

Tech Talk

Digital transformation for the aged care sector
webinar series

Digital Services

Within Corporate Operations Group
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care



Tech Talk #21
19 February 2025

Welcome

Connect by phone



Dial-in **02 8318 0010** PIN **8633 07152#**



Session is recorded



Australian Government
Department of Health and Aged Care

Ask your questions

Ask anytime - use the Q&A tab on Teams



Vote up the questions you like



Happy to ask live on screen?

Use your name when asking your question in Teams.

Raise your hand when your name is called, and we'll invite you to join us on our 'virtual' stage.



Agenda

**Welcome and
housekeeping**

Janine Bennett

**Digital
transformation
update**

Fay Flevaras

**AI for your
non-profit
organisation**

Uniting

Andrew Dome

**Support at
Home**

**Services
Australia**

Catherine Veitch

**Single
Assessment
System**

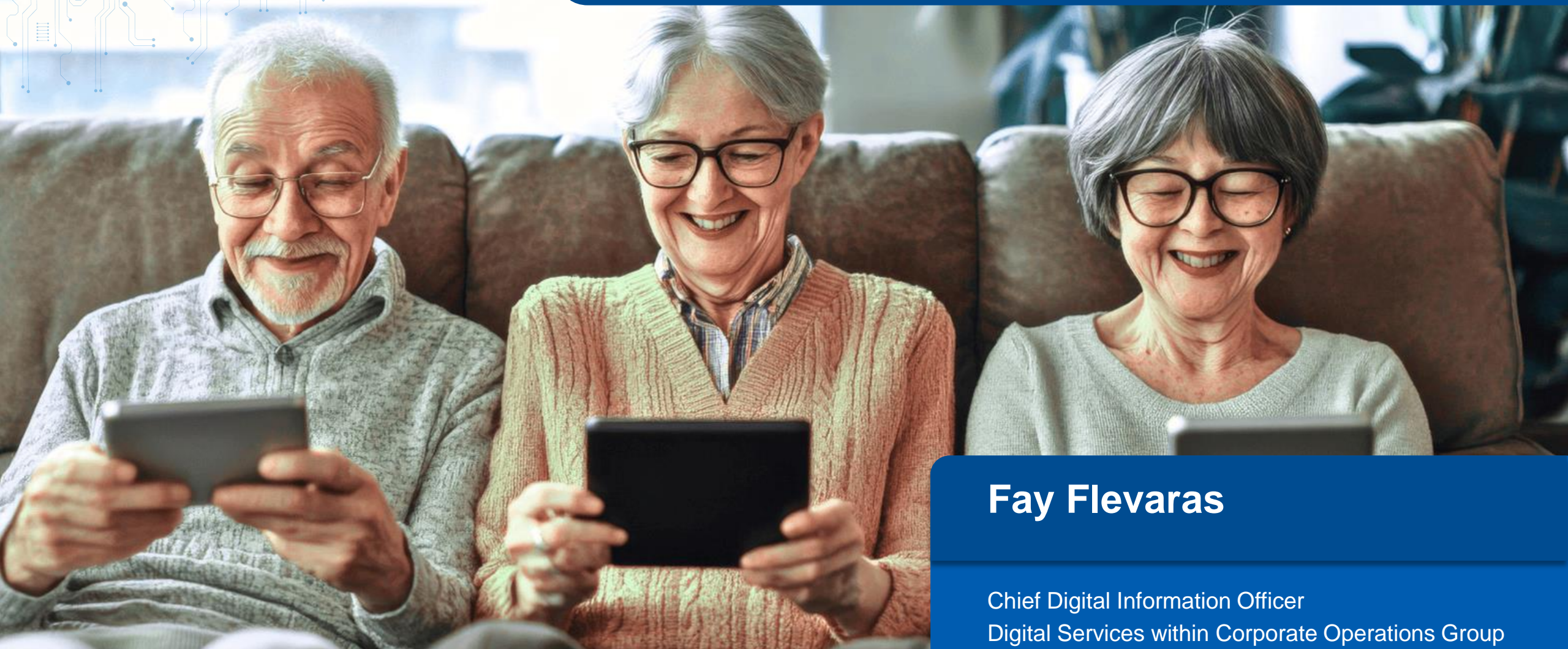
Marguerite Gandini

Q&A

Panellists



Digital transformation update



Fay Flevaras

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



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Department of Health and Aged Care

Digital Transformation Roadmap

Disclaimer

This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline').

