

Digital Transformation

# Sector Partners

Digital Transformation for the Aged Care Sector



Digital Transformation and Delivery Division  
Digital Services within Corporate Operations Group  
Department of Health and Aged Care



Australian Government  
Department of Health and Aged Care

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

Meeting #56

20/02/2025



# WELCOME

**Fay Flevaras**

Chief Digital Information Officer

Digital Services within Corporate Operations Group

Department of Health and Aged Care | Australian Government

Sector Partners #56

# Agenda



Digital Transformation for the Aged Care sector

**Welcome &  
Agenda**

**Fay Flevaras**

**State of Play &  
New Member  
Introductions**

**Fay Flevaras**

**Navigating the  
Reforms  
Timeline**

**Mary  
Roccisano &  
Michael  
Cronin**

**Digital  
Transformation  
Impact  
Assessment**

**Fay Flevaras**

**Shift in  
Engagement  
Approach**

**Fay Flevaras**

**Questions and  
Close**

**Fay Flevaras**



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# State of Play & New Member Introductions

**Fay Flevaras**

Chief Digital Information Officer

Digital Services within Corporate Operations Group  
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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 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@health.gov.au](mailto:DTSP@health.gov.au)



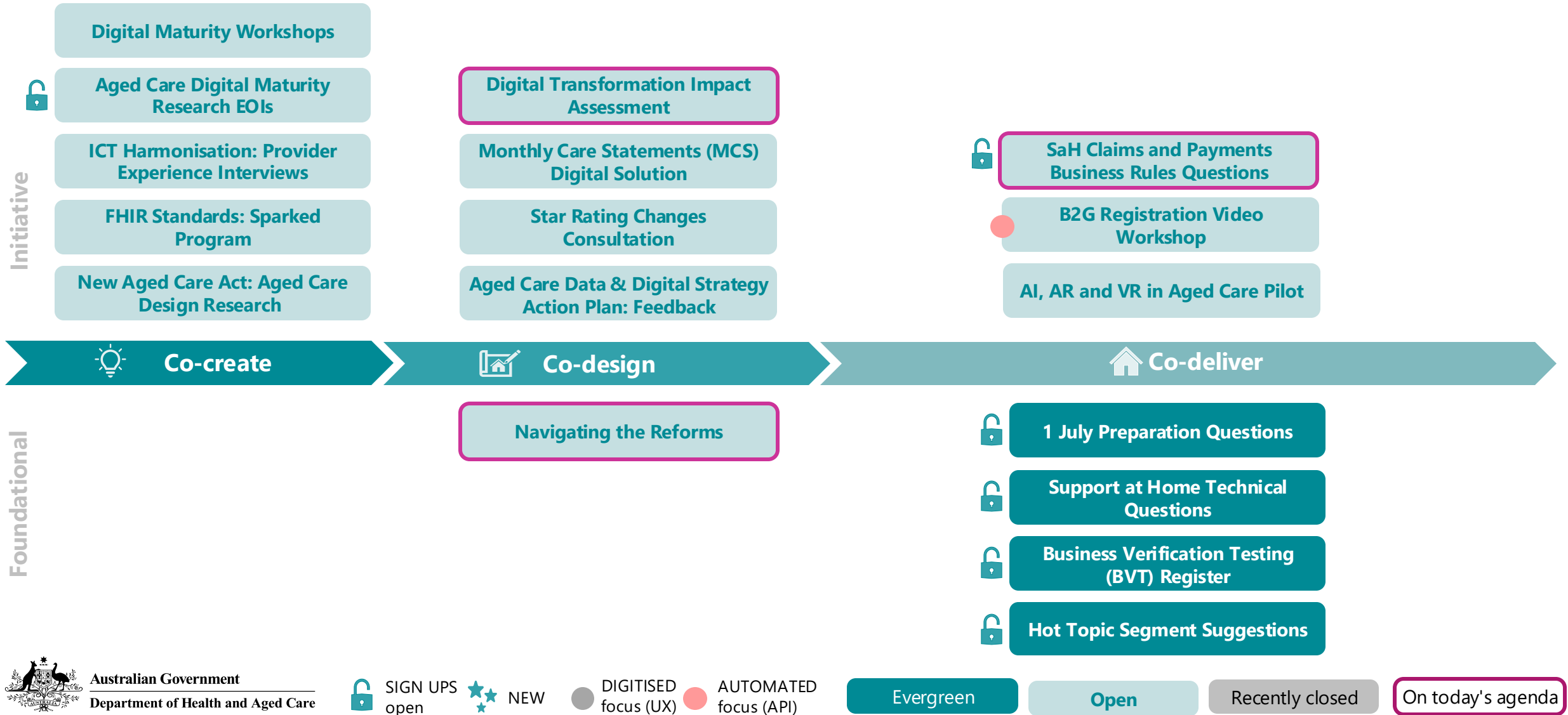
### An introduction to Sector Partners

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



# Welcome!

# Open collaboration activities



## Spreading the word: Public engagement highlights



Digital Services is presenting at the **Service Delivery Assistance Panel (SDAP) Rural and Remote Workshops** being held across Australia from February to May 2025.



The Victorian workshops were held in Horsham, Shepparton and Bairnsdale over 10-14 February.



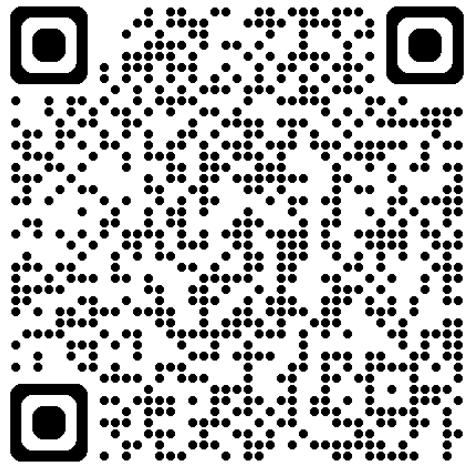
The Tasmanian workshops are scheduled for 24 and 26 February (Devonport, Hobart).

## First Tech Talk of 2025 – Yesterday

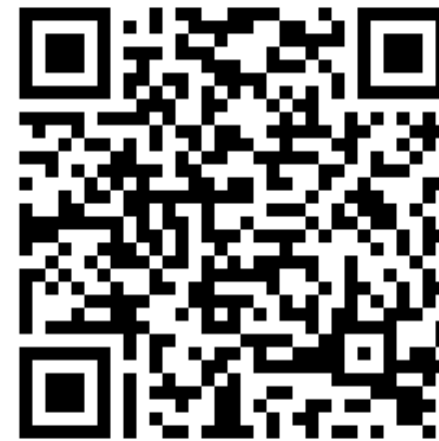


# Support at Home Claims and Payments Business Guidance

Business Rules



Query Submission



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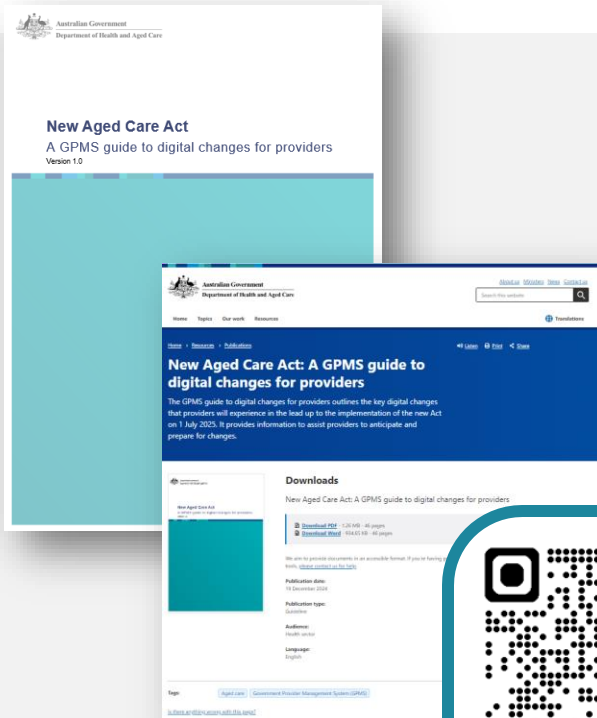
# Aged Care Digital Maturity Self-Assessment

- The Aged Care Digital Maturity Self-Assessment will soon be released for Aged Care Providers to complete.
- This is a key component of our Aged Care Digital Maturity Research Project with Ernst & Young.
- The self-assessment allows you to assess your organisation's current digital maturity and capabilities.
- Organisations can opt-in to receive a benchmarking report of their digital maturity on completion of the self-assessment.

