

Digital Transformation

# Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



[www.health.gov.au](http://www.health.gov.au)

Meeting #34

16/02/2024



Australian Government

Department of Health and Aged Care

A photograph of an elderly couple sitting together, looking at a tablet. The man is on the left, wearing glasses and a brown sweater. The woman is on the right, 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**

Digital Transformation and Delivery Division

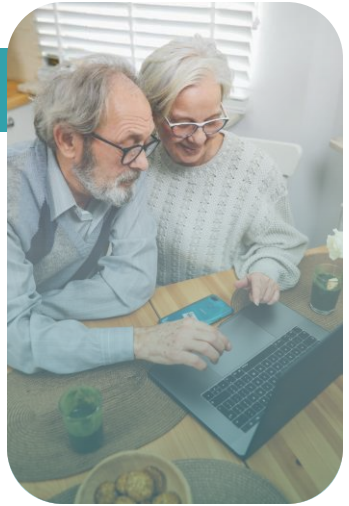
Corporate Operations Group | Department of Health and Aged Care



Digital transformation for the aged care sector

# Agenda

Sector Partners #34



Welcome  
& agenda

Fay  
Flevaras

State of Play  
& New  
Member  
Induction

Fay  
Flevaras

UPDATE  
New Aged  
Care Act

Mel  
Metz

UPDATE  
Upcoming  
Release

Tanya  
Manning

LAUNCH  
Ongoing  
BVT/Pool  
Register

Fay  
Flevaras

ITEM  
DEFERRED  
UNTIL LATER  
MEETING

ITEM  
DEFERRED  
UNTIL LATER  
MEETING

Janine  
Bennett

Close

Fay  
Flevaras



Australian Government

Department of Health and Aged Care

# State of Play & New member introduction

## Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

# Business outcomes by persona group

Deliver outcomes for different stakeholder group through a human-centered approach



## OLDER AUSTRALIAN

- ✓ **Access to up-to-date information** to make **better informed and safer choice** about care and other service needs
- ✓ **Up-to-date information about local providers and services** to get access when they need it
- ✓ **Better supported** to stay in at home



## PROVIDERS

- ✓ **Assessors, physios and other providers use e-referrals** with patient notes without transcription errors
- ✓ **Administrative burden is reduced** by automation - allowing carers to spend more time with consumers
- ✓ Residential care staff have a **better view of care requirements for each resident** – delivering informed and better quality care



## GOVERNMENT

- ✓ Better data, **informs fast action to keep consumers safe** and manage serious incidents
- ✓ **Early warnings help to identify issues and support aged care facilities** before it is at serious risk, keeping residents in the community
- ✓ **Up-to-date profiles** of each facility are readily available to emergency services, community organisations, and others

**ALL stakeholders benefit from streamlined data sharing**

## Reform outcomes for users:

### Seamless user experience

Users and authorised entities can obtain info easily, particularly clinical info

### Simplified, one-touch capability

Access information simply, in one place, utilising existing whole of government authentication

### Improved data for consumers

Improved visibility and transparency of the quality of aged care services; systems provide real time quality and safety info

### Improved safety with current data & info

Dynamically change the info govt. holds, especially during times of crisis

### Streamlined, interoperable experience

Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government



# Important considerations

Principles underpinning health's public engagement

## Message alignment

- *Aged Care business and IT deliver consistent narratives, aligning messages and, where appropriate, events*

## Probity

- *Probity principles and protections underpin public engagements with a focus on fairness and equity*
- *Probity Adviser approvals in place*



