Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

www.health.gov.au

Meeting #53

8/11/2024

Australian Government
Department of Health and Aged Care

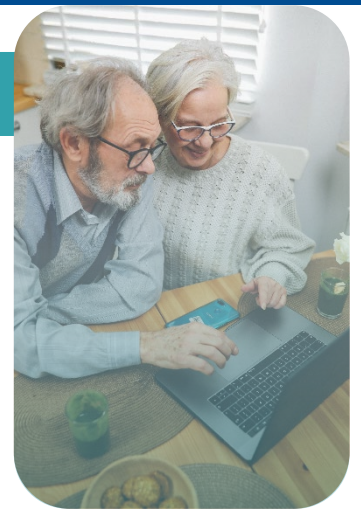
WELCOME

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 #53



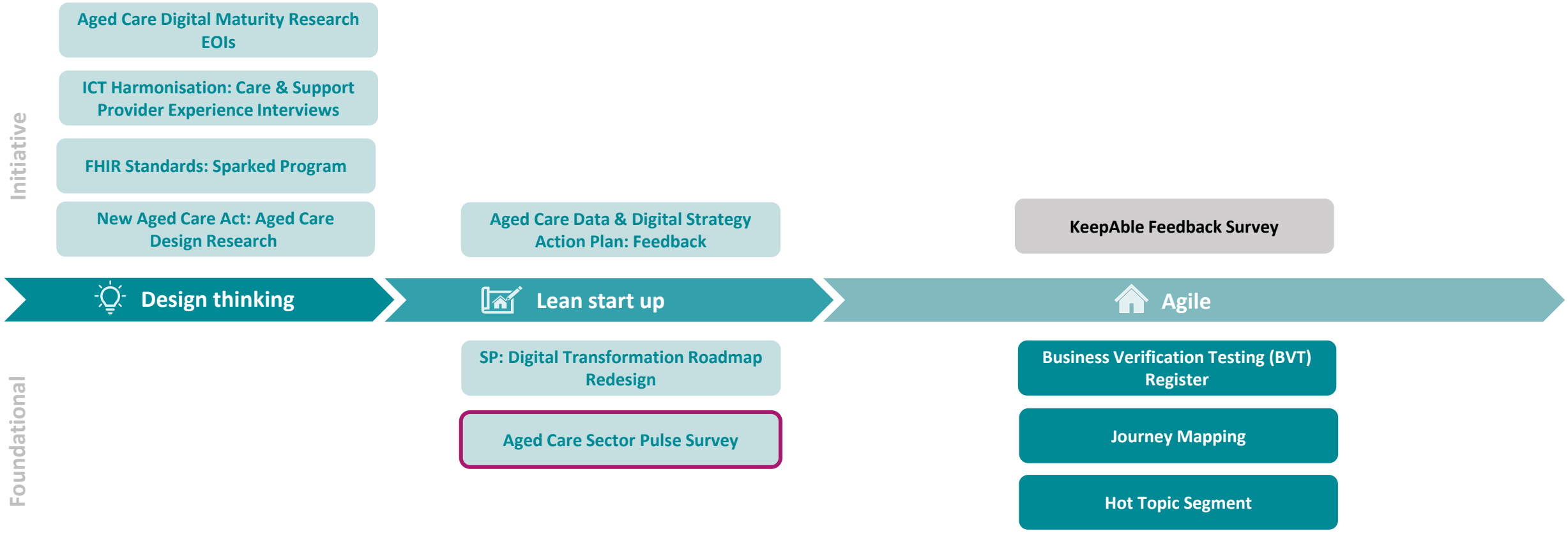
Open & Agenda	State of Play	Update: Managing Your Organisation in GPMS	Playback: Aged Care Reforms Sector Pulse Survey	Questions & Close
Fay Flevaras	Fay Flevaras	Amanda Smith	Stevie George	Fay Flevaras

State of Play

Fay Flevaras
Acting Chief Digital Information Officer
Corporate Operations Group | Department of Health and Aged Care

Australian Government
Department of Health and Aged Care

Open collaboration activities



DIGITISED focus (UX)

AUTOMATED focus (API)

