

Digital Transformation

# Sector Partners

Digital Transformation for the Aged Care Sector



Digital Services within Corporate Operations Group  
Department of Health, Disability and Ageing



Australian Government  
Department of Health, Disability and Ageing

[www.health.gov.au](http://www.health.gov.au)

Meeting #64

12/06/2025



# WELCOME

**Janine Bennett**

Assistant Secretary

Digital Business and Sector Engagement Branch

Digital Services within Corporate Operations Group

Department of Health, Disability and Ageing | Australian Government



# Agenda

Digital Transformation for the Aged Care sector

**Welcome &  
Agenda**

**Janine  
Bennett**

**State of Play**

**Janine  
Bennett**

**Update: Aged  
Care Reform**

**Greg Pugh &  
Brian  
Schumacher**

**Update: Support  
at Home**

**Josh  
Bosschieter**

**Q&A and Sector  
Readiness  
Discussion**

**Janine  
Bennett**

**Close**

**Janine  
Bennett**



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# State of Play

## **Janine Bennett** Assistant Secretary

Digital Business and Sector Engagement Branch  
Digital Services within Corporate Operations Group  
Department of Health, Disability and Ageing

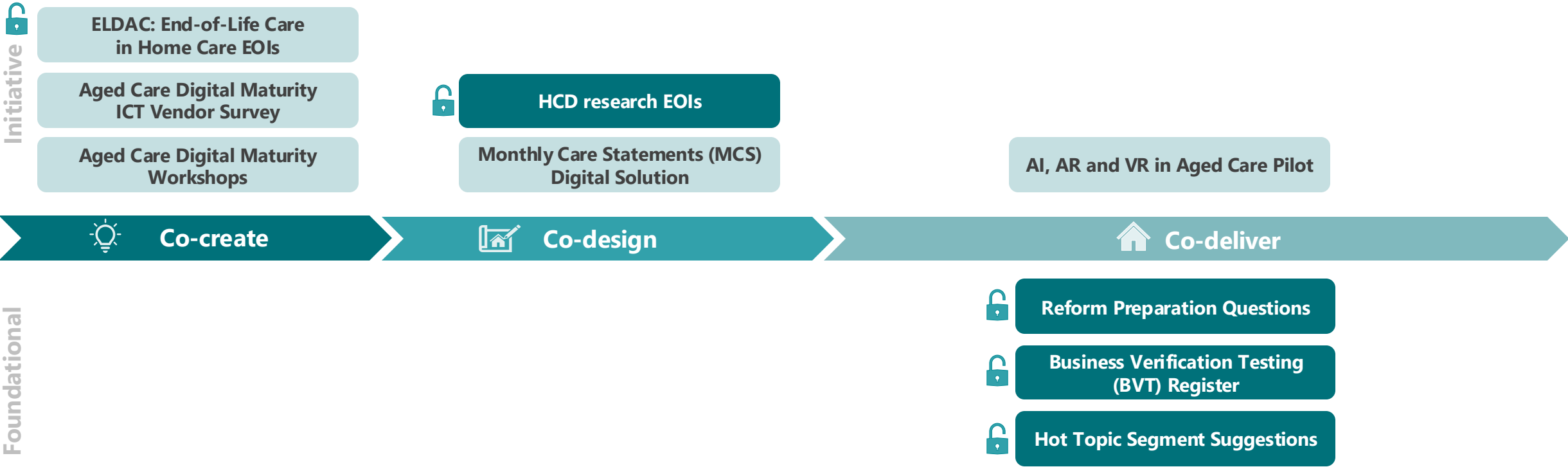


Australian Government

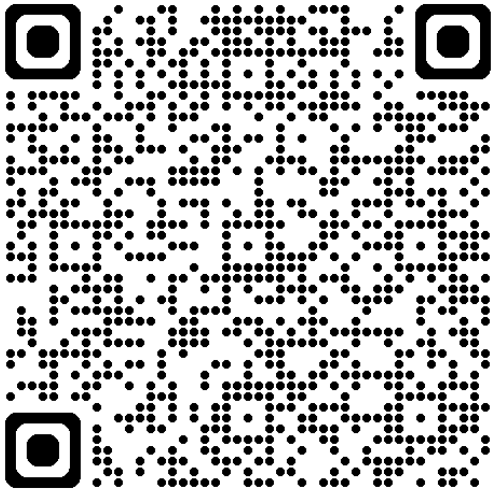
Department of Health, Disability and Ageing



