

Tech Talk

Digital Transformation for the Aged Care sector –
Webinar Series



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 #25

31 July 2025

Welcome

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Session is recorded



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Raise



Australian Government

Department of Health, Disability and Ageing



Agenda

Digital Transformation for the Aged Care sector

Welcome

Janine Bennett

**Digital
Transformation
Update**

Fay Flevaras

**Delivery Plan
Update**

Brian
Schumacher
Kathy Volkert

**Aged Care
Digital Maturity
Research**

Chris Bailie
Melinda Leth

Q&A Playback

Panellists

Q&A

Panellists

Close

Janine Bennett
Fay Flevaras



Australian Government

Department of Health, Disability and Ageing

Digital transformation update



Fay Flevaras

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

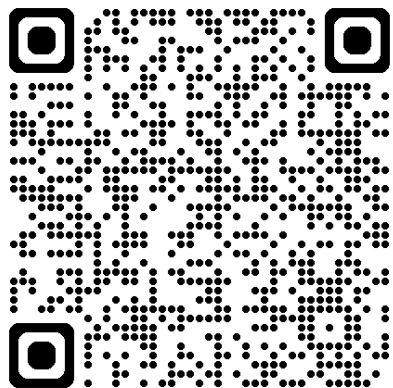


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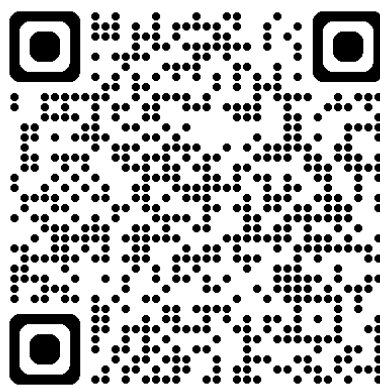
New Aged Care Act

NEW



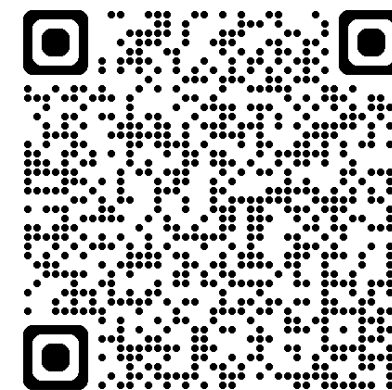
**New Aged Care
Act start update –
Frequently asked
questions**

NEW



**Prepare for the
new Aged Care
Act
– Education and
training**

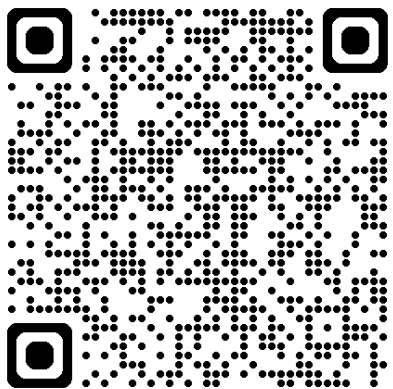
NEW



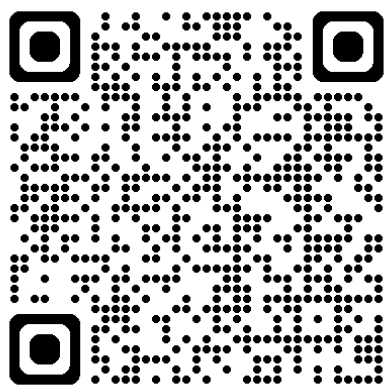
**Summary of key
changes to the
new Aged Care
Rules**



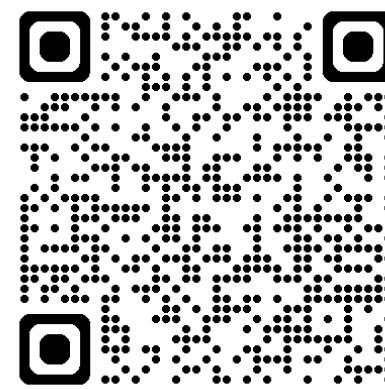
Support at Home

UPDATED

**Support at Home
Program Provider
Transition Guide**

NEW

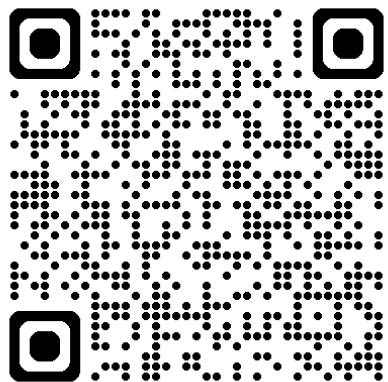
**Support at Home
provider training**

UPDATED

**Support at Home
changes eKit**

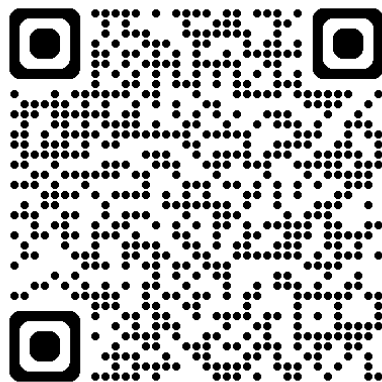


Support at Home (continued)



