

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

Meeting #58

20/03/2025



WELCOME

Emily Simlat

Acting Director | Sector Engagement
Digital Business & Sector Engagement Branch
Digital Services within Corporate Operations Group
Department of Health and Aged Care | Australian Government

Sector Partners #58

Agenda



Digital transformation for the aged care sector

**Welcome
and
Agenda**

Emily Simlat

**State of Play
and
New Member
Induction**

Emily Simlat

**Deeming: Provider
Registration
Preview**

**Simon
Christopher**

**Q&A and Sector
Readiness
Discussion**

**Emily Simlat &
Brian
Schumacher**

Close

Emily Simlat



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State of Play & New Member Introduction

Emily Simlat

Acting Director – Sector Engagement
Digital Business & Sector Engagement Branch
Digital Services within Corporate Operations Group
Department of Health and Aged Care| Australian Government



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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 All shared material and a meeting summary will be published on the Health website after each meeting.
- 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.



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Member induction pack



Sector Partner induction video
Co-design: new member induction pack

Digital Transformation Sector Partners | New member induction checklist

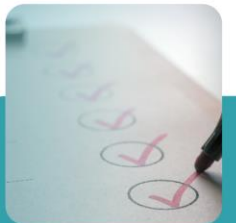
Welcome to the Digital Transformation Sector Partners co-design group! We're delighted to have you join us.

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 rules 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 dtsectorpartners@health.gov.au.



An introduction to Sector Partners

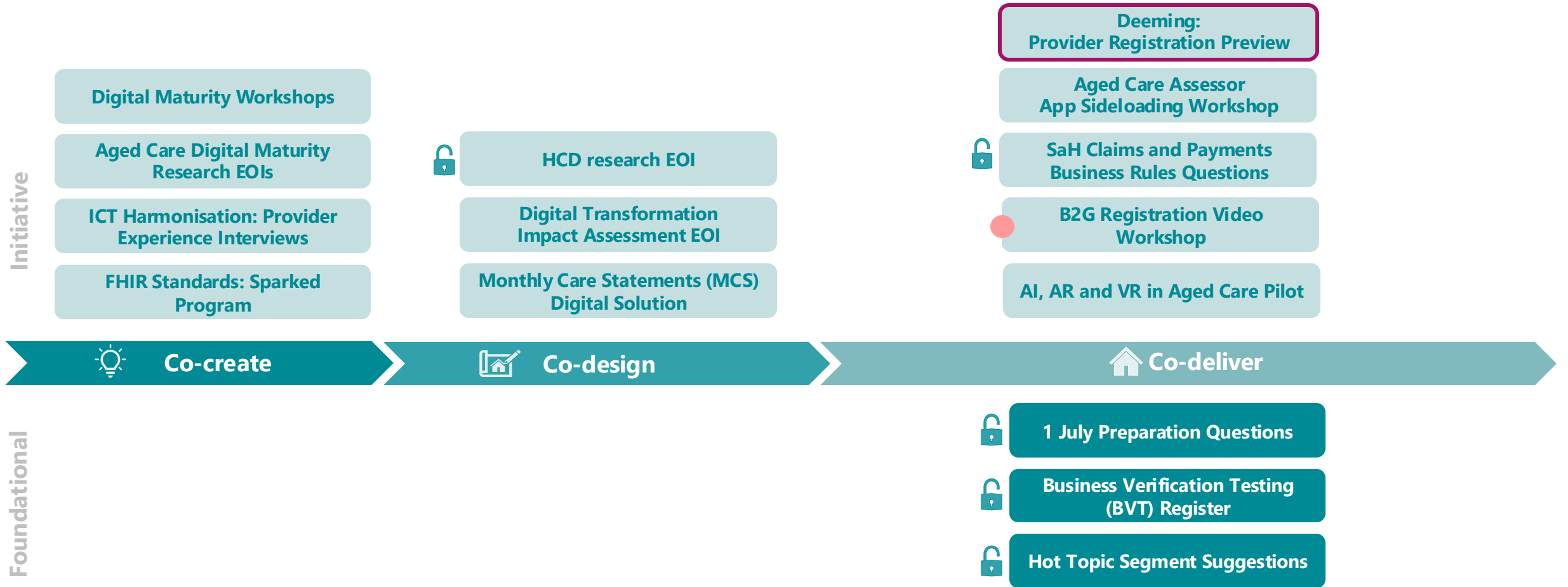
Digital Transformation and Delivery Division
Corporate Group | Department of Health and Aged Care



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and Aged Care

Welcome!

