

Tech Talk

Digital transformation for the aged care sector

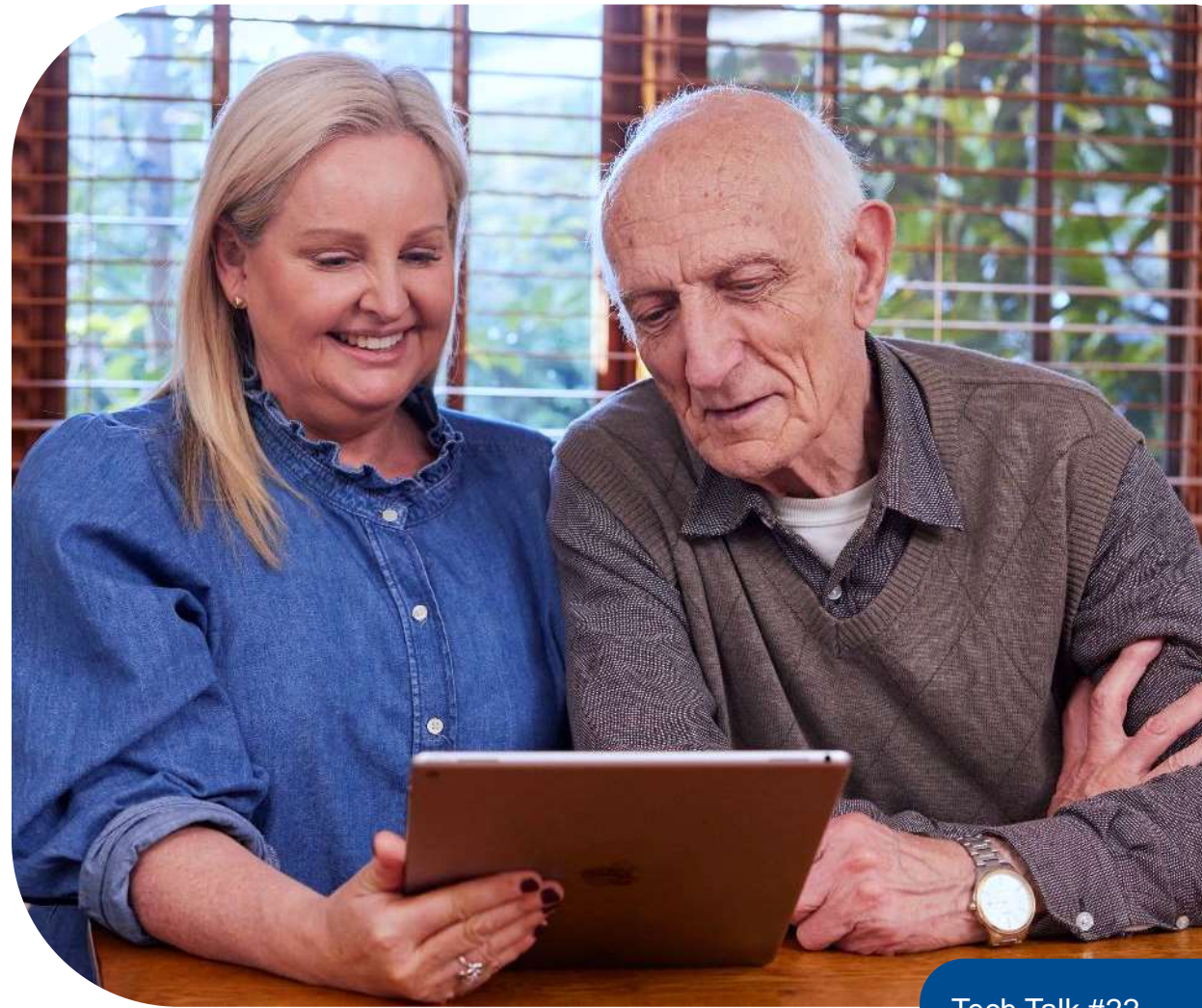
Webinar Series

Digital Services

within Corporate Operations Group
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care



Tech Talk #22
2 April 2025



Welcome

Connect by phone



Dial-in 02 8318 0010 PIN 110 348 66



Session is recorded



Australian Government
Department of Health and Aged Care

Election 2025

Caretaker mode



Ask your questions

Ask anytime – use the Q&A tab on Teams



Vote up the questions you like



Agenda

Welcome &
Housekeeping

Jessica Holmick

Digital
Transformation
update

Fay Flevaras

Health
Systems
Developer
Portal
(end to end
process)
(Services Australia)

Declan Lutekina
Olivia Trembath

Aged Care
Digital
Transformation
Impact
Assessment
&
Digital
Maturity
Research

Alithea Seemann
Chris Bailie

Support at
Home
& Q&A

Lezah Rushton
Jacqui Houghton

New
Aged Care
Regulatory
Model

Rob Day

Q&A

Panellists



Digital Transformation Update



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

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 in GPMS		GPMS data migration to support New Aged Care Act	Transition for the Aged Care Gateway	Client transition			
		Supported Decision Making framework		Updates to Quality Indicators API – Updated terminology		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					CHSP Service List updates aligned with Care Services Model				
		Star Ratings enhancements									
		Worker Screening technical release									
		Updates to Quality Indicators API to support new staffing indicator for Allied Health									

Digital Transformation Roadmap

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2024- 2025

DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	AUG	SEP	OCT
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

Release 10.2



Targeted Release



Design



Build



Test

Release 33



Targeted Release



Design



Build



Test

Release 34



Targeted Release

Staged Implementation Changes

Key changes

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

An overview of what 'ready' looks like for aged care providers as the sector transitions to the new Aged Care Act and associated changes from July 2025.

