

Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #35

01/03/2024



Australian Government

Department of Health and Aged Care

An elderly man and woman are sitting together, smiling and looking at a tablet held by the man. The man is wearing glasses and a brown jacket, and the woman is wearing a brown sweater over a yellow collared shirt. The background is softly blurred, showing what appears to be a home interior with warm lighting.

WELCOME

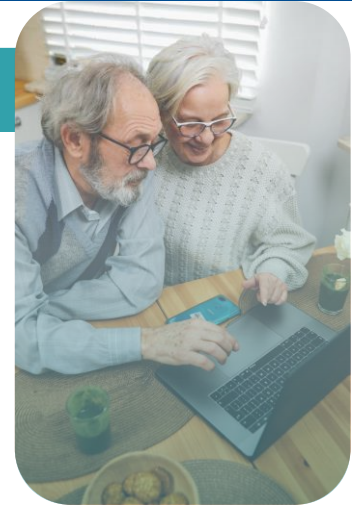
Fay Flevaras

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

Digital transformation for the aged care sector

Agenda

Sector Partners #35



Welcome &
agenda

Fay Flevaras

State of Play
update

Fay Flevaras

Introduction:
Care
Minutes

Nicole
Hinton

Playback:
B2G API
Gateway

Carmine
Spagnoletti
&
Steve Smith

Playback:
Digital
Transformation
Roadmap

Jennifer Kouch
&
Michael Cronin

Close

Fay Flevaras



Australian Government

Department of Health and Aged Care

State of Play

Fay Flevaras

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



[Home](#) > [Resources](#) > [Webinars](#)

Digital Transformation Tech Talk – 27 February 2024

Our Tech Talk webinar series returns for 2024, with the latest updates on digital transformation for the aged care sector.

Webinar date: Tuesday, February 27 2024 2:00 pm AEDT to 3:30pm AEDT

Webinar Link: [Watch the webinar](#)

Aged Care Digital Transformation Tech Talk Webinar Series



[Home](#) > [Resources](#) > [Publications](#)

Exposure draft – Aged Care Bill 2023

This is an exposure draft of the Bill for the new Aged Care Act that is the focus of a current public consultation.

EXPOSURE DRAFT

2022-2023
The Parliament of the
Commonwealth of Australia
HOUSE OF REPRESENTATIVES

EXPOSURE DRAFT

Aged Care Bill 2023
No. . 2023
(Aged Care Bill)

Downloads

Exposure draft – Aged Care Bill 2023

[Download PDF](#) - 1.7 MB - 347 pages

[Home](#) > [Our work](#) > [New Aged Care Act](#)

Consultation on the new Aged Care Act

Extensive consultation has already informed the development of this important new law. We encourage everyone connected to the aged care system to share their views and to have their say on the proposed new Act.

On this page

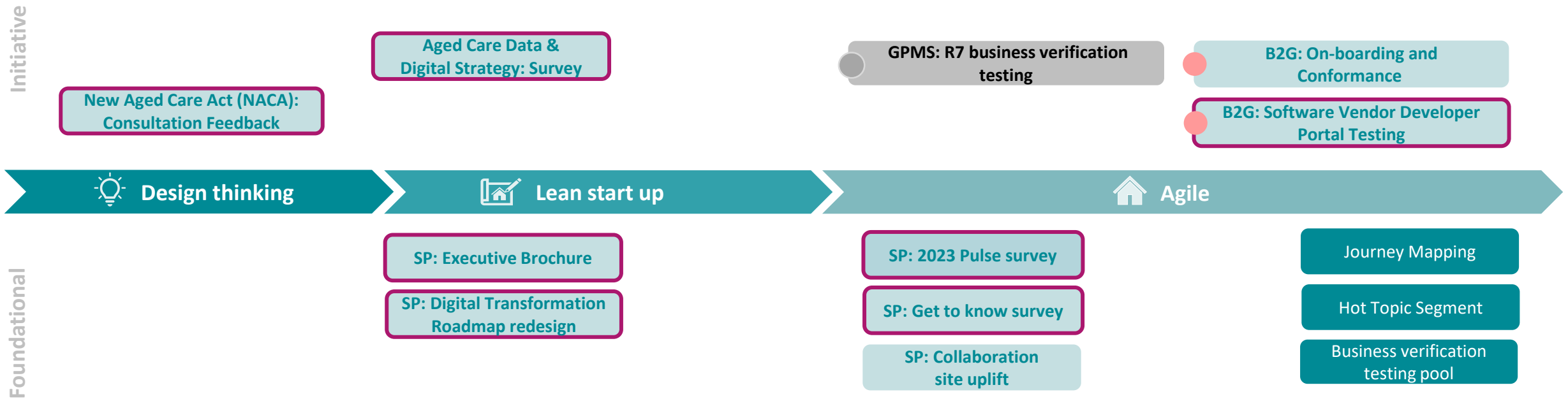
[About the exposure draft consultation](#)

