Digital Transformation

Sector Partners

Digital Transformation for the Aged Care Sector

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

WELCOME

Fay Flevaras

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

Sector Partners #76

Agenda

Digital Transformation for the Aged Care Sector

Welcome & Agenda	State of Play	Sector Partners Year in Review	Sector Partners 2025 Reflections	Thank you and Close
Fay Flevaras	Fay Flevaras	Emily Simlat Janine Bennett	Fay Flevaras	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

Open collaboration activities

Initiative

🔓 Cyber Security Green Paper: Consultation Questions

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

🔓 EOI: B2G API Co-design Workshops

🔓 HCD research EOIs

Co-create

Co-design

Co-deliver

Foundational

🔓 Business Verification Testing (BVT) Register

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🔓 SIGN UPS open

⭐ NEW

⚫ DIGITISED focus (UX)

🔴 AUTOMATED focus (API)

Evergreen

Open

Recently closed

On today's agenda

Reminder for Providers

Providers need to update pricing and service information promptly to:

- remain compliant
- ensure participants can make informed decisions and finalise their service agreements.

You need to:

- verify your services and pricing in the My Aged Care Service and Support Portal
- publish your prices on your website.

You must enter your prices directly into the portal. Uploading or linking to a price schedule on your website does not fulfil your obligations under the new Aged Care Act.
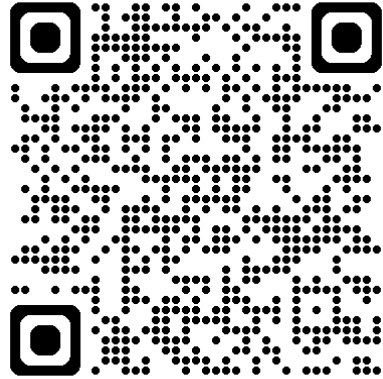
If you have already updated your pricing, thank you for your efforts.

Online resource collections
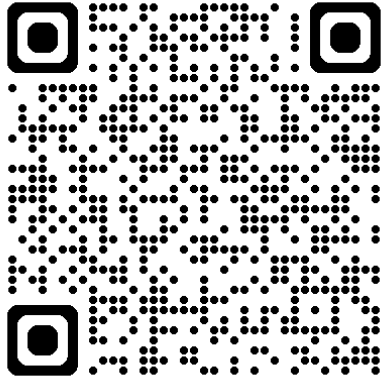
Support at Home

Business to Government (B2G)
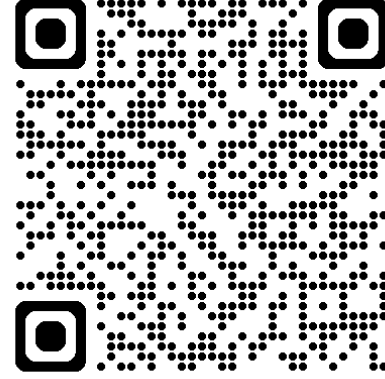
My Aged Care
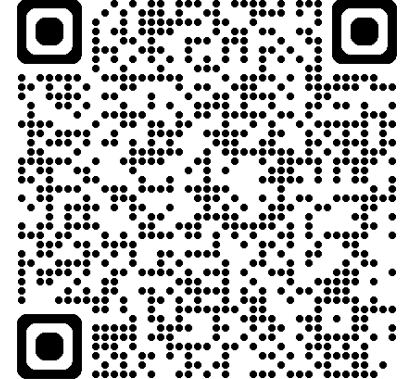
Government Provider Management System (GPMS)

Sector Partners 2025: Year in Review

Janine Bennett
Assistant Secretary
Digital Business and Sector Engagement Branch
Digital Services within Corporate Operations Group
Department of Health, Disability and Ageing

Emily Simlat
A/g Director – Sector Engagement
Digital Business and Sector Engagement Branch
Digital Services within Corporate Operations Group
Department of Health, Disability and Ageing

Australian Government
Department of Health, Disability and Ageing

Digital Transformation Roadmap

DHDA systems

- My Aged Care (MAC)
- Government Provider Management System (GPMS)
- Business to Government (B2G)