**The self-assessment will be sent via email to aged care provider executives/contacts.**



# New Aged Care Act: A GPMS guide to digital changes for providers



Version 1.0 of the guide is available on the Department of Health and Aged Care website.



Defines key digital changes that providers will experience in the lead up to the implementation of the new Act on 1 July 2025.



Outlines information to assist providers to anticipate and prepare for digital changes.



Includes timeline for the digital changes leading up to the new Act 1 July 2025.

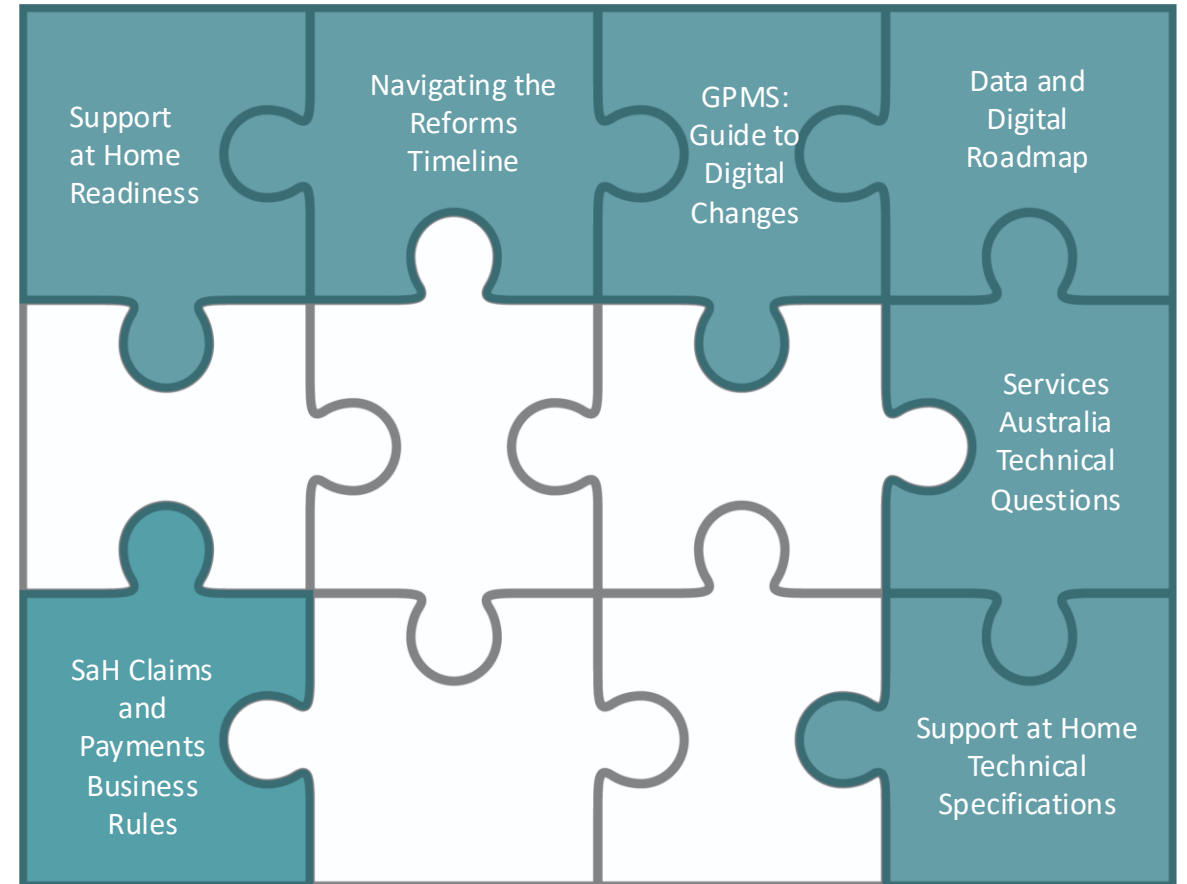


Provides information on available training and support available to help providers transition smoothly to operating under the new Act.



