Digital Transformation

Sector Partners

Digital Transformation for the Aged Care Sector

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







Sector Partners #75

Agenda

Digital Transformation for the Aged Care Sector

Welcome & Agenda

Fay Flevaras

State of Play and New Member Induction

Fay Flevaras

Reform Update

Josh Maldon

Launch:
Human-Centred
Design (HCD)
Research
Opportunity

Tim Anderson

Support at Home Claiming Update

Catherine Veitch

Questions and Close

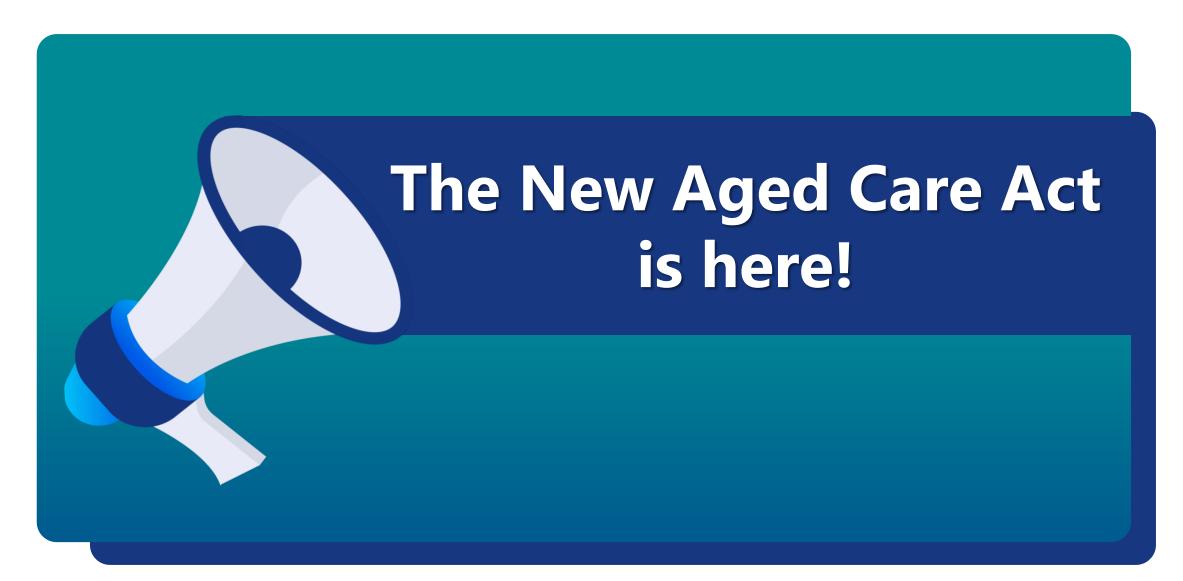
Fay Flevaras



State of Play

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





Important considerations

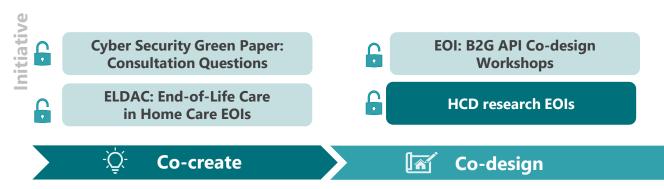
Principles underpinning the work of this group

- We will publish the names of participants in this group to the Health website along with their role and organisation (if relevant).
- An attendance record, all shared material, and a meeting summary will be published on the Health website each time we gather.
- Be aware that this is considered a public forum and participant IP does not apply.
- 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.
- We will be sharing the outcomes of this work across our public channels and with the broader Tech Talk audience.





Open collaboration activities



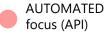
Co-deliver

Business Verification Testing
(BVT) Register









Reminders



• Please post any program-related **questions** in the **Q&A**. General **discussion** and comments still go in the **chat**.

 Any links shared in this meeting will be included in the pinned post in the chat. They will also be included in the post-event email.

• You can view the slides and recording of this session on the Sector Partners collaboration site.

Reform Update

Josh Maldon

A/g First Assistant Secretary

Reform Implementation Division

Department of Health Disability and Ageing



Launch: Human-Centred Design (HCD) Research Opportunity

Tim AndersonService Designer - NACA
Digital Services within Corpora

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



HCD Section



Our purpose



Current research



Your support



Support at Home Claiming Update

Catherine VeitchDirector

Aged Care Projects Branch Care and Support Division Services Australia







Claiming for Support at Home through the Aged Care Provider Portal

There are resources available to help you claim for Support at Home through the Aged Care Provider Portal.

eLearning modules Infographics Invoice sample files

Links

Health Professional Education Resources

Support at Home eKit







Health Professional Education Resources

The HPE Resources website has eLearning modules to help you understand how to register Support at Home events and manage budgets. There are also new Infographics on submitting claims, importing bulk invoice files and uploading evidence.

hpe.servicesaustralia.gov.au



Aged Care Provider Portal

The Aged Care Provider Portal (ACPP) is a secure place to access online services for aged care payments.

Support at Home

Information for Support at Home providers when submitting Support at Home claims using the Aged Care Provider Portal.







HPC Home Programs - All categories

Aged Care Provider Portal (ACPP) Support at Home



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Accessibility

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Home J. Aged Care Provider Portal (ACPV) J. Support at Home The State of the S

Booklets



eLearning



Register Support at Home events

This module provides information supporting the registering of Support at Home events through the Aged Care Provider Portal (ACSP).



View and manage Support at Home budgets

This module provides information on how to view and manage Support at Home budgets. through the Aged Care Provider Portal (ACPP) including current and historical care management budgets and care recipient budgets.

Infographics





import a bulk invoice file in the Aged Care Provider Portal (ACPP)

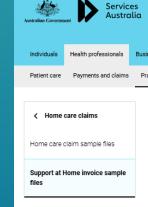




Support at Home eKit

The Services Australia website has sample files to help you transition to Support at Home using bulk CSV upload and download files. You can also find reference data files, sample budget drawdowns and payment statements in the eKit.

Go to servicesaustralia.gov.au and search QC 81218



Home > Health professionals > Practice administration > Software and systems > Connect to online claiming systems > Aged Care Provider Portal > Using the ACPP > Home care claims > Support at Home invoice sample files

Search Q

PRODA

Support at Home invoice sample files

CSV sample files for providers and software developers to transition to Support at Home from 1 November 2025.

On 1 November 2025, the Support at Home program will replace the Home Care Packages program.

We have sample files to help you transition to Support at Home from 1 November 2025. The Support at Home changes eKit has the following files for you or your software developer:

- sample invoice CSV upload files
- · sample invoice CSV download file
- explanations of the structure and file elements for uploading and downloading.
- reference data file that includes claim validation data and full listings (including codes) of Support at Home services, items, wraparounds and health professional types
- example budget drawdown scenarios reflecting funding use of quarterly budget, Commonwealth unspent funds and home care account funds.

This eKit also includes the following sample payment statement files, which are still under development:

- · sample payment statement CSV download file
- sample payment statement PDF download file.

Download the Support at Home eKit ,





Q&A

Ask your questions

- 1 Type your question into the **Q&A**.
- Raise your virtual hand in Teams if you'd like to ask your question directly.
- When we get to your question, you can ask it directly on camera, or one of our team can read it out on your behalf.