Department of Health, Disability and Ageing

JAN – FEB ✓

- Identify and record aged care exceptional circumstances
- Younger person in residential aged care supporting documentation
- First Nations assessment organisations preference
- First Nations assessment organisations
- Enhancements to Single Assessment System:
  - Introduce triage role
  - Updates to delegate form
- Supported Decision Making framework
- Decommission legacy apps
- Serious Incident Response Scheme (SIRS) Integration
- New staffing Quality Indicators
- Changes to care minutes and staffing rating
- Star Ratings enhancements
- Worker Screening technical release
- Updates to Quality Indicators API to support new staffing indicator for Allied Health

MAR – APR ✓

- Care Service Model – entities, relationships and governance
- Generate provider preview
- Provider deeming and migration to support the initial provider preview
- Provider data model to support the new Aged Care Act
- Updates to Quality Indicators API – Updated terminology

JUL – OCT ✓

- Provider data integration with Services Australia to support payments under the new Aged Care Act
- Launch GPMS for Registered Providers
- New regulatory information via GPMS (e.g. registration categories and information)
- GPMS Provider Register integration with Commission
- Enhancements to Manage Your Organisation functionality
- Uplift bed data management to accommodate places to people and occupancy level tracking
- GPMS platform enhancements for new Aged Care Act & Provider Register
- GPMS data migration to support New Aged Care Act

NOV – DEC 2025 ✓

- Enhancements to Risk Based Targeting and Information Sharing Program
- Enhancements to Quarterly Financial Reporting
- Quality Indicators and QFR reporting for Registered Providers
- Enhancements to GPMS Operational Reporting
- 24/7 RN reporting capabilities for Registered Providers
- Updates to Quality Indicators API to support the Aged Care Act
- Updates to Registered Nurses 24/7 API to support the Aged Care Act
- Updates to Provider Management API to support the Aged Care Act
- Updates to Authentication API to support the Aged Care Act

- Updated provider payments and client integration with Services Australia
- Transition to the new Supported Decision Making framework
- Alignment of My Aged Care 'Find a Provider' and referral model
- Outlet, Service Referrals and Find a Service
- Refinements to letters and notices
- Support at Home service list
- Support at Home information sharing with partner systems
- Classification decision support
- New Aged Care Act wording updates
- New prioritisation system for Support at Home
- Budget allocation for ongoing services and short-term support

- HCP client digital transition
- Capturing First Nations Assessment Organisations
- AT and HM prioritisation system
- Updates to notifications from Aged Care Gateway after an AN-ACC reconsideration
- NACA SIRS form and payload
- Amendments to service catalogue
- Residential Places to People Go Live
- Improvements to eligibility pathways
- End of life assessments
- CHSP Service List updates aligned with Care Services Model

Services Australia

JUL – OCT

- ACG Residual Scope Design & Build continues
- Developers continue preparing for integrating software through to Nov
- Final Services Australia API release
- Support at Home Contribution Rates available in the ACPP
- Focus on Notice of Integration (NOI) progression and finalisation
- B2G third party code rolled out

- Updates to Services Australia's change of circumstances functionality
- Aged care provider portal in read only for a short period
- System Go-live for NACA
- Transition of HCP claims to Support at Home

NOV – DEC 2025

- Providers can commence Support at Home invoicing
- Ongoing monitoring and stabilisation post-Go-live
- Providers can commence Support at Home claiming

Where we started

237 total members

136 unique organisations

Aged Care Providers

14 — Homecare only
3 — Residential only
16 — Both homecare and residential

Member Organisations

- Service Providers
- ICT Vendors
- Consultants
- Government
- Peak Bodies
- Primary Health Network
- Research Organisation

68, 20, 33

Start of 2025 Sector Partners MM Provider Coverage (all states and territories)

