

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 #67  
24/07/2025



# WELCOME

**Fay Flevaras**

Chief Digital Information Officer

Digital Services within Corporate Operations Group

Department of Health and Aged Care | Australian Government



Sector Partners #67

# Agenda

Digital Transformation for the Aged Care sector

**Welcome &  
Agenda**

**Fay Flevaras**

**State of Play &  
New Member  
Induction**

**Fay Flevaras**

**Initiative: Aged  
Care Data &  
Reporting  
Review project**

**Jill van  
Schoubroeck**

**Hot Topic:  
National Aged  
Care Data Asset  
(NACDA)**

**Mikaela  
Jorgensen**

**Update: Support  
at Home  
(Services  
Australia)**

**Josh Bosschieter**

**Q&A & Close**

**Fay Flevaras**



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# State of Play & New Member Induction

**Fay Flevaras**

Chief Digital Information Officer

Digital Services within Corporate Operations Group  
Department of Health and Aged Care



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# Important considerations

Principles underpinning the work of this group

- 1 We will publish the names of participants in this group to the Health website – along with their role and organisation (if relevant).
- 2 All shared material and a meeting summary will be published on the Health website after each meeting.
- 3 Be aware that this is considered a public forum and participant IP does not apply.
- 4 Anything said in our sessions is to inform Health's digital transformation direction and our explicit intent is to use your input to do just that.
- 5 We will be sharing the outcomes of this work across our public channels and with the broader Tech Talk audience.



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## Member induction pack



**Sector Partner induction video**  
Co-design: new member induction pack

### Digital Transformation Sector Partners | New member induction checklist

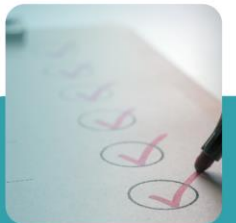
Welcome to the Digital Transformation Sector Partners co-design group! We're delighted to have you join us.

#### Getting Started

Before you get started as a fully-fledged Sector Partner, there are a few final steps to complete your induction. Here's what you need to do:

- ☐ **Watch our Induction Video:** Our induction video outlines the purpose of the group, our rules of engagement and what you can expect as a member. This includes important information about intellectual property, transparency, accountability and privacy.
- ☐ **Visit our Digital Transformation Sector Partners Collaboration site:** On the collaboration site, you'll find more information about our meetings, major projects and co-design activities.
- ☐ **Complete our New Member Induction Survey:** Your responses to the new member induction survey help us learn more about you and your organisation, so we can make our meetings and co-design activities more engaging and relevant.
- ☐ **Attend your first meeting and introduce yourself:** You should soon receive an invitation to the Sector Partners meeting series. Please come prepared to briefly introduce yourself and your organisation to the group at your first meeting.
- ☐ **Find us on the Department of Health and Aged Care website:** for links to additional resources.

We look forward to your active participation in the digital co-design group.  
If you have any questions or need assistance, please don't hesitate to reach out to us by email at [dtsectorpartners@health.gov.au](mailto:dtsectorpartners@health.gov.au)



### An introduction to Sector Partners

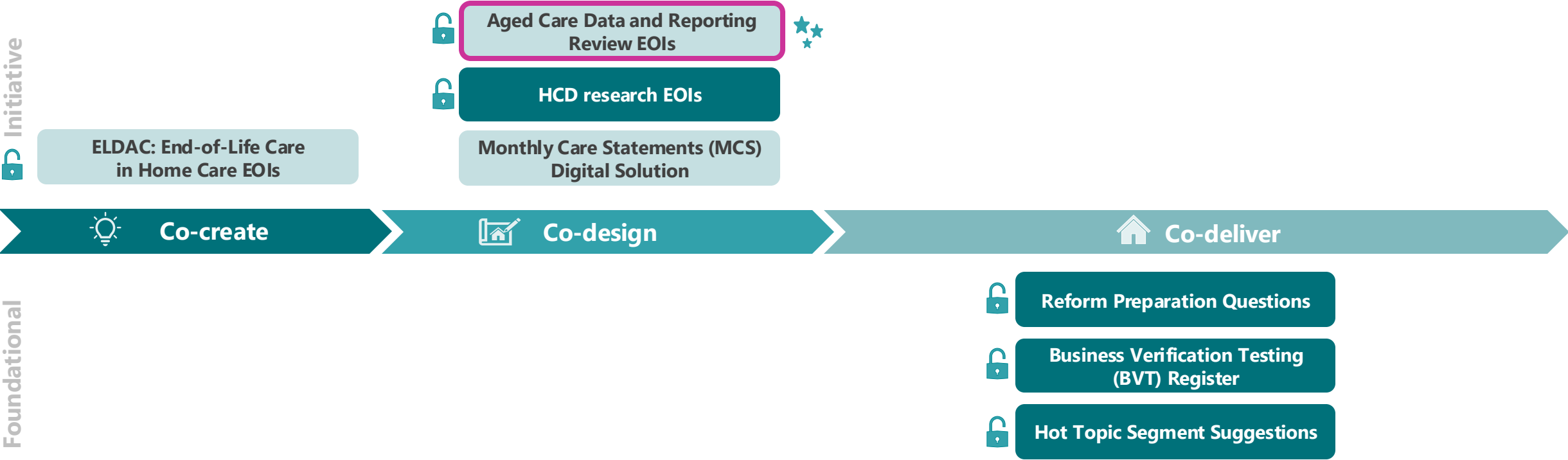
Digital Transformation and Delivery Division  
Corporate Group | Department of Health and Aged Care



