

Digital Transformation

# Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



[www.health.gov.au](http://www.health.gov.au)

Meeting #53

8/11/2024



Australian Government

Department of Health and Aged Care

A photograph of an elderly couple, a man and a woman, both smiling and looking at a smartphone held by the man. They are in a warm, indoor setting with soft lighting and blurred background elements like shelves and lights.

# WELCOME

**Fay Flevaras**

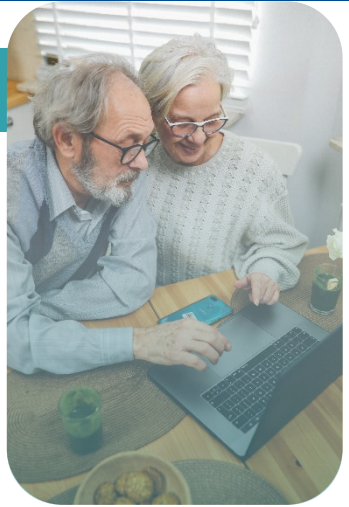
Acting Chief Digital Information Officer

Corporate Operations Group | Department of Health and Aged Care

Digital transformation for the aged care sector

# Agenda

Sector Partners #53



**Open  
&  
Agenda**

**Fay Flevaras**

**State of Play**

**Fay Flevaras**

**Update:  
Managing Your  
Organisation in  
GPMS**

**Amanda Smith**

**Playback:  
Aged Care  
Reforms  
Sector Pulse  
Survey**

**Stevie George**

**Questions  
&  
Close**

**Fay Flevaras**





# State of Play

## Fay Flevaras

Acting Chief Digital Information Officer

Corporate Operations Group | Department of Health and Aged Care

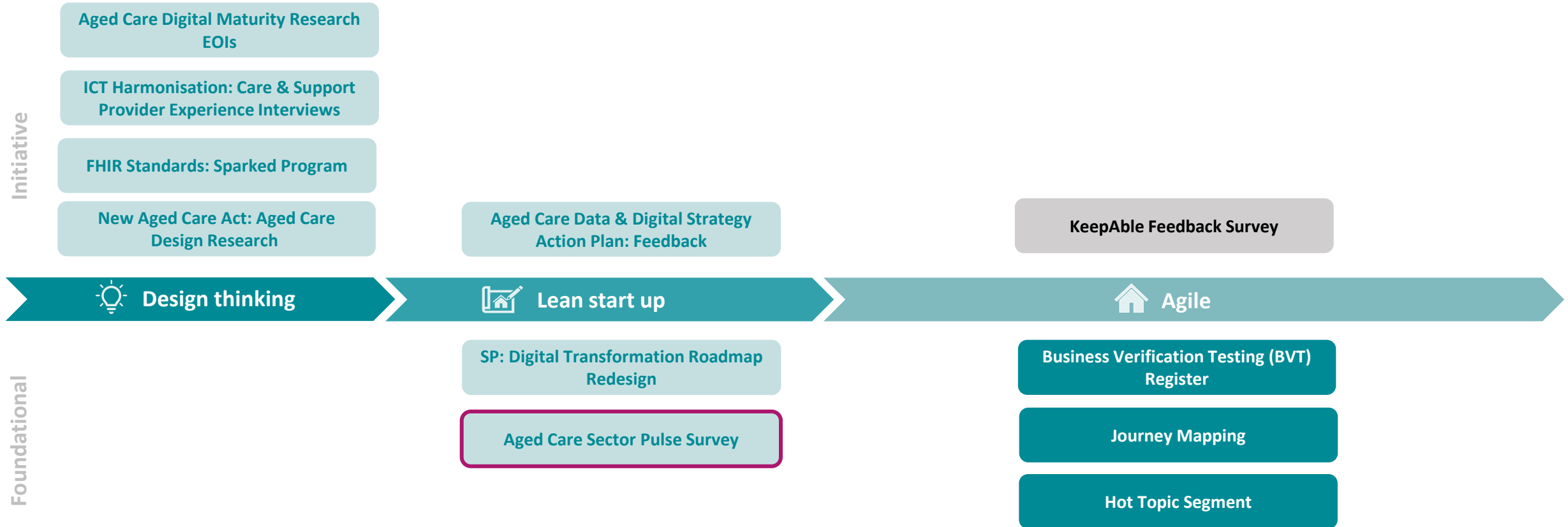


Australian Government

