

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 #55

6/02/2025



WELCOME

Fay Flevaras

Chief Digital Information Officer

Digital Services within Corporate Operations Group

Department of Health and Aged Care | Australian Government

Sector Partners #55

Agenda



Digital Transformation for the Aged Care sector

**Welcome
&
Agenda**

Fay Flevaras

**State of Play
&
New Member
Introductions**

Fay Flevaras

**Support at
Home:
Claims
& Payments
Business Rules**

Lezah Rushton

**B2G API
Update**

**Carmine
Spagnoletti &
Lucas Ramirez
de Arellano**

**Q&A
&
Discussion**

Fay Flevaras

Close

Fay Flevaras



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State of Play & New Member Introductions

Fay Flevaras

Chief Digital Information Officer

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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



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 TFDTSectorPartners@health.gov.au



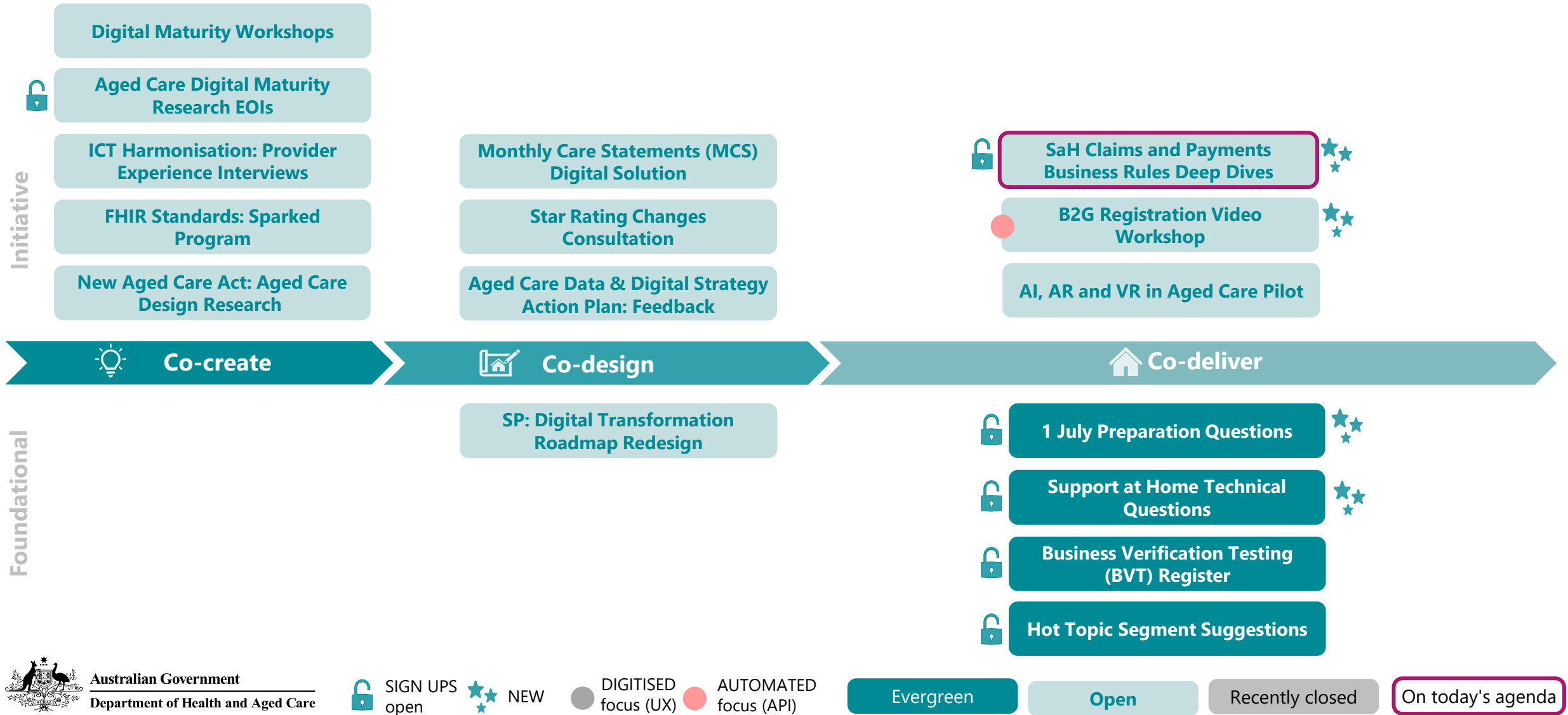
An introduction to Sector Partners

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



Welcome!

