

Digital Transformation

Sector Partners

Digital Transformation for the Aged Care Sector



Australian Government
Department of Health, Disability and Ageing

Meeting #69
21/08/2025



WELCOME

Fay Flevaras

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



Sector Partners #69

Agenda

Digital Transformation for the Aged Care Sector

**Welcome &
Agenda**

Fay Flevaras

**State of Play &
New Member
Induction**

Fay Flevaras

**Playback:
Monthly Care
Statements
Digital Solution
Pilot**

Steven Marrinan

**Update: Digital
Transformation
Impact
Assessment**

**Janine Bennett &
Nesan Pillay**

**Questions and
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
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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 DTSP@health.gov.au.



An introduction to Sector Partners

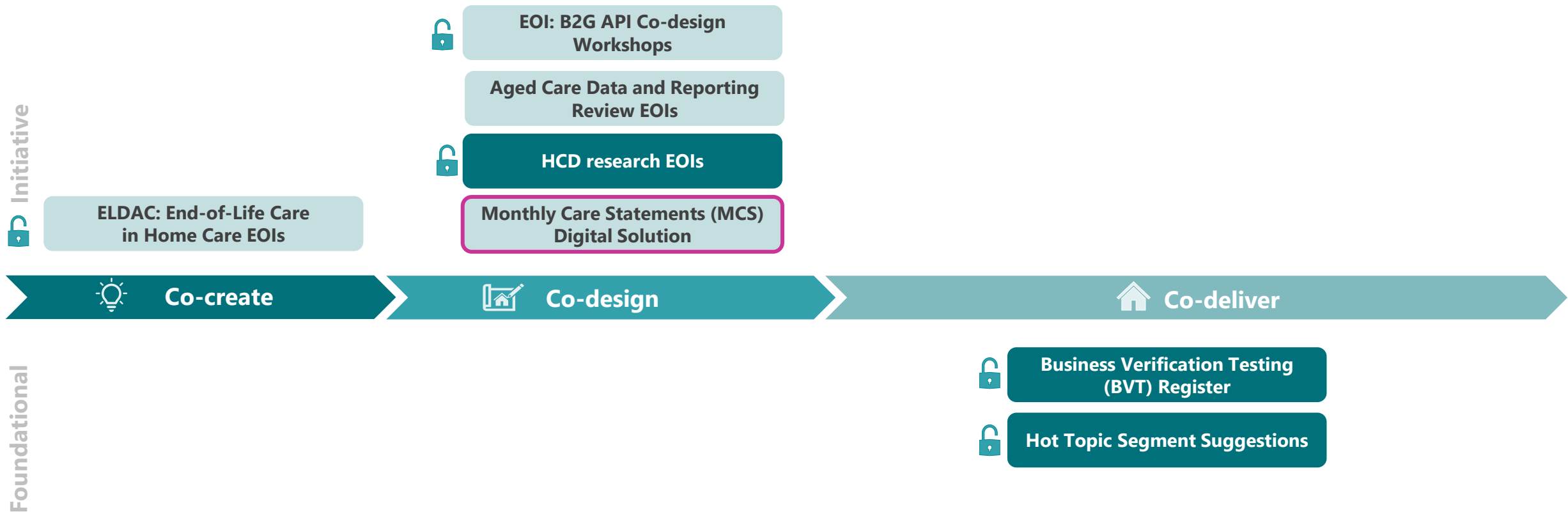
Digital Transformation and Delivery Division
Corporate Group | Department of Health and Aged Care



Australian Government
Department of Health
and Aged Care

Welcome!

Open collaboration activities



Aged Care Reform Sector Pulse Survey

Aged Care Reform Sector Pulse Survey aims to gather stakeholder insights to help us understand:

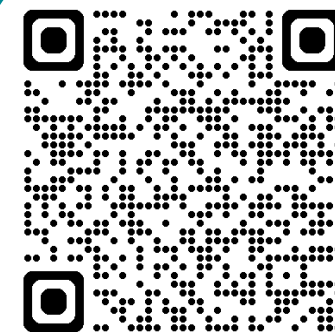
- how ready you are to implement upcoming reforms
- your progress in implementing the reforms
- how we can best support you
- areas where you need more guidance.

We want to hear from:

- aged care providers
- assessors
- sector workers
- **IT vendors, developers and anyone that provides data, digital and technological services to the aged care sector.**