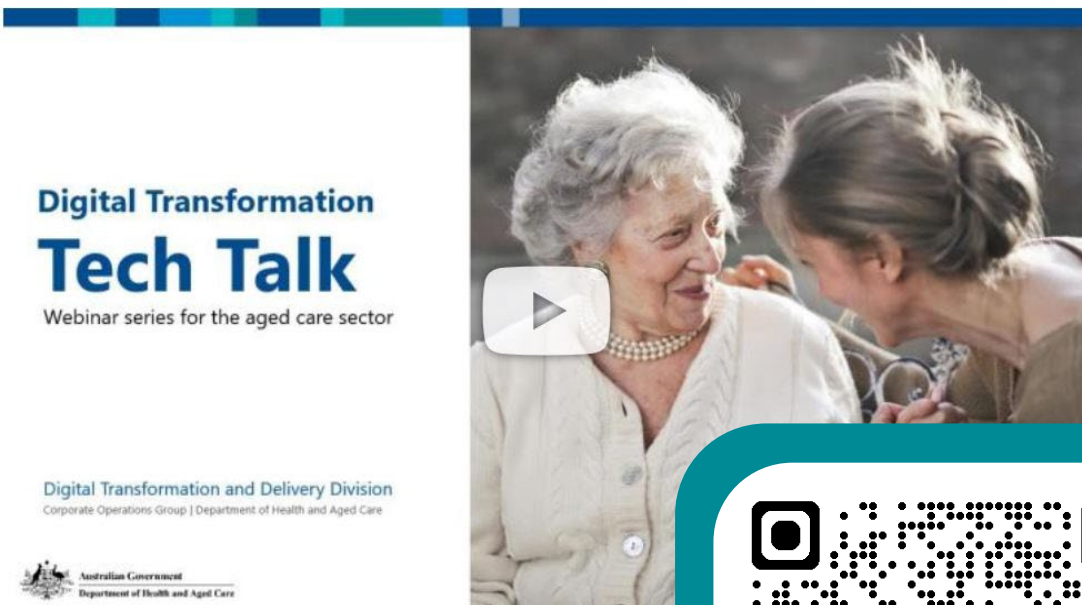
Department of Health and Aged Care



# Open collaboration activities



### 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!



## 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](mailto:agedcaredigitalproject@health.gov.au)

**Register your interest**



Update: GPMS

# 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

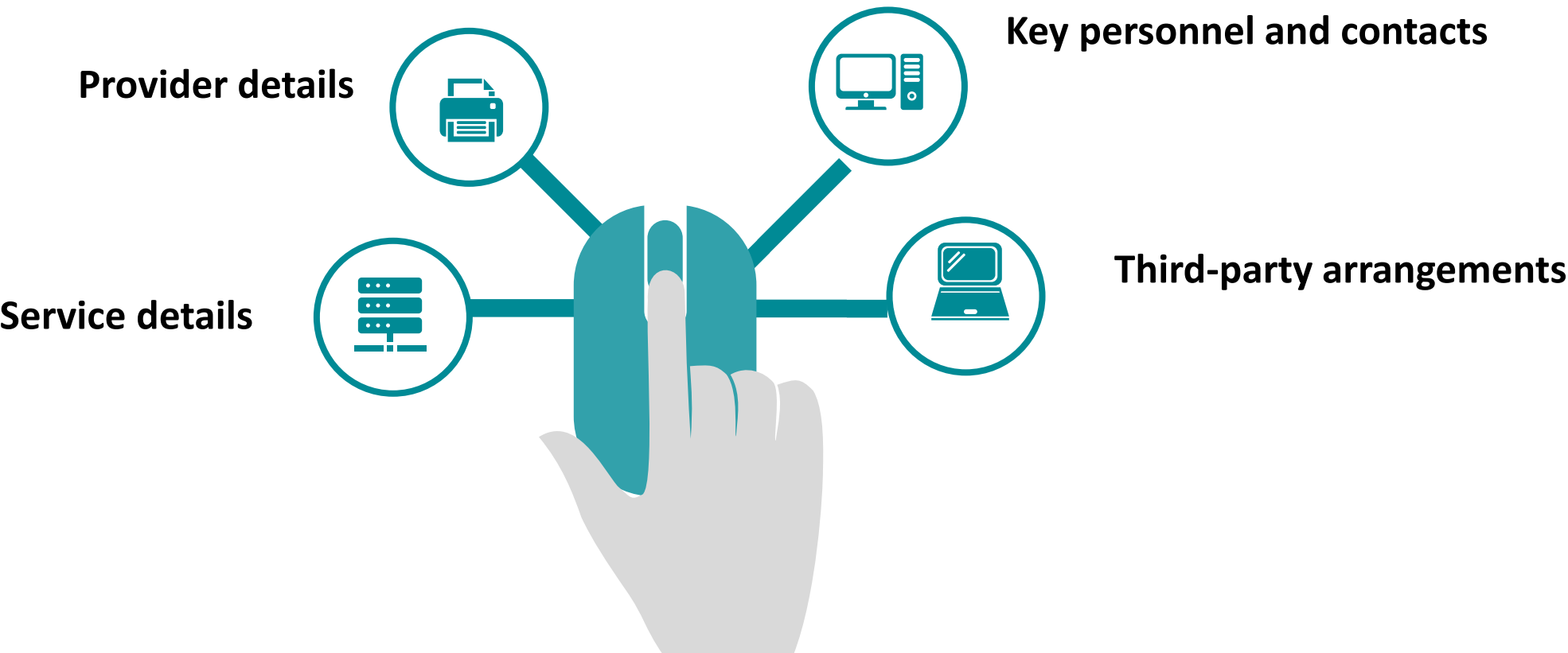
Department of Health and Aged Care

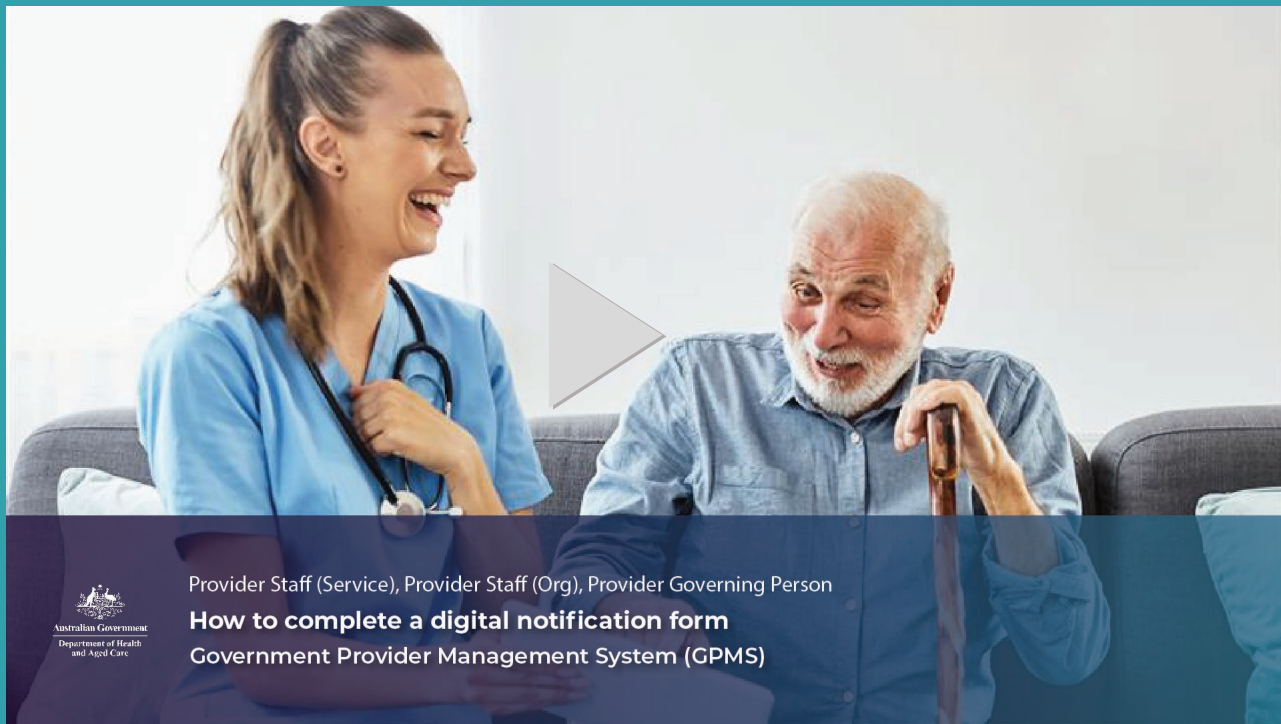




Call to Action

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



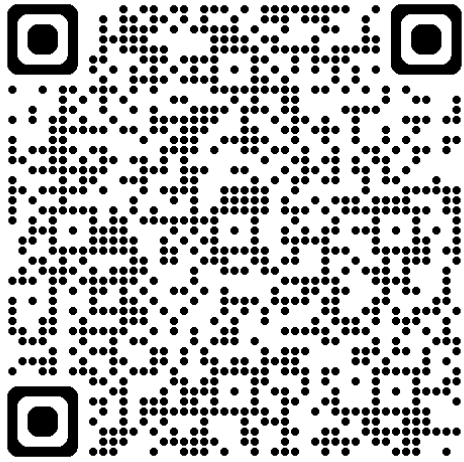


## How to complete and submit a digital notification form

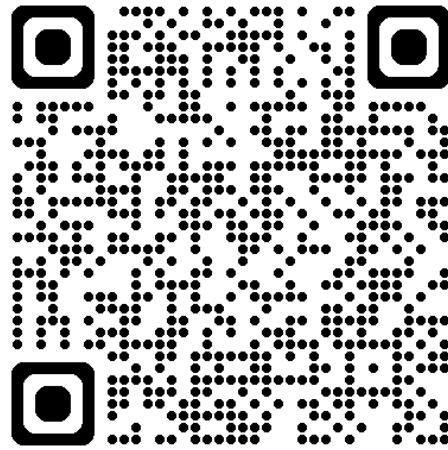
The Manage Your Organisation tile is now available in the Government Provider Management System (GPMS).

## Find out more

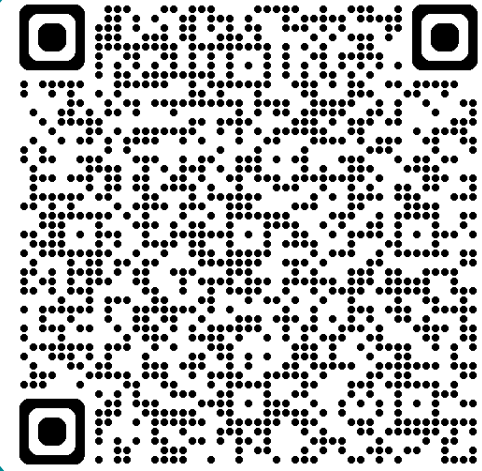
### GPMS Resources



### 10 July 2024 Tech Talk



### Watch the video again





# Aged Care 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





# 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:

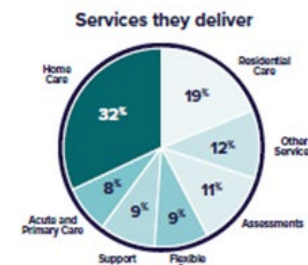