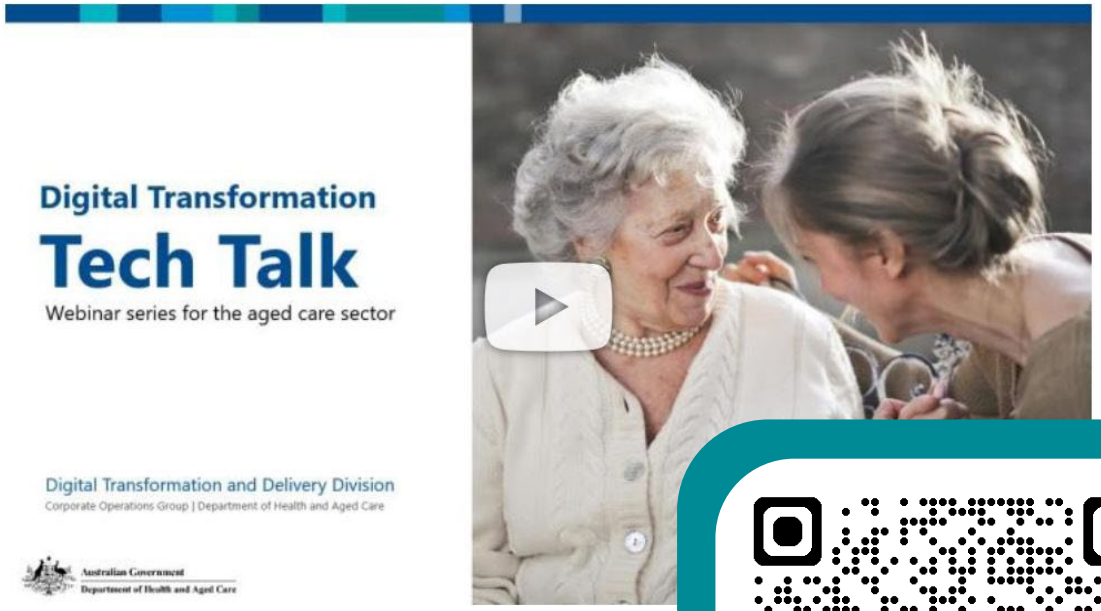
Evergreen

Open

Recently closed

On today's agenda

Digital Transformation Tech Talk – 9 October 2024



Recording and slide presentation now available

Digital Transformation Tech Talk – 13 November 2024

In our last Tech Talk for 2024, hear about our updated digital roadmap, Monthly Care Statements, and the Government Provider Management System (GPMS) Manage Your Organisation tile.

Register Now!

Australian Government
Department of Health and Aged Care

Aged Care Digital Maturity Project

Project Scope

Digital maturity of aged care providers varies significantly. Providers face different challenges in selecting, adopting and implementing new systems to deliver aged care services and manage their corporate functions

EY has been engaged by the department to assess the current level of the digital maturity of the aged care sector.

Key Questions

- What is the current level of digital maturity for aged care providers?
- What are the key barriers and challenges to aged care providers improving their digital maturity?
- What do aged care providers need to help improve their digital maturity?
- What are the core elements of digital maturity for aged care providers that lead to success?

Key Considerations

- Provider diversity
- Role of organisational capability
- Role of emerging technologies
- Impending reforms and how providers will need to respond
- Current and future financial sustainability
- New innovative models of care

Next steps

Aged care providers will be invited to participate in a short digital assessment survey around the current state of their organisation's digital maturity. For any questions or comments, please contact: *agedcaredigitalproject@health.gov.au*

Register your interest

Update: GPMS Manage Your Organisation Tile

Amanda Smith
Assistant Secretary
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

Call to Action

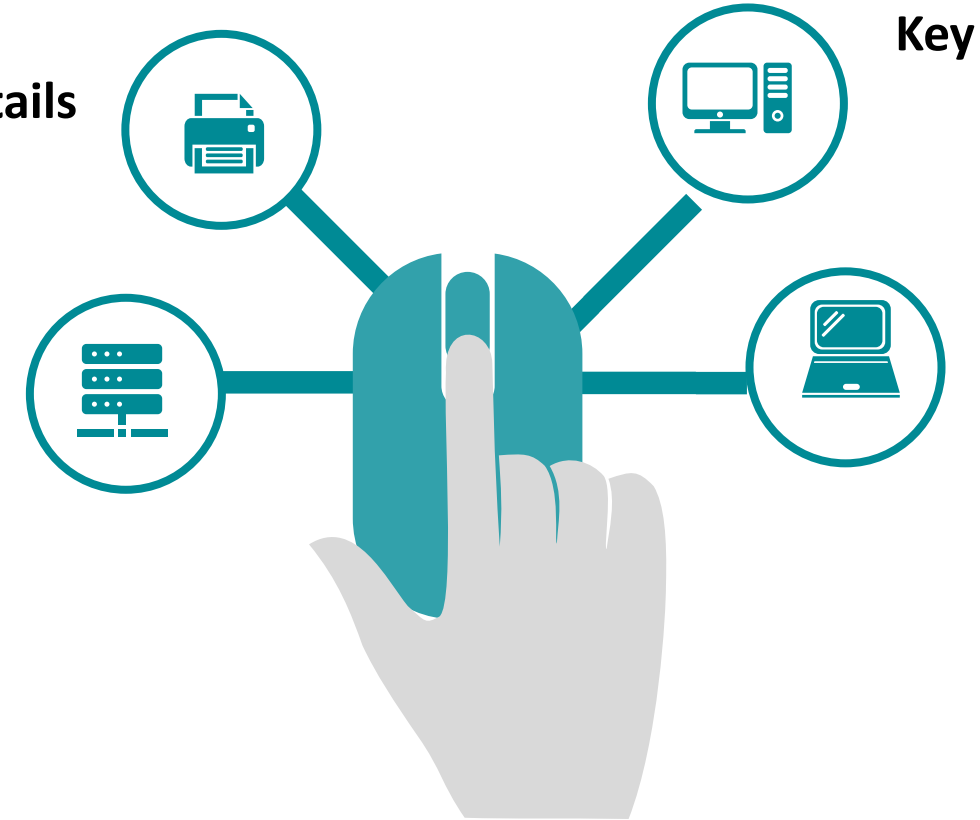
Please check and update your details prior to the implementation of the new Act.
The information that can be updated includes:

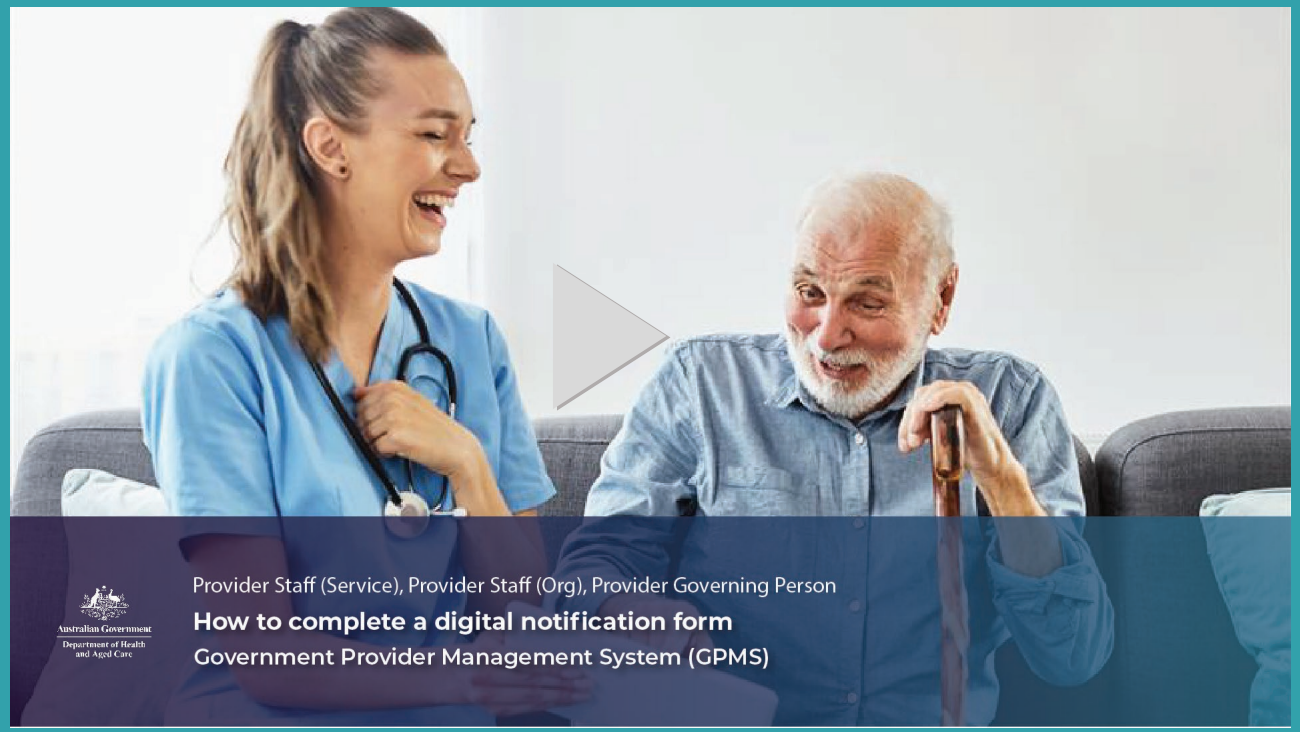
Provider details

Key personnel and contacts

Service details

Third-party arrangements





How to complete and submit a digital notification form

The Manage Your Organisation tile is now available in the Government Provider Management System (GPMS).

