information Systems standard

What we're going to do:

- link data about older people's use of aged care services, health services and medicines
- make aged care data available to researchers through the National Health Data Hub
- data will be stored in a secure environment and will not include information that will allow the identification of individuals.

Long-term horizon

Implementation

Why we're doing this:

By bringing key datasets together, the data asset will generate insights to better identify gaps and improvements in aged care, and interactions between care sectors.

Who will lead it:

Australian Institute of Health and Welfare

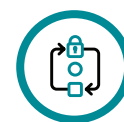**Who we'll partner with:**

Aged Care Quality and Safety Commission

Research organisations

Aged Care Clinical Information Systems standard

Shared standards for clinical information systems used in residential aged care settings, including information coding, data structures and functional requirements.

What we're going to do:

- conduct environment scan of digital health and standards to identify existing and emerging standards for use in aged care
- publish recommended minimum system requirements for clinical information systems to incorporate into their product road maps
- establish an implementation roadmap of clinical information standards in aged care.

Short-term horizon

Work commenced

Why we're doing this:

Improve clinical safety, enhance care co-ordination, and drive better interoperability between different systems and applications.

Who will lead it:

Australian Digital Health Agency

Who we'll partner with:
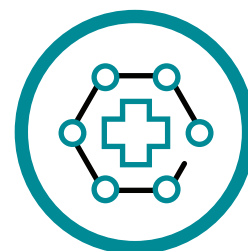
Aged Care Quality and Safety Commission

Research organisations

Modern data and digital foundations underpin a collaborative, standards-based care system that is safe and secure.

Progress against this outcome involves the establishment of key system-wide technical foundations to uplift the data and digital maturity and capability of the sector.

THE PRIORITY AREAS TO ACHIEVE THIS OUTCOME ARE:

7. Build and embed data and digital maturity

This priority is about improving the data and digital skills of the aged care sector to effectively manage data and use digital technologies securely. It focuses on establishing foundational technologies, frameworks and capabilities upon which the sector can develop stronger digital tools.

The aim is to create a future where the aged care sector can manage data responsibly, harness technology effectively, and where older people benefit from more efficient care.

8. Encourage innovation and provide stewardship

This priority is about government leading the way, setting guidelines and standards to ensure uniformity in the aged care sector. It recognises the need for a single, clear target for the future that the sector can work towards together.

The aim is to develop standards and frameworks that facilitate effective and unified digital innovation and adoption, promoting:

- transparency
- accountability
- optimal use of digital technologies to strengthen decision making.

Business to Government connectivity

Business to Government (B2G) enables streamlined reporting directly from provider to government systems.

OUTCOME 4

P7 ⋮ P8

Business to Government connectivity

Discovery into provider digital uplift

Digital system reference architecture

What we're going to do:

- a catalogue of application programming interfaces (APIs) and use cases that allow information to be automatically reported to government including the 24/7 registered nurse responsibility and quality indicators.

Short-term horizon

→ Ongoing

Why we're doing this:

Increase the efficiency and accuracy of information from service providers to government, allowing more time to provide direct care to older people.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Technology vendors

Australian Digital Health Agency

Discovery into provider digital adoption and uplift

The technical skills and use of digital tools vary greatly among providers. We plan to improve these skills, helping those who are less experienced to use technology more effectively. This will allow providers that are already skilled to use their abilities to deliver higher quality, technology-supported care.

What we're going to do:

- establish a framework for assessing provider digital maturity
- assess baseline maturity levels across the sector, and determine appropriate supports
- establish maturity target levels and a service catalogue for supporting uplift in specific areas
- explore funding and incentive models to promote maturity.

Medium-term horizon

◐ Planning

Why we're doing this:

To have an effective and consistent aged care system, we need to use technology and data to enhance care. This requires those who provide care to be digitally mature.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Peak bodies

Australian Digital Health Agency

Interoperability and reference architecture

We will develop a reference architecture showing how data flows through the aged care system. It will show the systems used to capture, transfer and store this data. This includes mapping the data connection points to the health sector and other care sectors.

OUTCOME 4

P7 ⋮ P8

Business to Government connectivity (B2G)

Discovery into provider digital uplift

Interoperability and reference architecture

What we're going to do:

- overlay existing care service model with digital systems and key connection points
- develop journey maps for key sector personas and major data flows
- create current state and target systems architectures
- create summary reference architectures for user groups across the sector.

Why we're doing this:

To make it clear what systems and architecture are being used in the sector. We want to provide certainty about longer-term technology investments and planned directions.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Australian Digital Health Agency

Services Australia

Aged Care Quality and Safety Commission

Long-term horizon

Planning

Artificial Intelligence (AI) and innovation frameworks

Emerging technologies, including AI, have the potential to increase efficiency, improve care, and lead to better outcomes for older people.

OUTCOME 4

P7 **P8**

AI and innovation frameworks

AI technology pilot in aged care

Virtual reality trial in aged care

What we're going to do:

- review existing evidence and research regarding the safe and effective use of AI

- evaluate existing guidelines and guidance for implementing and leveraging AI

- investigate risks and relevant controls for deploying AI solutions

- adopt government guidelines for safe, controlled trials and pilots of emerging solutions

- promote trials and pilots in promising areas.