Australian Government  
Department of Health  
and Aged Care

# Welcome!

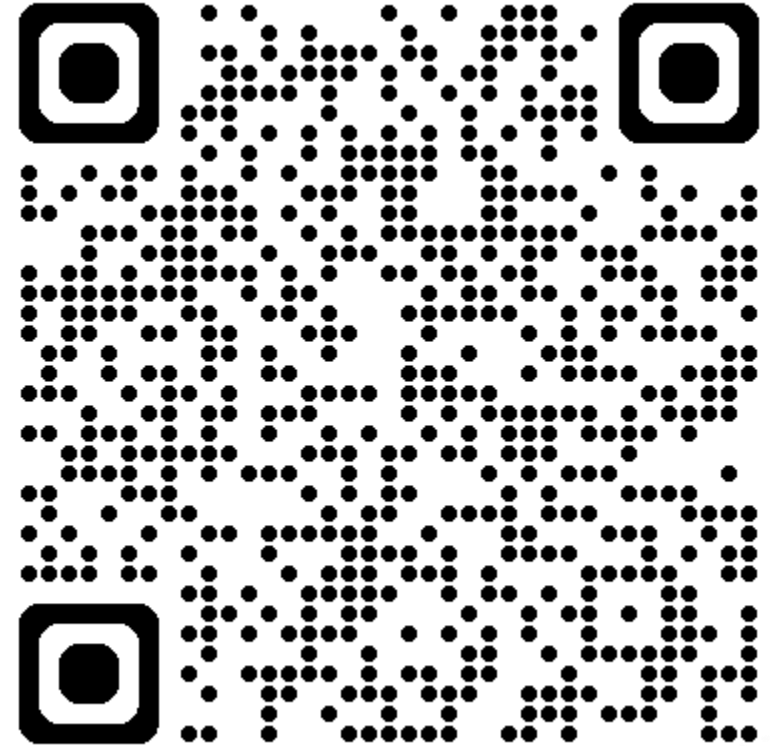
# Open collaboration activities

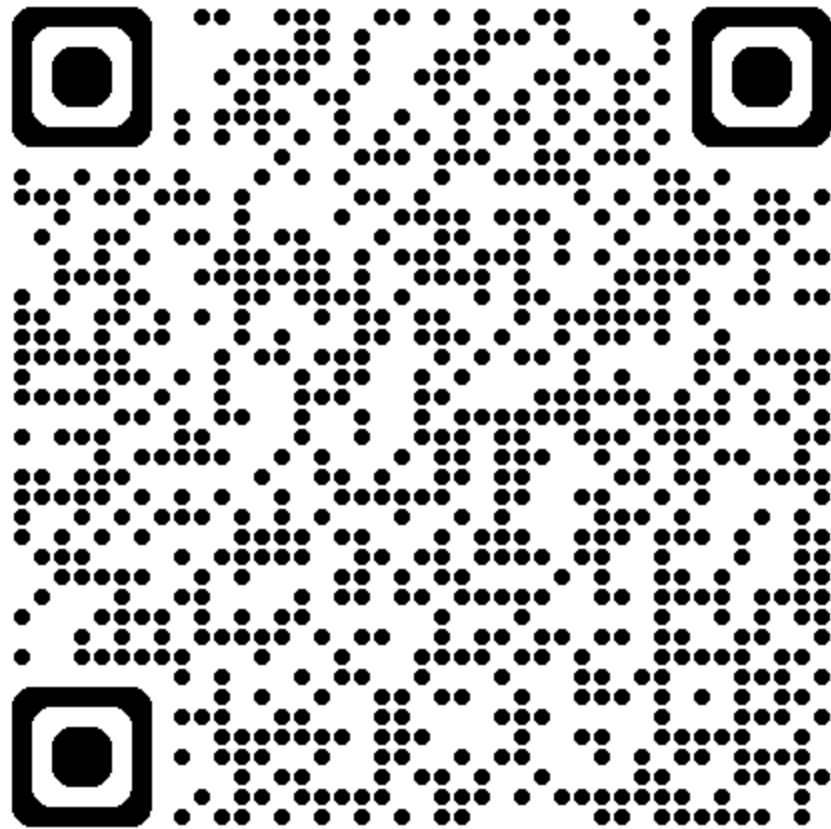


# Updated Terms of Reference

The Sector Partners Terms of Reference have been updated. These changes include:

- updating the department's name,
- revised position details for executive sponsors, and
- updated formatting.





# Summary of Key Changes to the New Aged Care Rules

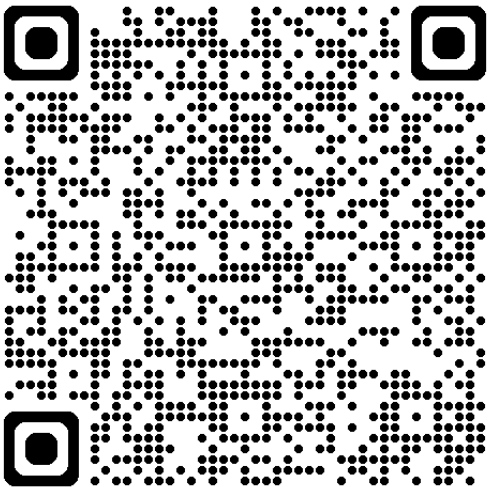
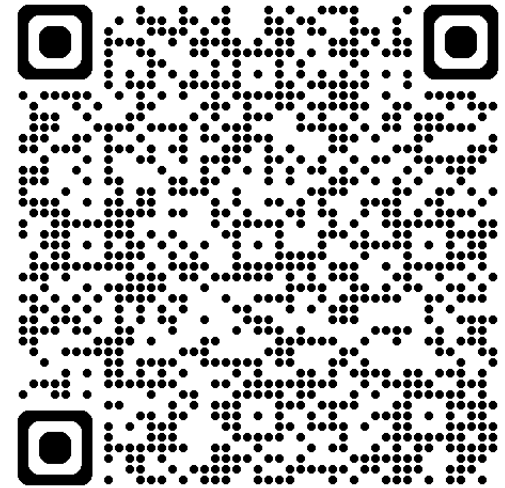
A Summary of the Key Changes to the New Aged Care Rules has been released. This fact sheet provides a high-level summary of the key changes made to the Rules following the consultation period.



## The new regulatory model – Guidance for CHSP providers



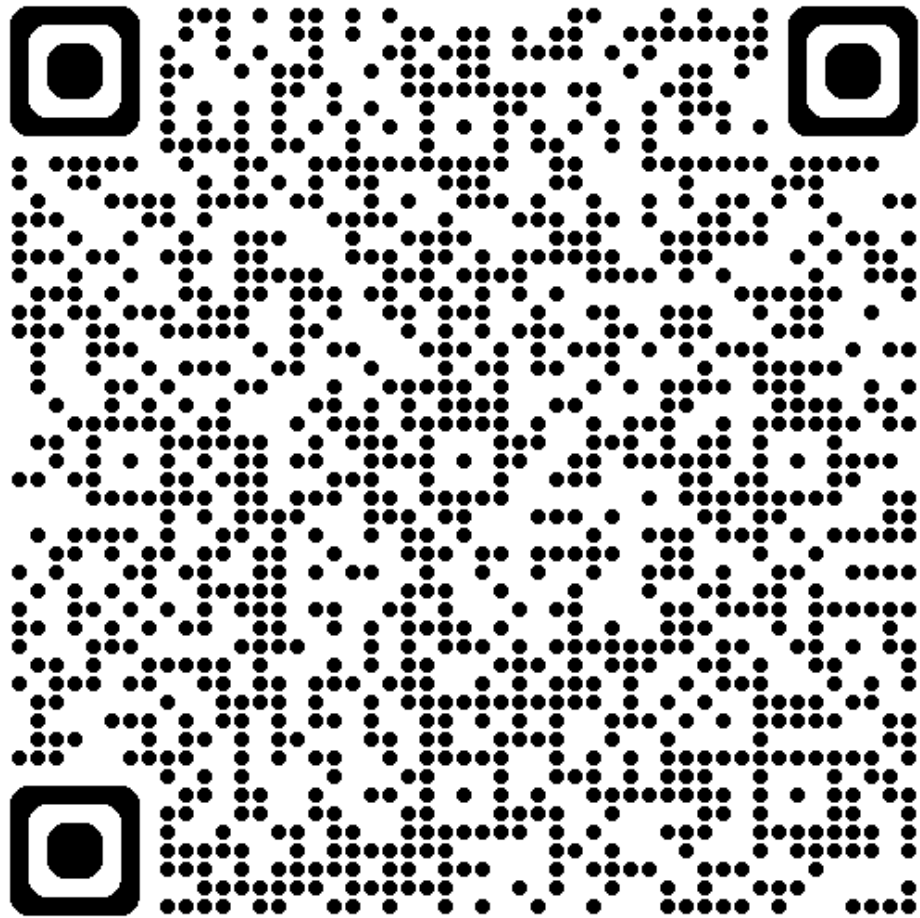
This document provides guidance for Commonwealth Home Support Program (CHSP) providers about the new regulatory model. It includes updates that address the deferral of the new Aged Care Act to 1 November 2025.