## Govt. driven

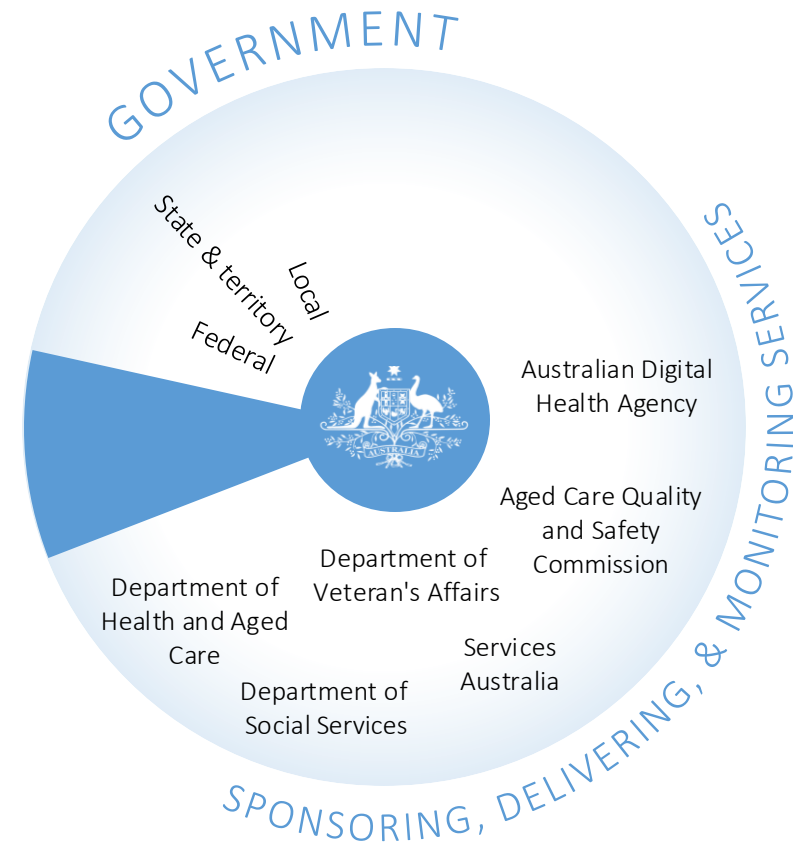
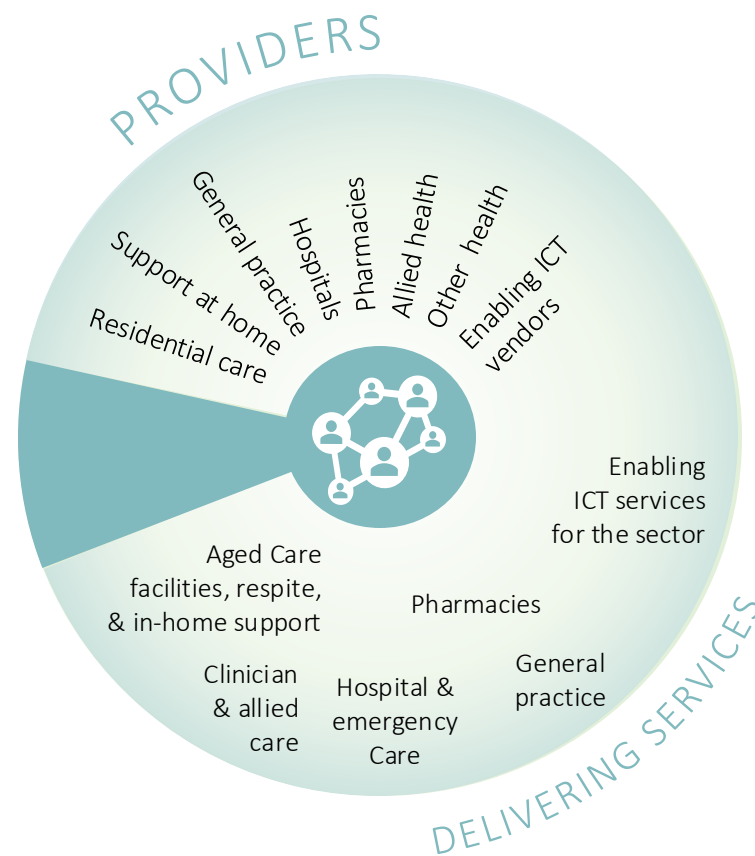
- *Govt. drives the transformation, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions*
- *Govt. commitments and transformation objectives stay front-of-focus*

## Shifting sands

- *Clarity is provided about the known versus the somewhat known versus the unknown, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change*
- *Caveat information accordingly; 'as we know it now'*

