

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 #61

1/05/2025



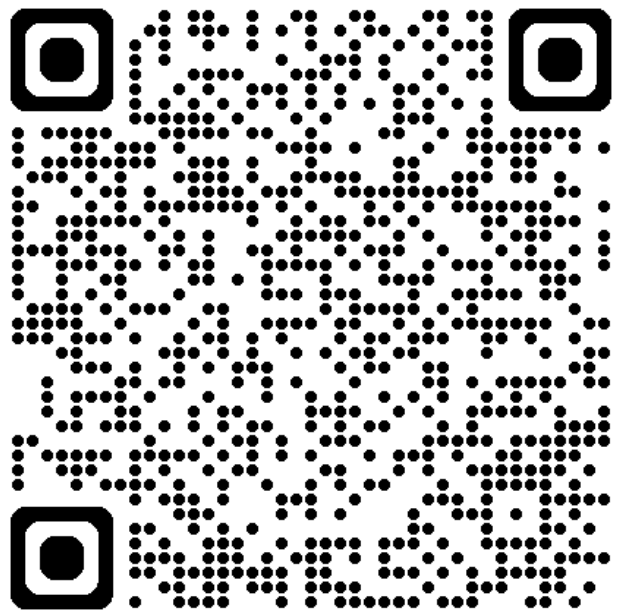
WELCOME

Fay Flevaras

Chief Digital Information Officer

Digital Services within Corporate Operations Group

Department of Health and Aged Care | Australian Government



Election 2025 | Caretaker mode



Sector Partners #61

Agenda

Digital Transformation for the Aged Care sector

**Welcome &
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Shareback:
Human-Centred
Design Research**

**Gia Chu &
Max Lee-Abbott**

**Update: Digital
Transformation
Impact
Assessment**

Fay Flevaras

**GPMS: Changes
for the New Act
and Conceptual
Data Model**

**Emma Cook,
Amanda Smith
& Cornel
Viljoen**

**Q&A and
Discussion**

Fay Flevaras

Close

Fay Flevaras



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State of Play

Fay Flevaras

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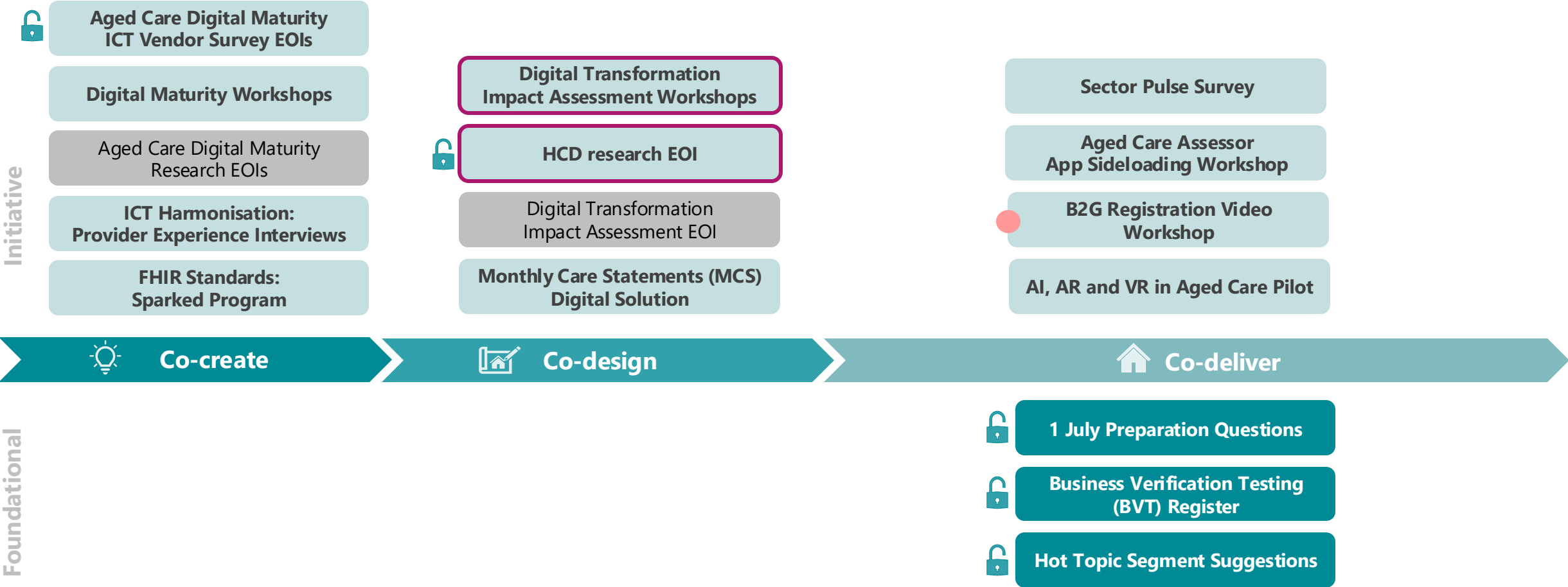


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Open collaboration activities



Update: Aged Care Digital Maturity Research Project

ICT Vendors

- The ICT Vendor Survey is now open and has been sent out to ICT Vendor contacts – targeting one contact per vendor.
- Please check your inbox for the email and complete your survey by 11 May.

Aged Care Providers

- The benchmarking reports from your aged care digital maturity self-assessments are set to go out mid-May.

OPEN

ICT Vendor Survey

The survey has been sent to ICT Vendor Sector Partners via email.

