Digital Transformation

# Sector Partners

Digital Transformation for the Aged Care Sector

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

# 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

Sector Partners #63

# Agenda

Digital Transformation for the Aged Care sector

| Welcome & Agenda | State of Play | GPMS Update | Q&A and Sector Readiness Discussion | Close |
|---|---|---|---|---|
| Janine Bennett | Janine Bennett | Emma Cook | Janine Bennett | 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
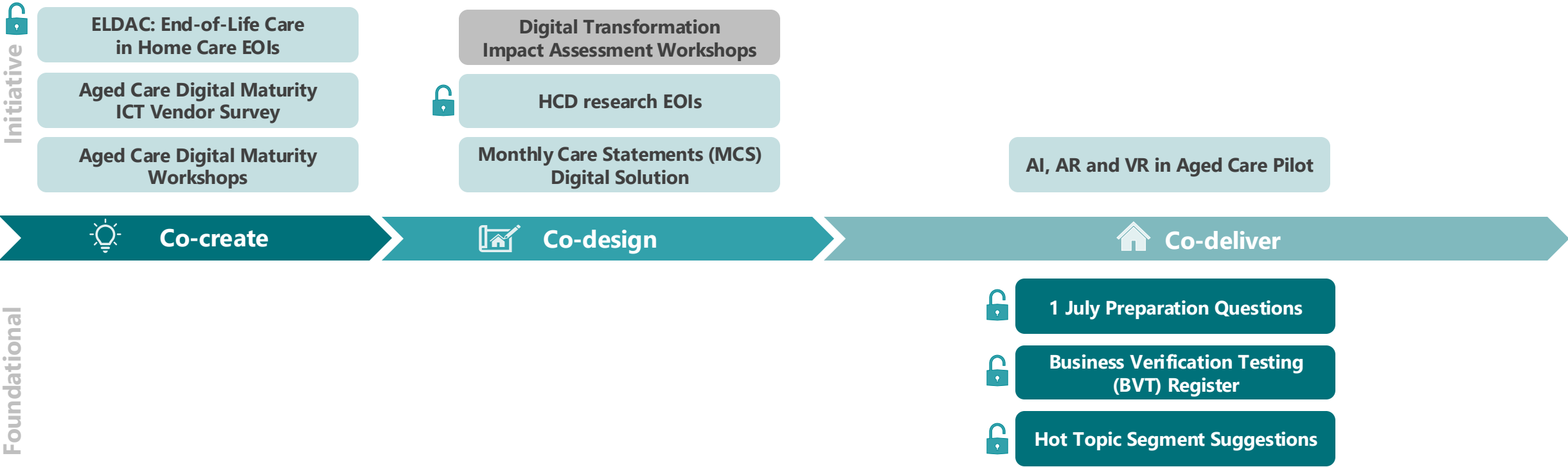Department of Health, Disability and Ageing

