Digital Transformation

Sector Partners

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

Australian Government
Department of Health and Aged Care

WELCOME

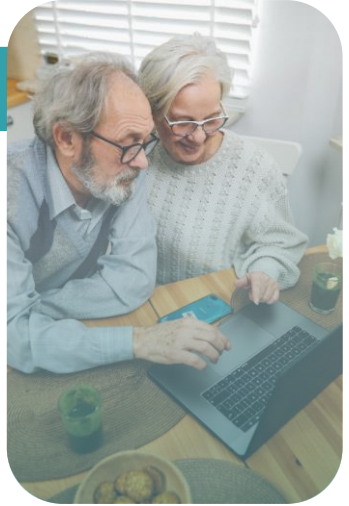**Fay Flevaras**
First Assistant Secretary
Digital Transformation and Delivery Division
Corporate Operations Group | Department of Health and Aged Care

Digital transformation for the aged care sector

Agenda

Sector Partners #38

Welcome & Agenda	State of Play	Update: Support at Home Program	Playback: Care Time Reporting Assessments	Questions & Close
Fay Flevaras	Fay Flevaras	Lezah Rushton	Aden Pulford	Fay Flevaras

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State of Play

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

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Digital Transformation Tech Talk – 9 April 2024

In this Tech Talk webinar, we give an update on all things digital transformation, including upcoming activity for the Business to Government (B2G) Developer Portal.

Aged Care Digital Transformation Tech Talk Webinar Series

Aged Care Taskforce

The Aged Care Taskforce reviewed funding arrangements for aged care and developed options for a system that is fair and equitable for everyone in Australia.

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Final report of the Aged Care Taskforce
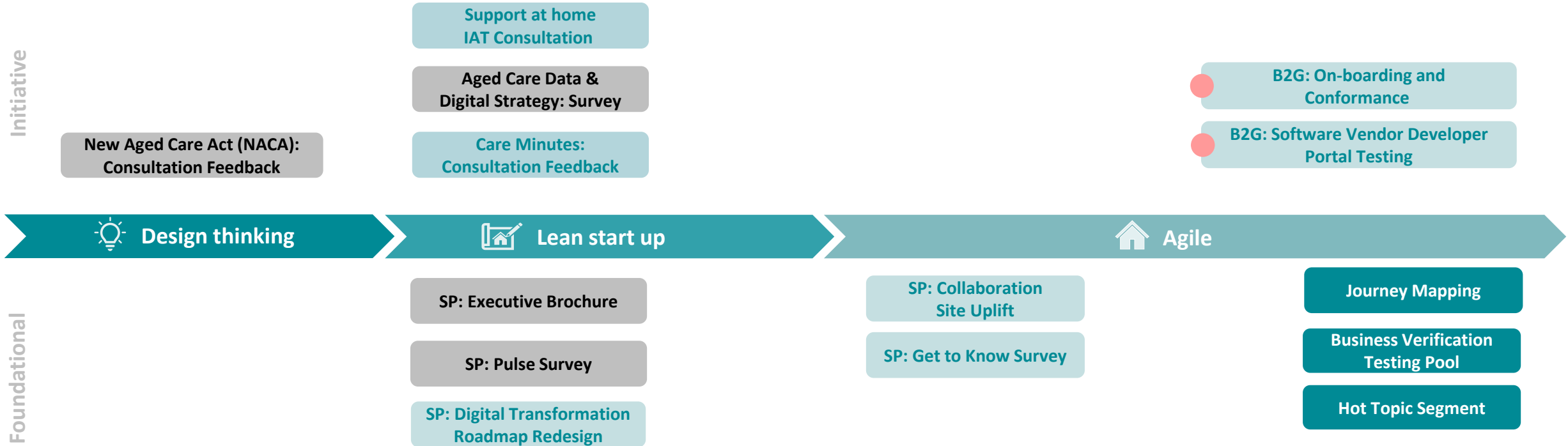
Final report of the Aged Care Taskforce

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Read the Aged Care Taskforce's Final Report