# Persona groups

Key audiences and roles



Australian Government

Department of Health and Aged Care



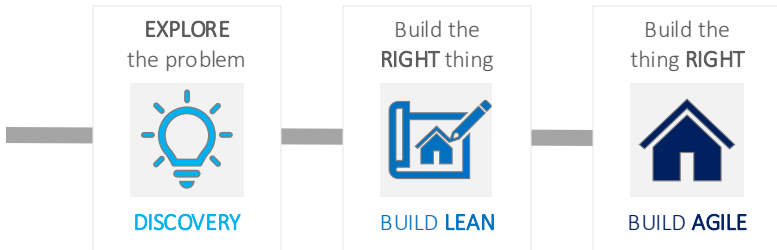
Workforce



Assessors

# Methodologies

Co-Design approach and Digital Maturity targets



## Two immediate co-design streams:



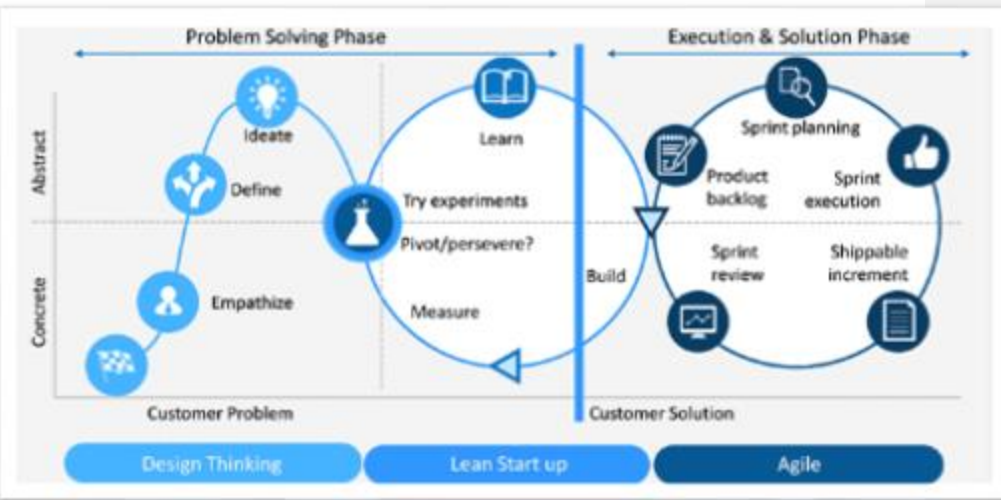
### DIGITISED focus (UX)

Co-design in this space will work with end users of a system to create a great experience for users; sessions will observe how users interact with the system.

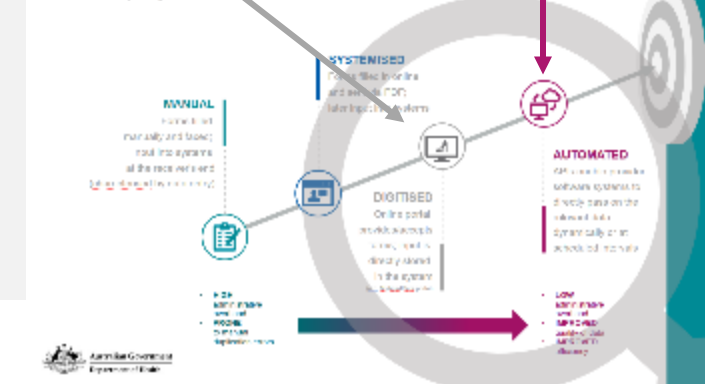


### AUTOMATED focus (API)

Co-design in this space will focus on bringing developers into conversations about data models and approaches; session will involve discussion and collaboration on API design & development.



## Digital Transformation for the Aged Care sector Digital Maturity Roadmap



### End state vision:

Provider staff enter information into their system and the required information is sent to Government via R2C2 platform automatically






# Important considerations

Principles underpinning the work of this group

- We will **publish the names of participants** in this group to the Health website – along with their role and organisation (if relevant)
- An **attendance record, all shared material, and a meeting summary** will be published on the Health website each time we gather
- Be aware that this is considered a *public space* forum and **participant IP does not apply**
- Anything that is said in this room is to **inform Health's digital transformation direction** and **our explicit intent is to use your input to do just that**
- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group