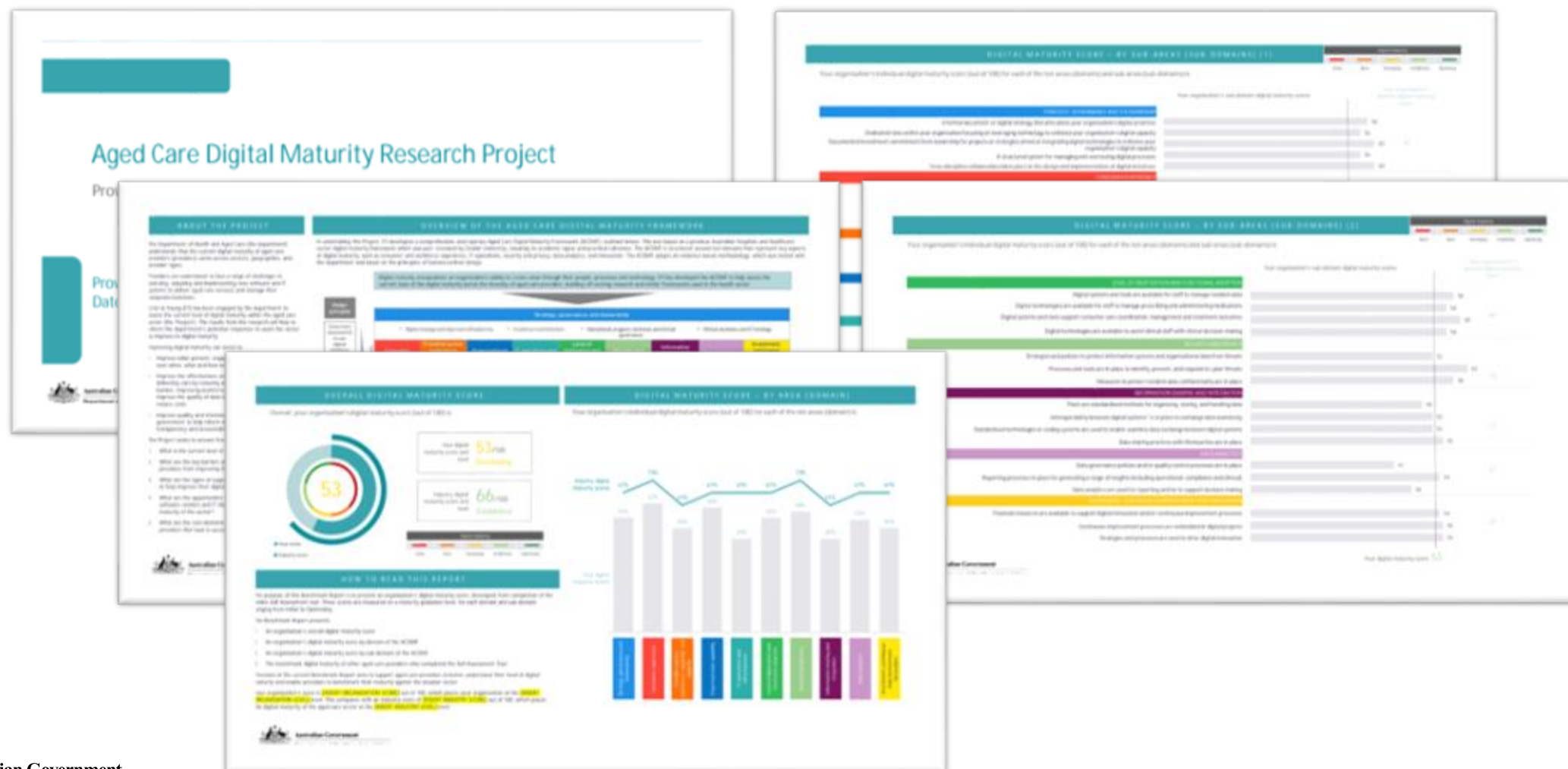


**Submissions close
Sunday 11 May 2025**

For any questions or comments, please contact:
agedcaredigitalmaturityproject@health.gov.au

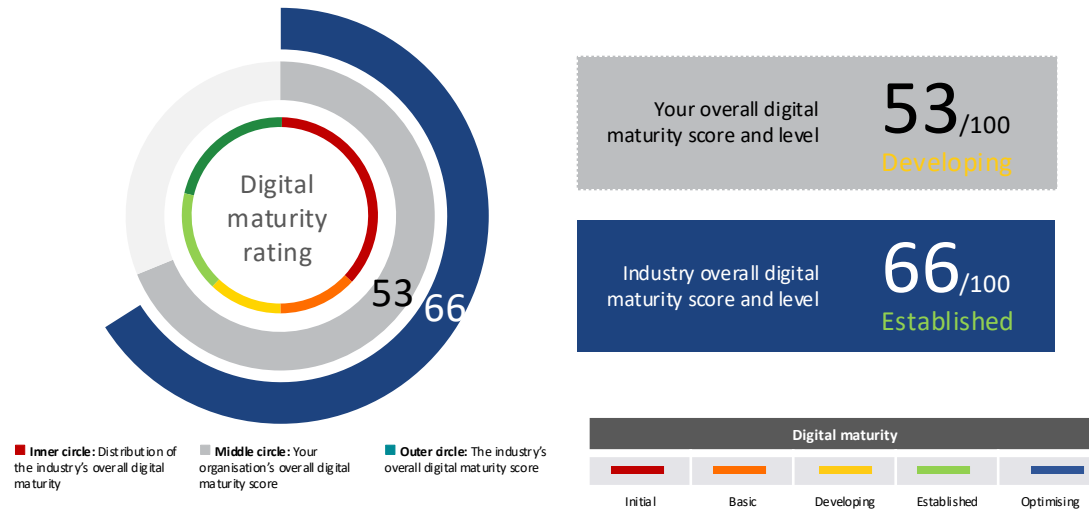
Aged Care Digital Maturity Research: Provider Self-Assessment – Benchmark report format

DRAFT – For illustrative purposes only



OVERALL DIGITAL MATURITY SCORE

Overall, your organisation's digital maturity score (out of 100) is:



HOW TO READ THIS REPORT

The purpose of this Benchmark Report is to present an organisation's digital maturity score, developed from completion of the online Self-Assessment tool. These scores are measured on a maturity gradation level, for each domain and sub-domain, ranging from Initial to Optimising.

The Benchmark Report presents:

1. An organisation's overall digital maturity score
2. An organisation's digital maturity score by domain of the ACDMF
3. An organisation's digital maturity score by sub-domain of the ACDMF
4. The benchmark digital maturity of other aged care providers who completed the Self-Assessment Tool.

Provision of the current Benchmark Report aims to support aged care providers to better understand their level of digital maturity and enable providers to benchmark their maturity against the broader sector.