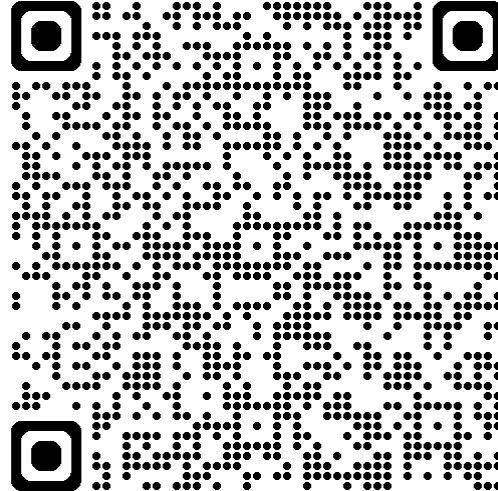
# Open collaboration activities



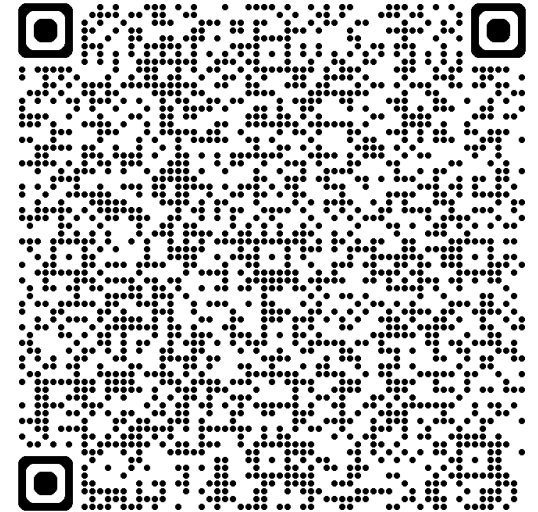
## UPDATE: New Aged Care Act Implementation Extension