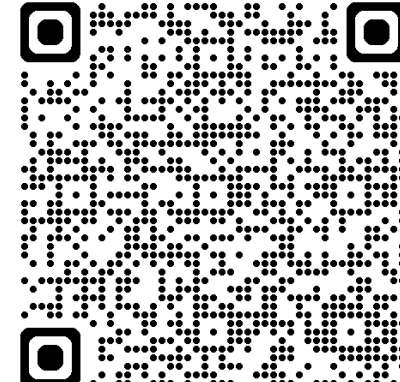
**All
Support at Home
program
resources**

NEW



**Join the Support
at Home
Community of
Practice**

UPDATED

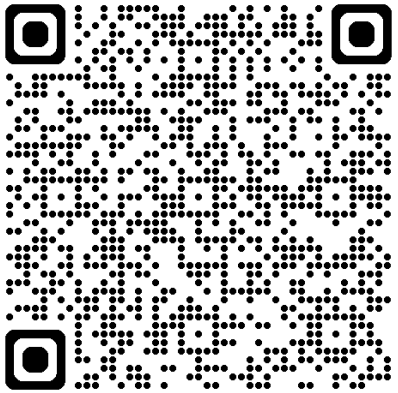


**Support at Home
Program Manual
V3**



Commonwealth Home Support Program (CHSP)

NEW

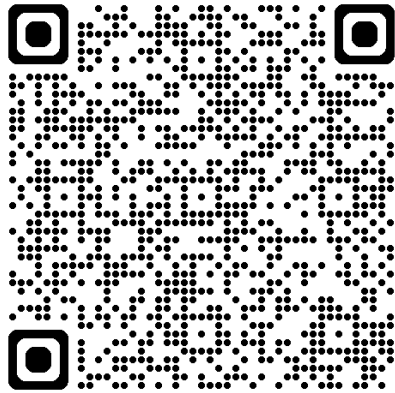


**Commonwealth
Home Support
Programme –
Sector readiness –
Webinar**



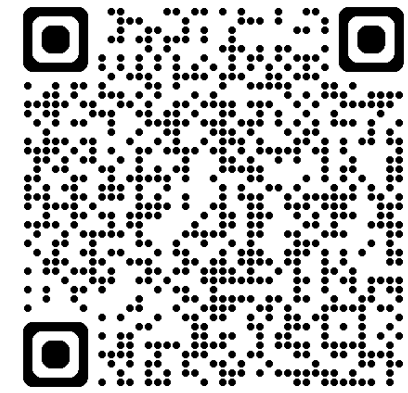
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NEW



**Commonwealth
Home Support
Program
Service List
Mapping**

NEW



**Commonwealth
Home Support
Program
2025-27 Manual**

The new Regulatory Model

UPDATED

**The new
regulatory model
– Guidance for
CHSP providers**

NEW

**Guidance for
NATSIFAC
Program services
providers**



Business and Workforce Advisory Service

- Open to approved residential aged care and home care providers.
- Advice is free, independent, confidential and relevant to your own business and workforce matters.
- Rapid, strategic, tailored: advice given within weeks.
- Focus on business management, financial strategies, workforce challenges, and aged care reforms.



Service Development Assistance Panel

- Targeted to MMM 4-7 and First Nations aged care providers.
- Residential care, home care, NATSIFACP and CHSP are eligible
- 3 categories of supports: Provider capability and support, sector development, infrastructure project management.
- More long-term projects: about 12-18 months.



Delivery plan update



Brian Schumacher

First Assistant Secretary
Digital Transformation & Delivery Division
Department of Health, Disability and Ageing

Kathy Volkert

National Manager, Aged Care Projects
Care and Support Division
Services Australia



Digital Transformation Roadmap

Disclaimer

This is a CURRENT STATE view, shared to provide early visibility of the work ahead (a 'working timeline').

The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – therefore the timeline is subject to change as policy decisions and planning evolves.