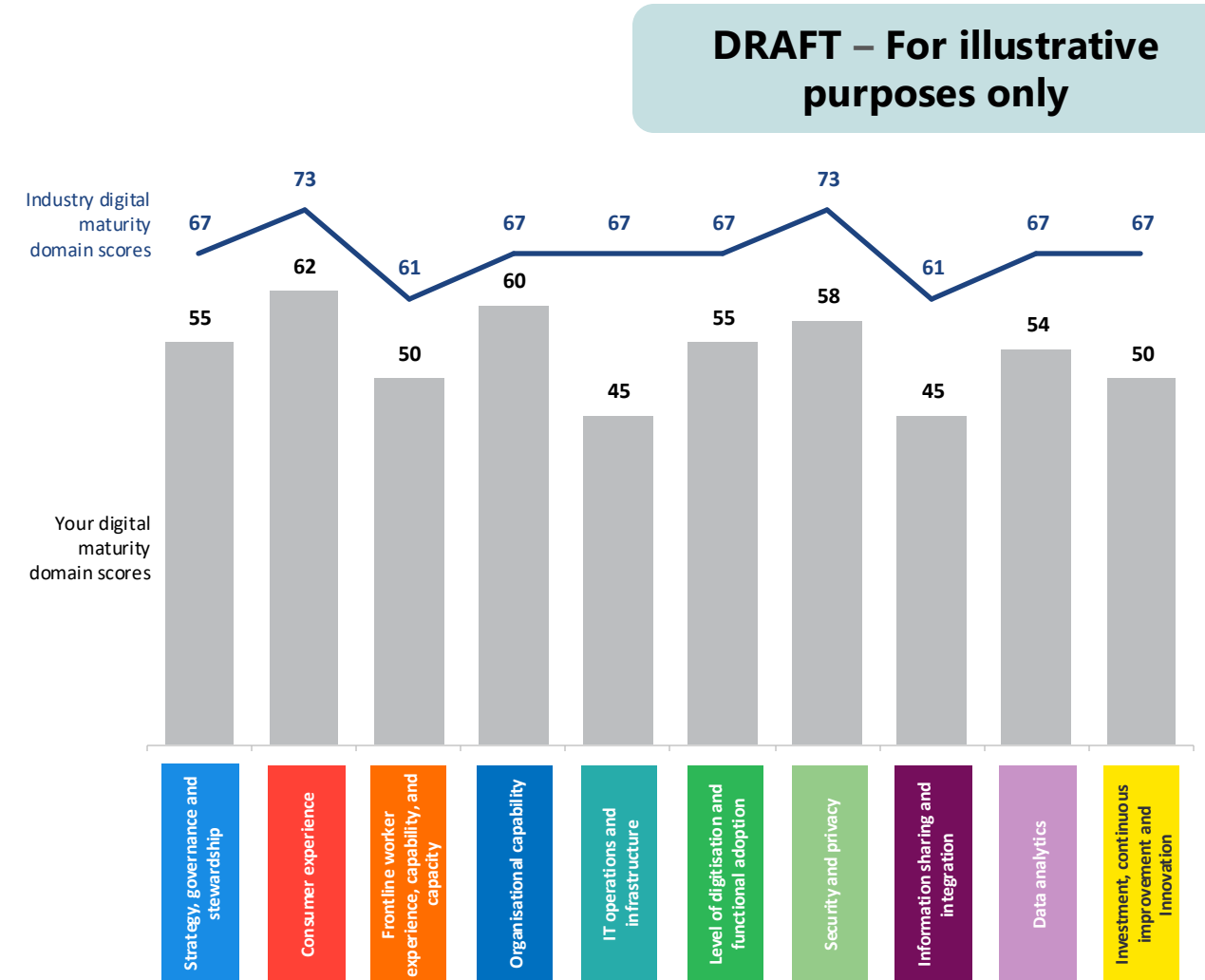
Your organisation's score is [INSERT ORGANISATION SCORE] out of 100, which places your organisation at the [INSERT ORGANISATION LEVEL] level. This compares with an industry score of [INSERT INDUSTRY SCORE] out of 100, which places the digital maturity of the aged care sector at the [INSERT INDUSTRY LEVEL] level.



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DIGITAL MATURITY SCORE – BY AREA (DOMAIN)

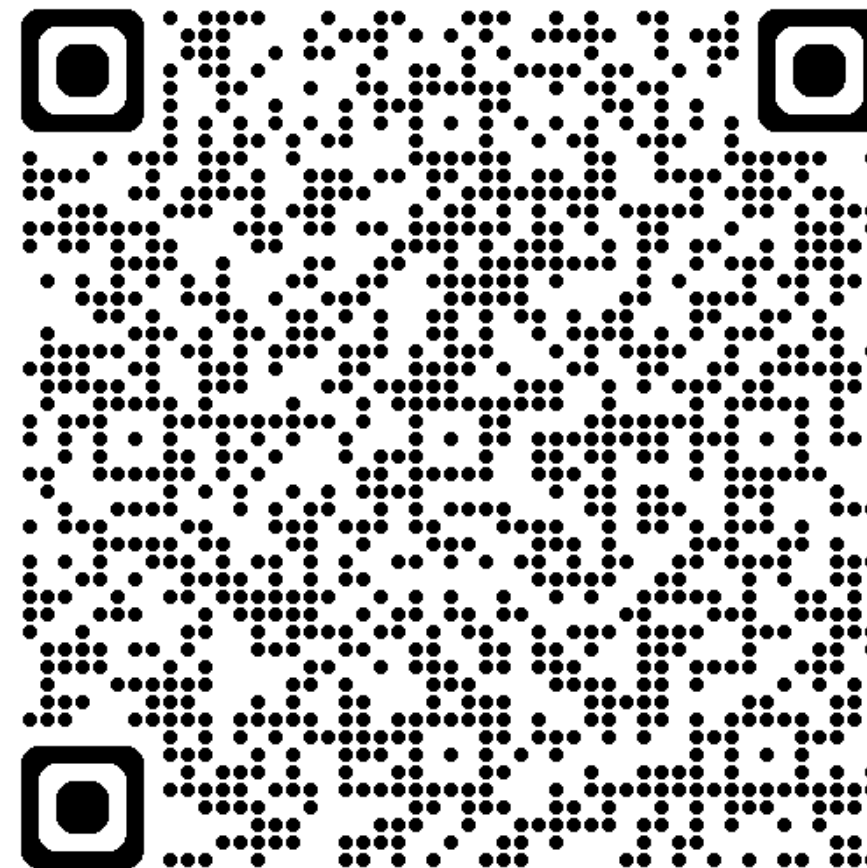
Your organisation's individual digital maturity score (out of 100) for each of the ten areas (domain) is:



Webinar: New aged care regulatory model – provider obligations and rules

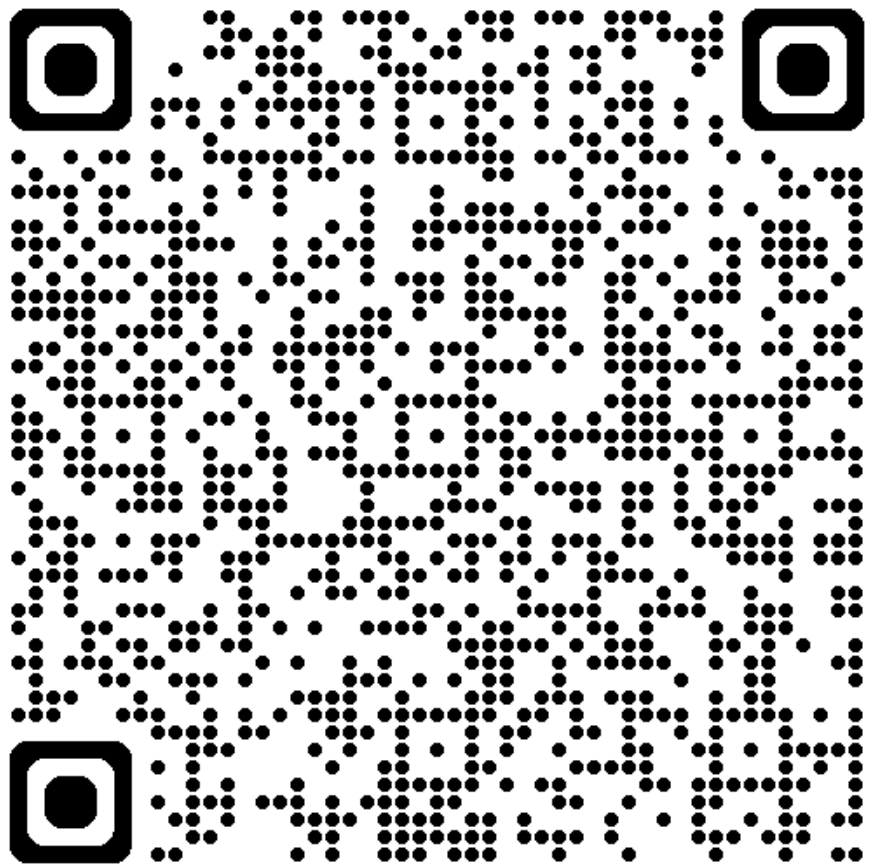
This webinar is for aged care providers and will cover the rules and provider obligations under the new regulatory model.