Open collaboration activities



Service Delivery Assistance Panel (SDAP) Rural and Remote Workshops



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



During February, workshops will be held in Victoria (Horsham, Shepparton, Bairnsdale) over 10-14 February and Tasmania 24-26 February (Devonport, Hobart).

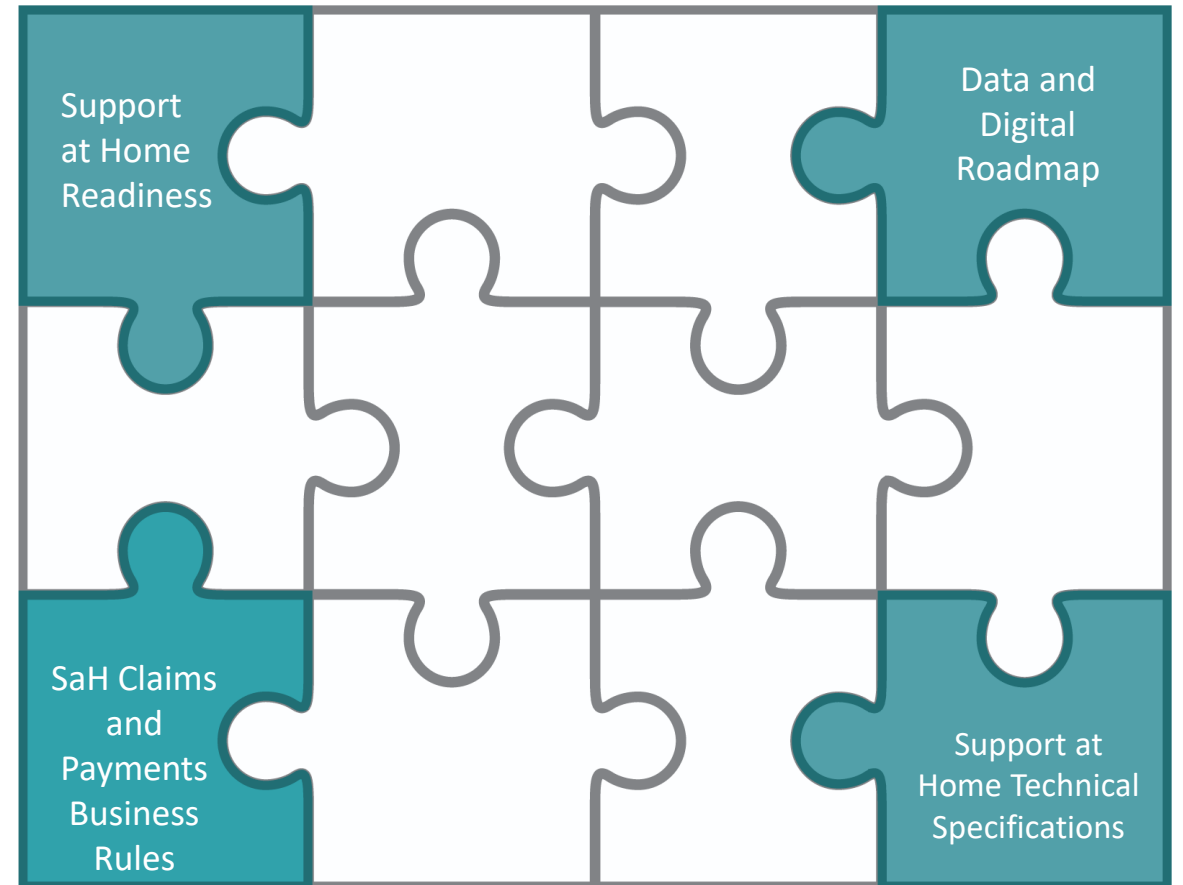
Digital Transformation Tech Talk 19 February 2025

**Register now for
the first Tech
Talk of 2025!**



Assembling the puzzle

- Transparency as our underlying principle.
- We're filling in the pieces of this very complex puzzle as soon as information is available.
- Several products have recently been released to help fill some gaps.
- The upcoming SaH program manual, claims and business rules, and transition guide are further important pieces of the larger picture.



