

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 #73

16/10/2025



WELCOME

Fay Flevaras

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



Sector Partners #73

Agenda

Digital Transformation for the Aged Care Sector

**Welcome &
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Update:
Data and Digital
Strategy
Action Plan**

Toby Burgess

**Integrated Care
and
Commissioning
(ICC) Initiative**

**Anabelle Peck
Marlon Disanayake
Tracey Middleton**

**Questions and
Close**

Fay Flevaras



Australian Government

Department of Health, Disability and Ageing

State of Play

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



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



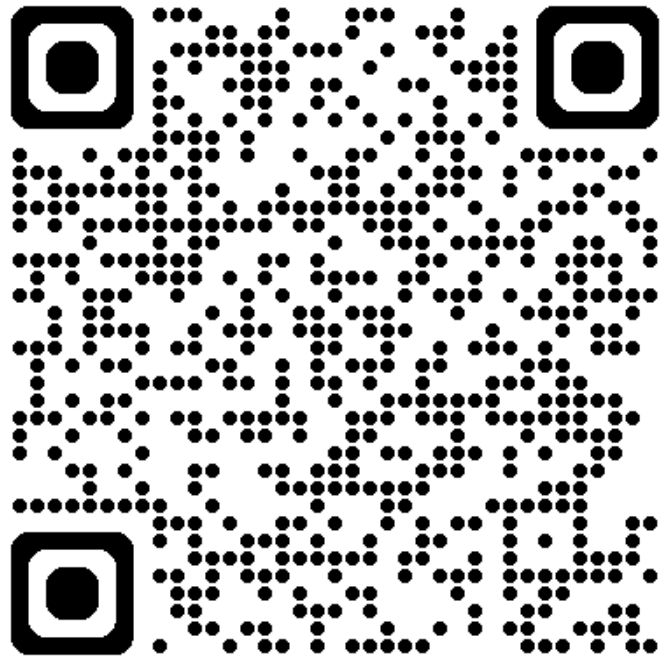
Business Verification Testing
(BVT) Register

Foundational



ACQSC: Statement of Intent (June 2025)

Transitioning to the New Act: Intended Regulatory Approach



Together with our partner agencies, we understand the new Act marks a significant change for the sector.

The Aged Care Quality and Safety Commissioner's Statement of Intent outlines a regulatory approach that:

- focuses on fair and balanced decision-making, and risk-based and proportionate regulatory actions
- acknowledges that immediate, strict compliance with new or changed legislative obligations may be challenging for some providers
- recognises where providers are making efforts to comply with legislative obligations and places an emphasis on continuous improvement.



Australian Government

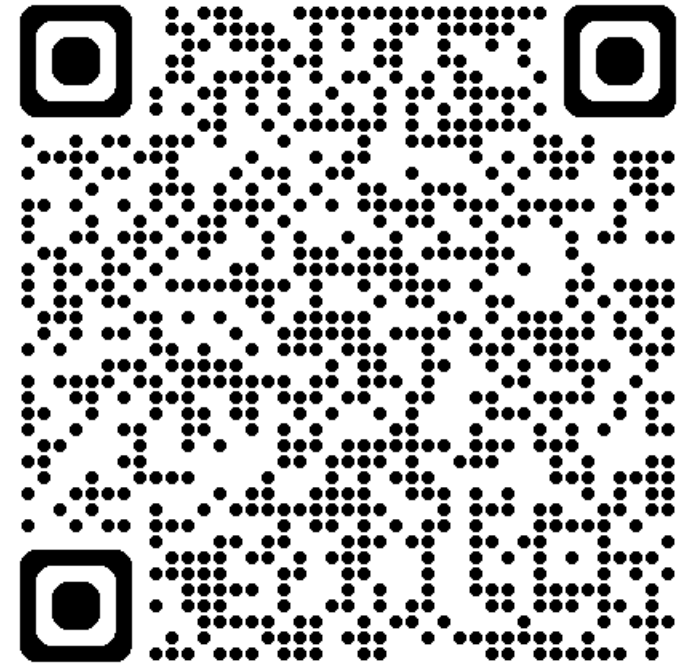
Department of Health, Disability and Ageing

Webinar: A new chapter for aged care

Tuesday 21 Oct 2025 2:00–3:30pm AEDT

The department is holding a webinar for aged care providers, with representation from Services Australia and the Aged Care Quality and Safety Commission.