Sector Pulse Survey



Survey closes 7 September 2025



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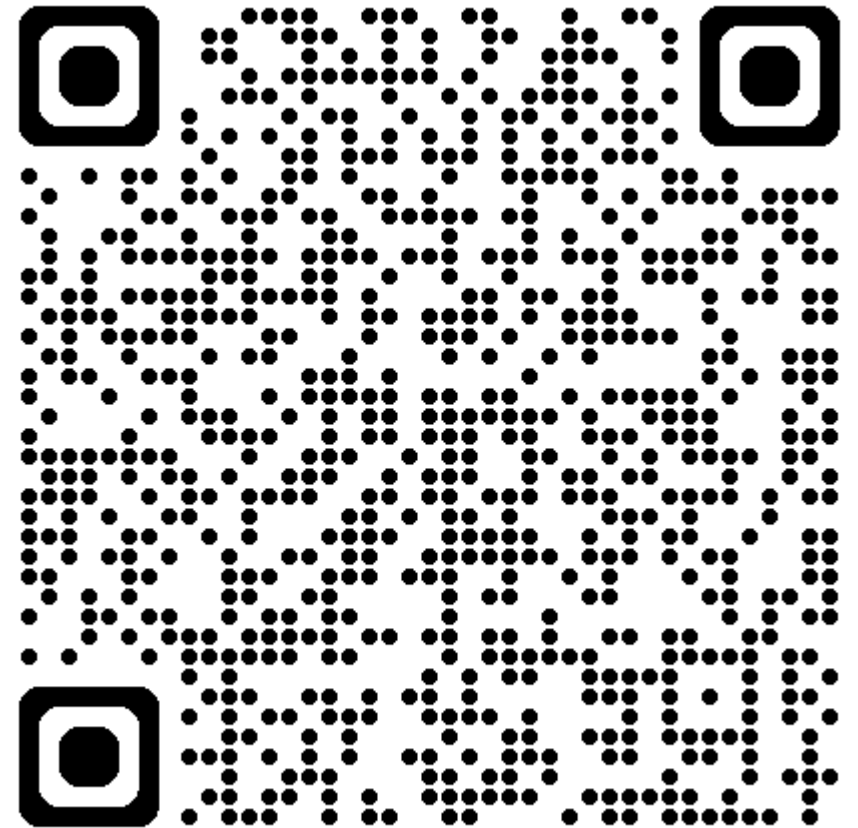


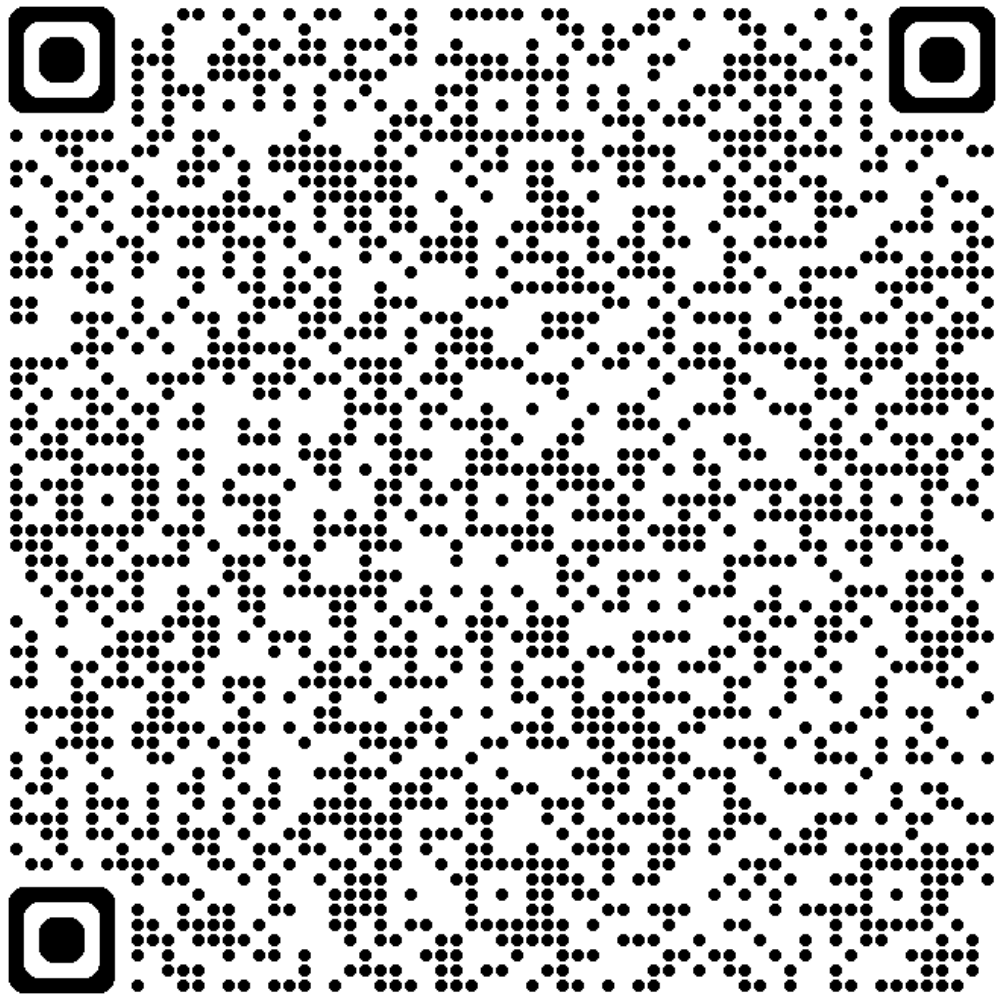
New: Support at Home service agreement resources

The new service agreement resources include:

- guidance for providers
- a checklist for providers
- a template
- key messaging for older people.

These documents are designed to assist providers in preparing for the implementation of the Support at Home program on 1 November 2025.





Updated: Support at Home program claims and payments business rules guidance

The Support at Home program claims and payments business rules guidance (v1.5) includes updates in response to stakeholder feedback, including changes to requirements on evidence for certain Support at Home ongoing services, and Assistive Technology and Home Modification claims.

Playback: Monthly Care Statements Digital Solution Pilot

Steven Marrinan
Partner
Liquid



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Update: Digital Transformation Impact Assessment

Janine Bennett

Assistant Secretary

Digital Business and Sector Engagement
Digital Services within Corporate Operations Group
Department of Health, Disability and Aging

Nesan Pillay

Service Designer

Human Centred Design Section
Digital Strategy, Architecture and Innovation Branch
Digital Services within Corporate Operations Group
Department of Health, Disability and Aging



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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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THANK YOU

Our next meeting will be on **Thursday, 4 September 2025.**



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