Providers servicing

MM category	Providers servicing
MM1	33
MM2	31
MM3	29
MM4	27
MM5	29
MM6	18
MM7	12

Modified Monash category

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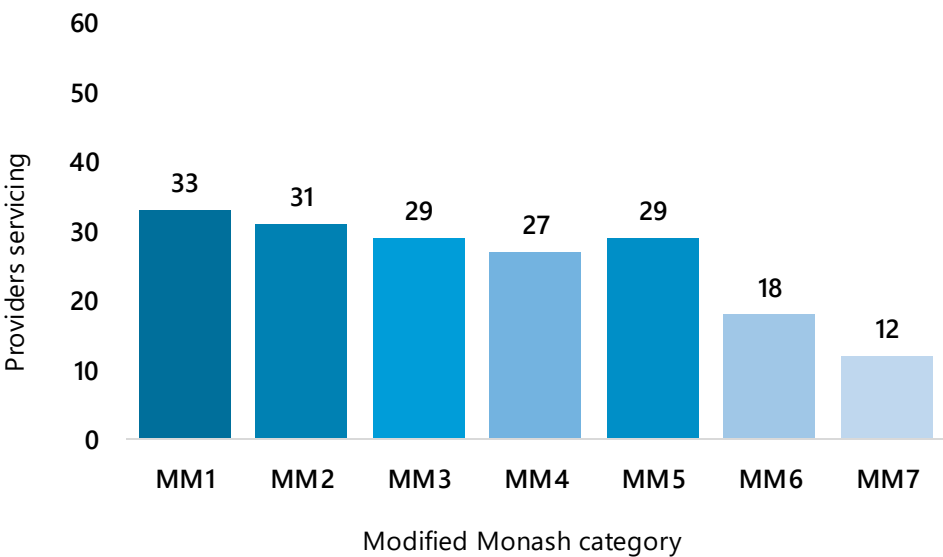
Responding to sector needs

- Increased the time allocated to Q&A each session.

- Developed improved process to record and track questions and feedback, and get answers from SMEs.

- Increased presence of subject-matter experts in-session.

- Collaborated with our partner agencies, Services Australia and the Aged Care Quality and Safety Commission, to provide a more holistic view of reform.

- Combined our delivery roadmap with Services Australia as result of sector feedback.

- Scheduled agenda items to address hot topics or areas of uncertainty for the sector.

- Increased outreach to rural and remote providers.

A focus on sector enquiries

159

enquiries received via this channel

94%

150

answered so far

Collaboration and co-design

>95

member EOIs received for codesign activities

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2025 engagement events

TT 21
*AI for your non-profit organisation
*Support at Home
*Single Assessment System

TT 22
*Health Systems Developer Portal (end to end process)
*Aged Care Digital Transformation Impact Assessment & Digital Maturity Research
*Support at Home & Q&A
*New Aged Care Regulatory Model

TT 23
*Residential means testing and accommodation reforms
*Digital Transformation Impact Assessment and Digital Maturity Research
*Places to People reform

TT 24
*Digital Transformation/Aged Care Reform
*Support at Home
*Government Provider Management System