DoHDA systems

My Aged Care (MAC)

Government Provider Management System (GPMS)

Business to Government (B2G)

Previously targeted OCTOBER release

Department of Health, Disability and Ageing

Services Australia

JUL – AUG

SEP – OCT

NOV – DEC 2025

Provider data integration with Services Australia to support payments under the new Aged Care Act

GPMS for Registered Providers

Uplift bed data management to accommodate places to people and occupancy level tracking

GPMS platform enhancements for new Aged Care Act & Provider Register

GPMS data migration to support New Aged Care Act

Enhancements to worker screening to align with new Aged Care Act

Enhancements to Risk Based Targeting and Information Sharing Program

Enhancements to Quarterly Financial Reporting

Updates to Quality Indicators in GPMS

Enhancements to GPMS Operational Reporting

Updates to Quality Indicators API to support the Aged Care Act

Updates to Registered Nurses 24/7 API to support the Aged Care Act

Updates to Provider Management API to support the Aged Care Act

Updates to Authentication API to support the Aged Care Act

Updated provider payments and client integration with Services Australia

Transition to the new Supported Decision Making framework

Alignment of My Aged Care 'Find a Provider' and referral model

Outlet, Service Referrals and Find a Service

Refinements to letters and notices

Support at Home service list

Support at Home information sharing with partner systems

Classification decision support

New Aged Care Act wording updates

New prioritisation system for Support at Home

Budget allocation for ongoing services and short-term support

HCP client digital transition

Capturing First Nations Assessment Organisations

AT and HM prioritisation system

Updates to notifications from Aged Care Gateway after an AN-ACC reconsideration

NACA SIRS form and payload

Amendments to service catalogue

Residential Places to People Go Live

Improvements to eligibility pathways

End of life assessments

CHSP Service List updates aligned with Care Services Model

ACG Residual Scope Design & Build continues

Developers continue preparing for integrating software through to Nov

Final Services Australia API release

Focus on Notice of Integration (NOI) progression and finalisation

B2G third party code rolled out

Updates to Services Australia's change of circumstances functionality

Aged care provider portal in read only for a short period

System Go-live for NACA

Transition of HCP claims to Support at Home

Ongoing monitoring and stabilisation post-Go-live

Aged Care Digital Maturity Research



Chris Bailie

A/g Director, Strategic Alignment
Digital Services within Corporate Operations Group
Department of Health, Disability and Ageing

Melinda Leth

Director
Strategy and Transactions
EY



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



EY was engaged to develop a baseline of the current state of digital maturity across the aged care sector

