Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

www.health.gov.au

Meeting #50

27/09/2024

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

Our 50th Agenda

Open & Agenda	State of Play & New Member Introductions	Update: Aged Care Transformation	ICT Harmonisation Reform for the the Care & Support Economy	50th Anniversary Gala & Wrap-Up
Fay Flevaras	Fay Flevaras	Greg Pugh	Janine Kuehlich & Tim Brown	Fay Flevaras

State of Play & New Member Introductions

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

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Important considerations

Principles underpinning the work of this group

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

New member induction pack

Open co-design activities

Initiative

Foundational

ICT Harmonisation: Care & Support Provider Experience Interviews

Aged Care Digital Maturity Research

Monthly Care Statements Digital Solutions Consultation

New Aged Care Act: Aged Care Design Research

EOI: AI, AR & VR in Aged Care Pilot

Aged Care Data & Digital Strategy Action Plan: Feedback

B2G: API Co-Design

B2G: Software Vendor Testing

Design thinking

Lean start up

Agile

SP: Digital Transformation Roadmap Redesign

Business Verification Testing (BVT) Register

Journey Mapping

Hot Topic Segment

DIGITISED focus (UX)

AUTOMATED focus (API)

Evergreen

Open

Recently closed

On today's agenda

Update: Aged Care Transformation Program

Greg Pugh
First Assistant Secretary
Reform Implementation Division
Department of Health and Aged Care

Australian Government
Department of Health and Aged Care

Questions....

Which initiative are you most interested in learning about?

What is the initiative you most want to be involved in for co-design?

What is your top priority related to upcoming changes in the sector?

Whole of Government Provider Management System

Overview of the ICT Harmonisation Opportunity for the Care and Support Economy and ICT transformation

Tim Brown
Senior Project Manager
Aged Care Services & Sustainability Branch
Digital Transformation and Delivery Division
Department of Health and Aged Care

Janine Kuehlich
Service Design Lead
Aged Care Services & Sustainability Branch
Digital Transformation and Delivery Division
Department of Health and Aged Care

Australian Government
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The Case for Change

The care and support economy is one of the fastest growing parts of the Australian economy.

Long-term ambitions for the care and support economy include three distinct goals:

- **quality care and support**
- **quality jobs**
- **productive and sustainable systems of care and support**

Providers that service multiple sectors across the Care and Support economy are required to interact with multiple government agencies. This may:

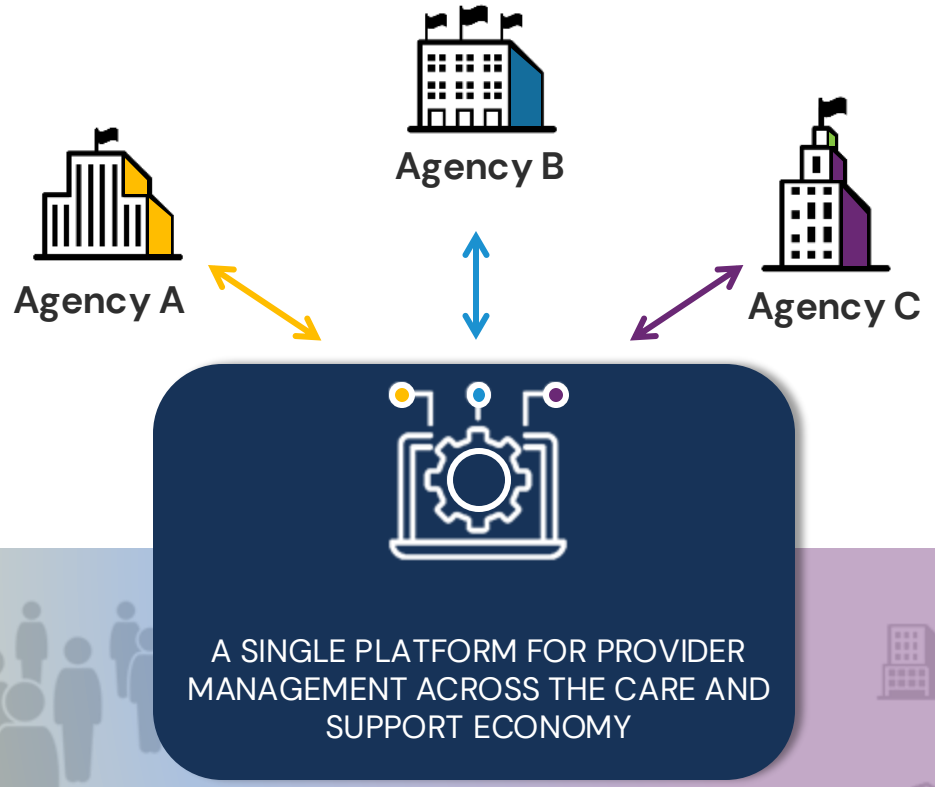
- **cause a large administrative burden and confusion for providers**
- **duplicate reporting and data capture about providers**
- **impact on the quality of services delivered**
- **increase the complexity and cost across the sector to manage and maintain multiple systems.**

The Opportunity

A whole of government solution for provider management across the different government agencies for veteran services, aged care and disability support.

