

Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #47

16/08/2024



Australian Government

Department of Health and Aged Care

An elderly couple, a man and a woman, are sitting together and looking at a smartphone. The man is wearing glasses and a brown sweater, and the woman is wearing a brown sweater over a yellow shirt. They are both smiling. The background is a blurred indoor setting with warm lighting.

WELCOME

Fay Flevaras

First Assistant Secretary

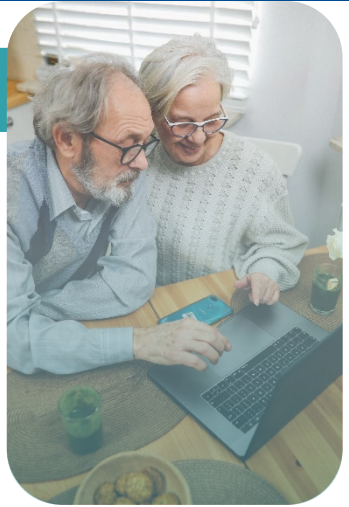
Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

Digital transformation for the aged care sector

Agenda

Sector Partners #47



**Open
&
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Design
Research
Update**

**Emma O'Connor
&
Nesan Pillay**

**Playback: B2G
API Candidate
Survey**

**Emma Cook &
Carmin
Spagnoletti**

**Questions
&
Close**

Fay Flevaras



Australian Government

Department of Health and Aged Care

State of Play

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

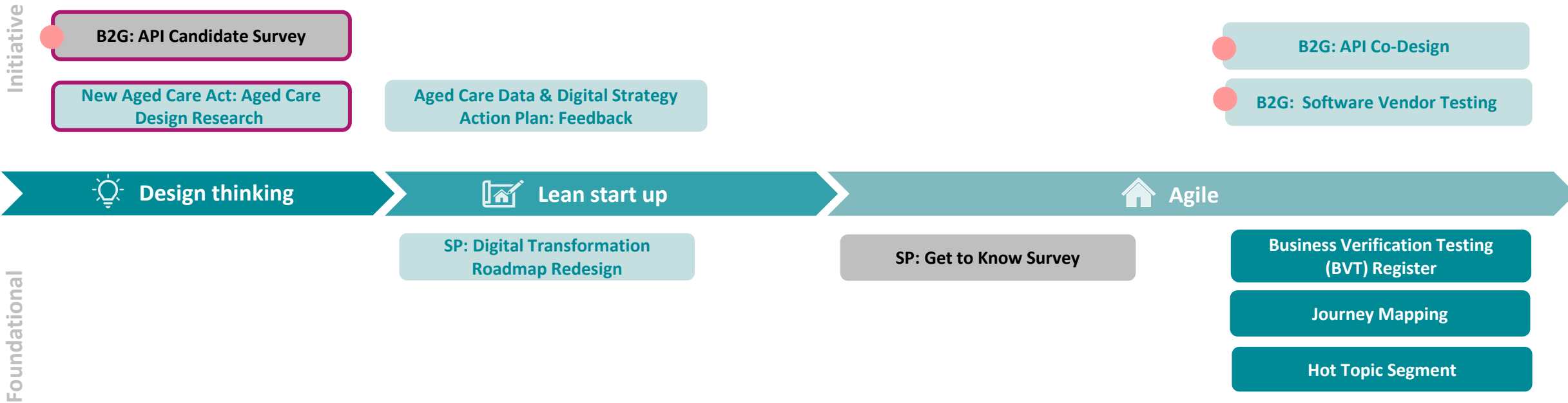
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Australian Government