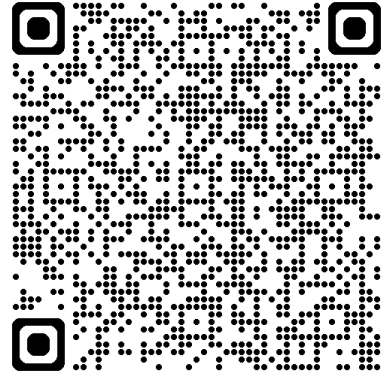
This webinar will focus on support, transition and Q&As.



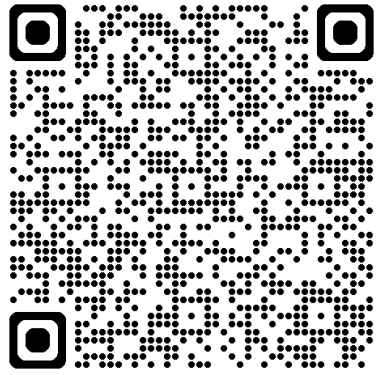
Australian Government

Department of Health, Disability and Ageing

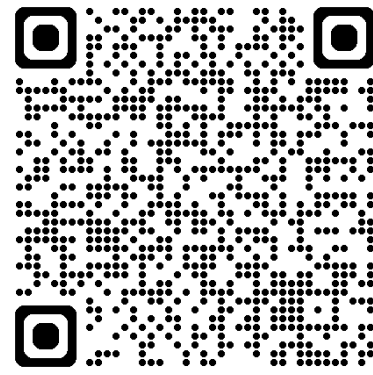
Support at Home – New Resources Published



**Prices for allied health
and nursing services**



**Service agreement
template**



Service list FAQs



**AT-HM scheme
guidelines and data
collection**



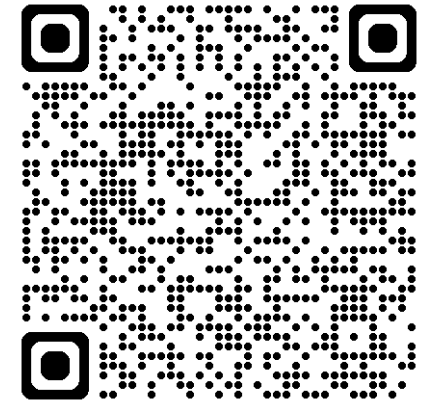
Australian Government

Department of Health, Disability and Ageing

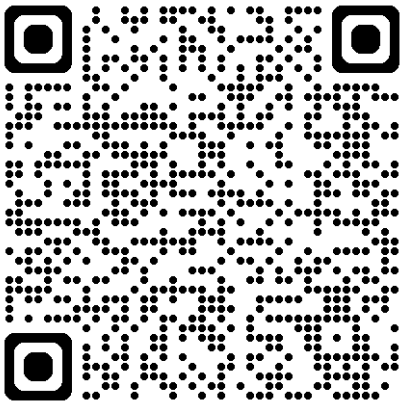
Aged care legislation: Summary of amendments

Provides an overview of amending legislation passed by the Australian Parliament in September 2025.

The amendments will ensure the effective operation of the Aged Care Act 2024 which starts from 1 November 2025.



Aged Care Rules 2025: Summary of key changes



The Aged Care Rules 2025 provide further detail and explanation of how the Aged Care Act 2024 will work.

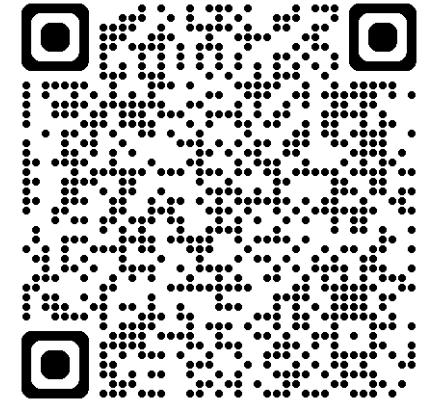
This fact sheet provides a summary of changes to the Rules since the release of the Exposure Draft on 31 July 2025.



Support at Home: Schedule of Contributions

The *Schedule of Contributions for Support at Home Services from 1 November 2025* is now available online.

