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



www.health.gov.au

Meeting #60 17/04/2025







Sector Partners #60

Agenda

Digital Transformation for the Aged Care sector

Welcome & Agenda

State of Play

Update: Digital Transformation Impact

Assessment

Fay Flevaras

Q&A and Discussion

Close

Fay Flevaras

Fay Flevaras

Fay Flevaras

Fay Flevaras



State of Play

Fay Flevaras
Chief Digital Information Officer
Digital Services within Corporate Operation

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





Open collaboration activities

Aged Care Digital Maturity ICT Vendor Survey EOIs

Digital Maturity Workshops

Aged Care Digital Maturity Research EOIs

ICT Harmonisation: Provider Experience Interviews

FHIR Standards: Sparked Program

G

HCD research EOI

Digital Transformation Impact Assessment EOI

Monthly Care Statements (MCS) Digital Solution



Sector Pulse Survey



**

Aged Care Assessor App Sideloading Workshop

B2G Registration Video Workshop

AI, AR and VR in Aged Care Pilot



Initiative

Co-create



Co-design



Co-deliver



1 July Preparation Questions



Business Verification Testing (BVT) Register



Hot Topic Segment Suggestions

Open











Support at Home Program Provider Transition Guide

This document offers guidance for Home Care Package providers and Short-Term Restorative Care providers to ensure they are operationally prepared for the transition to the Support at Home program.

It details the necessary transition actions, timelines, and provides relevant resources and tools for each stage.

Apply for the Support at Home Thin Markets grant

Applications are now open for the Support at Home Thin Markets grant.

These grants are available to eligible home care and short-term restorative care providers that operate in rural, remote and/or specialised markets. They aim to support these providers to be financially viable while setting reasonable prices for Support at Home.

Applications close 2pm Canberra time, 23 April 2025.



Support at Home pricing caps

Information about Support at Home pricing caps, when they will come into effect, and the proposed unit pricing methodology is available in these existing resources.

Support at Home program manual

- From 1 July 2026, services and activities in the service list will have a capped price.
- Price caps will be set by government under advice from the Independent Health and Aged Care Pricing Authority (IHACPA).

Independent Health and Aged Care Pricing Authority (IHACPA) – Support at Home pricing approach

- IHACPA will recommend unit prices for each service type and sub-type, with consideration to the time of delivery (standard business hours and non-standard business hours), day of delivery (weekday, Saturday, Sunday, and public holidays). Prices may also be adjusted for cost differences.
- These prices will cover all costs associated with delivering services, including labour costs for employees, agency staff and sub-contractors, care-related expenses, motor vehicle expenses and administration costs.



Support at Home program manual



IHACPA SaH Pricing Approach



New aged care regulatory modelGuidance for CHSP providers

This document outlines the regulatory changes that will affect Commonwealth Home Support Programme (CHSP) providers under the new Aged Care Act from 1 July 2025.

It provides guidance to providers on the transition and what the new regulatory model means for their delivery of aged care services.

The guidance also outlines the roles of the Department of Health and Aged Care and Aged Care Quality and Safety Commission (ACQSC).





Aged Care Digital Maturity Research Project

Audience: Software and IT Vendors, Aged Care Experts and peak organisations

Topic: Home care, Residential care, Governance, Workforce, Research and ICT, Reporting

Time: 10-15 minutes

Resources for First Nations peoples

The First Nations Hub has been developed to provide information and resources to help provide quality, culturally safe aged care for First Nations older people. Information and resources on these pages were developed with First Nations stakeholders and communities.





New Aged Care Act – A digital readiness checklist for providers

This checklist covers digital readiness activities for providers in the lead up to the implementation of the new Aged Care Act on 1 July 2025. The activities covered will help providers to achieve mission critical changes relating to digital readiness.

