Tech Talk

Digital Transformation for the Aged Care sector webinar series

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

health.gov.au

Tech Talk 17
10 July 2024

Australian Government
Department of Health and Aged Care

Welcome!

Ask us questions on Slido

Connect by phone

Dial-in **02 9338 2221** PIN **2650 093 0881#**

This session is recorded

Australian Government
Department of Health and Aged Care

Digital transformation for the aged care sector

Tech Talk #17 | Wednesday, 10 July 2024

Welcome and housekeeping	Digital Transformation update / July release video	Aged Care Data and Digital Strategy and Action Plan	GPMS Self Service Portal	Q&A popular questions	Q&A and close
Janine Bennett	Fay Flevaras	Josh Maldon	Leanne Smith	Various	Panellists

Australian Government
Department of Health and Aged Care

Digital Transformation update

Sector Partners website

Fay Flevaras

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

Digital Transformation Roadmap

Disclaimer

This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline').

The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.

| My Aged Care (MAC) |
| Government Provider Management System (GMPS) |
| Business to Government (B2G) |

2024

JAN – MAR ✓

Care Minutes Enhancements

Enhancements to ANACC Referral Management

Residential Care Report Enhancements

Palliative Entry Default Rules

Assigning Permanent Residential Aged Care Places to People

Technical Upgrades

Stewardship Stakeholder & Emergency Management

GPMS Enhancements

Star Ratings Enhancements

APR – JUN ✓

B2G Developer Portal API Release

JUL – SEP

Integrated Assessment Tool

Provider Refundable Accommodation Deposits and Contributions Reporting

Quality Indicators API Release

Enhancements 24/7 Nursing API

Enhancements for:
- Provider Operations Form
- Quarterly Financial Reporting
- 24/7 Registered Nurses
- GPMS Reporting
- Star Ratings

GPMS Self-Service Portal

OCT – DEC

Single Assessment Workforce

My Aged Care Hospital Portal – Extension of Bulk Hospital Creation

Enhancements for Single Assessment Screening

Decommission of Temporary PDQs

My Aged Care and My Health Record Integration

Enhancements for AN-ACC Referral Management and Assessments

Critical Reporting Capabilities of Star Ratings

Maintain Accuracy of Published Star Ratings

Enhancements for:
- Self Service Portal
- GPMS
- 24/7 Registered Nurses

Digital Transformation Roadmap

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| My Aged Care (MAC) |
| Government Provider Management System (GMPS) |
| Business to Government (B2G) |

July ——— August ——— September

Integrated Assessment Tool

Provider Refundable Accommodation Deposits and Contributions Reporting

Quality Indicators API Release
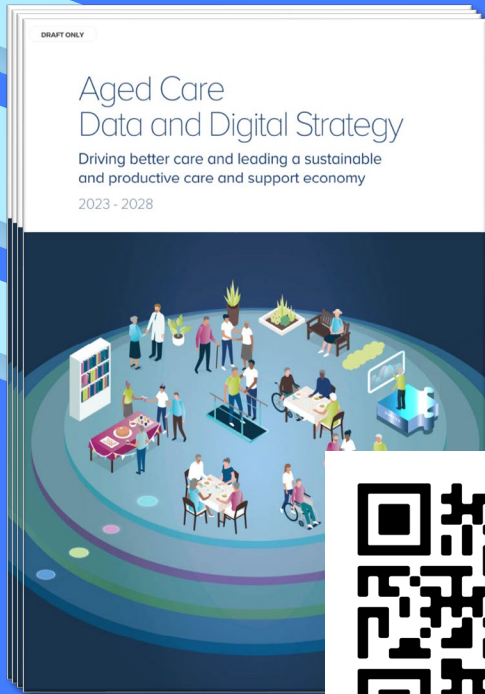
Enhancements 24/7 Nursing API

Enhancements for:
• Provider Operations Form
• Quarterly Financial Reporting
• 24/7 Registered Nurses
• GPMS Reporting
• Star Ratings

GPMS Self Service Portal

July 2024 release overview

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Department of Health and Aged Care

Aged Care Data and Digital Strategy 2024-2029

Action Plan for the *Aged Care Data and Digital Strategy 2024-2029*

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Recap of the Strategy: What are we trying to solve?