Media Release



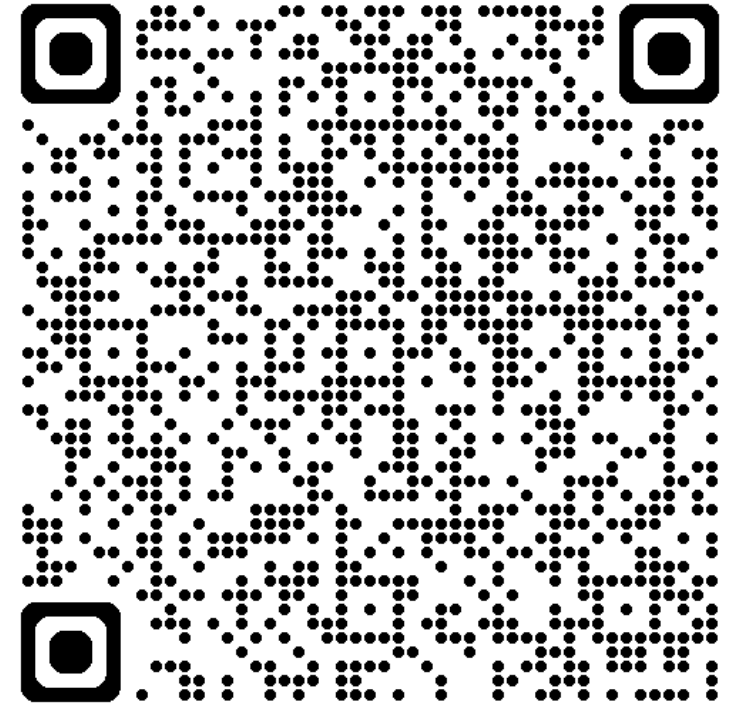
Open Letter to Aged  
Care Providers



Open Letter to Older  
People

# To be updated: Digital Transformation Impact Assessment Playbook

The current version of the Digital Transformation Impact Assessment Playbook is available on the Sector Partners collaboration site. This does not yet reflect the revised implementation date for the new Aged Care Act. An updated version is being developed to align with the new timeline and we will notify you once it becomes available.