Department of Health and Aged Care

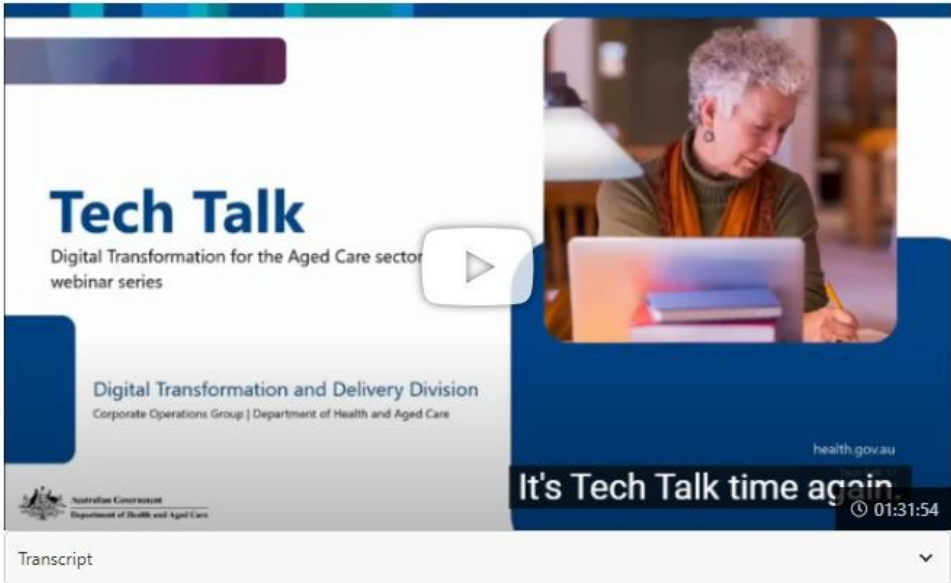
Open co-design activities



Digital Transformation Tech Talk – 10 July 2024

This Tech Talk we shared updates from our digital transformation program, with information about our July release and the Aged Care Data and Digital Strategy.

Recording and transcript



GPMS wins!
Most Impactful Digital Transformation
Digital Workplace Awards 2024



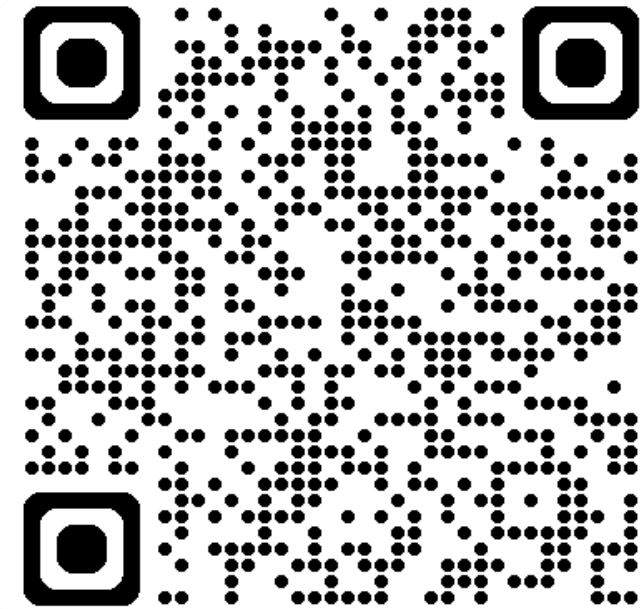
Sector Partners Collaboration Site and Teams Channel

We now have a Microsoft Teams channel!

- This should fix the issue of members losing access to the **Sector Partners Collaboration Site** due to inactivity or random glitches.
- AND provides new opportunities to connect and collaborate.



Visit the Collaboration Site



- Meeting recordings
- Past slide decks
- Co-design activities
- Other resources.

Design Research Update

An update on the research and design activities
of the Human-Centered Design team

Emma O'Connor and Nesan Pillay

Human Centered Design – Regulatory Reform

Digital Design & Release Branch

Corporate Operations Group | Department of Health and Aged Care



Let's talk!

- We've been talking to aged care service providers and older people
- We have begun mapping the future of the aged care experience
- We'd love to talk to you too!