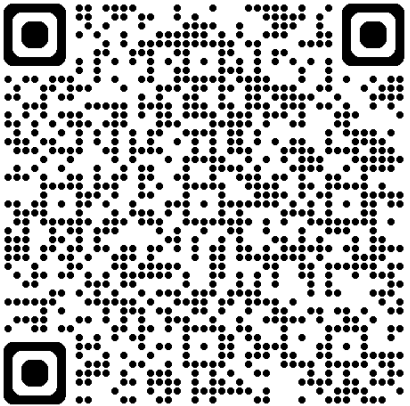
It includes participant contribution rates, lifetime caps and deeming thresholds for Support at Home program participants.



Schedule of Fees and Charges for Residential Care

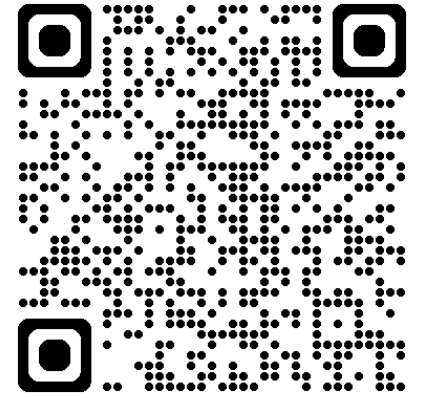
We've released the schedule of fees, charges, and rates will apply for residential aged care from 1 November this year.

The new schedule will come into effect on 1 November 2025.



Guidance for associated providers (ACQSC)

The Aged Care Quality and Safety Commission has published additional guidance answering some of the commonly asked questions relating to associated providers under the new Aged Care Act.



Regulatory Bulletin: Associated providers (ACQSC)

The new regulatory bulletin explains:

- which entities are considered associated providers
- requirements of associated providers
- the obligations of registered providers who use associated providers to deliver services.



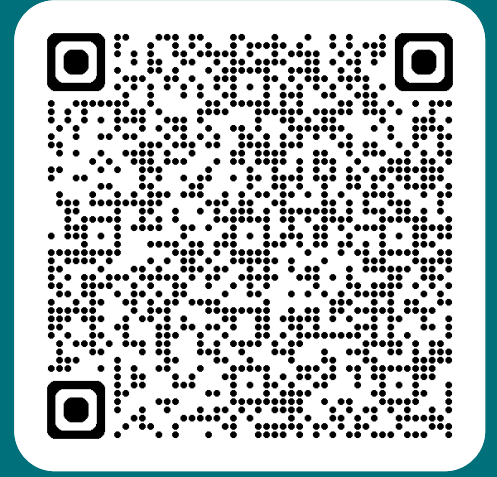
Australian Government

Department of Health, Disability and Ageing

Commonwealth Home Support Program 2025-27 Manual

An updated CHSP 2025-27 Manual reflecting program changes from 1 November 2025 is now available.

It is accompanied by a summary of changes and various supporting materials and guidance for providers.



Service Agreement guidance materials for CHSP providers

The department has also released a range of guidance materials on CHSP service agreements. These include a user guide, template and checklists to assist providers with provision of information and developing care and service plans that meet obligations under the new Act.



Update: Data and Digital Strategy Reporting and Actions

Toby Burgess

Assistant Secretary (Acting)

Digital Strategy and Assurance Branch

Reform Implementation Division

Department of Health, Disability and Ageing



Australian Government

Department of Health, Disability and Ageing





Australian Government

Department of Health and Aged Care



Aged Care Data and Digital Strategy 2024-2029

Vision:

To deliver the highest quality person-centred care for older people while driving a sustainable and productive care and support economy through data and digital innovation.





How is the Department delivering against the strategy?

- Concrete actions designed to provide support to older people and their support networks, aged care workers, service providers and technology vendors through this five-year plan.
- 4 strategic outcomes sit under the guiding principles.
- In the first year of the plan, 23 action items commenced under 8 priority focus areas.



Australian Government
Department of Health and Aged Care

Action Plan

Aged Care Data and Digital Strategy
2024 – 2029





Australian Government

Department of Health and Aged Care



Outcome 1 | Older people and their support networks can navigate and actively participate in their care and wellbeing.

- Strong performance of digital literacy program BeConnected
 - Expansion of LiveUp website in content and reach
-
- My Aged Care website updates
 - Find-a-Provider Tool increased functionality and search result specificity





Australian Government

Department of Health and Aged Care



Outcome 2 | Aged care workers, service providers and health professionals are digitally empowered to provide higher quality and better-connected care.