TT 25
*Delivery Plan update
*Aged Care Digital Maturity Research
*Q&A playback

TT 26
*Reform update
*Q&A playback
*GPMS

TT 27
*Support at Home
*Aged Care Quality and Safety Commission
*GPMS Update

TT 28
Aged Care Reform Update
DTTD Update
Services Australia Update
Digital Transformation Update/Year in Review
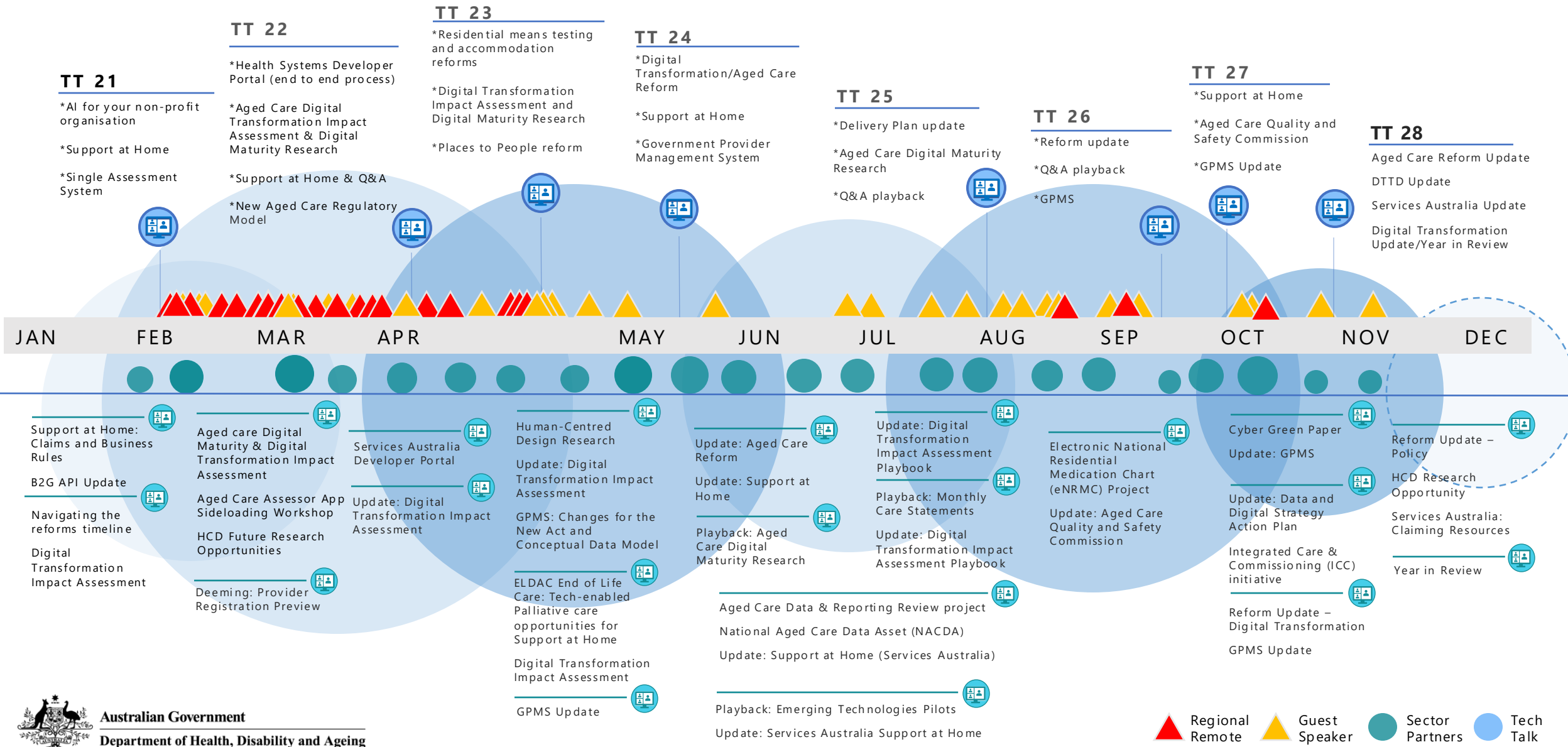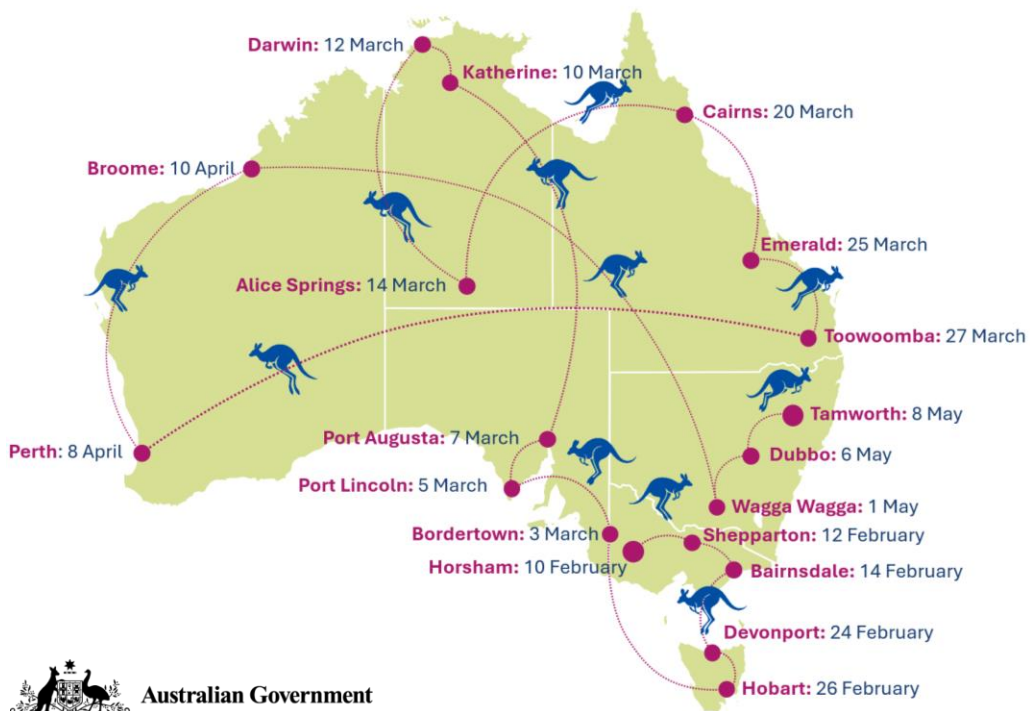
JAN **FEB** **MAR** **APR** **MAY** **JUN** **JUL** **AUG** **SEP** **OCT** **NOV** **DEC**

