

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 #75

13/11/2025



WELCOME

Fay Flevaras

Chief Digital Information Officer
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



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State of Play

Fay Flevaras

Chief Digital Information Officer

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



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The New Aged Care Act is here!



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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 An attendance record, all shared material, and a meeting summary will be published on the Health website each time we gather.
- 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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New 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 roles 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 TFDTSectorPartners@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

Initiative



Cyber Security Green Paper:
Consultation Questions



EOI: B2G API Co-design
Workshops



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



HCD research EOIs



Co-create



Co-design



Co-deliver



Business Verification Testing
(BVT) Register

Foundational



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



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Launch: Human-Centred Design (HCD) Research Opportunity

Tim Anderson

Service Designer - NACA

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



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HCD Section



Our purpose



Current research



Your support



Support at Home Claiming Update

Catherine Veitch

Director

Aged Care Projects Branch
Care and Support Division
Services Australia



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Department of Health, Disability and Ageing





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](#)



Services
Australia

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.

Aged Care Provider Portal (ACPP)

Support at Home

View

Home / Aged Care Provider Portal (ACPP) / Support at Home

On 1 November 2015, Support at Home replaced the Home Care Packages program. This page will be updated as new education resources become available to assist you with Support at Home. [Support at Home program resources](#) are also available on the Department of Health, Disability and Ageing website. CSV files for Support at Home are now available [here](#) [Support at Home invoice sample file](#).

Booklets



Support at Home Payment details: How to read and reconcile

eLearning



Register Support at Home events

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



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



Support at Home claiming tips



Submit a Support at Home claim



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



How to upload: Evidence for Invoice items in the Aged Care Provider Portal (ACPP)



Services Australia

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**

The screenshot shows the Services Australia website interface. At the top, there's a header with the Australian Government logo, the Services Australia logo, a search bar, a dropdown menu set to 'PRODA', and a 'Log in' button. Below the header is a navigation bar with tabs for 'Individuals', 'Health professionals', 'Businesses', and 'Community groups'. Under 'Health professionals', there are sub-tabs for 'Patient care', 'Payments and claims', 'Practice administration', and 'Individual practitioners'. The 'Practice administration' tab is selected. On the left side, there's a sidebar with a 'Home care claims' section containing links for 'Home care claim sample files' and 'Support at Home invoice sample files'. The main content area shows a breadcrumb trail: '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'. The title is 'Support at Home invoice sample files'. The text explains that CSV sample files are available for providers and software developers to transition to Support at Home from 1 November 2025. It also mentions that on 1 November 2025, the Support at Home program will replace the Home Care Packages program. A list of sample files is provided: 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, and example budget drawdown scenarios reflecting funding use of quarterly budget, Commonwealth unspent funds and home care account funds. It also notes that the eKit includes sample payment statement files, which are still under development. A list of these files is provided: sample payment statement CSV download file and sample payment statement PDF download file. At the bottom, there's a button to 'Download the Support at Home eKit'.

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**.
- 2 **Raise your virtual hand** in Teams if you'd like to ask your question directly.
- 3 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.



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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A group of four diverse people are shown from the chest up, laughing heartily. 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, also laughing. To her right is a man with glasses and a beard, wearing a blue shirt. In the background, a woman with long brown hair is also laughing. The scene is brightly lit, suggesting a window or large indoor light source.

THANK YOU

Our next meeting will be on **Thursday, 27 November 2025.**



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