

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

Meeting #65

26/06/2025



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**

**Playback: Aged
Care Digital
Maturity
Research**

**Chris Bailie &
Melinda Leth**

**Q&A and Sector
Readiness
Discussion**

**Janine
Bennett**

Close

**Janine
Bennett**



Australian Government

Department of Health, Disability and Ageing

State of Play

Janine Bennett Assistant Secretary

Digital Business and Sector Engagement Branch
Digital Services within Corporate Operations Group
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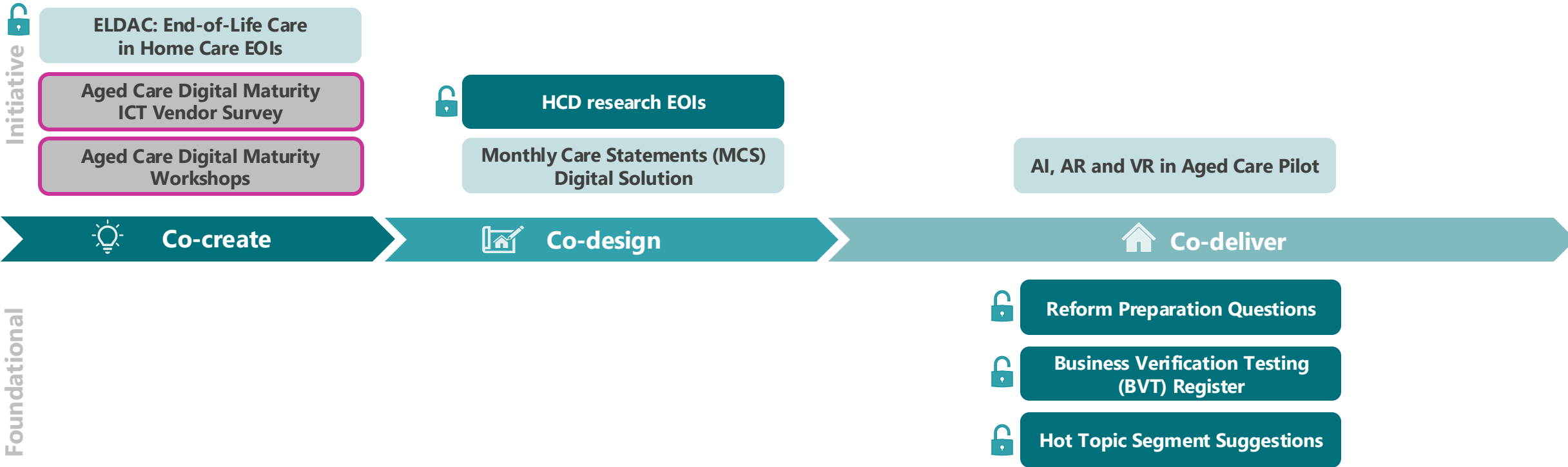