This group was formed through an open, equal opportunity, public invite – given that, we don't expect confidentiality or conflicts of interest to be a concern BUT if you have any questions or issues, please contact us ASAP



# Open co-design activities

Initiative-based

Health Care Identifiers:  
Consultation Feedback

New Aged Care Act (NACA):  
Consultation Feedback

Aged Care Data &  
Digital Strategy: Survey

GPMS: R7 business verification  
testing

Worker Screening: User research  
workshop

Strengthening Provider Governance:  
User Research workshop

GPMS: R6 business verification testing

Aged Care Transfer Summary (ACTS):  
Consultation Feedback

B2G: On-boarding and  
Conformance

B2G: Software Vendor Developer  
Portal Testing



Foundational

SP: Executive Brochure

SP: Digital Transformation  
Roadmap redesign

SP: 2023 Pulse survey

SP: Get to know survey

SP: Collaboration  
site uplift

Journey Mapping

Hot Topic Segment

### Digital Transformation Tech Talk webinars

We run regular webinars for the aged care sector and IT professionals on our digital transformation work. Find out how to register for upcoming webinars, and view our previous webinars.

#### Upcoming webinars

To register for an upcoming webinar, click on the webinar entry and then the registration link.



##### Digital Transformation Tech Talk – 7 September

7 September 2023 2:00pm AEST - 3:30pm AEST | Webinar

This event will share an update on the department's digital transformation work, hear from the Australian Digital Health Agency (ADHA) about their digital transformation initiatives.

##### Digital transformation for the aged care sector

About digital transformation

##### Tech Talk webinars

#### Previous webinars

Click on the webinar entry to:


- view the webinar recording
- read the transcript
- view or download the slides
- read the questions raised at the webinar and their answers.



##### Digital Transformation Tech Talk – 12 July

12 July 2023 2:00pm AEST - 3:30pm AEST | Webinar

In this webinar the speakers provided an update on reform agenda, a playback of our digital transformation most popular questions



##### Digital Transformation Tech Talk – 31 May

31 May 2023 2:00pm AEST - 3:30pm AEST | Webinar


In this webinar, the speakers provided an update on digital transformation initiatives, and the Support at Home program's digital transformation roadmap and timeline.



##### Digital Transformation Tech Talk – 19 April

19 April 2023 2:00pm AEST - 3:30pm AEST | Webinar

In this webinar we shared an update on the policy agenda, provided a playback of our progress on the System (GPMS), and took a deeper look at the de



##### Digital Transformation Tech Talk – 2 March

2 March 2023 8:00am AEST - 10:00am AEST | Webinar

In this first webinar for 2023, the speakers provided an update on digital transformation initiatives expected in the Star Ratings release (which went live late

### Digital Transformation Tech Talk – 6 December 2023

In this webinar we looked at our November 2023 releases, highlighted our achievements for the year and our plans for 2024.


Date published: 20 November 2023

Type: Webinar

Audience: Health sector

Webinar date: Wednesday, December 6, 2023 2:00pm AEST to 3:30pm AEST

Webinar Link: [Watch this webinar](#)



#### About the webinar

Join our Tech Talk for the year to hear our latest digital news, look back at the 2023 highlights, and see what's in store for us ahead into 2024. Most of the year, we shared our updates from our November major release and the latest updates to our FCI Provider Readiness, that gave rise to a major new capability for the Government Provider Management System (GPMS) that enables the decommissioning of the legacy National Provider Management System, and we'll hear from the Australian Digital Health Agency.

Ask us about all these topics and more in our open Q&A.

#### Presenters

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

#### Webinar recording

##### Tech Talk

Digital Transformation for the Aged Care sector

Digital Transformation and Delivery Division

www.health.gov.au

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## Upcoming webinars


To register for an upcoming webinar, click on the webinar entry and then the registration link.