- Intergenerational Report 2023 found that by 2062:

  - People >65 will more than double
  - People >85 will more than triple

- Increase workforce to meet demand

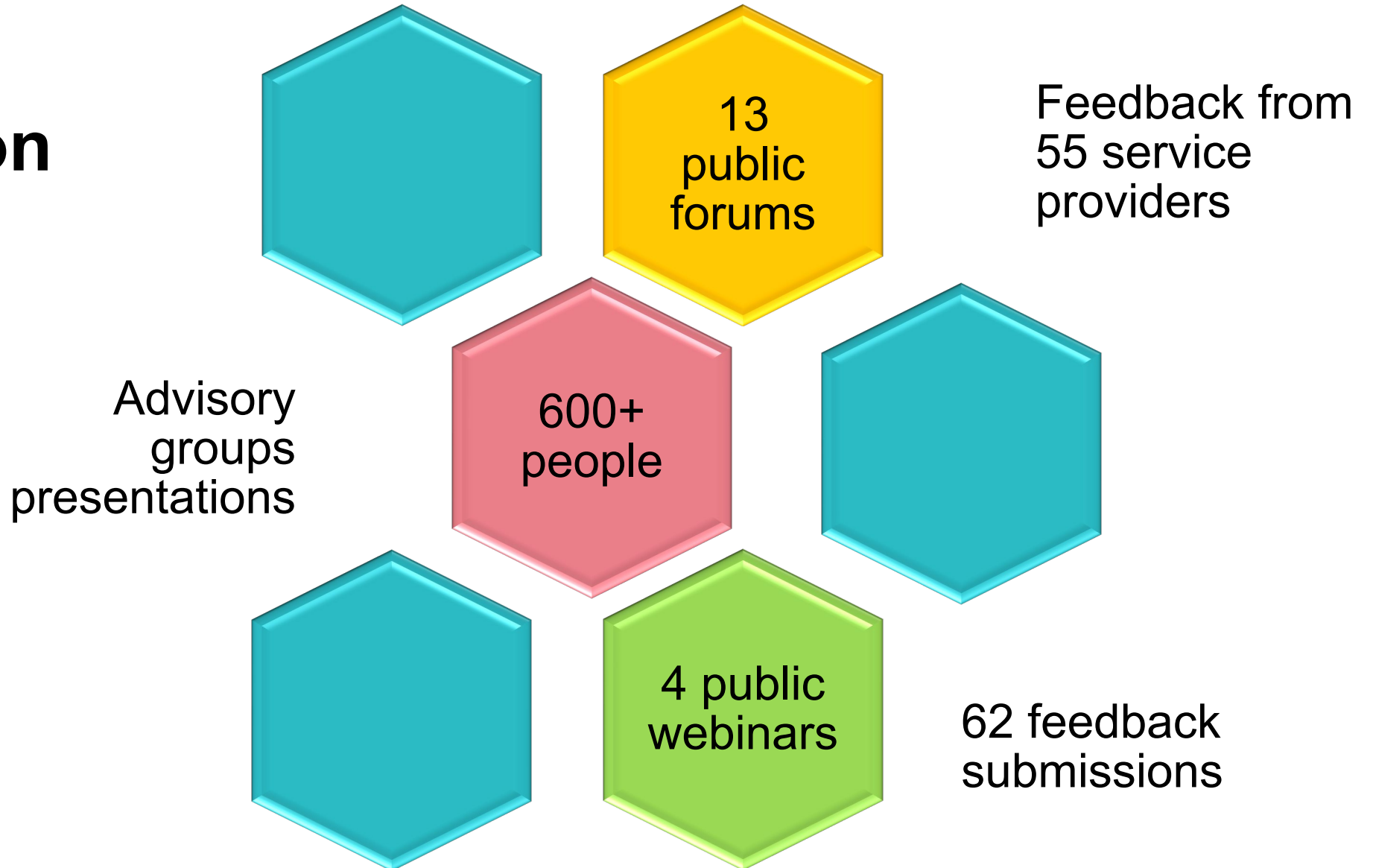- Address identified gaps in aged care data and digital technologies that hinder effective care

