

Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #54

22/11/2024



Australian Government

Department of Health and Aged Care

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

WELCOME

Fay Flevaras

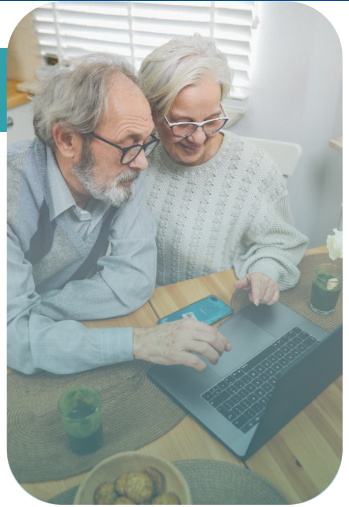
Acting Chief Digital Information Officer

Corporate Operations Group | Department of Health and Aged Care

Digital transformation for the aged care sector

Agenda

Sector Partners #54



**Welcome &
agenda**

Fay Flevaras

**State of Play &
New Member
Introductions**

Fay Flevaras

**Update: Quality
Indicators in
GPMS**

Justin Scotcher

**Update: Star
Ratings –
Changes to
Care Minutes
and Staffing
Ratings**

Jeremy Kaus

**Update: Digital
Transformation
Roadmap**

Fay Flevaras

**Sector Partners
2024
Year in Review**

Janine Bennett

Close

Fay Flevaras



Australian Government

Department of Health and Aged Care

State of Play & New Member Introductions

Fay Flevaras

Acting Chief Digital Information Officer (acting)

Corporate Operations Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care



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 forum and participant IP does not apply.
- 4 Anything said in our sessions is to inform Health's 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



Sector Partner induction video
Co-design: 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 roles 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 DTSP@SectorPartners@health.gov.au



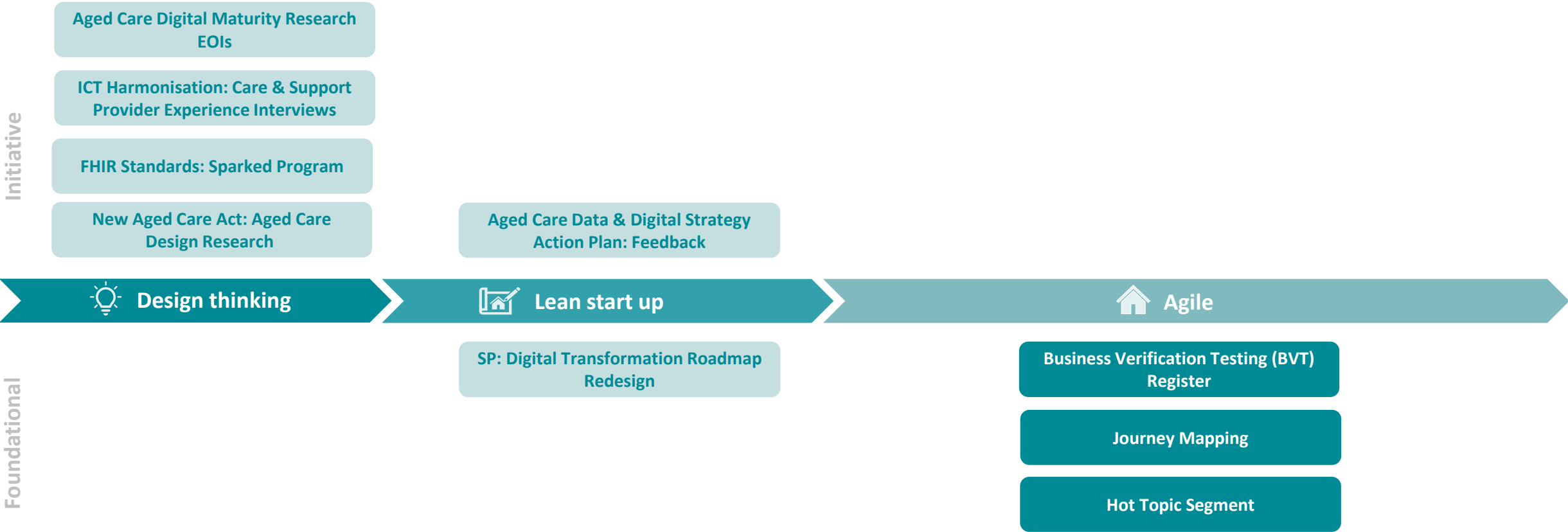
An introduction to Sector Partners

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



Welcome!