Update: Support at Home

Support at Home: Claims and Payments Business Rules

Lezah Rushton

Assistant Secretary

Assessment Home Care Transition Branch
Access and Home Support Division
Ageing and Aged Care Group
Department of Health and Aged Care



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Support at Home Program Manual

The department is preparing a manual for registered providers that outlines how Support at Home should be delivered. The manual explains the government's policy, legislative context, operational requirements and guidelines for the delivery of Support at Home. It also outlines the responsibilities of providers under the Act.

Late February release

- 7.0 Care Management
- 9.0 Service List and delivery services
- 10.0 Self Management
- 11.0 AT-HM
- 12.0 Transfers and exiting SAH
- 13.0 Restorative Care Pathway
- 14.0 End-of-Life Pathway
- Appendix 2 – SAH Service List

Mid March release

- 5.0 SAH Program overview
- 6.0 Assessment and access to SAH
- 8.0 Participant budgets and contributions
- 15.0 Claiming
- 16.0 Monthly Statements
- Glossary

Early April release

- Part A – introduction
- Part B – legislative framework and governance
- Content from Feb and March releases
- Part F – Program linkages
- Appendices (if available)

Note, the above will be a whole manual release but without rules that are subject to finalisation.



Other Support at Home products to be released

- Support at Home Claims and Payments Business Rules Guidance
 - An extract from our Detailed Business Requirements specific to the relevant business rules providers need to understand to prepare their ICT systems, processes and people to manage claiming for services.
 - Deep dive session on the payment and claims guide.
- Support at Home Provider Transition Guide
 - For existing HCP providers to assist them with their transition to Support at Home.
 - The purpose of this guide is to provide direction and supporting information with tasks providers need to complete in the lead up to and post 1 July 2025.
- Technical Specifications
 - Services Australia released draft specification on Friday 31 January 2025 via the Health Systems Developer portal.





Services
Australia

Please join the next Services Australia aged care software developer webinar

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

When: 2pm AEDT 10th February
Where: Online webinar

Register now!

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



Australian Government



Services
Australia

Update: B2G APIs

B2G API Update

Carmine Spagnoletti

Director

Digital Reform Branch
Reform Implementation Division
Ageing and Aged Care Group
Department of Health and Aged Care

Lucas Ramirez de Arellano

Director

Services and Sustainability Branch
Digital Transformation and Delivery Division
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Department of Health and Aged Care



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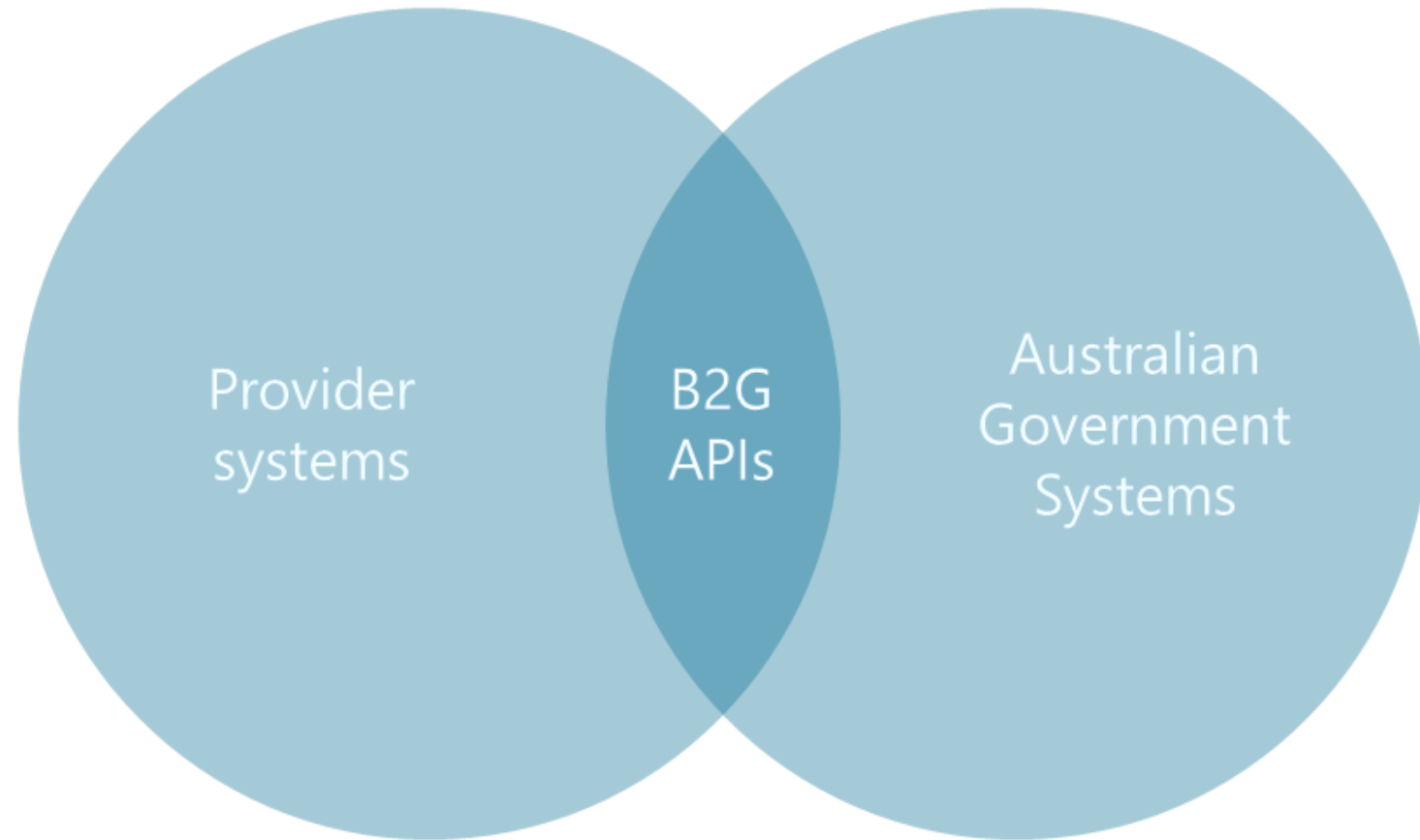
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06/02/2025