We're the human-centred design team



We highlight your needs

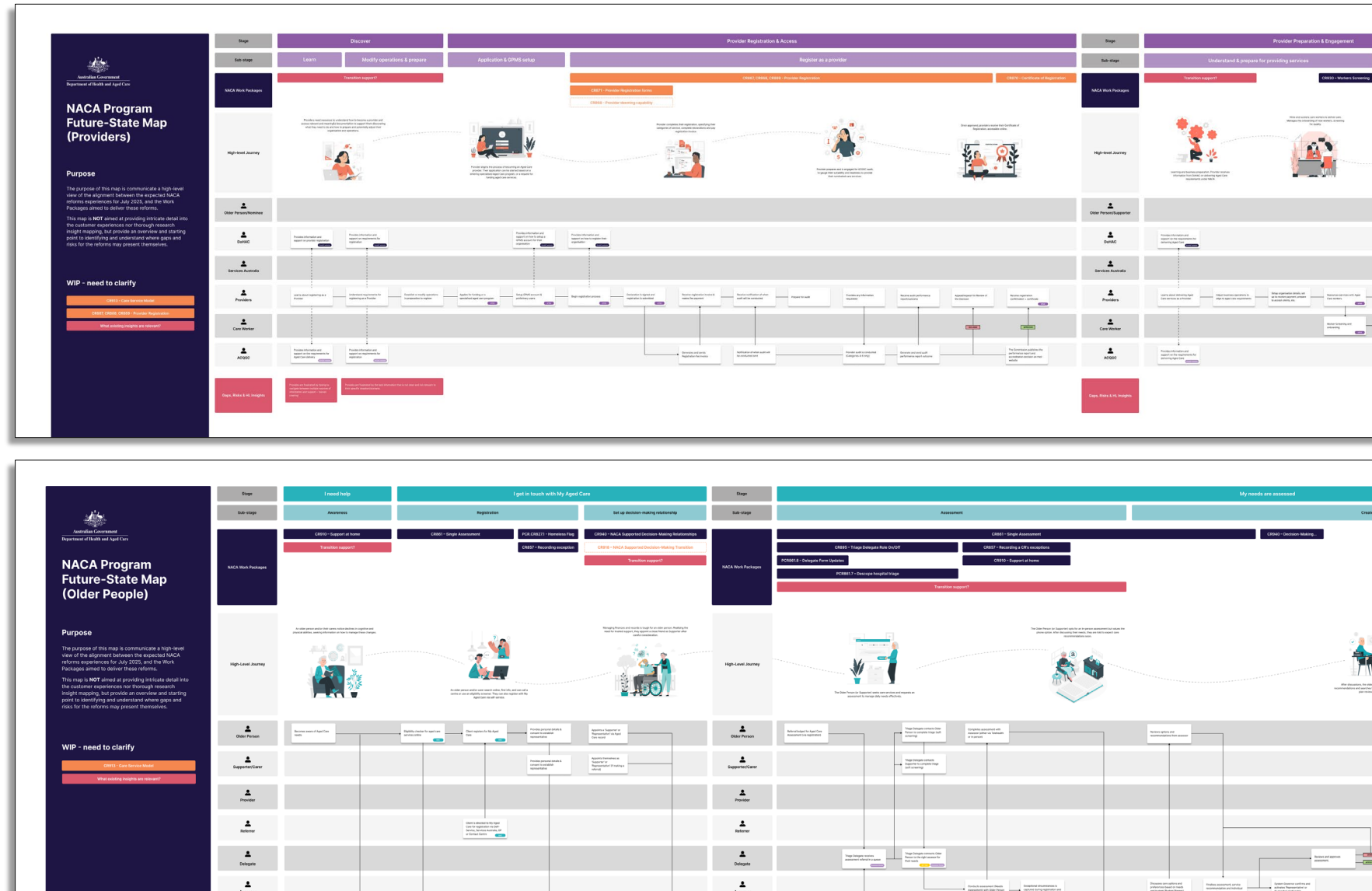
- We're human-centred designers
- We are in the Digital Design and Release Branch
- We work to highlight the needs of service providers and older people in the design process

How we do this

- **User research** – we talk to providers, older people and their supporters, asking about needs and seeking feedback
- **Service design** – we use the insights we gather to inform the design of systems, policies, processes and services to ensure people's needs remain front and centre