## The new regulatory model – Guidance for NATSIFAC providers




The new regulatory model – Guidance for NATSIFAC providers has been released. This document outlines the key regulatory changes and helps providers understand their new obligations as they transition from grant-based arrangements to formal regulation under the Act.



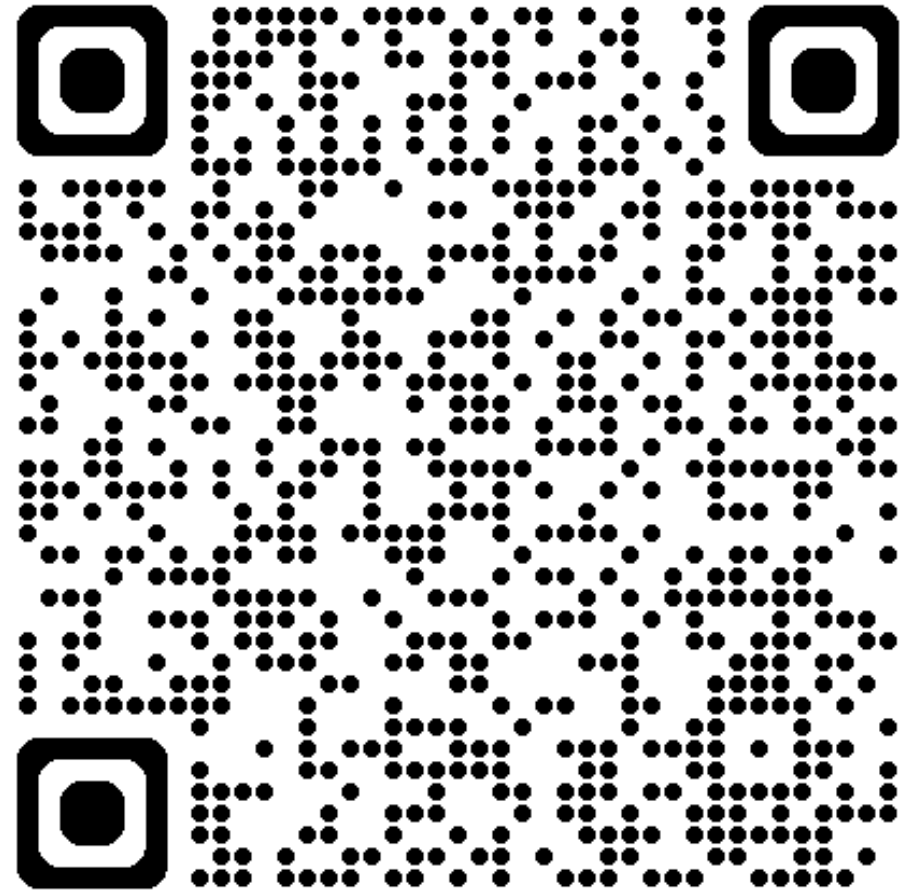
## **Support at Home program manual – Example of managing participants with pooled care management funding**

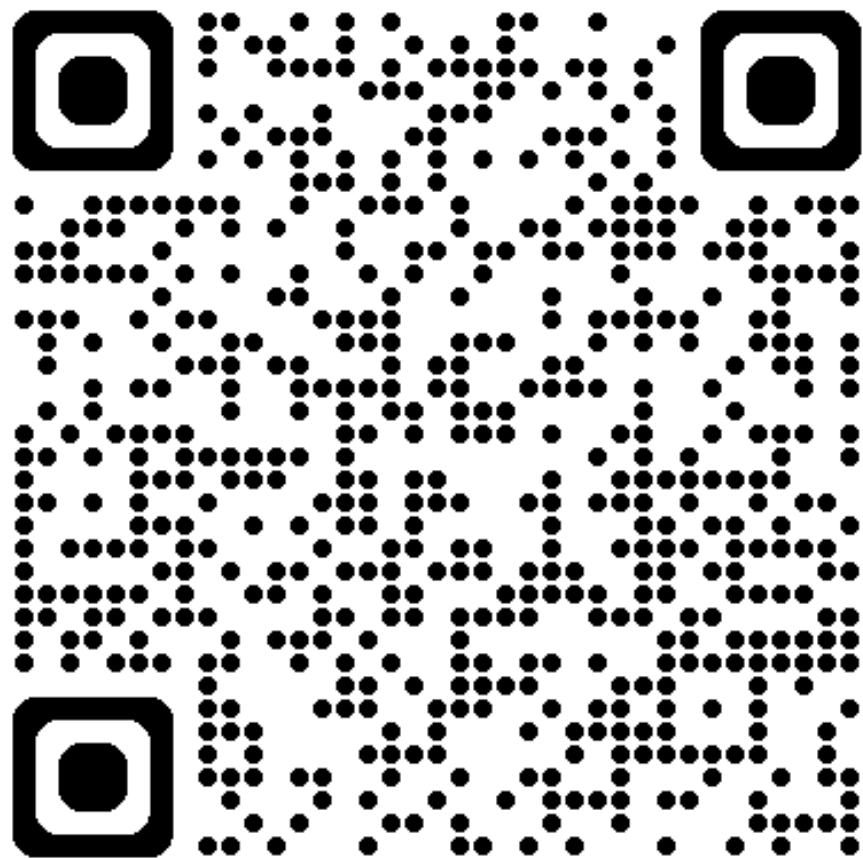
This example for providers and their care partners demonstrates how a provider can flexibly use pooled care management funding to meet the changing care needs of their participants.

# Guidance for Support at Home care partners



This resource aims to help care partners prepare for Support at Home and support HCP care recipients transition to the Support at Home program.