Provider Digital Readiness Checklist Additional New rules New provider deemina established under Care Act KEY MILESTONES Home pricing Act preview Feb Jan Mar Apr Jul Mav Jun Anytime before 1 July 2025 Approximately Jan – Feb Approximately March - April **Approximately May - June** Make changes for the new Act Make changes for the new Act Make changes for the new Act Undertake impact assessment **Deeming actions:** Deeming actions: Training: Actions: (21) Provide training for your (1) Advise your Local Network office of Service (26) Deploy digital changes in (12) Ensure all provider information is up to date workforce on technical changes Transfers/Combines to support deeming accuracy. preparation for the start of the new in GPMS via the Manage Your Organisation tile. to provider internal systems and This includes contact details and user roles Act on 1 July. (2) Submit any notification of material changes which (27) Implement operational changes may impact deeming (eg provider transfers) by (13) Review your ABN Entity name and make in support of digital changes in submitting a digital notification form in GPMS via the (22) Participate in training of any changes required via the ABR by no later preparation for 1 July new Act. Manage Your Organisation tile. government system changes than 30 May 2025. including GPMS and My Aged (14) Submit any notification of material changes (28) Submit provider Support at Home Documents for review: Care Portals. by submitting a digital notification form in GPMS prices to the department between 1 July (3) Review the Guide to Digital Changes for via the Manage Your Organisation tile (due mid-2025 to 6 July 2025. Providers and stay on top of updates. April 2025). Other Actions: (4) Review the Support at Home Transition Guide to (15) Review deeming information and (29) Providers to have refreshed care prepare for Support at Home. (23) Conduct digital testing of plans and service agreements in place registration categories. provider systems. (5) Review the Support at Home Business Rules with their clients on 1 July. for claims and payment processing. **Documents for Review:** (24) Review outlet information in (16) Review outcomes of the Support at Home (6) Review the Services Australia technical Service and Support Portal pricing survey. interface specifications on the **Health Systems** including outlet name, service Developer Portal. availability and service delivery (17) Review and stay on top of the Claiming locations (timing TBD). Other actions: process guides on the Aged Care Provider Portal (ACPP). (25) Users of newly deemed (7) Maintain provider information within GPMS organisations to set up via the Manage Your Organisation tile. authentication across Other Actions: (8) Engage your IT providers to prepare your government systems (including (18) Assess operational impacts resulting from ICT systems. GPMS and My Aged Care digital changes (eg claims submission). (9) CHSP/NATSIFAC providers: provide details of a Service and Support Portal). staff member to be an Organisation Administrator with (19) Prepare for digital changes access to GPMS from 1 July 2025. eg design specifications. (10) Prepare financial and reporting processes and (20) Start communicating about changes to systems for transition to Support at Home. clients as part of the Service Agreement For further information Conversation. (11) Participate in surveys and forums on the department Consultation Hub site to understand Visit the Navigating the reforms page. changes.



Version 2: New Aged Care Act – A guide to digital changes for providers

This document outlines the key digital changes that providers will experience in the lead up to the implementation of the new Act on 1 July 2025. It provides information to assist providers to anticipate and prepare for changes.

The main changes in this version includes:

- Updates to the transition timeline to include support available
- Deeming requirements section: new information available
- Support at Home claims: references to new guidance material available
- Submit real time data: New table with links to system guides and resources for each relevant system to support providers keeping their service information up to date
- Link to the Services Australia technical specifications available
- Link to the GPMS Conceptual Data Model (CDM) and the associated CDM business glossary



Aged Care Reforms Sector Pulse Survey

The **Aged Care Reforms Sector Pulse Survey** is your opportunity to:

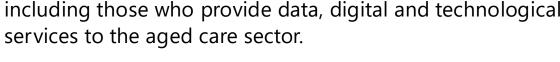
- tell the Department how things are going with our program of aged care reforms and
- what support you need from us to help you transition.

