

Digital Transformation Tech Talk

Webinar series for the aged care sector

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care



health.gov.au

Tech Talk #19

09 October 2024

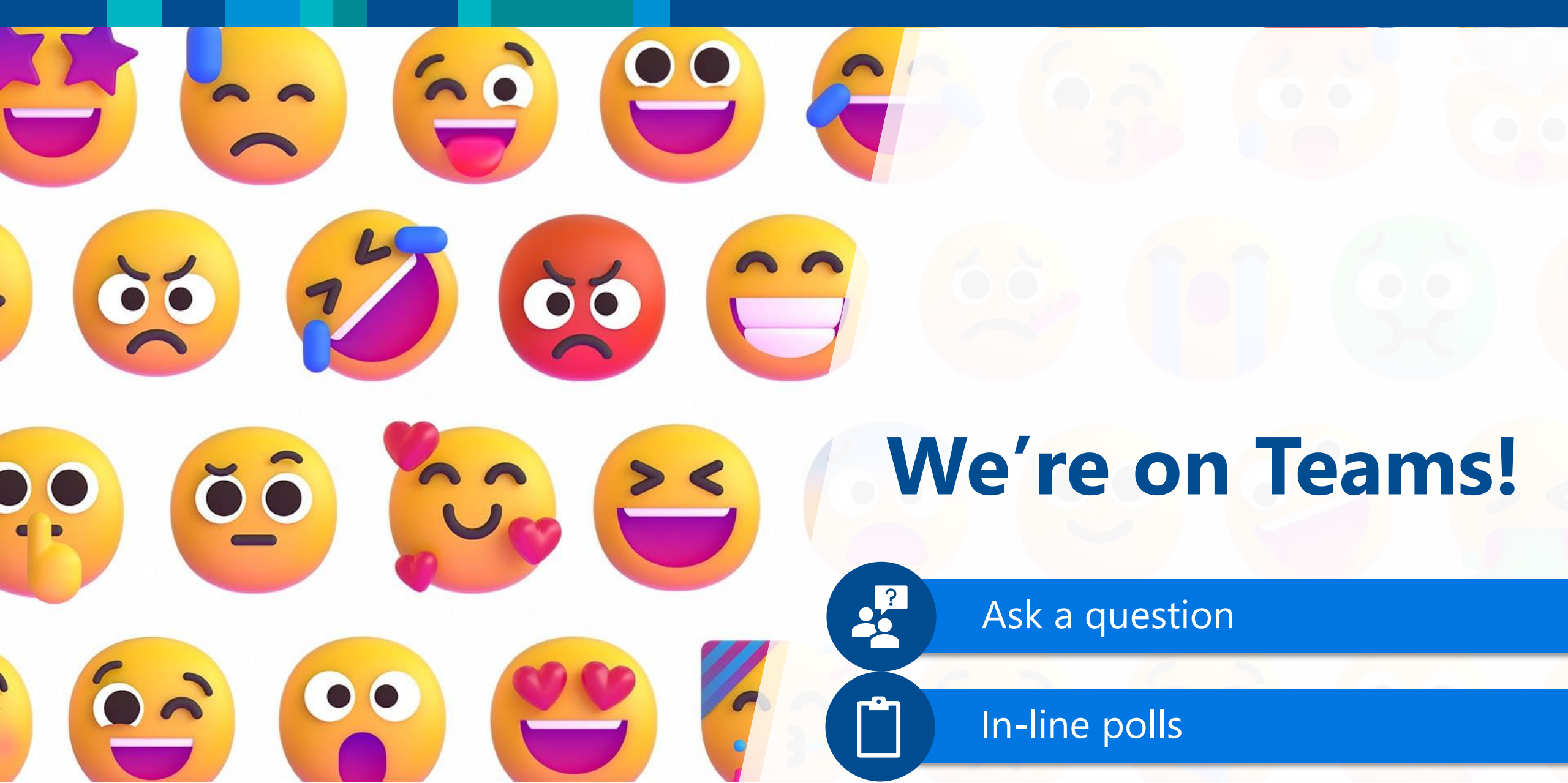
Welcome

An elderly couple, a man and a woman, are sitting together and looking at a tablet. The man is wearing glasses and a brown jacket, and the woman is wearing a brown sweater over a yellow shirt. They are both smiling and appear to be engaged in a video call or a presentation. The background is a blurred indoor setting with some furniture and a lamp.

Connect by phone

Dial-in 02 8318 0010 **PIN** 117 455 12#

 **This session is recorded**



We're on Teams!



Ask a question



In-line polls



Tech Talk 19 agenda

**Welcome and
housekeeping**

Matt Kenny

**Digital
Transformation
update**

Fay Flevaras

**Aged Care
reform update**

Greg Pugh

**Support at
Home**

Lezah Rushton

**Business to
Government**

Emma Cook

**Q&A and
close**

Panellists



Digital Transformation update

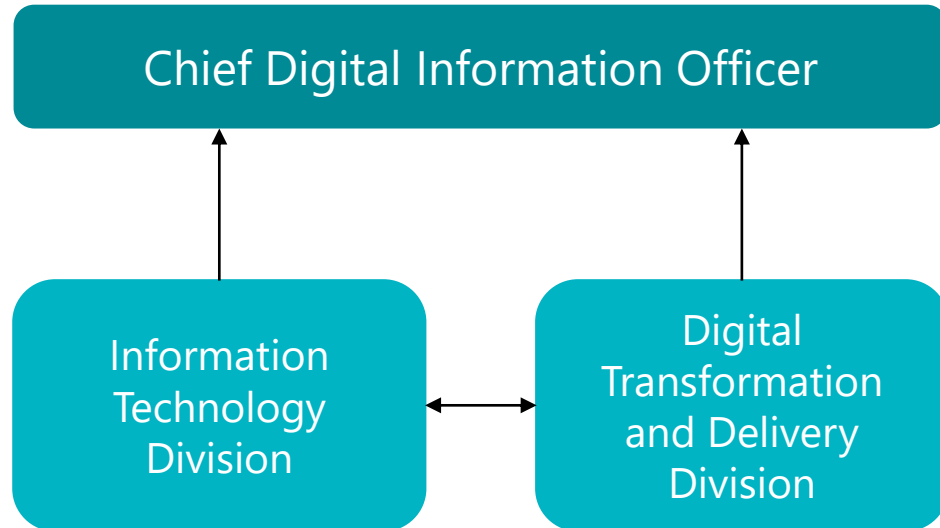
Fay Flevaras

Chief Digital Information Officer
Corporate Operations Group
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