When: 2:00pm Thursday 8 May 2025



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Residential aged care financial reporting and care minutes funding update – Webinar

This webinar is for residential aged care providers about upcoming changes to care minutes funding and financial reporting.

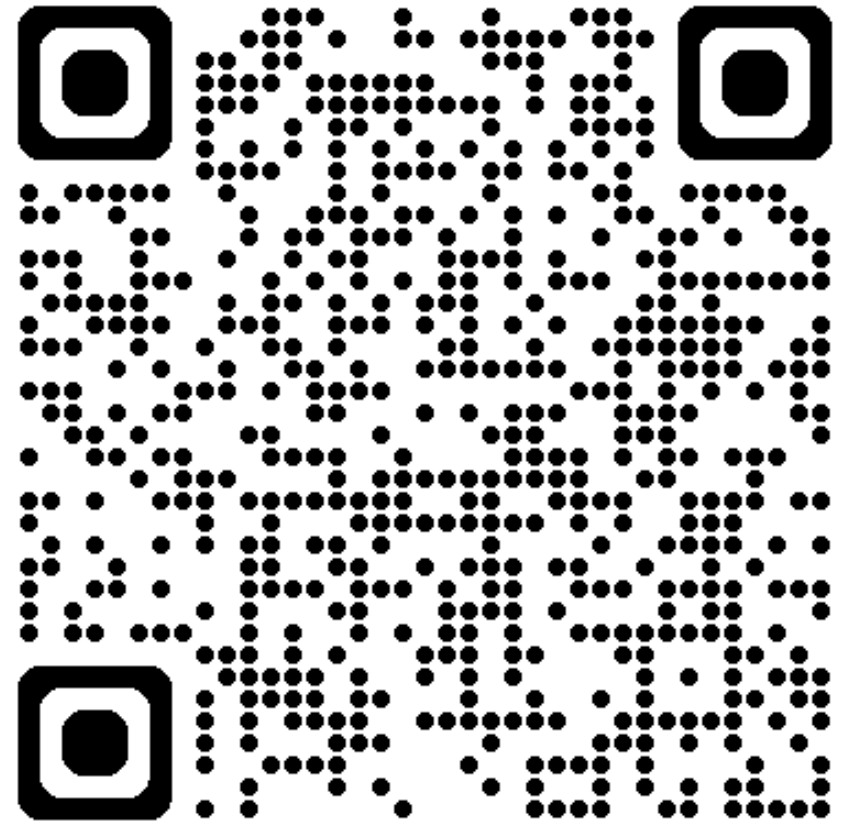
When: Thursday 1 May 2025 2:00 pm to 3:00pm AEST

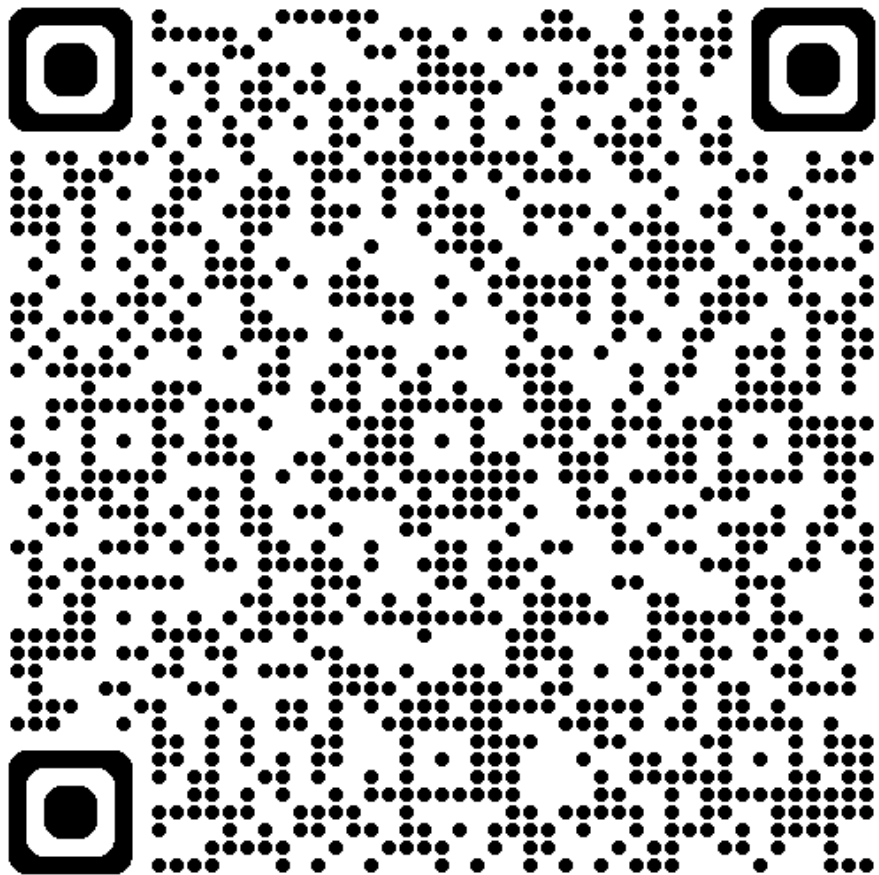


Prepare for the new Aged Care Act webpage



This new landing page provides links to resources to providers to help understand and prepare for the changes under the new Aged Care Act.