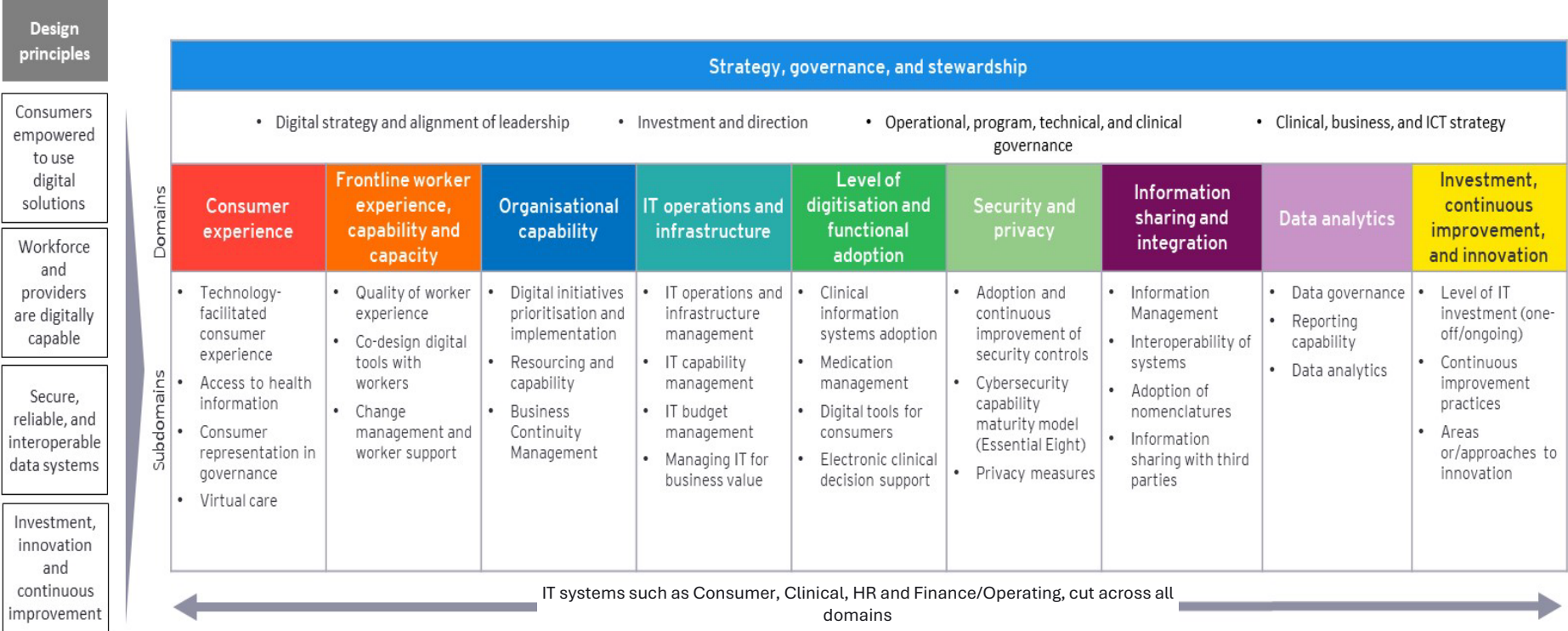
KEY QUESTIONS

Ernst & Young (EY) was engaged by the department to assess the current level of digital maturity within the aged care sector (the ‘Project’). The results from the research will help to inform the department’s potential responses to assist the sector to improve its digital maturity.

1. What is the current level of digital maturity for providers?
2. What are the key barriers and challenges inhibiting providers from improving their digital maturity?
3. What are the core elements of digital maturity for providers that lead to success?
4. What are the key enablers and support required to improve the digital maturity of the aged care sector?
5. What are the opportunities for government to help improve the digital maturity of the aged care sector?

THE AGED CARE DIGITAL MATURITY FRAMEWORK (ACDMF)

- **Digital maturity** refers to the extent to which a provider or sector has adopted, integrated, and optimised digital technologies, systems, policies, processes, and strategies in its operations. It represents how well a provider can leverage technology to achieve its goals, improve efficiency, and adapt to changes in the digital landscape.
- EY developed the Aged Care Digital Maturity Framework (ACDMF) to help assess the digital maturity of the aged care sector.
- The ACDMF was developed in consultation with the department and adapted from the Australian hospitals and the healthcare sector digital maturity framework and peer reviewed by Deakin University ensuring its academic rigour and practical relevance.
- EY also conducted a review of relevant literature and materials to adapt and align the ACDMF to the aged care sector.



Our robust approach was tested and supported by sector stakeholders prior to providers completing the on-line self-assessment tool and receiving their individual benchmark reports

OVERVIEW

Phase 1 – Plan and develop the ACDMF

- **Step 1** – The ACDMF was created and tailored for the Aged Care sector.
- **Step 2** – Market segments were established to help understand the sector's varied maturity.

Phase 2 – Stakeholder engagement

- **Step 3** - The ACDMF was validated with sector experts, providers, vendors and the DHDA.
- **Step 4** – 18 deep-dive interviews were conducted with providers representing each market segment.