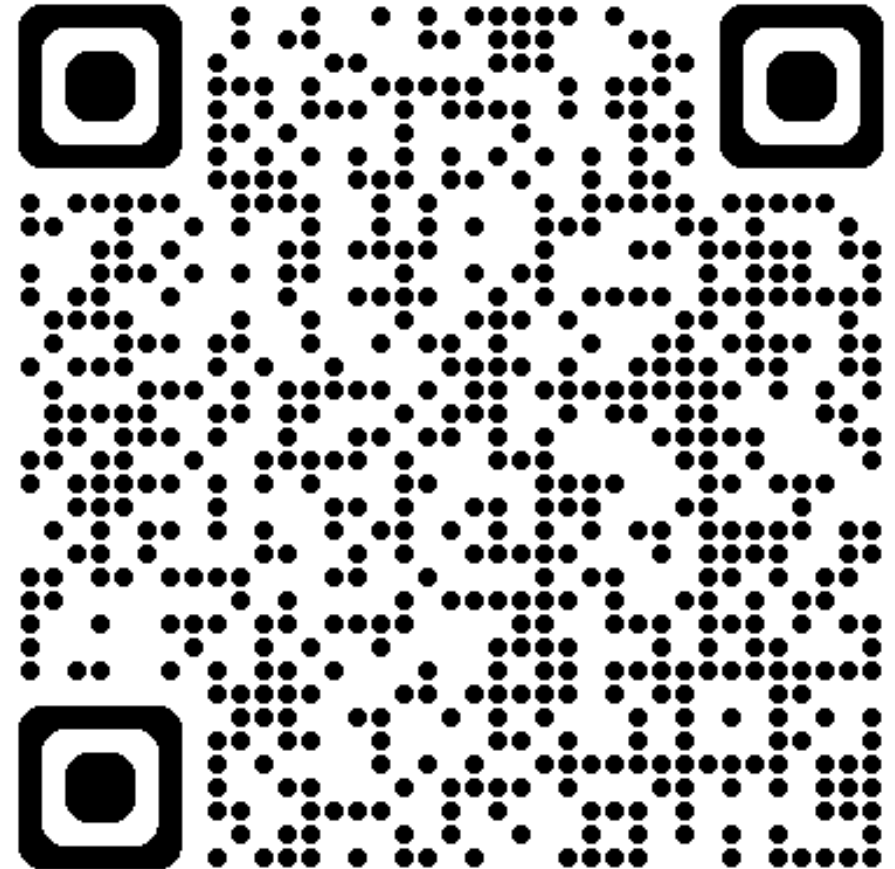
**View the current  
playbook**

# New Support at Home provider training material

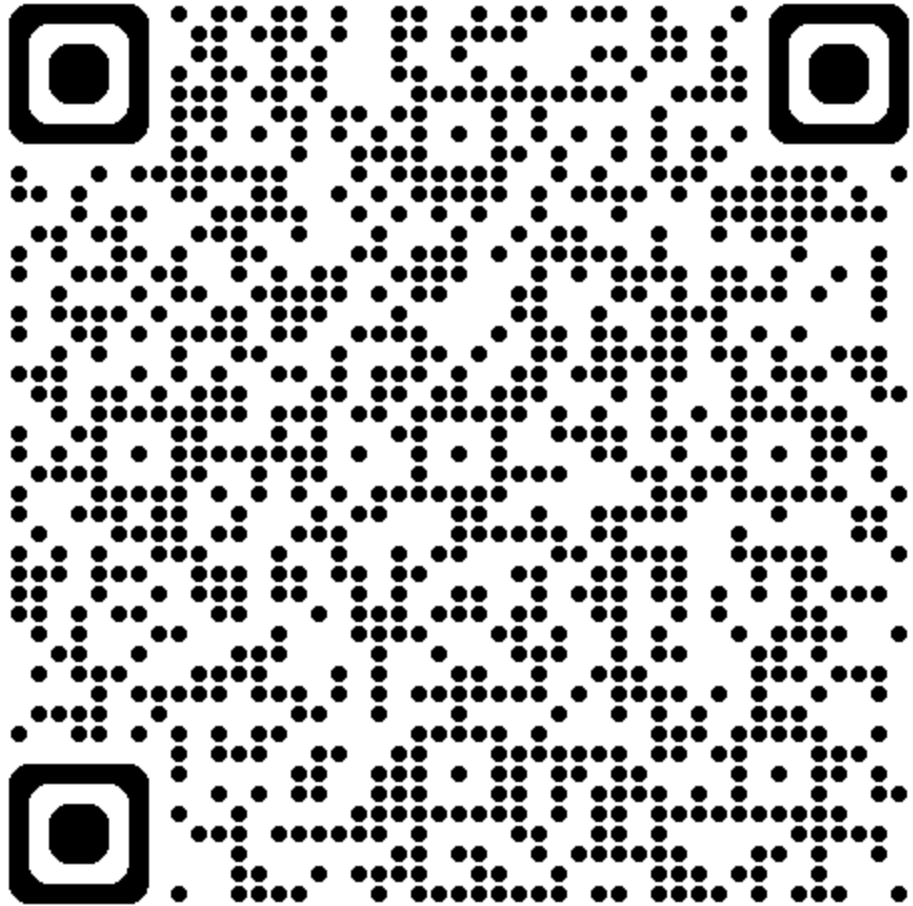
New Support at Home training material has been released. These self-paced training modules aim to help you and your staff get ready for the Support at Home program. The latest modules include:

- Module 1: Assessment process and service delivery
- Module 2: Service agreement, care planning, and budgeting
- Module 3: Short-term pathways

These modules are designed to give you a clear, practical understanding of what's coming – so you can feel confident and prepared.