Engagement Hub Get Involved website

We want to hear from:

aged care providers, assessors, workers and stakeholders

including those who provide data, digital and technological



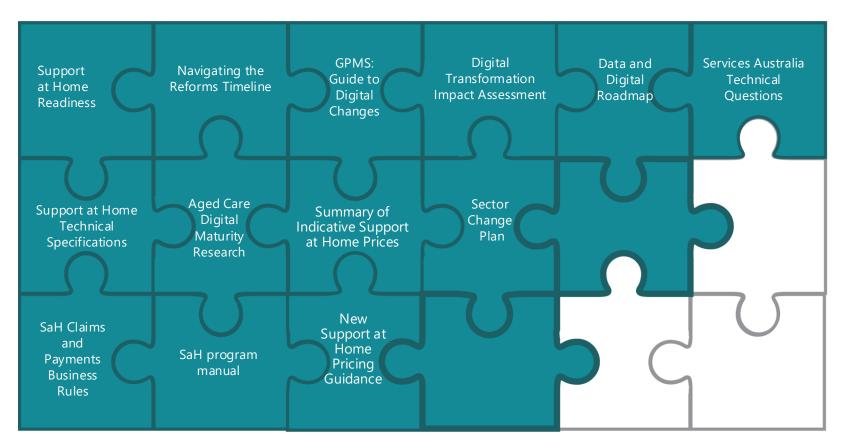








Assembling the puzzle







Update: Digital Transformation Impact Assessment

Update: Digital Transformation Impact Assessment

Fay Flevaras

Chief Digital Information Officer

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

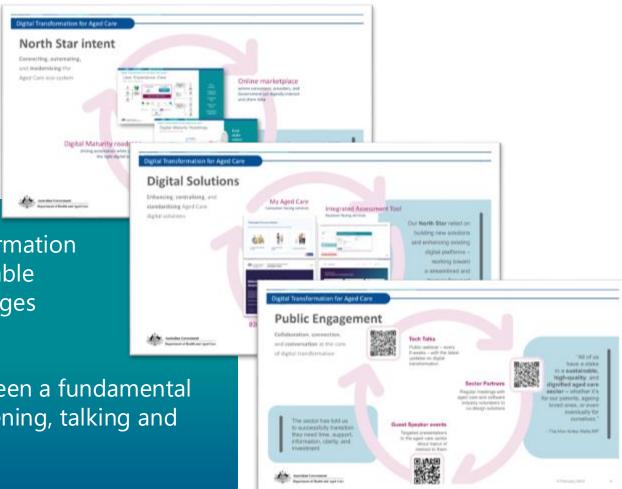


The Context

Overview of the project context and intent.

Commencing in 2022, the digital transformation program began a journey to digitally enable reform and to uplift how the sector engages with the department.

Connecting closely with the sector has been a fundamental part of our strategy from the outset (listening, talking and designing together).





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.

Recommendation:

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

Digital Transformation Impact Assessment activity



Prep of IP Induction of participants

Preparation

Readying for engagement

- Finalise impact assessment materials and ready for pilot
- Finalise EOI and select participants

Week 1 w/c 7 Apr

Initial Engagement

- Preliminary discussion with participants
- Send induction pack to selected providers
- Schedule workshops and send pre-reading
- Impact Assessment
 Workshop with first group
 of providers and
 supporting stakeholders

Week 2 w/c 14 Apr

Ongoing Engagement

Pilot Impact Assessment

- Impact Assessment
 Workshop with second
 group of providers and
 supporting stakeholders
- Deep dive interviews with providers and program specific sessions as required
- Daily synthesis across week to create first draft of impact assessment

Week 3 w/c 21 Apr

Finalise impact assessment

- Deep dive interviews with providers and program specific sessions as required
- Validation of impact assessment with participants

Week 4 w/c 28 Apr

Launching self-assessment / codesign

Shareback to Taskforce

- Present findings to taskforce
- Test self-assessment approach with the Taskforce
- Produce pack for public release

MAJOR DELIVERABLE

What is the intent of the New Aged Care Act?

The New Aged Care Act has been developed with a focus of improving the way services are delivered to older people in their homes, community settings, and registered residential care homes. On 1 July 2025, the new Act will replace existing legislation.