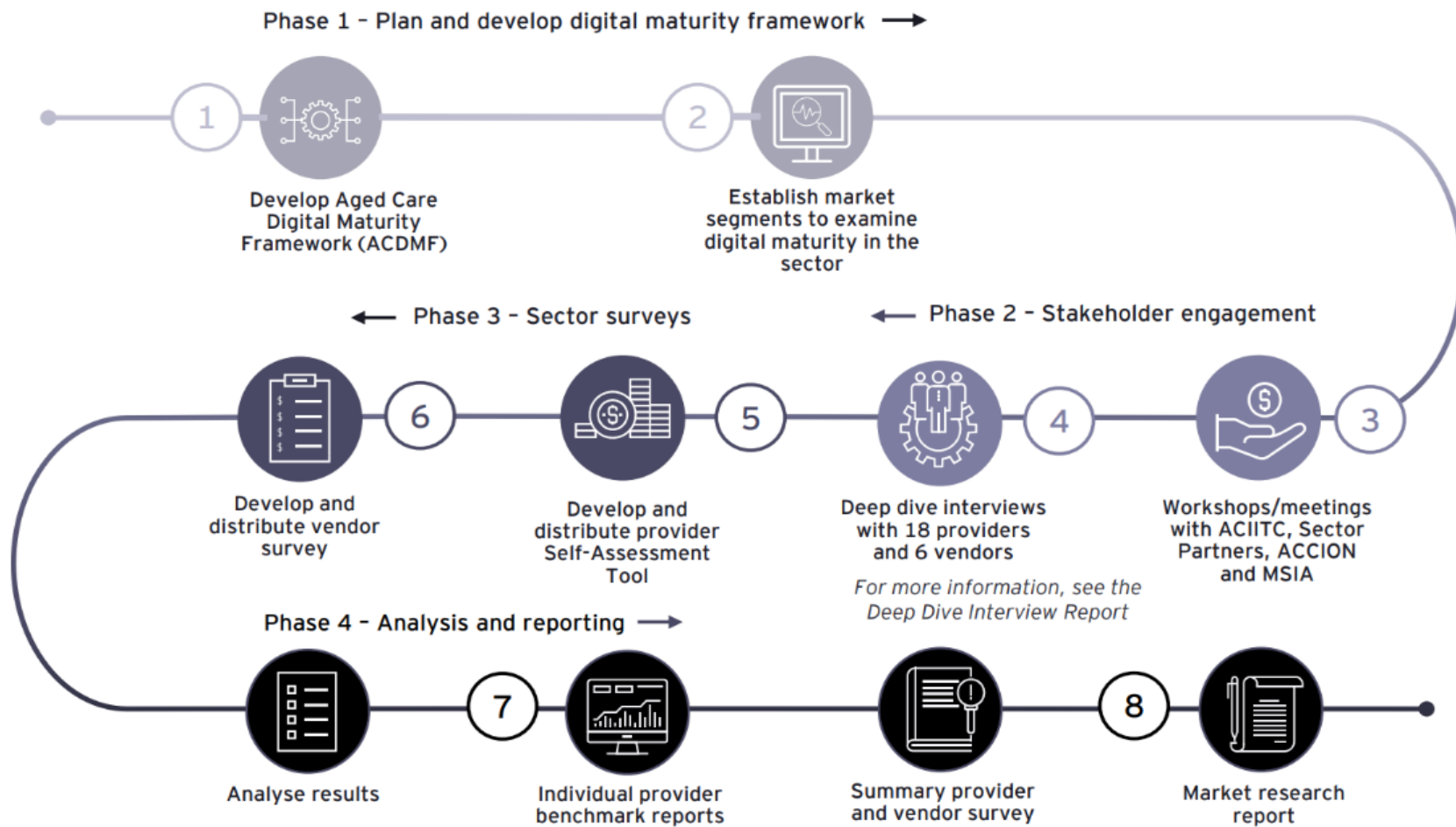
Phase 3 – Sector surveys

- **Step 5** – An online survey was developed for providers to self-assess their digital maturity against the ACDMF.
- **Step 6** – An on-line survey was developed to better understand the IT /Software vendors servicing the aged care sector.

Phase 4 – Analysis and reporting

- **Step 7** - Providers who responded to the on-line self-assessment tool were given the opportunity to receive an individual report benchmarking their performance.
- **Step 8** – Findings were presented to DHDA.

SUMMARY METHODOLOGY



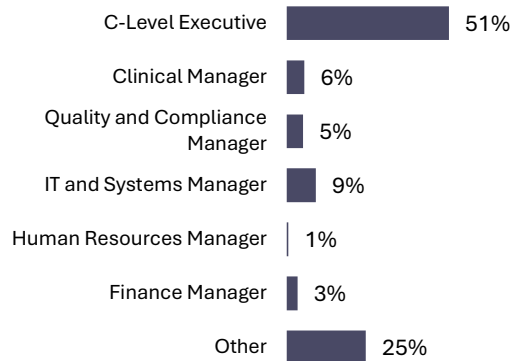
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The provider online self-assessment tool was well received with a response rate greater than 45% from senior executives across different service types, location, provider type and specialist services

ROLE

The majority of respondents were C-level Executive:

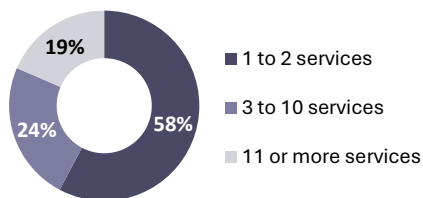


TYPE OF SERVICE*

A representative sample of providers responded to the Self-Assessment Tool across RAC, HCCP and CHSP:

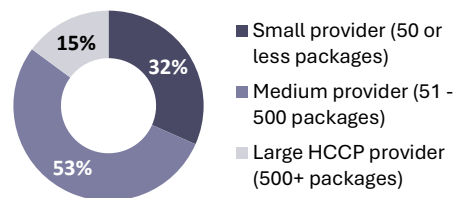
26%

Residential Aged Care (RAC)



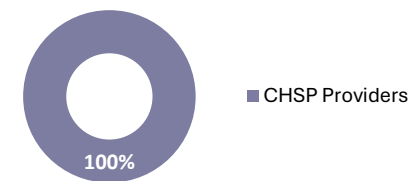
47%

Home Care Services:
Home Care Packages Program (HCCP)



81%

Home Care Services:
Commonwealth Home Support Program (CHSP)



LOCATION*



65%

Metropolitan or regional centres (MM 1-2)



41%

Large, medium, or small rural towns (MM 3-5)