Understanding the end-to-end experience

- Informed by research, we have created draft maps of the July 2025 experience
- We are engaging with stakeholders to test, build and refine these maps
- They'll be used to support the prioritisation of work requiring additional design considerations



Who we spoke with

19
Total service provider
research sessions

15 Home care provider
organisations

10 Residential care
provider organisations

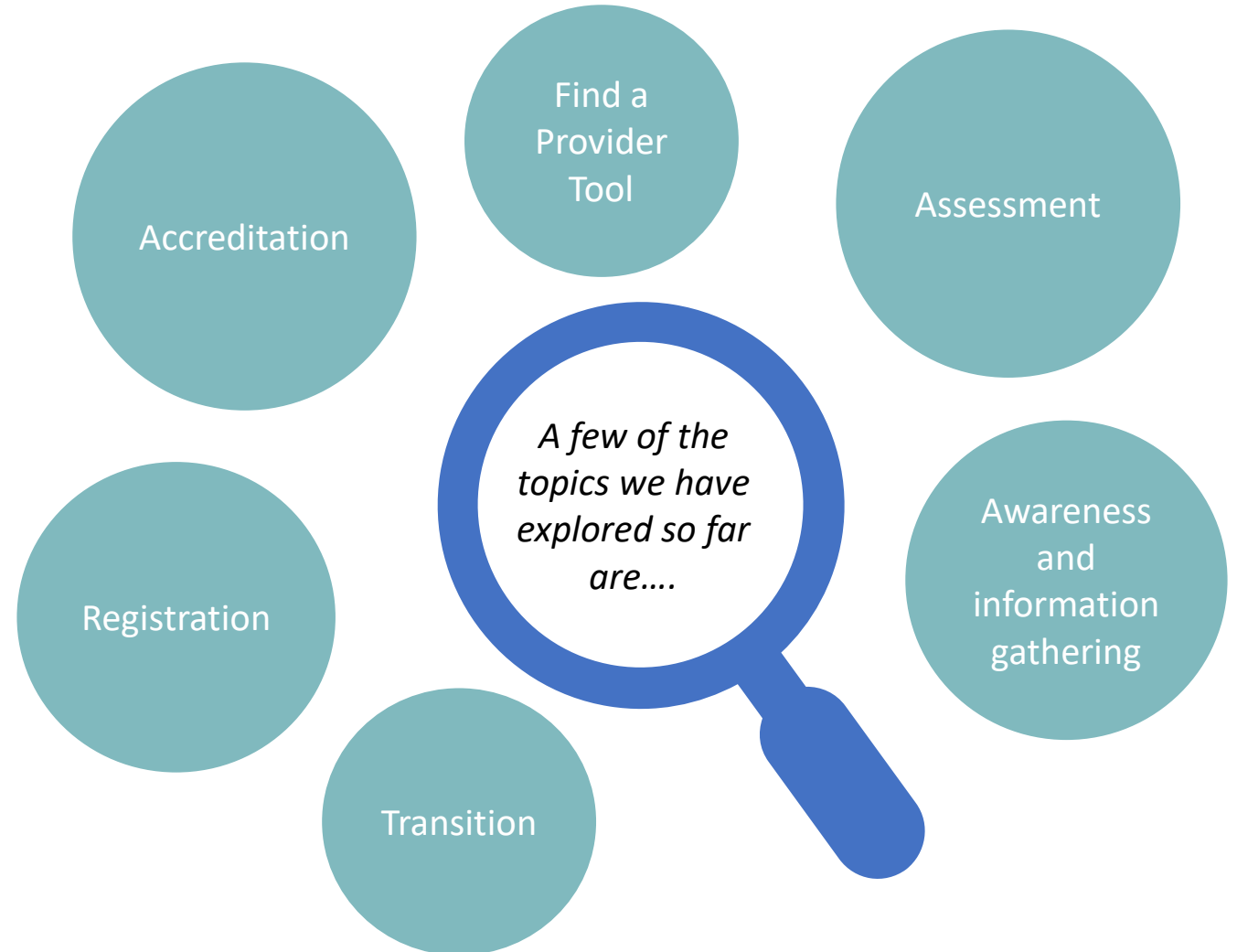
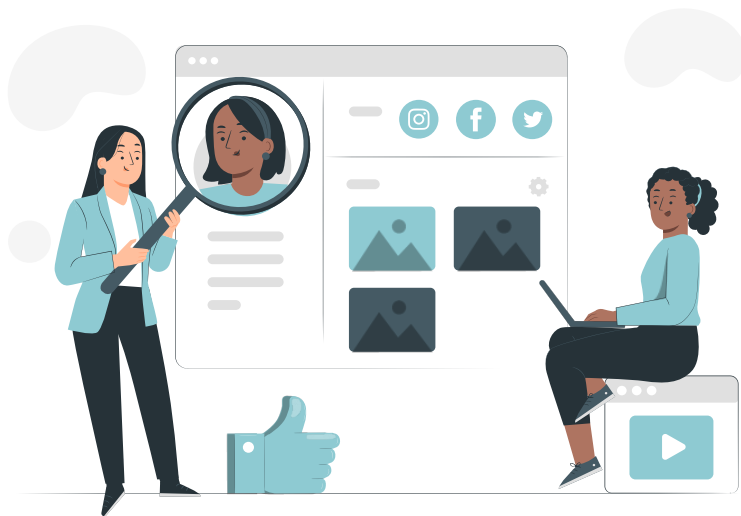
2 Small organisations