# Open collaboration activities

**Initiative**

🔓 ELDAC: End-of-Life Care in Home Care EOIs

Aged Care Digital Maturity ICT Vendor Survey

Aged Care Digital Maturity Workshops

Digital Transformation Impact Assessment Workshops

🔓 HCD research EOIs

Monthly Care Statements (MCS) Digital Solution

AI, AR and VR in Aged Care Pilot

💡 **Co-create** ▶ 📈 **Co-design** ▶ 🏠 **Co-deliver**

**Foundational**

🔒 **1 July Preparation Questions**

🔒 **Business Verification Testing (BVT) Register**

🔒 **Hot Topic Segment Suggestions**

Australian Government
Department of Health, Disability and Ageing

🔓 SIGN UPS open   ⭐ NEW   ⚫ DIGITISED focus (UX)   🔴 AUTOMATED focus (API)   **Evergreen**   Open   Recently closed   On today's agenda
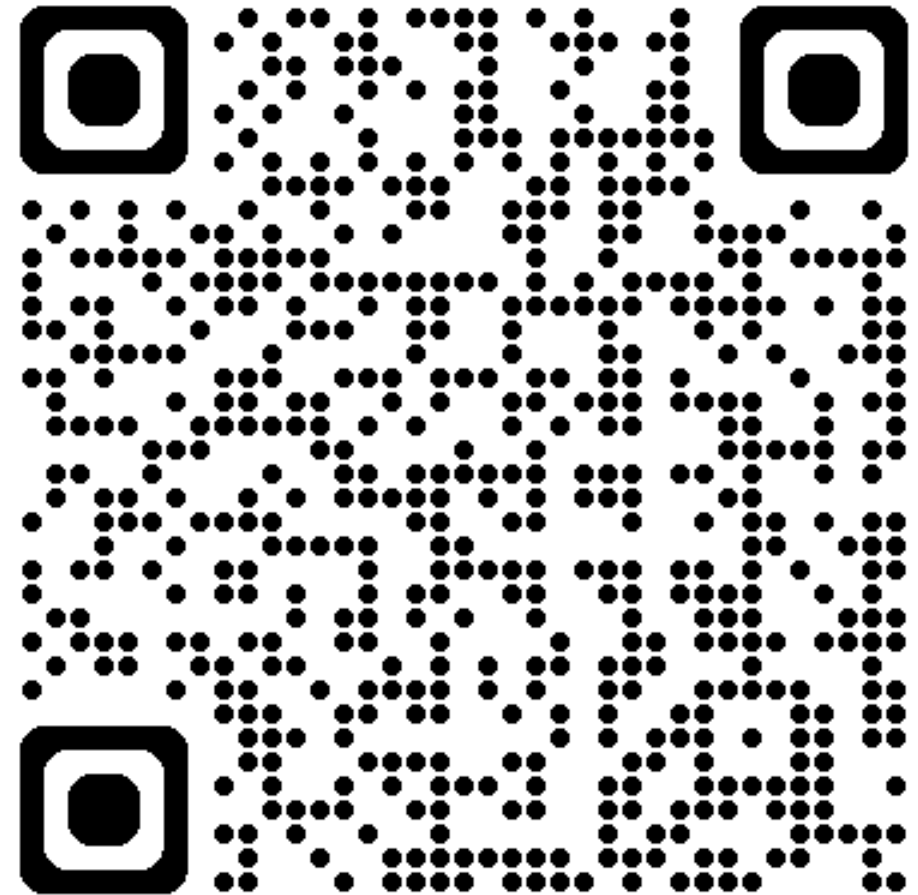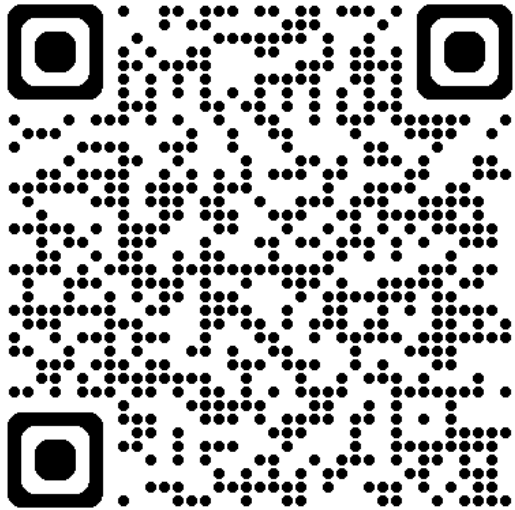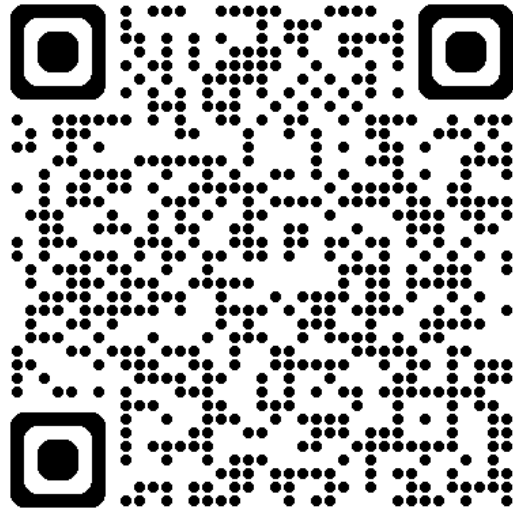
# Support at Home fee estimator