## Updated Support at Home Program Provider Transition Guide

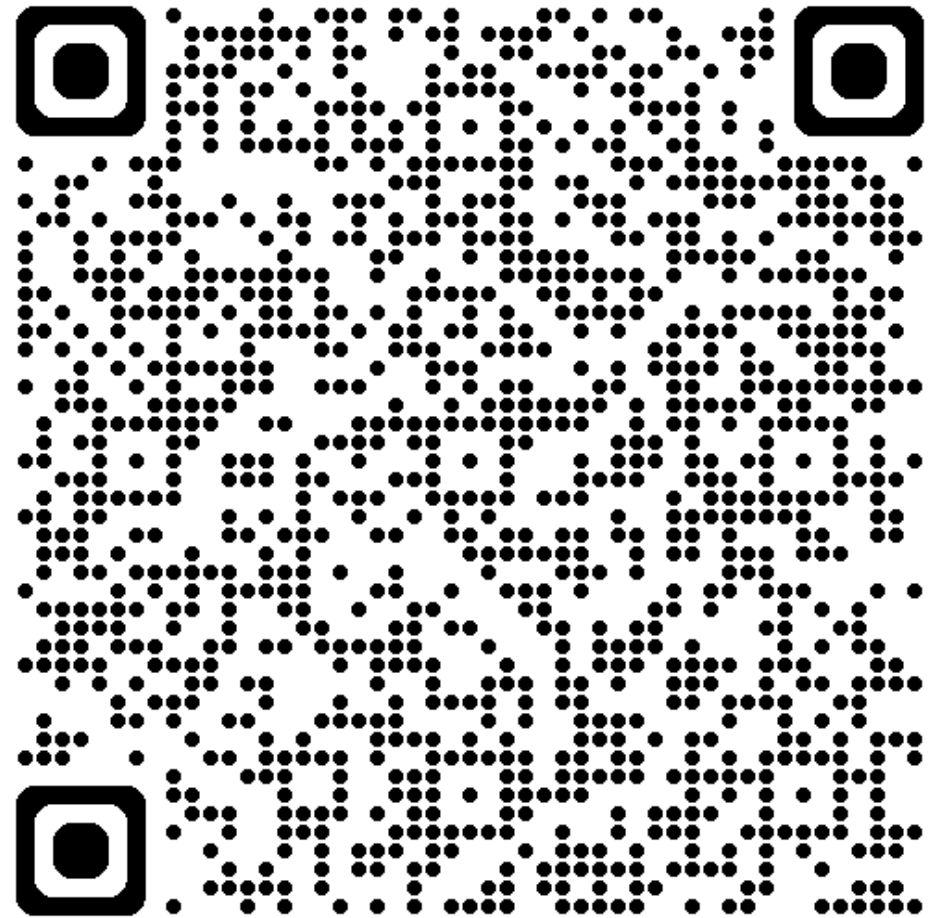
This document gives guidance on the actions Home Care Package providers and Short-Term Restorative Care providers should take to be operationally ready to transition to the Support at Home program.

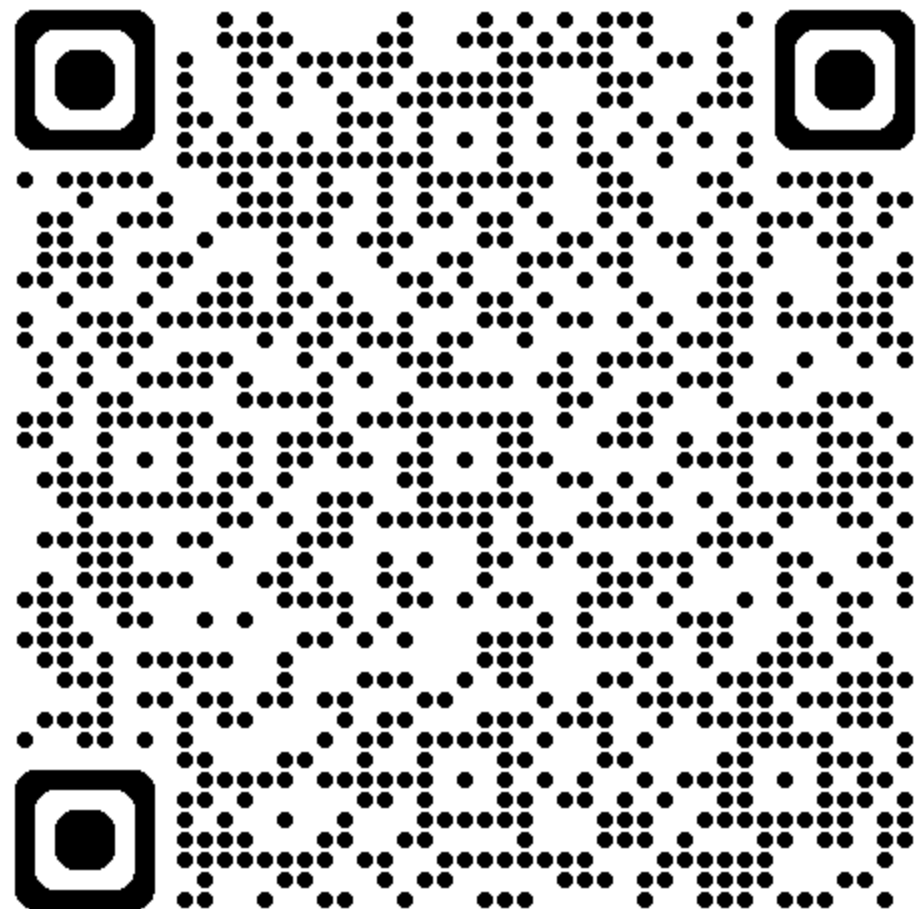
# Updated Support at Home program manual – A guide for registered providers