5 Medium organisations

12 Large organisations

Research areas

Different topics we spoke about



What we've heard from providers

A lack of clarity about changes to registration is blocking decisions

“

It's hard to move and begin change until we have the details.

Reporting continues to be a burden for aged care service providers

“

There's only a few of us, we have to do all this ourselves and...it's just relentless. I've been in healthcare for thirty years. I've never seen anything like the past few years.

Service providers are concerned about a lack of lead time to prepare for change

“

The standards impact every single one of our processes and policies that we have. Every single process, policy will need to be mapped to the new standards and modified. It's really quite substantial.



We'd love to talk to you!

We have more work underway, and it would be great to have you involved



We are continuing with our mapping of the future aged care experience



We'll be running more rounds of research in the coming months



We will continue to share our work with you, look out for our next update!



HOW YOU CAN GET INVOLVED

Fill in the Expression of Interest form simply by scanning the QR code on screen

Sign up to get involved:



PLAYBACK: B2G



Playback: B2G API Candidate Survey

Emma Cook

Assistant Secretary

Digital Reform Branch

Reform Implementation Division

Department of Health and Aged Care

Carmine Spagnoletti

Director

Business to Government Section | Digital Reform Branch

Reform Implementation Division

Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

Business to Government (B2G)

Recommendation 109 of the Royal Commission into Aged Care Quality and Safety recommended the Government invest in technology systems and platforms to support aged care reforms. B2G technology enables streamlined direct reporting from provider to government systems using Application Program Interfaces (APIs).

For providers, this technology can:

- reduce time spent on administration, enabling workers to spend more time delivering direct, high-quality care
- improve data to inform and uplift care
- streamline transparent reporting that demonstrates the quality of care delivered.

For older people, this means they will:

- receive more direct care
- experience an uplift in the quality of care they access
- access better information to make informed decisions about their care.