[How you can get involved](#)

[Previous consultation](#)

[Contact](#)

Open co-design activities





Introduction: Care Minutes

Home and Residential Division

Nicole Hinton

Director

Home and Residential Division

Department of Health and Aged Care



Overview: Care Minute Reporting Assessments

Care time reporting assessments check the accuracy of care minutes and 24/7 RN information reported by residential aged care services in the Quarterly Financial Report (QFR) and 24/7 RN report.

Why are the Care Minutes Assessments being done?

Care time assessments look at your records to confirm the accuracy of your reports. A care time assessment involves cross-checking information submitted your service's QFR and facilities 24/7 RN reports against your QFR and other information sources. Selection of services for assessments may be targeted or random.

What's involved?

Service providers will be contacted by the senior auditor who will be conducting the assessment, initially by phone then with a follow up letter requesting information. Auditors will review the documentation that is provided and where necessary request further information or discuss the information provided with the Service provider. At the end of the process senior auditors will discuss any findings with the provider and they will be notified of any findings in writing.

What will I be asked for?

Service providers will be asked to provide documentation that supports your reporting. The types of records and documentation that may be requested include, but are not limited to:

- calculations and working papers for direct care minutes used to prepare your QFR submission for the quarter
- employee listing showing full name, classification, and award rate for the quarter
- general ledger reconciliation for payroll related accounts and related payroll expense journals

Care Minute Reporting Assessments confirm the accuracy of your reports

We also want your feedback on how to refine what records we are asking

We will contact you and ask for records to support the reports you have provided to the department



If we find inconsistencies or errors, we will work with you to correct these

We will also be letting providers know about common errors we find so you can take action if needed

We will be assessing all providers by April 2025 and all services in the first three years



Care Minute Reporting Assessments

What happens if a care time assessment finds errors or inconsistencies?

- If a care time assessment finds inconsistencies or errors, the department will work with the service provider to correct them and prevent further issues in the future
- Published care minutes performance and Star Ratings may be updated where appropriate
- If inconsistencies or errors are found to be deliberate or negligent there may be compliance action such as referral to the Aged Care Quality and Safety Commission or in a case where the 24/7 RN responsibility was not delivered and the service was paid the 24/7 RN supplement, this payment may be recovered.

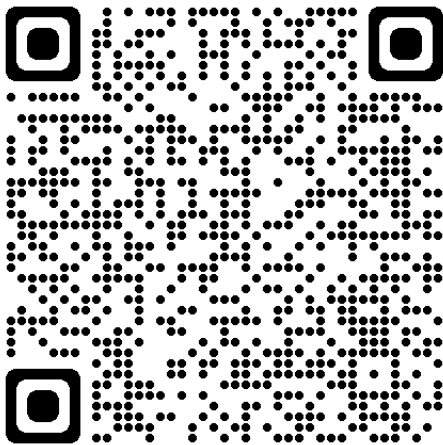
What are some of reporting errors or inconsistencies that are being found?

Care minute assessments started in late September 2023. Some common reporting errors being found include:

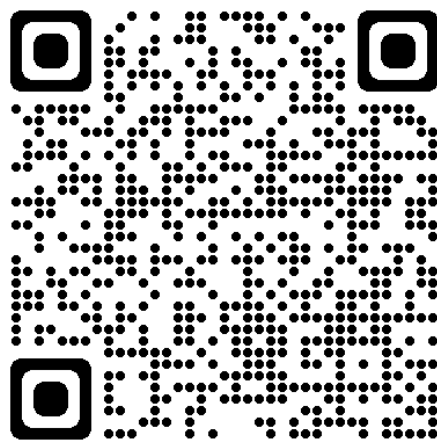
- inaccurate measurement of Agency Staff hours (hours recorded were not able to be verified by invoices)
- non-direct care work counted as care minutes – e.g., work of Directors of Nursing and Funding Coordinators being largely attributed to direct care
- staff being allocated to the incorrect QFR category – e.g., lifestyle workers hours attributed as PCWs
- reported direct hours including work performed outside reporting period
- care for people without AN-ACC funding being included in the care minute calculations
- unreported RN absences.