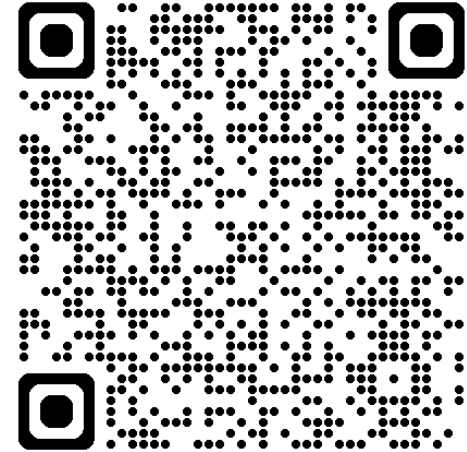


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Department of Health and Aged Care

New Aged Care – Sector Change Plan

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



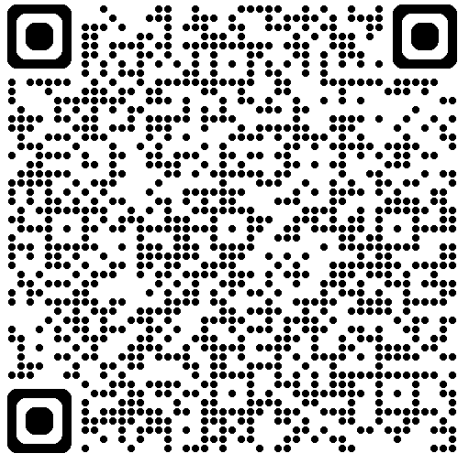
Support at Home program manual A guide for registered providers

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.



Australian Government

Department of Health and Aged Care



Support at Home program Frequently asked questions

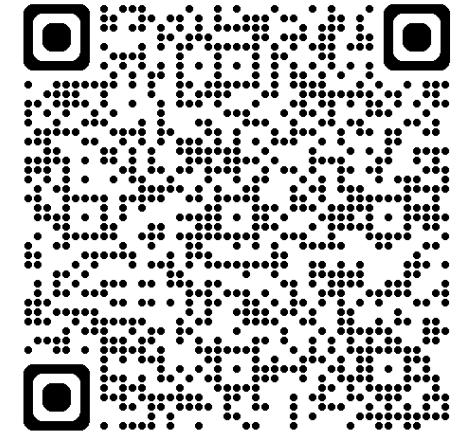
Fact sheet answering some frequently asked questions about the Support at Home program design.

Support at Home webinar

This webinar will give older people, families and carers an update on the Support at Home program, including information for existing care recipients transitioning into Support at Home from 1 July 2025.

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

Where: Virtual Register via the QR code



Service Delivery Assistance Panel (SDAP) Rural and Remote Workshops



Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP)



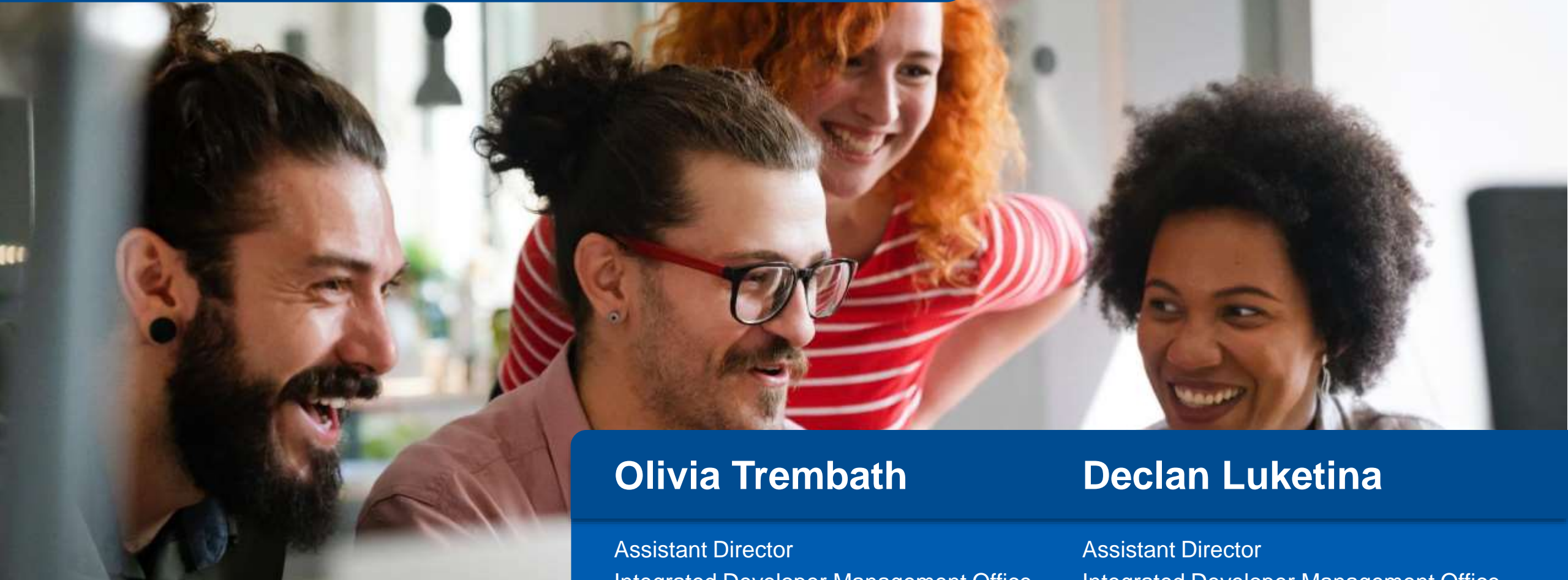
Digital Services are presenting at the Service Delivery Assistance Panel (SDAP) Rural and Remote Workshops being held across Australia from February to May 2025.

We've spoken to more than 300 aged care workers from more than 50 organisations in regional and remote Australia.