Digitally-enabled enterprise



Better leveraging departmental
ICT capability and digital policy expertise

Managing growing
demand and investment
in digital services

Integrating best practice
across the Health portfolio,
not just aged care

Digital Transformation Roadmap

Disclaimer

This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline').

The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.

- My Aged Care (MAC)
- Government Provider Management System (GPMS)
- Business to Government (B2G)
- Aged Care Data Warehouse (ACDW)

YEAR	2024			
MONTH	JAN—MAR	APR—JUN	JUL—SEP	OCT—DEC
TECH UPDATES	Care Minutes Enhancements	B2G Developer Portal API Release	Integrated Assessment Tool	Single Assessment Workforce
	Enhancements to ANACC Referral Management		Provider Refundable Accommodation Deposits and Contributions Reporting	Enhancements for Single Assessment Screening
	Residential Care Report Enhancements		Quality Indicators API Release	My Aged Care Hospital Portal – Extension of Bulk Hospital Creation
	Palliative Entry Default Rules		Enhancements 24/7 Nursing API	My Aged Care and My Health Record Integration
	Assigning Permanent Residential Aged Care Places to People		Enhancements for: <ul style="list-style-type: none">Provider Operations FormQuarterly Financial Reporting24/7 Registered NursesGPMS ReportingStar Ratings	Enhancements for Provider Refundable Accommodation Deposits and Contributions Reporting
	Technical Upgrades			Critical Reporting Capabilities of Star Ratings
	Stewardship Stakeholder & Emergency Management			Maintain Accuracy of Published Star Ratings
	GPMS Enhancements		Manage Your Organisation Tile	Enhancements for ANACC Referral Management and Assessments
	Star Ratings Enhancements			Enhancements for: <ul style="list-style-type: none">GPMS Platform Enhancements24/7 Registered Nurses