Open collaboration activities



Star Ratings consultation and evaluation



We commissioned a consultation and independent evaluation of Star Ratings for residential aged care, to measure its impact and gather feedback on proposed improvements.

Star Ratings Evaluation – Summary Report

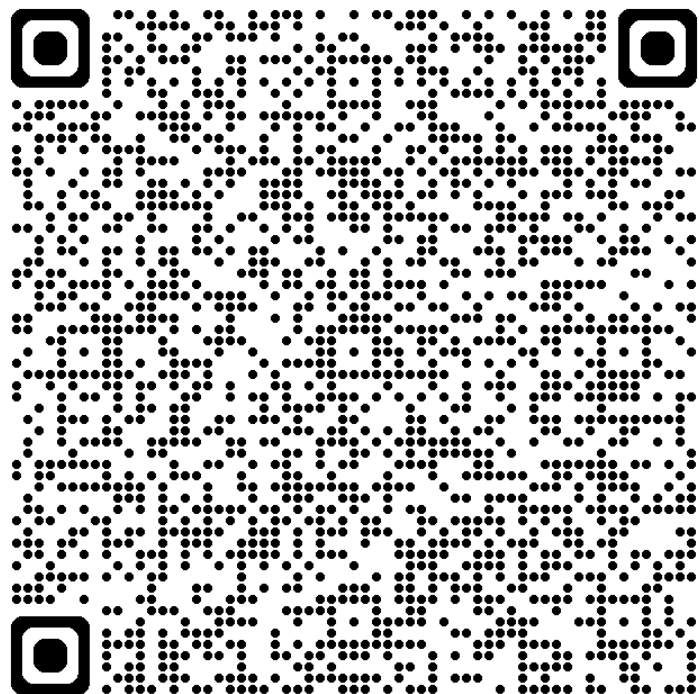


This report presents findings from the Star Ratings evaluation in 2024.



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New Aged Care Act – Sector Change Plan

This Sector Change Plan outlines the communication, engagement, guidance and training activities that our department, the Aged Care Quality and Safety Commission, and Services Australia will deliver to support older people and the sector to transition to the new Act.



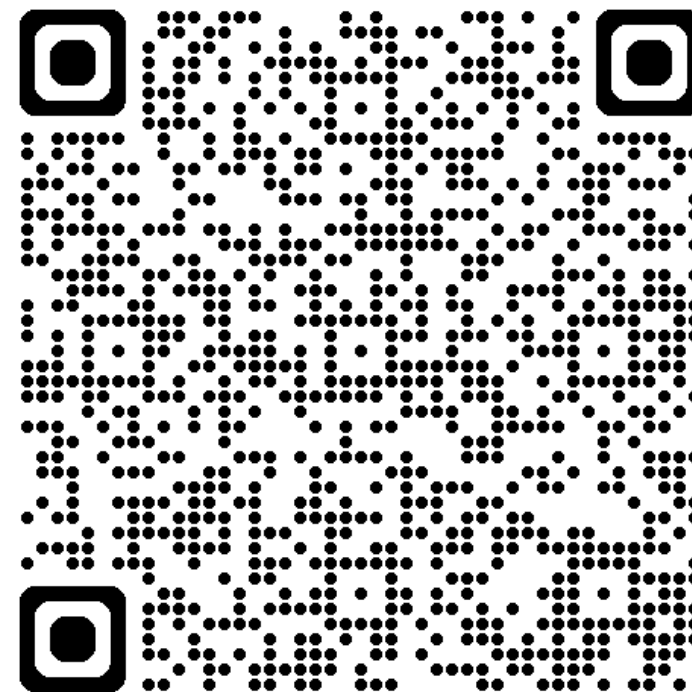
Australian Government

Department of Health and Aged Care

Support at Home program manual – A guide for registered providers



The Support at Home program manual is a guide designed to assist registered providers to understand and comply with the Support at Home program rules, procedures and obligations.