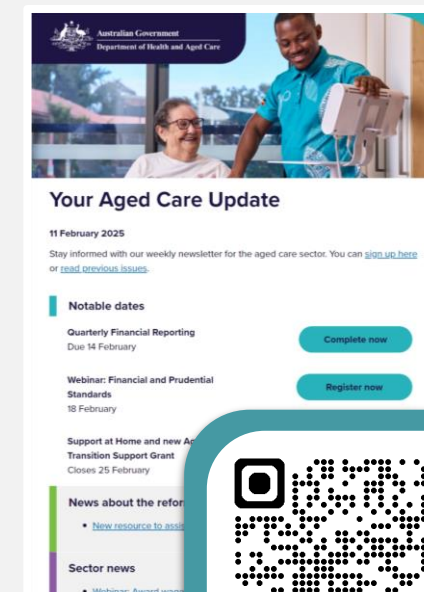
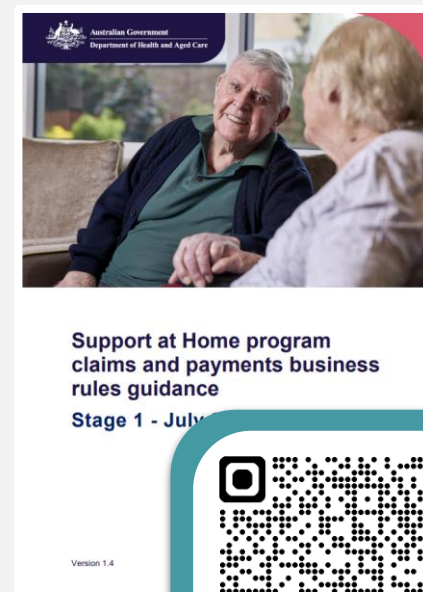
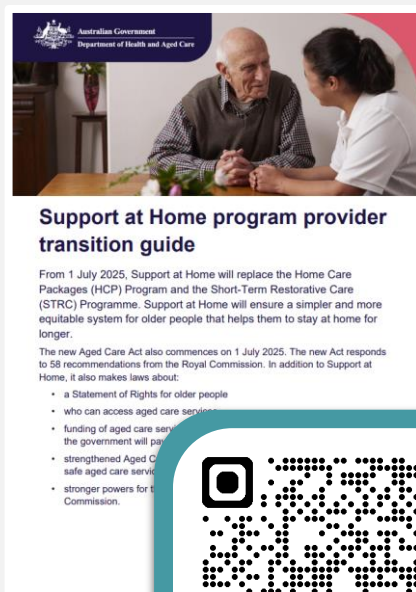
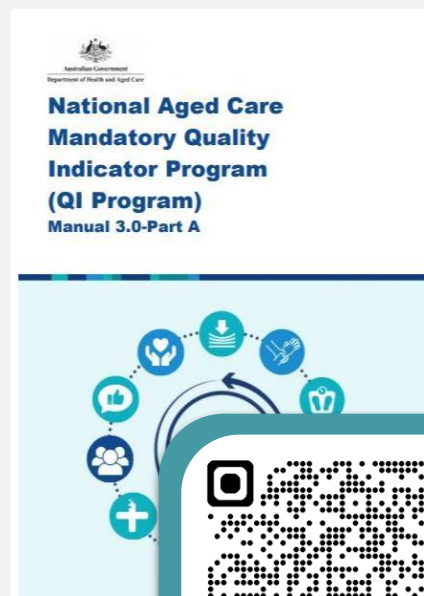
The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.

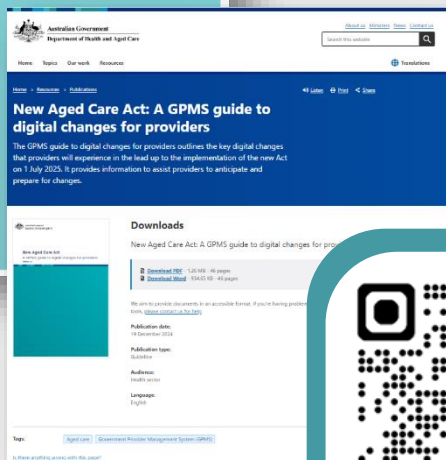
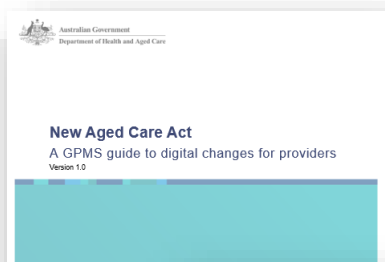
- My Aged Care (MAC)
- Government Provider Management System (GPMS)
- Business to Government (B2G)
- Foundational Work – NOT Live in Production