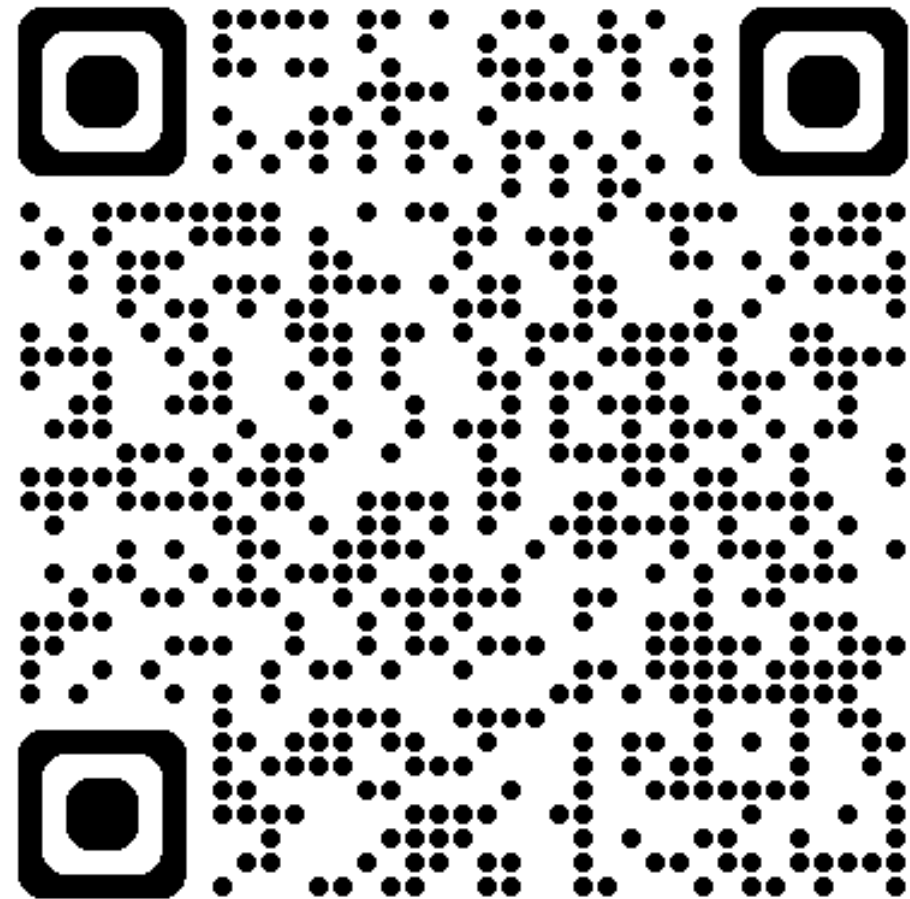
## Updated: Support at Home invoice sample files (eKit)

The Support at Home eKit, which contains invoice files and reference data to help aged care providers and software developers prepare for the Support at Home program, has been updated with additional samples.

# Video – New Aged Care Act



This animation explains how the new Aged Care Act comes together. Key changes include enhanced rights and protections for older people, stronger rules and regulations for providers, higher quality care, easier access and entry to services, greater choice and transparency and a stronger workforce.





Initiative: Aged Care Data & Reporting Review

# Initiative: Aged Care Data & Reporting Review

**Jill van Schoubroeck**

A/g Director – Data Improvement & Standardisation  
Digital Reform Branch  
Reform Implementation Division  
Department of Health, Disability and Ageing



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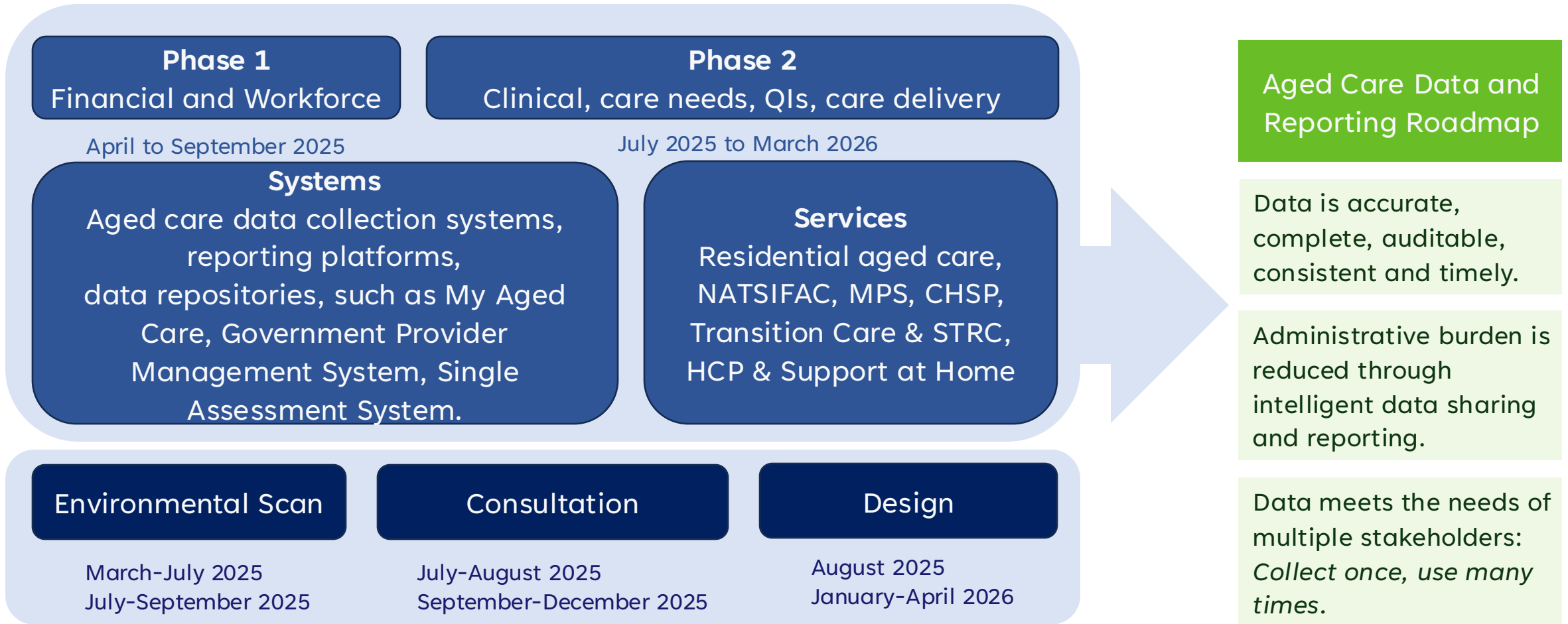
# Aged Care Data & Reporting Review

Project objectives:

- Provide a **consolidated view** of the full scope of information collected from aged care providers (including reporting mechanisms).
- Identify **inconsistencies** or **duplication** of data collection and provision, and interactions between reporting requirements.
- Design a **data ecosystem** that makes high quality data available to support stakeholders across the system.
- Reduce unnecessary **administrative burden** on providers and government through more intelligent data sharing and reporting.
- Develop a roadmap for **data standardisation** and **streamlined** reporting, linked to system design and implementation of known and future reforms, that will see improvements in the scope, quality, consistency and utility of aged care data.



# Review overview, phases & timeline



# Engagement request

We seek to:

- Broadcast upcoming sector consultation specifically for aged care software vendors.
  - Two online forums for Phase 1 – Financial & workforce data
    - 6<sup>th</sup> & 8<sup>th</sup> August 2025
- Identify software vendors for membership on the project **Technical Advisory Group (TAG)**.
  - Noting different vendors may be relevant to each project phase
    - Phase 1 – Financial & workforce data
    - Phase 2 - Clinical, care needs, quality indicators (QIs), care delivery

## Software Vendors

Submit an EOI to join the  
Technical Advisory Group



**Closes 11.59pm (AEST)  
Monday 4 August 2025**



# For more information...

Read the Phase 1  
Consultation Paper



Contact us:  
[acdarr.project@uq.edu.au](mailto:acdarr.project@uq.edu.au)