Support at Home: Claims and Business Rules
B2G API Update
Navigating the reforms timeline
Digital Transformation Impact Assessment

Aged care Digital Maturity & Digital Transformation Impact Assessment
Aged Care Assessor App Sideloading Workshop
HCD Future Research Opportunities
Deeming: Provider Registration Preview

Services Australia Developer Portal
Update: Digital Transformation Impact Assessment

Human-Centred Design Research
Update: Digital Transformation Impact Assessment
GPMS: Changes for the New Act and Conceptual Data Model
ELDAC End of Life Care: Tech-enabled Palliative care opportunities for Support at Home
Digital Transformation Impact Assessment
GPMS Update

Update: Aged Care Reform
Update: Support at Home
Playback: Aged Care Digital Maturity Research

Aged Care Data & Reporting Review project
National Aged Care Data Asset (NACDA)
Update: Support at Home (Services Australia)
Playback: Emerging Technologies Pilots
Update: Services Australia Support at Home

Update: Digital Transformation Impact Assessment Playbook
Playback: Monthly Care Statements
Update: Digital Transformation Impact Assessment Playback

Electronic National Residential Medication Chart (eNRMC) Project
Update: Aged Care Quality and Safety Commission

Cyber Green Paper
Update: GPMS
Update: Data and Digital Strategy Action Plan
Integrated Care & Commissioning (ICC) initiative
Reform Update – Digital Transformation
GPMS Update

Reform Update – Policy
HCD Research Opportunity
Services Australia: Claiming Resources
Year in Review

Australian Government
Department of Health, Disability and Ageing

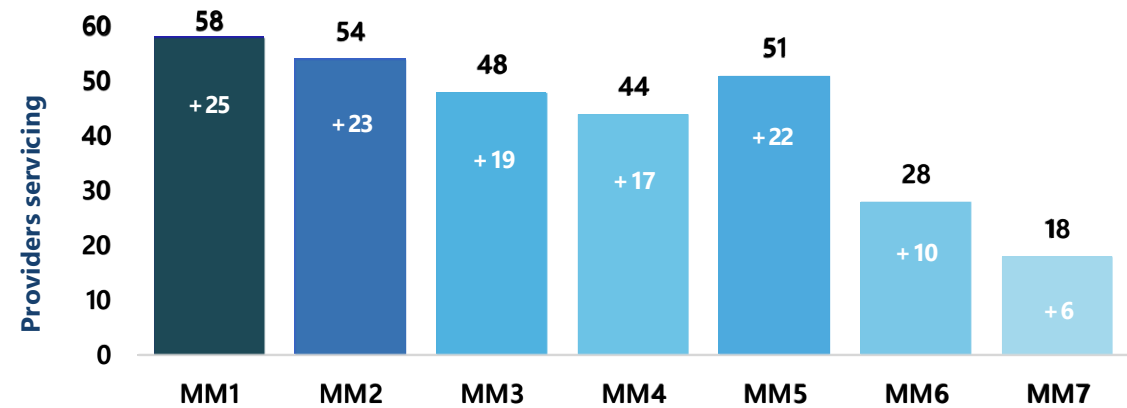Regional Remote | Guest Speaker | Sector Partners | Tech Talk

Expanding our regional representation

- 27 rural and regional engagement events during 2025, including remote and regional Service Development Assistance Panel (SDAP) workshops and Aged Care Manager training workshops.

- Increased focus on agenda items addressing issues affecting smaller, remote or regional providers.