- Virtual nursing in aged care trial commenced
- IAT improves assessment data quality and consistency
- Sharing of aged care transfer summaries and support plans to My Health Record





Australian Government

Department of Health and Aged Care



Outcome 3 | Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

- Aligning work on the Government Provider Management System and the National Minimum Data Set
- Ensuring that our increasingly data-rich environment informs ongoing improvement





Australian Government

Department of Health and Aged Care



Outcome 4 | Modern data and digital foundations underpin a collaborative, standards-based care system.



- Innovative solutions and emerging AI frameworks show promise
- Variation in provider digital maturity and readiness for adoption present challenges
- Sector wants clarity about future, but time to focus on immediate changes



Australian Government

Department of Health, Disability and Ageing



Year 2 | What is the Strategy focused on in 2025-26?

- Staged digital implementation of the new Aged Care Act (2024)
- Supporting older people, workforce and providers through the transition





Australian Government

Department of Health and Aged Care

➤ Year 2 | Discovery Work into Technical and Regulatory Alignment

- New payment and reporting system for MPS and NATSIFAC providers
- Exploring opportunities to align aged care and veterans' care services to deliver a more sustainable, person-centred and connected model of care for DVA clients.





Australian Government

Department of Health and Aged Care

➤ Year 2 | Uplift in the aged care data ecosystem

- National Best Practice Data Set to guide more digitally mature providers
- NACDA data resource profile
- ARIA flagship project “empowering data literacy and capability”





➤ Year 2 | Digital empowerment across the sector

- ACPA and ELDAC work to ensure choices are communicated and respected
- Digital literacy
- Safe and ethical approach to emerging technology





Australian Government

Department of Health and Aged Care

➤ What comes next...

We welcome your ideas and information about programs or projects that will help to achieve the Strategy's vision.

Reach out at **DigitalReformStrat@Health.gov.au** to discuss the opportunity to collaborate.

Integrated Care and Commissioning (ICC) Initiative

Anabelle Peck

Assistant Director

Thin Markets Branch

Market and Workforce Division

Department of Health, Disability and Ageing

Marlon Disanayake & Tracey Middleton

Human Centred Design Section

Digital Strategy, Architecture & Innovation Branch

Digital Services within Corporate Operations Group

Department of Health, Disability and Ageing



Australian Government

Department of Health, Disability and Ageing



Integrated Care and Commissioning (ICC)

ICT DISCOVERY PROJECT

Supporting cross-system reporting for thin markets providers

Anabelle Peck – *Thin Markets Innovation Section, Thin Markets Branch*

Marlon Disanayake - *Human Centered Design Section, Digital Strategy, Architecture and Innovation Branch*

Tracey Middleton - *Human Centered Design Section, Digital Strategy, Architecture and Innovation Branch*



Australian Government

Department of Health, Disability and Ageing

ICC OVERVIEW

Integrated Care and Commissioning (ICC) Initiative

- ICC aims to bring together agencies, investments and resources to understand and address local care and support issues across:
 - aged care
 - disability
 - health
 - veterans' care.
- Trials are underway in thin markets locations from 2023-mid 2027 where there is a need for collaborative, community-driven solutions:
 - in rural and remote locations
 - for First Nations people.

Contact us on: IntegratedCareCommi@health.gov.au



Australian Government
Department of Health, Disability and Ageing

ICC OVERVIEW

ICC Objectives



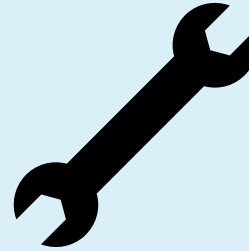
Collaboration

Bringing together stakeholders and resources across government, industry, private organisations, and communities



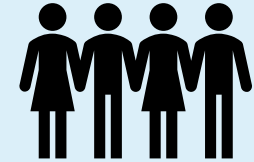
Identification

Understanding local contexts, issues and opportunities



Implementation

Developing and trialling innovative, place-based initiatives



Influence

Sharing learnings to inform broader system and policy contexts

ICC OVERVIEW

Trial site locations

The Integrated Care and Commissioning trial sites have started in:

- Kimberley, Western Australia
- Central West Queensland
- South-Eastern New South Wales
- Gippsland, Victoria.

Next:

- Port Augusta/Whyalla, South Australia
- Northern Tasmania



ICC OVERVIEW

ICC includes funding for small-scale capacity building projects across the trial sites...

Business or service system consultancy

- Analyse current business models
- Identify capacity building requirements
- Advise on recruitment and employment systems
- Implement a transition plan to an integrated model with business system enhancement
- Provide ongoing business advice.

Minor capital works, building upgrades and refurbishments

- Assist organisations to expand their service offering and enable pooling of resources (e.g. treatment room for allied health professionals).