Building technology connections

- B2G is building technology connections to improve information and data sharing between Aged Care providers and the Australian Government.
- Improved information and data sharing will help deliver the aged care reforms.



Journey so Far

July – Sep 2023

Launch of the B2G developer portal



End 2023 – Jan 2024

Portal enhancements, including API specifications



Jan – Feb 2024

Portal enhancements, including test APIs and conformance assessment functionality



April 2024

Release: Registered Nurse version 1.0, Authentication API version 1.0 and Provider management API version 1.0.



July 2024

Release: Quality Indicator API version 1.0.
Update: Registered Nurse API version 2.0 to reflect policy changes



October 2024

Identify and prioritise future APIs aligned to the strategic needs of the aged care sector



Nov – Dec 2024

Enhanced user experience



Roadmap 2025/2026

February



Beta API Launch: Registered Nurses version 3.0, Provider Management version 2.0 and Quality Indicators version 1.2.



Production Release: Quality Indicators version 1.1 now includes Allied Health



User Notifications: Banners for new functionality and support opportunities

April



Production Release: Quality Indicators version 1.2 Terminology update 'Physical Restraint' updated to 'Restrictive Practices'.

July



Production Release: Registered Nurses version 3.0 and Provider management version 2.0



Beta API Launch : Quality Indicators version 1.3 modified for Government Provider Management System (GPMS) reporting

October



Production Release: Quality Indicators version 1.3

June 2026



Upcoming: New APIs to be released

Watch this space

2025

2026



Enhancements to APIs



To facilitate compliance with the new Aged Care Act 2024, B2G will introduce several updates:

- **Transition to Registered Providers**
- **New Beta APIs**



Enhancements to APIs

For **developers**, this means early access to updated API versions, allowing time to adapt and ensure compatibility with upcoming legislative changes.



Streamline compliance:

Access both production and Beta API versions, each with detailed release notes, ensuring developers stay informed.



Encourage early adoption:

Build to the Beta API specifications now, enabling a smoother transition to compliance by July 2025.



Maintain operational continuity:

Software vendors who are currently developing using B2G APIs can continue with current specifications but must update their software solutions by July 2025 to meet new requirements and ensure uninterrupted operations



Quality indicator API – new allied health data point

From 1 April 2025, we are expanding the number of quality indicators providers are required to report against. Late February the Quality Indicator API catalogue specifications will be updated to include the expanded data points.

For developers this means updating or developing software to include new Allied Health indicator data entry points for the data point 'percentage of recommended allied health serviced received'.

Expanded data points:

01



Number of care recipients assessed for allied health.

02



Number of care recipients excluded because they were absent from the service for the entire quarter.

03



Number of allied health services recommended in care plans.

04



Number of allied health services recommended in care plans by discipline; physiotherapy, occupational therapy, speech pathology, podiatry, dietetic, other allied health, allied health assistant.