The Support at Home fee estimate calculator is now available on the My Aged Care website. It will provide an estimate of the contributions a participant will need to pay towards the services they receive under Support at Home.
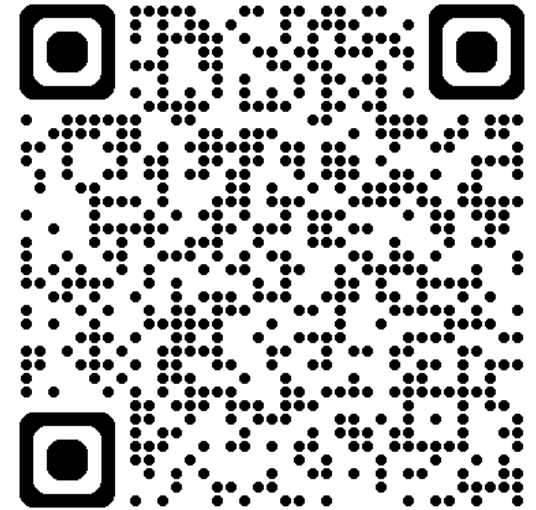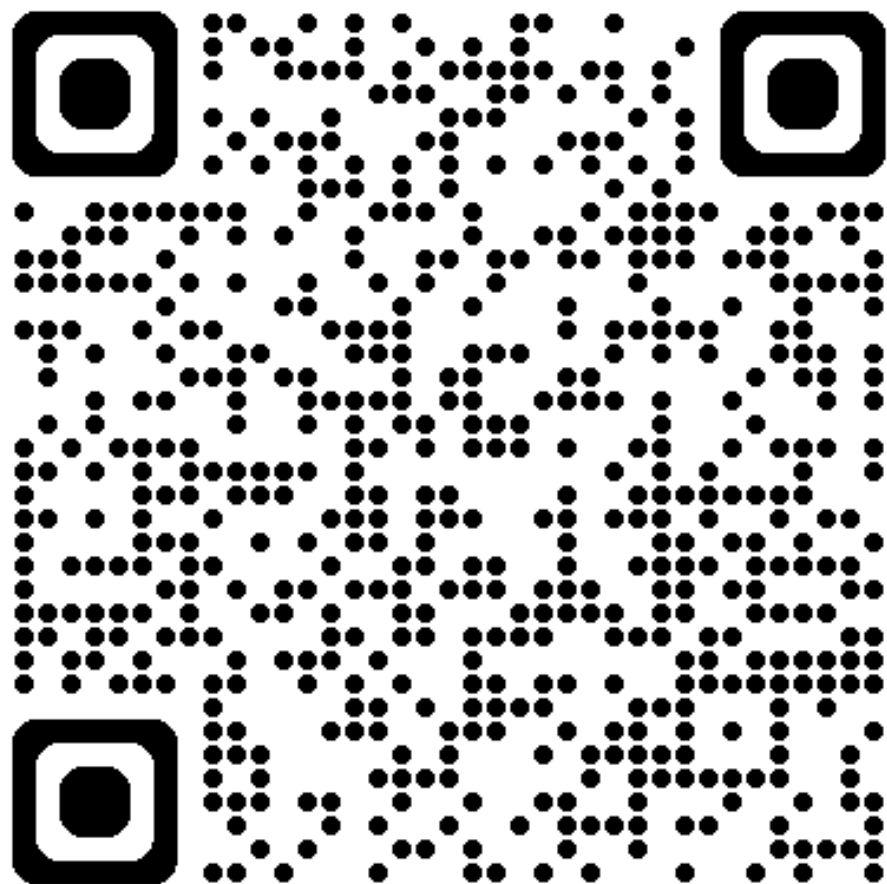
# New Support at Home material on My Aged Care Website



**Understanding Costs**

**Home Care Packages**

**Home Care Package Costs and Fees**

Australian Government
Department of Health, Disability and Ageing

# Support at Home sample invoice CSV files and eKit published

CSV sample files for providers and software developers to transition to Support at Home from 1 July 2025 are now available. The Support at Home changes eKit has the following files for you or your software developer:

- sample invoice CSV upload file
- sample invoice CSV download file
- explanations of the structure and file elements for uploading and downloading.

# Support at Home program provider transition guide v2

The SaH program provider transition guide has been updated. The primary changes to the May release (v2.0) of the transition guide include:

- Links to new resources in the resource section and actions where relevant throughout the guide.

- New actions added to the following sections:

  - Prepare for transition

  - Understand your regulatory obligations as a provider

  - Support at Home services for Aboriginal and Torres Strait Islander people
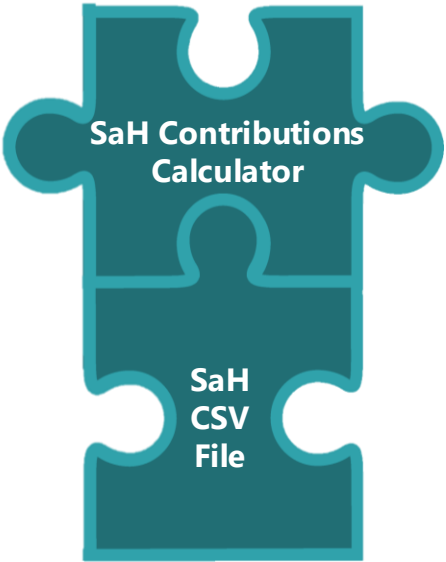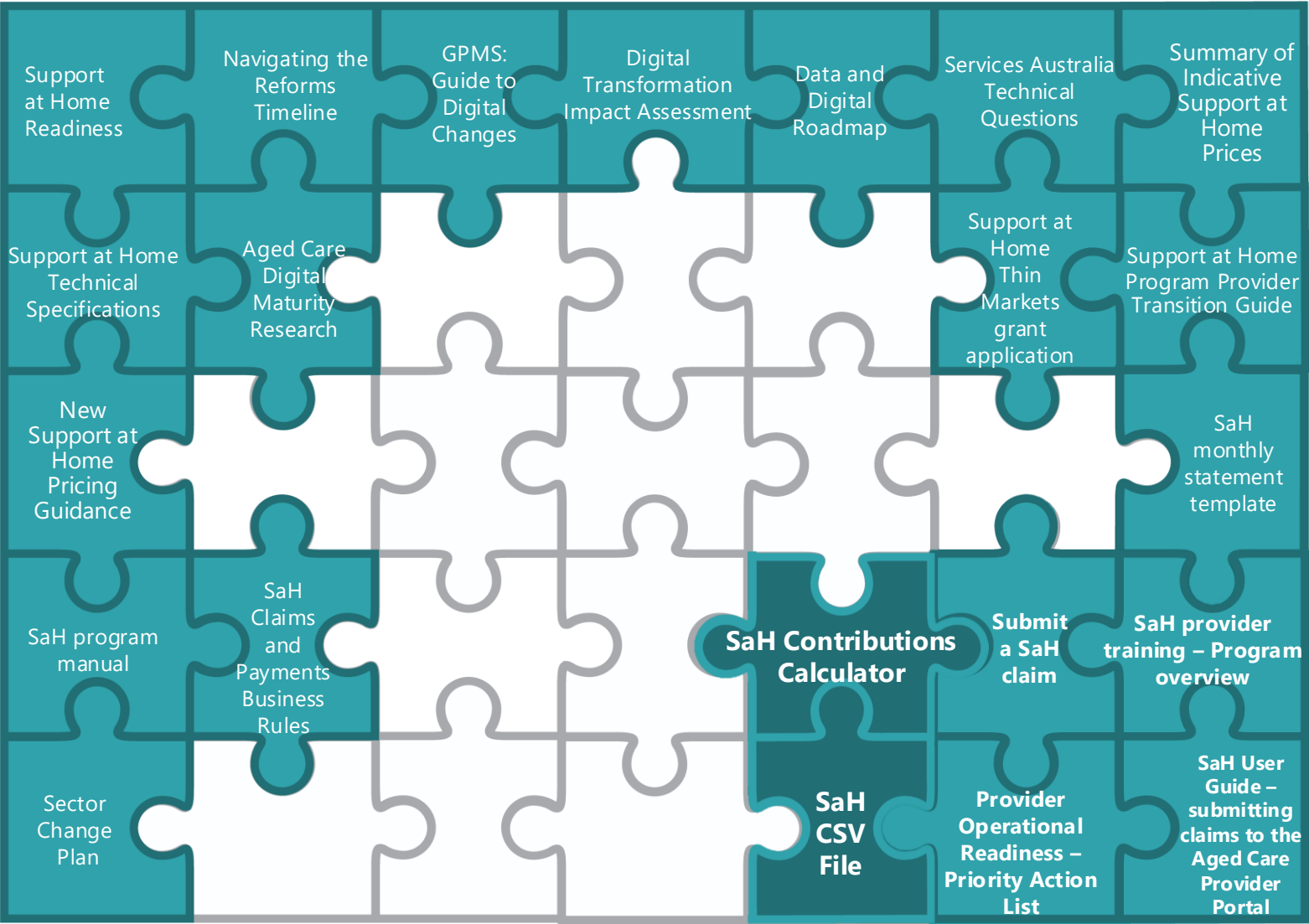
  - Receive payments
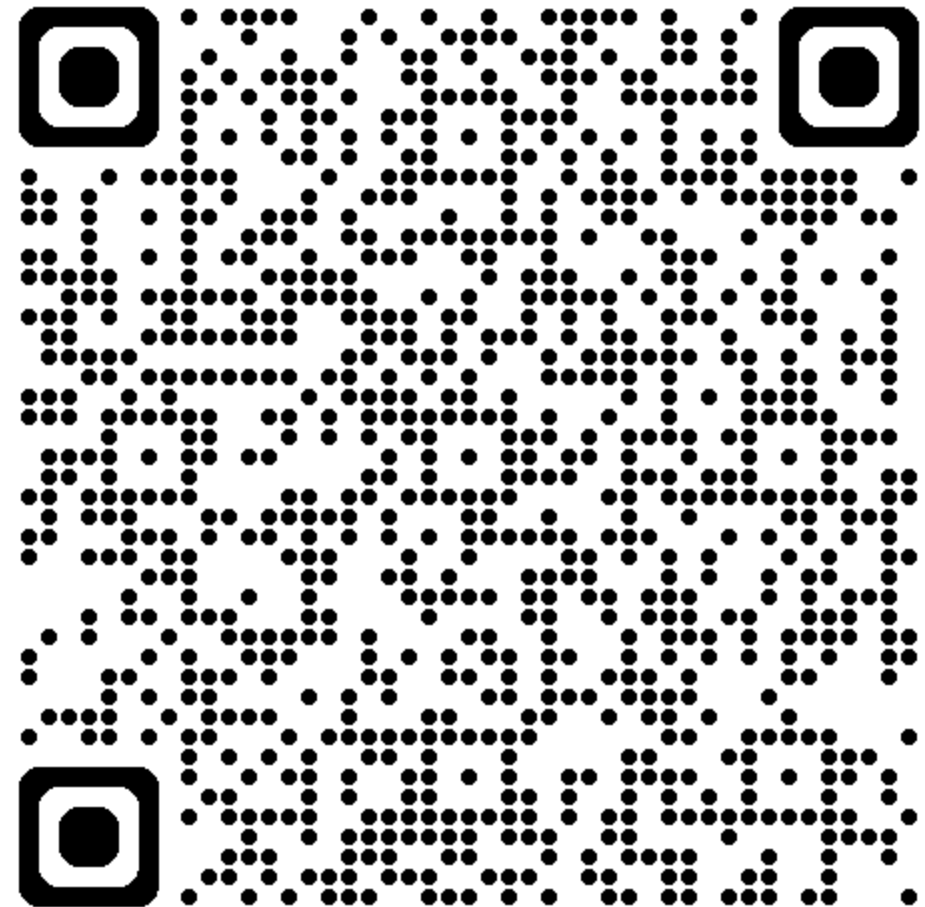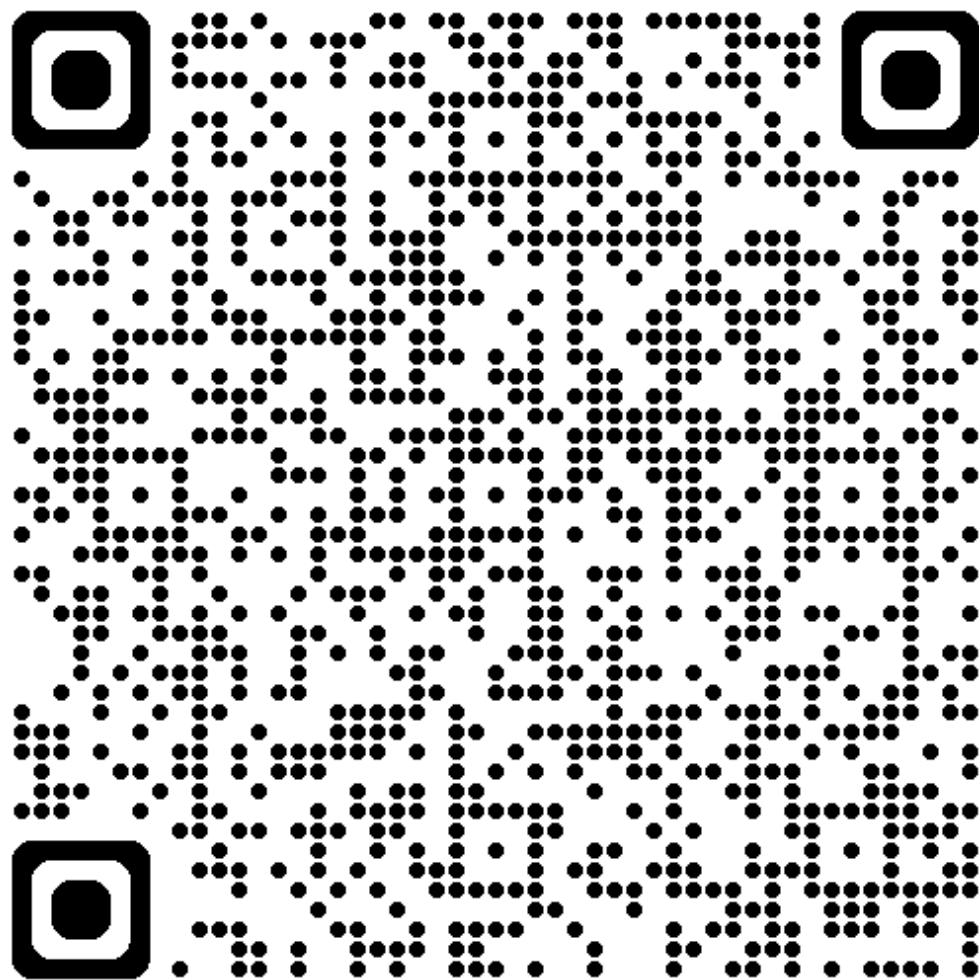
# Digital Transformation Impact Assessment Playbook v2.0