## Assembling the puzzle

- Transparency as our underlying principle.
- Filling in the pieces of this very complex puzzle as soon as information is available.



# Navigating the Reforms Timeline

## Mary Roccisano

Assistant Director

New Aged Care Act Transition Branch  
Reform Implementation Division  
Ageing and Aged Care Group  
Department of Health and Aged Care

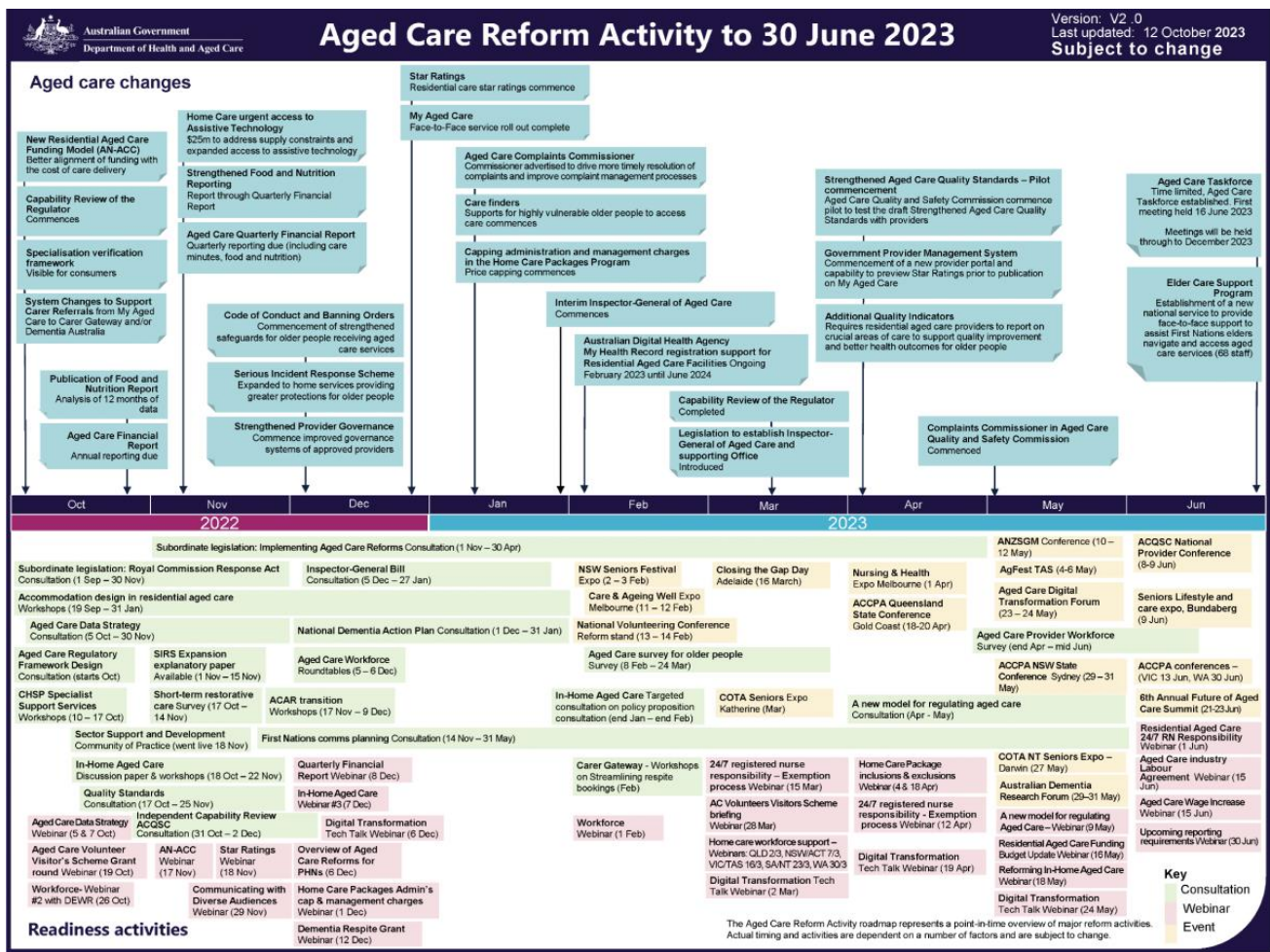
## Michael Cronin

Service & UX Designer

Human Centred Design Section  
Digital Design and Release Branch  
Digital Transformation and Delivery  
Division  
Digital Services within Corporate  
Operations Group  
Department of Health and Aged Care



# Navigating the Reforms Interactive Timeline



"Very overwhelming"



"Too complicated"



"I don't know what applies to me?"



"Are there actions I need to take?"



"Is this up-to-date?"






# Navigating the Reforms Interactive Timeline

- Developed an interactive timeline resource – Navigating the reforms.
- Information consolidated into one location, links off to further information.
- Curated information by month, including previous, current and future months.
- Ability to filter by stakeholder group/type.
- Less overwhelming, more concise and more accessible.





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# Navigating the reforms

We are supporting the aged care reforms with information and materials to help you understand what is changing, what you may need to do and when. Dates and information on this page will be updated regularly and are subject to change.

Find out how we are [making changes to aged care](#) to deliver person-centred care for older people.

Group

☐ All providers

☐ Assessors

☒ CHSP providers

☐ Government

☒ In home care providers

☒ MPS providers

☐ NATSIFAC providers

☐ Navigation and advocacy

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☐ Resources

☐ Training

☐ Webinar

10 results

Search this list

Filters applied: [CHSP providers](#) [In home care providers](#) [MPS providers](#) [Clear all](#)

January 2025

Palliative care in aged care

[Palliative care education and training for providers and the workforce >](#)

All providers

MPS providers

Older people, family and carers

Assessors

Navigation and advocacy

Peak and representative organisations

Other healthcare

Resources

Training

February 2025

Digital Transformation Tech Talk

Hear from Services Australia about Support at Home integrations, how Uniting Care is using AI to support their care services, and our planned digital roadmap in preparation for new Aged Care Act on 1 July.