Hot Topic: AIHW National Health Data Set

# Hot Topic: National Aged Care Data Asset

**Dr Mikaela Jorgensen**

Australian Institute of Health and Welfare



Australian Government

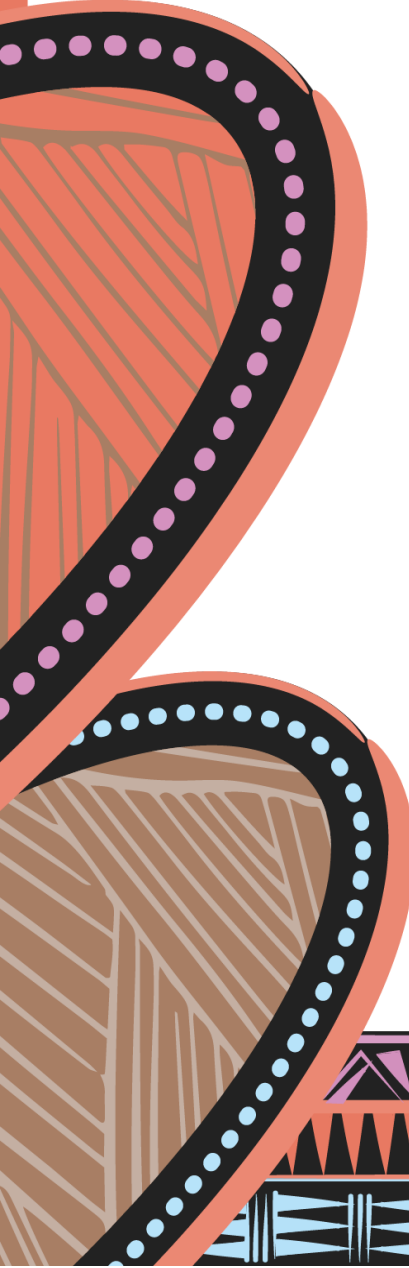
Department of Health, Disability and Ageing



# National Aged Care Data Asset

July 2025

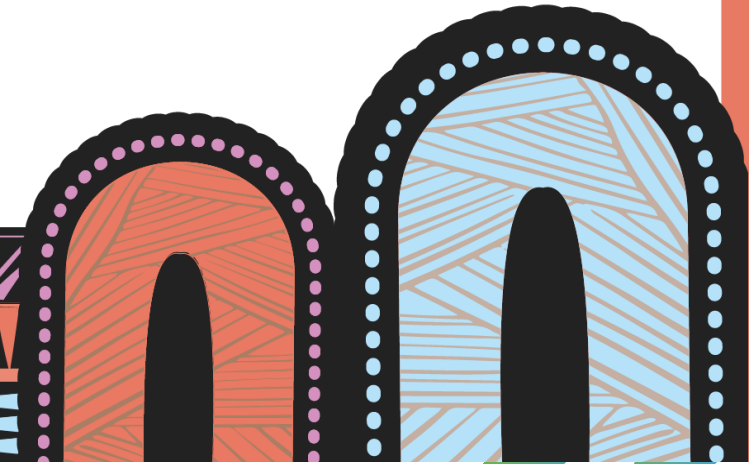
**NACDA Team: Dr Mikaela Jorgensen** | Dr Hop Tran | Dinesh Indracharan  
GEN and Aged Care Data Unit, AIHW

On the left side of the slide, there are two large, overlapping circular shapes. The top one is orange with a black border containing a row of purple dots. The bottom one is brown with a black border containing a row of blue dots. Both shapes have internal diagonal line patterns.

The AIHW acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to lands, waters, and communities.

We pay our respects to the people, the cultures, and Elders past and present.

Artwork: **Data & Diversity** by Jay Hobbs (proud Kuku Yalanji & Meriam-Mir man).



# Key takeaways

- The [National Aged Care Data Asset](#) (NACDA) is available for researchers to access via AIHW's National Health Data Hub
- NACDA is a linked data resource, bringing together data already collected in aged care, health and other community service settings
- NACDA contains **de-identified** person/service/provider data only
- We are aiming to expand service-level aged care data in NACDA
- Access to NACDA requires a proficient data analyst → program of analytical outputs to support wider community access to NACDA
- What would be most useful to you in developing NACDA in future?

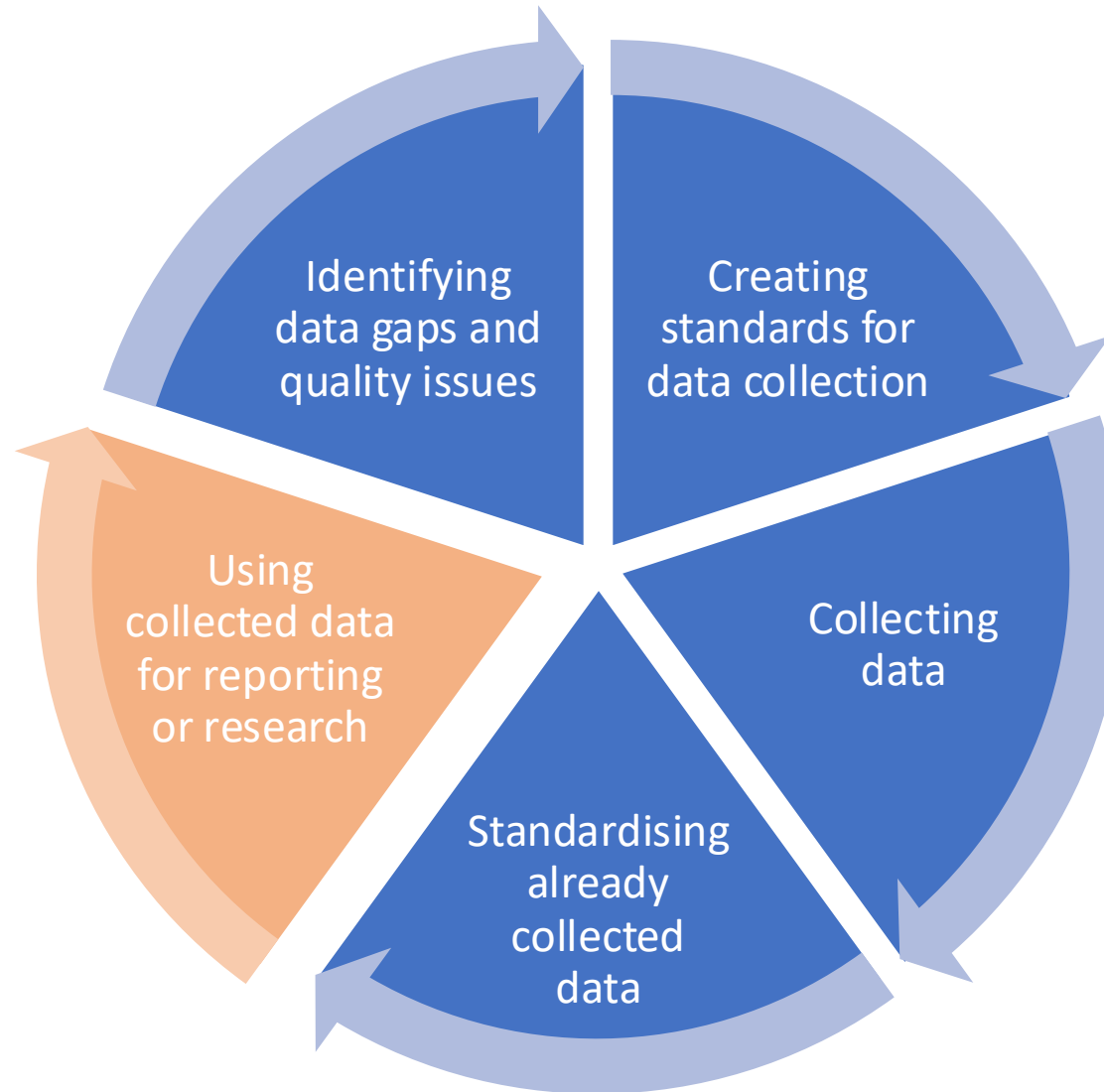
# What is NACDA?