Staff training and development

- Create training for both jobseekers and workers who wish to expand into other care sector roles
- Support administrative staff to help them navigate the different care sector systems and strengthen the organisation's financial viability.

The ICC initiative can provide non-ongoing funding support for activities such as:

Communication strategies and products

- Establishing place-based strategies and products such as expos, round tables, or resource directories to uplift community knowledge of care.

ICC OVERVIEW

ICC aligns with Productivity Commission recommendations to deliver quality care more efficiently



Reform of quality and safety regulation to support a more cohesive care economy



Embed collaborative commissioning to increase the integration of care services



A national framework to support government investment in prevention

Overview - ICC ICT Discovery Project

How might we improve cross-system reporting for thin markets providers?

	Objectives	Process	Outcomes
Workstream 1	Identify challenges and solutions for cross-system usability and reporting through desktop research and stakeholder engagement	Desktop review and cross-agency workshops	Identify opportunities to alleviate cross-sector reporting burden for thin markets providers and recommend potential:
Workstream 2	Engage with providers in ICC trial sites to explore cross-sector reporting experiences and opportunities	In-person consultations (SENSW and Kimberley, WA)	<ul style="list-style-type: none">- Pilot projects- Policy and reform considerations



ICC ICT Discovery Workstream 1

NOVEMBER – DECEMBER 2024

Project vision: to uncover challenges and insights and form hypotheses to explore in more depth



Australian Government
Department of Health and Aged Care

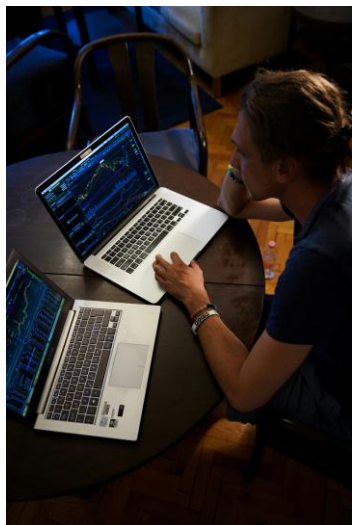
Workstream 1

Six hypotheses were identified to explore



SHARED CHALLENGE

Regulatory burdens are prominent



SHARED CHALLENGE

Data is limited and not widely shared



UNIQUE CHALLENGE

Higher proportion of vulnerable clients



UNIQUE CHALLENGE

Higher operating costs in R&R areas



UNIQUE CHALLENGE

Workforce skill gaps and lack of availability



UNIQUE CHALLENGE

Unreliable internet access and systems

ICC ICT Discovery Workstream 2

APRIL – AUGUST 2025

Project vision: to **reduce the reporting burden** for care and support service providers in Thin Markets



Australian Government
Department of Health and Aged Care



RESEARCH APPROACH

Approach overview

Bringing the voice of the Thin Market providers to life through in-depth consultations

Intent

Intent of human-centeredness is empathy, and for this project our goal was to build empathy and understanding of Community and Providers' perspectives, experiences and needs.

Conducting consultations

An 'outside-in' approach was adopted, where exploratory consultations are conducted with a range of providers and stakeholders.

Uncovering insights

Following the consultations and immersion sessions, information was consolidated to identify key themes, patterns, differences and commonalities.



CONTEXTUALISING THE REPORTING BURDEN

Providers face untenable circumstances managing **cultural differences**, **limited financial** and **human resources** with clients that are **remotely located**.



1 Workforce Constraints

By far, the biggest problem that Thin Market providers are facing.



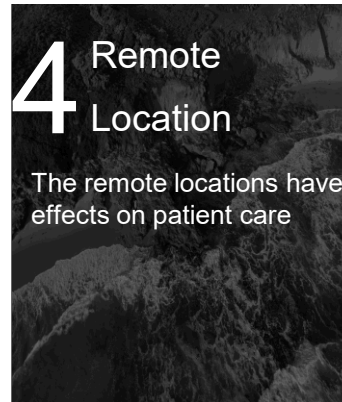
2 Rostering Priority

The importance of balancing workforce capacity and capability with resident needs