Version 2 of the DTIA playbook has been published on the Sector Partners collaboration site.

The new version incorporates changes to the design format, updates to the change card links and additional instructions to assist the user to independently facilitate an impact assessment within their organisation.

# Assembling the puzzle

| Support at Home Readiness | Navigating the Reforms Timeline | GPMS: Guide to Digital Changes | Digital Transformation Impact Assessment | Data and Digital Roadmap | Services Australia Technical Questions | Summary of Indicative Support at Home Prices |
|---|---|---|---|---|---|---|
| Support at Home Technical Specifications | Aged Care Digital Maturity Research | | | | Support at Home Thin Markets grant application | Support at Home Program Provider Transition Guide |
| New Support at Home Pricing Guidance | | | | | | SaH monthly statement template |
| SaH program manual | SaH Claims and Payments Business Rules | | | **SaH Contributions Calculator** | **Submit a SaH claim** | **SaH provider training – Program overview** |
| Sector Change Plan | | | | **SaH CSV File** | **Provider Operational Readiness – Priority Action List** | **SaH User Guide – submitting claims to the Aged Care Provider Portal** |

**SaH Contributions Calculator**

**SaH CSV File**

**Disclaimer:** This puzzle is for illustration purposes only and is not an accurate representation of the actual amount of new material expected.

# GPMS Update

**Emma Cook**
Assistant Secretary
Digital Reform Branch
Reform Implementation Division
Ageing and Aged Care Group
Department of Health, Disability and Ageing

Australian Government
Department of Health, Disability and Ageing

# What is changing and what is staying the same in GPMS following implementation of the new Act?

## Provider Registration

### What is changing

- Registered providers become active in GPMS from the implementation of the new Aged Care Act 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.
- A Registered Provider 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

### What is changing

- 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.

### What is staying the same

- 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

### What is changing

- 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
  - *GPMS Portal – Manage your organisation* function to manage organisation and personnel details, view service/branch details.

### What is staying the same

- 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.

# Logging into the GPMS
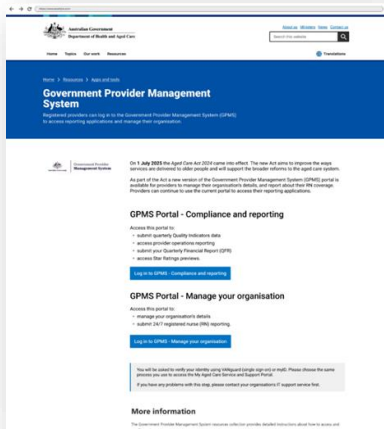


Log in to GPMS – Compliance and reporting

Log in to GPMS – Manage your organisation

EXAMPLE ONLY – please note this content is not final and may be subject to change

# Authentication method

To log in using myID Digital Identity, select Log in with Digital ID.

To log in using VANguard Federated Authentication Service, select Log in with VANguard Federated Authentication Service.

Australian Government | Government Provider **Management System**

## Log In Using

Log in with Digital ID

Log in with VANguard Federated Authentication Service

Australian Government
**Department of Health, Disability and Ageing**

# Manage your organisation tile (Manage your organisation portal)



**Manage your organisation**

# Manage your organisation tile (Manage your organisation portal)

# Manage your organisation pages

## Provider details

- View provider details such as ABN, incorporation and parent/holding company details
- View registration details
- View provider contact and address details
- View specialist aged care programs delivered by the provider



## Residential Care Homes

- View a list of residential care homes under the organisation
- Search for a specific home and view the details below:
  - Residential care home details
  - Aged care programs
  - Responsible Persons and Points of Contact, including Personnel profile (role, position), manage contacts



## Branches

**Branches details page**
- List of all branches under the organisation
- Search for a specific branch and view the details below:
  - Branch details
  - Branch Points of Contact, including Personnel profile (role, position), manage contacts



Australian Government
Department of Health, Disability and Ageing

# Manage your organisation pages cont.

## Responsible persons and contacts

- View key contacts, responsible persons and points of contact associated with the registered provider, residential care homes and branches.
- Manage contacts
- Search for a specific individual and view their personnel profile.