### Digital Transformation Tech Talk – 27 February 2024

27 February 2024 2:00pm AEDT - 3:30pm AEDT | Webinar

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

## Register Now!



Australian Government  
Department of Health and Aged Care

# Update: New Aged Care Act



**Mel Metz**

Assistant Secretary | Legislative Reform Branch

Ageing and Aged Care Group | Department of Health and Aged Care

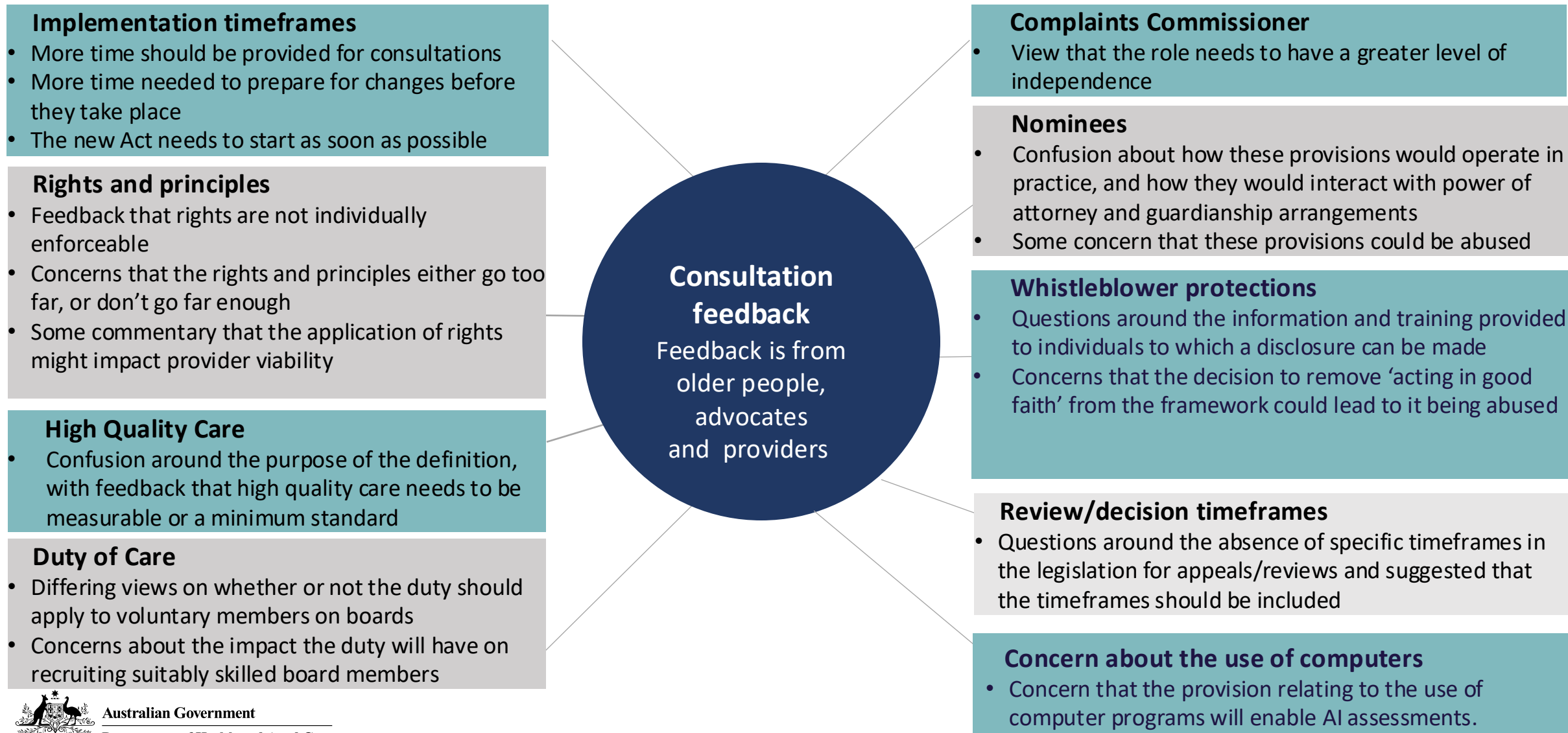


## Consultation on the Exposure Draft

- Draft Bill released on 14 December 2023
- Open for submissions for 12 weeks until 8 March.
- Engagement activities to elicit feedback from key stakeholders and the community, through:
- A public survey
  - Two webinars – one information webinar and one Q&A style webinar
  - Five targeted roundtables with advocacy organisations, individual advocates, the sector, and workers
  - Around 35 public workshops, some virtual but the majority face-to-face