The New Act will:

- Outline the rights of older people who are seeking and accessing aged care services
- Create a single-entry point, with clear eligibility framework
- Support the delivery of aged care services
- Establish **new system oversight** and accountability arrangements
- Increase provider accountability through a new regulatory model
- Strengthen the aged care regulator



What are the different drivers of change for July?

1 New Aged Care Act

5 Workforce

2 Regulatory Model

6 Digital and IT

3 Support at Home

7 Quality Standards

4 Single Assessment

Financial and Prudential Standards

What Changes Affect you?

Where are you in the new landscape?

Current state core services		2025		Future state core services	
	Residential Aged Care			Residential Aged Care	
				Respite care pathway	
				Ongoing care pathway	
				End of life pathway	
	Home Care Packages	Home Care Packages will cease to exist in its current form. Existing clients will be transitioned to the support at home ongoing care pathway with certain conditions grandfathered for existing clients.		Support at Home	
	Short Term Restorative Care Program	The Short Term Restorative Care Program will be phased out via natural attrition and cease to exis in its current form. Similar care will be provided to new clients under the Support at Home Restorative Care Pathway from 1 July 2025.		Ongoing services	
	Short reminesterative care mogram		AT-HM Scheme	Restorative care pathway End of Life pathway	
	Commonwealth Home Support Programme	The Commonwealth Ho me Support Programme will be rolled under the Support at home servic its current form no earlier than 1 July 2027 when it's replaced by a new support at home paths under the Act and some elements will be changing from 1 July 2025.	ce and cesse to exist in way. CHSP will come COI	mmonwealth Home Support Program	At least until 2027
	Transition Care Program			Transition Care Program	
	MPS			MPS	
	NATSIFAC			NATSIFAC	



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.



Making Sense of the Reform

What are the change items?

The key changes with the reform and what insights have we gathered thus far from the sector.

ID	Label	ID	Label	ID	Label	ID	Label
10	Code of Conduct	39	CHSP Data Exchange (DEX)	9	Continuous Improvement Systems	156	Claim Support at Home Payments from Services Australia
11	Incident Management Systems	4	Validate Deemed Category	92	Deliver End-of-life Pathway	158	Facilitate Support at Home Participant Exit or Transfer to Another Provider
12	Statement of Rights	43	New Aged Care Quality Indicators	95	Align the Specialist Programs TCP, MPS and NATSIFAC to New Service List	160	Financial and Prudential Standards
14	Financial Reporting	45	Star Ratings	96	Pooled Care Management Fees	161	Ongoing Registration Requirements
15	Referral Management	46	Places to People	97	Care Management Qualifications	162	Business to Government API's
18	Aged Care Workforce Changes	5	Manage your Organisation Information in GPMS	101	Protections for Whistleblowers	164	Quality Standards
2	Supported Decision Making	56	Set or Update Room Prices	102	Working with Service Partners	165	Claiming Processes with Services Australia
24	Transition Existing HCP Participants to SaH	64	Prevent Same-Bed Scheduling	111	Update Communication Artefacts	166	Sign and Return CHSP Extension Grant Agreement Offer
30	Deliver New AT-HM Scheme	65	24/7 RN responsibility	112	Support at Home Workforce Requirements and Staff Training	167	Changes Related to DAP and RAD
31	Update Outlets & Services in the Portal	80	Publish Support at Home pricing	113	Thin Market Supplements	168	First Nation Assessment Organisations
34	Transition Existing STRC to Restorative Care	81	Operations Report	145	First Nations Support at Home Participants	171	Residential Monthly Claims with Services Australia
37	Update CHSP services	91	Deliver Restorative Care	151	Claim Support at Home Payments from Participant	173	Means Testing

	Change Items Mapped Against 'I Can' Statements									
ID	Label	'I Can' #1	'I Can' #2	'I Can' #3	'I Can' #4	'I Can' #5	'I Can' #6	'I Can' #7		
10	Code of Conduct									
11	Incident Management Systems									
12	Statement of Rights									
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168	First Nation Assessment Organisations								
171	Residential Monthly Claims with Services Australia								
173	Means Testing								



Change Cards

Change cards will be shared in the workshop to help orient the participant in understanding what changes may be prioritised and relevant for them. Using cards as way to interact with changes in a physical setting. Participants will be asked to score the impact based on a set of factors to implement/respond to relevant change.