The Government Provider Management System is a single, integrated platform that will:

- ✓ **Unify** the provider engagement and experience;
- ✓ **Reduce** the provider administration burden;
- ✓ **Streamline** the downstream processes.

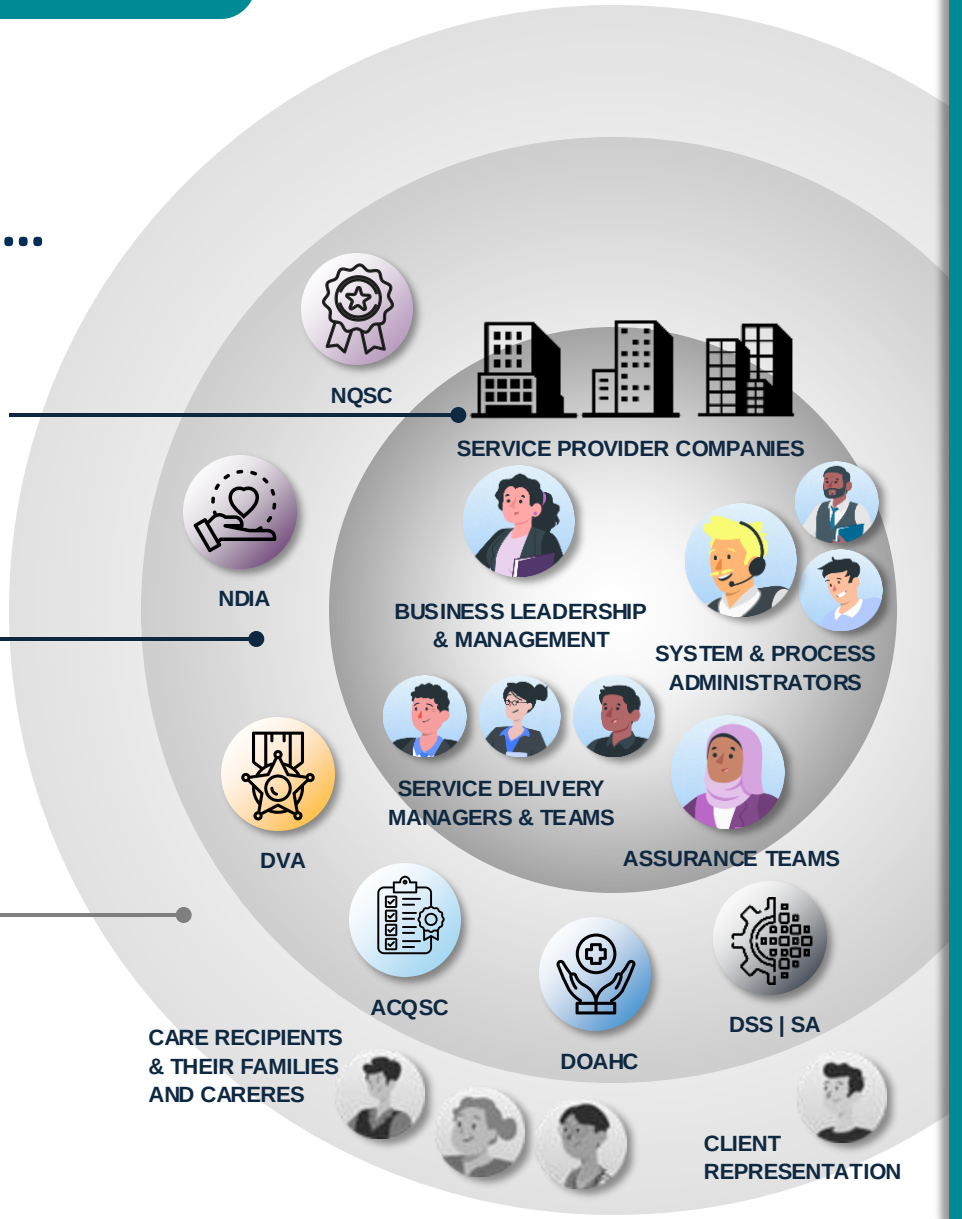


Co-design engagement with…

DIRECTLY INVOLVED AND IMPACTED
with provider management ICT systems and solutions

GOVERNMENT ENTITIES INVOLVED
with provider management business processes and systems within the care and support economy

INDIRECT BENEFICIARIES
of improvement provider management systems performance across the care and support economy service landscape



Discovery focus questions:

1) What is the **current state experience of provider management** across the care and support economy?
2) What is the **desirability and potential benefit** of a whole of government digital platform for provider management?

Proposed dates:

OCT 3-week engagement activity

60-90 min interview/small focus group

Next steps…

To get involved, scan the QR code and we will be in touch to schedule an interview.

DISCOVERY ENGAGEMENT

90min | 14 – 31 Oct

- Explore how providers currently interact with different government agencies.
- Gain insight on what currently works well and identify duplicated effort or inefficiencies
- Understand the different provider business models and ways of working (systems, processes, people/behaviours).
- Identify priority opportunities to align and improve the provider management experience.

Celebrating our 50th

THANK YOU

NEXT MEETING:

11:30am, Friday 11 October

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