Aged Care Data and Digital Strategy
Driving better care and leading a sustainable and productive care and support economy
2024 – 2029

Australian Government
Department of Health and Aged Care

Extensive consultation

13 public forums

Feedback from 55 service providers

Advisory groups presentations

600+ people

4 public webinars

62 feedback submissions

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What we heard summary

Majority of stakeholders support the strategy and agree with its vision, priorities and outcomes.
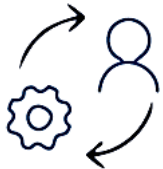
Maintain choice it's not digital first, so people can choose the channel they prefer.

Improve digital literacy and inclusion to meet the diverse needs of older people and carers.

Uplift provider data and digital maturity systems, processes and worker literacy were all called out.

Affordability of technology and access to internet was a concern for older people and carers.

Continuity of care is important, particularly between aged care and health care.

Greater interoperability and integration, to make it easier to work and provide more time on direct care.

Timely access to accurate information, to support the care provided.

Clarity and guidance on future direction particularly given the pace of change.

Safeguard privacy and security of data and digital channels and build confidence and trust.

Interest in how emerging technology is used in aged care particularly artificial intelligence and assistive technology.

What is in the Strategy?

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
- Care-focused
- Integrated
- Diverse
- Trusted

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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

How are we delivering against the strategy?

- The Action Plan provides a time-based view of the concrete actions

- It will be refreshed annually

- Strategic outcomes and guiding principles aligned with proposed action areas

- It includes an indicative timeframe for implementation

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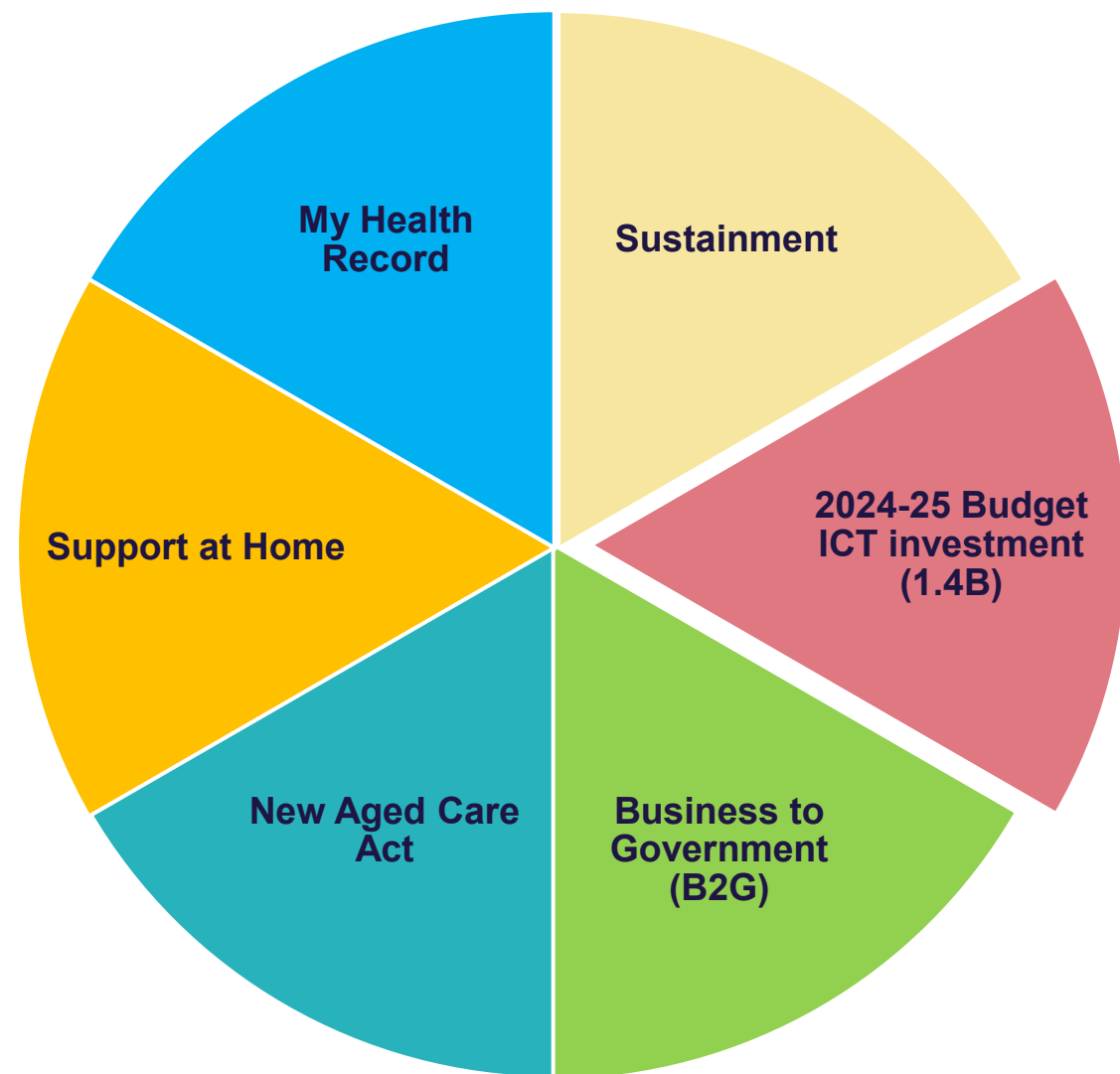Department of Health and Aged Care

