

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 #57

6/03/2025



WELCOME

Fay Flevaras

Chief Digital Information Officer

Digital Services within Corporate Operations Group

Department of Health and Aged Care | Australian Government

Sector Partners #57

Agenda



Digital Transformation for the Aged Care sector

**Welcome &
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Update: Aged
Care Digital
Maturity &
Digital
Transformation
Impact
Assessment**

Janine Bennett

**Launch: Aged
Care Assessor
App
Sideload
Workshop**

**Marguerite
Gandini**

**HCD Future
Research
Opportunities**

Gia Chu

**Q&A and
Discussion**

Fay Flevaras

Close

Fay Flevaras



Australian Government

Department of Health and Aged Care

State of Play

Fay Flevaras

Chief Digital Information Officer

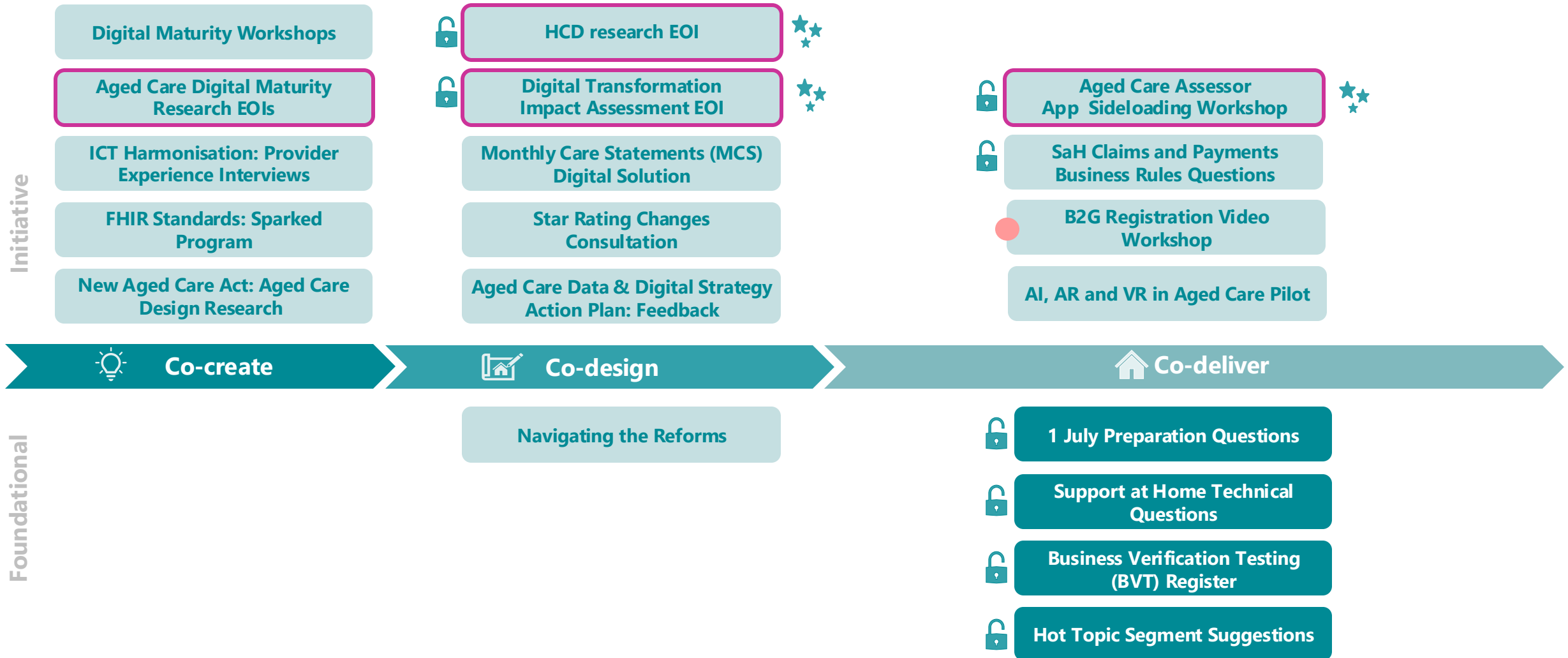
Digital Services within Corporate Operations Group
Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

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 Tasmanian workshops were held in Devonport and Hobart over 24-26 February. In South Australia, workshops took place in Bordertown (3 March) and Port Lincoln (5 March), with another to be held in Port Augusta on 7 March.