Open co-design activities



myGovID is now myID



Update: Quality Indicators

Update: Quality Indicators in GPMS

Expansion of the National Aged Care Mandatory Quality Indicator Program

Justin Scotcher

Design Lead

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



Australian Government
Department of Health and Aged Care

The Problem

Quality Indicator Expansion

- It was identified that further measures were needed to recognise the crucial role staff have in providing high-quality care to older people in residential aged care homes.
- Consultation occurred across a consortium consisting of HealthConsult, the South Australian Health and Medical Research Institute (SAHMRI), and the University of Queensland (UQ).



Australian Government

Department of Health and Aged Care

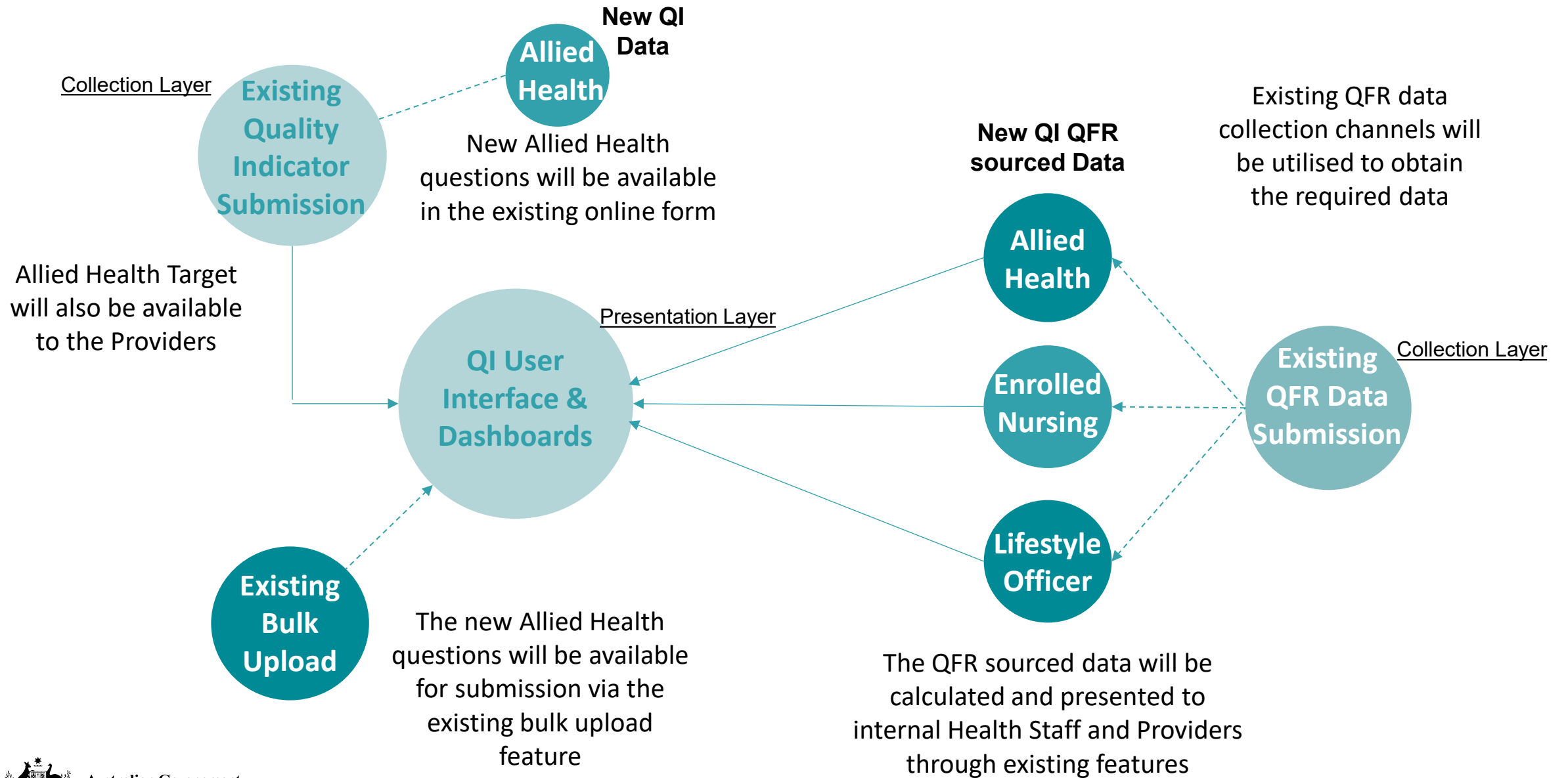
The Solution

Quality Indicator Expansion

- Funding provided to expand the Quality Indicator (QI) Program.
- Three new Quality Indicators identified to collect and present data specific to:
 - Allied Health
 - Enrolled Nursing
 - Lifestyle Officer.
- Residential aged care providers will commence data collection for staffing QIs from 1 April 2025, with first reporting due by 21 July 2025.