Health Systems Developer Portal

– end to end process



Olivia Trembath

Assistant Director
Integrated Developer Management Office
Services Australia

Declan Luketina

Assistant Director
Integrated Developer Management Office
Services Australia

Aged Care Software Developer Portal comparison

Services Australia

SOFTWARE DEVELOPER
INTEGRATION FOR PAYMENTS AND
CLAIMS

Health
Systems
Developer
Portal



B2G
Developer
Portal

Department of Health and
Aged Care

SOFTWARE DEVELOPER
INTEGRATION FOR AGED CARE
REPORTING

The **Health Systems Developer Portal**:

- assists Software Developers to create integrated software solutions for health programs and aged care provider's payment interactions with Government:
 - **Medicare Online (including DVA)**
 - **Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE)**
 - **Australian Immunisation Register (AIR)**
 - **Pharmaceutical Benefit Scheme (PBS) Online**
 - **Aged Care Online claiming channels.**

The portal also:

- provides access to agreements and associated policies, terms and conditions (for use of the portal)
- contains API specifications, licensed development material and resources
- outlines the steps for integration testing and production release
- provides access to the digital assistant chatbot (Ask hAPI)

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

The **B2G Developer Portal**:

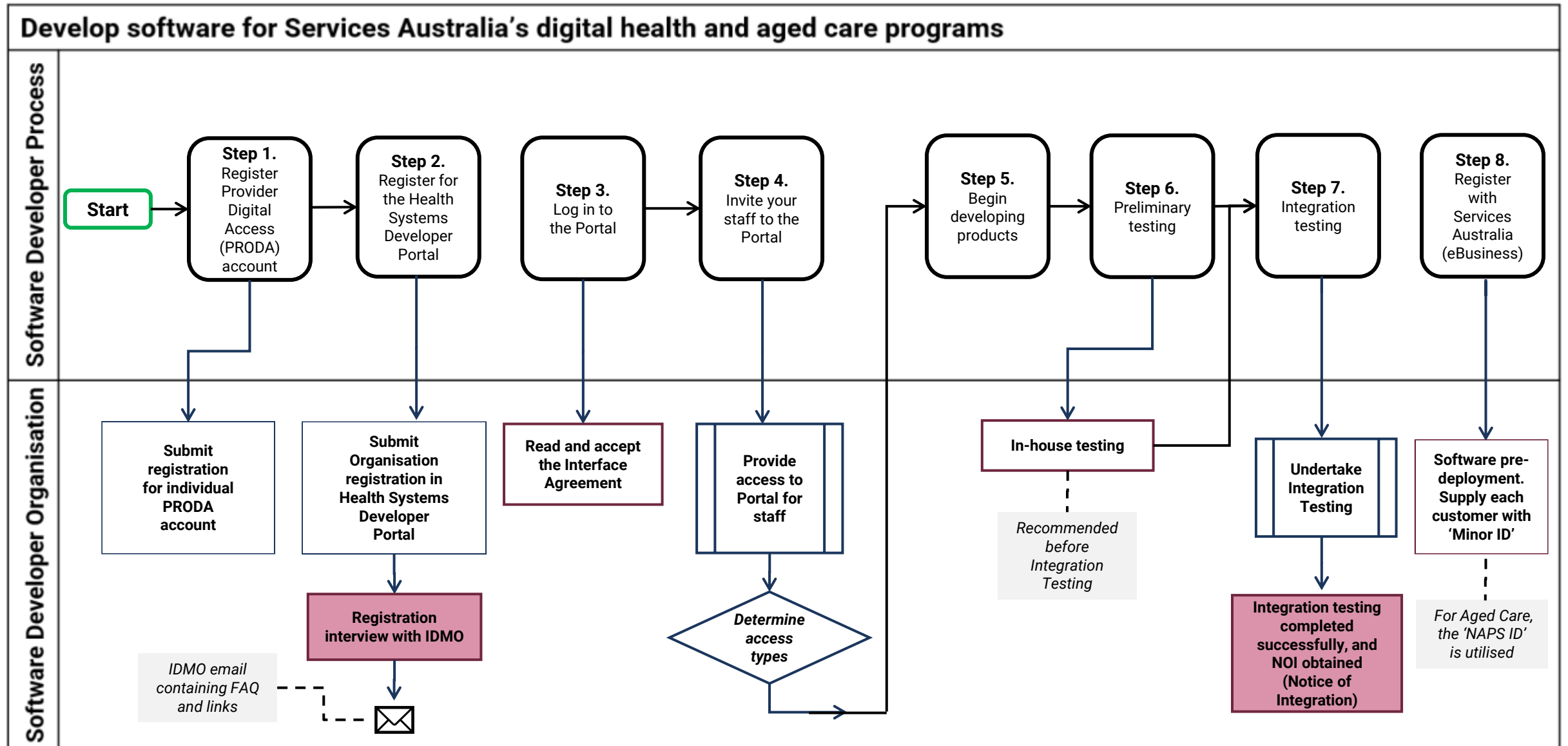
- assists Software Developers to create integrated software solutions that enable streamlined reporting by aged care providers to the department:
 - **Quality indicators**
 - **24/7 Registered Nurse reporting**

The portal also:

- contains resources for accessing Foundational and Beta API specifications
- outlines the steps for testing and software conformance assessment ensuring secure integration with Government systems
- provides access to agreements and associated policies, terms and conditions (for use of the portal)

Link to portal: <https://developer.health.gov.au/s/>

Health Systems Developer Portal – End to End Process



Health Systems Developer Portal – Registration FAQs



Which organisations need to register?

- restricted to developers building for Services Australia payments and claiming
- organisation developing their own in-house software product
- business owner developing a software product

Which organisations do not need to register?

- aged care providers or organisations using third-party software

Who from the organisation needs to register?

- authorised person – ASIC register or ACNC register or;
- a delegate authorised by a director or responsible person from the ASIC register or ACNC register



Why registration is important?