Action Plan
Aged Care Data and Digital Strategy
2024 – 2029

Additional investment 2024

Data and Digital Strategy

- $1.4 billion investment in its digital capabilities to enable implementation

  - For older Australians

  - For assessors

  - For the aged care workforce and providers

  - For Government

Pie chart segments:
- My Health Record
- Sustainment
- 2024-25 Budget ICT investment (1.4B)
- Business to Government (B2G)
- New Aged Care Act
- Support at Home

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Benefits of investment
for older people

- Protect their rights and enhance face to face engagement

- More choice and control through 'Places to People'

- Protection through better targeted regulation

- My Aged Care with My Health Record

- Ease provider reporting burden by expanding B2G

- Protect privacy and information through a security uplift

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Benefits of investment
for aged care providers

- Streamline interactions with Government

- Reduce administrative burden

- Create workforce efficiencies

- Streamlined registration system

- Streamlining and centralising workforce assurance processes

- New funding arrangements and New Support at Home Program

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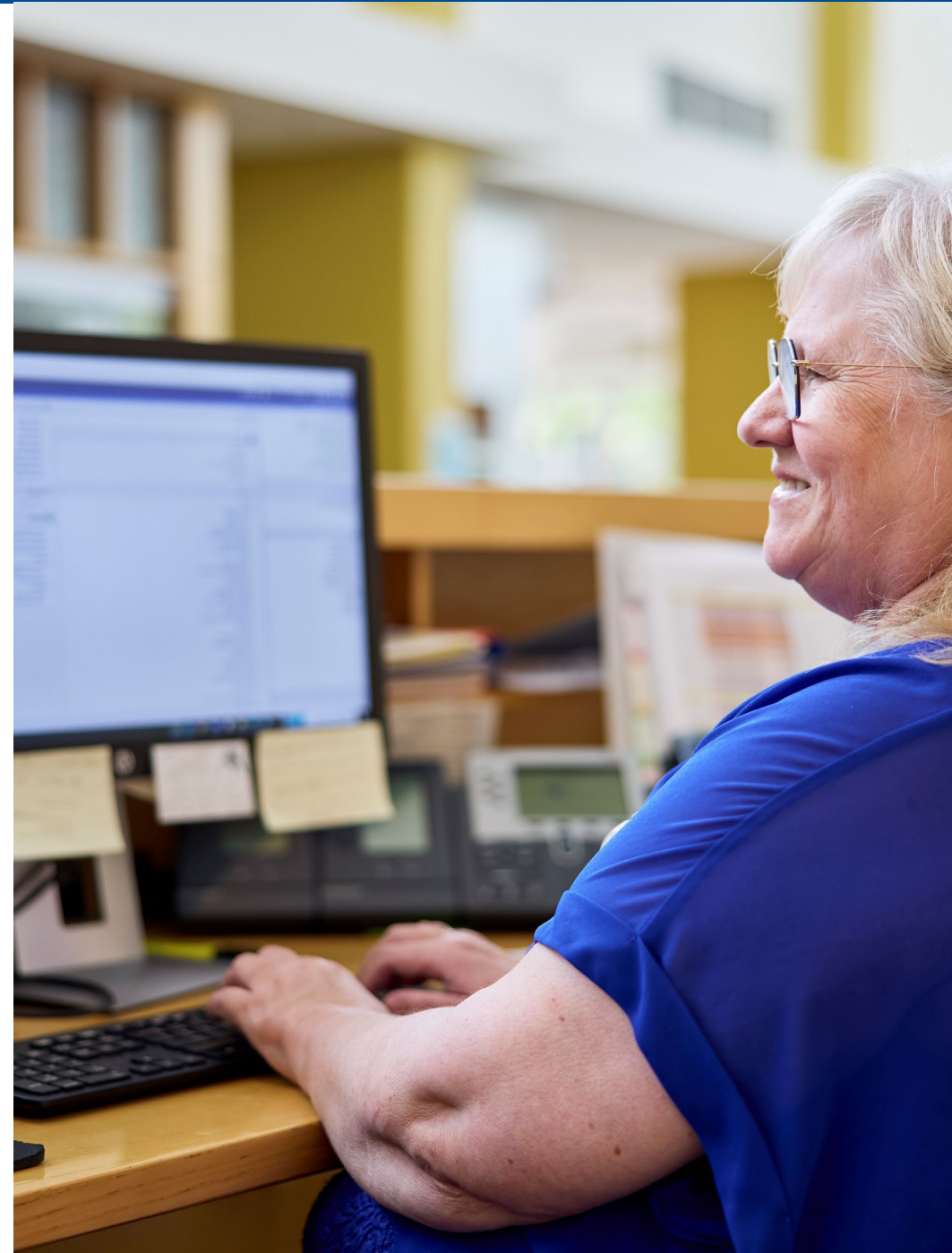