Quality Indicator Data Collection



Online form changes

New section and questions in the existing form for Allied Health

7_Epping

Reporting on: Quarter 2 FY 24 - 25 (1 October 2024 - 31 December 2024)

SaveClose

Service ID: 00104 | Reporting period due date: 21 January 2025 | Status: Submitted

Last updated by Test3 QFR Not for Profit Res Provider3 on 15 Oct 2024, 14:37

All fields marked with an asterisk must be completed before submission

Pressure injuries

Restrictive practices

Unplanned weight loss

Falls and major injury

Medication management

Activities of daily living (ADLs)

Incontinence care

Hospitalisation

Workforce

Consumer experience

Quality of life

Allied health

Submission

Enter quality indicator data for allied health

1 Number of care recipients assessed for allied health care*
110

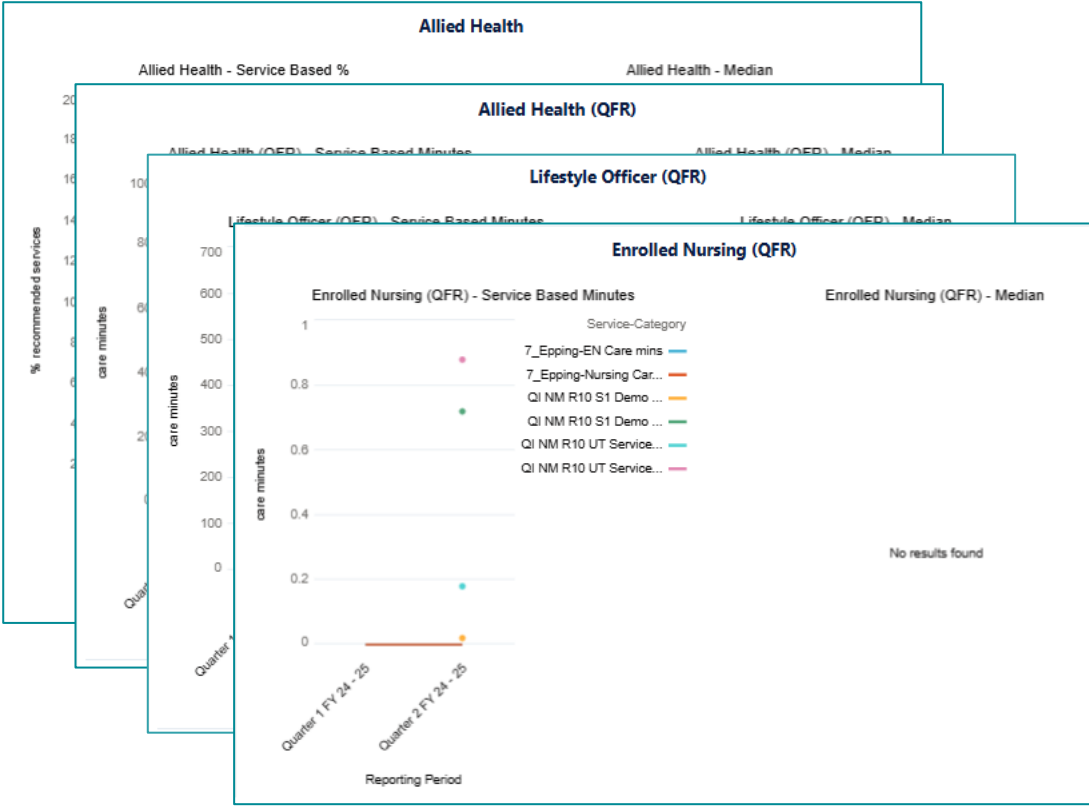
2 Number of care recipients excluded because they were absent for the entire quarter*
0

3 Total Number of allied health services recommended in care plans*
110

4 Number of health services recommended in care plans:
Physiotherapy*
20
Occupational therapy*
20
Speech pathology*
20
Podiatry*
20
Dietetics*
20
Other allied health*
0
Allied health assistant*
10
5 Total Number of allied health services received*
56