05



Number of recommended allied health services received.

06



Number of recommended allied health services received discipline; physiotherapy, occupational therapy, speech pathology, podiatry, dietetic, other allied health, allied health assistant.



Allied health

- Allied health care minutes
- Percentage of recommended allied health services received

Quality indicator API – new allied health data point

Updated information: Details on the new staffing quality indicators for allied health, enrolled nursing and lifestyle officers. The **enrolled nursing, lifestyle officers and the allied health care minutes data** will be pulled from **data reported through the Quarterly Financial Report**. Providers are not required to report separately for these.

Release notes will include updated information on **all new staffing quality indicators** for allied health, enrolled nursing and lifestyle officers. While not directly impacting API functions, understanding these changes is essential for developers building solutions.

Data submission for all quality indicators must be completed each quarter. The first submission including the new staffing indicators, and therefore the allied health quality indicator API will be for **Quarter 4, 2024-25 and must be submitted by 21 July 2025**.



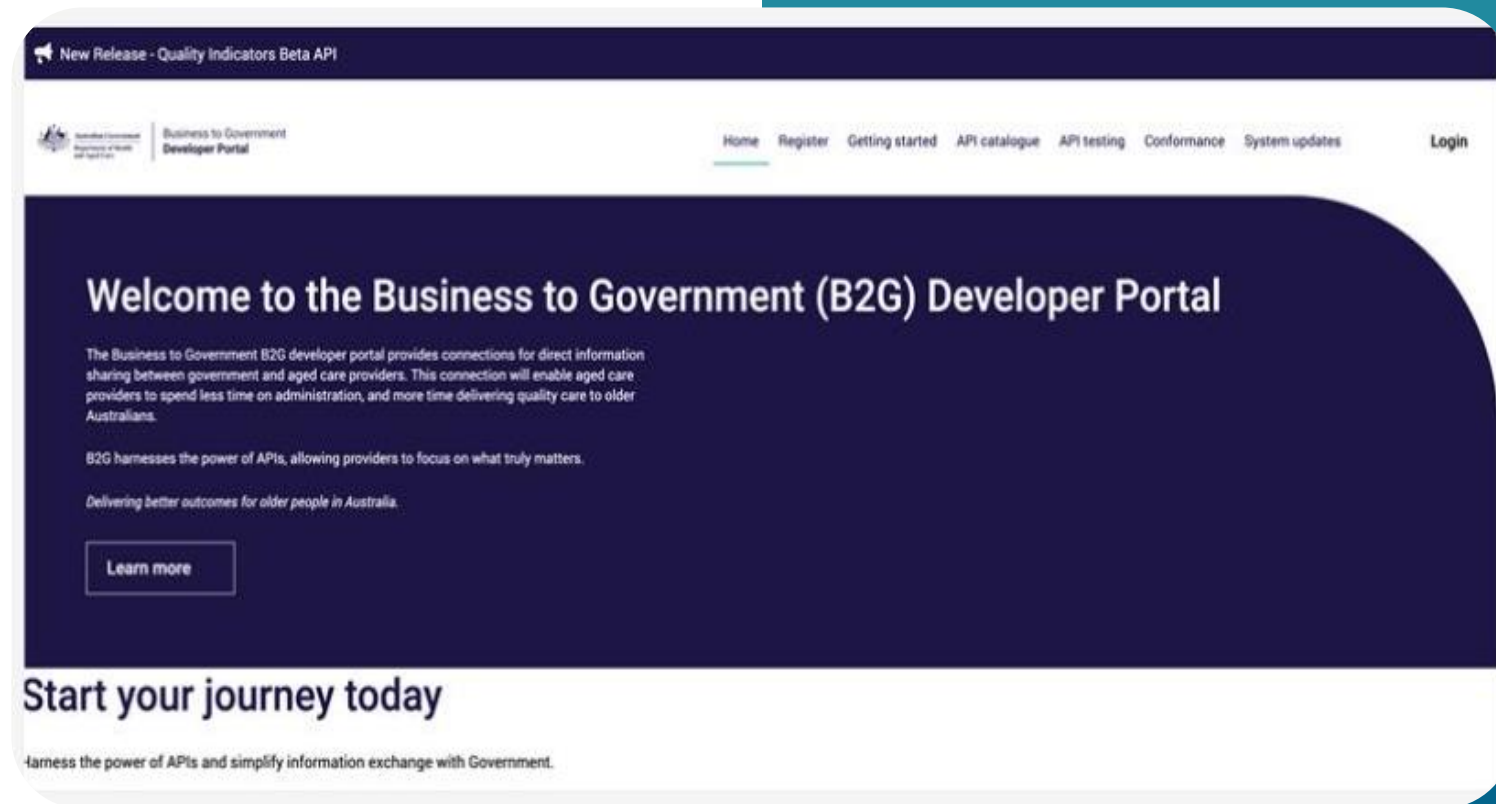
New Feature

From February, we will implement a portal banner providing the ability to notify users of changes, ensuring clear communication and transparency.