Action Plan on a page

OUTCOME 1
Older people and their support networks can navigate and actively participate in their care and wellbeing.

PRIORITY	ACTIONS	STATUS
P1 Promote healthy ageing, independence and choice	Healthy ageing support tool - LiveUp™	◑
	Digital and health literacy	◕
	Translation of emerging digital technology	◕
P2 Create simplified, user-friendly experiences	My Aged Care enhancements	◑
	Aged care digital design standards	◔

OUTCOME 2
Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care.

PRIORITY	ACTIONS	STATUS
P3 Maximise time for direct care	Virtual nursing in aged care project	◔
	e-Prescribing	◕
	Worker digital literacy	→
	Wellness and reablement support tool - KeepAble™	◑
	Integrated Assessment Tool application	◑
P4 Strengthen care connections	My Aged Care to My Health Record integration	◑
	Aged Care Transfer Summary	→

OUTCOME 3
Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

PRIORITY	ACTIONS	STATUS
P5 Improve security and access control	Aged care data governance framework	◔
P6 Optimise data collection and utilisation	Government Provider Management System	→
	Aged Care National Minimum Data Set	◕
	National Aged Care Data Asset	◕
	Aged Care Clinical Information System Standards	◑

OUTCOME 4
Modern data and digital foundations underpin a collaborative, standards-based care system.