Reporting Dashboard

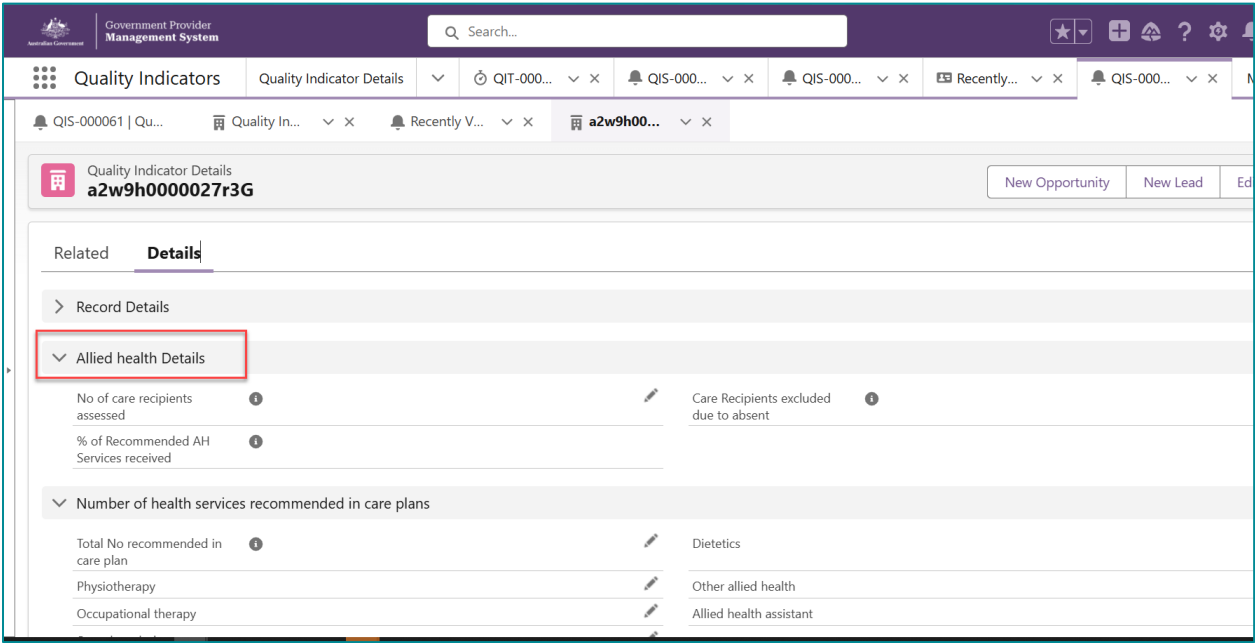
New charts for all new data sets



Note: the Bulk upload template will be updated to include Allied Health

New Details Record for Allied Health

This will reflect the data entered by the Provider via the online form and bulk upload



Note: the dashboard charts will be displayed as per the provider view

QI Summary will display the QFR sourced data

The QFR data will be calculated to reflect minutes in the QI Summary once it has been submitted by providers

QFR Lifestyle Officer Data	
Total Direct Care LO minutes	Total Agency Staff LO minutes
	Total LO care mins per resident per day
QFR Allied Health Data	
Direct Care physiotherapy mins	Agency Staff physiotherapy mins
Direct Care occupational therapy mins	Agency Staff occupational therapy mins
Direct Care speech pathology mins	Agency Staff speech pathology mins
Direct Care podiatry mins	Agency Staff podiatry mins
Direct Care dietetics mins	Agency Staff dietetics mins
Direct Care other allied health mins	Agency Staff other allied health mins
Direct Care allied health assistant mins	Agency Staff allied health assistant min
Total Direct Care AH minutes	Total Agency Staff AH mins
Occupied Bed Days	Total AH care mins per person per day
QFR Enrolled Nursing Data	
Enrolled nurses care mins per day	Proportion of Enrolled Nursing Care Mins
Registered nurses care mins per day	Proportion of Nursing Care Mins
PCW/AIN care mins per day	

Additional Information

API updates

The API channel will be updated to reflect the new Allied Health questions for any providers using this method

SOP/Comms

All SOPs and associated supporting documentation will be updated to align with the changes

Help text

Additional help text icons are being added to assist users in understanding the data being presented and how the values were determined

All these changes will be deployed as part of the R10 Release in February 2025, but submission won't commence until April.



