



# Aged Care Data and Digital Strategy Consultation Summary

**We listened ..... we heard**

Key themes from feedback on the draft  
Aged Care Data and Digital Strategy



# How and why did we engage?

The Department of Health and Aged Care undertook extensive consultation on the draft Aged Care Data and Digital Strategy from October 2022 to November 2023.

During this time we heard from older people and carers, service providers, technology vendors supporting these providers, peak bodies, professional associations representing workers in aged care and research organisations.

There were a number of different ways that people could engage with us to tell about their pain points and how data and digital improvements could provide better care for older people. We have summarised the key themes we heard from each stakeholder group and have used this feedback to strengthen the strategy and guide development of its action plan.



# Who did we engage with?

We engaged with Primary Health Networks, State and Territory and Federal Government agencies. Focus groups and interviews were also held with the following stakeholder groups.

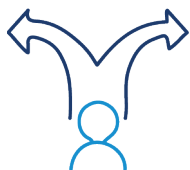


Majority of stakeholders support the strategy and agree with its vision, priorities and outcomes.



# Older people and carers

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**Maintain choice**, older people want to choose how to access information and services.



**High willingness to learn**, however there is not the widespread 'know how' to build and sustain digital skills.



**Digital inclusion** is a concern for many including people with disability, First Nations and culturally and linguistically diverse communities and those living in rural and remote areas.



**Devices and internet access are not affordable or always available** for some older people and their carers.



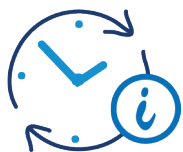
**Trust and confidence** is low with the need to safeguard privacy and security of data and digital channels.

“ Not everybody is online,  
not everyone is tech savvy.  
We then become excluded. ”

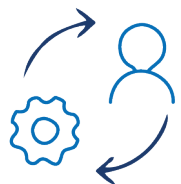


# Service Providers

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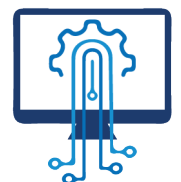
**Workforce challenges are worsening in the sector** and we need solutions that can free up time and resources to improve the quality of care.



**Data and digital maturity across the sector is varied**, particularly given the increasing pace of change. An uplift can support more time for care.



**Standards and integration are needed.** Inefficiencies and gaps in service provision and day-to-day operations are created due to lack of system interoperability.

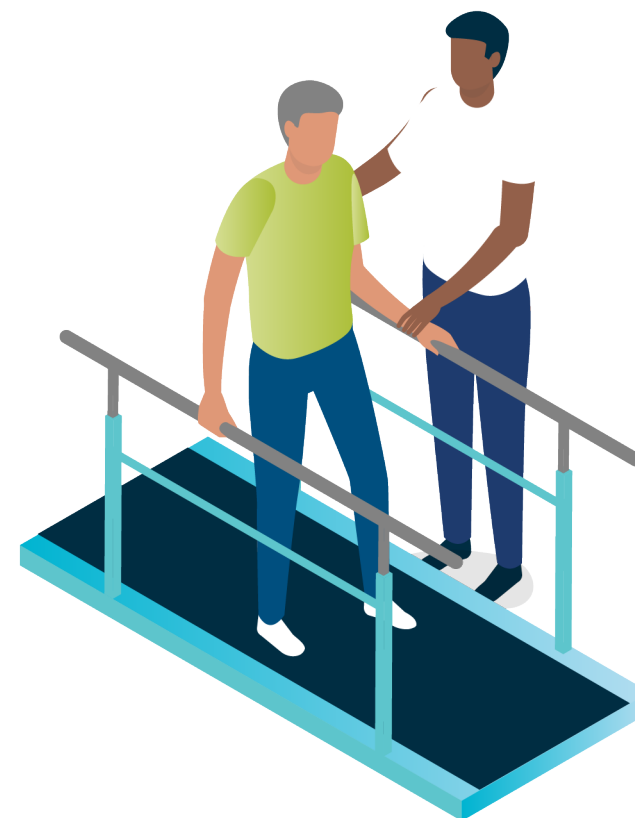


**Digital and data improvements** should make care easier with automation and streamlining of non-care tasks which are key to generating efficiencies.



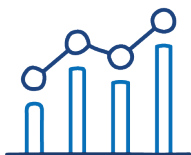
**Rural and remote providers need tailored support** to enable them to fully benefit from improvements in data and digital technologies.