- access to APIs, licenced development material, vendor environment
- acceptance of Interface Agreement (and its associated policies)

What you can do to assist with the registration process

- overseas development - exemption assessment
- ensure your registration is completed in full and by the appropriately delegated person
- provide Cloud/IRAP details



Further assistance? DeveloperLiaison@servicesaustralia.gov.au

Aged Care Digital Transformation Impact Assessment and Digital Maturity Research

Alithea Seemann

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

Chris Bailie

A/g Director
Digital Services within Corporate Operations Group
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

What does 'ready' mean for providers?

As a provider of aged care services under the Act...

...there are things that are critical for me to continue operations from July 2025.

...focusing on these actions will ensure continuity of service, operations, payments and compliance.

I CAN...

- ✓ **Understand principles** of the Act, and what I (and my workforce) need to be compliant, including reporting obligations
- ✓ Review and update my **services and registration categories according to the new service list**, and receive my certificate as a registered provider for these service categories
- ✓ Review and update my **organisation information, outlets, services and pricing in the Government Provider Management System (GPMS portal)** and set up and train my workforce to use the portal, so new participants can find me
- ✓ Update **funding and payment processes and information** so that I can make claims and get paid promptly
- ✓ Update my **business processes, Training and IT systems** to reflect changes to services, standards, reporting and compliance
- ✓ **Communicate with my existing participants** and ensure they're ready for the change, having signed new service agreements
- ✓ Work with my **partner eco-system** to ensure joint readiness for the new operating arrangements.



Digital transformation impact assessments

Project scope

Working with the Aged Care Transition Taskforce, the department will join with sector volunteers to better understand:

- The impacts of the new act on provider operations
- How providers can better prepare for and adapt to coming changes.

Representatives

We are bringing together a multi-disciplinary team - including:

- Government
- Providers
- Assessment organisations
- ICT vendors
- Suitable experts.

Targeted outcomes

The intent is to:

- Produce an Impact Assessment Playbook that will help providers better understand the operational impacts of legislative changes
- Identify resources and support materials to help address common adoption challenges.

EOI Closed

- An EOI for volunteers – closed 14 March.
- Interim results will be made available soon after the first round of impact assessments is complete.
- For any questions, please contact: DTSectorPartners@health.gov.au

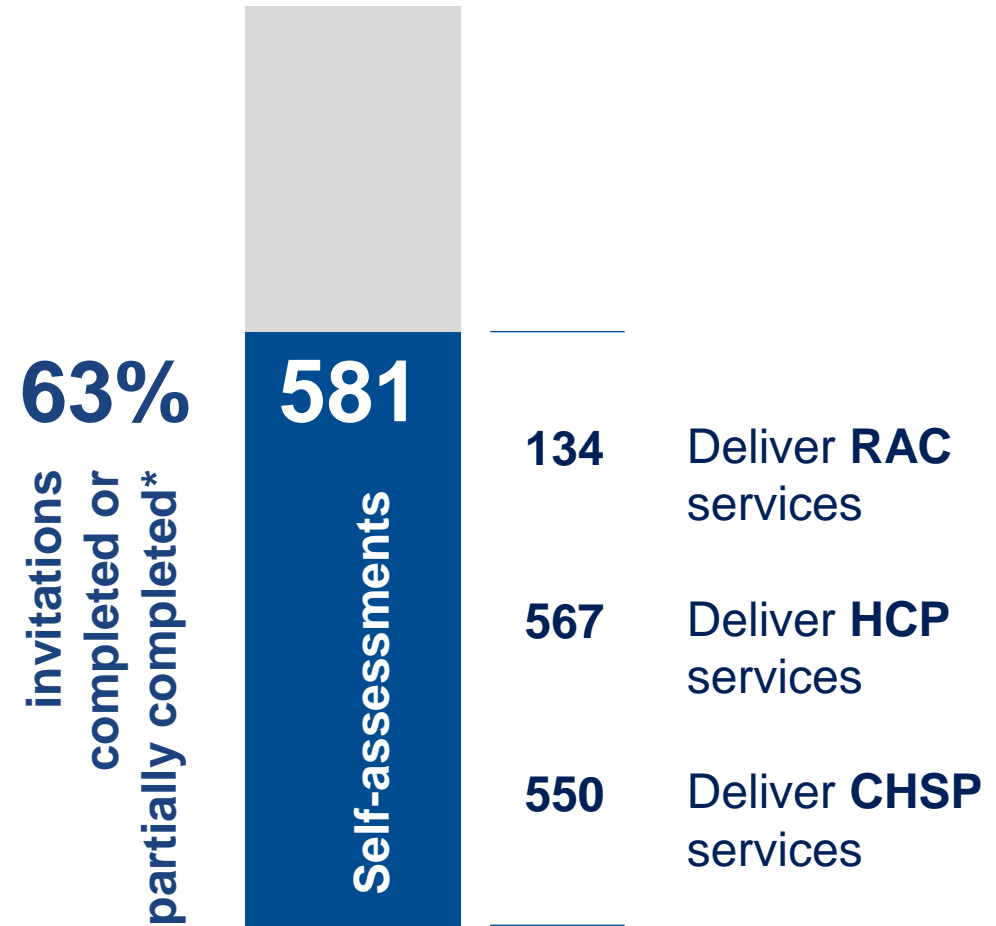


Provider digital maturity self-assessment

- The opportunity to participate in the provider self-assessment has been extended to **Sunday 13 April**
- This is a targeted engagement seeking one response per organisation. Where organisations have multiple people express interest, only the most relevant contact (CIO, CEO, IT Manager) is engaged
- Those providers who complete the assessment and choose not to remain anonymous will receive their **benchmark report** in late April
- We anticipate providing a summary of initial findings at the **7 May Tech Talk**