Digital Transformation Roadmap

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2025 year ahead

2024

2025

MAY

JUN

JUL

AUG

SEP

OCT

NOV

DEC

JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEP

OCT

Design

Build

Test

Release 32



Targeted Release

Design

Build

Test

Release 33



Targeted Release

Design

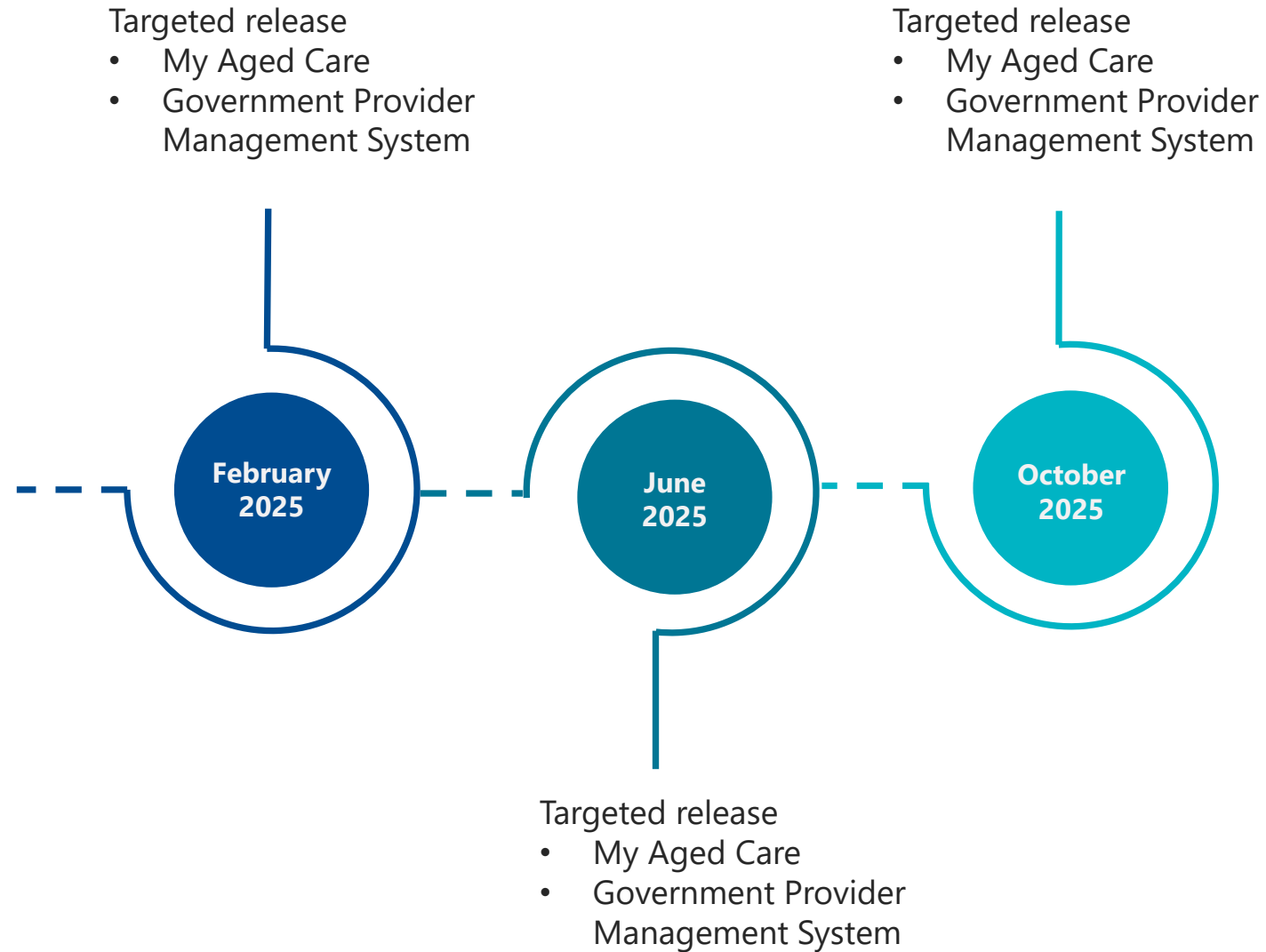
Build

Test

Release 34

Targeted Release





Aged care reform update

Greg Pugh

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

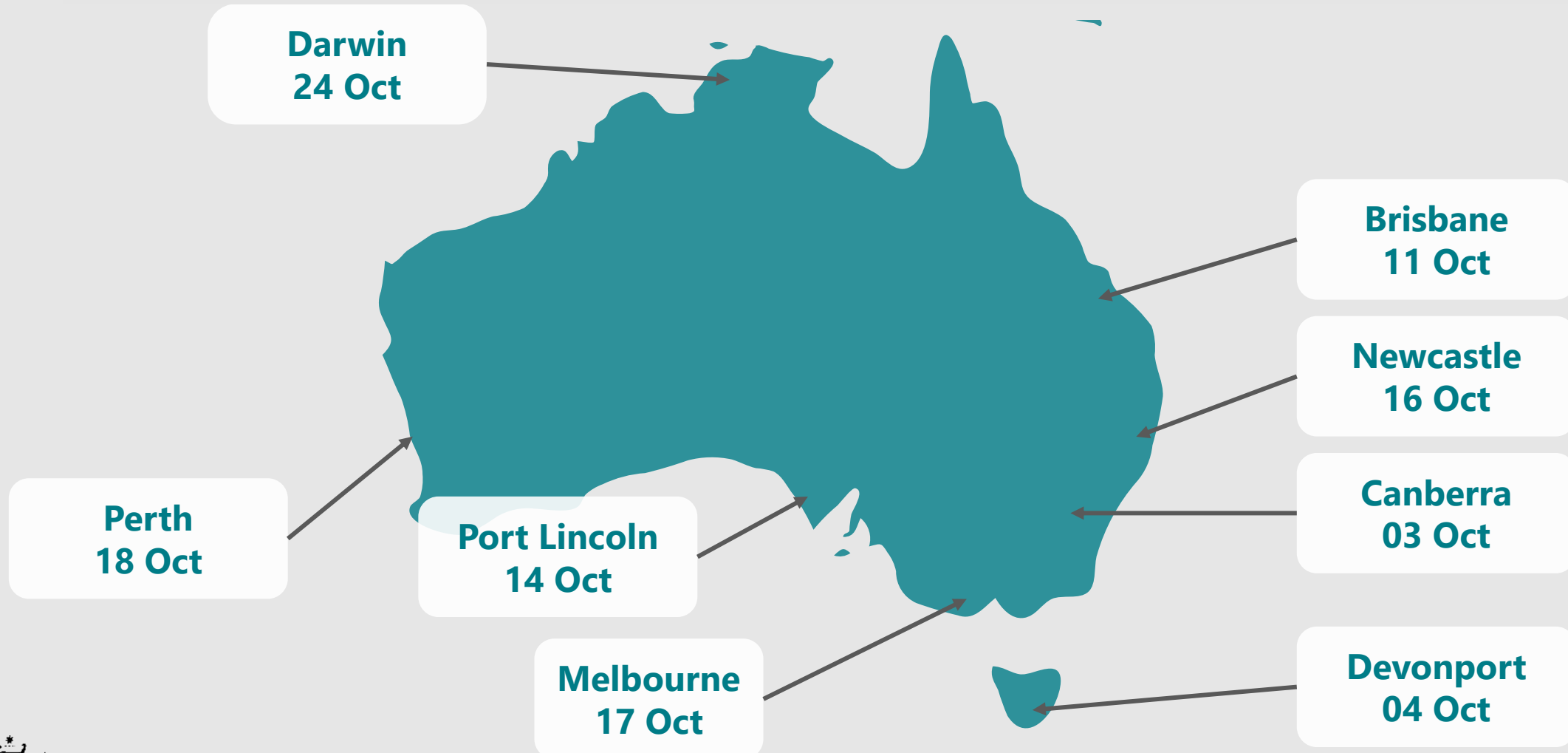


Reforms progress

New Aged Care Bill introduced, Support at Home announced, Taskforce response announced.	Aged care residents are receiving 3.9 million minutes more direct care time every day.	19% more aged care homes are receiving overall Star Ratings of 4 and 5.
\$15.1 billion in funding to deliver wage increases for aged care workers.	Almost all aged care homes now have a registered nurse on duty at least 24 hours a day.	Almost 60% of aged care homes are now rated 'good' or 'excellent'.
58% increase in the care component of residential aged care funding since October 2022.	Around 85% of aged care residents said they would recommend their home to someone they know.	8,788 volunteers visited 10,195 Aged Care Volunteer Visitors Scheme recipients in 2023.



Upcoming public hearings



Next steps (implementation)

Reform Roadmap

being updated and
will be released in
the next couple of
weeks.

ICT/digital roadmap

to reflect final policy
settings to be
released.

Engagement

sector
engagement,
support and
transition activities.



Support at Home

Lezah Rushton

Assistant Secretary
Assessment and Home Care Transition Branch
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

Support at Home

Changes for providers and their systems

Lezah Rushton

Assistant Secretary, Assessment and Home Care Transition Branch



What will be covered today?