## Associated providers

- View a list of associated providers.
- Search for a specific associated provided and view their details.
- This tile will only be available to users Provider Staff (Registered Provider) access role.

# Example of viewing residential care home details

If the user selects 'View home details' for a specific home, the residential care home details page will be displayed, where they can view the details about the residential care home. A selection of three tabs is available at the top of the page to view residential care home details, aged care programs details and Responsible Persons and Points of Contact details. Within the Responsible Persons and Points of Contact tab, the user will be able to manage contacts (e.g. add and edit contact).

**Details tab**



**Aged care programs tab**



**Contacts tab**



Australian Government
Department of Health, Disability and Ageing

# New Aged Care Act GPMS guidance materials and communications update

## Update in progress | GPMS Resource Collection page



- Guidance materials are currently being drafted with the aim of supporting providers to:
  - understand the changes to GPMS and associated processes
  - use the updated GPMS
  - access further information and support.
- Regular communications to providers are planned via multiple channels (newsletters, webinars, emails etc.) in preparation for the implementation of the new Act.

Australian Government
Department of Health, Disability and Ageing

# Guidance material details

| Guidance Material | What to expect? | How can they help you? | Where to find them? |
|---|---|---|---|
| **FAQs** | The FAQs provide clear, concise answers to common questions on GPMS changes from 1 July 2025. This includes information on the portals and managing your organisation. | Referring to the FAQ will ensure users can quickly access answers to common queries, helping to troubleshoot issues, clarify procedures and support confidence with using GPMS. | Department's website |
| **Quick Reference Guide (QRG)** | The GPMS QRGs provide step-by-step instructions to support users with completing key tasks within GPMS. | Referring to the QRGs ensures users have access to the latest system instructions, reduces risk of error and support consistent processes across the organisation for completing tasks accurately and efficiently. | Department's website |
| **User Guide** | The GPMS user guides provide detailed, step-by-step instructions to support users in understanding and navigating GPMS. | Referring to the user guides helps users confidently navigate GPMS by providing detailed instruction on key processes and tasks. The guides support accurate system use, reduce errors and assist users in resolving issues independently. | Department's website |
| **Fact Sheet** | The GPMS fact sheets provide a quick, high-level overview of key features, processes and updates within the system. | Referring to the fact sheets allows users to quickly access key information about GPMS processes, features and updates. The fact sheet will help users stay informed and build confidence in using the system effectively. | Department's website |
| **Video** | The GPMS instructional videos provide a visual, step-by-step demonstration of key system tasks and processes. | Referring to the instructional videos allows users to follow clear, visual demonstrations of key GPMS actions, making it easier to understand processes and apply them correctly in real situations. | Department's website |

**Note:** Several existing GPMS guidance materials will be removed from the Department's website as they will be superseded by the above new/updated materials.

# GPMS communications for implementation of the new Act

| Communications artefact | Description | Action (new / update / remove) | Channel | Target Release Date / Publication |
|---|---|---|---|---|
| **Guide to digital changes for providers** | • Version 3.0<br>• Version 4.0<br>• Version 5.0 | Update | Department website | May 2025<br>June 2025<br>October 2025 |
| **Digital readiness checklist for providers** | • Version 2.0 | Update | Department website | May 2025 |
| **Direct Emails** | • GPMS cut-off date is midnight 20 June and most associated activities providers will need to do in preparation.<br>• Pre-release / outage communications<br>• Post release communications | New | noreply@health.gov.au | May 2025<br><br><br>June 2025<br>July 2025 |
| **Your Aged Care Update (YACU) Newsletter** | • GPMS cut-off date is midnight 20 June and most associated activities providers will need to do in preparation. | New | Your Aged Care Update (YACU) | May 2025 |
| **Tech Talk presentation** | • Government Provider Management System (GPMS) updates for 1 July<br>• Communicate updates to publications and resources available from 1 July | New | Tech Talks | June 2025 |
| **Sector Partners presentation** | • Reminder: GPMS cut-off date is midnight 20 June<br>• Government Provider Management System (GPMS) updates for 1 July<br>• Communicate updates to publications and resources available from 1 July | New | Sector Partners | May 2025<br>June 2025 |
| **GPMS Website updates** | • GPMS Home Page<br>• GPMS Login Page<br>• Resource Collection Page | Update<br>Update<br>Update | Department website | July 2025 |

**Note:** This plan includes planned communications only and may be updated as required.

# Questions and Answers Playback

**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**

# Q&A playback

## Topic: Support at Home Transport Service

**How are providers expected to quote unit prices and charge for the transport service under Support at Home when trip distance is variable?**

**SME Response**

Providers are permitted to agree with their clients a price range for the Transport service. Agreeing a price range is only permissible for the Transport service. However, the price range may only be quoted on a "per trip" basis, and the provider may only charge a single price for delivering a unit (i.e. one trip) of the Transport service.