Webinar

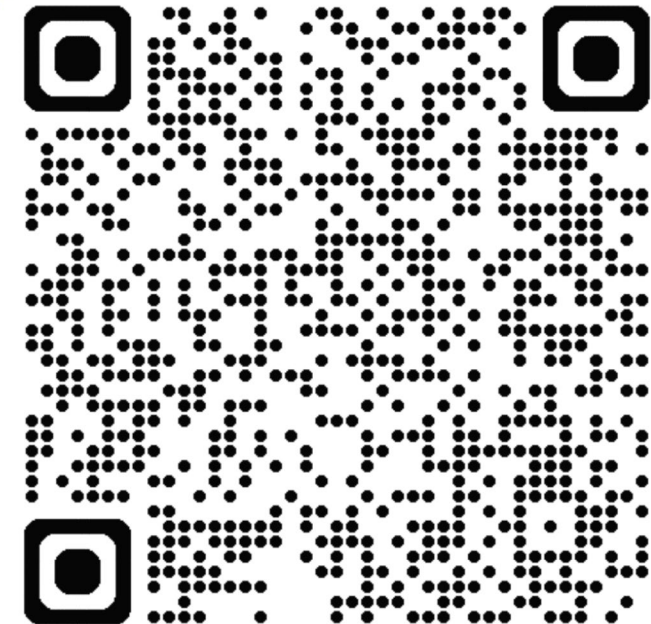
A webinar will be hosted for residential aged care providers on the introduction of 3 new staffing quality indicators. These are focused on enrolled nursing, allied health and lifestyle officers.

When: Tuesday, 3 December 2024, 2:00 to 3:00pm (AEDT).

In this webinar, we will discuss:

- the 3 new staffing quality indicators
- what data you will need to collect and report
- when you will start collecting and reporting this data
- how we will help you prepare for this change.

Register via the QR code:



Update: Star Ratings

Update: Star Ratings – Changes to Care Minutes and Staffing Ratings

Jeremy Kaus

Project Manager

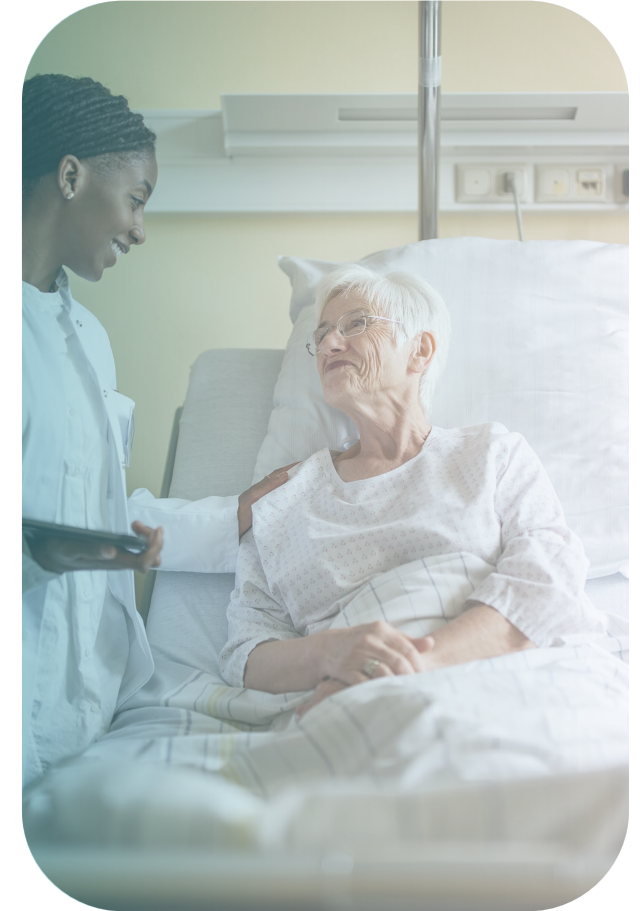
Aged Care Transformation and Quality Branch
Digital Transformation and Delivery Division
Corporate Operations Group | Department of Health and
Aged Care



Australian Government
Department of Health and Aged Care

Context

- Under the care minute responsibility, providers are required to meet their specific Registered Nurse (RN) care minutes, and their overall care minutes, through care delivered by Registered Nurses (RNs), Enrolled Nurses (ENs) and personal care workers (PCWs).
- Care time data and feedback from providers and workers indicates that some providers may be reducing Enrolled Nurse hours to meet their care minutes at the lowest possible cost.
- With the recent increase to 215/44 care minutes, allowing the use of Enrolled Nurse time in the delivery of up to 10% of the Registered Nurse component of the targets will provide flexibility for providers to use their workforce more efficiently, which will help them meet gaps when experiencing RN workforce shortages.
- The policy adjustment also intends to incentivise providers to retain the vital Enrolled Nurse role within residential aged care, maintaining a clear and achievable career development pathway for nurses and personal care workers.



Key Technical Changes



Calculation of the Staffing rating using the combined Registered Nurse/Enrolled Nurse value.



