Digital Transformation

Sector Partners

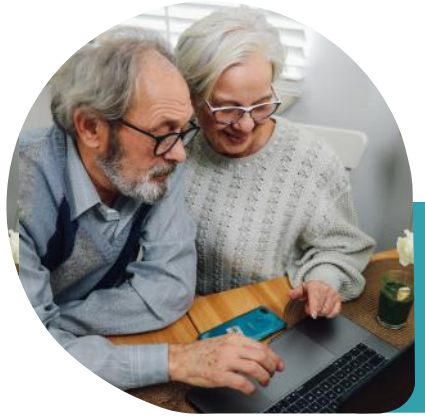
Digital Transformation for the Aged Care Sector

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**

State of Play & New Member Induction

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

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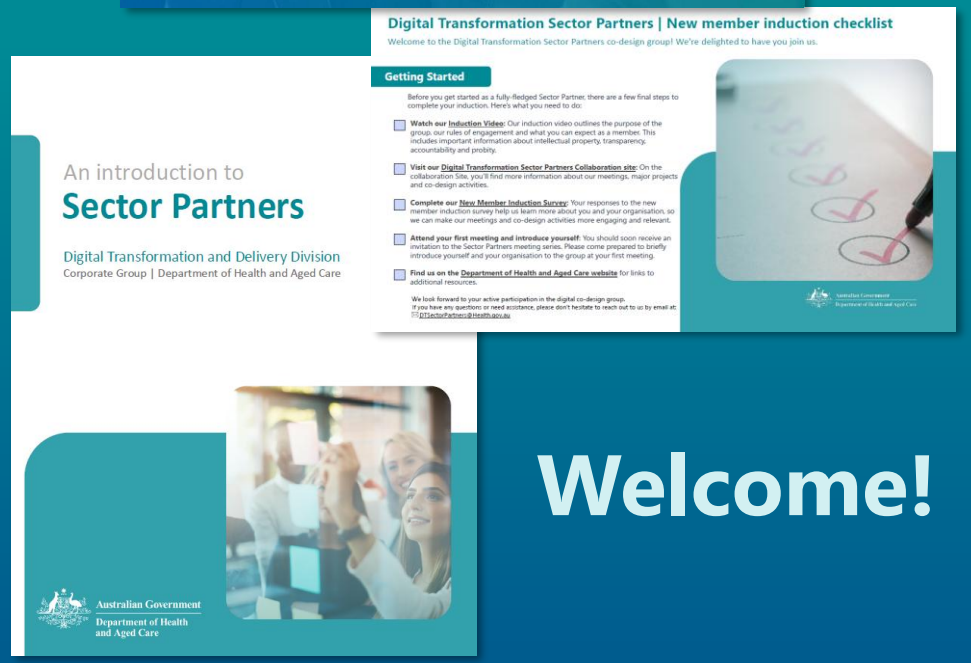
Important considerations