Services Australia Quarterly Software Developer Information Session – May 2025

When: 1:00 pm to 2:30 pm AEST on Tuesday
20 May 2025

Where: MS Teams – register using the QR
code



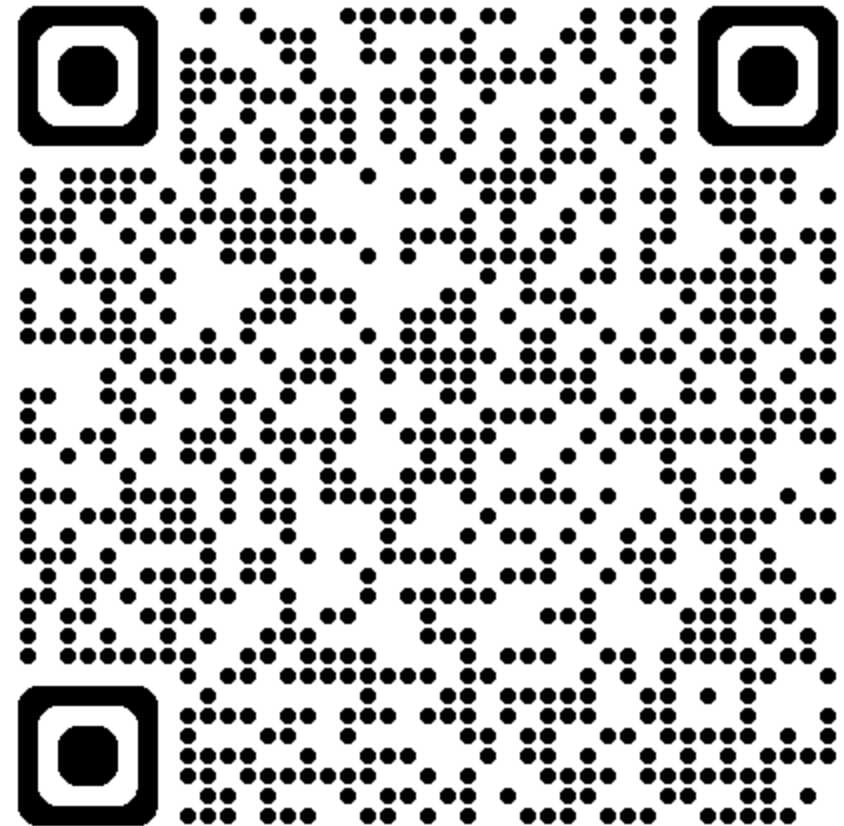
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Support at Home monthly statement template



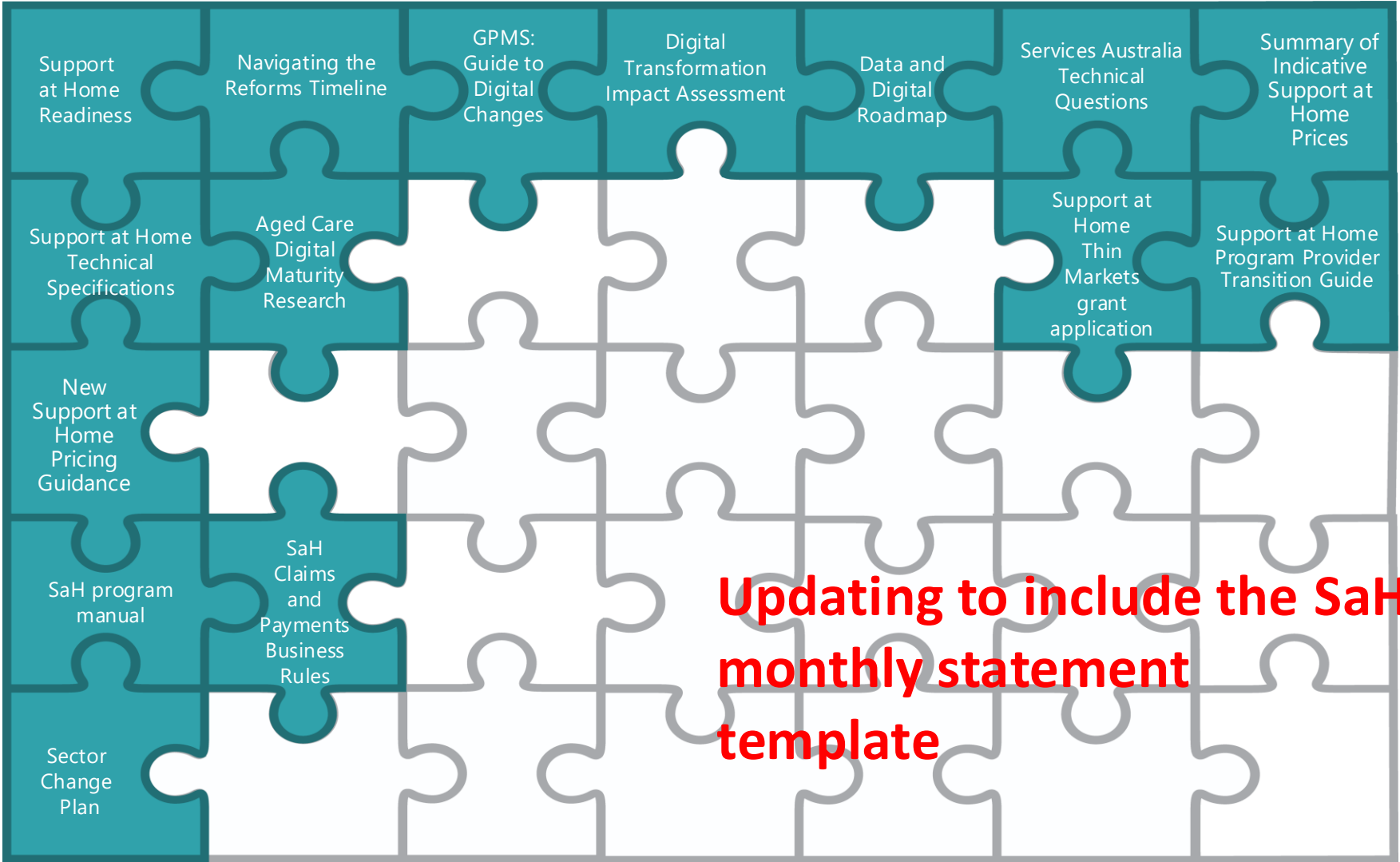
This document is an example of a monthly statement that will be sent to Support at Home participants from 1 July 2025.



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Department of Health and Aged Care

Assembling the puzzle



Update: Human-Centred Design (HCD) Research

Gia Chu

Research Capability Lead
Human-Centred Design Section

Digital Strategy, Architecture and
Innovation Branch
Chief Digital Information Officer Division
Digital Services within Corporate
Operations Group

Max Lee-Abbott

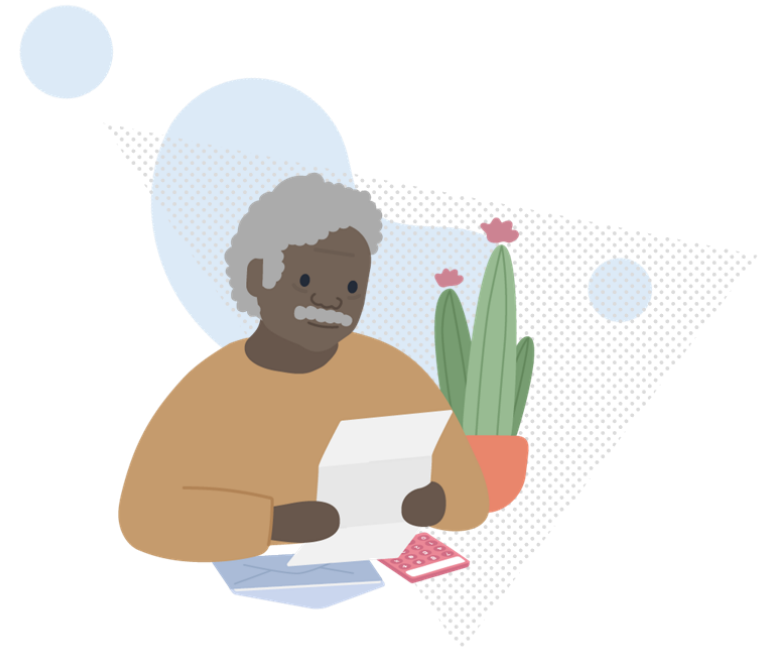
Correspondence Squad Lead
Human-Centred Design Section

Digital Strategy, Architecture and
Innovation Branch
Chief Digital Information Officer Division
Digital Services within Corporate
Operations Group



Aim of the user research

Explore older Australians and their supporters' experience of, and preferences for, communications and correspondence they receive from the Department



Who we spoke with

10 people (1 older person, 9 supporters)

- 4 from regional and rural, 6 metro areas
- 4 home care, 2 CHSP, 4 residential care
- Accessing aged care less than 6 months to more than 2 years

About the sessions

- 60 minutes per session
- Conversation about:
 - Their current aged care experience
 - Their experience with communication and navigation of the system
 - Communication preferences and attitudes
 - Concept testing of new letters and what they would like to see in future communications



Key Insights

1

Older people seek clarification on letters from their supporters

2

Older people see value in receiving letters from the Department.