Support at Home program update webinar for older people, families and carers



When: 2:30pm to 3:30pm AEDT on Thursday 3 April 2025

Where: Virtual – Register via the QR code



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Services Australia – Health Systems Developer Portal

Software developers are encouraged to register for the Health Systems Developer Portal.

The portal houses a range of useful resources, including:

- ▶ Support at Home APIs and technical specifications
- ▶ developer webinar registration and webinar recordings
- ▶ technical FAQs
- ▶ other developer resources.



Services
Australia



For assistance accessing the portal, please
contact:

developerliaison@servicesaustralia.gov.au

Please join the next Services Australia aged care software developer webinar

Services Australia holds regular webinars where software developers can find out more about the technical specifications for Support at Home, along with other aged care reforms.

When: Monday 24th March

Where: Online webinar

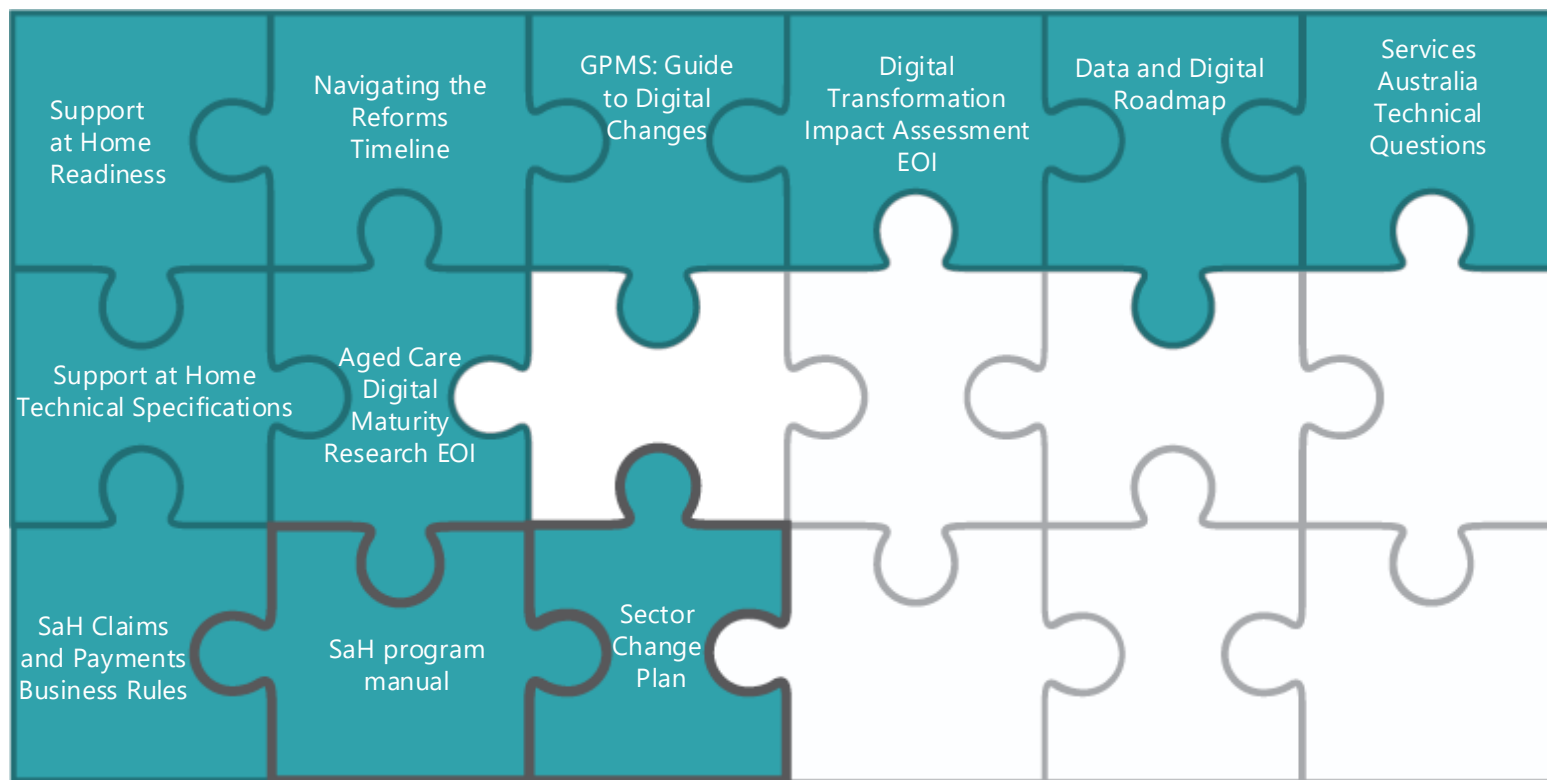


Services
Australia

Register now!

**[developerliaison@
servicesaustralia.gov.au](mailto:developerliaison@servicesaustralia.gov.au)**

Assembling the puzzle



Provider Registration Preview

Simon Christopher

Director | Regulatory Model Strategy Section
Harmonisation & Regulatory Strategy Branch
Quality & Assurance Division
Ageing and Aged Care Group
Department of Health and Aged Care



Today's discussion



Regulatory framework

Foundations of the new regulatory model
What the changes are



What has happened

Deeming Validation – 2024



Where we are now

Provider registration preview – 2025



What is coming your way

What you can do to prepare



Foundations of the new regulatory model

1

Rights-based

Ensures the new regulatory model protects the rights of older Australians

2

Person-centred

Focuses on the unique needs, goals, values, preferences, and dignity of older Australians

3

Risk-based

Preventing, detecting and correcting risks

4

Continuous improvement

A commitment to keep improving the aged care sector



What are the key changes?