SDAP rural and remote provider workshops

Darwin: 12 March
Katherine: 10 March
Cairns: 20 March
Broome: 10 April
Emerald: 25 March
Alice Springs: 14 March
Toowoomba: 27 March
Tamworth: 8 May
Perth: 8 April
Port Augusta: 7 March
Dubbo: 6 May
Port Lincoln: 5 March
Wagga Wagga: 1 May
Bordertown: 3 March
Shepparton: 12 February
Horsham: 10 February
Bairnsdale: 14 February
Devonport: 24 February
Hobart: 26 February

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Sector Partners Provider Coverage 2025 (all states and territories)

Providers servicing

	MM1	MM2	MM3	MM4	MM5	MM6	MM7
Total	58	54	48	44	51	28	18
Increase	+25	+23	+19	+17	+22	+10	+6

Modified Monash (MM) category

	MM1: Metropolitan areas	MM2: Regional centres	MM3: Large rural towns	MM4: Medium rural towns	MM5: Small rural towns	MM6: Remote communities	MM7: Very remote communities
ACT	10	10	9	10	9	9	7
NSW	38	36	35	32	35	21	13
NT	9	9	9	9	9	8	7
QLD	31	33	29	28	32	22	13
SA	21	19	17	16	17	12	10
TAS	11	10	11	11	11	9	6
VIC	32	32	31	32	31	20	13
WA	21	18	16	15	17	15	10

2025 membership growth

+148 new members

+78 new organisations

Individual members

200 · 237 · 253 · 285 · 291 · 339 · 345 · 356 · 370 · 371 · 372 · **385**

Unique organisations

136 · 153 · 153 · 170 · 171 · 193 · 193 · 199 · 207 · 207 · 207 · **214**

Dec-24 · Jan-25 · Feb-25 · Mar-25 · Apr-25 · May-25 · Jun-25 · Jul-25 · Aug-25 · Sep-25 · Oct-25 · Nov-25
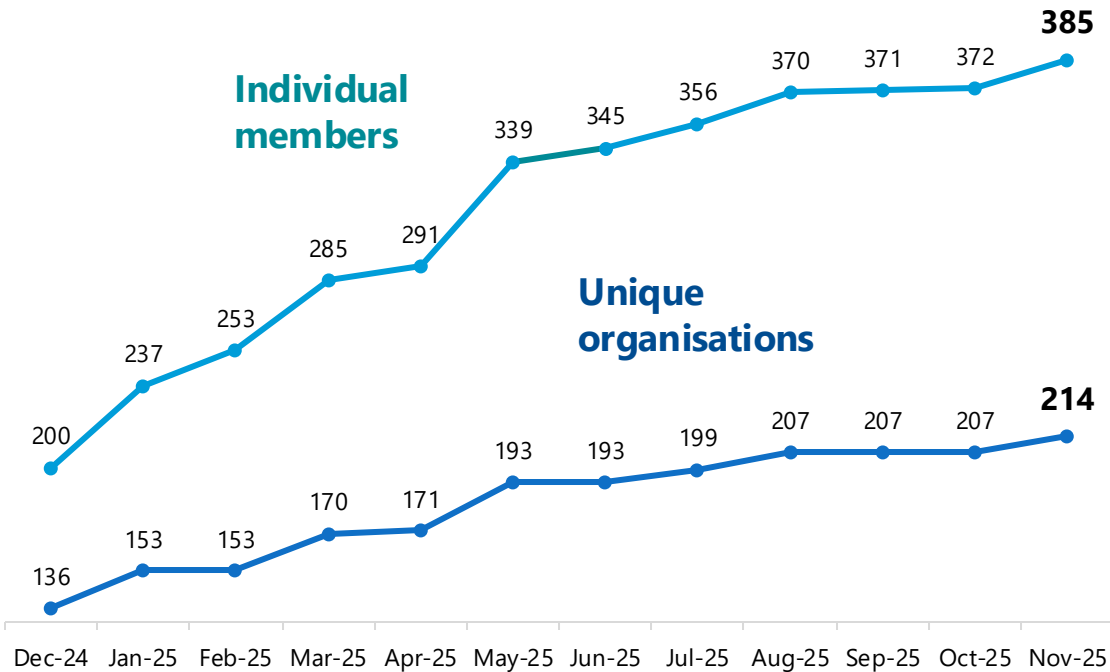
New member organisations 2025