- Change Date Tags Used to determine when change the change will be relevant, Before July, On July and After July.
- **Change Item Name** Used to identify the change that will be introduced from the Aged care reform.
- Change Subheading Used to short descriptor of the change
- Change Description Used to describe the change and provide context to participants on how change may be reflected in their organisations.
- **Link to Resources** More information and required transition actions can be found in the relevant linked resources (e.g. Support at Home Transition Guide).

FOR 1 JULY



Code of Conduct

Abide by the Aged Care Code of Conduct

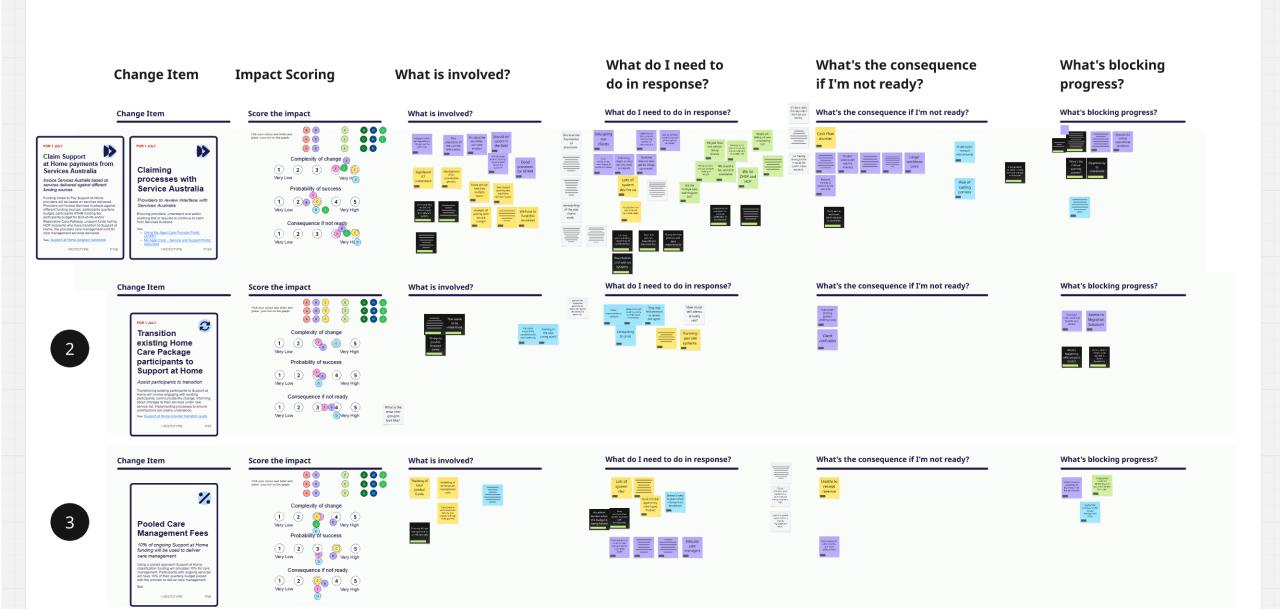
The Code of Conduct for Aged Care describes how aged care providers, their governing persons, volunteers and workers must behave and treat people receiving aged care. The Code of Conduct will apply to NATSIFAC and CHSP providers from 1 July 2025.

See Code of Conduct for Aged Care

PROTOTYPE

P10





Q&A

There are multiple ways to ask your question:

1 Type your question into the meeting chat.

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.

Raise