- Support at Home program overview
- Key changes for assessments and Integrated Assessment Tool refinements
- Service referrals
- Support at Home funding model
- Claims and payment arrangements
- Changing service providers
- Next steps and future engagements



Support at Home will help people to stay at home for longer



Faster access
to services

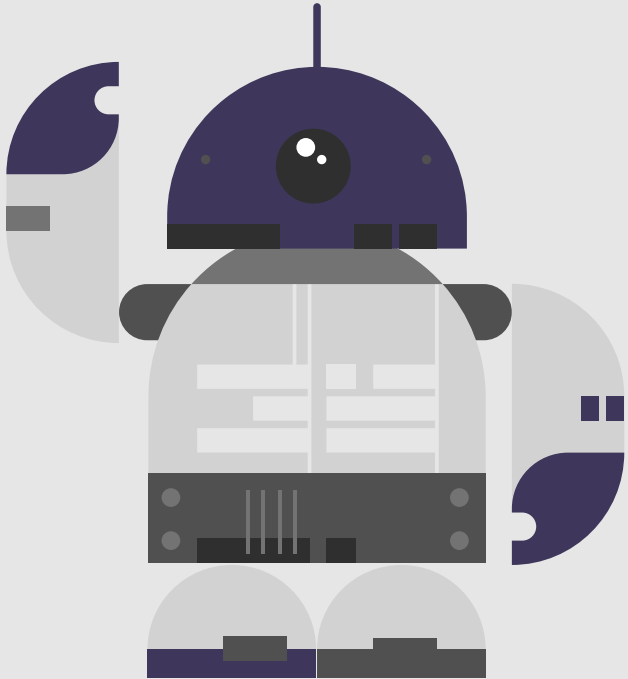


Early intervention to
stay independent
and prevent decline



Higher levels of
care when needs
become more
complex

Single Service Provider



A single Support at Home service provider will manage and deliver a participant's services to meet their assessed needs within their budget.

The single service provider will also be responsible for arranging and sourcing any required short-term supports such as approved Assistive Technology and/or Home Modifications, Restorative Care Pathway or End-of-Life Pathway



Single Assessment

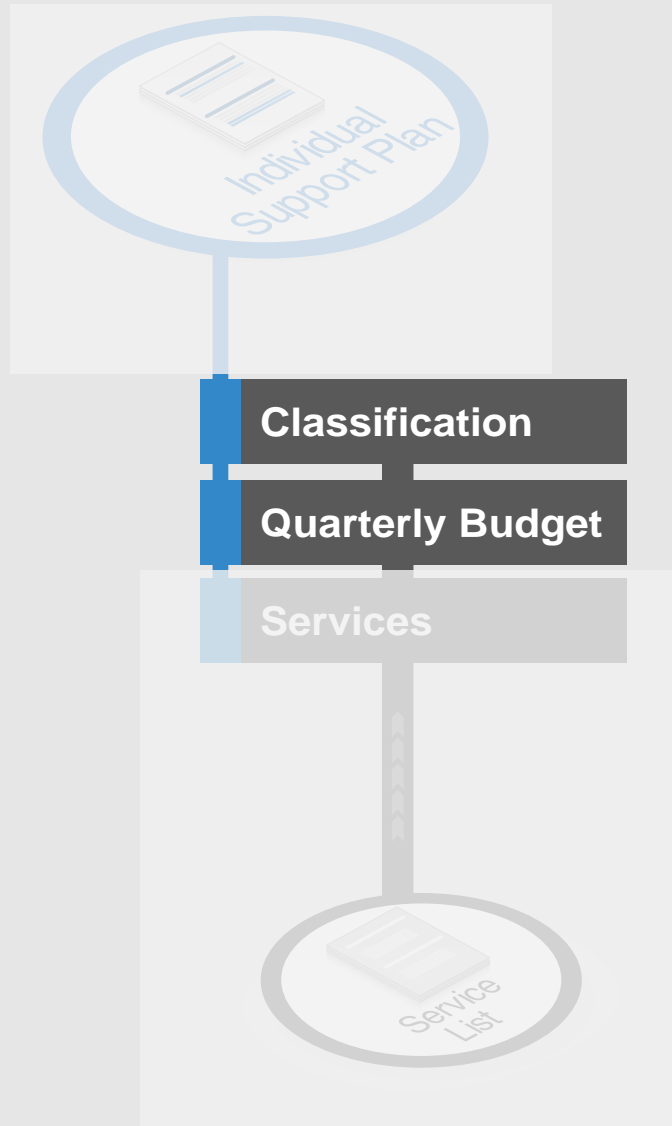


Refinements to Integrated Assessment Tool (IAT)

- The IAT will provide a Support at Home classification algorithm recommendation
- Changes to eligibility determination with the introduction of a triage delegate role
- Changes to legislative references, terminology and consent capture
- Delegate approval CHSP recommendations by a non-clinical delegate