Webinar date: Wednesday 19 Feb, 2pm – 3:30pm AEDT

[Find out more >](#)

Webinar

All providers

Workers

Volunteers

Technology enablers

Residential providers

In home care providers

Transitional care providers

CHSP providers

NATSIFAC providers

MPS providers

Assessors

Navigation and advocacy

Peak and representative organisations

Other healthcare

Government

Aged Care Quality and Safety Commission - Sector Readiness Plan

# Digital Transformation Impact Assessment

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**EOIs open soon**

# Digital Transformation Impact Assessment



We are seeking service providers, assessment organisations, ICT/software vendors and other suitable experts to join our multi-disciplinary working group.



An Expression of Interest (EOI) will be published on the Ageing and Aged Care Engagement Hub soon – targeting tomorrow, Friday 21 February – and will be open for 2 weeks.



The project aims to provide you with the tools needed to better understand how the 1 July changes will impact your organisation, helping you to prepare and adapt effectively.

# Shift in Engagement Approach



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# What are we changing?



We will be shifting the way we present information on upcoming digital changes from a *project-focused* to a *platform-focused* lens.



More time will be allocated to Q&A and discussion each session, providing more opportunity for you to ask questions and get greater clarity on the topics we discuss.





# Q&A

**There are multiple ways to ask your question:**

- 1** Type your question into the meeting chat.
- 2** Raise your virtual hand to be brought to stage to ask your questions directly.

## Want to ask your question directly?

Just raise your hand using the option at the top of the MS Team window.



A group of four diverse people (three women and one man) are laughing heartily together in a bright, indoor setting. The woman in the center has curly hair and is wearing a white lace top. The man next to her has a beard and glasses, wearing a blue shirt. The woman on the left has long blonde hair and is wearing a white top. The man on the far right is partially visible, also smiling. The background is softly blurred, showing a bright window.

# THANK YOU

Our next meeting will be on **Thursday, 6 March 2025.**



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