# Consultation Feedback



## Further Information & resources to access

### Webinars

<https://www.health.gov.au/our-work/aged-care-act/consultation/upcoming-workshops>

○ You can then provide your feedback by either :

- Completing the [online survey](#)
- Phone survey 1800 318 209
- Providing a written submission via:

[AgedCareLegislativeReform@health.gov.au](mailto:AgedCareLegislativeReform@health.gov.au)

Department of Health and Aged Care

New Aged Care Act Consultation GPO Box  
9848 Canberra ACT 2601 Australia

Public consultation closes on **Friday 8 March 2024.**

Foundations of the  
**New Aged Care Act**  
Consultation Page  
Aged Care Engagement Hub







[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)



Phone **1800 200 422**  
(My Aged Care's free call phone line)





## Digital Transformation Sector Partners

Digital Design & Release Branch  
Department of Health and Aged Care



**Australian Government**  
**Department of Health and Aged Care**



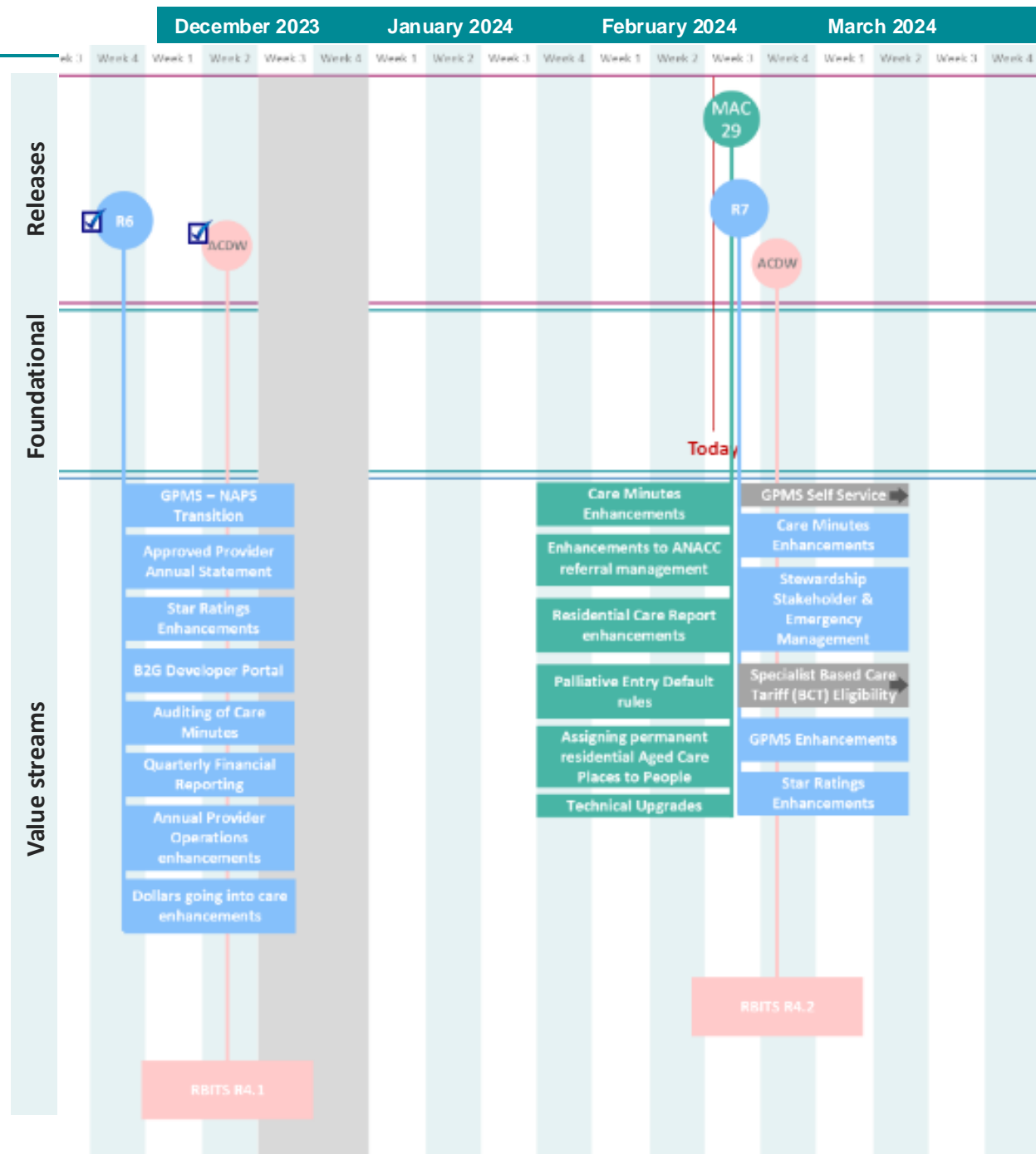
# Highlights...