*“Providers need more certainty about the future, these things don’t happen overnight.”*



# Technology Vendors

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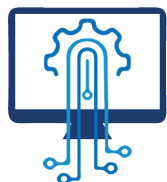
**Guidance and clarity across the sector is vital** to build confidence to invest in digital solutions.



**Partnerships between service providers, government and technology vendors** are instrumental to innovation and developing solutions to long-standing challenges.



**Aged care and health sectors are not well linked**, leading to system inefficiencies and hindering outcomes.



**Data standards and streamlined, easy-to-use systems are key** to increasing efficiency and freeing up more time for care.

*“The technology is possible and there is lots of innovation, but the path is not clear.”*



# Peak Bodies

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**Aged care is a complex landscape**, so integration of data and digital technology is even more important.



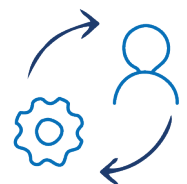
**Diversity of older people should be accommodated** with needs of First Nations and culturally and linguistically diverse communities, and those living in rural and remote areas considered.



**Building confidence and trust for older people and carers** may improve uptake of digital avenues.

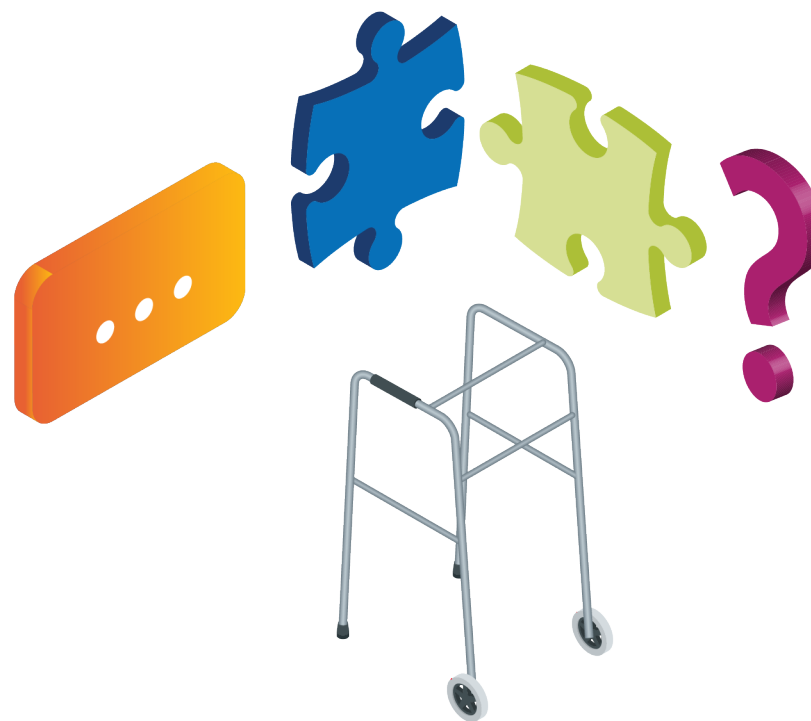


**Sharing information on care** is important within aged care, and between aged care and other sectors across the health system.



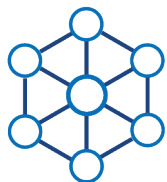
**Many in the workforce lack the capability to adopt emerging technologies** with training, peer support and digital mentors all needed.

“Aged care needs an overarching framework that articulates the purpose and application of data and digital systems within the sector.”



# Research Organisations

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**Data standardisation** will enable better research, more insights into aged care and interoperability with health and other support sectors.



**Sharing contemporary data more rapidly** will allow researchers to evaluate emerging threats to and opportunities in health and aged care.



**Data and digital capability of the sector is variable**, making it even more important to collect accurate information once and reuse wherever possible.

“You have various data collections, and these need common data standards to make the best use of information.”





# Professional Associations

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**Data and digital literacy is relatively low in the aged care sector** and lags behind other sectors.



**We need to make it easier for workers and clinicians to work across sectors** such as health and aged care to increase efficiency and better coordinate care.

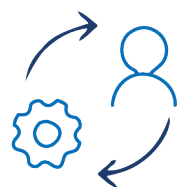


**Workforce challenges are an ongoing issue** leaving little time to innovate or adopt emerging technology.

*“We need to understand how the workers operate and intersect with other sectors.”*



# Government



**A shared understanding of data and digital challenges** can drive greater cooperation between health, aged care and other support sectors including disability support and veterans' care.