**Universal
provider
registration**



**An easy to
access and
navigate
system**



**Streamlined
provider
obligations**



**Enhanced
powers for
ACQSC**



**Focus on
continuous
improvement
and
innovation**



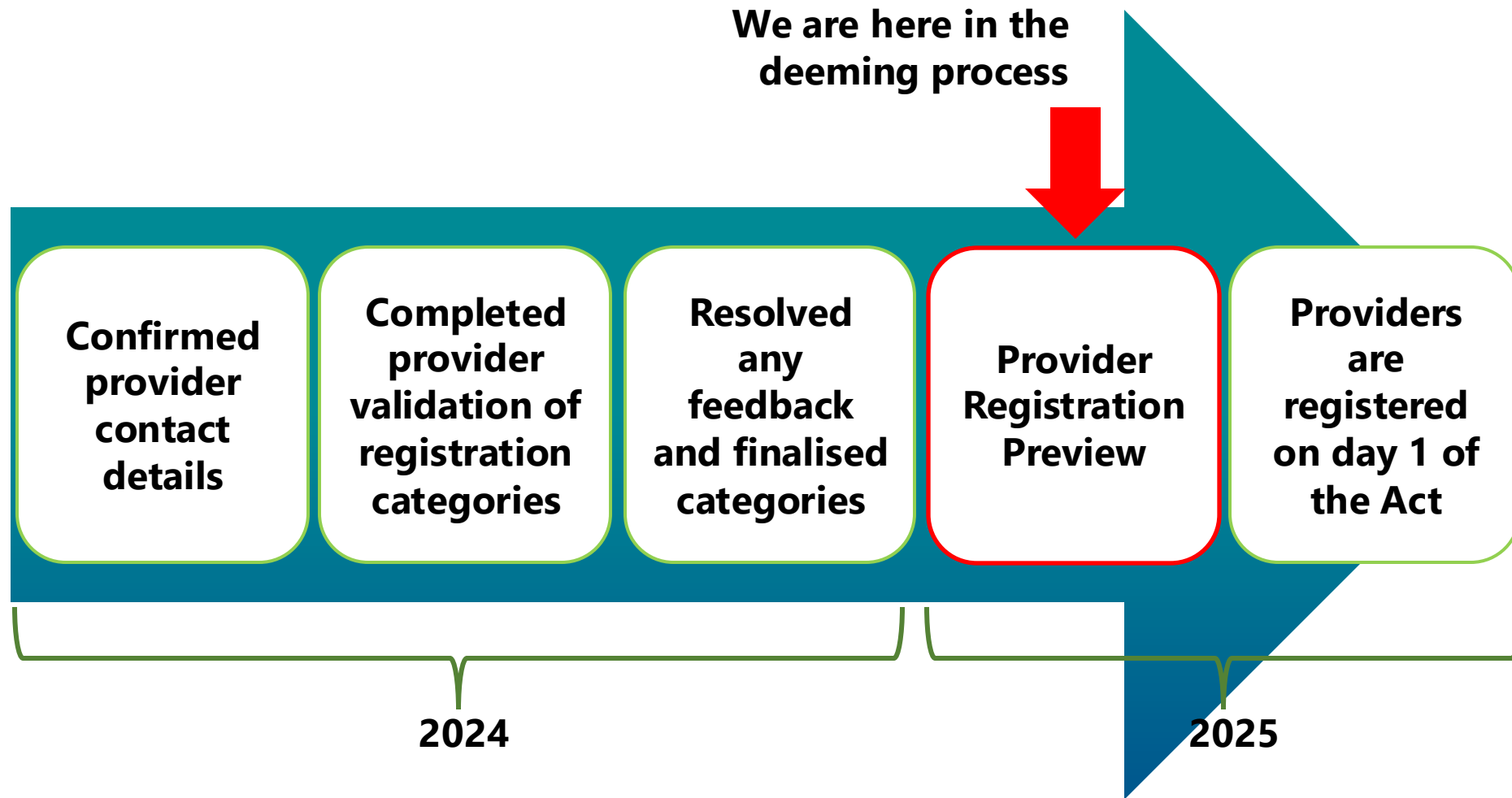
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Final proposed categories – July 2024

Provider registration category	Description	Service types	Application to registration categories			
			Provider obligations	Code of Conduct	Aged Care Quality Standards Standards 1 to 4	Aged Care Quality Standards Standards 5 to 7
Category 1	Home and community services	<ul style="list-style-type: none"> Domestic assistance Home maintenance and repairs Meals Transport 	✓	✓	X	X
Category 2	Assistive technology and home modifications	<ul style="list-style-type: none"> Equipment and products Home adjustments 	✓	✓	X	X
Category 3	Advisory and support services	<ul style="list-style-type: none"> Hoarding and squalor assistance Social support and community engagement 	✓	✓	X	X
Category 4	Personal care and care support in the home or community (including respite)	<ul style="list-style-type: none"> Allied health and other therapy Personal care Nutrition Therapeutic services for independent living Home or community general respite Community cottage respite Care management Restorative care management 	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care – Outcome 5.1 Clinical Governance (Applies to the service types of care management and restorative care management only)
Category 5	Nursing and transition care	<ul style="list-style-type: none"> Nursing care Assistance with transition care 	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care
Category 6	Residential care (including respite)	<ul style="list-style-type: none"> Residential accommodation Residential everyday living Residential services Residential clinical care 	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care Standard 6: Food and Nutrition Standard 7: The Residential Community

What has happened – Deeming validation



Where we are now – Provider registration preview



Provider registration preview is the next step in the aged care provider deeming process, in preparation for implementation of the new Aged Care Act on 1 July 2025.