Further information on care minutes and the 24/7 RN reporting can be found in the following documents and department website:

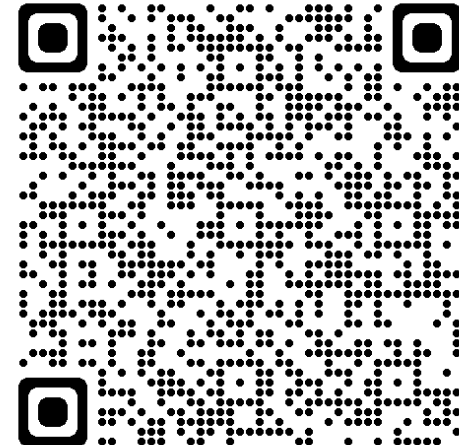
Quarterly Financial
Report data definitions



Quarterly Financial
Reporting FAQ



Care minutes and 24/7
registered nurse responsibility
guide



If you have any enquiries, please direct your query to
ANACCReportingAssessments@health.gov.au





Playback: B2G API Gateway

Carmine Spagnoletti

Director

Reform Implementation Branch
Digital Reform Branch
Department of Health and Aged
Care

Steve Smith

Technical Product Owner

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

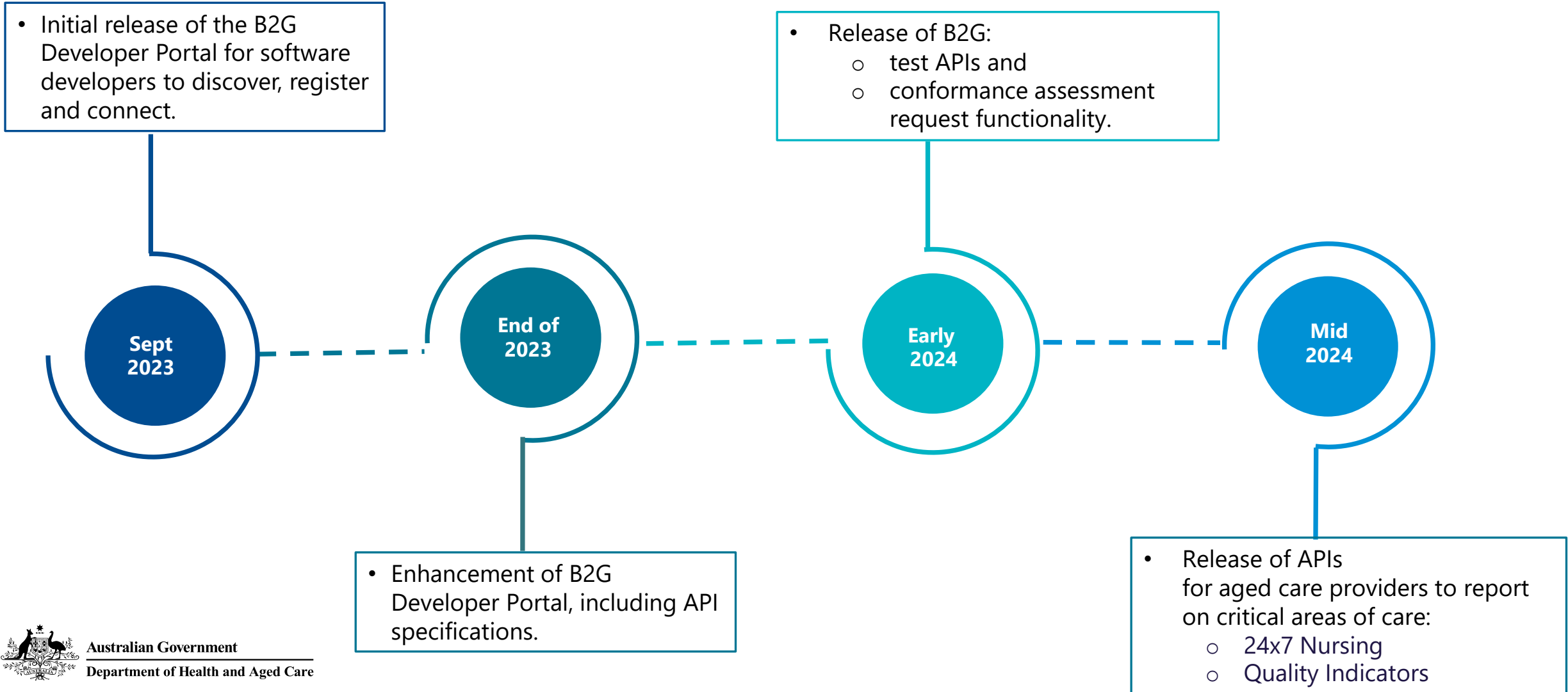


B2G is an important innovation that will:

- Reduce administration time with streamlined, efficient and simplified information exchange using APIs.
- Enable older people in Australia to make informed decisions and providers to deliver better care with improved data quality.
- Allow staff to spend more time delivering quality care to older people in Australia.



B2G Journey



Conformance Request Process

Vendors who have developed software that consumes the APIs can submit it for formal testing and conformance review. New functionality includes:

- ✓ Requesting conformance assessment
- ✓ Uploading and submitting conformance assessment evidence
- ✓ Ability to keep track of the status of your submission

This process is conducted by ADHA and will take up to three months.

We have been working with ADHA to make this process as lightweight as possible, while also ensuring the Department is meeting its due diligence requirements.

The Developer Portal contains detailed information regarding the conformance process and includes documentation to guide developers through the process.



Home > Conformance management

Conformance management

Software conformance register Organisation requests

All Requests and Submissions

The below table shows all of your Organisation's API test result submissions and Conformance requests.

In order to submit API test results or Request Conformance you must have registered your organisations software. You must also have completed API testing for Authentication, Provider Management and one business API prior requesting conformance assessment.

[New request](#)

Request ID	Request name	Status	Created by	Created date	Modified date	Actions
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New request

*Please select if you would like to submit a request for API Test Results or Conformance Assessment.

Submit API Test Results

Request Conformance Assessment

*Please select the Conformance tier you wish to apply for.

Foundational

Please complete all the required fields before uploading your conformance evidence. To submit a Conformance Request you must have completed API testing for Authentication API, Provider Management API and one business API. Once your request has been submitted, an assessment case will be created with the Department. You can monitor this case throughout the process via the Organisation requests page.

Please select the Software and Version you wish to submit test results for.

Software Name	Software Version	Highest Conformance Tier
DEMO	v12	Foundational
DEMO	V8	Not Conforming

Showing 12 of 12 items

The attached file's have been sent for scanning, which may take up to a minute to complete. If a virus is found, the file's will be deleted immediately. You will be notified of the results.

New request

Upload your conformance evidence and Conformance Declaration. Accepted file formats include: pdf, rtf, doc, docx, xls, csv, xls, xlsx, jpeg, jpg, png. The file size limit is 30MB per file. Limit of 3 files per transaction. Please note that all uploaded files once submitted are owned by the Department of Health and Aged Care.

Note: Uploaded files are scanned for virus. This may not occur in real time and a notification will be sent if a virus is detected.

File Management (1)

Search

Upload Files Or drop files

Title	Owner	Size	Status
Conformance+Assessment+Scheme+%3B%CA%3%	Harry Kane	0.48B	File scanning in progress

[View All](#)

[Back](#) [Next](#)

Next steps

Thanks to our volunteer software vendors who were part of the co-design process.

We will continue to collaborate with the software community as new APIs are released incrementally.

Pleased to welcome Tate Johnson, CTO from The Lookout Way Group who will share his experience.



