

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 #60

17/04/2025



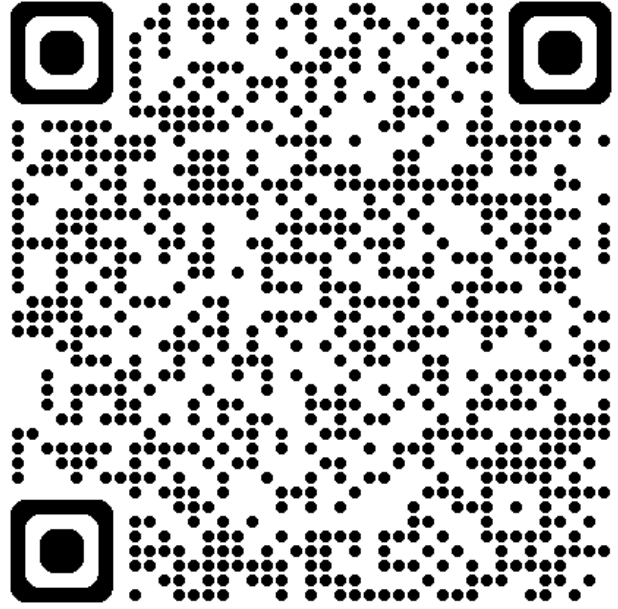
WELCOME

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 #60

Agenda

Digital Transformation for the Aged Care sector

**Welcome &
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Update: Digital
Transformation
Impact
Assessment**

Fay Flevaras

**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



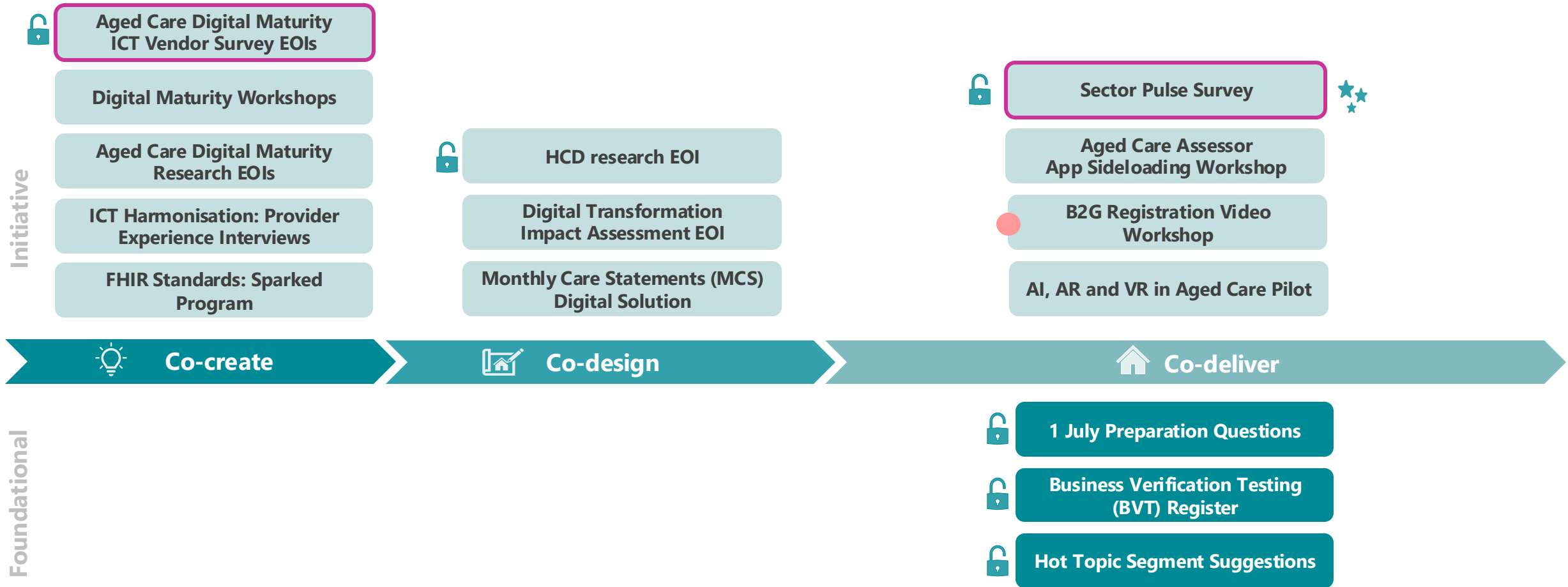
Australian Government

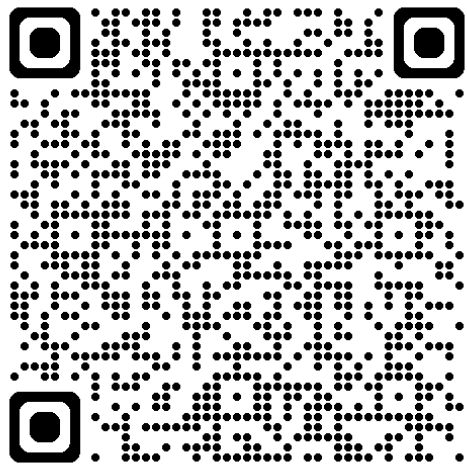
Department of Health and Aged Care



State of Play

Open collaboration activities





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.

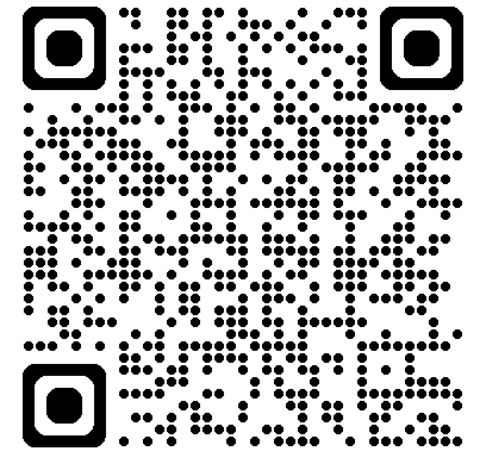
It details the necessary transition actions, timelines, and provides relevant resources and tools for each stage.

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

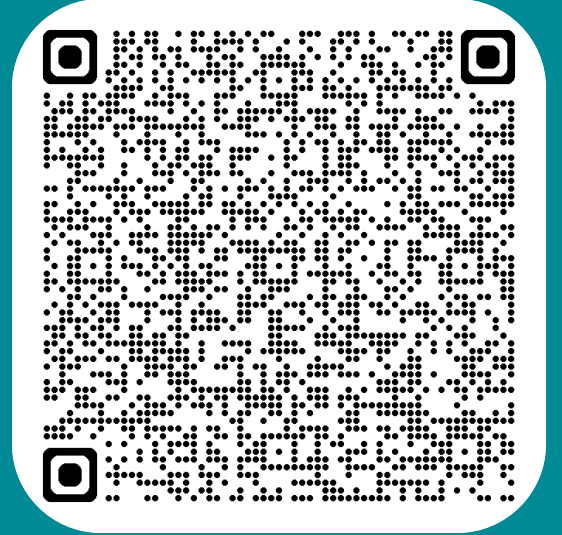
- From 1 July 2026, services and activities in the service list will have a capped price.
- Price caps will be set by government under advice from the Independent Health and Aged Care Pricing Authority (IHACPA).