AgedCareDigitalMaturityProject@health.gov.au



* Numbers correct as of 27 March 2025



Aged Care Digital Maturity Self-Assessment

Closing date now **Sunday 13 April**



We are seeking representation from Residential aged care providers



Search for 'Aged Care Digital Maturity Self-Assessment' on the Ageing and Aged Care Engagement Hub internet page



AgedCareDigitalMaturityProject@health.gov.au



Vendor survey

Vendors are invited to share their perspective on digital maturity and capability



The survey is available for 3 weeks from mid to late April



Vendors who support the aged care sector are encouraged to participate – via the QR code



AgedCareDigitalMaturityProject@health.gov.au



Support at Home



Lezah Rushton

Assistant Secretary
Assessment Home Care Transition Branch
Department of Health and Aged Care

Jacqui Houghton supported by Josh Bosschieter

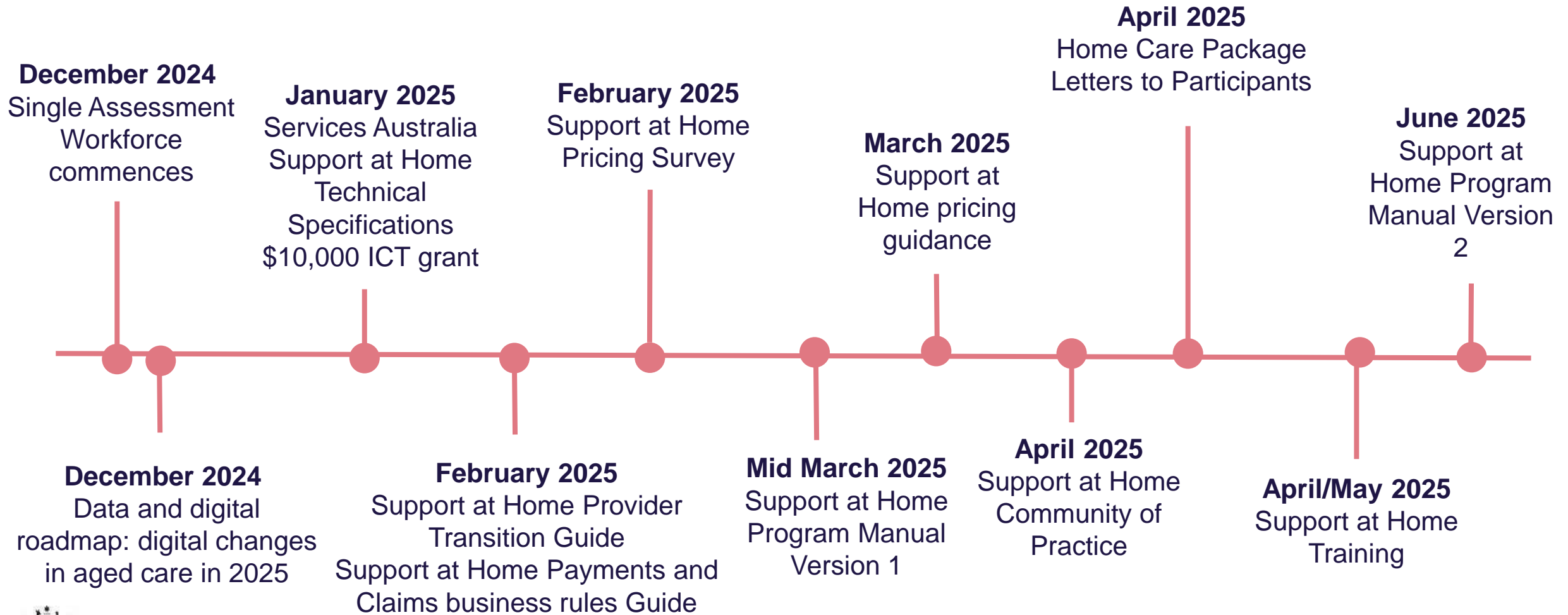
Aged Care Projects Branch
Older Australians and Veterans Division
Services Australia