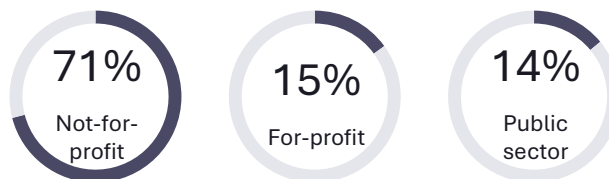


14%

Remote or very remote communities (MM 6-7)

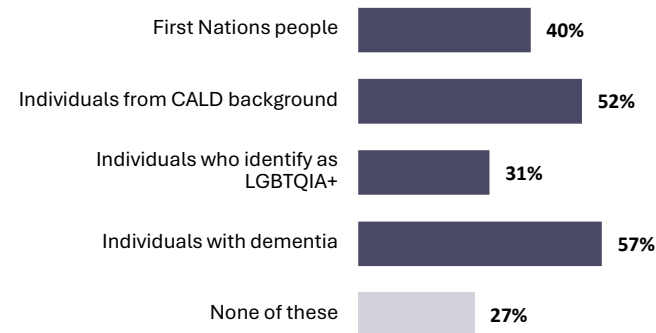
PROVIDER TYPE

A higher proportion of NFP and Government providers responded to the Self-Assessment Tool than the general aged care provider population^:



SPECIALIST SERVICES*

Providers deliver services to one or more of the following cohorts:



Base: S4, S5, S7, S8, S9: All respondents (n=907); S6: RAC (n=232) and HCCP (n=429) respectively

S4. Which of the following best describes your role? | S5. What types of aged care service(s) do you currently deliver? | S6. Which of the following best describes your organisation? | S7. Which of the following best describes your organisation? | S8. Which area does your organisation mainly deliver services to? | S9. Do you provide specialised services to any of the following aged care demographics?

*Note: S5, S8, S9: Respondents could select multiple responses, so totals do not add to 100%

^ GENW states 57% of providers are NFP, 35% are FP, and 8% are Government.



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Self-assessed digital maturity of aged care providers

- Focus of Aged Care Digital Maturity Self-Assessment was to assess sector-wide maturity
- Digital maturity of aged care providers varies significantly both across domains and within domains, revealing uneven progress in digital transformation
- Some domains showed **large variability in scores**, indicating that provider progress is highly inconsistent:
 - Domain 7: Security and Privacy
 - Domain 3: Frontline Worker Experience
 - Domain 10: Innovation and Continuous Improvement
- **Highest scoring domain:**
 - **Domain 7: Security and Privacy** - suggesting many providers have begun to implement stronger data protection measures and governance frameworks to safeguard resident information and ICT systems
- **Lowest scoring domain:**
 - **Domain 2: Consumer Experience** - the lowest score and also one of the smallest variations in scores, indicating that most providers, regardless of type or size, report similarly low levels of digital maturity in consumer engagement

"Maturity varies significantly both across domains and within domains, revealing uneven progress in digital transformation"