Australian Government

Department of Health, Disability and Ageing

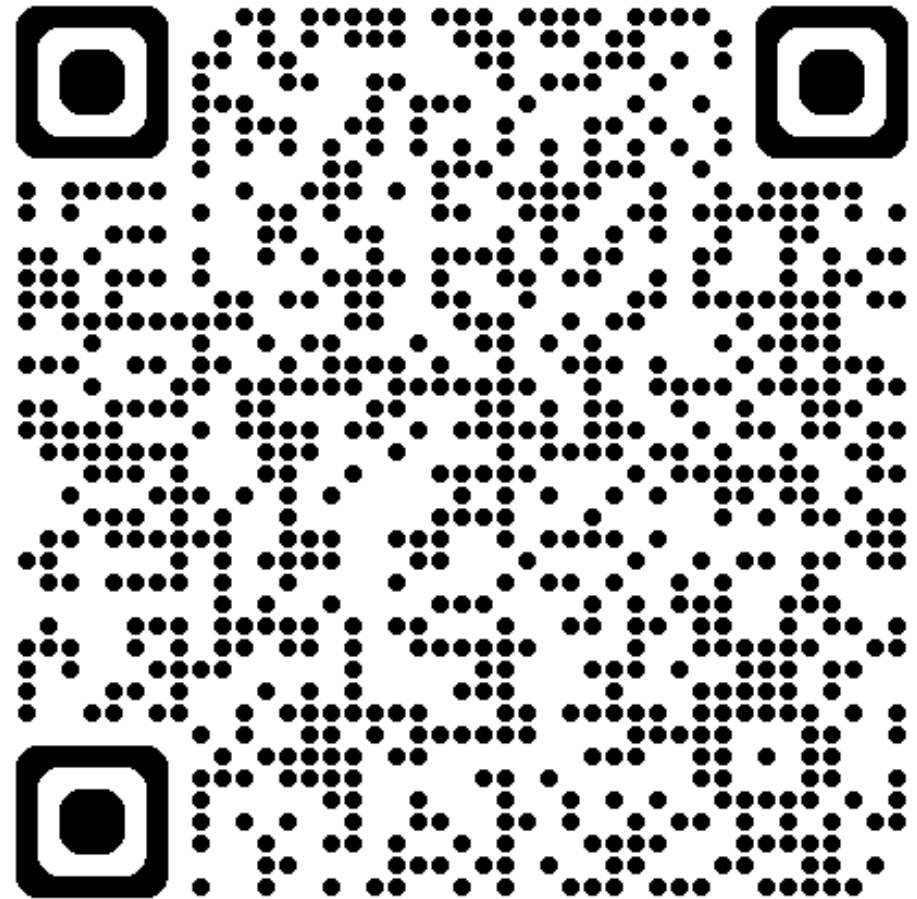


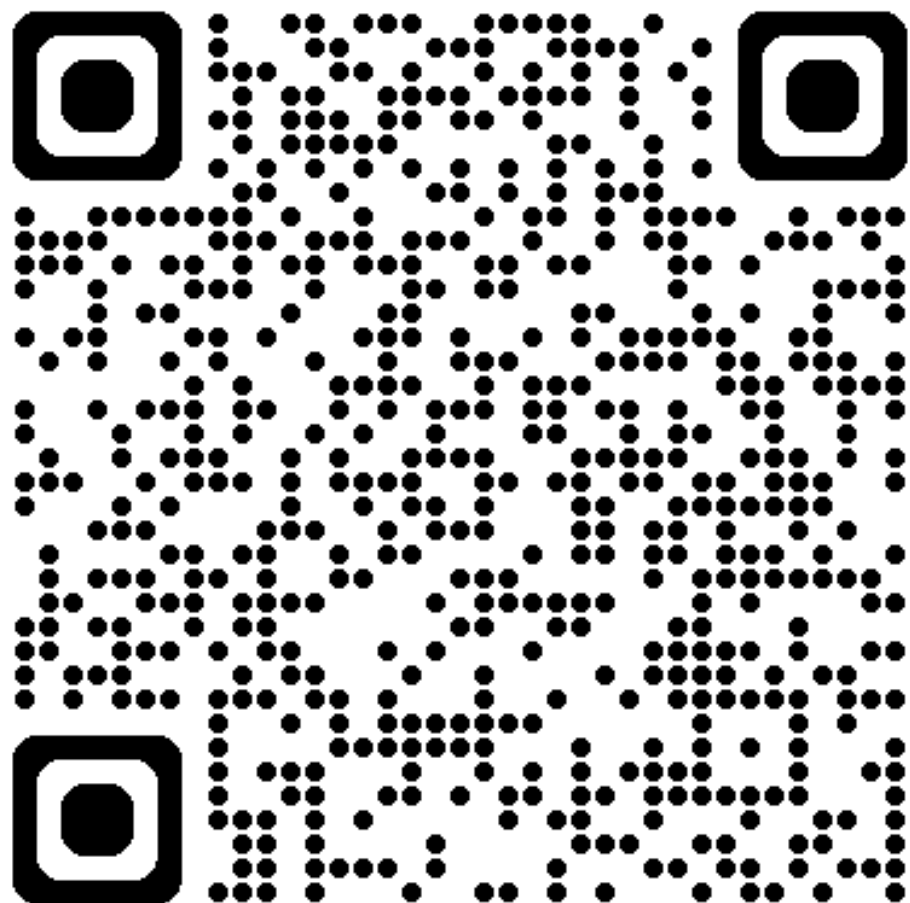
Open collaboration activities



New Aged Care Act start update – Frequently asked questions

A Frequently Asked Questions (FAQs) document about the new implementation date for the new Aged Care Act and the new Support at Home program has been uploaded. It covers questions like why the start date has shifted, what this means for older people and providers, and how current services will continue in the meantime.





eLearning for the new Aged Care Act

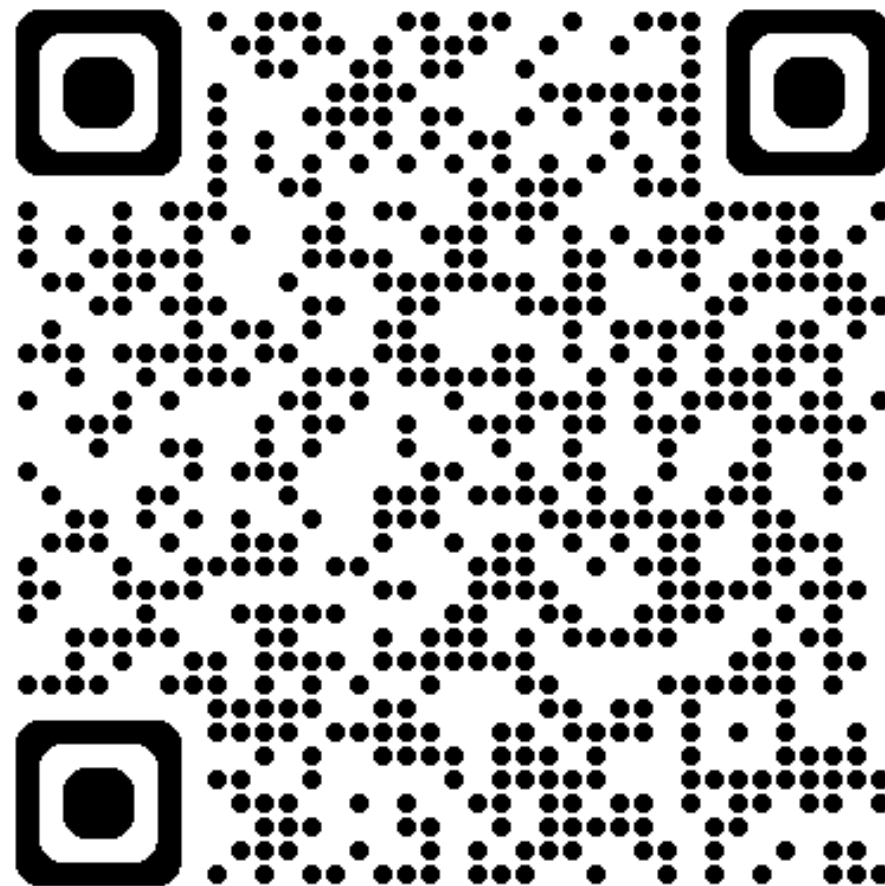
These learning modules will help you better understand the changes introduced in the new Act. There are different versions of each module – for older people, aged care workers or aged care providers.