## MAC 29

*My Aged Care (MAC)*

## Release 7

*Government Provider Management System (GPMS)*



R7

R29

GPMS Self Service

Deferred

Care Minutes Enhancements

Care Minutes Enhancements

Stakeholder &  
Emergency Management System

Specialist Based Care Tariff (BCT)  
Eligibility

Deferred

GPMS Enhancements

Star Ratings Enhancements

Approved Provider Operations  
(Annual Statement)

Business to Government Developer  
Portal & API Gateway

Technical Upgrades

Care Minutes Enhancements

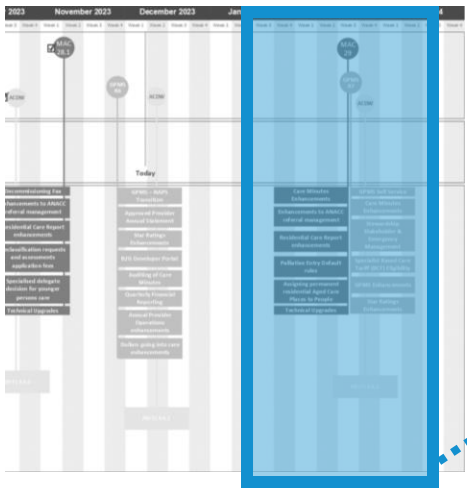
Enhancements to AN-ACC referral  
management

Residential Care client enhancements

Palliative Entry Default rules

Assigning permanent residential  
Aged Care Places to People

Technical Upgrades & Enhancements



R29

R7

Care Minutes Enhancements

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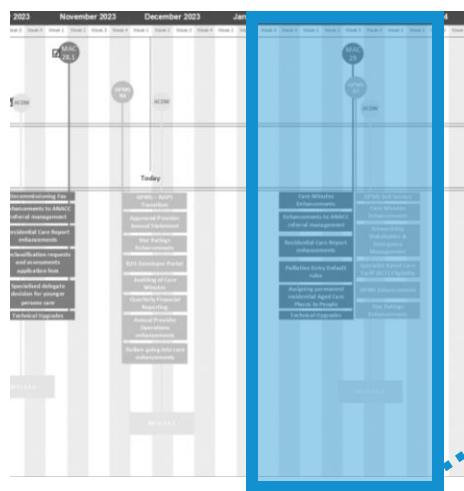
GPMS Enhancements

Star Ratings Enhancements

Approved Provider Operations (Annual Statement)