- The [National Aged Care Data Asset](#) brings together person-level data which are usually siloed across different administrative systems
  - Links up aged care data sources with health and other community services data
  - Unique person-number used to follow people's paths through the datasets
- Allows **approved** researchers access to granular data to answer important aged care research/policy questions that need linked up data
- It's an **enduring** asset, meaning data will be updated regularly and new datasets added over time
- AIHW's approach to developing NACDA is informed by consultation with non-government, peak body and government stakeholders



# Where does NACDA fit?

NACDA  
fits here



# Why is NACDA?

- The *Royal Commission into Aged Care Quality and Safety* recommended that AIHW curate and make publicly available the NACDA, to ensure comprehensive data about the sector is available for research
- NACDA is an action under the Department of Health, Disability and Ageing's [Aged Care Data and Digital Strategy 2024 –2029](#)



## OUTCOME 3

Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

P5

Improve security and access control

P6

Optimise data collection and utilisation

Aged care data governance framework



Government Provider Management System



Aged Care National Minimum Data Set



National Aged Care Data Asset



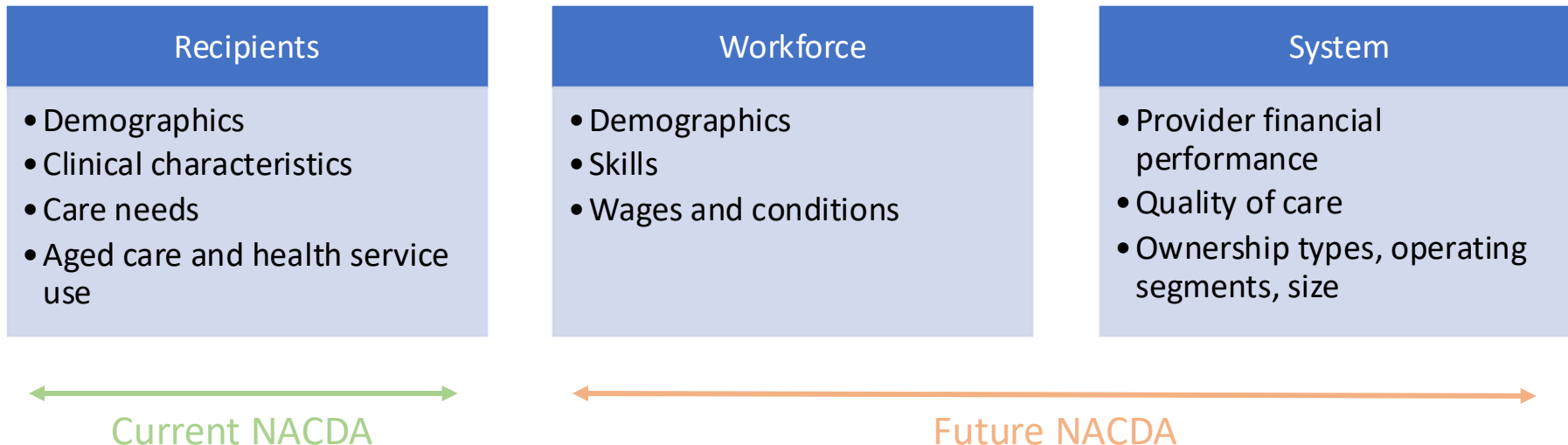
Aged Care Clinical Information System Standards



# Why is NACDA?

- NACDA's **purpose** is to better understand the pathways, experiences and outcomes of people receiving aged care, as well as the operation and performance of the aged care system