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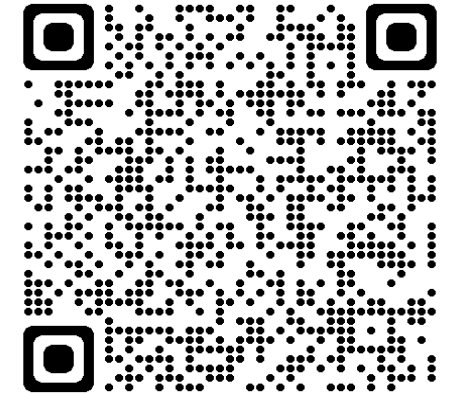
Open co-design activities

Initiative

Support at home
IAT Consultation

Aged Care Data &
Digital Strategy: Survey

New Aged Care Act (NACA):
Consultation Feedback

Care Minutes:
Consultation Feedback

B2G: On-boarding and
Conformance

B2G: Software Vendor Developer
Portal Testing

💡 **Design thinking** → 📈 **Lean start up** → 🏠 **Agile**

Foundational

SP: Executive Brochure

SP: Pulse Survey

SP: Digital Transformation
Roadmap Redesign

SP: Collaboration
Site Uplift

SP: Get to Know Survey

Journey Mapping

Business Verification
Testing Pool

Hot Topic Segment

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⬤ DIGITISED focus (UX)   🔴 AUTOMATED focus (API)   Evergreen   Open   Recently closed   On today's agenda

Support at Home Program

Lezah Rushton

Assistant Secretary

Assessment & Home Care Transition Branch

Home & Residential Division |Department of Health and Aged Care

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Support for older people to live independently at home

Support at Home objectives

- Improved access to services, equipment and home modifications

- Supporting older people to remain healthy, active and socially connected in the community

- Older people are at the centre of a responsive system, which is easy to navigate

- Sustainable care for an ageing population

Single program

3 existing programs will be brought together into 1 program:

- Commonwealth Home Support Programme
- Home Care Packages
- Short-term Restorative Care Programme

Focus on independence

Up-front supports (e.g. handrails and physiotherapy) will be provided to stay active and independent

**Support at Home program end state**

All clients have budgets

- Subsidy funded
- There will be 11 budget levels that cover all clients
- Re-assessed into a higher level as they age