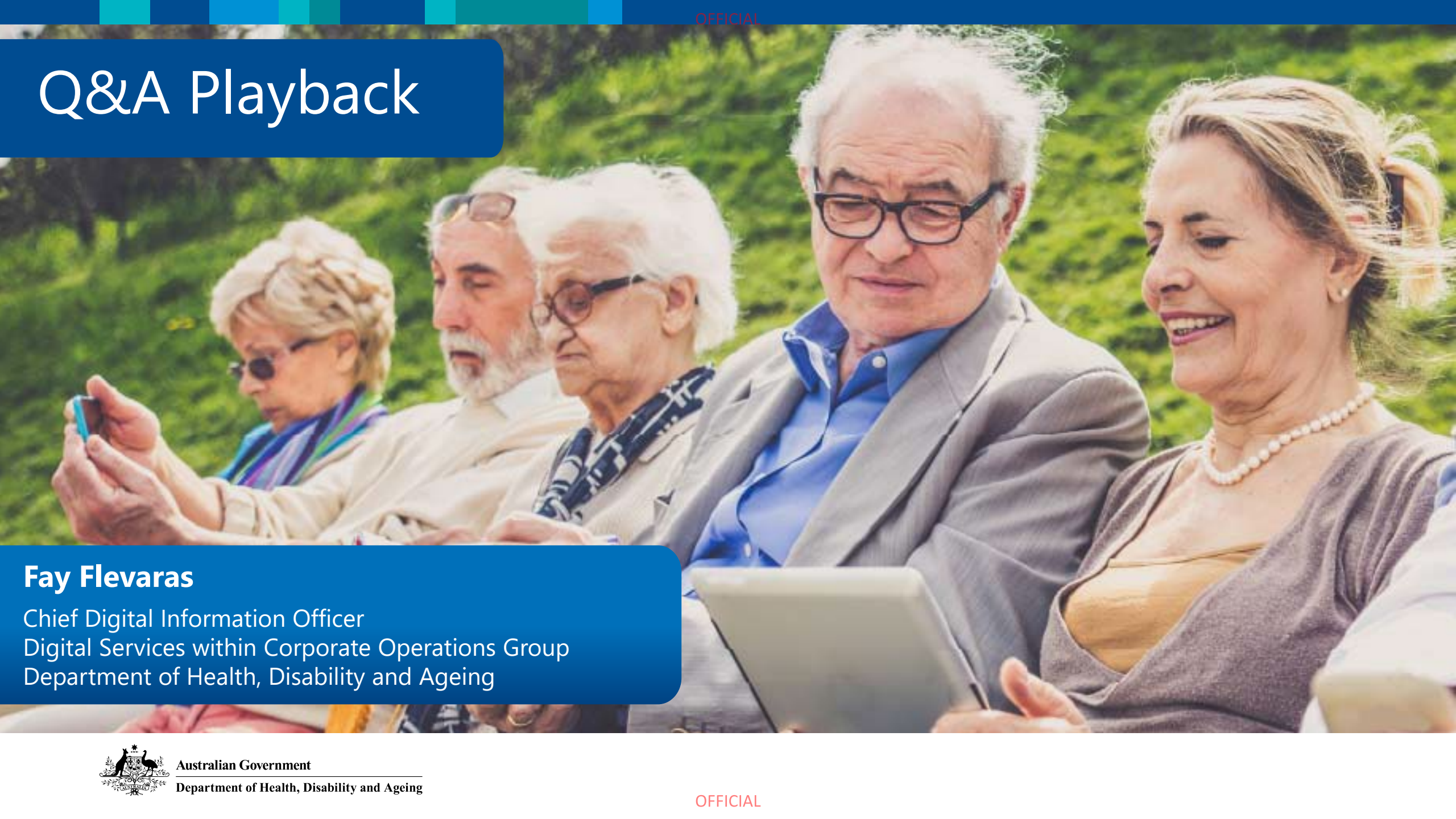
Self-assessed digital maturity of aged care providers

- Across nearly all domains, large providers demonstrated statistically significant higher average digital maturity scores in comparison to the average industry score and small-to-medium providers:
 - **Domain 1: Strategy, governance and stewardship** - Large providers outperformed small/medium providers reflecting more structured and documented governance systems, clearer accountability mechanisms, and greater alignment of digital priorities with strategy.
 - **Domain 3: Frontline worker experience, capability and capacity** - Larger providers out-performed smaller ones by a notable margin, largely due to their ability to invest in tools that support role-specific digital enablement, mobile device use, and workflow integration for staff.
 - **Domain 5: IT operations and infrastructure** - Larger providers out-performed small/medium providers potentially reflecting scale of investments with smaller providers relying heavily on third-party vendors with less integration and support capacity. The maturity gap here likely stems from scale-driven investments.
 - **Domain 8: Information sharing and integration** - Interestingly, this was the least variable domain between provider sizes suggesting that foundational file and data management challenges are common across the sector, regardless of size.

"Large providers demonstrated statistically significant higher average digital maturity scores"



Q&A Playback



Fay Flevaras

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



Australian Government
Department of Health, Disability and Ageing

Please note:

Slides indicating verbal answers given in response to questions at Tech Talk on 31 July 2015 are included in this publication.

These are additional to the presentation in the video recording.



Topic: Residential Care



Q: Now that the new Aged Care Act comes into effect on 1 November 2025, does the Higher Everyday Living Fee (HELF) also start on 1 November 2025?



Topic: Residential Care



A: From 1 November this year, the new optional Higher Everyday Living Fee will replace the Extra Service Fee and Additional Service Fee.

<https://www.health.gov.au/resources/publications/understanding-fees-for-aged-care-homes-1-november-2025-fee-arrangements>



Topic: Support at Home



Q1: How will care management funding work with the Support at Home implementation date of 1 November (in the middle of a quarter)?

Will providers have any care management funds in their accounts on 1 November, or will the funds be allocated at the commencement of the following quarter?



~~Topic: Support at Home~~

A1: On 1 November 2025, all notified home care services will automatically become service delivery branches.

A care management account is created for each service delivery branch.

Transitioned HCP care recipients will have their care management funding allocated to their provider's care management account and this funding will be available from the commencement of Support at Home.

Care management funding will be at a pro-rata rate for the period of 1 November to 31 December. This will enable providers to deliver care management services from day 1 of the program commencing. More information about care management will be available on the department's website shortly.