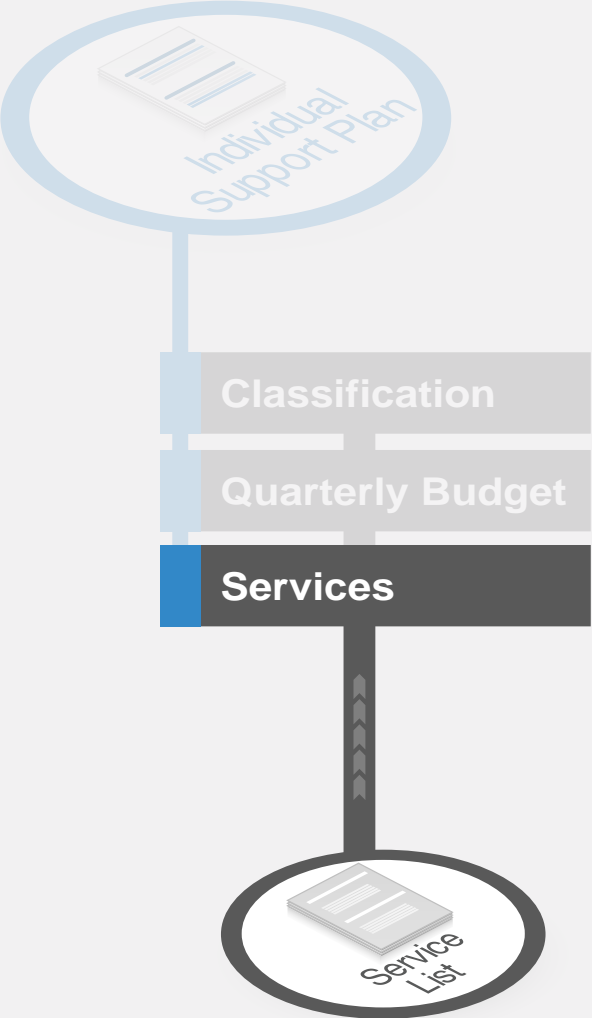
Classifications



- A new classification framework will specify the level of funding available for each classification.
- Support at Home participants accessing ongoing services will be assigned funding that aligns with their assessed aged care needs.
- Support at Home participants will be assigned a quarterly budget based on their classification level for ongoing services.
- Eligible participants will have access to:
 - Assistive Technology and Home Modification (AT-HM) Scheme.
 - Restorative Care Pathway to help maintain and improve independence and reduce reliance on ongoing services.
 - End-of-Life Pathway, providing them the option to pass away in their own homes.



Service list



Support at Home Service Types	
Clinical Services	Allied Health and other Therapeutic Services
	Nursing Care
	Nutrition
	Care Management
	Restorative Care Management
Independence Services	Personal Care
	Social Support and Community Engagement
	Therapeutic Services for Independent Living
	Respite
	Transport
Everyday Living Services	Assistive technology and home modifications
	Meals
	Domestic Assistance
	Home Maintenance and Repairs

Individual support plan



- Summary of needs and goals
- List of approved services
- Ongoing classification and quarterly budget

and/or

Approval & budget for short-term supports:

- Assistive Technology and/or Home Modifications
- Restorative Care Pathway
- End-of-Life Pathway



Support at Home Budget Planner



At the time of needs assessment, assessors can work with the participant on their Support at Home service mix and indicative service pricing against the participant's quarterly budget before finalising recommendations.

Assessors can search, add and remove services in the calculator and see cost breakdown for each service.



Support at Home Care Approval Information to Services Australia

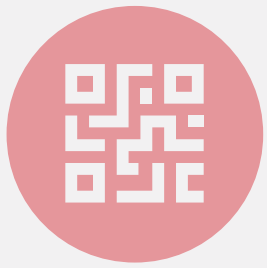


Service Group
Program
Classification Type
Classification (including any short-term allocation/s)
Classification assigned status
Classification assigned date
Minimum Service Offer assigned date (if applicable)
Full Service Offer assigned date
Participant withdrawal date (if applicable)
Service Type
Service
Participant characteristics (First Nations, homeless, care leavers, etc.)



Service Referral

Managing referrals for services under Support at Home



Assessors can refer participants to a service provider for Support at Home services. Following the delegate assessment approval and finalisation of the support plan, assessors and contact centre can support a participant to be referred to a provider for Support at Home services recommended in the participant's support plan through using service referral codes aligned with HCP.

Refinements to issuing service referrals for Support at Home

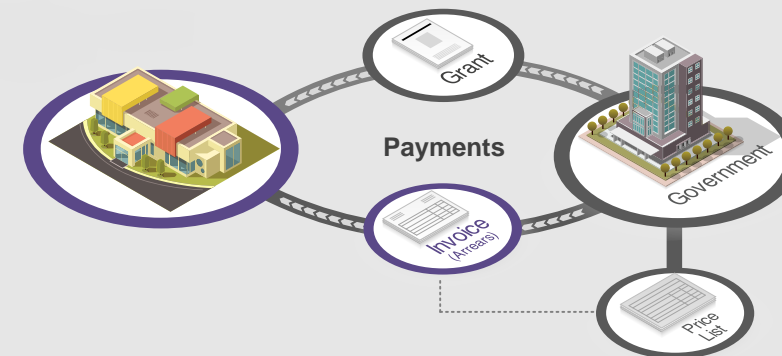
Key Changes:



1. Service Providers are required to submit details of the new participant entering into a service Agreement to Services Australia within 28 days of accepting service provision.
2. Service Providers are required to submit details of the exiting participant to Services Australia within 28 days of the participant opting to exit the service provider.



Funding model



Source of funds	Payment arrangements
1. Participant budgets <ul style="list-style-type: none"> Ongoing or short-term services AT-HM 	<ul style="list-style-type: none"> Service provider invoices government for hours or units of each service for each client (or costs for items such as AT-HM) Prices must be at or below caps set by government, based on IHACPA advice Government pays at prices less relevant participant contribution
2. Care management fund <ul style="list-style-type: none"> Sits with providers 10% of ongoing participant budgets plus supplements 	
3. HCP Commonwealth Unspent funds	
4. Participant contributions	<ul style="list-style-type: none"> Service provider invoices participant Rates set by government as % of service prices