Preparing for Support at Home

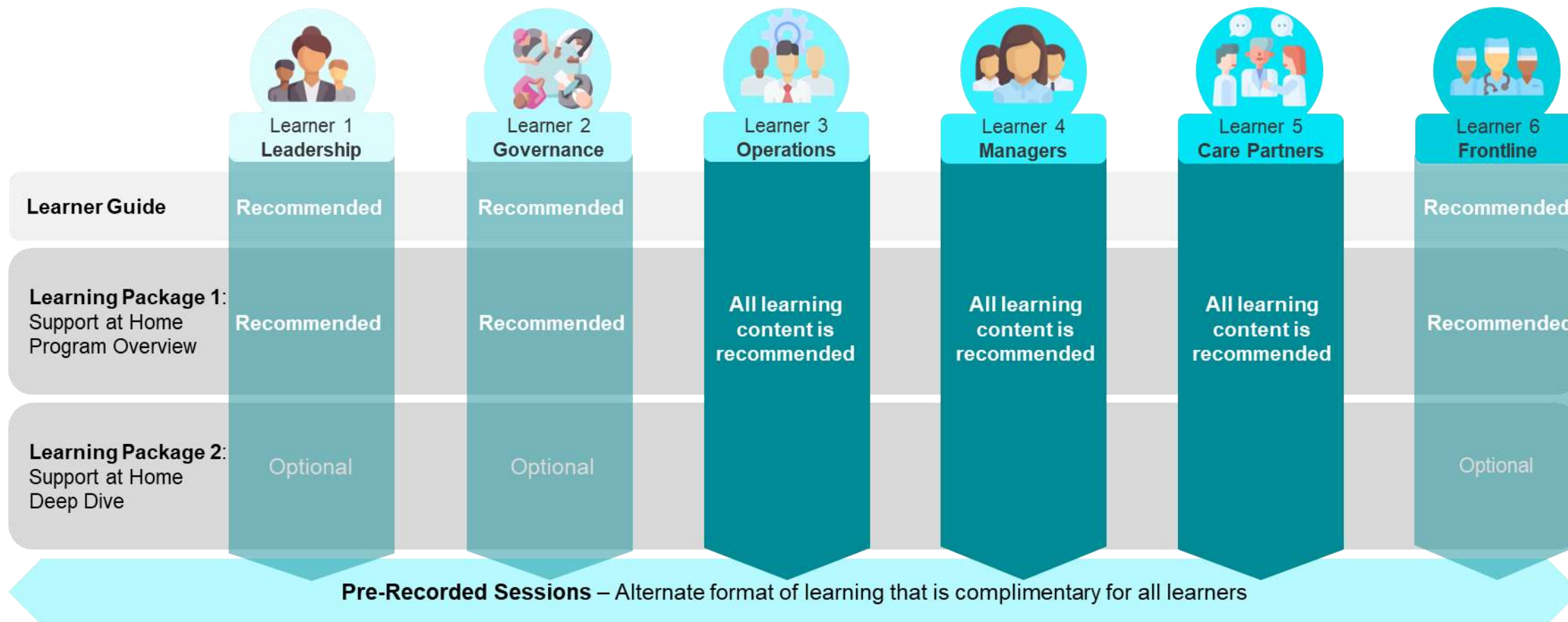
- Support at Home Program Manual
 - Designed to assist registered providers to understand and comply with the Support at Home program rules, procedures and obligations.
- Provider Transition Guide
 - For existing HCP providers to assist them with their transition to Support at Home.
 - The purpose of 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.
- Pricing Guidance
 - Guidance for providers to consider when setting and publishing prices for the first year of the Support at Home program.
- Claims and Payments Business Rules Guidance
 - An extract from our Detailed Business Requirements specific to the relevant business rules providers need to understand how to prepare their ICT systems, processes and people to manage claiming for services.



Key activities to support transition



Support at Home Training for Providers



Explaining how Home Care Package recipients transition to a SaH classification.

Support at Home Ongoing Classifications	Short-term Pathway Classifications	HCP Recipient Classifications
Level 1	Assistive Technology and Home modifications	Transitioned HCP level 1
Level 2	Restorative Care Pathway	Transitioned HCP Level 2
Level 3	End-Of-Life Pathway	Transitioned HCP Level 3
Level 4		Transitioned HCP Level 4
Level 5		
Level 6		
Level 7		
Level 8		



What to do from today?

- Read the [Support at Home Program Manual](#) to understand and comply with the Support at Home program rules, procedures and obligations.
- If you are a provider of the Home Care Packages Program and you are transitioning to Support at Home, read the [Support at Home Program Provider Transition Guide](#).
- Read the [Support at Home: Claims and Payments Business Rules Guidance](#) to understand claims and processing under the new program.
- Read the [Support at Home pricing guidance](#) to help you set your prices for the first year of the program.



Our role



In the Aged Care Delivery Context, Services Australia's role is to:

- 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 manage user access to systems
- Host and maintain software to integrate provider systems and Services Australia systems
- Provider of specialist Financial Information Services (FIS) and Aged Care Specialist Officer (ACSO) Services
- Provide telephony support for consumers/nominees and aged care providers

Our claiming pathways

Invoice

Claim

Approve

Payment statement

Provider claiming

- Service Provider creates an invoice, coding into the system (Aged Care Provider Portal) through CSV upload or manual entry on screen.
- Service Provider submits the invoice, validation and calculations performed; amounts committed to budgets.
- SaH Claim Invoices Screen used to claim submitted invoices
- Approved claims are processed overnight and sent to RBA on business days, and outside of public holidays for payment.

Aged Care Provider Portal [Aged Care Provider Portal \(ACPP\)](#) - [Health Professional Education Resources](#)

API/B2G claiming

- APIs are available for each Provider step in the claiming process (Invoice, Claim, Payment statement)
- Additional APIs are available to view information required to support claiming including but not limited to budgets and care recipient contributions.
- [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

What's new?

- Vendor testing environment available from 31 March
- NOI – notice of integration with Services Australia from 1 May
- Monthly to weekly webinars
- Frequently asked questions (FAQs) updated
- Our next webinar – **Friday 4 April 2025**

APIs

Support at Home Entry and Departure	Support at Home Reference Data	Support at Home Invoice
Support at Home Claim	Support at Home Payment Statement	Support at Home Account Summary
Support at Home Budget		Service Search
Provider Summary		Care Recipient Summary
Support at Home Care Recipient Individual Contribution	Support at Home Enteral Feeding Supplement	Support at Home Oxygen Supplement

Services Australia aged care software developer webinars

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

Services Australia Health Systems Developer Portal

Software developers are encouraged to register for the Health Systems Developer Portal to access a range of useful resources for help with developing products.



**Developers,
register now!**

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

New aged care regulatory model



Rob Day

Assistant Secretary
Harmonisation and Regulatory Strategy Branch
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

What I'll cover

**What we have
done**

**Deeming
Validation**

**Where we are
now**

**Provider
Registration
Preview**

**Impact to
providers**

Role of GPMS

**What
Providers can
do now.**

Key dates



Single registration model

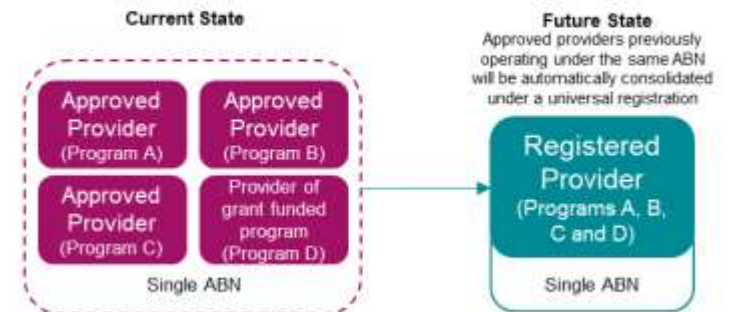
- An entity identifiable in the aged care system under a **singular provider ABN** which operates as **one approved provider** will be automatically deemed as a registered provider.
- An entity identifiable in the aged care system under a **singular provider ABN** which operates as **more than one approved provider** will consolidate to one registered provider.
- An entity that is not identifiable in the aged care system as a single company (i.e. **has multiple ABNs**) will **retain separate** provider entities.