Why we're doing this:

Stakeholders are asking for advice on how to safely and properly use emerging technologies, like AI, in aged care. They want to take advantage of these technologies and understand their risks and advantages.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Australian Digital Health Agency

Peak bodies

Digital Transformation Agency

The Department of Industry, Science and Resources

Medium-term horizon

Planning

Artificial intelligence technology pilots in aged care

Multiple pilots would explore the potential of an AI-supported process to streamline data capture and look at ways to harness AI in aged care.

What we're going to do:

Develop a number of pilots, including one that will:

- design a technology application and process
- pilot with up to 20 health professionals
- report on the system metrics and responses highlighting any improvements and opportunities, including the possibility of a larger scale trial with aged care workers.

Short-term horizon

Planning

Why we're doing this:

To explore the potential of AI in providing better information and improve aged care services.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Independent Living Assessment

Health professionals

Technology vendors

Service providers

OUTCOME 4

P7 · P8

AI and innovation frameworks

AI technology pilots in aged care

Virtual reality trials in aged care

Virtual reality trials in aged care

Multiple trials would explore the potential of virtual reality to improve aged care service delivery.

What we're going to do:

Develop a number of pilots, including one that will:

- design an educational platform for assisted technology
- engage 20 occupational therapists to trial virtual reality
- evaluate the trial and report on findings and recommendations to use virtual reality for other purposes across aged care.

Short-term horizon

Planning

Why we're doing this:

The trials aim to improve understanding of the practical application and effectiveness of virtual reality in aged care.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Independent Living Assessment
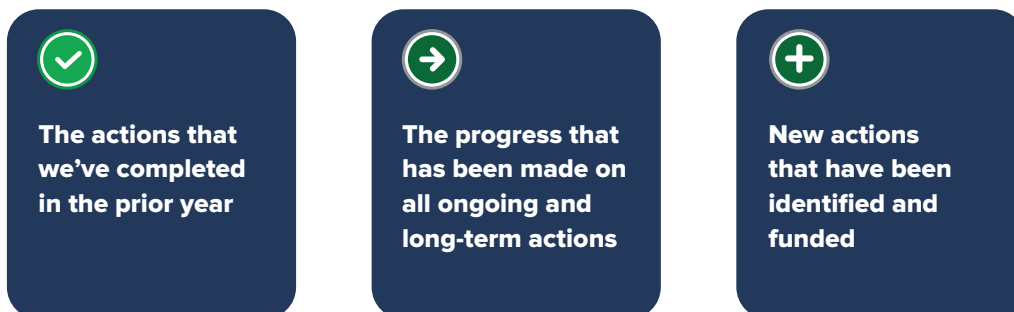
Occupational therapists

Service providers

Technology vendors

Delivering and developing the Plan

We are committed to delivering the Plan and each of its Actions, iteratively and collaboratively. We want to work with you on designing, implementing, and delivering all actions to make sure they're practical and take account of realities on the ground.

We'll use existing forums, including the Sector Reference Group, Consumer Reference Group, Tech Talks, and sector partnerships to share and discuss new initiatives. We want your input on our actions, insights on opportunities, and feedback on our progress.

With your feedback and contributions, the Plan will be reviewed and updated regularly, outlining:

The actions that we've completed in the prior year	The progress that has been made on all ongoing and long-term actions	New actions that have been identified and funded

To keep track of the Strategy's progress, we'll use various measures to check and assess each outcome. The measures and methodologies we will use to monitor the Strategy are provided on the next page.

If you have any comments on our progress, want to help shape our actions, or have ideas for future plans, please email us at: **DigitalReformStrat@health.gov.au**

Monitoring and evaluation

OUTCOMES	INDICATOR	RATIONALE
OUTCOME 1 Older people and their support networks can navigate and actively participate in their care and wellbeing.	**KPI 1: Increased consumer digital and health literacy**	Recognises the importance of digital and health literacy for older people to actively participate in their care and wellbeing.
	KPI 2: Uptake of digital solutions	An indicator of digital adoption funded through the strategy.
	KPI 3: Improved use of digital channels	An indicator of how user-friendly, accessible and useful key digital channels are.
OUTCOME 2 Aged care workers, service providers and health professionals are digitally empowered to provide higher quality and better-connected care.	**KPI 4: Increased worker digital literacy**	Recognises the importance of digital literacy for workers to provide higher quality care and better-connected care.
	KPI 5: Increased provider digital maturity	Recognises the importance of digital maturity of providers in an increasingly digital workplace.
	KPI 6: Improved digital connections	Recognises the importance of digital connections to streamline business processes and redirect effort to higher-quality care.
OUTCOME 3 Data is shared and reused securely to deliver a sustainable and continually improving aged care system.	**KPI 7: Improved data connection**	Recognises that improved data connections will streamline business processes and redirect effort to higher-quality care.
	KPI 8: Greater consistency with data and digital standards	Recognises that data and digital standards will improve interoperability between software and systems, enabling data to be more easily shared where appropriate.
OUTCOME 4 Modern data and digital foundations underpin a collaborative, standards-based care system.	**KPI 9: Improved technology compliance**	An indicator measuring the strength of data governance and cybersecurity controls.
	KPI 10: Greater data and digital innovation	An indicator of the effectiveness of the Strategy and innovation framework in promoting digital innovation initiatives.