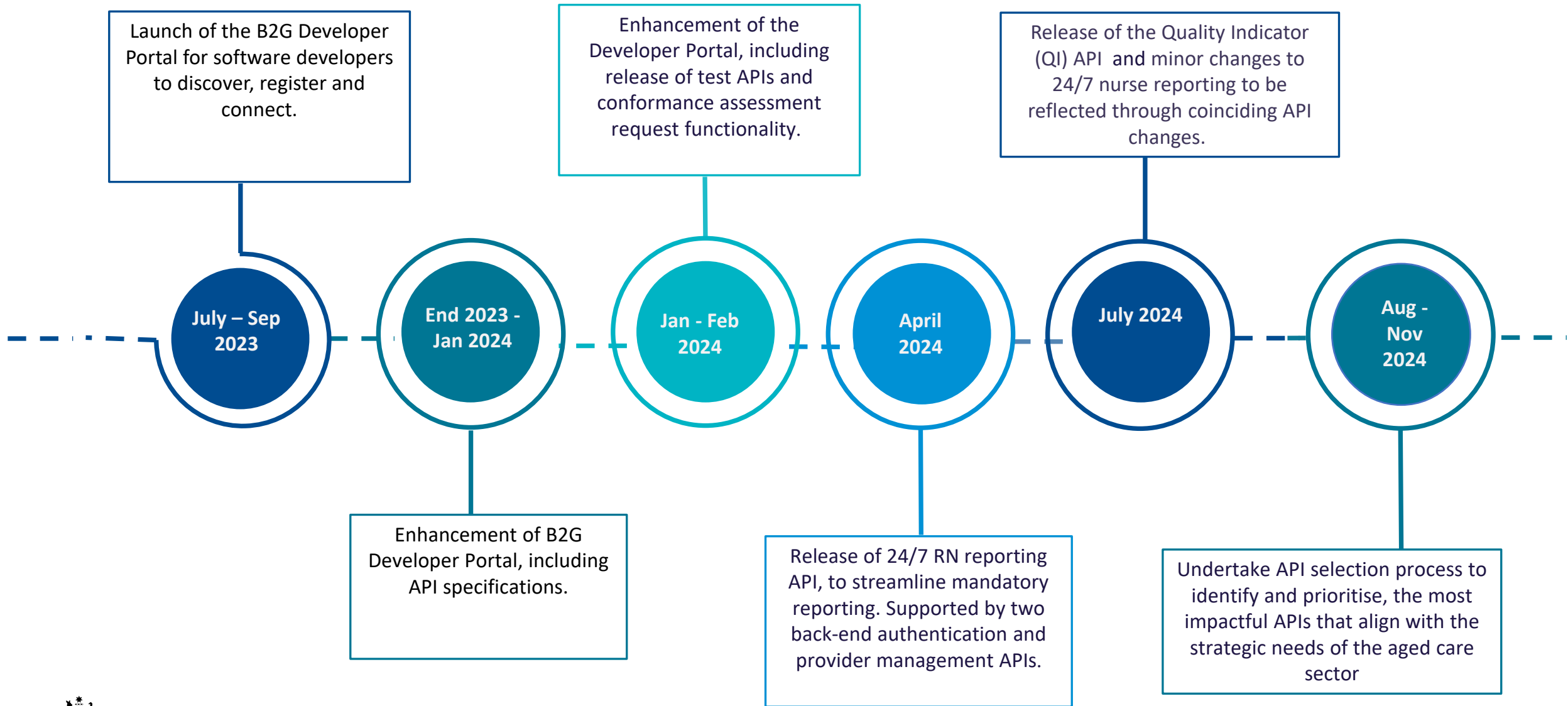


Business to Government (B2G)