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

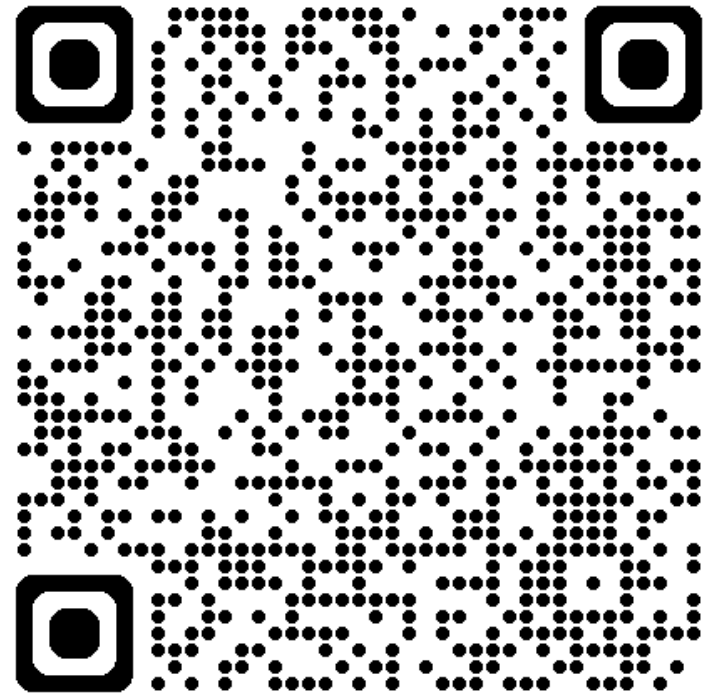


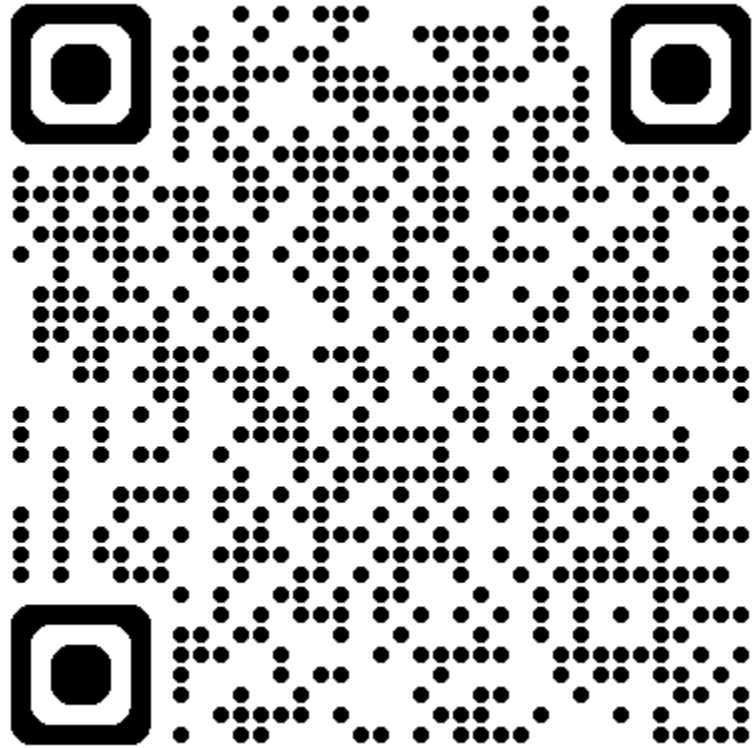
New aged care regulatory model – Guidance for CHSP providers

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).