3 Assessments and package approvals

Providers still provide care during delays in assessments and package approvals



4 Remote Location

The remote locations have effects on patient care



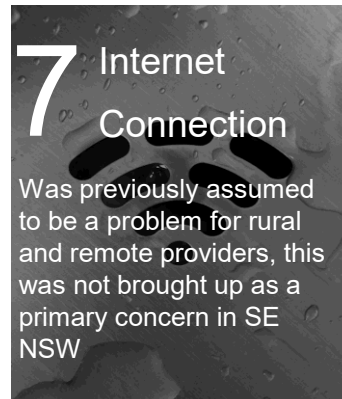
5 Digital Maturity

A streamlined, unified reporting system with clear guidance is needed



6 Package Funding

Financial viability is also a major hurdle



7 Internet Connection

Was previously assumed to be a problem for rural and remote providers, this was not brought up as a primary concern in SE NSW



8 Communication and Feedback

One of the key concerns raised by providers is the lack of feedback



9 Cultural Sensitivity

First Nations communities function very differently to other providers. Accommodating for these differences is critical to recommendations.

THEMATIC INSIGHTS



1

The sector prizes narrative and qualitative reporting to support care outcomes over quantitative data



2

Balancing government reporting and governance creates a perceived tension for providers



3

Fragmentation of technology and information management ecosystem is fragmented leading to lack of harmonisation



4

Lack of clarity and confusion about what information should be shared and collected across programs leads to an incomplete view of the client

RECOMMENDATION SUMMARY

Recommendation Theme	Overview	Objectives
Training	Integrated Cross-Sector Training for Provider Workforces	Improve reporting experience by designing and piloting a new integrated training model for providers in MMM 4–7 communities.
Training	Digital and ICT Administrative Training	Establish and fund digital upskilling trials to improve digital literacy and records management.
Training	Service Assistance for Community Providers	Provide service support (e.g., reporting FTE) to alleviate reporting burdens and improve care outcomes.
Culturally Appropriate Reporting	Culturally Appropriate Reporting Models	Design and pilot culturally appropriate reporting models
Culturally Appropriate Reporting	Accessible Communication and User-Centric Terms	Make reporting language more accessible and inclusive, including translations for trial sites.
Measuring Reporting Burden	Impacts of Travelling and Access on Reporting	Understand and analyse travel impacts on reporting and care quality in remote communities.
Measuring Reporting Burden	Impost of Reporting on Independent Community Providers	Review and mitigate reporting burdens for small, independent providers.
Measuring Reporting Burden	Statistical Trial-Site Review Analysis	Conduct sector-wide analysis to uncover insights and make recommendations to relieve reporting burdens.
Technology	Reporting and Rostering Software Review	Review sector software to support providers' reporting responsibilities.
Technology	Reporting and Rostering Software Funded Pilot	Pilot software solutions to support reporting in MMM 4–7 communities.
Technology	Simplified Reporting Prototype and MVP App	Develop and test a simplified reporting app for providers.
Technology	Qualitative Reporting and Real-Time Data Capture	Establish baseline and trial AI/ICT solutions for qualitative reporting.
Technology	Reducing Qualitative Reporting Burden with AI	Trial AI integration in qualitative reporting to support compliance and best practice.
Data Sharing	Single Client Profile Exploration	Explore developing a single client profile to reduce reporting burden and improve outcomes.
Data Sharing	Harmonisation of Reporting Data Terms	Benchmark and harmonise reporting fields across agencies to create a target state data dictionary.
Data Sharing	Benchmark of Policy and Systems Data Sharing	Explore compliant and culturally appropriate data sharing across agencies and communities.
Data Sharing	Better Client Onboarding and Consent Support	Develop improved onboarding and consent processes for data sharing, focusing on privacy and cultural needs.

NEXT STEPS

Next steps

We are aiming to progress recommendations as part of:

- ICC trial site project proposals
- Broader initiatives and budget processes

For example, projects could be implemented through the ICC initiative to:

Test an integrated cross-sector training model for reporting, administration, digital upskilling (Aged Care, NDIS, DVA)

Introduce a local support resource to assist cross-sector providers with administration and reporting

Undertake research to quantify the impost of cross-sector reporting for thin markets providers

Pilot a review of cross-sector reporting software and provide guidance and support for local providers

NEXT STEPS

How to get involved

- Provide feedback on recommendations
- Express interest in:
 - Supporting development and implementation of recommendations
 - Being involved in ICC trial site activities

Email:

Integratedcarecommi@health.gov.au

Webpage:

<https://www.health.gov.au/our-work/integrated-care-and-commissioning-initiative>

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.



Australian Government

Department of Health, Disability and Ageing



THANK YOU

Our next meeting will be on **Thursday, 30 October 2025.**



DTSectorPartners@Health.gov.au