

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



www.health.gov.au

Meeting #50

27/09/2024



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**

Fay Flevaras



**State of Play
& New Member
Introductions**

Fay Flevaras



**Update:
Aged Care
Transformation**

Greg Pugh



**ICT
Harmonisation
Reform for the
the Care &
Support Economy**

**Janine Kuehlich
& Tim Brown**



**50th
Anniversary
Gala & Wrap-
Up**

Fay Flevaras



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State of Play & New Member Introductions

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

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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



Digital Transformation Sector Partners | New member induction checklist

Welcome to the Digital Transformation Sector Partners co-design group! We're delighted to have you join us.

Getting Started

Before you get started as a fully-fledged Sector Partner, there are a few final steps to complete your induction. Here's what you need to do:

- ☐ **Watch our Induction Video:** Our induction video outlines the purpose of the group, our rules of engagement and what you can expect as a member. This includes important information about intellectual property, transparency, accountability and privacy.
- ☐ **Visit our Digital Transformation Sector Partners Collaboration site:** On the collaboration site, you'll find more information about our meetings, major projects and co-design activities.
- ☐ **Complete our New Member Induction Survey:** Your responses to the new member induction survey help us learn more about you and your organisation, so we can make our meetings and co-design activities more engaging and relevant.
- ☐ **Attend your first meeting and introduce yourself!** You should soon receive an invitation to the Sector Partners meeting series. Please come prepared to briefly introduce yourself and your organisation to the group at your first meeting.
- ☐ **Find us on the Department of Health and Aged Care website** for links to additional resources.

We look forward to your active participation in the digital co-design group. If you have any questions or need assistance, please don't hesitate to reach out to us by email at ITSectorPartners@health.gov.au



An introduction to Sector Partners

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





Open co-design activities

Initiative

- 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



Foundational

- SP: Digital Transformation Roadmap Redesign

- Business Verification Testing (BVT) Register
- Journey Mapping
- Hot Topic Segment



Update: Aged Care Transformation

Update: Aged Care Transformation Program

Greg Pugh

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



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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

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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:

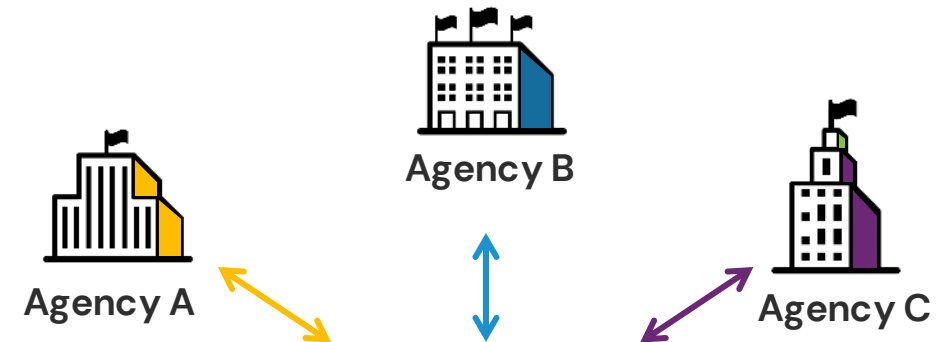
-  **cause a large administrative burden and confusion for providers**
-  **duplicate reporting and data capture about providers**
-  **impact on the quality of services delivered**
-  **increase the complexity and cost across the sector to manage and maintain multiple systems.**

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.



A SINGLE PLATFORM FOR PROVIDER
MANAGEMENT ACROSS THE CARE AND
SUPPORT ECONOMY

Co-design engagement with...

DIRECTLY INVOLVED AND IMPACTED

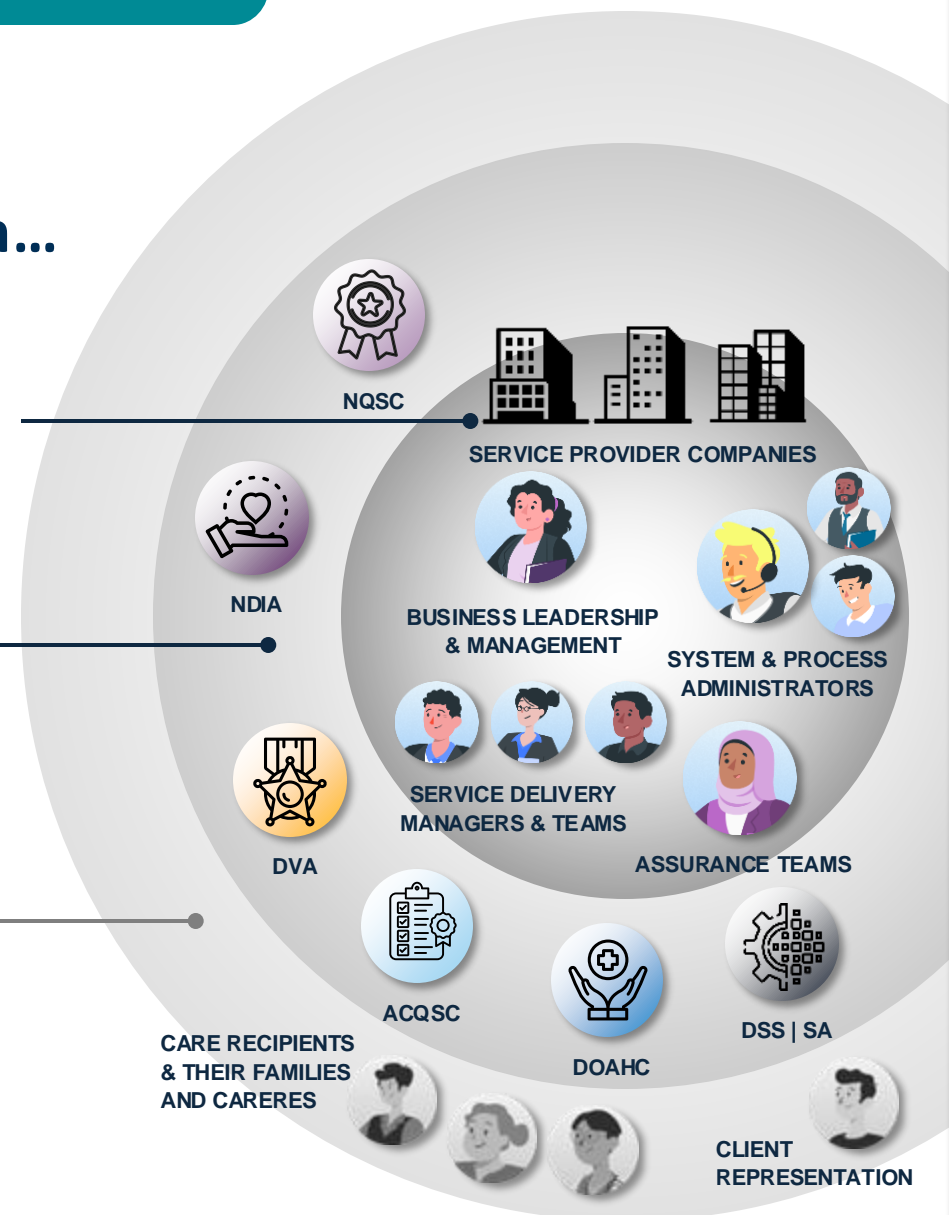
with provider management ICT systems and solutions

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:



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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