ICT Vendor Survey | 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



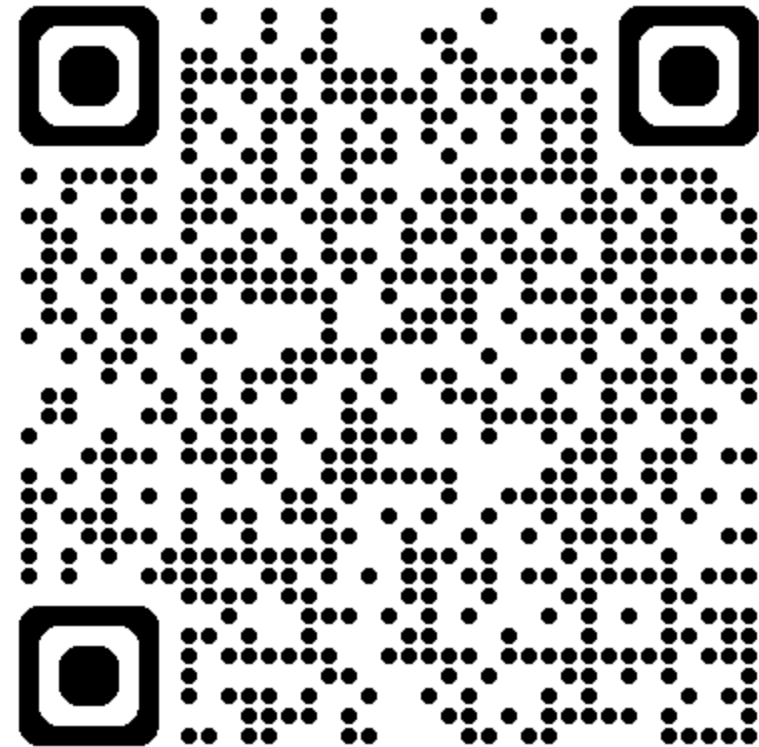
Australian Government

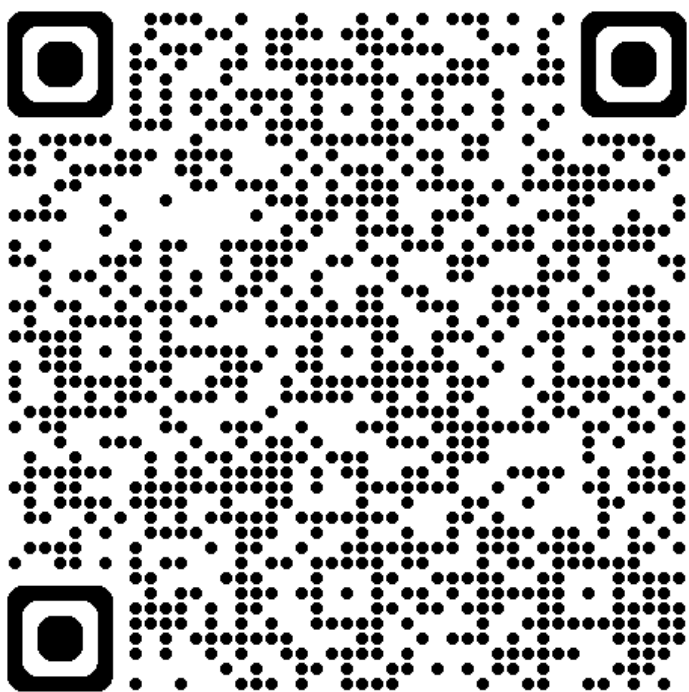
Department of Health and Aged Care

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

