

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 #66

10/07/2025



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



Sector Partners #66

Agenda

Digital Transformation for the Aged Care sector

**Welcome &
Agenda**

**Janine
Bennett**

State of Play

**Janine
Bennett**

**Playback:
Emerging
Technologies
Pilots**

Kristy Harper

**Update: Services
Australia
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
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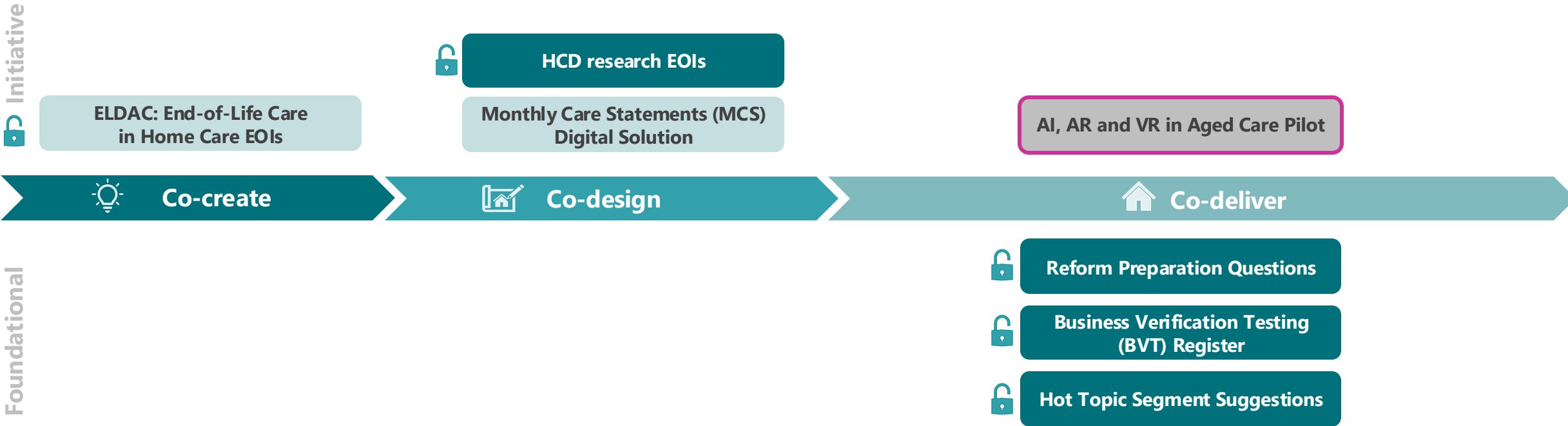


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Open collaboration activities



Status Update: Digital Maturity Questions on Notice



- How do we get government commitment and buy-in to be an active participant in a strategy to address all of this (digital maturity)?
- Government digital strategy in this sector must be disclosed to guide the sector stakeholders. Does government have a digital strategy for aged care?
- Are you suggesting offering the aged care facilities financial support to move to the next level of digital maturity?
- We haven't seen much progress against the Aged Care Industry Information Technology Council (ACIITC) survey a couple of years ago. Any idea why and what we can do to speed it up?