Principles underpinning the work of this group

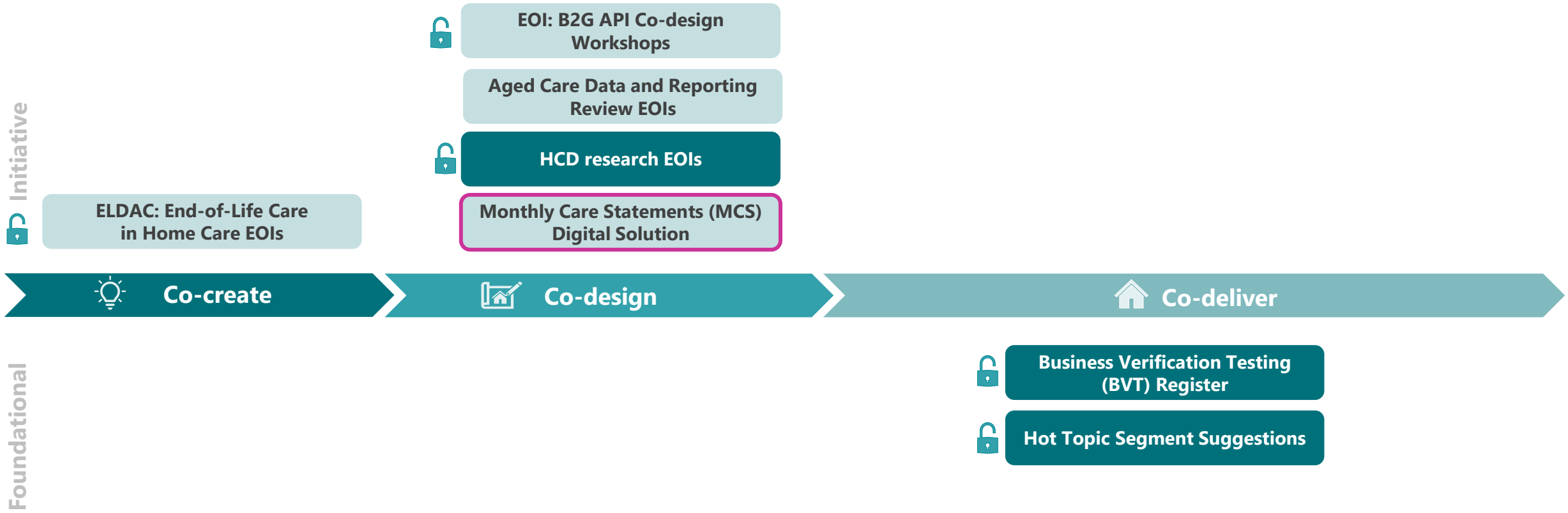
1. We will publish the names of participants in this group to the Health website – along with their role and organisation (if relevant).
2. All shared material and a meeting summary will be published on the Health website after each meeting.
3. Be aware that this is considered a public forum and participant 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.

Member induction pack



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.

Sector Pulse Survey

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.**

Survey closes **7 September 2025**

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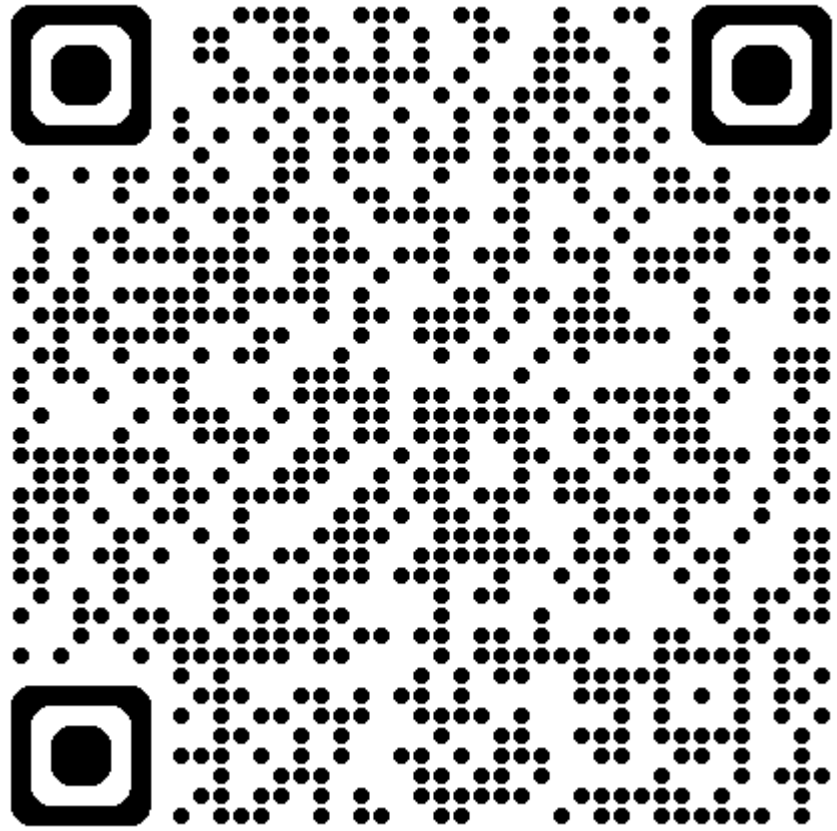
State of Play

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.



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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

Australian Government
Department of Health, Disability and Ageing

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

Australian Government
Department of Health, Disability and Ageing

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.

Raise

THANK YOU

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

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