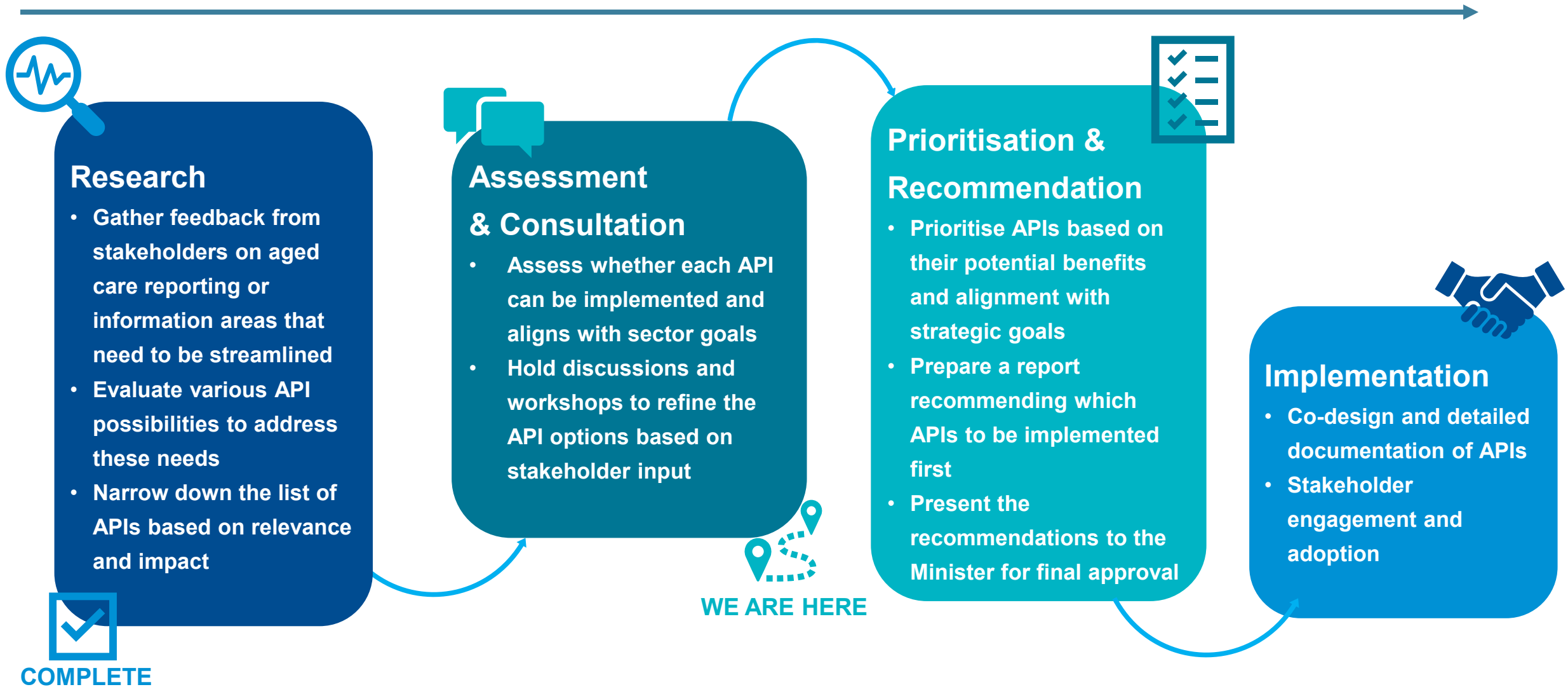
- B2G is about building **technology connections** between aged care providers and Government to improve **information and data sharing**.
- B2G will play a critical **enabling role** in delivering the **aged care reforms** that came out of the Royal Commission into Aged Care Quality and Safety.
- B2G technology:
 - enables **streamlined direct reporting** from provider to government systems using Application Program Interfaces (APIs).
 - makes it easier for aged care providers to **exchange information** with government systems.
 - replaces high-touch reporting and regulatory tasks with **automated, system-to-system connections**.