The Northern Territory workshops are scheduled for the 10th, 12th and 14th of March in Katherine, Darwin and Alice Springs.



Staged Implementation Changes

Key changes include:

April 2025

The department will provide information to each Registered Provider regarding the structure of their entity and associated information.

July 2025

The Act is planned to commence, requiring both provider and Government systems to deliver core functionality to support legislative changes, including:

- New service types and lists to be used to operate the new Support at Home program
- Regulatory model changes for organisations and reporting, and
- Claims and payment changes.

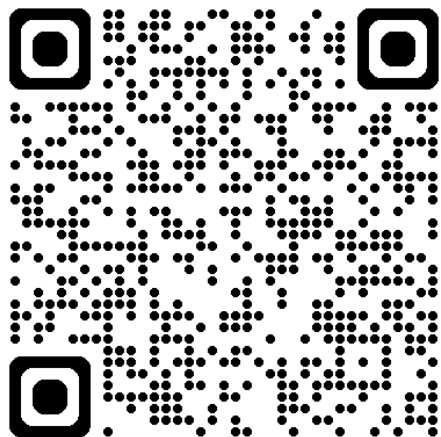
October 2025

Quality and financial reporting will commence against the registered provider entity.

February 2026

Some detailed provider reporting to the department for Support at Home has been postponed, in relation to service provision and individual's budget expenditure.





Sector Digital Readiness Release

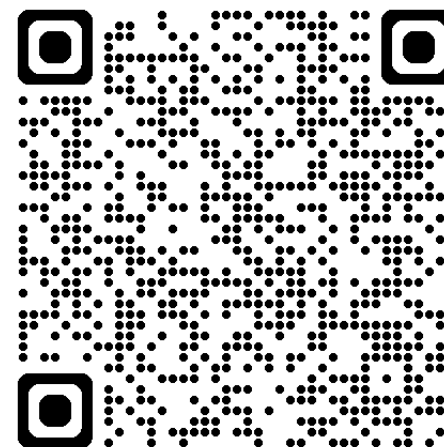


A new resource on Sector Digital Readiness has been released and is available on the Health website.

Australian Ageing Agenda News Update

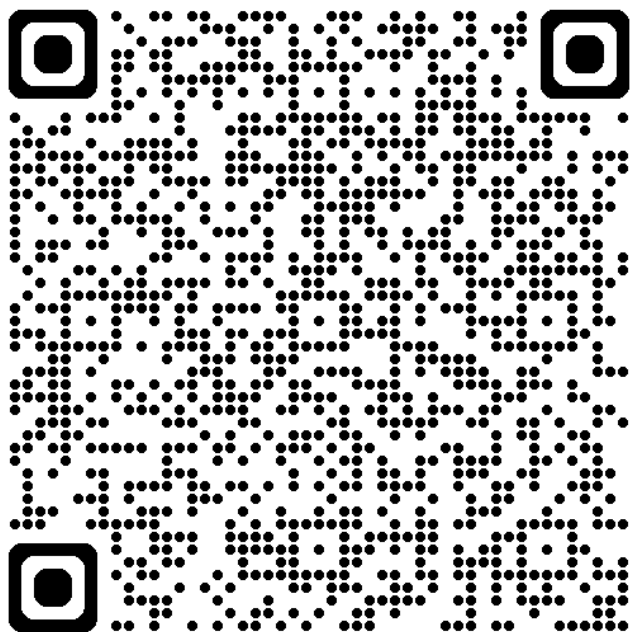


A news article has been released regarding the Government's plans to phase in digital changes until February 2026.