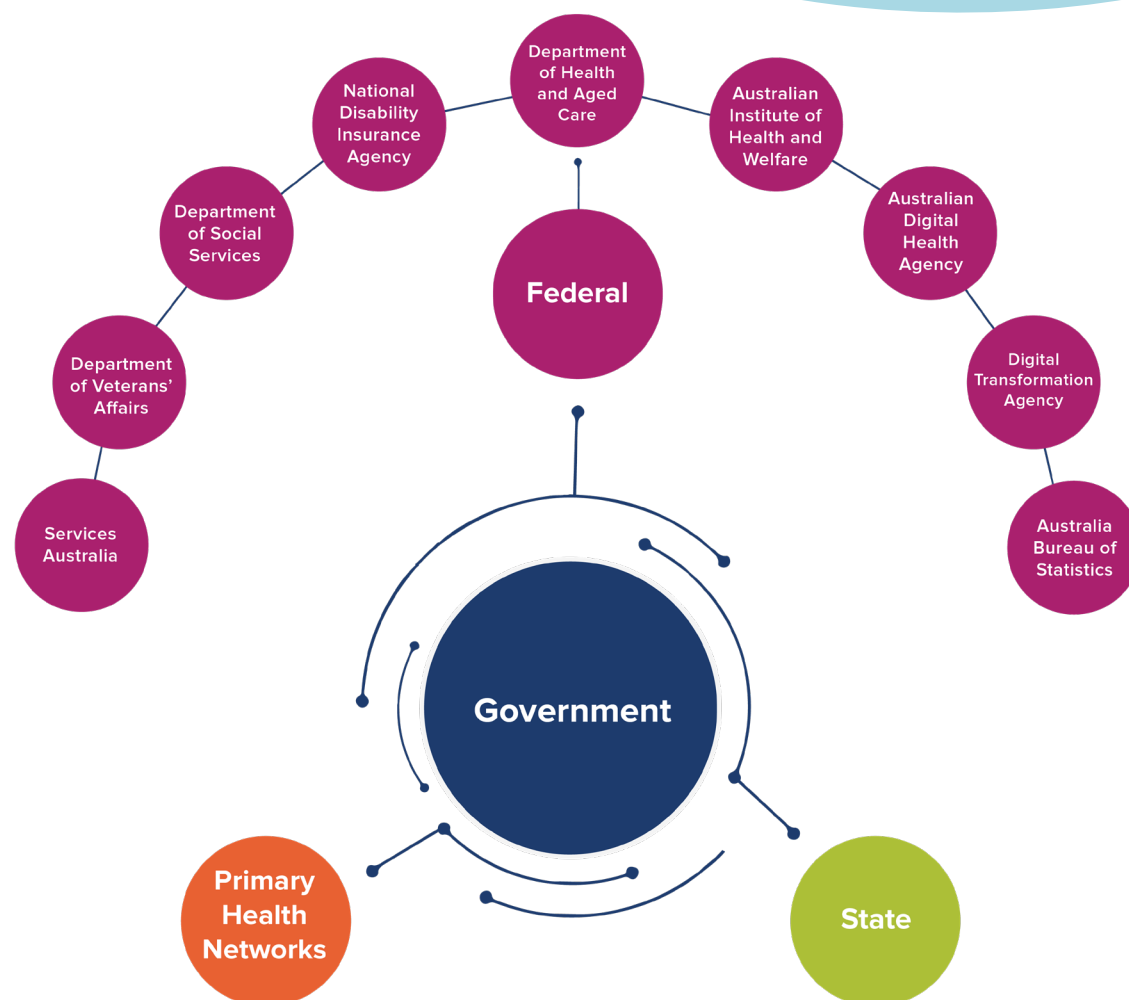


**Interoperability and integration** between different platforms and sectors will ensure efficient and secure sharing of data between care providers, improving care and coordination.



**Data governance and privacy** to maintain the confidentiality and security of sensitive health information.

*“We need to think about how we can innovate and better use digital to help solve persistent issues with the aged care system.”*



# Next Steps

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We appreciate all the time and effort that has gone into providing feedback for the Aged Care Data and Digital Strategy. An Action Plan will accompany the final Strategy. The Action Plan will be regularly updated based on your feedback and Government priorities.

We will continue to accept any feedback and suggestions to assist the implementation process, please email [DigitalReformStrat@Health.gov.au](mailto:DigitalReformStrat@Health.gov.au).