Schedules of Subsidies, Fees and Charges for Aged Care



**Schedule of Subsidies and
Supplements for Aged
Care**



**Schedule of Fees and
Charges for Residential
and Home Care**



**Schedule of Fees and
Charges for Pre-1 July
2014 Residential and
Home Care Recipients**

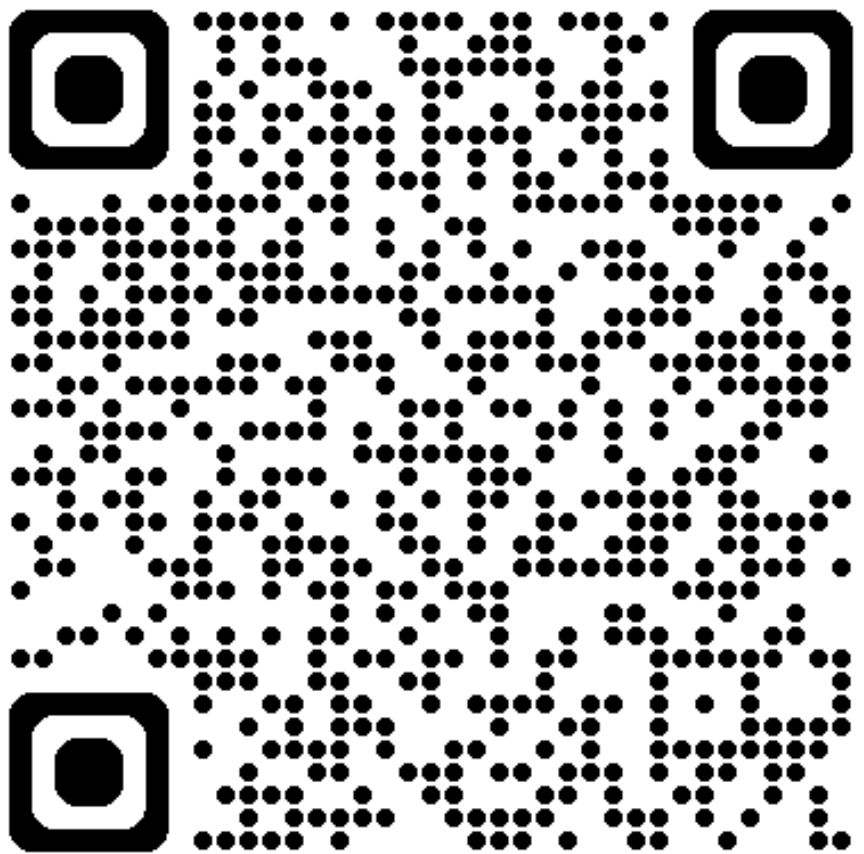
New Support at Home Frequently Asked Questions (FAQ)