INTERVIEW



Playback
Practice



Playback: Digital Transformation Roadmap

Digital Transformation Sector Partners

Jennifer Kouch & Michael Cronin

User Experience Designer

Digital Design and Release Branch

Digital Transformation and Delivery Division

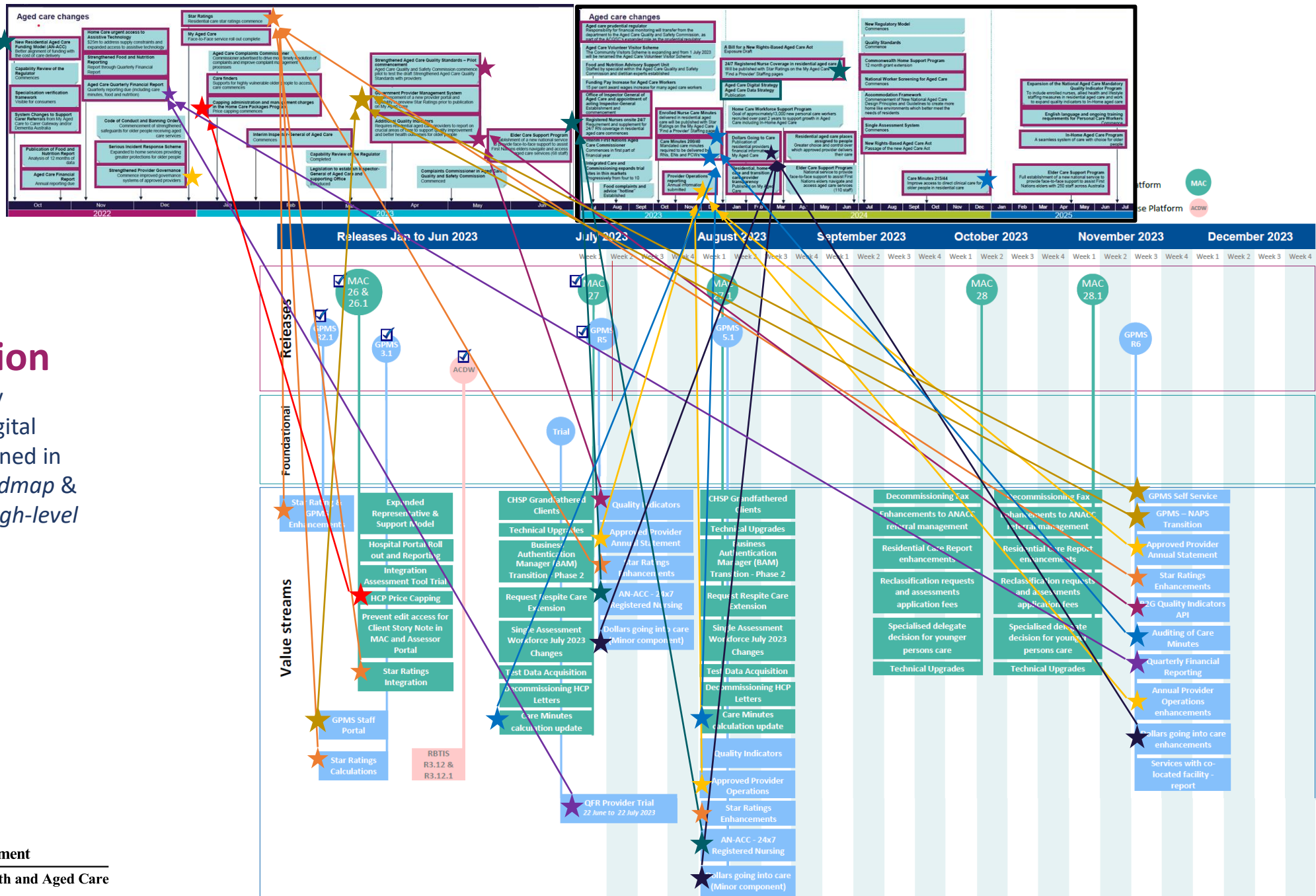


Australian Government

Department of Health and Aged Care

Connection

between policy measures & digital initiatives outlined in *Aged Care Roadmap & IT Portfolio - High-level Release View*



YEAR 2024

MONTH JAN

Care minutes enhancements

Date of release: 18/11/2023

Impacted cohorts

Residential care providers IT vendors

Home care providers Peak bodies

Impacted platforms

MAC GPMS

TECH RELEASES



Care minutes enhancements

Description

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What this means for you

This section contains a description about the actions that stakeholders need to take. Include some icons to call this section out. It'd also contain information about the value and impacts of this change. Lorem ipsum dolor sit amet consectetur. Odio nisl lacus auctor purus.

Date of release

18/11/2023

Impacted platforms

MAC GPMS

Impacted cohorts

Residential care providers IT vendors

Home care providers Peak bodies

Related policy

Increased transparency

Publication of increased information about residential and home care providers' finances and operations on My Aged Care

Residential aged care places assigned to people

Greater choice and control over which approved provider delivers their care

Related program(s)

Program Name

Related project(s)

Project 1

Project 2

Find more information

- Can include contacts and links
- Emails etc.
- QR codes

A group of diverse people, including a woman with curly hair in the foreground, are laughing and smiling together in what appears to be a meeting or collaborative work environment. The scene is bright and positive.

THANK YOU

NEXT MEETING:
11am, Friday 15 March



DTSectorPartners.health.gov.au