This document is a guide designed to assist registered providers to understand and comply with the Support at Home program rules, procedures and obligations.

The main changes include:

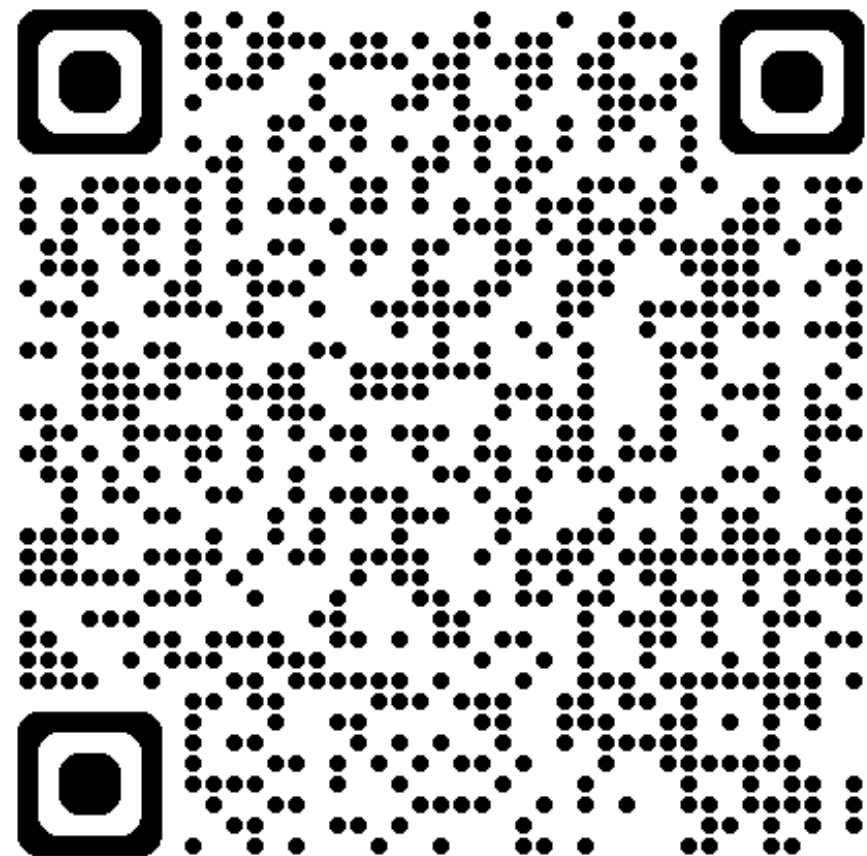
- Correction to annual funding amount for classification 1 (section 6.7.1)
- And updates to chapters:
  - Chapter 5 – 11
  - Chapter 13
  - Chapter 17





## Support at Home eKit now includes reference data file with codes

The Support at Home eKit has been updated with a reference data file that includes claim validation data and full listings (including codes) of Support at Home services, items, wraparounds and health professional types.



# IHACPA – Consultation Paper on the Pricing Framework for Australian Support at Home Aged Care Services 2026–27

Submissions close at 5pm AEST on Friday 18 July 2025.