SaH Service List FAQs



SaH Pricing FAQs



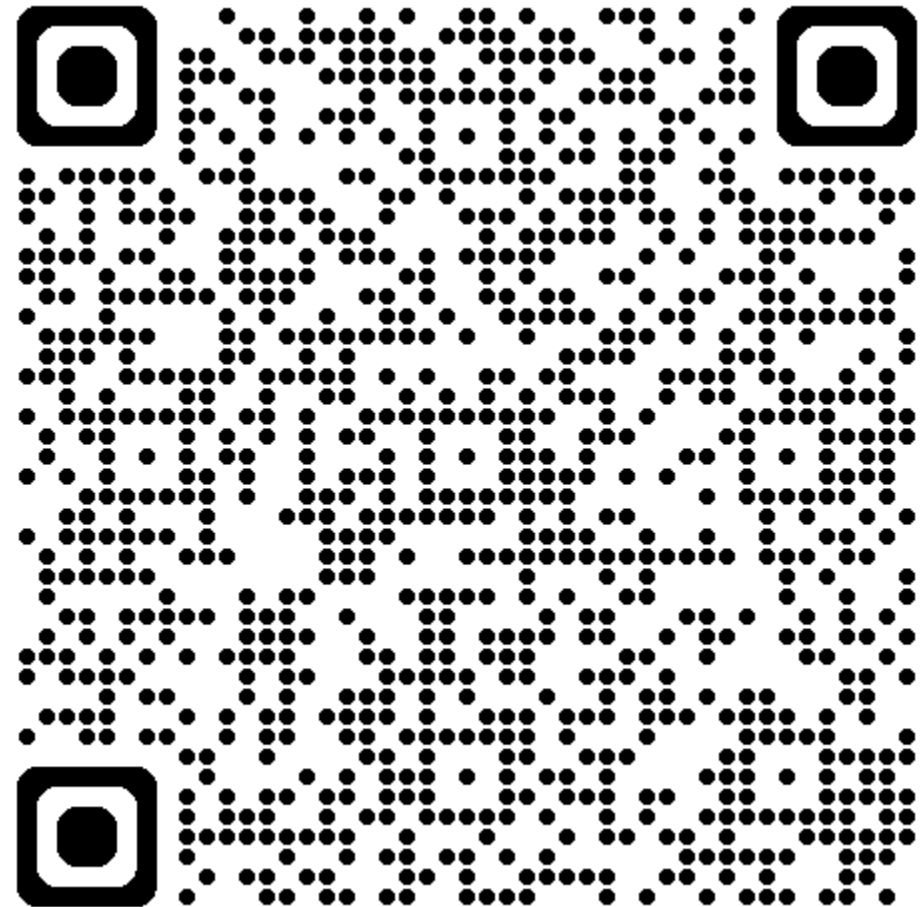
Support at Home Community of Practice

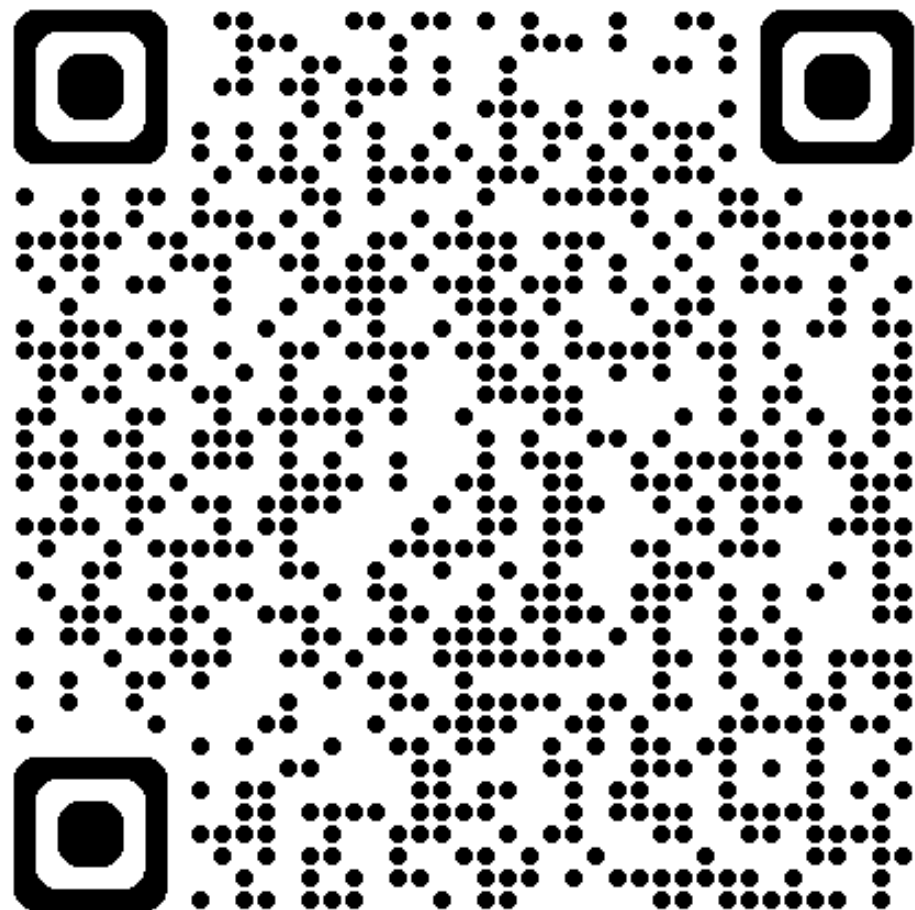


A new Support at Home collaboration space is now available on the existing Community of Practice for the Home Come Packages Program, offering registered aged care providers a platform to share insights, access guidance, and stay updated on program implementation.

Commonwealth Home Support Programme (CHSP) Service List Mapping Guide

The CHSP Service List Mapping guide supports providers in transitioning from the old CHSP service list to the new structure, effective 1 November 2025. It includes mapping tables and step-by-step examples to help providers align referrals with the updated service groups, types, and sub-types for accurate reporting and service delivery.