Support at Home Classification Budget

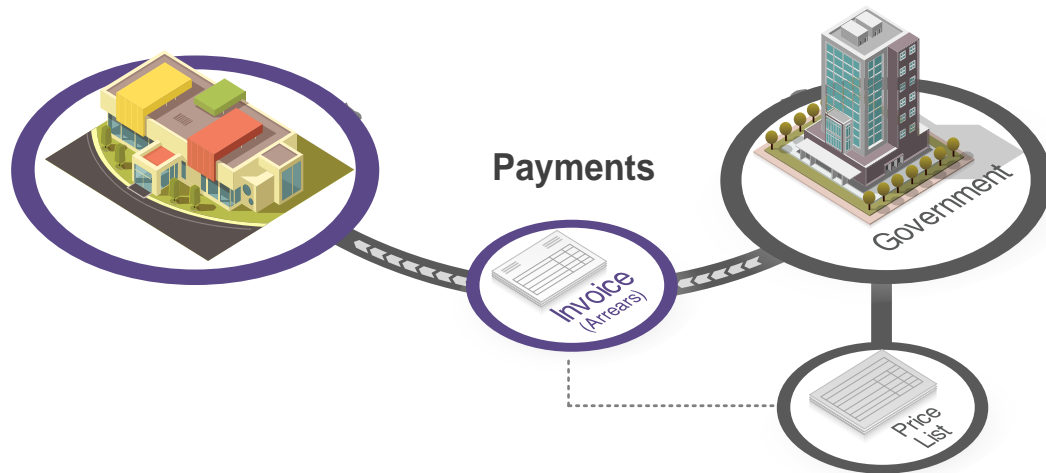


Service Group	Classification	Amount*	Allocation Period
	0	Ineligible for Support at Home/CHSP	
Home Support	CHSP Classification 1	CHSP program funding	As per CHSP program
	CHSP Classification 2		
	CHSP Classification 3		
	CHSP Classification 4		
Home Support	SaH Classification 1	\$11,000	Financial Year
	SaH Classification 2	\$16,000	
	SaH Classification 3	\$22,000	
	SaH Classification 4	\$30,000	
	SaH Classification 5	\$40,000	
	SaH Classification 6	\$48,000	
	SaH Classification 7	\$58,000	
	SaH Classification 8	\$78,000	
	SaH Restorative Care Pathway	\$6,000	12-16 weeks
	SaH End-of-Life Pathway	\$25,000	12-16 weeks

* The dollar figures in the table are current estimates. Final classification dollar values will be subject to annual indexation and confirmed before Support at Home commences.



Provider invoicing



- Invoices or claims for payment submitted to Services Australia using existing channels
- Invoices may be submitted up to daily or batched
- Final invoice for a quarter must be submitted within 60 days of end of the quarter
- Services Australia process claims within 7 calendar days of receipt of claim



Expected claim data to Services Australia

	Data Item	Description
Identifiers	Participant name	The name of the participant
	MAC ID	Participant’s aged care identifier
	Pooled funding client indicator	The Pooled funding client indicator
	Services Australia Client ID	Participant’s Service Australia identifier
	Service Location	Location where the service was delivered
	Service Provider ID	Provider’s ID number
	Service Provider Name	Provider’s name
	Service Delivery Date	Service delivered date
	Claim Date	Date of claim
Service details	Service Type (derived from Service ID)	The service type
	Service (derived from Service ID)	The service name
	Service Unit Type (derived from Service ID)	The service unit type
	Service Unit Price (derived from Service ID)	The service unit price
	Service delivered by a third-party organisation indicator	An indicator for services delivered by a third-party organisation
Funding details	No. of Units	No. of units provided
	Funding Source	The source of funding for the service provided: <ul style="list-style-type: none">• Client Budget (the participant’s ongoing quarterly budget)• Care Management Account (care management services)• Restorative Care Pathway Payments (restorative care services)• AT Budget (assistive technology services)• HM Budget (home modification services)• End-of-Life Pathway (participant’s End-of-Life Pathway budget)• HCP Commonwealth unspent funds
	Government Subsidy Claim Amount (defaulted to price cap for the service)	The claim amount

What does this mean for invoicing?

INVOICE – Aug 2025 (Illustrative only)								
Client ID	Service ID - Service Type	Client Budget Units	AT Units	Care Management Units	Service	Service Unit Type	Service Unit Price	Maximum subsidy per unit (<u>illustrative only</u>)
AC000001	AG101 - Domestic Assistance	4	-	-	Laundry	Hour	\$61	\$244
	AG102 - Personal Care	8	-	-	Hygiene	Hour	\$68	\$544
	AG111 - Meals	1	-	-	Delivery	Meal	\$13	\$13
	AT108 – Mobility Products	-	2	-	Walking aids	Item	\$110	\$220
	CG101 - Care Management	-	-	1	Service	Hour	\$129	\$129
Total		13	2	1				\$1,150
AC000077	AG101 - Domestic Assistance	4	-	-	Shopping	Hour	\$61	\$244
	AG102 - Personal Care	16	-	-	Eating	Hour	\$68	\$1,088
	AT123 – Computer Access	-	4	-	Computer software	Item	\$100	\$400
	AT124 - Mobility Products	-	2	-	Standing aids	Item	\$125	\$250
	CG101 - Care management	-	-	2	Service	Hour	\$129	\$258
Total		20	6	2				\$2,240

Changing providers



- Entry and exit rules will be managed mostly via off system program guidance.
- The losing service provider:
 - has 28 days from the cessation date or new service provider entry notification (whichever comes earlier) to notify Services Australia their participant is leaving.
 - must complete information sharing obligations with the gaining service provider such as account balances and services delivered with the gaining service provider.
- Once the losing service provider finalises their claims for the individual, a final monthly statement must be issued to the individual and gaining service provider.
- The gaining service provider will know, at the latest, 61 days after the cessation date the final budget balance from SA Services Australia.