3

Letters need to be short, simple and clear.

4

People find dollar figures in letters confusing.

5

Ambiguity around cost contributions can cause anxiety.



What might these insights mean for providers?

1

Continued support from providers around validating and ensuring older people (and their supporters) are correctly understanding critical information, and how they may be impacted

2

Older people may need clarification on their personal financial entitlements and contributions.



Next steps

- Continue to engage with different user groups through user research around different topics and themes (rolling research)
- Continue to use insights from the research to improve user experience
- Share back research insights as they emerge in this forum



Update: Digital Transformation Impact Assessment

Fay Flevaras

Chief Digital Information Officer

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



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What matters most for providers?

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

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

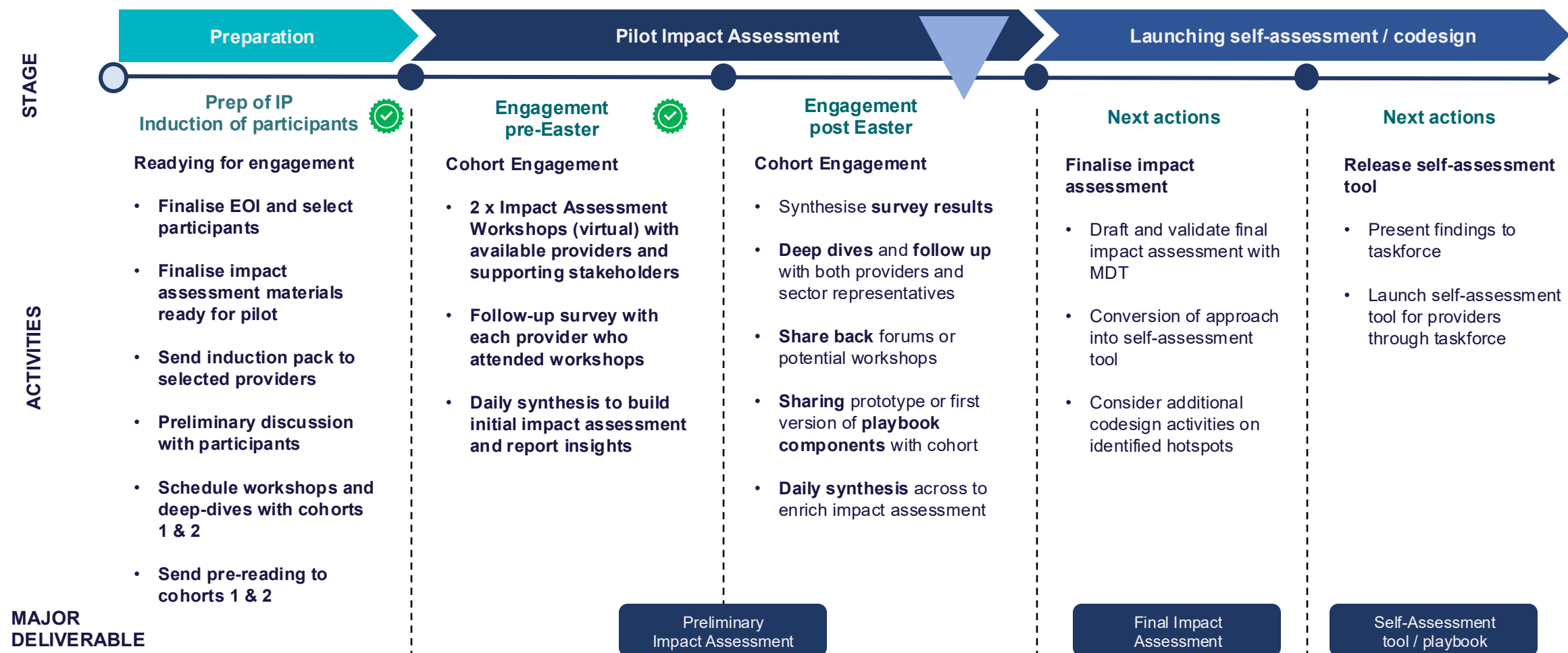
...focussing on these actions will ensure continuity of service, operations, payments and compliance.

I CAN...

- ✓ **IC1 Understand principles** of the Act, and what I (and my workforce) need to be compliant, including reporting obligations
- ✓ **IC2** 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
- ✓ **IC3** Review and update my **organisation information, outlets, services and pricing in government systems**, and set up and train my workforce to use these portals, so new participants can find me
- ✓ **IC4** Update **funding and payment processes and information** so that I can make claims and get paid promptly
- ✓ **IC5** Update my **business processes, training and IT systems** to reflect changes to services, standards, reporting and compliance
- ✓ **IC6 Communicate with my existing participants** and ensure they're ready for the change, having signed new service agreements
- ✓ **IC7** Work with my **partner eco-system** to ensure joint readiness for the new operating arrangements.



Our engagement approach



Workshop participants

Total participants: **25**

Workshop 1 – 4 providers & 8 others* **12**

Workshop 2 – 7 providers & 6 others* **13**

Participant breakdown: **25**

Providers **14**

ICT / Software vendors **9**

Assessor Organisations **1**

Experts (e.g. peak body, advocacy group or industry organisation) **1**

Providers (11) by type

- Non-for-profit 5
- Government 1
- Private for-profit 5

Providers (11) by size

- Large 5
- Medium 3
- Small 3

Providers by location **

- NSW 6
- ACT 1
- VIC 4
- SA 1
- WA 4
- NT 0
- QLD 3
- TAS 0

Diversity / Speciality groups

- First Nations 2
- CALD 3
- Rural 2
- Remote 1
- People with disabilities 1
- LGBTI 0
- Care leavers 0
- Veterans and widows 0
- Financially disadvantaged 0
- Homelessness 0
- Dementia 5

* Others include ICT software/vendor, assessors and experts

** Note that total number of participants does not equal total providers because some have multi-state locations.



Key early insights

Providers reviewed change items across all seven 'I CAN' statements, and prioritised discussion around four. Specific change items that were prioritised for discussion appear on the next page.

'I Can' 1

Understand principles of the Act, and what I (and my workforce) need to be compliant, including reporting obligations.