PRIORITY	ACTIONS	STATUS
P7 Build and embed data and digital maturity	Business to Government connectivity	→
	Discovery into provider digital adoption and uplift	◔
	Interoperability and reference architecture	◔
P8 Encourage innovation and provide stewardship	AI and innovation frameworks	◔
	AI technology pilots in aged care	◔
	Virtual reality trials in aged care	◔

Next Steps

Aged Care Data and Digital Strategy

2024-2029

Aged Care Data and Digital Action Plan

2024-2029

DigitalReformStrat@Health.gov.au

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GPMS Self Service Portal

Leanne Smith

Director
Reform Implementation Division
Department of Health and Aged Care

Introduction to the Self Service Portal

GPMS will enable more efficient provider interaction with Government.

The upcoming **GPMS release** takes another step forward, releasing the **Self Service Portal**, that will help Approved Providers:

1   view and maintain their information held by the Government

2   complete regulatory reporting obligations via Approved Provider (AP) Notifications and Governing Body (GB) Determinations.

Self Service Portal Landing Page

From the initial launch of the Self Service Portal, Approved Providers will be able to see information the department holds.

**Government Provider
Management System**

Australian Government

Home   Help   🔍   🔔   👤 Username

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Aged Care Approved Provider (PRV-12345)

Provider Details

Your Approved Provider Details

ℹ **Changing your organisation's details**

A change to your approved provider's organisation details is a material change that must be notified to the Aged Care Quality and Safety Commission.

You must complete and submit a Notification Form.

Begin Notification Form

Approved Provider Name	**Aged Care Approved Provider**
Approved Provider ID	**PRV-12345**
Business Name	
Organisation Type	**Charitable**
Organisation Purpose	**Not for Profit**
Aboriginal Community Controlled Organisation	**No**

Care Type Details

Flexible Care

Approval Status	Approved
Effective Date	06/12/1986

Home Care

Approval Status	Approved
Effective Date	14/12/2010

Residential Care

Approval Status	Revoked by Provider
Effective Date	14/12/2010

Incorporation Details

Incorporation ID Type	Taken to be Incorporated
Incorporation ID	456875900
Incorporation Status	Registered
Incorporation Status Date	20/12/2010
Incorporation Under	Local Government Act 1993 (NSW)
Incorporation Type	Local Government

ABN Details

ABN	49479401575
ABN Entity Name	ABC Care Holdings
ABN Entity Type	Australian Private Company
ABN Status	Active
ABN Effective Date	12/12/2010
Registered for GST	Yes

Contact Details

Approved Provider Email

Approved Provider Phone Number

Physical and Postal Address

Physical Address   **87 KINCHELLA STREET, GLADSTONE, NSW 2440**

Postal Address   **87 KINCHELLA STREET, GLADSTONE, NSW 2440**

Registered Business Address

Address ⓘ   **121 KING GEORGE ROAD WILEY PARK NSW 2195**

Government Provider Management System
Australian Government

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Username

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Approved Provider Aged Care (PRV-12345)

Service Details

Basic Details

ⓘ **Changing your service's details**

To update your service's details, you will need to contact the Department's state or territory offices for aged care service providers.
For more information on your state or territory offices, please visit the Department's website.

Service Name	**Service Aged Care One**
Service Name Effective Date	**12/06/2003**
Service ID	**SRV-10234**
RACS ID	**30552**
Care Type	**Residential**
Care Sub-Type	**Residential**
Association Start Date ⓘ	**15/01/2004**
Association End Date ⓘ	
Status	**Operational**

AN-ACC Base Care Tariff

Classification	1
Classification Start Date	15/12/2024

Accreditation

Status	Accredited
Period	13/5/2024 - 31/5/2024

Physical Address

Address	33 BRIDGE MALL, BALLARAT CENTRAL, VIC, 3350
Address Effective Date	14/5/2024
Modified Monash Model (MMM) Classification	MMM_CLSSFCTN
MMM Effective Date	1/10/2022

Postal Address

Address	33 BRIDGE MALL, BALLARAT CENTRAL, VIC, 3350
Address Effective Date	14/5/2024

Key Personnel and Contacts

Manage your key personnel and contacts.