Australian Government

Department of Health and Aged Care



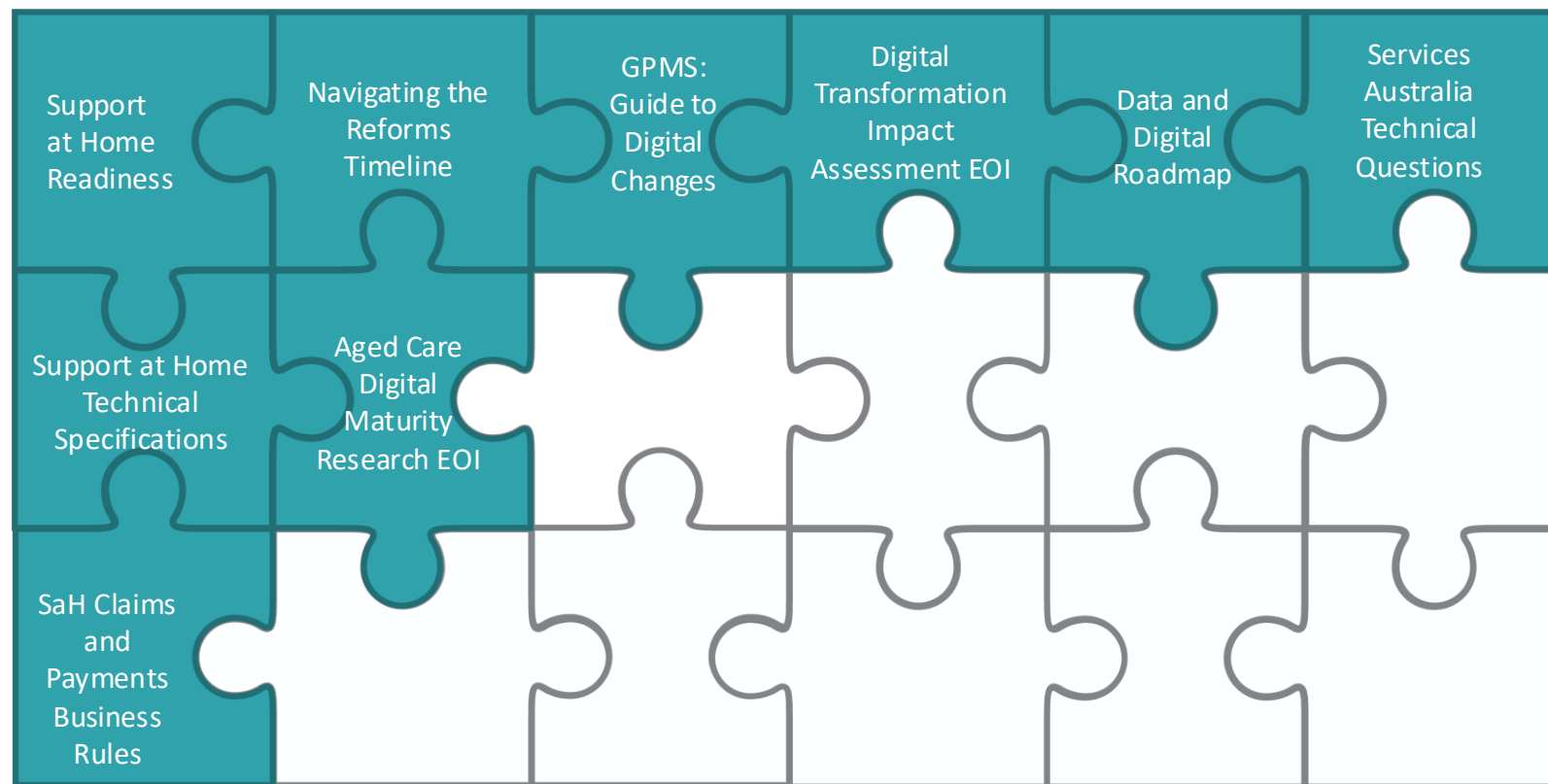
Support at Home program update webinar for older people, families and carers