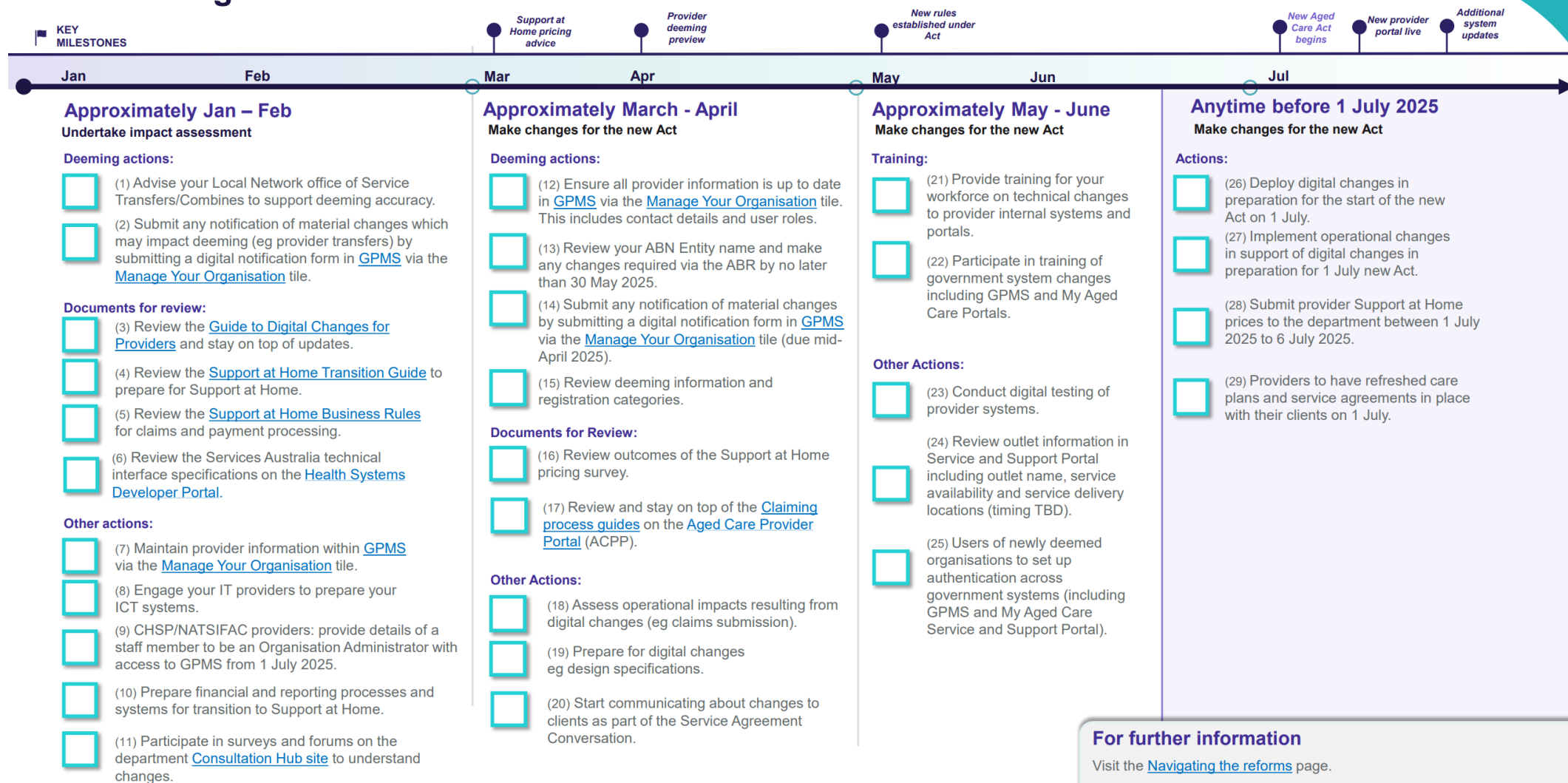
This checklist covers digital readiness activities for providers in the lead up to the implementation of the new Aged Care Act on 1 July 2025. The activities covered will help providers to achieve mission critical changes relating to digital readiness.