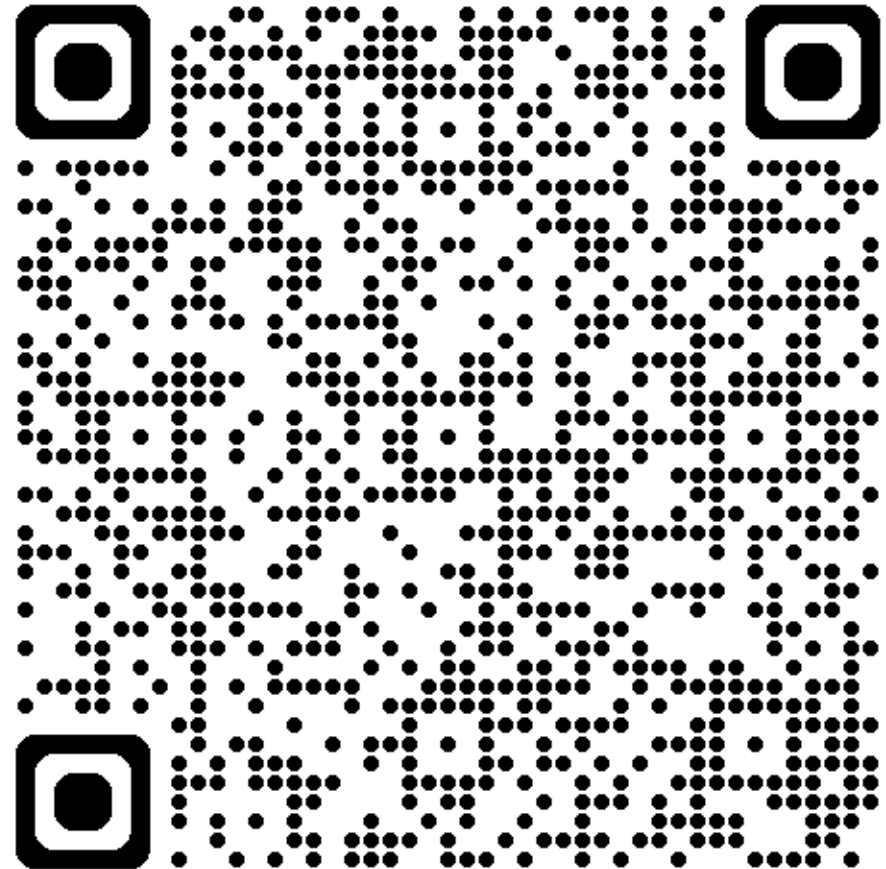
Updated Commonwealth Home Support Programme (CHSP) Manual

The Commonwealth Home Support Programme (CHSP) 2025-27 manual has been released. The CHSP 2025-27 Manual provides an overview of the program, provider responsibilities, funding and program changes from 1 July 2025.

Updated Provider Operational Readiness – Priority Action List

Version 2 of the Provider Operational Readiness – Priority Action List has been released. This version includes updates to:

- Dates
- Training resources
- the Home Care Provider section
- the CHSP Provider section
- the Residential Care section.



Playback: Emerging Technologies in Aged Care Pilots

Playback: Emerging Technologies Pilots

Kristy Harper

Acting Director
Program Delivery
ILA Australia



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Redefining Ageing Through Digital Innovation

AI, AR and VR in Aged Care





AI Pilot in Aged Care

The Artificial Intelligence (AI) Trials in Aged Care can enhance service delivery through supporting documentation during assessments.



Ai Pilot

Key Objective

- Optimise service delivery – complete reablement focused care plans on site.
- Explore innovative digital solutions – ensure secure and accurate capture of data via Ai.

Target Audience

- Care partners (and service providers)
- Aged care recipients, family and care givers.

Ai Pilot Scope

In Scope:

- Bespoke Australian knowledge bank
- One care need, one health condition
- Simple and easy to use
- Identify missing information
- Human validation
- Ai analysis for trends or key information
- Care plan with reablement strategies
- Data encrypted, Australian central server
- Data analytics of app captured
- iSO compatible

Ai Pilot Scope

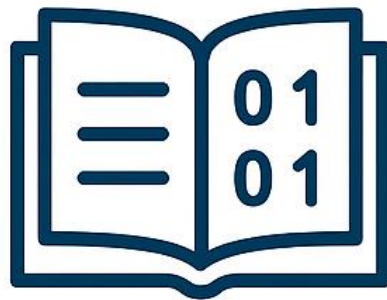
Out of Scope:

- Care needs and health conditions outside of proof-of-concept scope
- Clinical data governance and/or quality assurance
- Account management
- Different documents or templates
- Offline capabilities
- Android IOS
- Client record connectivity
- Uploading other medical documents