Business to Government Developer Portal & API Gateway

Technical Upgrades





LAUNCH



# Launch: Ongoing BVT/Pool Register

Digital Transformation Sector Partners

## Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care



# Playback: Digital Transformation Roadmap

Digital Transformation Sector Partners

ITEM DEFERRED UNTIL LATER MEETING

**Jennifer Kouch & Michael Cronin**

User Experience Designer

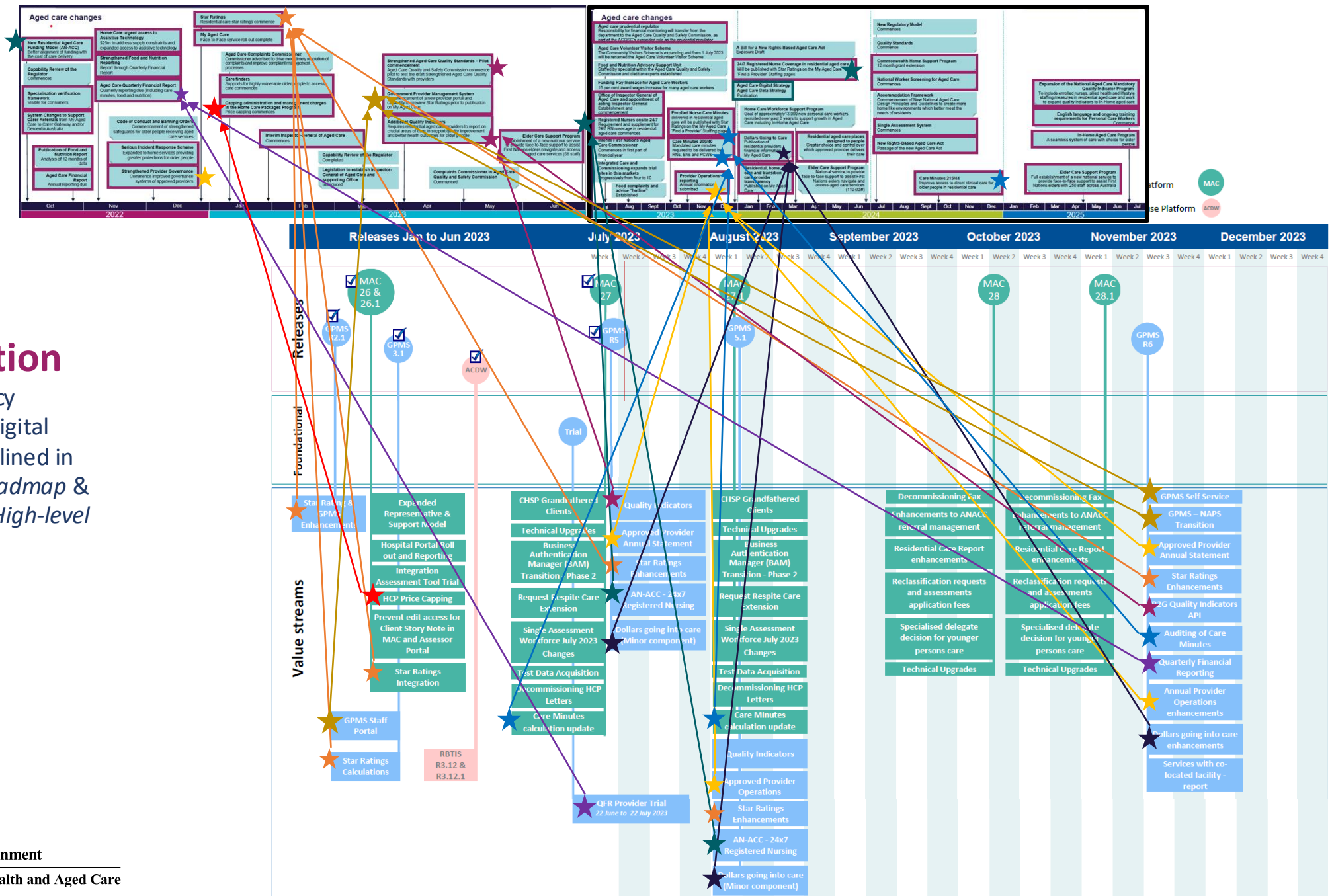
Digital Design and Release Branch

Digital Transformation and Delivery Division



# 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

Care minutes enhancements

Description

This section contains a description about 'Care minutes enhancements'. Lorem ipsum dolor sit amet consectetur. Odio nisl lacus auctor purus. Leo duis turpis tellus tellus vitae egestas eu nulla.

Lorem ipsum dolor sit amet consectetur. Odio nisl lacus auctor purus. Leo duis turpis tellus tellus tellus vitae egestas eu nulla.

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







# Introduction: Sector Partner “Get to Know” Survey

Digital Transformation Sector Partners

ITEM DEFERRED UNTIL LATER MEETING

**Janine Bennett**

a/g Assistant Secretary

Digital Business and Sector Engagement Branch

Digital Transformation and Delivery Division



# Q&A

## Have a question?

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





# THANK YOU

**NEXT MEETING:**  
11am, Friday 1 March



[DTSectorPartners.health.gov.au](mailto:DTSectorPartners.health.gov.au)