Australian Government

Department of Health and Aged Care

Provider Digital Readiness Checklist



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



Australian Government

Department of Health and Aged Care

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

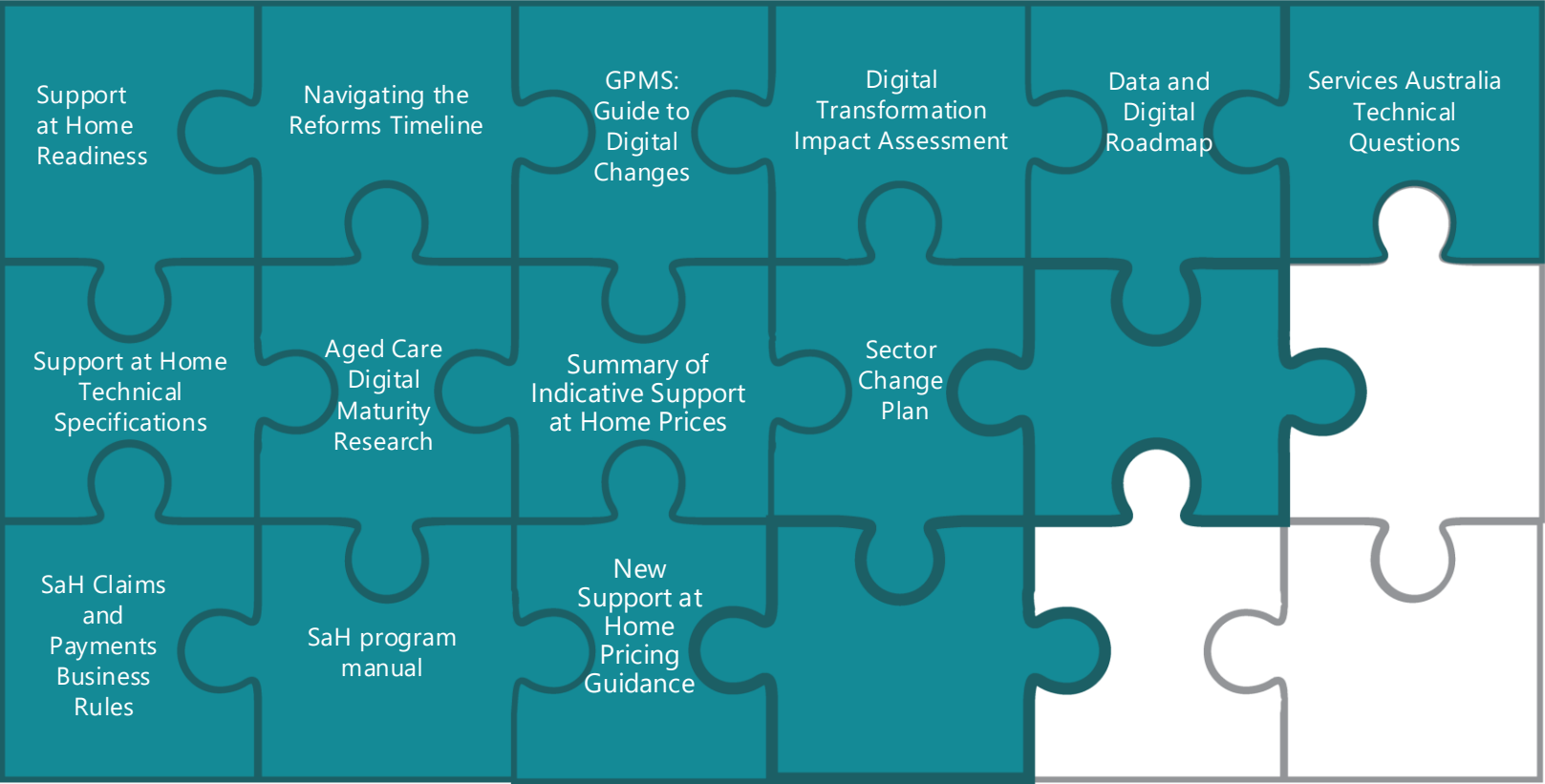
including those who provide data, digital and technological services to the aged care sector.



Survey closes **28 April 2025**



Assembling the puzzle



**Support at Home
Program Provider
Transition Guide**

**Support at Home
Thin Markets
grant application**

Update: Digital Transformation Impact Assessment

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



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).