In calculating a price range, providers may wish to consider things like length, time or characteristics of the client, or other relevant cost elements.

For example: a provider quotes a price range for "low distance" transport for clients who require no mobility assistance. The provider defines low distance trips as 1-10km. The provider's price for this service is quoted as $30-$60. The provider delivers a 10km trip to a client, and so the price for delivering this service is $60. The provider is not able to charge any other fees for delivering this unit of service.

**Australian Government**
**Department of Health, Disability and Ageing**

# Q&A playback
Questions taken on notice last session

**Topic: Support at Home Transport Service**

**How should providers account for accompanied activities including transport in pricing and claiming?**

**SME Response**

The price claimed for delivering 'Social support and community engagement' needs to be inclusive of any travel costs. These costs may include travelling to the client's home, taking them to the doctor, and taking them back to their house. Time spent with the client to take them to the doctor, attend the appointment, and take them back to their house would constitute face-to-face time with the client, for billing purposes.

Australian Government
Department of Health, Disability and Ageing

# Other Support at Home claims questions

**Period for Claiming HCP**

**Q. How long will we have capacity to submit claims for HCP? (After 1 July)**

**A**: Providers will use July to finalise all HCP claims and report final balances for any unspent HCP funds they are holding.  The HCP program works on a monthly in arrears claiming cycle so we are expecting claims for services delivered to 30 June to be settled through the July period. To enable all HCP claims to be cleared through the existing monthly claiming cadence, Support at Home (SaH) claiming will commence from 1 August.  Note: providers must submit their HCP June claim and Services Australia must approve the claim before SaH claiming can commence. Please note, the Aged Care Provider Portal will be offline from 1-6 July, and you can start claiming for HCP June claims from 7 July.

**Errors in claims and resubmission**

**Q: What happens if the claims have errors and need resubmission after July?**
**A:** Providers will be able to correct their previous Home Care Package (HCP) claims after 1 July. Support at Home claiming will commence from 1 August, once all HCP claims are finalised. The Support at Home User Guide provides detailed information on how to submit claims under the Support at Home Program. Please contact Services Australia Provider Enquiry Line on **1800 195 206** for enquiries related to claims.

Australian Government
Department of Health, Disability and Ageing

# Q&A playback
Questions taken on notice last session

## Topic: Support at Home Monthly Statement

**Is the Support at Home Monthly Statement Template the final version? It doesn't cover situations where an invoice comes in after a quarter has already ended and you've issued the statement but want to claim off the previous quarter's balance.**

**SME Response**

The monthly statement template will continue to be refined in response to feedback provided to the Department. It is intended as a guide to help providers present all required legislative information while accommodating a variety of participant scenarios. However, it may not cover every situation that a provider may come across.

If an invoice is received late into the next quarter and it meets the criteria for a late claim submission, it can be included in the next monthly statement. The template includes a line in the account summary table titled 'variations from previous months' and a section for 'adjustments or refunds from previous calendar months', where this information can be recorded. Use of the template is not mandatory, and providers are encouraged to adapt it to suit the needs of the individuals in their care.

Australian Government
Department of Health, Disability and Ageing

# Questions about Support at Home resources

**Claims User Guide**

**Q. The user guide for submitting SaH claims included a table showing that gardening and laundry services were being claimed against the Care Management budget. Can you please confirm this is not accurate?**

**A:** Confirming that the table illustrated in the guide is not accurate. The example is for illustration purposes only and is not true representation of an actual claim.

**Subsidy and Fee List**

**Q. When will the subsidy and fee list be released for SaH? Will it finally be provided in a computer readable format like CSV instead of a PDF document?**

**A:** There is currently a released <u>Schedule of Subsidies and Supplements for Aged Care</u> on the department website. The updated Schedule of Subsidies and Supplements for Aged Care will be published on the Department of Health, Disability and Ageing website when available. A Word and PDF version of the Schedule will be published. Additionally, the <u>Support at Home program manual</u> includes the funding amounts for each classification and information on supplements.

Australian Government
Department of Health, Disability and Ageing

# 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.

**Raise** ✋

Australian Government
Department of Health, Disability and Ageing

# THANK YOU

Our next meeting will be on **Thursday, 12 June 2025.**

✉ DTSectorPartners.health.gov.au