Create and manage explanatory notes on overall Star Ratings and sub-category ratings publishable to the My Aged Care website and GPMS portal.



No extra work for providers. Changes go live on **24 February 2025**.

My Aged Care website

Breakdown of Registered Nurse care minutes against targets, including Enrolled Nurse contribution.

Care from a Registered Nurse

Registered Nurses support residents with clinical and specialised care. Registered Nurses develop care plans, collaborate with care teams and supervise care provided by Enrolled Nurses, Personal Care Workers and Assistants in Nursing.

All homes need to meet 2 government targets that ensure they can give their residents the required level of care from a Registered Nurse:

- 1. a target amount of **44 minutes** of care from a Registered Nurse; this can include up to a maximum of **4 minutes** of care contributed by an Enrolled Nurse
- 2. having a Registered Nurse available 24/7.

[Read more about Registered Nurses](#)

How much care did residents receive on average per day last quarter?

44 minutes

= Equal to target

Target met ✓



■ 40 minutes delivered by Registered Nurse

■ 4 minutes contributed by Enrolled Nurse



*The sum of care minutes in the different categories may slightly differ from the average care minutes amount due to rounding.

What was the average hours per day a Registered Nurse was available in June 2024?

22h 00m

↓ 2 hrs below target

How much care did residents receive on average per day last quarter?

Minutes of care achieved	44 minutes
Minimum target for last quarter	44 minutes
Minutes delivered by a Registered Nurse	41 minutes
Minutes contributed by an Enrolled Nurse	3 minutes



GPMS

Combined Registered Nurse and Enrolled Nurse care minutes and Enrolled Nurse top up data are visible in GPMS.

Show less details ^

Staffing category	Minimum target	Achieved	Your performance
Total nursing and personal care	5 minutes	3600 minutes	Above target
Care from a registered nurse	5 minutes	1200 minutes	Above target
Combined registered nurse and enrolled nurse	5 minutes	1201 minutes	Above target

Enrolled nurse top up percentage data

Maximum EN top up percentage	Maximum EN top up minutes	Unrounded EN top up minutes
21.9 %	1 mins	1.1 mins



Explanatory notes

Functionality has been built to create, display and manage an explanatory note on any overall Star Rating or sub-category rating for one or more service.

My Aged Care

myagedcare

Search Languages

Home Types of care Assessment Find a provider Manage my services Contact us News

← Back to results Find a provider

[Provider name]

Print Share Compare

Overview Rooms & Costs Compliance **Quality Measures** Residents' Experience Staffing Finance & Operations

Quality Measures

☆☆☆☆ Significant improvement needed

This provider did not meet reporting obligations due to failure to report their QI data on time

Quality Measures consider if Bupa Armidale is delivering good clinical care. This rating was most recently updated on 11 April 2024.

[Learn more about the Quality Measures and how the rating is calculated.](#)

Sample Explanatory Note (Up to 255 characters)



The explanatory notes can be published to the My Aged Care Website and GPMS and will be published to both the relevant overall Star Rating and sub-category ratings.

GPMS

Overall Star Rating

[How we calculate ratings.](#)

Current rating

This rating is currently under review


★★★★★
Excellent

RATING CALCULATED
20 Nov 2024


PUBLICLY AVAILABLE
15 Oct 2024

★★★★★			
★★★★☆			
★★★☆☆			


Next steps




With the upcoming introduction of the new Aged Care Act, changes will be made to Star Ratings in alignment with the broader digital solutioning to support Go Live of the new Aged Care Act.



We plan to implement this change on 24 February, making it live in the system from that date, but it won't be used until 1 July 2025. This approach helps mitigate broader delivery risks for the new Aged Care Act.



These changes will leverage existing functionality within the current Star Ratings product and be enhanced to add additional Regulatory Decisions types to align with the new Act.



The changes, in combination with adjusted business processes, will support Star Ratings in alignment with the new Act and final reporting period under the current until Star Ratings is transitioned to the new GPMS, which is planned for September 2025.