YEAR		2025				
MONTH		JAN - FEB	MAR - APR	MAY - JUNE		
TECH UPDATES		Identify and record aged care exceptional circumstances	Care Service Model – entities, relationships and governance	Provider data integration with Services Australia to align to the new Aged Care Act provider structure	Updated provider payments and client integration with Services Australia	Classification decision support
		Younger person in residential aged care supporting documentation	Generate provider preview	Provider management of new provider registrations	Transition to the new Supported Decision Making framework	New Aged Care Act wording updates
		First Nations assessment organisations preference	Provider deeming and migration to support the initial provider preview	Uplift bed data management to accommodate places to people and occupancy level tracking	Alignment of My Aged Care 'Find a Provider' and referral model	New prioritisation system for Support at Home
		First Nations assessment organisations	Provider data model to support the new Aged Care Act	GPMS platform enhancements for new Aged Care Act	Outlet, Service Referrals and Find a Service	Budget allocation for ongoing services and short-term support
		Enhancements to Single Assessment System: <ul style="list-style-type: none">Introduce triage roleUpdates to delegate form	Updates to Quality Indicators API – Updated terminology	GPMS data migration to support New Aged Care Act	Transition for the Aged Care Gateway	Client transition
		Supported Decision Making framework		Updates to Registered Nurses 24/7 API to support New Aged Care Act	Support at Home service List	Refinements to letters and notices
		Decommission legacy apps		Updates to Provider Management to support New Aged Care Act	Support at Home information sharing with partner systems	NACA SIRS form and payload
		Serious Incident Response Scheme (SIRS) Integration		Updates to Authentication API to support New Aged Care Act	Improvements to eligibility pathways	Home Care package client transition
		New staffing Quality Indicators			Improvements to end of life assessments	Amendments to service catalogue
		Changes to care minutes and staffing rating				
		Star Ratings enhancements				
		Worker Screening technical release				
		Updates to Quality Indicators API to support new staffing indicator for Allied Health				

Sector resources



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.



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*Please note, Where specific detail is not yet available this is identified alongside the proposed mechanism and timeframe for supply. The guide is intended to be updated regularly, with support from sector forums operated by the department, to supply further granularity of information and address areas of feedback or particular interest.

Impact Assessment Project

Goals

Collaborating to identify impacts to providers ahead of the new Aged Care Act

- To provide you with the tools you need
- To better understand how changes will impact your organisation
- To help you more effectively prepare and adapt.

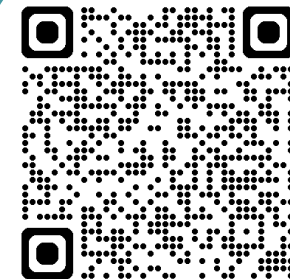
Representatives

We are bringing together a team of government and sector representatives from:

- Providers
- Assessment organisations
- ICT vendors
- Suitable experts

Next steps

We'll be opening an Expression of Interest soon on the Get Involved tab on our Ageing and Aged Care Engagement Hub.



Aged Care Digital Maturity Project

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



**Register
your interest**

Next steps

In February, aged care providers will be 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



Grant opportunity open



Apply now for the **Support at Home** and new **Aged Care Act Transition Support Grant**



The grant supports **Home Care Package** and **Commonwealth Home Support Programme providers** with a one-off funding of \$10,000 (excl GST) towards the cost of upgrading IT systems



Apply online by **2pm (AEDT) 25 February 2025** on **GrantConnect**.





AI for your non-profit organisation

Andrew Dome

Chief Digital Information Officer
Uniting

AGENDA

- Introduction & Uniting NSW.ACT
- Choose and frame your simple use case
- Create a proof of concept
- Implement security controls and governance
- Get your executives and board "on board"

Uniting

10 Year Strategy 2022-2032

Create a better future for more people and communities by disrupting entrenched disadvantage.