Funding model

- Providers paid in arrears
- Dedicated care management funding

Reasonable prices

- Defined Service List
- Efficient prices and participant contributions set by Government

Design features

All participants have budgets

- New classification system with increased funding
- Ability to accrue unspent funds

Focus on independence

- Upfront access to Assistive Technology and Home Modifications (AT-HM)
- Restorative care pathway



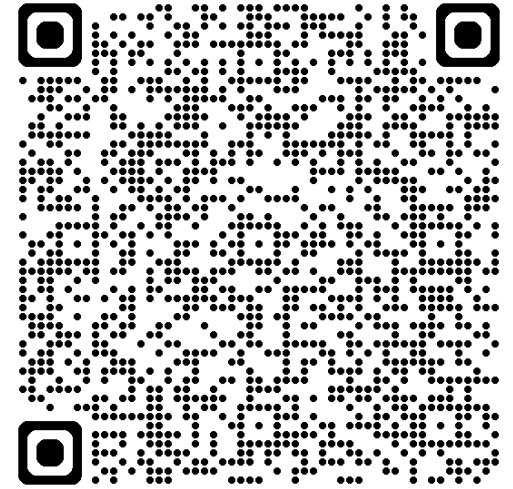
Next step

Possible future sessions:

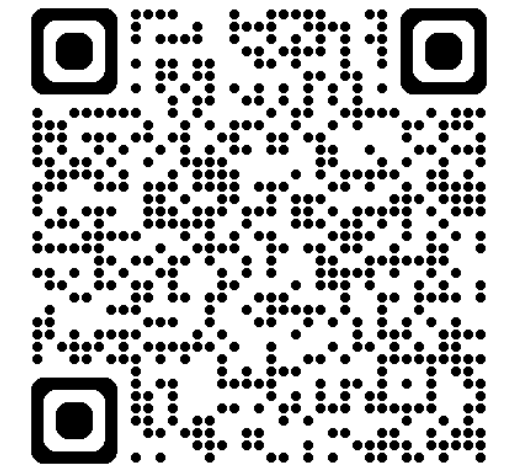
- Participant and Service Provider Transition to Support at Home
- Assistive Technology and Home Modification Scheme
- Prioritisation System
- Participant Contributions
- Further update on the Single Assessment System

For more information:

- Website: <https://www.health.gov.au/our-work/support-at-home>



Support at Home



Support at Home Handbook



Business to Government

Emma Cook

Assistant Secretary
Digital Reform Branch
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

Business to Government (B2G)

B2G are building technology connections between aged care providers and Government agencies to improve information and data sharing.

This technology enables streamlined direct reporting from provider to government systems using Application Program Interfaces (APIs).

The B2G project will deliver five APIs over the next two years.

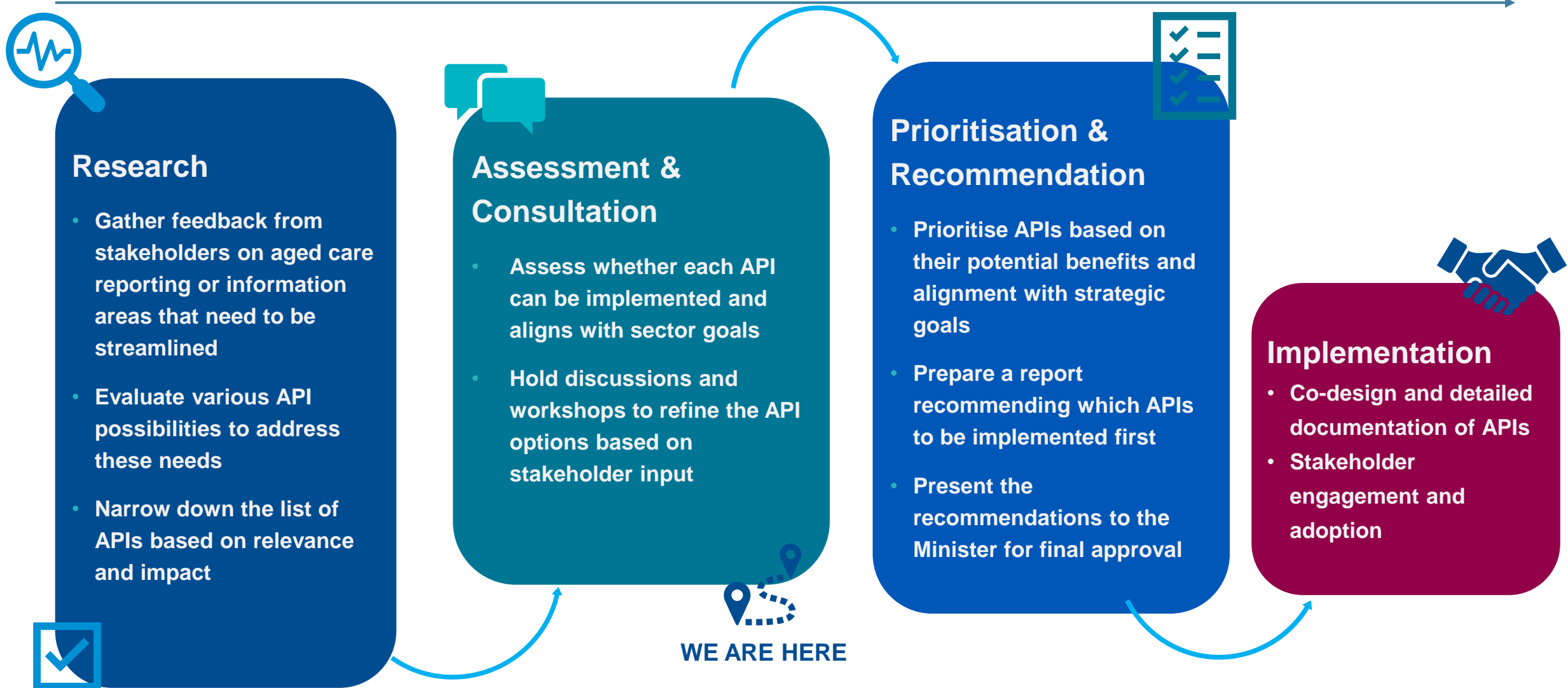
B2G conducted an API survey in July seeking feedback from aged care providers and software vendors to inform the development of five additional APIs

B2G engaging an independent group to conduct consultation workshops that were:

- provider and data driven
- unbiased and evidence-based
- qualitative and quantitative