Knowledge Bank Key Features



**Data
security**



**Curated
knowledge**



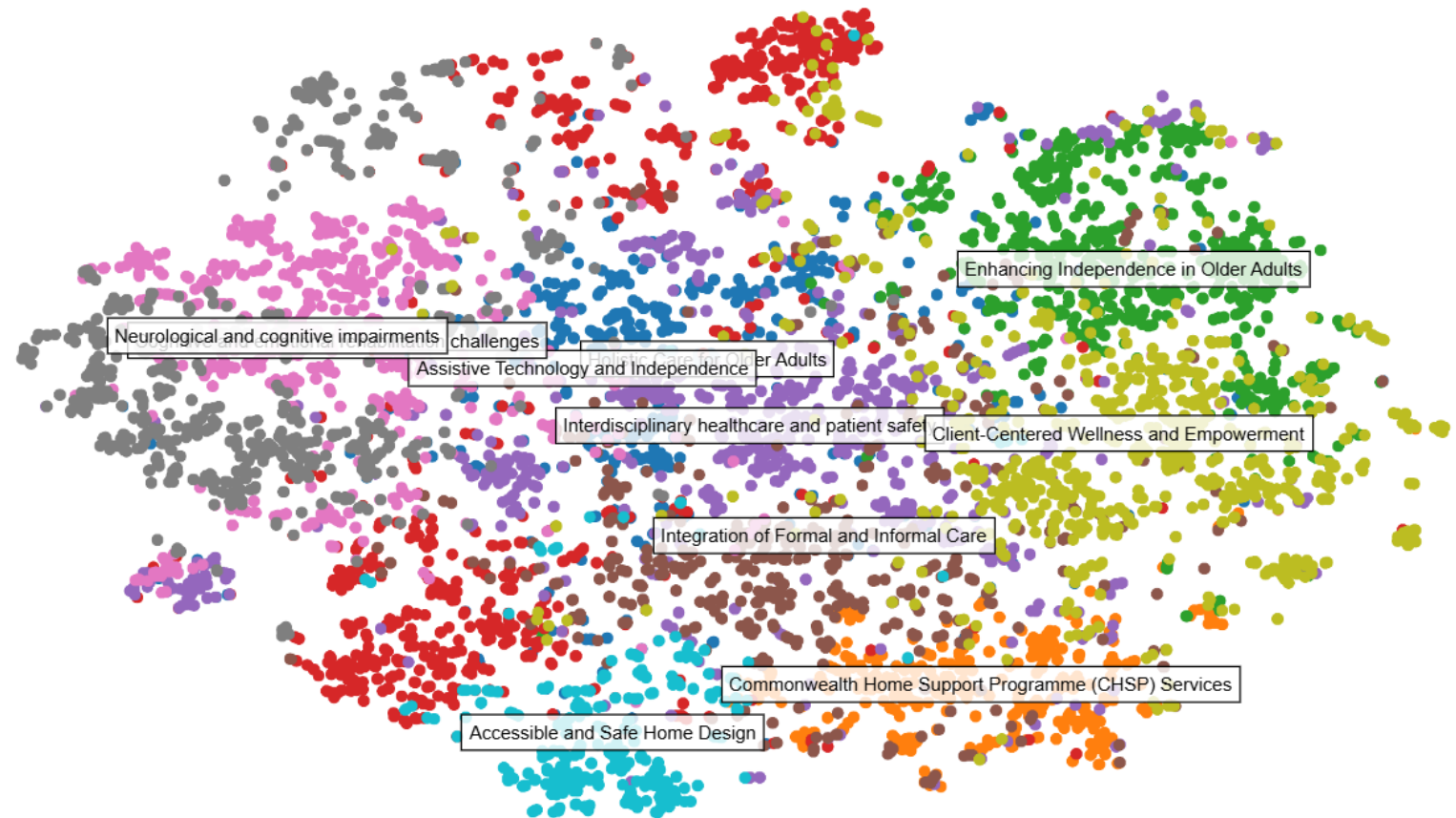
**Comprehensive
context
building**



**Transparent
and
auditable**



**Robust
verification
process**

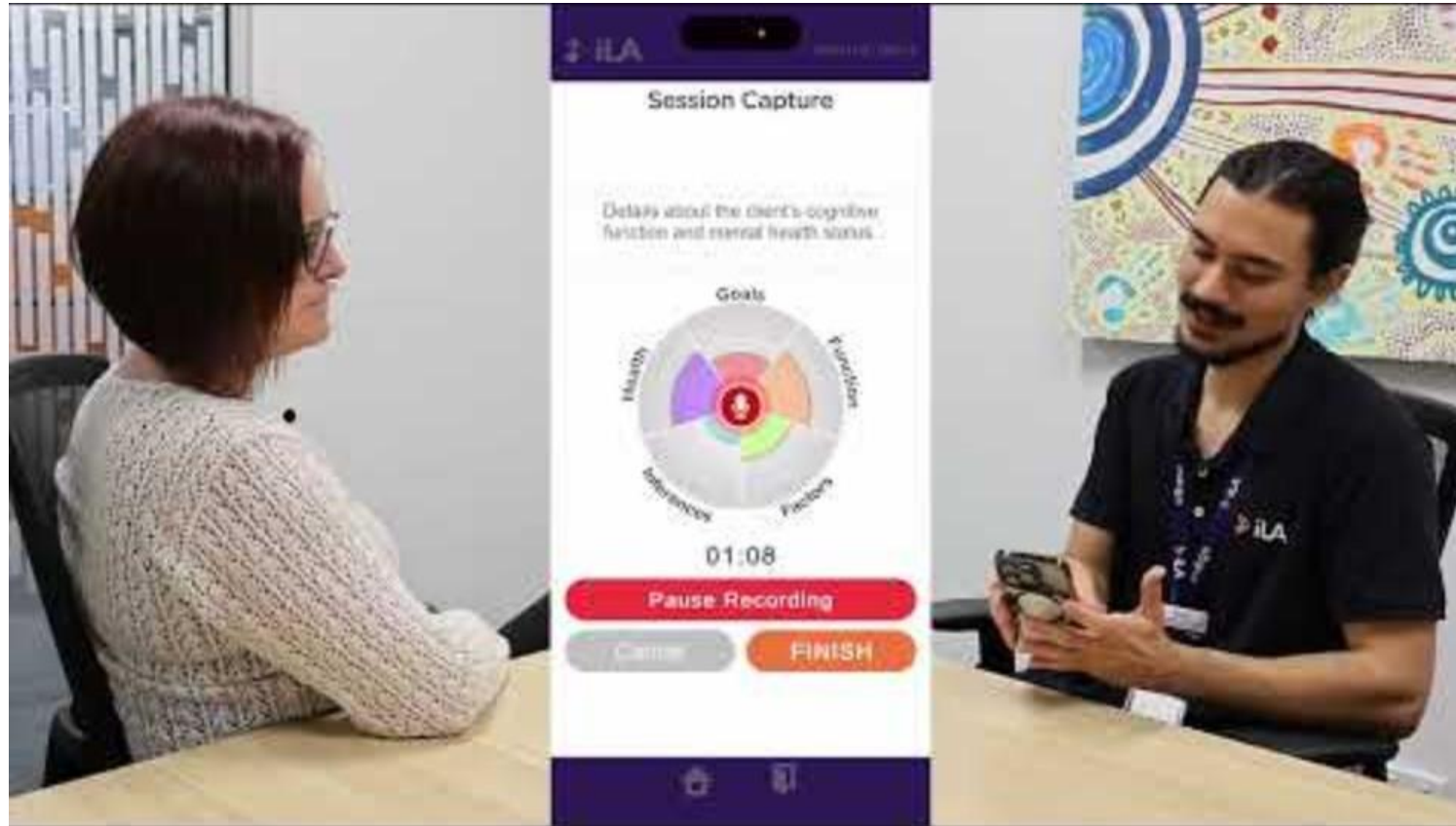


Ask your question

Answer across all clusters ▼



- Holistic Care for Older Adults
- Enhancing Independence in Older Adults
- Interdisciplinary healthcare and patient safety
- Cognitive and emotional rehabilitation challenges
- Client-Centered Wellness and Empowerment
- ★ Query
- Commonwealth Home Support Programme (CHSP) Services
- Assistive Technology and Independence
- Integration of Formal and Informal Care
- Neurological and cognitive impairments
- Accessible and Safe Home Design