How to make a submission:

- complete an online submission form
- download an online submission form and email your completed form to [submissions.ihacpa@ihacpa.gov.au](mailto:submissions.ihacpa@ihacpa.gov.au)
- mail your completed form to: PO Box 483 Darlinghurst NSW 1300

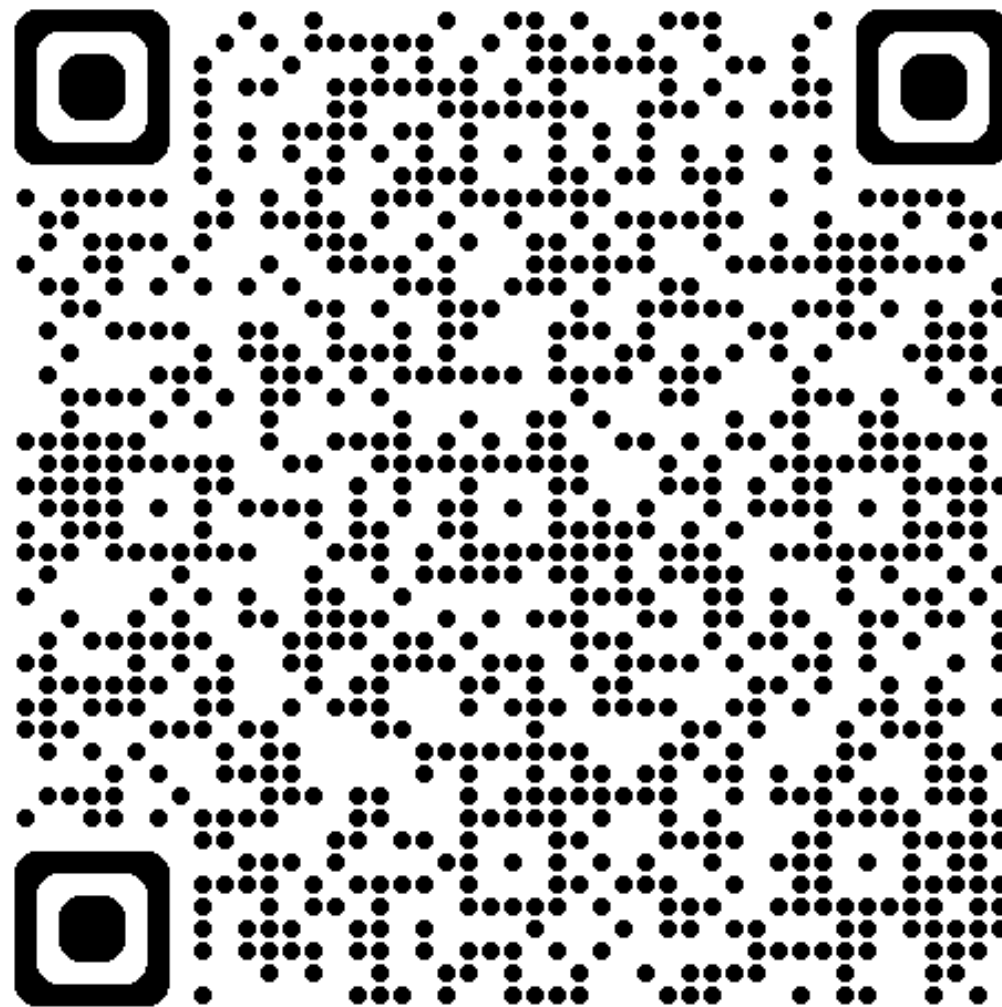
# CHSP sector readiness webinar

**Date:** Thursday 12 Jun 2025 (today)

**Time:** 2:00 pm to 3:00pm AEST

A webinar for Commonwealth Home Support Programme (CHSP) providers is scheduled for later today.

It will include information about changes to the CHSP from 1 July 2025.