Reasonable prices

- Reasonable prices and client fees set by Government
- Providers will invoice for services after they are delivered
- Extra grant funds will be available for services in rural and remote areas
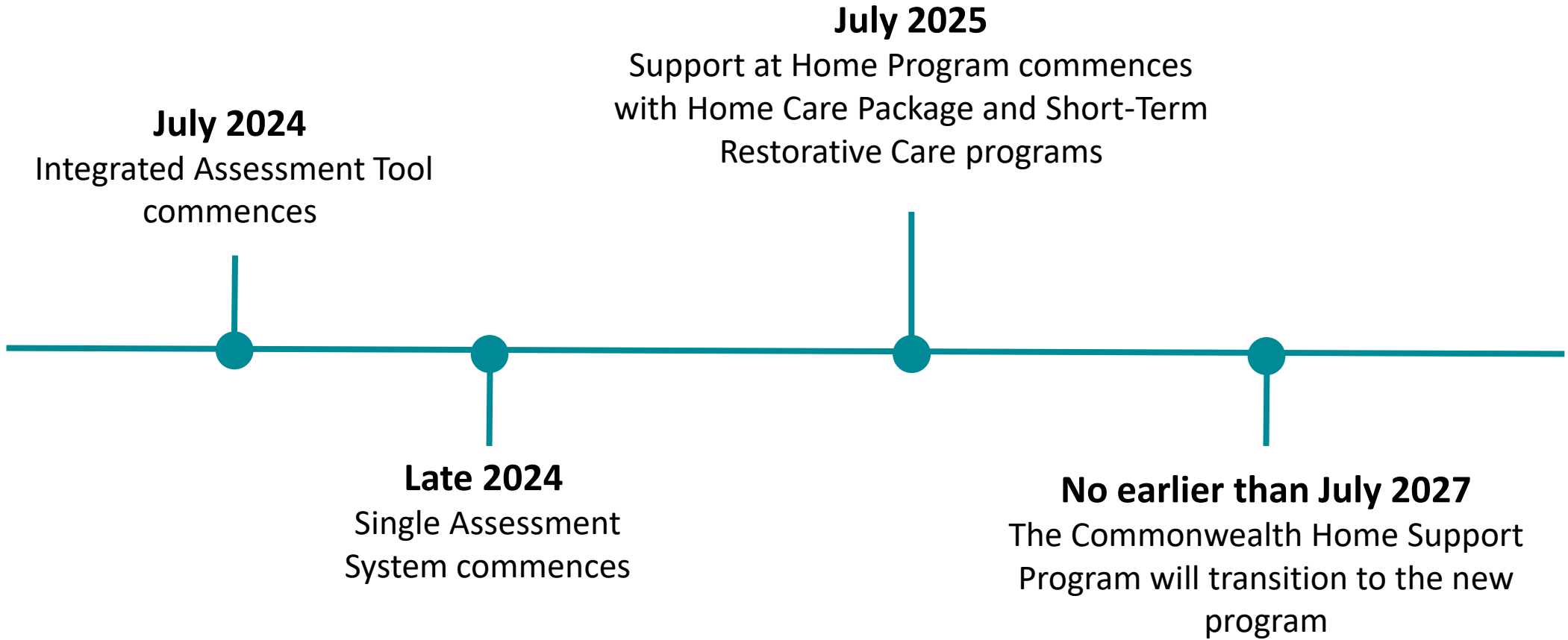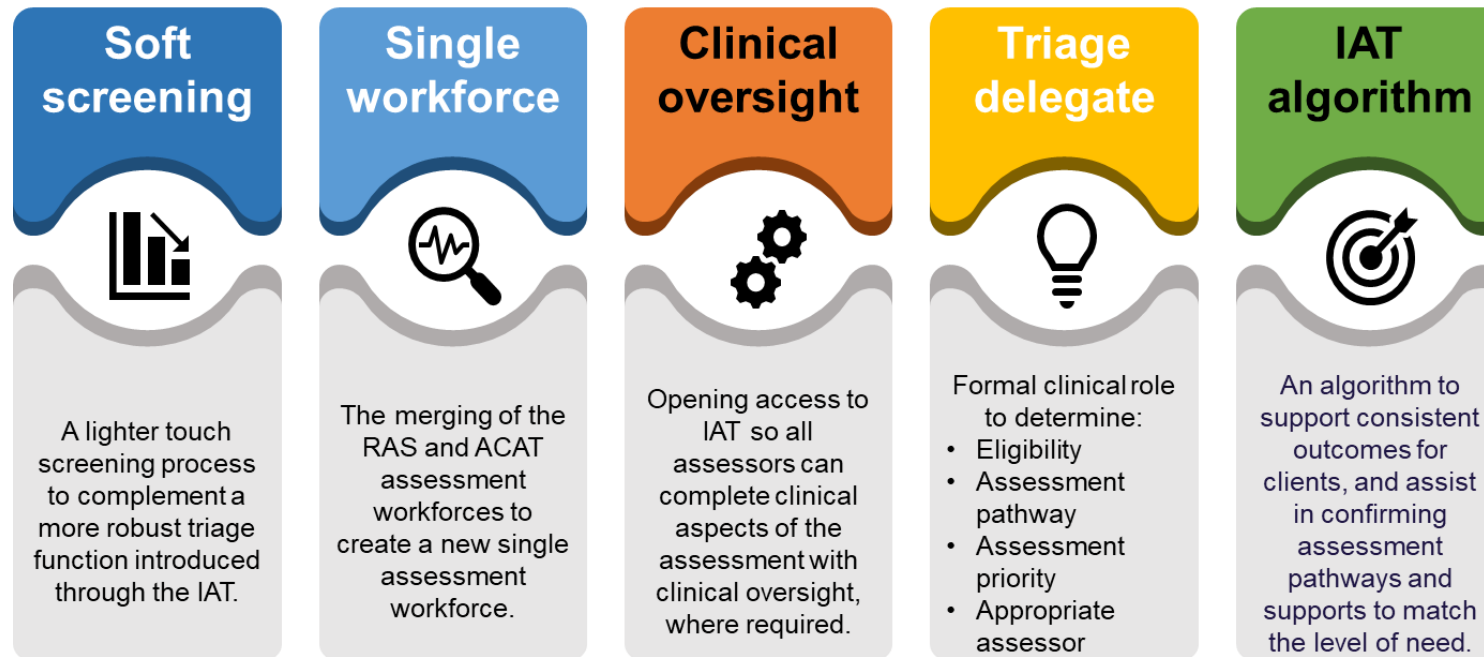
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Single Assessment System

Integrated Assessment Tool (IAT)

- The IAT is the new assessment tool for older Australians who are seeking to access government subsidised aged care services. The IAT will replace the National Screening and Assessment Form (NSAF) on 1 July 2024.