Government Provider
Management System

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Approved Provider Aged Care (PRV-12345)

Key Personnel and Contacts

+ Add a Key Personnel or Point of Contact

Search Individuals	Has Roles in	Role Status
🔍 Enter Name	Show All ▾	Active ▾

Apply Filters   Reset Filters

Title	Last Name ↓	First Name ↓	Primary Contact	Point of Contact	Key Personnel	Service Contact	
Ms	Atherton	Rachel		✓	✓	✓	View
Ms	Avasarala	Chrisjen		✓	✓	✓	View
Mr	Burton	Amos		✓		✓	View
Mrs	Gao	Nancy			✓		View
Ms	Haim	Alana		✓			View
Dr	Holden	James		✓		✓	View
Mrs	Lakshmi	Rajendra	✓	✓	✓		View
Ms	Mao	Clarissa		✓	✓		View
Dr	Mohammad	Krishna		✓			View
Mr	Kamamatsu	Asher		✓			View

< Previous   Showing 1 to 10 of 13 results.   Next >

Using this website

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Privacy and security

Copyright

Accessibility

Disclaimer

Links and resources

Department of Health and Aged Care website

My Aged Care service and support portal

Aged Care Quality and Safety Commission website

Contact us

Profile Screen

Government Provider
Management System

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Profile

Personal Details

[Edit]

Title	Ms.
First name	Janette
Middle name	
Last name	Smith
Date of birth	11/08/1978
Preferred name	Jane Smith

Contact and Employment Details

Point of Contact

Contact purpose	Compliance Contact
Service Name	Aged Care Service 1
Service ID	41646
Position title	Associate Director for Operations
Email	cavasarala@email.com
Primary contact	02 5545 6520
Secondary contact	02 5565 2235
Start date	24/02/2023
End date	

[Edit]   [Cease]

Using this website
- Terms of use
- Privacy and security
- Copyright
- Accessibility
- Disclaimer

Links and resources
- Department of Health and Aged Care website
- My Aged Care service and support portal
- Aged Care Quality and Safety Commission website
- Contact us

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

Edit Personal Details

Edit Personal Details   ✕

* Title

Ms ▾

* First Name

Alice

Middle Name

* Last Name

Smith

Preferred Name

Miss Alice

Date of Birth

22/06/1996

Declaration

By ticking this box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the Notice of Collection to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

☐ I agree

[Cancel]   [Confirm]

Edit Role

Edit Role   ✕

Approved Provider Name

Aged Care Service 1

Approved Provider ID

PRV-41646

* Position title

Associate Director for Operations

* Contact Purpose

Compliance Contact

ⓘ Please cease this role to assign a new contact purpose.

* Start date   ⓘ

12/12/2023

Contact Details

Phone Numbers

Please enter a valid mobile number or phone number with area code.

* Main Contact Number

0432839839

ⓘ Please provide the best phone number for this contact.

Second Contact Number

ⓘ Please provide a second phone number for this contact.

* Email

c.avasarala@cliffsideresicare.com.au

Last Updated: 07/02/2023, 4:41 pm

Declaration

By ticking this box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the Notice of Collection to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

☐ * I agree

[Cancel]   [Confirm]

Government Provider
Management System

Australian Government

Home   Help   🔍   🔔   👤 Username

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Aged Care Aged Care (PRV-12345)

Personnel Profile

Tom Roberts

Personal Details

ℹ️ **This contact is a key personnel**

Adding or removing an individual as your key personnel must be notified to the Aged Care Quality and Safety Commission.

You must complete and submit a Notification Form which can be used to update information we hold about your key personnel.

If you would like to update or cease a key personnel at one of your services, please use the following form.

Begin Notification Form

Title	Mr
First Name	Tom
Middle Name	
Last Name	Roberts
Date of Birth	12/01/1990
Preferred Name	Tommy Roberts
Status	Transferred

Notify or Apply to the Commission

Notifying us of certain matters

Providers must inform us of certain changes or events that may affect their suitability to continue as an approved provider.