What this looks like for the provider:

Single provider, single ABN



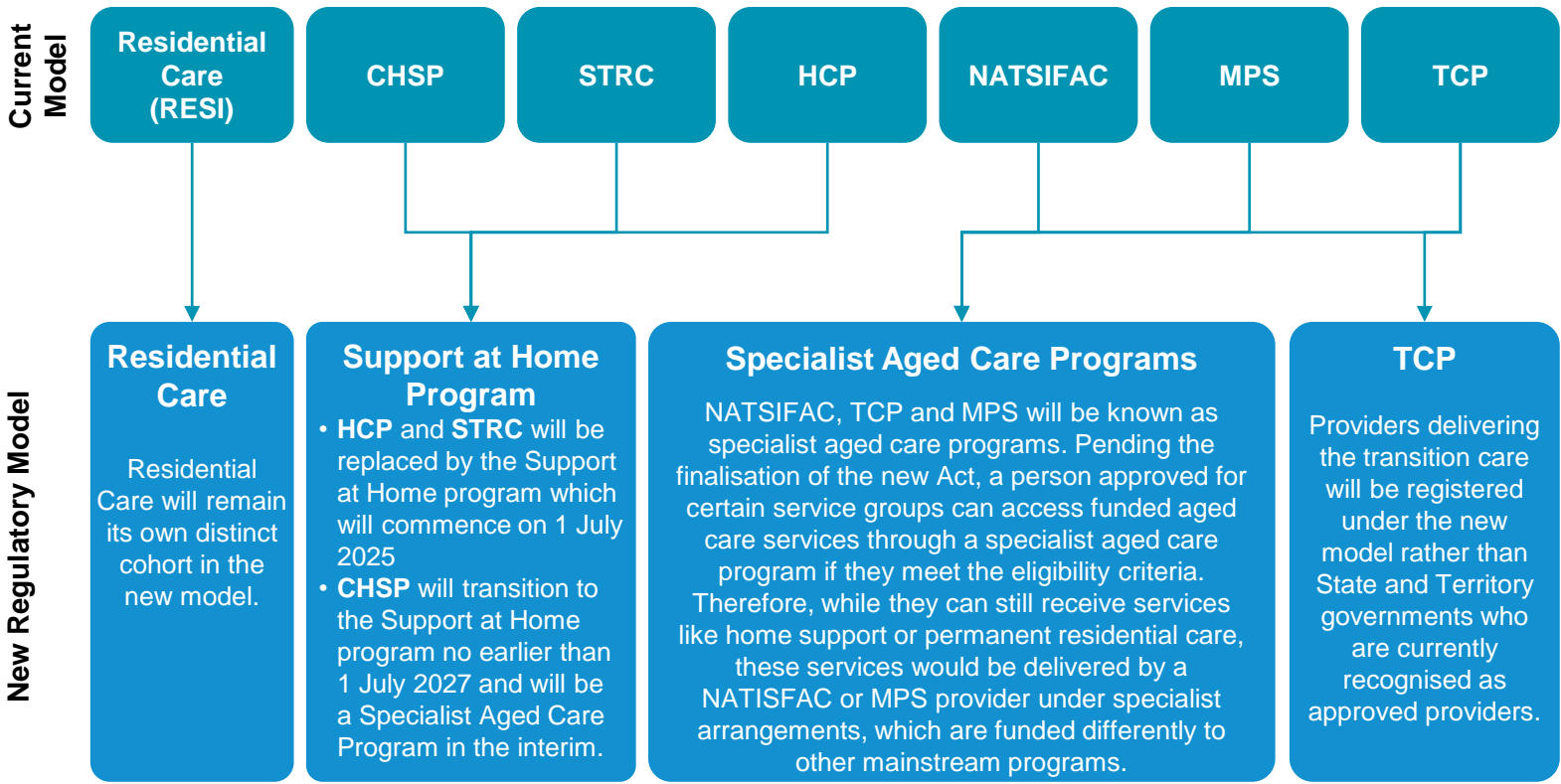
Multiple providers, single ABN



Changes to provider type

Deeming providers from the current to the new regulatory model

Once the new model is fully operational, some provider cohorts will be replaced by and/or grouped into various distinctive programs.