Uniting NSW.ACT contributes to the work and mission of the Uniting Church through social justice advocacy, community services and spiritual care to serve humanity and create an **inclusive, connected and just world**.

Our strategy reflects Uniting's role in supporting the commitments identified in the Synod's **Future Directions**.



SOCIAL IMPACT

Drive solutions to systemic issues that prevent people and communities from living their best lives.

First Nations people and communities are strong, thriving and self-determining.

COMMUNITIES

Deliver more services to more places, supporting people and communities to thrive.

People are at the heart of everything we do.

SENIORS

Enhance and evolve our support for seniors, particularly those experiencing social and economic exclusion.

Our strategy is enabled through

OUR TEAM

Being the best place to work, where employees thrive and feel safe and confident to be themselves.

TRANSFORMATION

Transforming the way we work to enable us to help more people in need.

INVEST FOR GOOD

Investing for social impact from sustainable funding sources.

Uniting

Who we serve

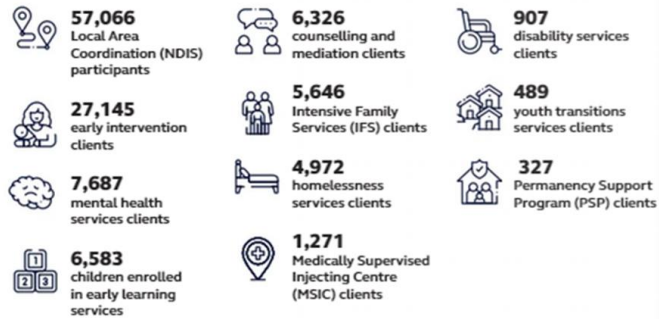
Who we served in FY24

145,856

Total clients ↑ 8.3% on FY23

118,419

Communities clients ↑ 7% on FY23



27,437

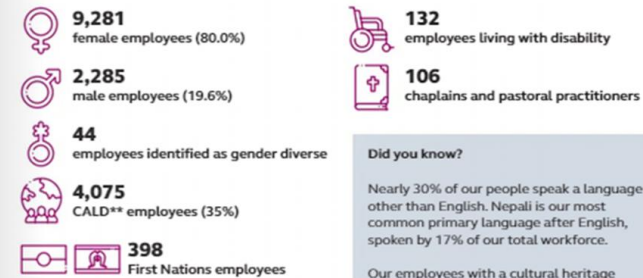
Seniors Services clients ↑ 13% on FY23



Our diverse workforce in FY24

11,610

Employees ↑ 11% on FY23



Did you know?

Nearly 30% of our people speak a language other than English. Nepali is our most common primary language after English, spoken by 17% of our total workforce.

Our employees with a cultural heritage from Nepal mostly work in residential aged care, where they are greatly valued for their warmth, care and compassion.