Learn more about notification requirements

Begin a Notification Form ›

Apply for a determination that certain governing body responsibilities do not apply

Providers are required to meet governing body membership requirements. If unable to do so, an application can be made to the Commission for a 'determination'.

Learn more about requesting a determination.

Apply for a Determination ›

All notification forms

The below table displays all notifications that are in draft or have been submitted to the Commission.

Please note when reviewing your records after submission, updates provided via a Notification Forms are only applied, once the forms processing has been finalised.

Search

🔍 Enter notification ID

For approval by

Show All ⌄

Status

Show All ⌄

[Apply Filters] Clear Filters

Notification ID ↓ ⌄	Notifications ⌄	For approval by ⌄	Approved By ⌄	Submission date & ti... ⌄	Last updated date	Status ⌄	
00039630	New form				08/07/2024	Draft Expires 05/08/2024	⌄
00039576	Add as a new key personnel: Test Name				08/07/2024	Draft Expires 05/08/2024	⌄
00039571	Change to organisation's details	R8 SSP CACSPL Governing Person	R8 SSP CACSPL Governing Person	08/07/2024, 01:59 pm	08/07/2024	Processing	⌄
00039468	New form				08/07/2024	Draft Expires 05/08/2024	⌄
00039466	New form				08/07/2024	Draft Expires 05/08/2024	⌄
00039457	Update third party arrangements: Bupa Service Delivery Organisation	R8 SSP CACSPL Governing Person	R8 SSP CACSPL Governing Person	08/07/2024, 11:05 am	08/07/2024	Processing	⌄
00039446	Update third party arrangements: Bupa Update	R8 SSP CACSPL Governing Person	R8 SSP CACSPL Governing Person	08/07/2024, 10:18 am	08/07/2024	Processing	⌄

Government Provider
Management System

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Approved Provider Aged Care (PRV-12345)

Third Party Details

Basic Details

ℹ **Changing your third party arrangement details**

If you need to change the information displayed on this page, you must notify the Aged Care Quality and Safety Commission as this is a material change.

Read more about material changes.

To complete and submit a Notification Form click on the button below.

Begin Notification Form

Third Party Name	**Your Management Company**
Third Party ID	**MCO-20375**
Third Party Type	**Management Company**
ABN	**57579981575**
Incorporation ID Type	**ACN**
Incorporation ID	**104411011**

Next steps

- Please review the info on your **organisation** and **services**

- **Updates** may be required

- Update **points of contact** via self service component

- **Guidance materials** to be published on department website

- **Reporting obligations** info with the Aged Care Quality and Safety Commission

✉ **gpms.project@health.gov.au**

Popular questions *answered*

Fay Flevaras

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

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1. **Is there a timeframe for APIs for SIRS reporting?**

2. **Can you give examples of software providers the department is working with to enable business to government connection?**

Carmine Spagnoletti

Director
Reform Implementation Division
Department of Health and Aged Care

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Department of Health and Aged Care

3. What does the 24/7 Nurse Reporting API do in non-tech language?

4. Is there a more detailed roadmap for the B2G Portal for the next 12–24 months; what is next and when?

Register here

Carmine Spagnoletti

Director
Reform Implementation Division
Department of Health and Aged Care

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5. The portal says that all the APIs are 'In Development'. Have they been completed, tested and in production? If yes, why are the labels not indicating otherwise? If no, why ask vendors to connect if they are not completed yet?

Lucas Ramirez De Arellano

Director
Aged Care Services and Sustainability Branch
Department of Health and Aged Care

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Department of Health and Aged Care

Q&A

1. **Type** your question into Slido

2. Click **'Submit'** to post your question

3. If you see a question you like, **vote it up!**

Happy to ask your question directly to the panel?
Use your name when submitting your question in Slido and we'll invite you to join us on our 'virtual' stage.

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Department of Health and Aged Care

Thank you!

Please take our event survey

🔗 **health.gov.au/tech-talk-webinars**

✉️ **DTDDEngagementOffice@health.gov.au**

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