Ai Pilot Evaluation

Method

- Living Lab user testing
- Research
- App analytics



Ai Pilot Evaluation



Aged care workers, service providers and allied health professionals are digitally empowered to provide higher



Care planning documentation developed through the tool meets aged care quality standards requirements



Maximise time for direct care via real time care planning



Creation of simplified, user-friendly experiences for target audience



Optimise secure data collection and utilization



Support workers have access to valuable information, are aware of available options and can make informed choices

Ai Pilot Evaluation

Key Outcomes

- 100% agree Ai mobile app improved their ability to deliver higher quality, better-connected care.
- Faster more accurate care planning – from 2 hours to 15 minutes.
- 86% believed the Ai's recommendations were "accurate and dependable."
- 86% *believed* conceptual care plans align with ACQS.
- 95% indicated the Ai mobile app "allows me to maximise time for direct client care".
- 76% trust rating.
- Ai app results in more in-depth questions and thorough understanding of care needs.

Ai Pilot Insights



VALIDATION OF
KNOWLEDGE BANK AND
DATA GOVERNANCE



BEST PRACTICE CARE
PLAN



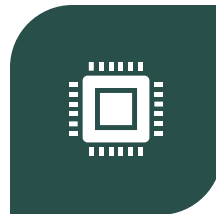
OPERATIONAL
SUSTAINABILITY



SYSTEMS INTEGRATION



TRUST IN AI MOBILE
APP



CO-DESIGN



OTHER PLAN TYPES



TECHNICAL
DEVELOPMENTS



VR & AR Trial Overview

**Virtual Reality (VR) and
Augmented Reality (AR) trials to
support and inform aged care
support workers of the usage
and safe placement of assistive
technology (AT) in a client's
home.**



VR & AR Trial

Virtual Reality (VR)

- 8 commonly used AT products
- Immersive training platform
- Simulated scenarios using AT
- **Support workers** gain deeper understanding, improved knowledge retention, and increased confidence in applying their learning in real-life contexts

Augmented Reality (AR)

- The same 8 AT products
- 3D models through mobile phone application
- Visualise and place AT products in-place
- Enhance **client** understanding and acceptance of AT
- Help **support workers** to communicate purpose and placement

VR & AR Trial

Key Objective

- Enhance understanding of how VR & AR can be practically applied and its effectiveness in aged care.
- Investigate innovative digital tools that can improve front-line support workers' knowledge of and engagement with assistive technology (AT) solutions

Target Audience

- VR – front line support workers in aged care.
- AR – front line support workers in aged-care and their clients.

VR Scope

In Scope

- VR application
- Provides an engaging and immersive learning experience.
- Eight VR training scenarios relative to the chosen Assistive Technology products and its corresponding setting.
- Guided implementation of AT items

Out of Scope

- Product interactions within VR environment.
- Account Creation



AR Scope

In Scope

- Real-time AT placement within surrounding environment
- 360 view of the product
- Configurable product settings
- Exact specifications for eight AT products.
- Instructional videos
- Usage metrics available
- Relative scaling of AT products

Out of Scope

- Visual help hotspots
- Account Creation





AR & VR Pilot Evaluation

"I enjoyed using it and was interested in the objects and how they worked in context to the environment"



"It was wonderful to learn more about assistive technology and be able to see how it would work in a proper functional space"

AR tool

Seniors & Clinicians



"VR felt more immersive than just watching a video on a laptop or phone, so I feel like information would sink in more"

VR tool

Clinicians only

Preliminary Insights

Virtual Reality

- Additional real-world experiences and varied cultural backgrounds
- Technical and development improvements

Augmented Reality

- Evaluate real-world implementation
- Additional AT products
- Technical and development improvements



Update: Services Australia Support at Home

Update: Services Australia

Josh Bosschieter

National Manager

Care Provider Systems Branch

Staff Processing and Enterprise Systems Division

Services Australia



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GPMS Questions and Answers Playback



Janine Bennett

Assistant Secretary

Digital Business and Sector Engagement Branch
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GPMS Q&A

Questions taken on notice

Topic: Associated Providers

Do providers need to submit a form for every Associated Provider or will bulk upload be possible? How soon is this expected?