**Culturally diverse employees who speak a language other than English

1,439

Volunteers

↑ 22.7% on FY23

Learn more about our
Uniting volunteers here



See Bruce Merrick on page 76



See Diana Thoring on page 77

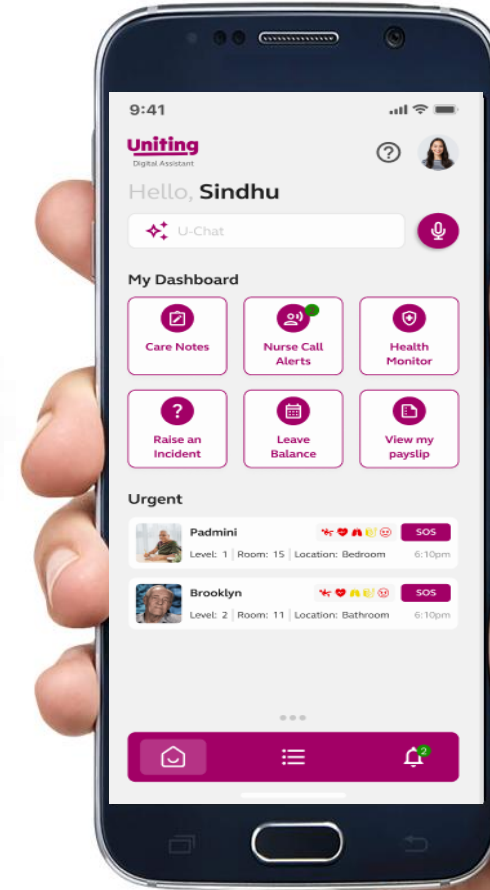
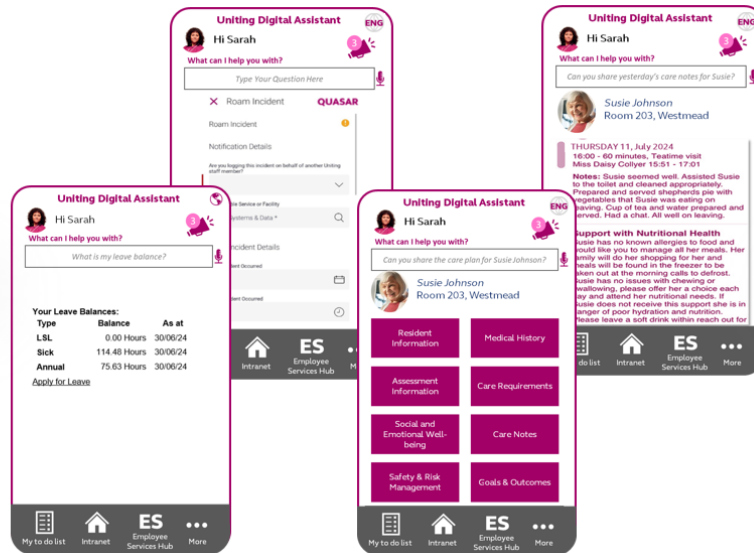


See the Harris Centre on page 77

What we're building: Digital assistant

Enhance point-of-care information access with AI-driven smart searches, automated note capture, multilingual and accessibility support, and a digital front door for enterprise services.

- Persona based
- AI/ Copilot curated
- Uniting service delivery/front office systems (aligned to roles)
- Uniting corporate systems (frequently used links/activities)



Uniting

Frame your use case



Consult

Consult the organisation
Identify institutional problems that need solutions



Evaluate

Evaluate use cases
Opt for the use case with the lowest risk and highest ease of production



Choose

Choose a simple use case
Select a straightforward gen AI use case for initial implementation

Proof of concept



Build

Develop your PoC and user group

Set-up the PoC but limit to “friendly users”; get a broad spectrum of user types across the business.



Listen

Gather, listen, and absorb feedback

Provide a feedback loop for the use of the tool and suggestions for improvements/other uses.