When: 2:00pm to 3:00pm AEDT on Tuesday 25 March 2025

Where: Virtual – Register via the QR code



Assembling the puzzle



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

Update: Aged Care Digital Maturity Research & Digital Transformation Impact Assessment

Janine Bennett

Assistant Secretary

Digital Business and Sector Engagement Branch
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

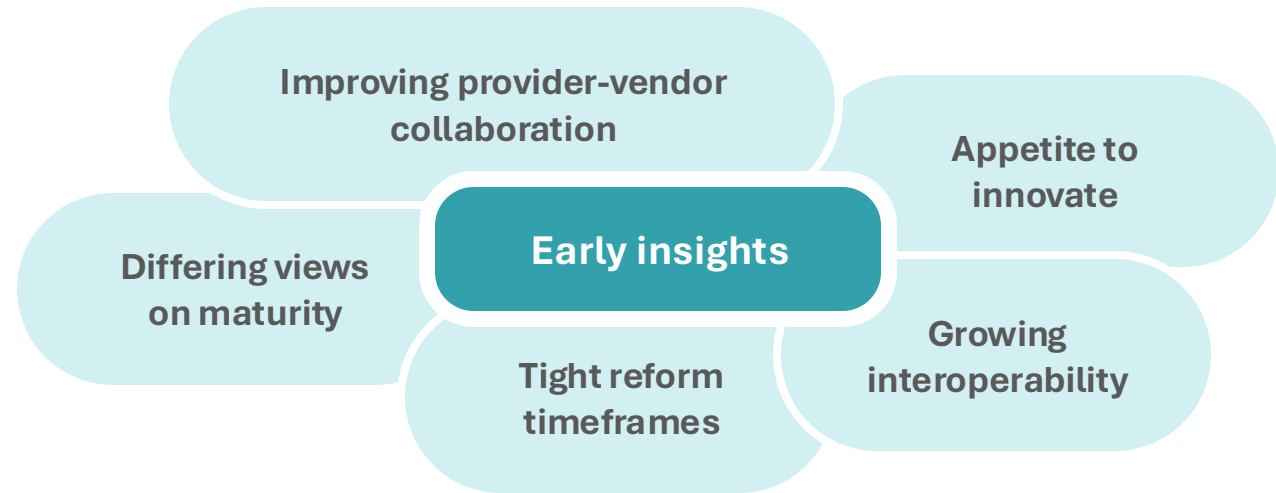


Project scope

Digital maturity of aged care providers varies significantly, with 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 digital maturity of the aged care sector.

Project insights



Overview of the Aged Care Digital Maturity framework

Digital maturity encapsulates an organisation’s ability to create value through their people, processes and technology. We have developed a draft digital maturity framework to help assess the current state of digital maturity across the diversity of aged care providers, building off research and similar frameworks used in the health sector.

Maturity levels: 1 Initial 2 Basic 3 Developing 4 Established 5 Transformative

Design principles		Strategy, Governance and Stewardship								
		<ul style="list-style-type: none">Digital strategy and alignment of leadershipInvestment and directionOperational, program, technical, and clinical governanceClinical, business, and ICT strategy								
		Consumer experience	Frontline staff experience, capability and capacity	Organisational capability	IT operations and infrastructure	Level of digitisation and functional adoption	Security and privacy	Information sharing and integration	Data & analytics	Investment, CIP & innovation
Domains	Subdomains	<ul style="list-style-type: none">Technology-facilitated consumer experienceAccess to health informationConsumer representation in governanceVirtual care	<ul style="list-style-type: none">Quality of worker experienceCo-design digital tools with workersChange management and worker support	<ul style="list-style-type: none">Digital initiatives prioritisation and implementationResourcing and capabilityBusiness continuity and incident response	<ul style="list-style-type: none">IT operations and infrastructure managementIT capability managementIT budget managementManaging IT for business value	<ul style="list-style-type: none">Clinical information systems adoptionMedication managementDigital tools for consumersElectronic clinical decision support	<ul style="list-style-type: none">Adoption and continuous improvement of security controlsCybersecurity capability maturity model (Essential Eight)Privacy measures	<ul style="list-style-type: none">Information ManagementInteroperability of systemsAdoption of nomenclaturesInformation sharing with third parties	<ul style="list-style-type: none">Data governanceReporting capabilityData analytics	<ul style="list-style-type: none">Level of IT investment (one-off/ongoing)Continuous improvement practicesAreas or/approaches to innovation

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?