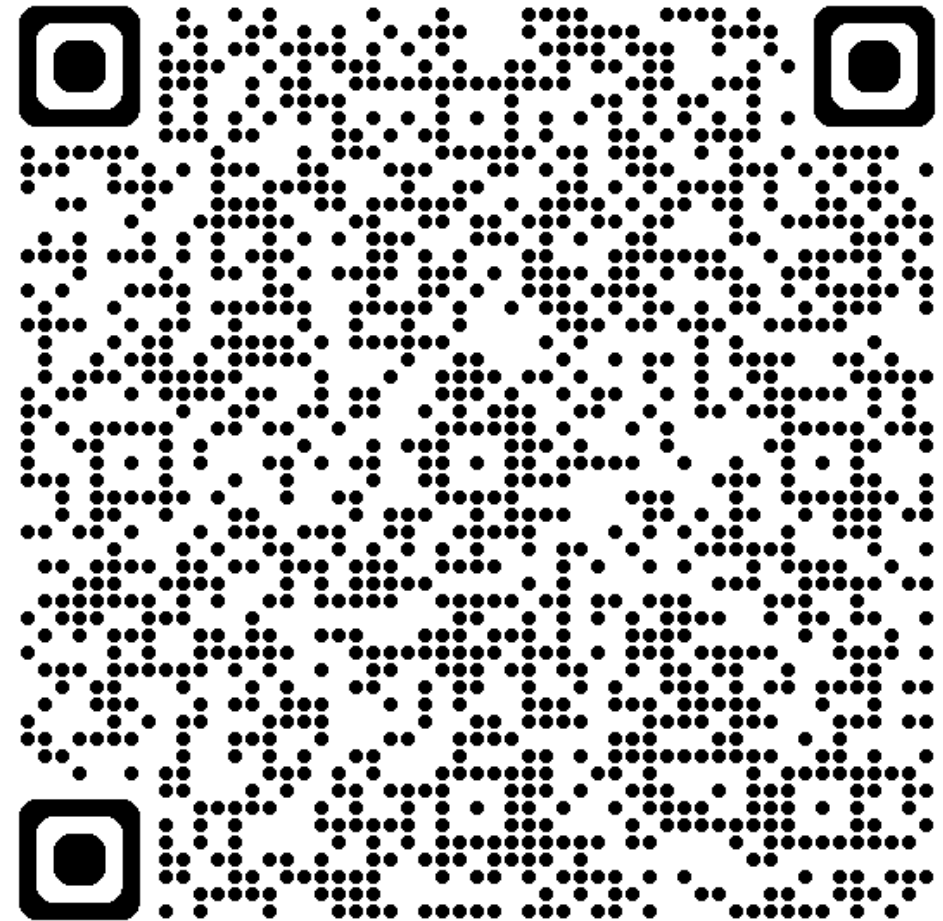
# Tech Talk #24 – 11 June 2025

Yesterday, the 24<sup>th</sup> Tech Talk webinar was held. This session covered updates for the:

- Digital Transformation/Aged Care Reform,
- Support at Home, and
- Government Provider Management System (GPMS)

This meeting was recorded and will be published on the Health website in the coming weeks.

Registrations are open for the next Tech Talk session and can be found using the QR code.



# **We want to hear from you!**

**Which topics  
would you like us  
to cover in our  
upcoming Sector  
Partners  
meetings?**



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# Update: Aged Care Reform

## Greg Pugh

First Assistant Secretary  
Reform Implementation Division  
Ageing and Aged Care Group  
Department of Health, Disability  
and Ageing

## Brian Schumacher

A/G Chief Digital Information  
Officer  
Digital Services within Corporate  
Operations Group  
Department of Health, Disability  
and Ageing





# Aged Care Reform Q&A



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Update: Support at Home

# Update: Support at Home

**Josh Bosschieter**

National Manager  
Care Provider Systems Branch  
Staff Processing and  
Enterprise Systems Division  
Services Australia



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# 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.



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# THANK YOU

Our next meeting will be on **Thursday, 26 June 2025.**



[DTSectorPartners.health.gov.au](mailto:DTSectorPartners.health.gov.au)