Topic: Support at Home



Q2: The CSV for bulk upload did not differentiate between the multiple funding sources.

Can you please explain how this works, as we have to allocate funding for each service and Assistive Technologies and Home Modifications (AT-HM) to multiple funding sources, but these are unavailable to choose from in your specs?



Topic: Support at Home



A2: A: Mostly, the Support at Home funding source will be automatically determined by the Services Australia system.

The exceptions are:

- When a participant has both Ongoing and Restorative Care Pathway budgets then the provider will need to specify the respective budget.
- When a participant has both AT short-term and AT ongoing budgets, then the provider will need to specify the respective budget.



Topic: Support at Home

A2: cont....

Where a participant has HCP Commonwealth unspent funds and Home Care Account funds, these funds can be used in addition to the quarterly or short-term budget and for assistive technology and home modifications. Providers do not have to claim for these funds as specific funding sources when submitting invoices, Services Australia will apply funding based on the below:

- When the funds in the quarterly budget, restorative care budget or end-of-life budget are exhausted, HCP Commonwealth unspent funds and Home Care Account funds will be utilised, if available.
- For assistive technology and home modifications, HCP Commonwealth unspent funds and Home Care Account funds will be utilised first, if available, before AT-HM funding tiers are accessed



Topic: Support at Home



Q3: How is Financial Hardship managed in regard to claiming?



Topic: Support at Home



A3: Financial Hardship is managed through specific guidelines that ensure claims are processed with consideration for the claimant's financial situation.

Further information can be found on the Services Australia website – search for “Financial hardship assistance eligibility for aged care cost of care”



Topic: Support at Home



Q4: If an HCP client has been saving their package funds to purchase a mobility aid, will these accumulated funds be lost or carried over if they transition to the Support at Home?




Topic: Support at Home



A4: Accumulated funds for HCP clients will be carried over if they transition to Support at Home.



Topic: Support at Home



Q5: Can we get the specs of what we need to upload for claiming as this will then determine how we have contracts with contractors – "associated providers".

We are a regional/rural provider who do not have many options for contractors, and if it becomes "too hard" we have been told those contractors will cease doing work for us.



Topic: Support at Home



A5: Providers and software developers can access CSV sample files and reference data to prepare for Support at Home claiming.

This information is available on the Services Australia website:

<https://www.servicesaustralia.gov.au/support-home-invoice-sample-files?context=20>

Resources are also available on the Department of Health, Disability and Ageing website

[Support at Home program Claims and Payments Business Rules Guidance](#)

[Support at Home program Provider Transition Guide](#)



Topic: Support at Home



Q6: Will the pooling of Care Management occur at the NAPS ID level or at Service Branch level?



Topic: Support at Home



A6: The pooling of Care Management will occur at the Service Branch level.



Topic: Support at Home



Q7: Will the Aged Care Portal have two areas for uploading *.CSV claims for HCP, as well as *.CSV claims files for Support at Home? As in the first weeks of FY26, there will be two claim types that need to be submitted.



Topic: Support at Home



A7: The Aged Care Provider Portal will have functionality to support submission of HCP and Support at Home claims.

The final October 2025 HCP claim must be approved before the first Support at Home claim can be submitted.

This will facilitate the submission of different claim types during November 2025.



Topic: Support at Home



Q8: Will 'grandfathered' Home Care Package participants carry forward all their unspent funds at the end of the quarter, or is this limited to the lesser of \$1,000 or 10%?



Topic: Support at Home



A8: HCP Commonwealth unspent funds and Home Care Account balances will be carried over for Transitioned HCP care recipients to be utilised under Support at Home. These funds will be treated as an ongoing balance for use based on payment hierarchy rules. These funds will not be subject or restricted to a quarterly rollover process.



Topic: GPMS



Q1: Will it be possible to bulk upload associated providers?



Topic: GPMS



A1: 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.



Topic: GPMS



Q2: How will Associated Providers be indexed and deduplicated across all the providers they are associated with?



Topic: GPMS



A2: Registered Providers have responsibility to report Associated Provider information.

Associated Providers will be matched based on a unique ABN.

Matched Associated Providers will be consolidated and have relationships to each Registered Provider. Therefore, please ensure your information in relation to Associated Providers (Third Party Organisations) is accurate in GPMS.



Q&A

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- 2 If you see a questions you like, vote it up!

Want to ask your question directly?

Include your name when submitting your question. Raise your hand using the option at the top of the MS Teams window and we'll invite you to our virtual stage.



Raise



Australian Government

Department of Health, Disability and Ageing

Thank you!



Give us your feedback



Register for Tech Talk 26



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digitalservicessectorengagement@health.gov.au