- The overall purpose of the IAT is support the introduction of functions of a *Single Assessment System,* which will be introduced iteratively from 1 July 2024, and includes:

Soft screening	Single workforce	Clinical oversight	Triage delegate	IAT algorithm
A lighter touch screening process to complement a more robust triage function introduced through the IAT.	The merging of the RAS and ACAT assessment workforces to create a new single assessment workforce.	Opening access to IAT so all assessors can complete clinical aspects of the assessment with clinical oversight, where required.	Formal clinical role to determine: • Eligibility • Assessment pathway • Assessment priority • Appropriate assessor	An algorithm to support consistent outcomes for clients, and assist in confirming assessment pathways and supports to match the level of need.

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Differences between IAT and NSAF

One IAT

The IAT consolidates into a single, dynamic tool, adjusting questions based on various factors like First Nations background, previous answers, and whether the assessor is clinical or non-clinical.

Nested questions

The IAT has "nested questions" designed to tailor the assessment experience, only diving deeper into areas where concerns are flagged, ensuring a proportionate assessment process.

Threshold questions

The IAT features specific questions that trigger additional questions for clinical assessors, focusing on more in-depth exploration of flagged concerns, contrasting with NSAF's questioning.

New focus areas

The IAT includes topics not covered or not as extensively covered in the NSAF, such as financial/legal matters, medical issues, social and behavioural matters, frailty, and current support/services.

Validated tools

The IAT integrates nine validated tools directly into the assessment process, enhancing the depth and clinical relevance of the assessment compared to the NSAF, where such tools were treated as supplementary.

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Integrated Assessment Tool (IAT) - Delivery approach

- The IAT prototype was based on the National Screening and Assessment Form (NSAF).

- An expert clinical panel provided guidance on inclusion of questions and validated tools.

- From 17 April 2023 to 28 July 2023 a live trial of the IAT with assessors commenced, with 8 Aged Care Assessment Teams (ACAT) and 14 Regional Assessment Services (RAS) organisations participating.

- Target was to complete 20% of assessments (around 20,000).

- 22,002 assessments were completed in the live trial using the IAT.

- Working on a comprehensive training program for assessment organisations and support model to support the 1 July 2024 release.

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Approach for existing assessment workforce

Train the trainer (TtT) on IAT implementation

Focuses on the **'theory'** of 1 July 2024 changes.

- Triage an assessment referral
- Undertake an assessment using the IAT
  - response options for assessment questions, how to administer validated tools and considering recommendations.

Assessment organisation workplace trainers will be supported to deliver training through online learning and materials and LEN.