Support at Home Fact Sheets

New Support at Home fact sheets are now available on the Support at Home resources page. They're designed to help explain what's coming with the new program starting 1 November.

The fact sheets cover:

- service classifications and budgets
- the service list
- care management
- Assistive Technology and Home Modifications scheme
- End-of-Life Pathway
- Restorative Care Pathway
- self-management
- hardship assistance
- participant contributions



Commonwealth Home Support Programme (CHSP) Update



Updated CHSP
Manual



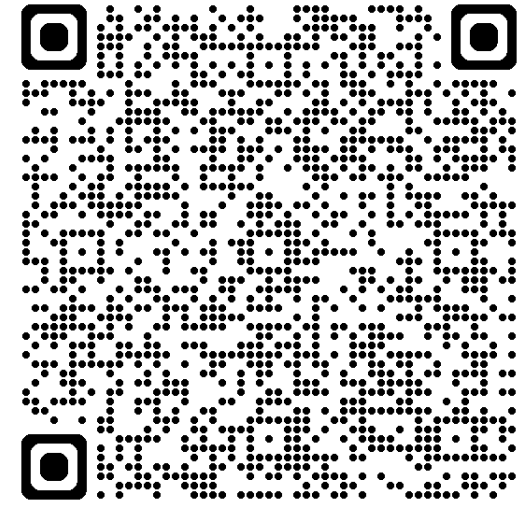
Webinar Recording

Tech Talk #24 Recording – 11 June 2025

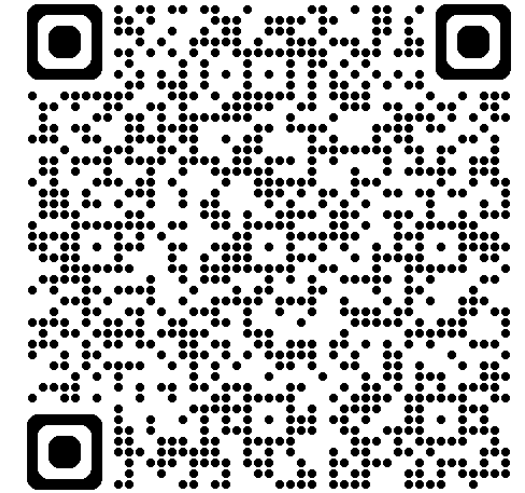
The 24th Tech Talk recording has now been uploaded.
This session covered updates for the:

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

Registrations are open for the Tech Talk #25 on the 29 July can be found using the QR code.



Register for Tech Talk #25



Tech Talk #24 Recording

Playback: Aged Care Digital Maturity Research

Chris Bailie

Director
Digital Business and Sector
Engagement Branch
Chief Digital Information Officer
Division
Department of Health, Disability
and Ageing

Melinda Leth

Director
Strategy and Transactions
Ernst and Young



Aged Care Digital Maturity Research

Digital maturity covers an organisation's ability to create value through their people, processes and technology.

Project Scope



- EY has been engaged by the department to assess the current digital maturity of the sector
- A digital maturity framework underpinned the research approach

Key questions



1. What are the key barriers?
2. What types of support and enablers are needed?
3. What core elements lead to success?
4. What is the current level of maturity?

Surveys



- Provider and IT Vendor surveys were run
- Results incorporated into the Market Research Report
- The report is expected to be released internally in June



Next Steps

1 Socialise the results internally

2 Seek approval for insights release

3 Consider future steps and recommendations



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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A group of four diverse people (three women and one man) are shown from the chest up, laughing and smiling joyfully. They are in a bright, indoor setting with large windows in the background. The woman in the center has curly hair and is wearing a white lace top. The man next to her has a beard and glasses, wearing a blue shirt. The woman on the far left has long brown hair and is wearing a light-colored top. The woman on the far right is partially visible, also smiling.

THANK YOU

Our next meeting will be on **Thursday, 10 July 2025.**



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