Results so far

- **106** completed responses
- **196** responses in progress
- **62%** of respondents have elected to provide 'identified' responses
- targeting a **30%** overall response rate
~**390** responses
- Current complete responses represent
~**23%**

Next steps

Commencing in late **February**, aged care providers have been invited to participate in an online survey around the current state of their organisation's digital maturity. For any questions or comments, please contact: agedcaredigitalmaturityproject@health.gov.au

OPEN

Self-Assessment Submissions Close 16 March 2025

The self-assessment link
has been sent via email
to aged care provider
executive contacts.



Key insights from the sector

- New Aged Care Act and Support at Home changes represent significant change for the sector.
- Fast-paced change and pending information make it difficult for the sector to know how to best prepare.
- Low digital maturity across the sector means that providers are confused by the impacts of the change, do not necessarily know where to focus their efforts, and are carrying significant adoption risk for 1 July.

Recommendation:


The department has offered to work with the sector to help identify impacts and critical path activities.

Digital Transformation Impact Assessment activity



[Home](#) [Get involved](#) [What we've heard](#) [News and stories](#) [Resources](#) [Contact](#) [Newsletters](#)

Help us understand the impact of aged care reforms on provider organisations



Respond

Closing Date: Friday 7 March 2025

Audience: Providers (i.e service administrators, owners), Software vendors, Assessment organisations, Aged care experts and peak organisations

Topic: Home care, Residential care, Regulation and legislation, Research and ICT

Location: Online

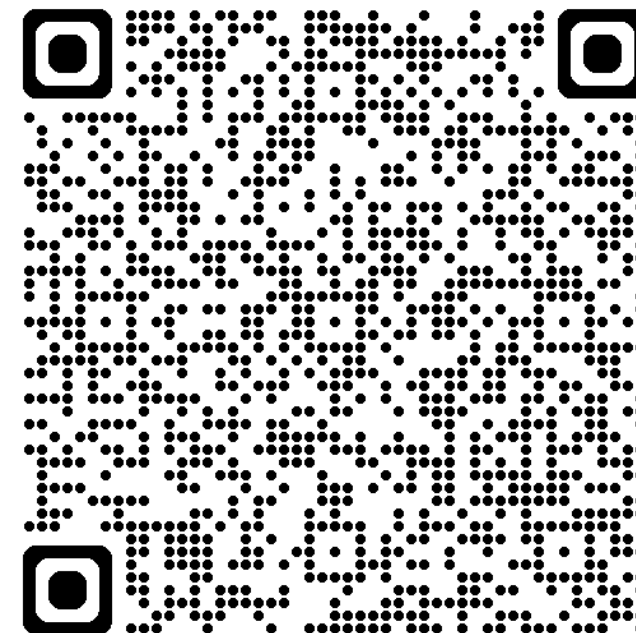
Time: Initial onboarding session up to 2 hours, Workshop sessions of up to 5 (full or part) days over 4 to 6 weeks, Follow up input and process evaluation by negotiation as required.

Contact name: Janine Bennett

Contact email: DTSectorPartners@health.gov.au

OPEN

Expressions of interest
close 7 March 2025



Launch: Aged Care Assessor App Sideloading Workshop

Marguerite Gandini

Director

Funding Reforms and Systems Branch
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



Aged Care Assessor App Sideloading Workshop

Since the release initial release of the app in July 2024, uptake has increased. The crash rate has also reduced as we make improvements with a continuing focus on improving performance and stability.

We're looking for volunteers to take part in a future session to provide feedback on the app and troubleshoot the sideloading experience.

This workshop will take place in May and involve a time commitment of around 60 minutes.