Find out more

GPMS Resources

10 July 2024 Tech Talk

Watch the video again

Aged Care Sector Pulse Survey

Aged Care Reforms Sector Pulse Survey

Stevie George
Director (a/g)
Aged Care Communication and Change Branch
People, Communication and Parliamentary Division
Corporate Operations Group | Department of Health and Aged Care

Australian Government
Department of Health and Aged Care

Sector Pulse Survey Overview

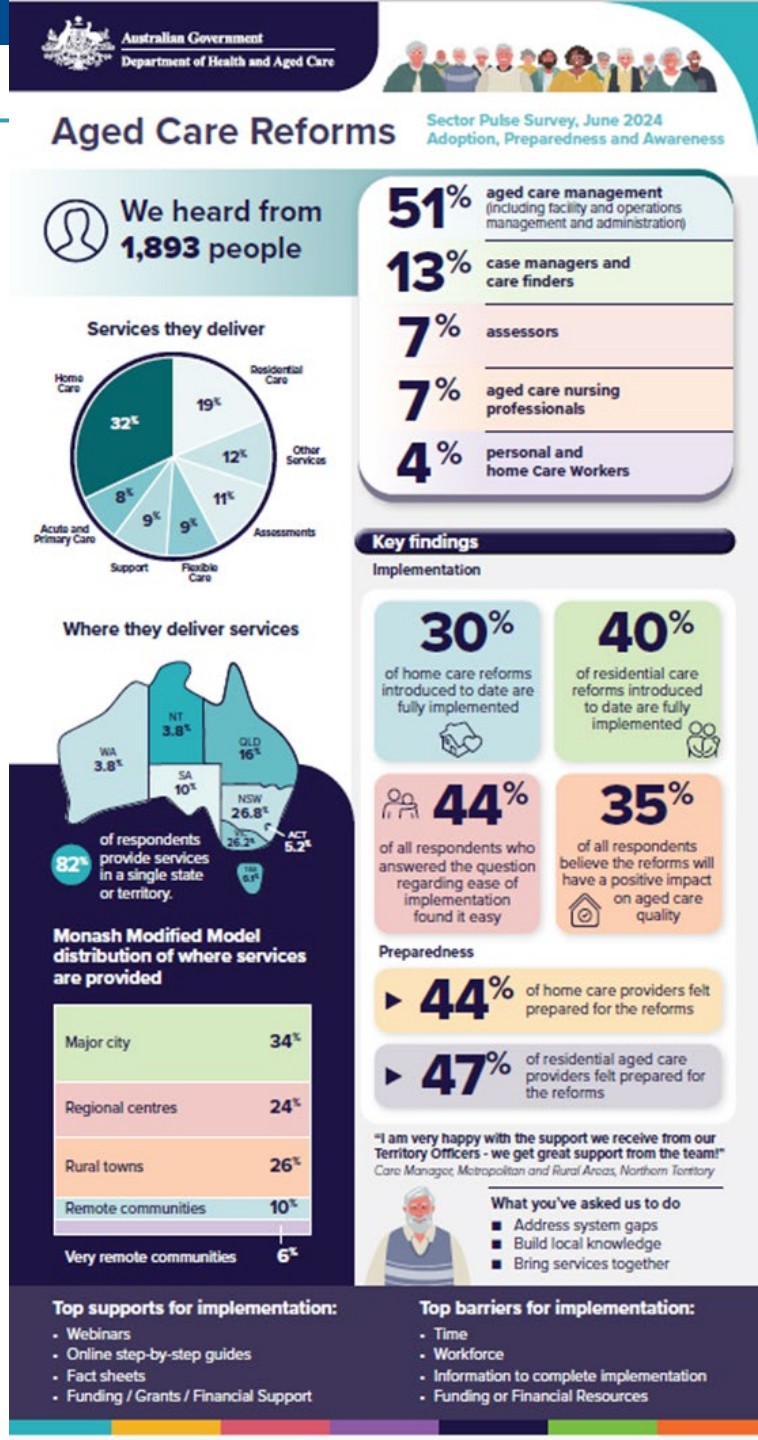
Survey objectives—

- monitor the sector's **adoption** of recently implemented reforms,
- monitor the sector's **readiness** for upcoming changes in aged care,
- gauge the sector's **confidence** in the reforms to deliver against the Royal Commission's recommendations, and
- inform **preparedness** activities and priorities across projects.

.

The general findings told us that:

- Under half of all respondents (both home care and residential providers) – felt prepared for the changes.
- Webinars, online step-by-step guides, fact sheets and financial support (funding and grants) are the preferred supports that help implement reforms.
- Top barriers remain time, workforce, information and funding.
- Interestingly, of the 1,893 respondents, 82% provide services in a single state – rather than nationally.
- Just over half of respondents work in aged care management including facility and operations management and administration.



Sector Pulse Survey

The **Aged Care Reforms Sector Pulse Survey** is your opportunity to:

- tell the Department how things are going with our program of aged care reforms and
- what support you need from us to help you transition.

Engagement Hub Get Involved website

We want to hear from:

aged care providers, **workers** and **stakeholders**

including those who provide data, digital and technological services to the aged care sector.

Survey opens **25 November 2024**

Australian Government
Department of Health and Aged Care

THANK YOU

NEXT MEETING:

11:30am, Friday 22 November

DTSectorPartners.health.gov.au