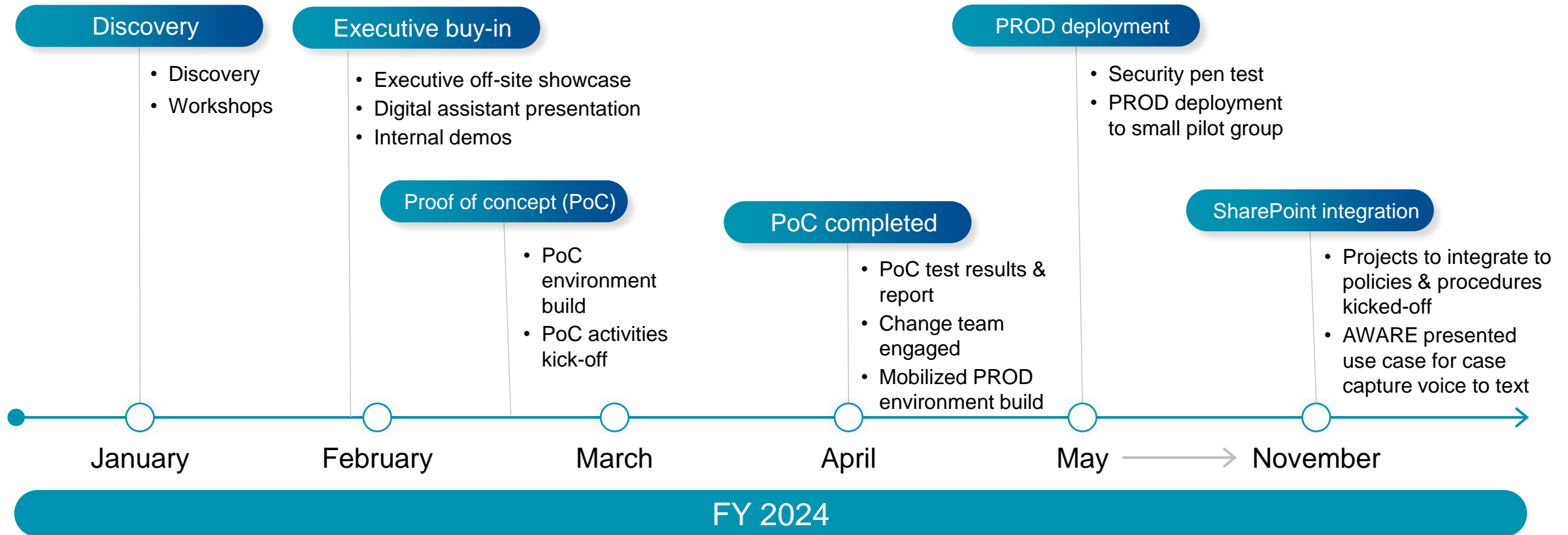
Adapt

Adapt and articulate your PoC

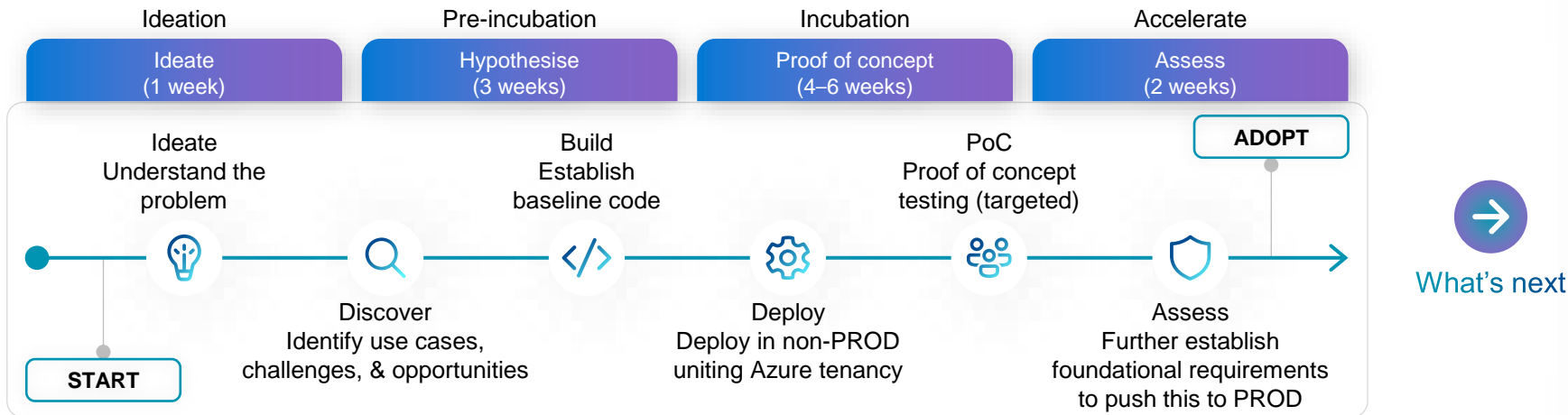
Adapt and progress the PoC, prove the concept, get the buy in from users and then scale accordingly—your users will sell the outcomes to the executives.

Innovation context and history

Uniting embarked on its generative AI journey in partnership with Microsoft AI Co-Innovation Lab and AWARE. To drive efficiency, the first use case identified was searching “policies and procedures.”



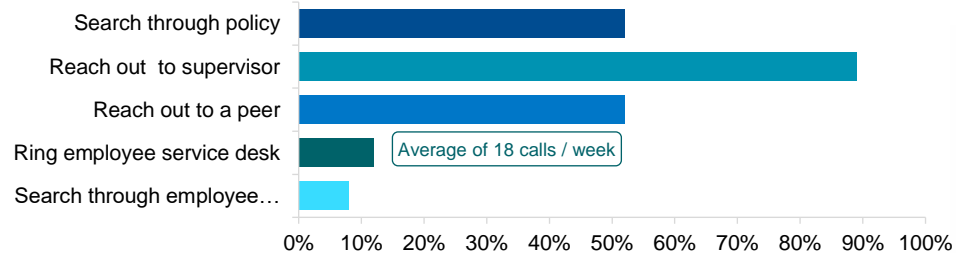
Proof of concept



441 [Policies & procedures](#)



How our employees access policies and procedures today



Challenges:

- SharePoint and Employee Hub returns too many results and multiple document versions
- Policies and procedures are difficult to translate, e.g. too lengthy, language barrier
- Employees are not aware on how to search for documents
- There is high-dependency on supervisors and managers to provide guidance and translate policies
- Mobile workforce are provided printed hand-outs, forms, and checklists prior to visiting their customers
- Staff create their own SharePoint sites and Toolboxes to support the absence of a reliable source of information

How our Testers feel about using U-Chat

“Very good and easy to operate.”