We are always looking for ways to improve. If you have any other feedback, email us at mobile.apps.acg@health.gov.au or alternatively, select the feedback button in the app.

Sign up for the app
sideloading workshop



HCD Research Opportunities

Gia Chu

Research Capability Lead

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



We're the Human-Centred Design Team

We advocate for people's needs

- We're a team of human-centred design practitioners
- We work with IT, digital, policy and other internal teams to design and deliver policies and services that meet the needs of people and government
- We advocate for the human experience and bring people together to solve problems and inform meaningful solutions.



How we do this

- **User and design research** – we talk to providers, assessors, older people and their supporters and other users to understand their needs, contexts, experiences and how government policies and services impact them
- **Service design** – we build user-centred evidence base to inform the design of systems, policies, processes and services to ensure people's needs remain front and centre

Human-centred design rolling research

We're about to start rolling research –
*a regular cycle of research activities with
older people and their supporters,
assessors, service providers, software
vendors and others!*

Regular
cadence

6-10
participants

Key topics
& themes



Our immediate priority

**Older people
&
their
supporters**

Research to improve their experience on Aged Care letters/correspondences

Next up!

(following the ongoing impact assessment work)

Providers

Assessors

**Software
vendors**

- Research to get feedback on change and communication products
- Testing the experience of users in accessing digital products
- Exploring, co-creating and testing ideas, concepts and potential solutions



Research recruitment

We've engaged an external research recruitment panel to help us find the right people to participate in research

To ensure we are engaging with diverse groups of people with varying needs and contexts





OPEN

**We'd love for you to be
part of rolling research!**

Scan the QR code to submit an EOI
for future research rounds



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 Team window.



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 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 light-colored top. The man in the background has glasses and a beard, wearing a light blue shirt.

THANK YOU

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



DTSectorPartners.health.gov.au

























Objectives and milestones

Consultation objectives seek to drive agreed outputs

Progress - as at: 31 January 2025

Key objectives

1. Test and refine key aspects of the Aged Care Digital Maturity Framework with stakeholders.
2. Assess the current digital maturity of aged care providers by market segment.
3. Identify barriers, challenges and enablers to improving the digital maturity of aged care providers through deep dive interviews, workshops and a survey.
4. Identify priority areas for support and investment, and where government may be able to assist.
5. Create buy-in by ensuring relevant stakeholders can appropriately contribute to the development of the Aged Care Digital Maturity Framework and be kept informed throughout its development and testing.

						
	On track	Delayed	At risk	Complete (draft)	Complete (final)	Not yet started
	Deliverable	Due			Status	
Milestone 1	1.1 Project Inception					
	Kick-off workshop with the department	16 August				
	Project Charter (living document)	20 August				
	1.2 Study design					
	Scoping workshops	Between 21-30 August				
	1.3 Project Management					
	Project management workshop	Between 21-30 August				
Milestone 2	Updated Project Charter	W/S 2 September				
	Gateway review check-in discussion	W/S 16 September				
	1.4 Develop digital maturity framework					
	Draft framework	W/S 16 September				
	Final framework	W/S 23 September				
	1.5 Deep dive market research					
	Deep Dive Interviews (up to 18x providers and up to 6x vendors)	28 Oct -29 Nov [Revised: 28 Oct - 15 Jan]				
	Working draft report	W/S 2 December [Revised: W/S 16 December]				
	Final report	W/S 16 December [Revised: W/S 20 January]				
	High level digital maturity assessment for the deep dive participants	TBC with DoHAC				
Milestone 3	1.6 Survey					
	Draft Survey form	W/S 9 December**				
	Final Survey form	W/S 17 December**				
	Survey release	10 Feb up to 9 March***				
	1.7 Research analysis and Market Research report (timings subject to survey period)***					
	Draft Market Research report	W/S 24 March - W/S 31 March ***				
	Final Market Research report	1 week post draft				
	Draft Digital Maturity Public Statement	W/S 24 March - W/S 31 March ***				
	Final Digital Maturity Public Statement	1 week post draft			