Existing data will be used to deem aged care providers into one or more proposed registration



Based on the services they provide



Or the services they are required to provide as part of their funding agreement, when the Act comes into effect



What is coming your way



Provider registration preview PDF – review registration details and proposed registration categories



Sent via email from: noreply@communications.health.gov.au

The Subject line: For review | A preview of your proposed registration information and registration categories



If preview information is correct – providers do not need to do anything



If changes need to be made – details outlining instructions for all potential changes will be in the provider registration preview PDF



Why wait, check your information now - Providers can make any required updates through existing channels until 1 June 2025, to ensure their details are correct ahead of the new Act commencing.



What you can do to prepare



If any details for your organisation are not correct or haven't been updated recently, go to the Manage Your Organisation tile within GPMS before **April 2025**.



If you have a funding agreement with the Department to deliver aged care services, you should contact your funding agreement manager to update before **April 2025**.



Further communications on how to prepare will be coming out soon!



Key dates

Provider Registration Preview

- **Now until 31 March** – ensure your details held by the Department are correct.
- **Early April** – Provider Registration Preview email will be sent.
- **Early April – 1 June 5pm** – Providers to review PDF. You have until 5pm AEST 1 June to update your details.
 - If information is correct – do nothing!
 - If information incorrect – update in GPMS or advise Funding Agreement Manager.
- **2 – 30 June** – Provider details are fixed and cannot be changed during this time.

Providers are registered on Day 1 of the Act

- **1 July** – Providers will be deemed ready for commencement of the new Act.



Upcoming instructions for Support/Updates in PRP pdf

If the data in the provider registration preview is incorrect, these are below for instructions to update

For grant funded providers	
Preview Data Point	Process to make an amendment or correction
For CHSP providers	Refer to the Community Grants Hub Grant Recipient Portal or contact Funding Arrangement Manager for any inaccuracies relating to your CHSP services
For NATSIFAC providers	Reach out to NATSIFACP@health.gov.au .

For approved providers	
Update your organisation's name	This is a material change, but it may not affect your suitability. This will depend on the reasons you made the change.
Update your Registered Provider details including ABN, Incorporation Type /ID and Business Address	A change or update to your Registered Provider details requires you to submit a Notification of Material Change Form to the Aged Care Quality and Safety Commission. For instructions, please visit How to make a material change .
To change your Responsible Person Details	A change or update to your organisations Responsible Person(s), <u>previously referred to as Key Personnel</u> , requires you to submit a Notification of Material Change Form to the Aged Care Quality and Safety Commission.
To change your Associated Providers listed	<p>No action needed now. During your registration renewal, you will be asked to provide a list of all the organisations that are delivering aged care services on your behalf.</p> <p>This process will be managed by the Aged Care Quality and Safety Commission and more information will be shared over the coming months.</p>

Upcoming instructions for Support/Updates in PRP pdf

For approved providers	
To change your home care services details listed under Service Delivery Branch section	A change to your home care services requires you to notify the Department of Health and Aged Care, the Aged Care Quality and Safety Commission and Services Australia.
Update your Residential Care Home Services (including name, address or operational status)	You can view your service details, including service name, address and operational status within the Manage Your Organisation Tile within GPMS .
Combine Residential Care Services	Approved aged care providers use this form to apply to combine 2 or more residential aged care services into 1 Residential Aged Care Service (RACS) Application to Combine Residential Care Services Form Australian Government Department of Health and Aged Care .
Update the total bed numbers for your residential care home	To apply for additional residential care places, please visit Application for bed-ready residential care places form Australian Government Department of Health and Aged Care . Refer to your Local Network to change any service details
To revoke an approved provider.	Refer to the Request to Revoke an Approval Form on the Aged Care Quality and Safety Commission's website.
To update any other details	To update any other details about your aged care government funded services, notify your local network



More information

New Aged Care Regulatory Model



Contact us at:
AgedCareRegModel@health.gov.au



Australian Government
Department of Health and Aged Care



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 Teams 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 light-colored top. The man on the far right is partially visible, also smiling. The background is softly blurred, showing a bright, airy space.

THANK YOU

Our next meeting will be on **Thursday, 3 April 2025.**



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