- Under half of all respondents (both home care and residential providers) – felt prepared for the changes.
- Webinars, online step-by-step guides, fact sheets and financial support (funding and grants) are the preferred supports that help implement reforms.
- Top barriers remain time, workforce, information 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.



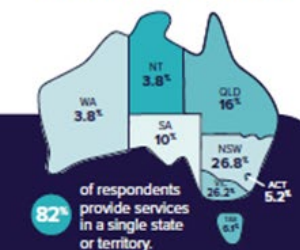
## Aged Care Reforms

Sector Pulse Survey, June 2024  
Adoption, Preparedness and Awareness

We heard from  
**1,893** people



### Where they deliver services



### Monash Modified Model distribution of where services are provided



### Key findings

#### Implementation

**30%**  
of home care reforms introduced to date are fully implemented

**40%**  
of residential care reforms introduced to date are fully implemented

**44%**  
of all respondents who answered the question regarding ease of implementation found it easy

**35%**  
of all respondents believe the reforms will have a positive impact on aged care quality

#### Preparedness

**44%** of home care providers felt prepared for the reforms

**47%** of residential aged care providers felt prepared for the reforms

"I am very happy with the support we receive from our Territory Officers - we get great support from the team!"  
Care Manager, Metropolitan and Rural Areas, Northern Territory



#### What you've asked us to do

- Address system gaps
- Build local knowledge
- Bring services together

#### Top supports for implementation:

- Webinars
- Online step-by-step guides
- Fact sheets
- Funding / Grants / Financial Support

#### Top barriers for implementation:

- Time
- Workforce
- Information to complete implementation
- Funding or Financial Resources

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**



A group of four diverse people (three women and one man) are shown from the chest up, laughing heartily. They are in a bright, indoor setting, possibly a meeting or a casual gathering. The woman in the center has curly hair and is wearing a white lace top. The man to her right has a beard and glasses, wearing a blue shirt. The woman to the left has long blonde hair and is wearing a white top. The man in the background has glasses and a beard, wearing a light blue shirt.

# THANK YOU

**NEXT MEETING:**

11:30am, Friday 22 November



[DTSectorPartners.health.gov.au](mailto:DTSectorPartners.health.gov.au)