*Types of data recommended for NACDA by Aged Care Royal Commissioners*

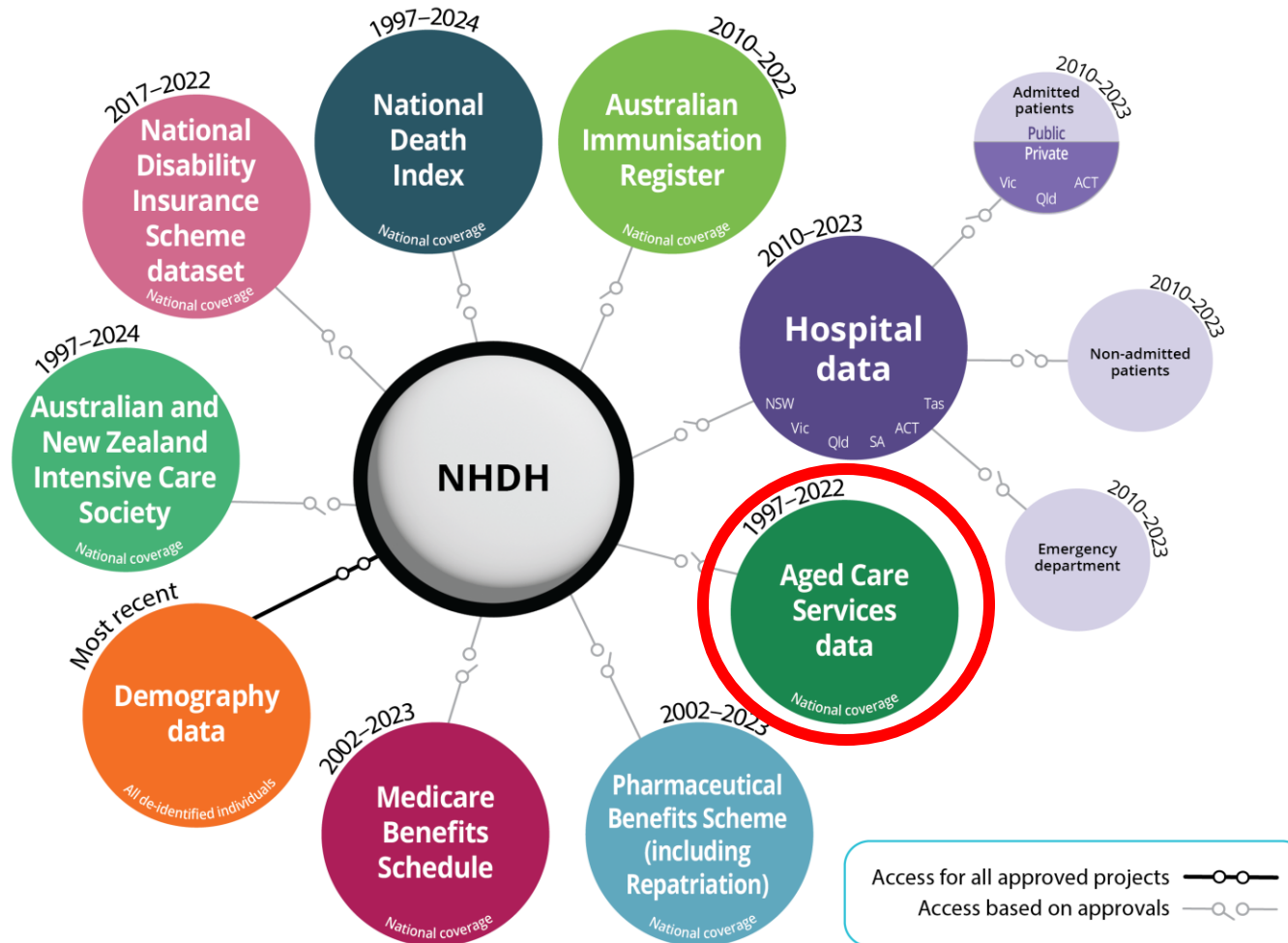


# Where is NACDA?

- The first iteration of NACDA is available for researchers to access via AIHW's [National Health Data Hub](#) (NHDH)
- NHDH is a national data linkage system for health research and analysis
- Accessible to approved **government** and **non-government researchers** via remote secure access data analysis environments
- NHDH was formerly known as NIHSI (National Integrated Health Services Information)
- Entire data modules are made accessible for approved projects
- 'By exception' tables for sensitive data (e.g. exact dates) available with justification
- 'Hub + n' option for linking on bespoke datasets (e.g. surveys)

# What is NACDA?

Data modules available in NACDA via NHDH at July 2025

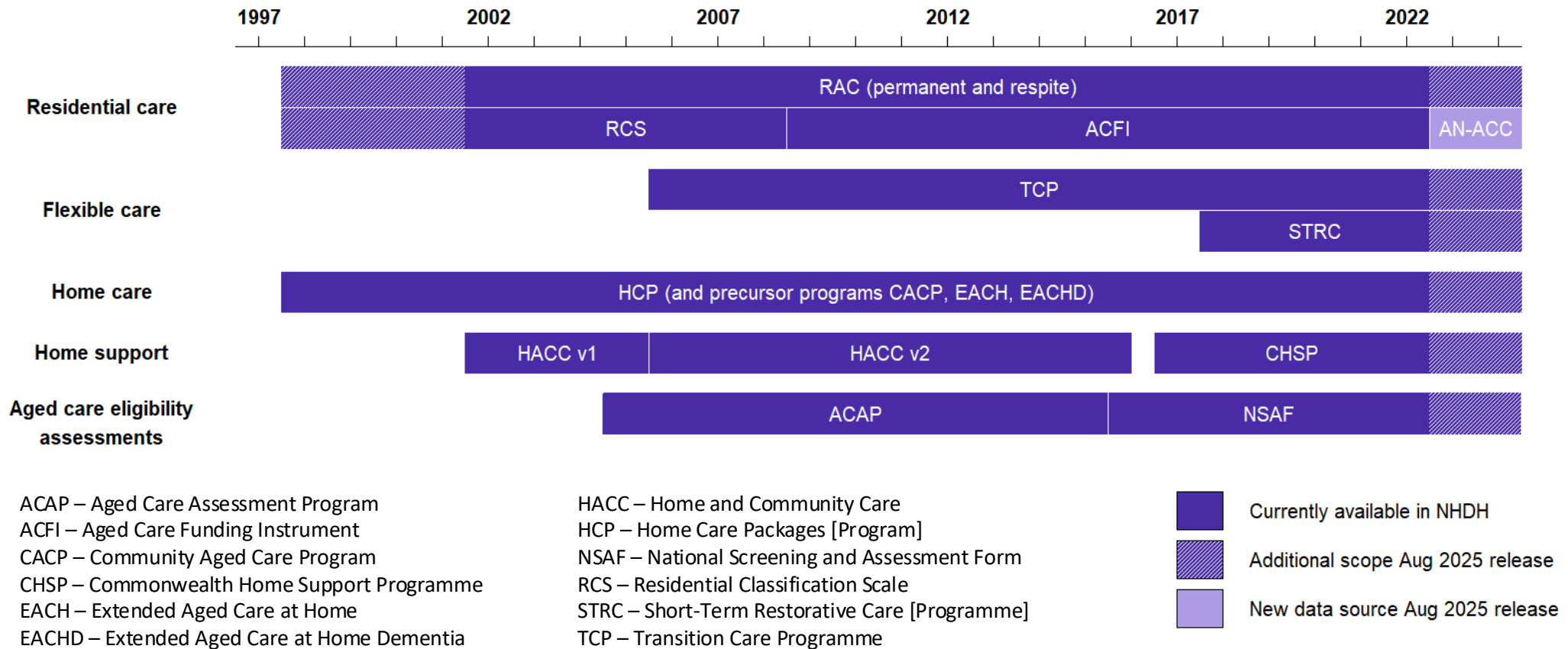


- Aged care module has **60 tables** across a range of national programs (see [data item list](#))
- Encrypted aged care service/provider ID and basic information (e.g. organisation type, remoteness)



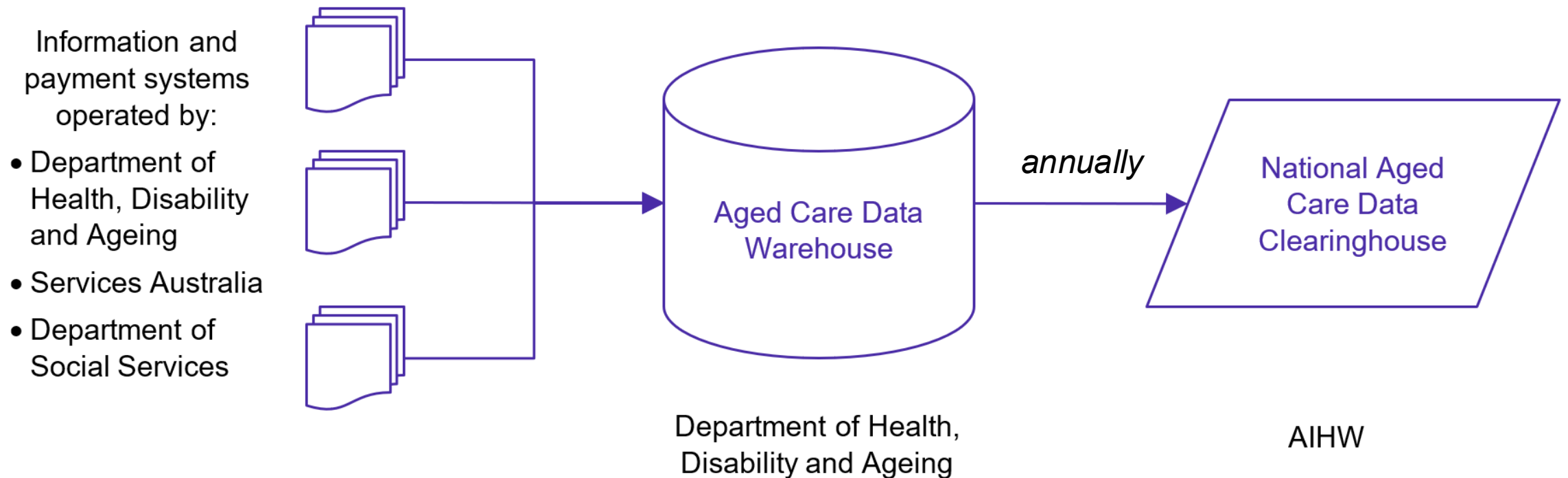
# What is NACDA?