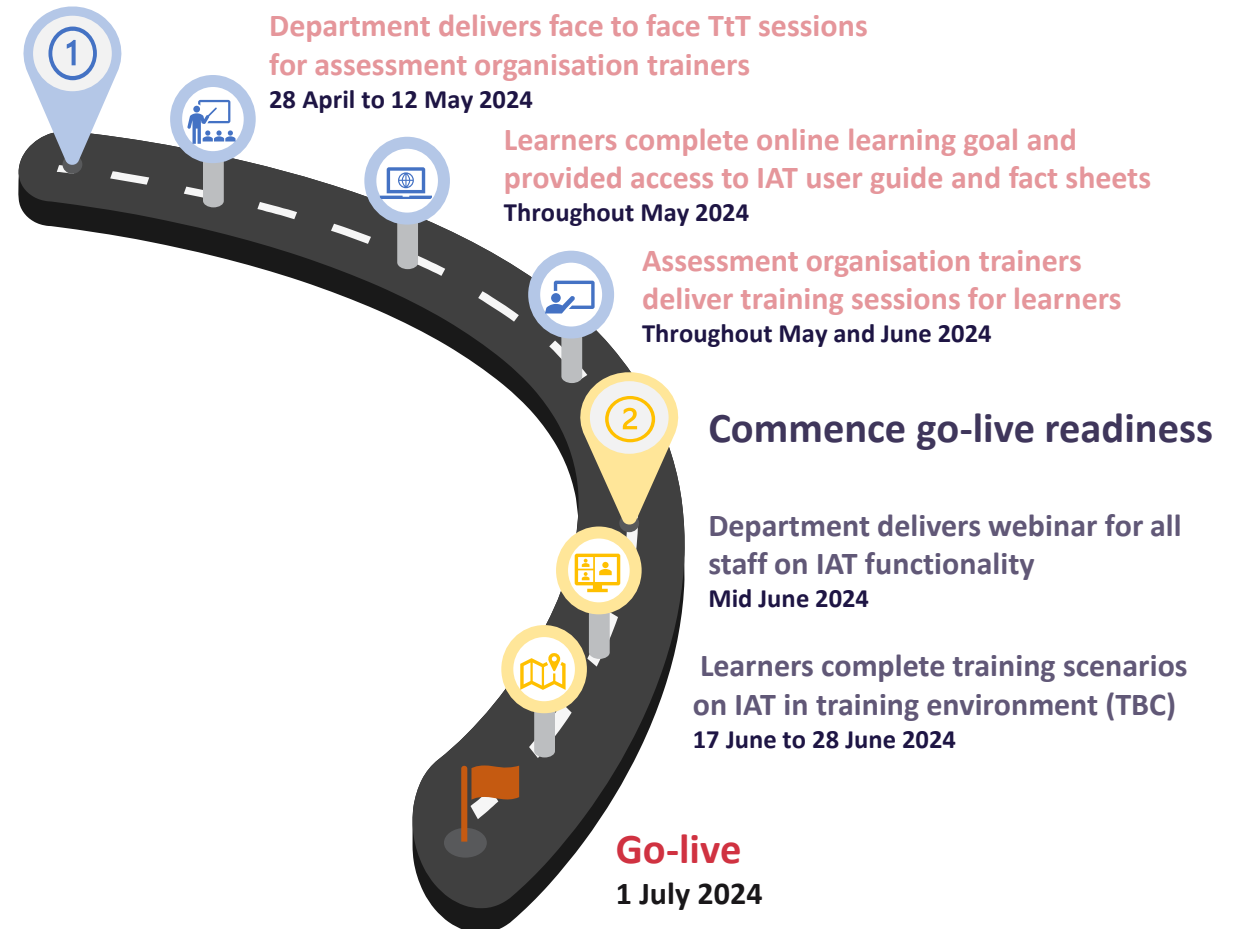## Go-live readiness for workforce

Embeds previous training and supports go-live readiness by providing a **practical application** of IAT functionality.

Training on **IAT functionality** for the whole workforce on My Aged Care Assessor Portal and MyAssessor App.

Scenarios for use in the training environment for the My Aged Care Assessor Portal and App.

Commence TtT on IAT implementation

Department delivers face to face TtT sessions for assessment organisation trainers
28 April to 12 May 2024

Learners complete online learning goal and provided access to IAT user guide and fact sheets
Throughout May 2024

Assessment organisation trainers deliver training sessions for learners
Throughout May and June 2024

Commence go-live readiness

Department delivers webinar for all staff on IAT functionality
Mid June 2024

Learners complete training scenarios on IAT in training environment (TBC)
17 June to 28 June 2024

Go-live
1 July 2024

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Single Assessment System

- Single Assessment System combines RAS (Regional Assessment Service), ACAT (Aged Care Assessment Team) and AN-ACC (Australian National Aged Care Classification)

- Ensure aged care assessments are streamlined, efficient and timely.

- Will begin operations with a mix of clinical and non-clinical staff and conduct assessments in the community and hospitals.

- Clinical oversight will be needed for non-clinically qualified assessors completing assessments.

- Assessors will conduct both needs and AN-ACC assessments.

- The request for tender for provision of services to support the single assessment system closed on 21 March 2024. The department is currently working on a response to tenders submitted.

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What's next

- We have planned targeted communications to support the IAT roll-out and later phases.