B2G Journey so far



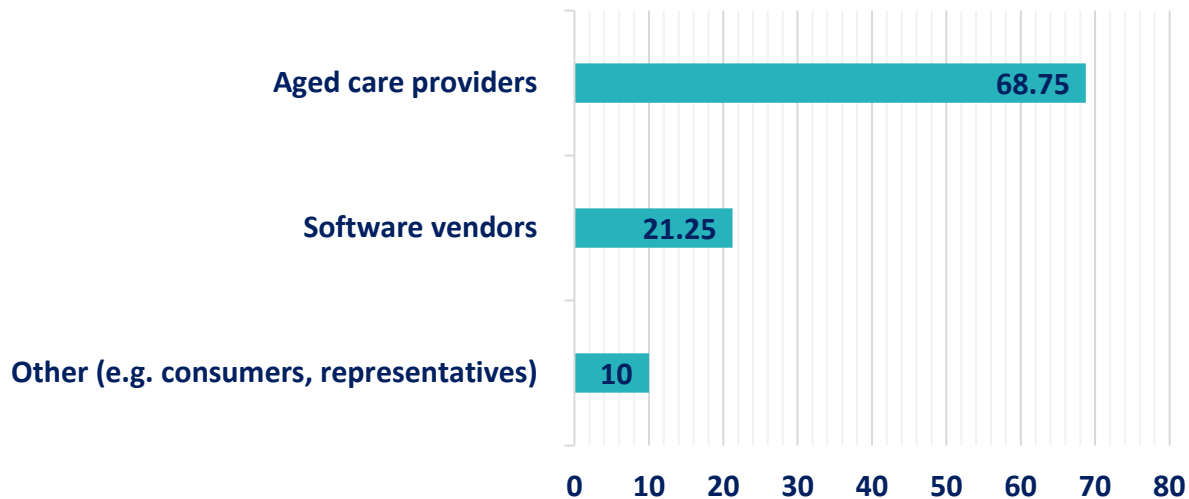
What's next for B2G and how we will get there



B2G API Survey and Co-Design Expression of Interest

- The survey aimed to gather feedback on which data or reports providers and software vendors would like to see automated.
- The survey was open from 19 July to 31 July 2024.

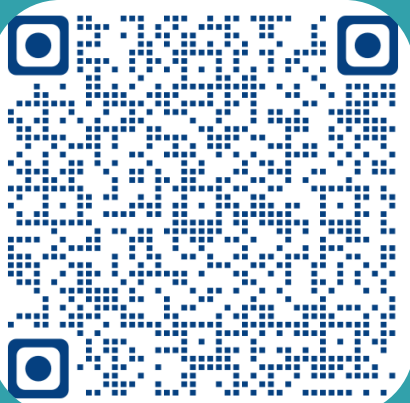
Percentage of survey participants



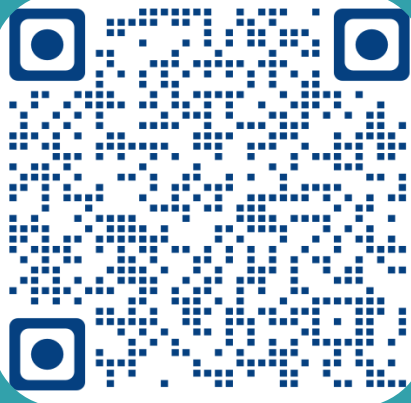
Common Themes

- provider reporting
- support and care plans
- client assessment and referral

B2G API Co-Design & Testing EOI



B2G website



B2G Developer Portal



Technical support



Q&A

Have a question?

Put your virtual hand up to ask your question directly to our presenters or use the chat space.



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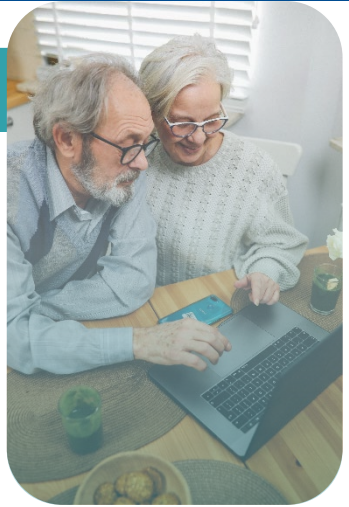
THANK YOU

NEXT MEETING:

11am, Friday 30 August  DTSectorPartners.health.gov.au

Digital transformation for the aged care sector

Agenda



5min
11–11.05am

Open
&
Agenda

Fay Flevaras

5min
11.05–11.10am

State of Play

Fay Flevaras

20min
11.10–11.30am

Playback:
B2G API
Candidate
Survey

20min
11.30–11.50am

Playback:
NACA Human
Centred
Design
Research

10 min
11.50am–12pm

Questions
&
Close

Fay Flevaras