- Manual workarounds are increasing administrative burden and risk.
- Workforce capability in compliance varies across the sector.
- Reliance on third-party systems presents operational risks.
- Small and regional providers face elevated compliance risks.

'I Can' 4

Update funding and payment processes and information so that I can make claims and get paid promptly.

- Complex funding models risk eroding client trust.
- Administrative burden is straining frontline teams.
- Payment changes are driving operational redesign across service delivery.
- Small and medium providers are more vulnerable to financial and compliance risks.

'I Can' 5

Update my business processes, training and IT systems to reflect changes to services, standards, reporting and compliance

- Digital maturity influences reform delivery, with uneven progress.
- Funding changes impact client understanding and engagement.
- Late-stage system updates increase risk exposure.
- Regional classification impacts equitable access.

'I Can' 6

Communicate with my existing participants and ensure they're ready for the change, have signed new service agreements

- Fragmented communication is reducing client confidence.
- The Client transition experience will shape long-term perceptions.
- Administrative uplift is affecting workforce wellbeing.
- Lack of central guidance is creating divergent interpretations.



Key early insights

Of the full list of change items, seven were called out as high priority across most participating providers. A further 13 items received attention from one or more providers.

High priority (majority of providers)

Financial Reporting

Transition Existing HCP Participants to SaH

Pooled Care Management Fees

Update Communication Artefacts

Claim Support at Home Payments from Participant

Claim Support at Home Payments from Services Australia

Business to Government API's

Medium Priority (selected by some providers)

Incident Management Systems

Referral Management

Supported Decision Making

Deliver New AT-HM Scheme

New Aged Care Quality Indicators

Star Ratings

24/7 RN responsibility

Protections for Whistleblowers

Financial and Prudential Standards

Quality Standards

Claiming Processes with Services Australia

Changes Related to DAP and RAD

Means Testing



GPMS: Changes for the New Act and Conceptual Data Model

Emma Cook

Assistant Secretary
Digital Reform Branch
Reform Implementation Division
Ageing and Aged Care Section
Department of Health and Aged Care

Amanda Smith

Assistant Secretary
Aged Care Transformation and Quality Branch
Digital Transformation and Delivery Division
Ageing and Aged Care Section
Department of Health and Aged Care



Sector Readiness

What does 'ready' mean for a provider?

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.

Today's update is on activities that support provider digital readiness

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 and services in government systems, and set up and train my workforce to use these portals, so new participants can find me
- ✓ Update my business processes, training and IT systems to reflect changes to services, standards, reporting and compliance
- ✓ Update funding and payment processes and information so that I can make claims and get paid promptly
- ✓ 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.



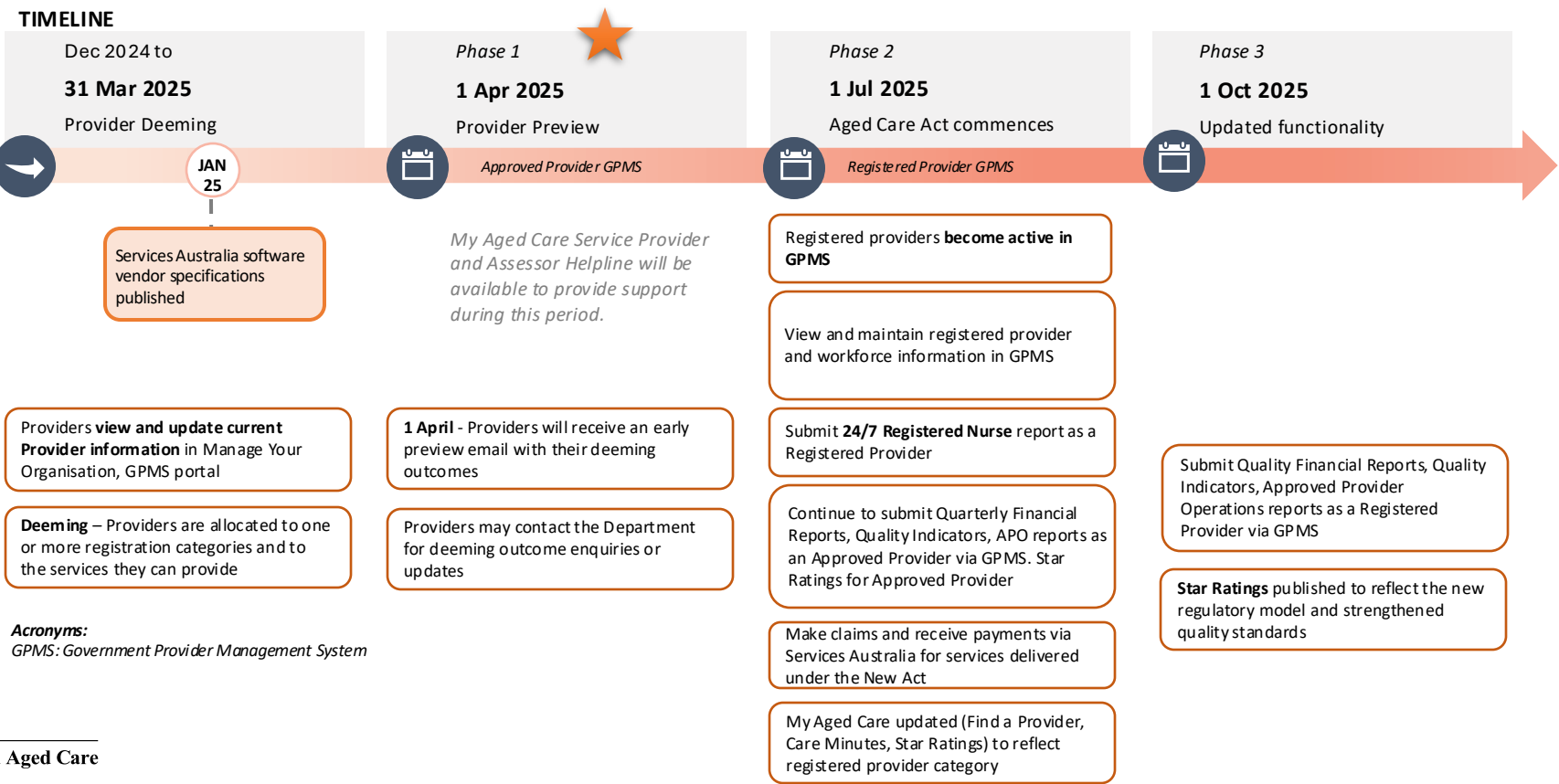
Provider preview is underway, giving providers early visibility of their deemed registration categories from 1 July.

What are the key moments in the digital timeline?

ROADMAP - RELEASE TIMELINE



We are here



What's changing in GPMS from 1 July?



Provider Registration

What is changing

- Registered providers become active in GPMS from 1 July 2025.
- NEW providers will apply for registration through the ACQSC website.
- ACQSC will use the registration category listed for a provider in GPMS to regulate it.
- Registered Providers will have a single ABN.

What is staying the same

- GPMS will continue to be integrated with Services Australia to support payments to Registered Providers.