“I am confident this tool would help our employees.”

“It will be a great tool for support workers.”

“Creates a self-service approach.”

“It was a fairly fast response, which is important for our staff on the road.”

Uniting

Implement security controls and governance



Understand your data needs

Start small then grow

Test your concept in a limited manner.



Bring in the experts

Combine expertise

Look to AI experts to help guide you—but always combine it with what you know to be true about your mission.



Implement your policy

Develop your gen AI policy

Include principles for ethical use.

Must be read, understood, and approved before use.

Get the executives and board “on board”



Executive and board buy-in

Explain the value and benefits of gen AI.



Low-risk use case plan

Start with low-risk use case and obtain feedback. Prove benefits and scale from there.



Responsible and ethical AI use

Present AI guidelines and policies. Show org change plan for employees.



Board member advice

Leverage board members' experience with AI.



Security controls

Highlight security measures for employees and customers.

Support at Home



Catherine Veitch

Aged Care Projects Branch
Older Australians and Veterans Division
Services Australia



Australian Government
Department of Health and Aged Care

Our role



In the Aged Care Delivery Context, Service Australia's role:

- Calculate consumer contributions and assist consumers who experience financial hardship
- Process subsidy and supplement payments to approved aged care providers
- Build and manage technology solutions that enable aged care means assessments and aged care payments
- Respond to enquiries from providers and their staff, and manager user access to systems
- Host and maintain software to integrate provider systems and Services Australia systems
- Provider specialist Financial Information Services and Aged Care Specialist Officer Services
- Provide telephony support for consumers/nominees and aged care providers

What's new?

- Draft technical specifications and API documentation have been released
- February 10 Webinar available via the Health Systems Developer portal
- Q&A from previous webinars are also available



More information

Software Developers

- Services Australia is communicating with aged care software developers regularly to help prepare for the implementation of Support at Home and other aged care reforms.
- Technical specification documentation are available to software developers on the [Health Systems Developer Portal](#)
- You can find the recent webinar recording and Q&A from previous webinars on the [Health Systems Developer Portal](#) in the **User Documentation > Software Developer information sessions and webinars** table
- **Providers**
- Aged Care Provider Portal education gateway: [Aged Care Provider Portal \(ACPP\) - Health Professional Education Resources](#)





Single Assessment System

Marguerite Gandini

IT Project Director
Aged Care Funding Reform & Systems Branch
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

Single Assessment System

12-month timeline of key changes

July 2024

Phase 1 Single Assessment Workforce launched:

- New Integrated Assessment Tool
- Aged Care Assessor App

December 2024

- Single Assessment System
- Launch of integration capability to share Support Plans between My Aged Care and My Health Record

1 July 2025

Go Live

- Support at Home
- New Aged Care Act

October 2024

Dormant Functionality introduced:

- Single Assessment Workforce
- Support Plan Upload to My Health Record

February 2025

Single Assessment System fully implemented:

- Updated triage functionality
- Delegation form updates
- Legacy Apps decommissioned

Aged Care Assessor

Since the initial release of the app in July 2024. There has been increased uptake and a decrease in the crash rate as we make improvements with each release with a continuing focus on improving performance and stability.



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



My Health Record Support

There are a range of resources to support My Health Record Registration and use, including:

Email: help@digitalhealth.gov.au

Phone: 1300 901 001



Education & Training Materials



Webinars for healthcare providers

Visit:

www.digitalhealth.gov.au/healthcare-providers
and select My Health Record



Q&A

Ask your questions on Teams, using the **Q&A** tab



If you see a question you like, **vote it up!**



Happy to ask your question directly to the panel?

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Raise your hand when your name is called, and we'll invite you to join us on our 'virtual' stage.



Thank you!



Tech Talk post-event survey



health.gov.au/tech-talk-webinars



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