## Scope of aged care data available in NACDA via NHDH at July 2025



# What is NACDA?

## Where does the aged care data in NACDA come from?



For more information, see the [NACDC User Guide \(GEN website\)](#)

# What is NACDC?

NACDC is an independent & central repository of (unlinked) national aged care data

## National Aged Care Data Clearinghouse

GEN website

Customised  
data requests

AIHW  
analytical  
reports

Linkage  
projects  
(including NACDA)

Less detailed data,  
for general public



More detailed data,  
for researchers

# What is NACDC?

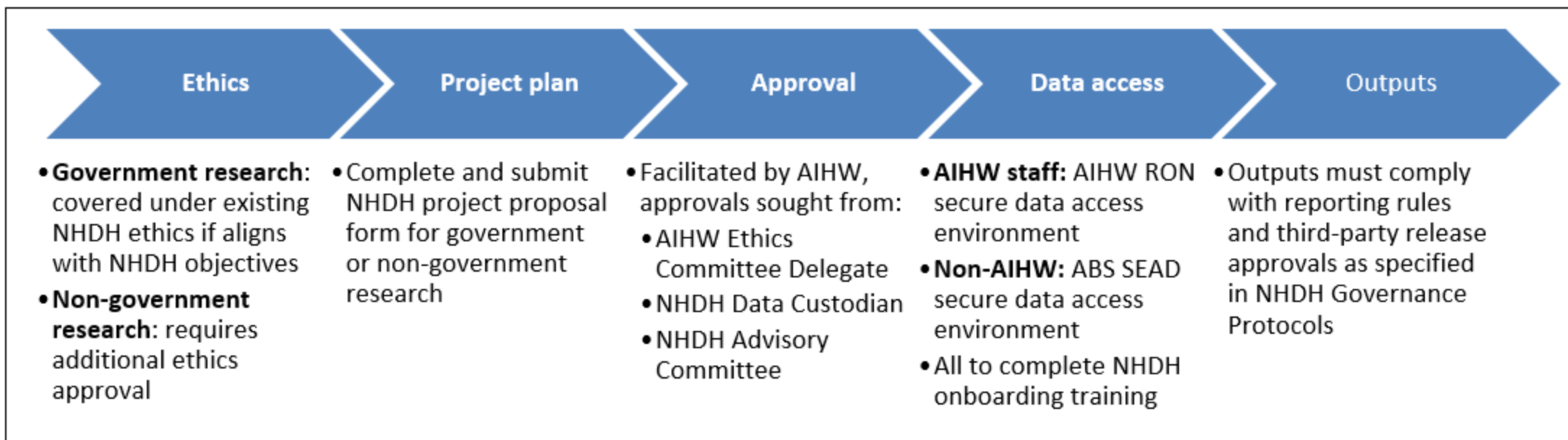
[GEN Aged Care Data](#) is a one-stop-shop (website) for data and information on aged care in Australia

- established in 2017
- topic pages updated annually
- other resources available: access data, publications, dashboards, factsheets
- includes AIHW releases and Department of Health, Disability and Ageing releases
- request customised aged care data (from NACDC): [gen-agedcaredata.gov.au/request-customised-data](https://gen-agedcaredata.gov.au/request-customised-data)



# How to access NACDA?

- Access and governance for NACDA currently follows NHDH arrangements
- The Department is custodian for aged care data in NACDA via NHDH
- Projects need to align with eligibility requirements (e.g. team has proficient analyst) and approved uses of NHDH (e.g. not for commercial gain)



# How to access NACDA?

- NACDA is a distinct entity – own front door (webpage), researcher resources, and can have own governance in future (as necessary)



## National Aged Care Data Asset

The National Aged Care Data Asset (NACDA) aims to bring together de-identified person-level data collected across aged care, health and community service settings for aged care research purposes.

The NACDA is an enduring asset, meaning data will be updated regularly and new datasets added over time.

### About



About the National Aged Care Data Asset >

### Data and data items



Learn more about NACDA data and data items >

### Accessing the NACDA



How can researchers access NACDA? >

### Resources



External links and more information >



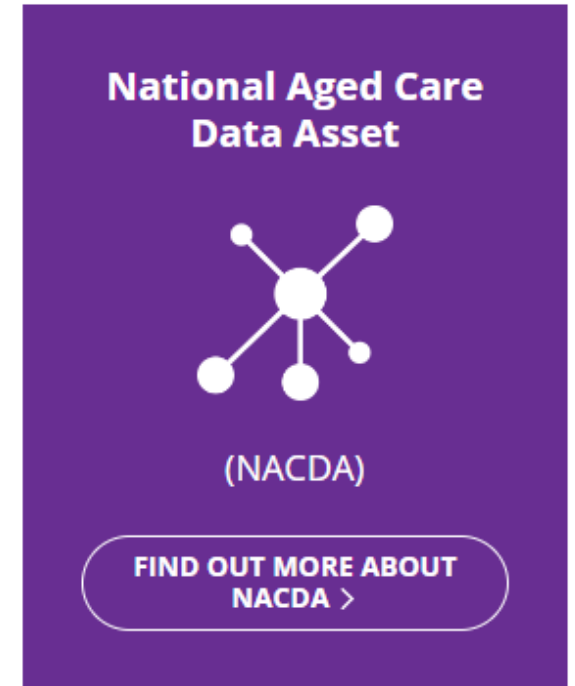
# What next for NACDA?

- Next annual update of aged care data in NHDH is planned for Aug 2025
  - Will include aged care data to 30 June 2024
- Future development of NACDA will focus on expanding data sources as outlined by Royal Commission, in consultation with stakeholders
  - De-identified service-level data on quality, financial, workforce
  - Sensitive data may be quarantined for certain projects and purposes
- Evaluation – monitoring that NHDH is delivering smooth access and use and timely outputs for NACDA projects
- Service offering – resources to support NACDA users
- Program of analytical outputs to support wider community access e.g. update of 'Interface between aged care and health systems' on GEN

# Thank you!

- **Questions?**
- Keen to hear thoughts on what would be most useful to you in developing NACDA in future

Contact: [gen@aihw.gov.au](mailto:gen@aihw.gov.au)



[aihw.gov.au/reports-data/nacda](https://aihw.gov.au/reports-data/nacda)

Update: Services Australia

# Update: Support at Home Implementation (Services Australia)

**Josh Bosschieter**

National Manager

Care Provider Systems Branch

Staff Processing and Enterprise Systems Division

Services Australia



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.



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Department of Health, Disability and Ageing



A group of four diverse people are shown from the chest up, laughing and smiling joyfully. In the center is a woman with curly brown hair wearing a white lace top. To her left is a man with glasses and a beard. To her right is a man with glasses and a beard wearing a blue shirt. On the far right, a woman is partially visible, also smiling. The background is bright and out of focus.

# THANK YOU

Our next meeting will be on **Thursday, 7 August 2025.**



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