Who has access

- Grant funded providers can log on for the first time and navigate GPMS functionality.
- Associated providers included in registration and renewal process in alignment with parent org ABN. Associated provider records stored in GPMS.
- Portal users who want to both submit reports and manage their organisation will need to set up users on both functions.

- Existing providers continue to use GPMS, with access aligned to their provider registration and ABN.
- User roles will come across with provider ABN.
- Continuity of mandatory reporting for 1 July quarter.



Manage your organisation

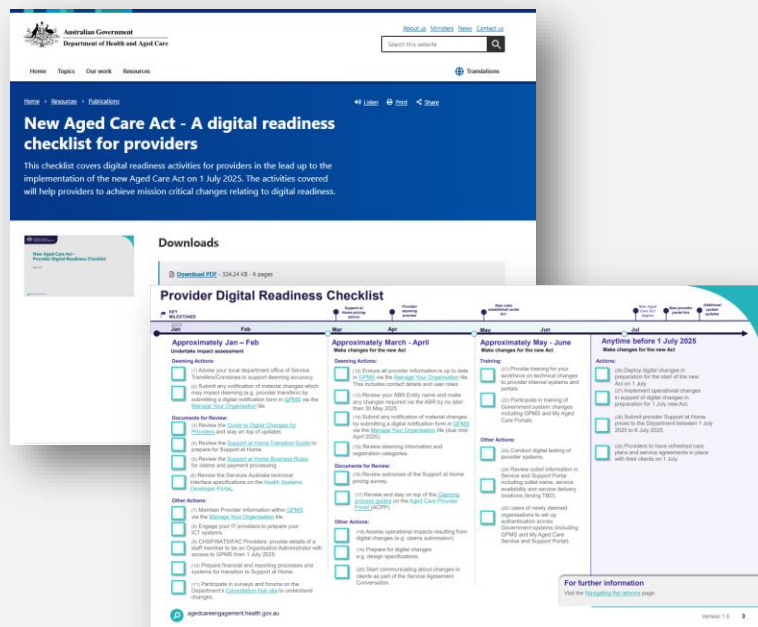
- GPMS data model will reflect requirements under the new Act.
- Users of newly deemed organisations to setup authentication methods in GPMS.
- Change in Circumstance (CiC) form and other forms (e.g. *variations, suspensions, revocations and corrections*) will be available from the ACQSC website with submissions to ACQSC.
- Registered providers will use:
 - *GPMS Portal – Compliance* and reporting function to submit mandatory reporting for Apr-Jun 2025 period (all except registered nurse 24/7 reporting which is from 1 July).
 - *GPMS Portal – Manage your organisation* function to manage organisation and personnel details, view service/branch details, submit 24/7 registered nurse (RN) reporting from 1 July.

- ALL registered providers view and maintain organisational information in GPMS.
- Continue to submit Quarterly Financial Reports, Quality Indicators and APO reports as a Registered Provider via GPMS.

NEW

New Aged Care Act | Provider Digital Readiness Checklist

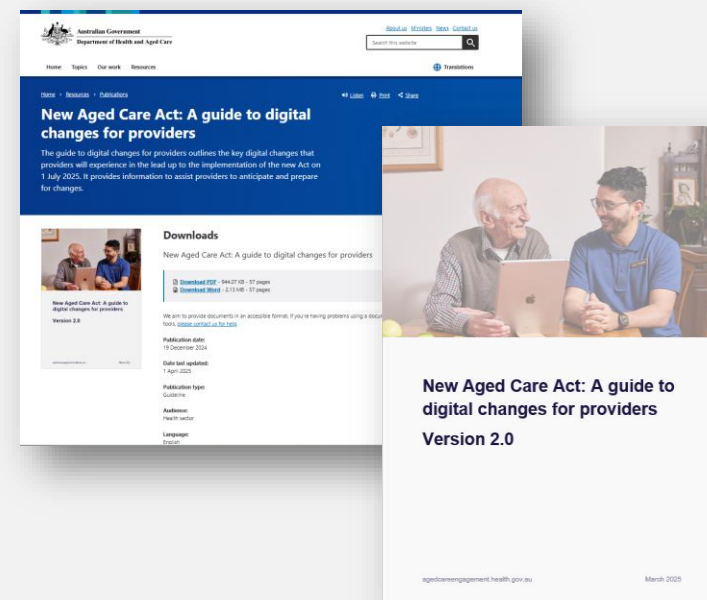
- Covers digital readiness activities for providers in the lead up to the implementation of the new Aged Care Act on 1 July 2025.
- Co-designed with sector groups including the Data and Digital Reference Group.
- To be updated regularly, with support from sector forums operated by the department.



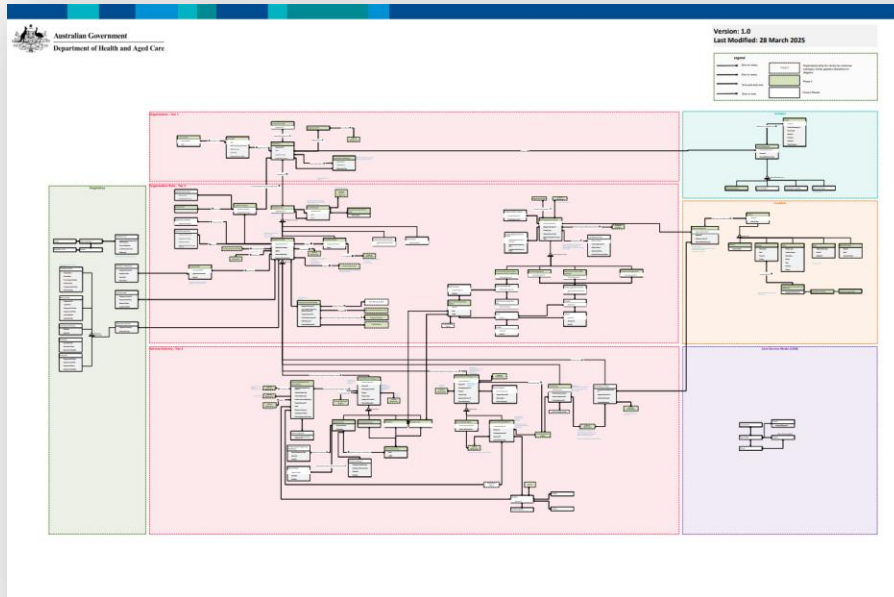
UPDATED

New Aged Care Act | A guide to digital changes for providers v2.0

- Updated with new information on Support at Home, GPMS Conceptual Data Model, and Services Australia Technical Specifications.
- 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.
- Provides information on the support and resources available to help providers transition smoothly to operate under the new Act.



GPMS Conceptual Data Model (CDM)



To respond to providers seeking more detailed technical information, the Conceptual GPMS Data Model has been published on the department's website



This Data model describes the key entities and their relationships underpinning the changes under the new Aged Care Act



The department has now further iterated the GPMS Data Model and will subsequently publish this on the department's website



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.





THANK YOU

Our next meeting will be on **Thursday, 15 May 2025.**



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