Update: Digital Transformation Roadmap

Fay Flevaras

Acting Chief Digital Information Officer

Corporate Operations Group | Department of Health and Aged Care



Australian Government

Department of Health and 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)
- Support at Home
- Foundational Work – NOT Live in Production

YEAR	2025	
MONTH	JAN—MAR	APR—JUN
TECH UPDATES	Identify and record Aged Care exceptional circumstances	Younger Person in Residential Aged Care Supporting Documentation
	Nominees Transition	BUILD PHASE: First Nations Assessment Organisations
	BUILD PHASE: Enhancements to Single Assessment System: <ul style="list-style-type: none">Introduce Triage RoleUpdates to Delegate Form	
	Updates to Quality Indicator API	
	Updates to Quality Indicators in GPMS	
	New staffing Quality Indicators	
	Changes to Care Minutes and Staffing Rating	
	Care Service Model – Entities, Relationships and Governance	
	Provider Data Model	
	Provider Preview	
	Provider Deeming and Migration	
		Updated provider payments integration with Services Australia
		Registered Nursing 24x7 Enhancements
		Residential Places to People
		B2G APIs refactored for New Aged Care Act
		Alignment of My Aged Care 'Find a Provider' and referral model
		Support at Home Service List
		Transition to the new Supported Decision Making framework
		Support at Home information sharing with partner systems
		Bed Data Management
		Improvements to Eligibility Pathways and end of life assessments
		Provider Management
		Classification Decision Support
		Provider Core and Provider Extension
		Refinements to service recommendations and support plans
		GPMS Integration
		New Aged Care Act Wording updates
		Updated Provider GPMS Reports
		New Prioritisation System for Support at Home
		GPMS Manage Your Organisation Refactoring
		Budget allocation for ongoing Services and short-term support
		Star Ratings Enhancements
		Refinements to letters and notices
		GPMS Data Migration to Support New Aged Care Act
		BUILD PHASE: Client Transition

WORKING DRAFT

Digital Transformation Update

My Aged Care	<ul style="list-style-type: none">• Changes to the My Aged Care Portal to allow care recipients exceptional circumstances (such as Aboriginal and Torres Strait Islander, Homeless or at risk of becoming homeless, Family Connection reasons, Urgent residential respite) to be captured.• Changes to My Aged Care in preparation for the new act, to support the role out of the new supporting decision-making framework
Single Assessment System	Enhancements are being made to the Single Assessment System with the introduction of a new triage delegate role and making enhancements to the assessment delegate form to reflect new processes. These changes are being built in a dormant state.
Quality Indicators	<ul style="list-style-type: none">• Terminology updates in GPMS and B2G to reflect changes in terminology for Quality Indicators• Three (3) additional new staffing quality indicators will be added to the National Aged Care Mandatory Quality Indication Program with the focus on enrolled nursing, allied health, and lifestyle officers.
Star Ratings	Star Rating's staff rating will be updated to reflect the combined care minutes for registered nurses and enrolled nurses. Providers and consumers will be able to view the new combined care minutes in various portals. We are also adding an explanatory note section alongside the staffing rating and overall star rating.
Care Service Model (CSM)	<ul style="list-style-type: none">• The Care Services Model (CSM) will provide a basis for other business product owners/project areas to consume and interact with this information. The CSM is defined as:<ul style="list-style-type: none">• A set of reference data that stores the aged care services list and their categorisations according to the new Aged Care Act• A set of attribute reference data that is used to support provider service delivery data, business rules and user experience during business processes such as provider registration, support plans, delivery management, referrals and more.• The relationships these entities have with other business entities to consume the Care Services Data in support of business functions.• As part of the Provider Preview we will email out data to providers so that they can confirm the facilities, services and details have been considered correctly as part of the new legislative structure ahead of the launch on 1 July 2025.• Enabling the submission of supporting documentation to support the Younger Persons in Residential Aged Care delegate to decide eligibility for younger person access for government funded aged care.• Enabling First Nation clients to specify their preference to be assessed by a First Nations Assessment Organisation so that their specific needs can be best addressed

Year in Review

Sector Partners 2024 Year in Review

Janine Bennett

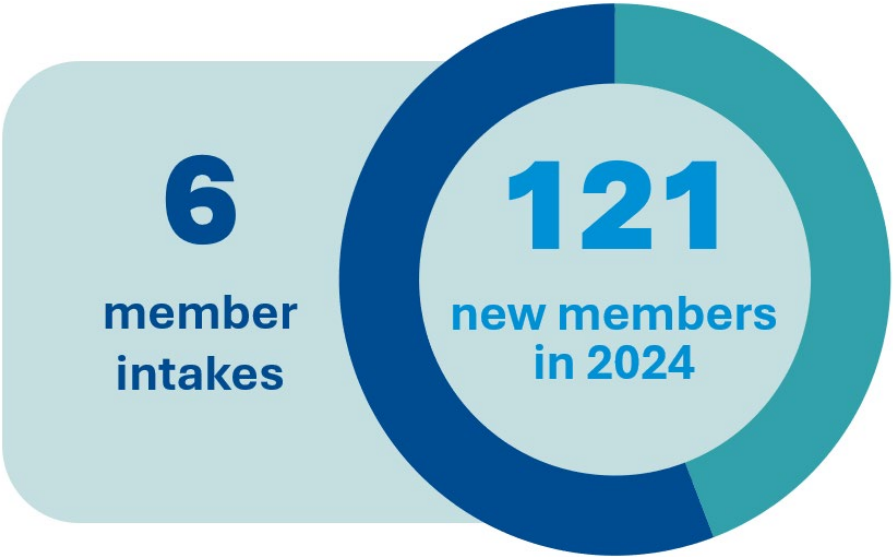
Assistant Secretary
Digital Business and Sector Engagement Branch
Digital Transformation and Delivery Division