- Following decisions from Government we will ramp-up engagement with the sector on the broader program.

- We are running a Sector Reference Group with a policy implementation focus.

- Will return at later session with further technology focused information as the build progresses.

- Please send questions over so we can target our content to your areas of interest either via email or by the QR code.

DTSectorPartners@Health.gov.au

Use the QR Code below:

We will leave the poll open until the end of the month.

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Department of Health and Aged Care

Care Time Reporting Assessments

Aden Pulford

Director (A/g)

Residential Care Funding Reform Branch

Home and Residential Division | Department of Health and Aged Care

Australian Government
Department of Health and Aged Care

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.

Provider responsibilities

- Information and documentation that may be requested include:

- Calculations and working papers used to prepare the QFR submission for the quarter

- Employee listing showing full name, AHPRA registration, award classification, and award rate for the quarter

- Timesheets and rosters showing shift date, start and finish time

- Position descriptions and/ or duty statements

- Pay records (with tax file numbers redacted)

- Agency staff details including invoices

- General ledger reconciliation for payroll related accounts and related payroll expense journals

- Documents and records regarding day-to-day procedures and activities associated with care and lifestyle activities

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Model pack

- To assist service providers with preparing information and documentation that may be requested, the Department has created a Model Pack. This will be made available on the Department's website in the coming weeks.

Clarifying Reporting Obligations

- If you have any specific questions around your reporting obligations, we're happy to help! Please contact the Department via the AN-ACC Operations team, at ANACCOperations@health.gov.au.

Record keeping

- Service providers should ensure they have the following in place:

- ensure your reporting is accurate.

- keep documentation that supports your reporting and produce it on request.

- record your processes and controls for ensuring accurate reporting.

- disclose any errors or adjustments on a timely basis.

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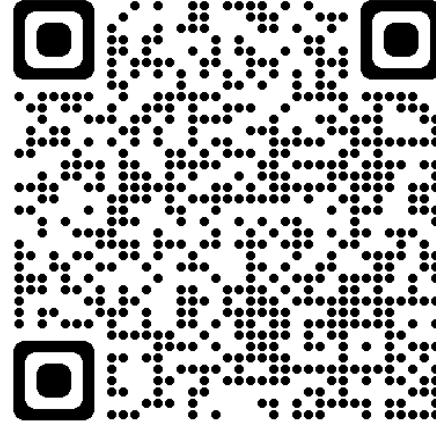
Feedback welcome

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

Further information on care minutes and the 24/7 Registered Nurse reporting can be found in the following documents and department website:
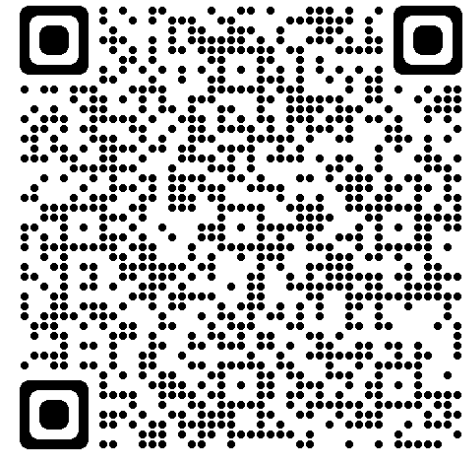
**Quarterly Financial Report
data definitions**
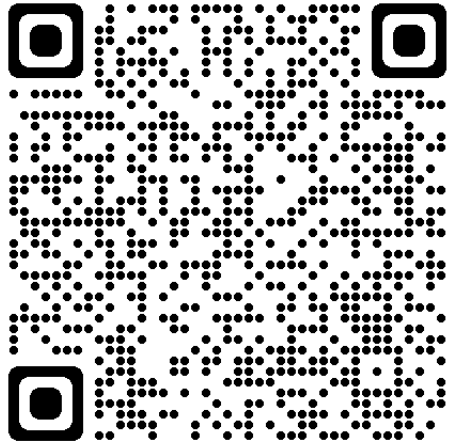
**FAQ
Quarterly Financial Reporting**

**Care Minutes &
24/7 Registered Nurse
responsibility guide**

ANACCReportingAssessments@health.gov.au

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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 26 April ✉ DTSectorPartners.health.gov.au