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

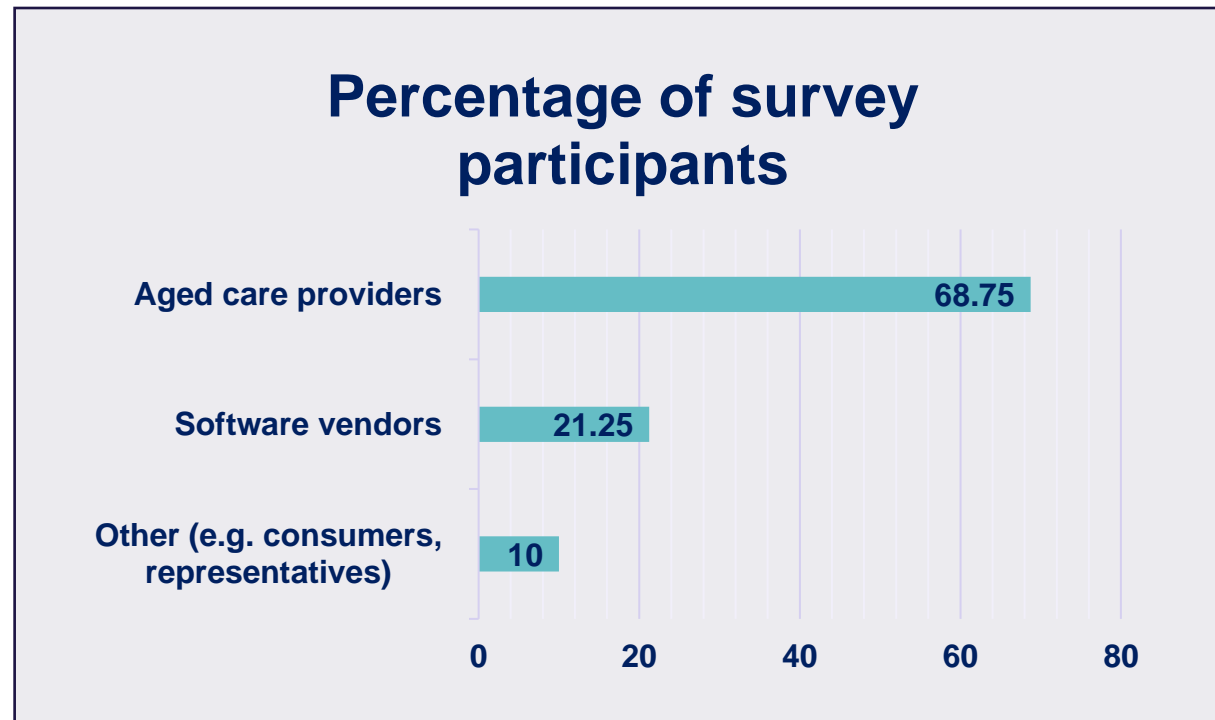


COMPLETE



agedcareengagement.health.gov.au

Common themes – B2G Survey (July 2024)



Common Themes

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



Human Centred Design User Research – Initial insights

What do providers and vendors care about?

- Consistency of data standards and frameworks
- Two-way data exchange to benefit all parties (incl. accessing their own data, notifications of data changes (e.g. change in client circumstances) or acknowledging receipt of information)
- Streamlined access to government systems and latest information (e.g. single source of truth, single portal)
- Confidence in the Department to protect their data
- B2G APIs should be integrated as part of the Department's holistic digital reform and integration plans

What are the key enablers for adopting B2G APIs?

- Technical information (incl. specification, use cases and testing data) and data standards
- Resources, funding and capability to build and maintain APIs
- Having early access to information (e.g. visibility of technology roadmap) and policy & legislative changes that will impact the technology & data landscape
- Provider internal system & data integration (e.g. there is no single system that has all the data required for a single compliance report)



Human Centred Design User Research – Initial insights

Areas of importance

- Client management
- High frequency transactions and reports
- Regulatory reporting

Stakeholder interest areas

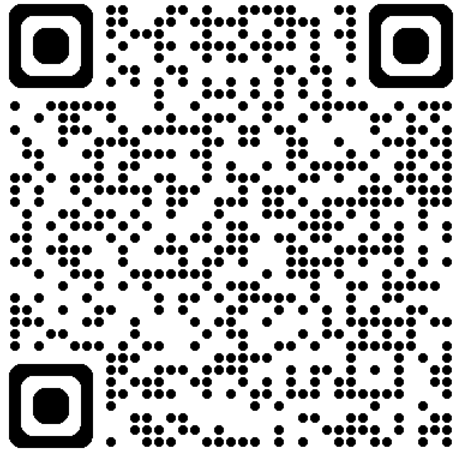
- My Aged Care Provider Portal
- Quarterly Financial Reporting
- Client referral and management
- Care Minutes
- Serious Incident Reporting
- Support at Home enabling APIs

What's next?

We will be reviewing and synthesising sector feedback, as well as well as assessing technical feasibility for preferred candidates.

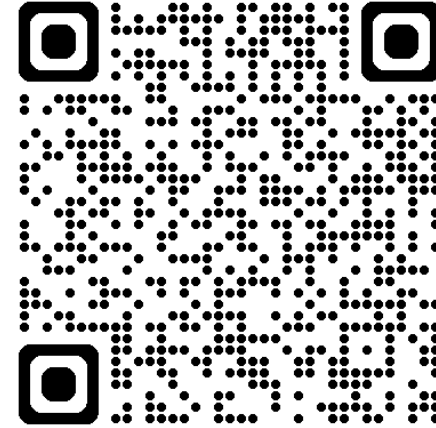


More Information



Website

health.gov.au/our-work/b2g



Development portal

developer.health.gov.au/s/



Q&A



Ask your questions on Teams using the **Q&A** tab.



If you see a question you like, **vote it up!**



Happy to ask your question directly to the panel?

Include your name when posting your question on Teams to join us on our 'virtual' stage.



Thank you



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Tech Talk post-event survey