Answer

Third Party Organisations for Approved Providers will automatically transfer to Associated Providers (AP) for Registered Providers continuing under the same ABN. Reporting of Associated Providers to the Aged Care Quality and Safety Commission will be done via a Change in Circumstance (CiC) form, following commencement of the new Act. Once processed, updates will be viewable on the Manage Your Organisation portal within GPMS.

The department has passed on feedback that a form enabling bulk update of Associated Providers would be valuable and continues to consider how, over time, digital solutions may further assist to streamline provider reporting.



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GPMS Q&A

Questions taken on notice

Topic: Updating Details

Will there be support for providers to clean up GPMS user lists and Key Contacts? There are duplicates in the system which require tickets to be open with the My Aged Care Service Desk to resolve which can take weeks.

Answer

Yes, providers can manage their organisation details, including Key Personnel and Contacts, in GPMS. Guidance is available in the [GPMS User Guide: Maintenance and Services](#).

Duplicate contacts typically occur when a person has multiple contact records under the same organisation in GPMS. These duplicates are visible in the GPMS provider portal.

If you have identified duplicate contact records and need assistance to clean these records up, please complete the [Reporting a Duplicate Contact Form](#) and email it to: GPMS.Project@health.gov.au.



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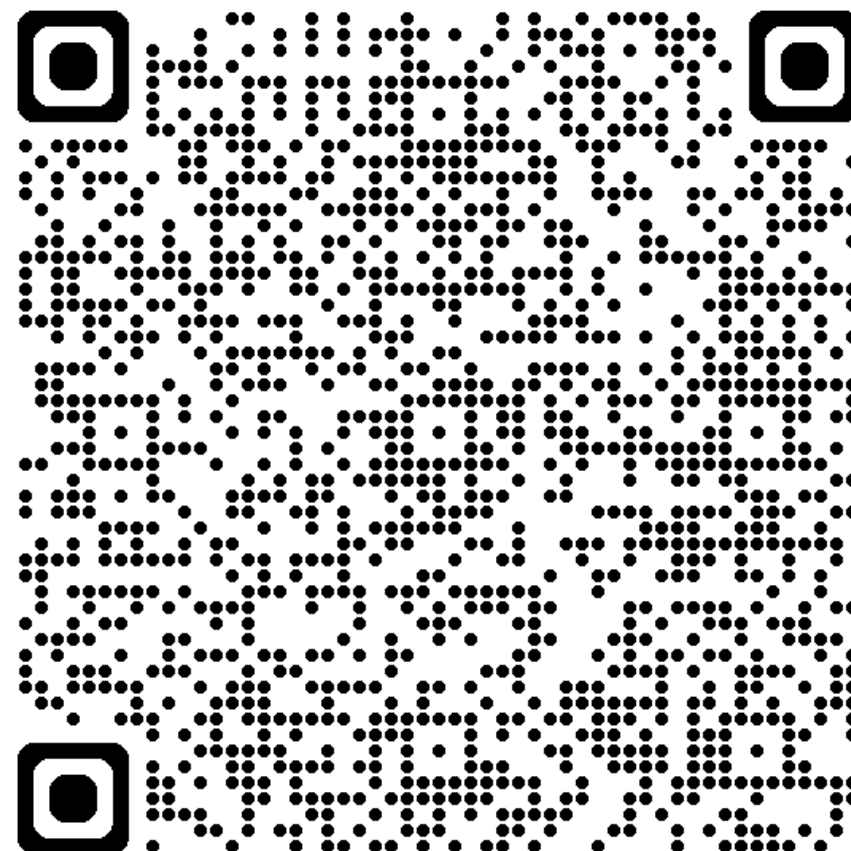
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GPMS Frequently Asked Questions (FAQs) Webpage

We have developed a dedicated page on our Sector Partners site to address frequently asked questions regarding the Government Provider Management System (GPMS).

So far, the questions and answers published on this page cover:

- Associated Providers
- Updating Details
- Provider and Service IDs
- Merging Service IDs
- Quarterly Financial Reporting (QFR) CSV Template
- Future GPMS resource updates.



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, 24 July 2025.**



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