Colour coded banners will highlight the importance of changes:

- **Blue:** new features
- **Green:** successful release
- **Yellow:** potential errors
- **Red:** critical issues.

Additional information will be shared on the system updates page or via an email to developers, enhancing user awareness and readiness.



B2G Support

In response to feedback, we have expanded support offerings to 2 weekly 30-minutes sessions addressing technical queries and improving developer assistance.



The sessions will be held between 11.00 and 11.30am AEST on Tuesdays and Thursdays.



Developers are encouraged to submit questions in advance, ensuring tailored responses.

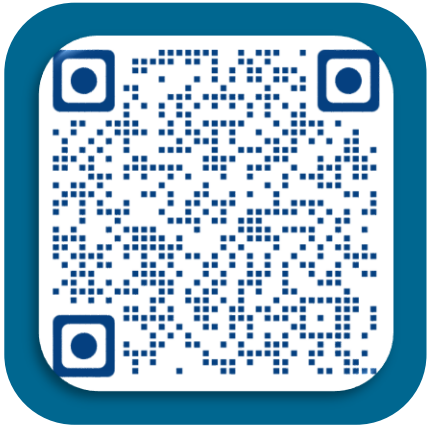


To register, please send an email with your questions and preferred session to support-developerportal@health.gov.au

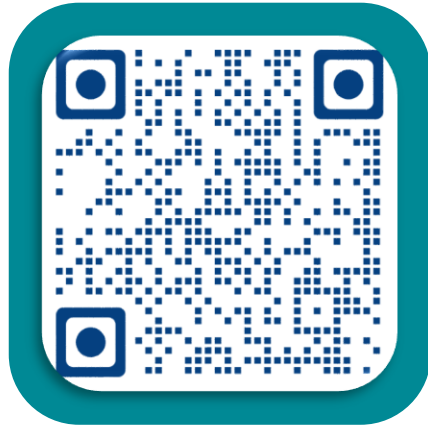
B2G continues to provide support via email. We will respond within 3 business days.



More Information



B2G Website



**B2G Developer
Portal**



Technical Support



**QI Program Quick
Reference Guide**



**About the QI
Program**

Department of Health and Aged Care

REGULATORY/ OPERATIONAL REPORTING

The **B2G Developer Portal**:

- provides access to agreements and associated policies, terms and conditions (for use of the portal)
- provides resources for accessing API specifications
- outlines the steps for testing and software conformance assessment ensuring secure integration with Government systems
- offers 4 available APIs:
 - **Authentication**
 - **Provider management**
 - **Quality indicators**
 - **Registered nurses.**

Beta APIs provide early visibility of specifications aligned to the new Aged Care Act.

Current Beta APIs are Provider management, QI and RN 24/7.

Link to portal:

<https://developer.health.gov.au/s/>



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B2G Developer Portal



Health Systems Developer Portal

Services Australia

PAYMENTS AND CLAIMS

The **Health Systems Developer Portal**:

- provides access to agreements and associated policies, terms and conditions (for use of the portal)
- contains resources for accessing API specifications and licensed development material
- outlines the steps for integration testing and production release
- provides access to the digital assistant chatbot (Ask hAPI)
- helps you to develop integrated software solutions for:
 - **Medicare Online**
 - **Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE)**
 - **Pharmaceutical Benefit Scheme (PBS) Online**
 - **Aged Care Online claiming channels.**

Link to portal: <https://healthsoftware.humanservices.gov.au/claiming/ext-vnd/home>

Questions and Answers

Fay Flevaras

Chief Digital Information Officer

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



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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 a meeting or a social gathering. 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 far left has long blonde hair and is wearing a light-colored top. The woman on the far right is partially visible, also smiling.

THANK YOU

Our next meeting will be on **Thursday, 20 February 2025.**



DTSectorPartners.health.gov.au