Deeming overview



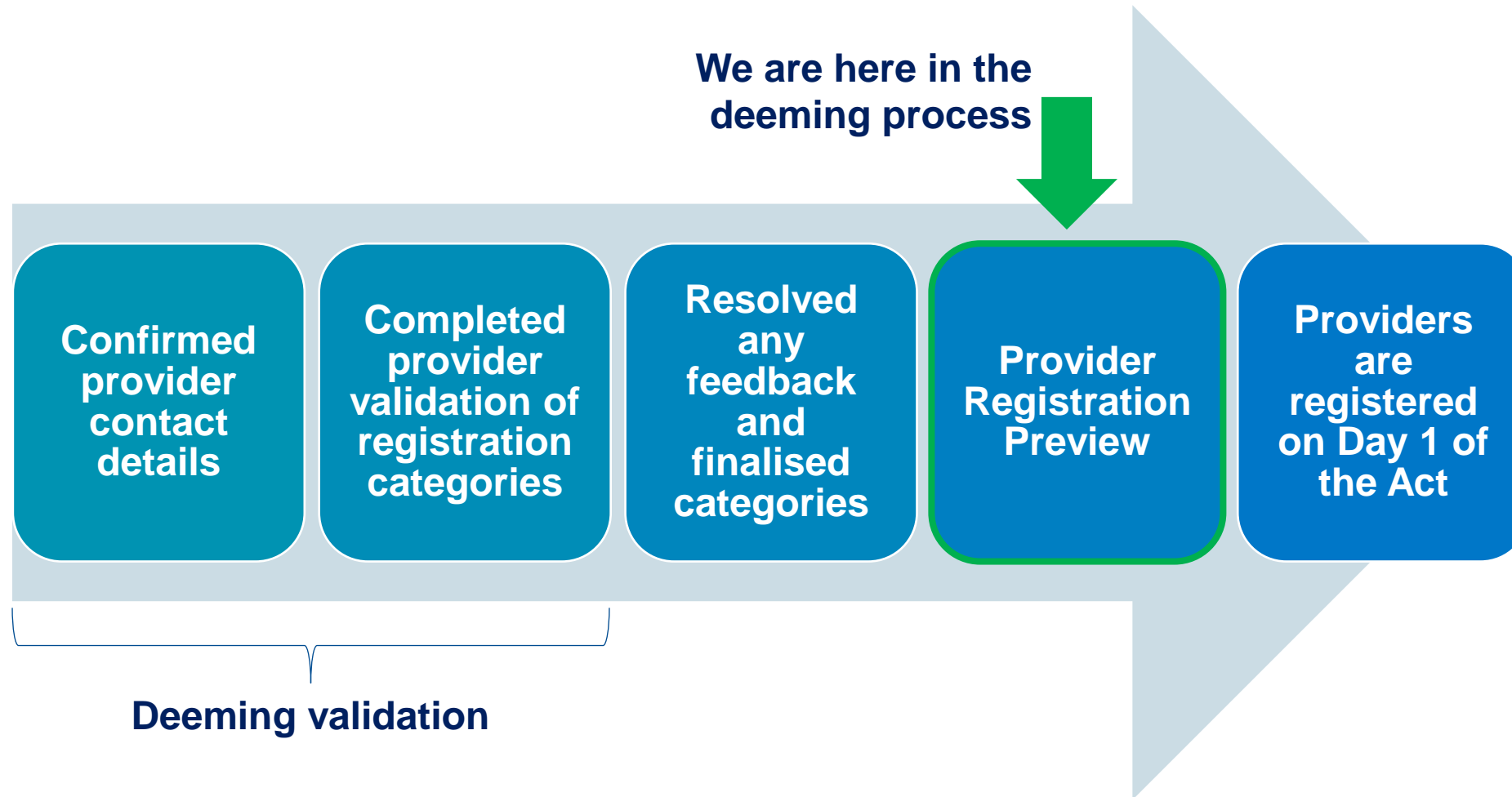
Deeming is the legal process of transforming current aged care providers from your current status as an approved provider or a grant recipient under CHSP or NATSIFACP to your new status as a registered provider under the new Act.

The Act of deeming itself will happen on 1 July but we are working through the preparation in stages to make sure that we get it right.



Watch: Provider registration preview – deeming of aged care providers under the new Aged Care Act.

Deeming overview



Where are we now:

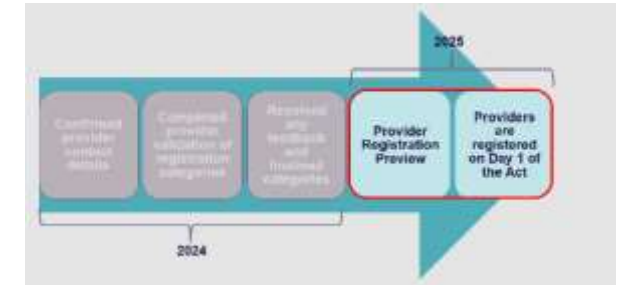
Provider registration preview



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 categories:
 - ✓ 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

Key dates



Provider Registration Preview

- **Now** – ensure your details held by the Department are correct
- **Early April** - Provider Registration Preview email will be sent
- **April - 1 June** - Providers to review PDF. You have until 5pm AEST on 1 June to update your details
- **2 – 30 June** - Provider details are fixed and cannot be changed during this time
- **1 July** - Providers will be deemed ready for commencement of the new Act

****Correction:** This slide has been updated from what was shown in the live webinar

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: Detailed 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 is changing in GPMS?

- Registered providers become active in GPMS from 1 July 2025:
 - Grant funded providers can log on for the first time and navigate GPMS functionality.
 - Residential and home care providers continue to use GPMS.
- ALL providers view and maintain organisational information in GPMS.
- NEW providers will apply for registration through the ACQSC.
- Continue to submit Quarterly Financial Reports, Quality Indicators and APO reports as a Registered Provider via GPMS.
- ACQSC will use the registration category listed for a provider in GPMS to regulate it.
- Associated providers must be noted in GPMS.

More information

- You can find more information on the department's website:

<https://www.health.gov.au/our-work/new-model-for-regulating-aged-care>

- Provider Registration Preview:

- [Provider registration preview | Australian Government Department of Health and Aged Care](#)

- GPMS guide – *New Aged Care Act: A GPMS guide to digital changes for providers:*

- <https://www.health.gov.au/resources/publications/new-aged-care-act-a-gpms-guide-to-digital-changes-for-providers>

- Contact us at AgedCareRegModel@health.gov.au

Contact the My Aged Care service provider and assessor helpline from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799. (option 5)



Q&A

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



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





Tech Talk post-event survey 



health.gov.au/tech-talk-webinars 

Thank you!



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Department of Health and Aged Care

✉ DTDDEngagementOffice@health.gov.au