Australian Government
Department of Health and Aged Care



Sector Partners 2024 Recap



Get to Know Survey Response

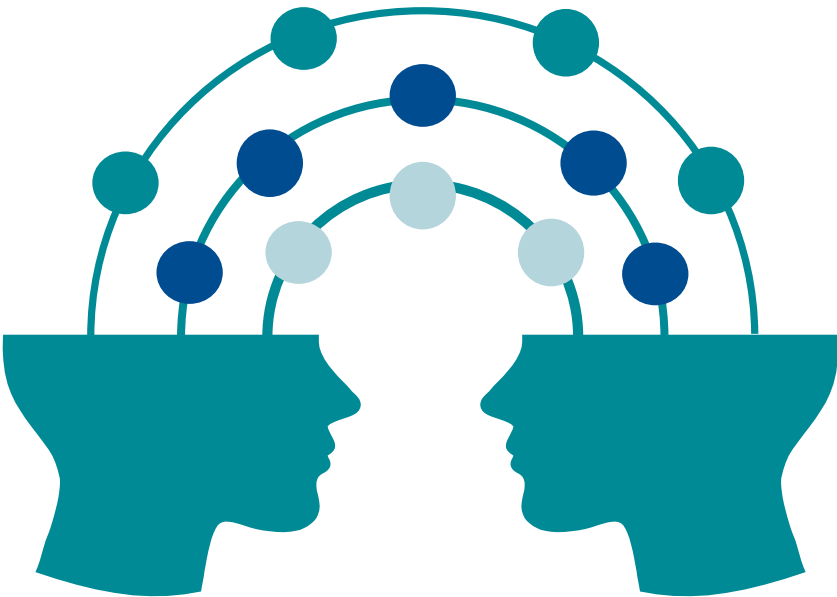
40
responses
received



14
aged care
providers



Open for 4 weeks
over June–July



24%
response rate



14
ICT vendors



Year in Review 2024: Delivery

My Aged Care

We added finance and operational information for residential and home care providers to the ‘Find a Provider’ tool. We also improved the processing of residential care notifications from Services Australia and updated the system rules for palliative entry.

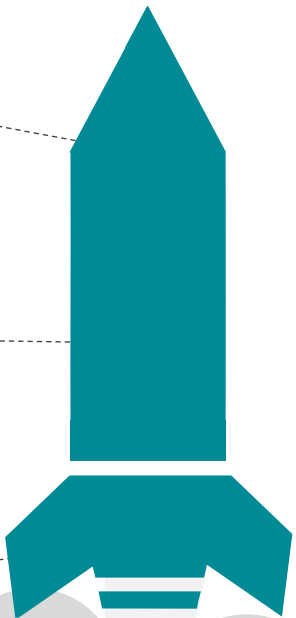
Business to Government (B2G)

We launched four APIs to automate the exchange of data for:

- *Authentication & Registration*
- *Provider Management*
- *Quality Indicators* and
- *Nurses 24/7*.

Government Provider Management System

This year, we’ve launched new functionality to support and enhance Quarterly Financial Reporting (QFR), 24/7 Registered Nursing, Care Minutes, Star Ratings and the new Manage Your Organisation tile. We’ve also enabled e-signature capabilities for the Provider Operations Form.



Sector Partners 2024 Highlights



GPMS wins!
Most Impactful Digital
Transformation
Digital Workplace Awards
2024



Australian Government
Department of Health and Aged Care

A group of four diverse people (three women and one man) are shown from the chest up, laughing and smiling joyfully. They are in a bright, indoor setting, possibly an office or a community space. The woman in the center has curly hair and is wearing a white lace top. The man next to her has glasses and a beard, wearing a blue shirt. The woman on the far left has long blonde hair and is wearing a light-colored top. The woman on the far right is partially visible, also smiling. The overall mood is positive and celebratory.

THANK YOU

We will see you in the New Year on **Thursday, 6 February 2025.**



DTSectorPartners.health.gov.au