Australian Government

Department of Health and Aged Care

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.

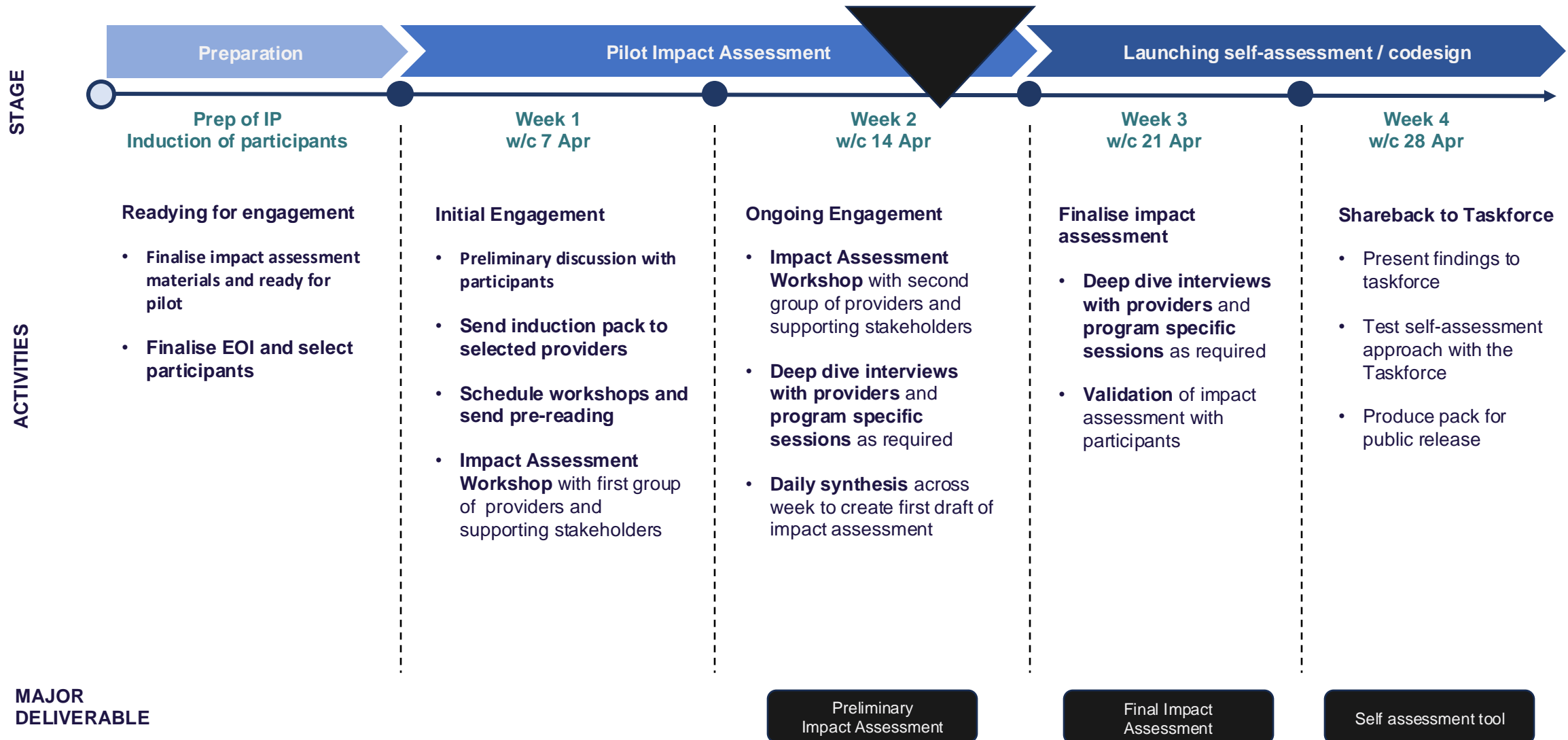
Recommendation:

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

**Digital Transformation
Impact Assessment**
activity



End-to-end approach



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

2

Regulatory Model

3

Support at Home

4

Single Assessment

5

Workforce

6

Digital and IT

7

Quality Standards

8

Financial and Prudential Standards



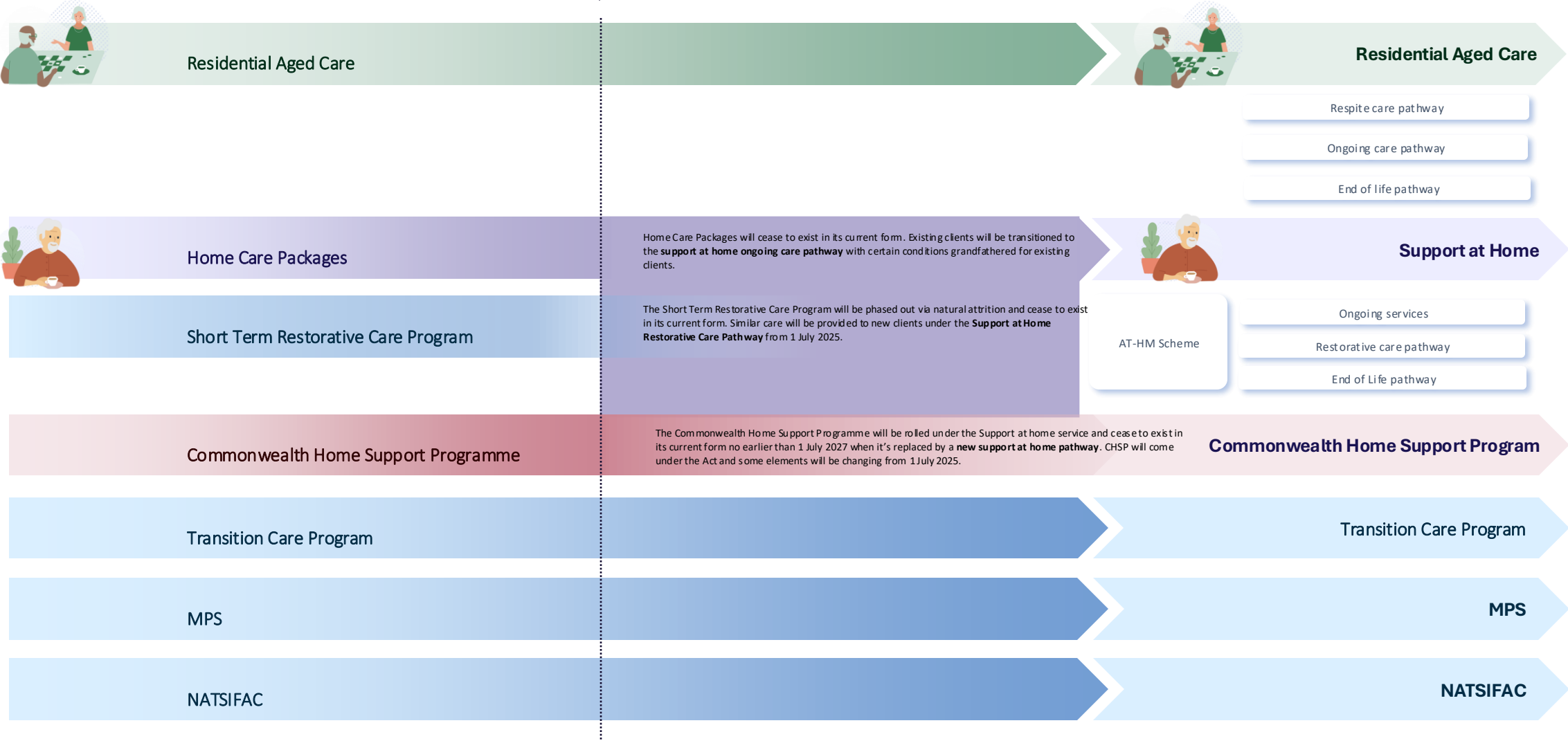
What Changes Affect you?

Where are you in the new landscape?

1 July 2025

Current state core services

Future state core services



At least until 2027

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.



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							
14	Financial Reporting							
15	Referral Management							
18	Aged Care Workforce Changes							
2	Supported Decision Making							
24	Transition existing HCP participants to SaH							
30	Deliver New AT-HM Scheme							
31	Update Outlets and Services in the Portal							
34	Transition existing STRC to Restorative Care							
37	Update CHSP Services							
39	CHSP Data Exchange (DEX)							
4	Validate Deemed Category							
43	New Aged Care Quality Indicators							
45	Star Ratings							
46	Places to People							
5	Manage your Organisation Information in GPMS							
56	Set or Update Room Prices							
64	Prevent Same-Bed Scheduling							
65	24/7 RN responsibility							
80	Publish Support at Home pricing							
81	Operations Report							



Change Items Mapped Against 'I Can' Statements

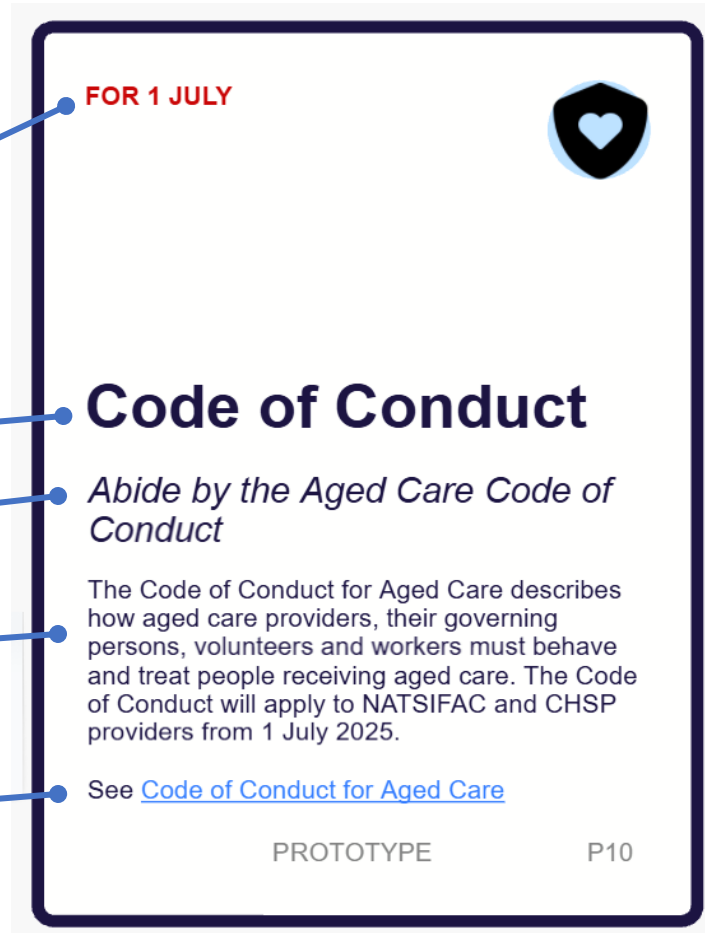
ID	Label	'I Can' #1	'I Can' #2	'I Can' #3	'I Can' #4	'I Can' #5	'I Can' #6	'I Can' #7
9	Continuous Improvement Systems							
92	Deliver End-of-life Pathway							
91	Delivery Restorative Care							
95	Align the Specialist Programs TCP, MPS and NATSIFAC to New Service List							
96	Pooled Care Management Fees							
97	Care Management Qualifications							
101	Protections for Whistleblowers							
102	Working with Service Partners							
111	Update Communication Artefacts							
112	Support at Home Workforce Requirements and Staff Training							
113	Thin Market Supplements							
145	First Nations Support at Home Participants							
151	Claim Support at Home Payments from Participant							
156	Claim Support at Home Payments from Services Australia							
158	Facilitate Support at Home Participant Exit or Transfer to Another Provider							
160	Financial and Prudential Standards							
161	Ongoing Registration Requirements							
162	Business to Government API's							
164	Quality Standards							
165	Claiming Processes with Services Australia							
166	Sign and Return CHSP Extension Grant Agreement Offer							
167	Changes Related to DAP and RAD							
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.

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



What's blocking progress?

What's blocking progress?

The collage consists of six cards with a purple and blue color scheme:

- Top Left (Dark Purple):**

Business strategy
 Business strategy is a plan of action designed to achieve the organization's long-term goals and objectives.
- Top Right (Light Purple):**

Answers to critical operational questions
 Answers to critical operational questions
- Middle Left (Dark Purple):**

Is it important to have a career plan?
 Is it important to have a career plan?
- Middle Right (Dark Purple):**

What's the career planning strategy?
 What's the career planning strategy?
- Bottom Left (Dark Purple):**

Opportunity to corporate
 Opportunity to corporate
- Bottom Center (Light Blue):**

Corporate responsibility
 Corporate responsibility

What's blocking progress?

Advanced User Load and Load Emulation

Access to Integration Solutions

Virtual Engineering with singular Eureka

Do-It-Yourself to Manage your Project

What's blocking progress?

The diagram illustrates three types of organizational culture, each represented by a colored box with a corresponding icon below it:

- Vertical culture** (purple box): Accompanied by an icon of a ladder, representing a hierarchy where power is concentrated at the top.
- Congregational culture** (green box): Accompanied by an icon of a group of people, representing a culture where power is shared among members.
- Lateral culture** (blue box): Accompanied by an icon of a network of interconnected nodes, representing a culture where power is distributed across the organization.

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, 1 May 2025.**



DTSectorPartners.health.gov.au