+33 ↑ **100%**

aged care service providers

+17 homecare-only providers

+3 residential-only providers

+13 residential and homecare providers

+32 ↑ **47%**

ICT vendors

+9 ↑ **45%**

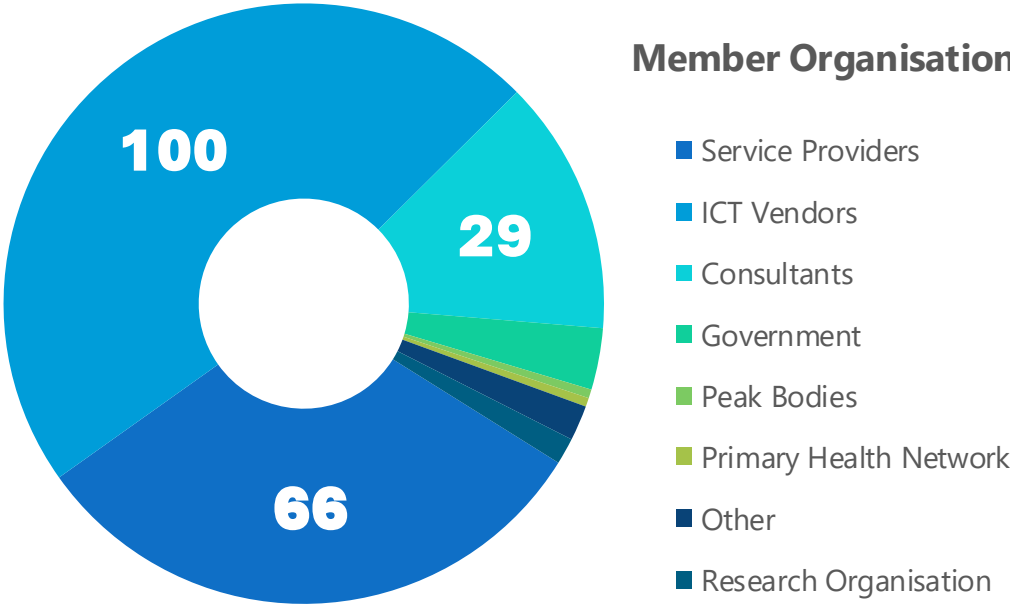consultancies

+4 ↑ **15%**

other organisations

Current membership

385 total members

214 unique organisations

Aged Care Providers

- 31
- 5
- 30

■ Homecare only
■ Homecare and Residential
■ Residential only

Member Organisations

- 100
- 29
- 66

■ Service Providers
■ ICT Vendors
■ Consultants
■ Government
■ Peak Bodies
■ Primary Health Network
■ Other
■ Research Organisation

Individual members

- 181
- 49
- 128

■ Service Providers
■ ICT Vendors
■ Consultants
■ Government
■ Academia
■ Peak Bodies
■ Other Health Services
■ Primary Health Network
■ Assessors

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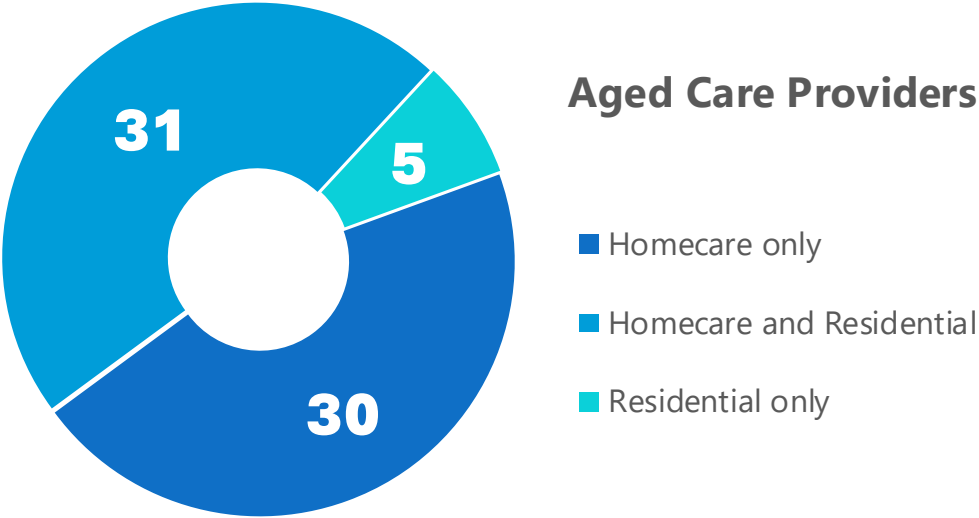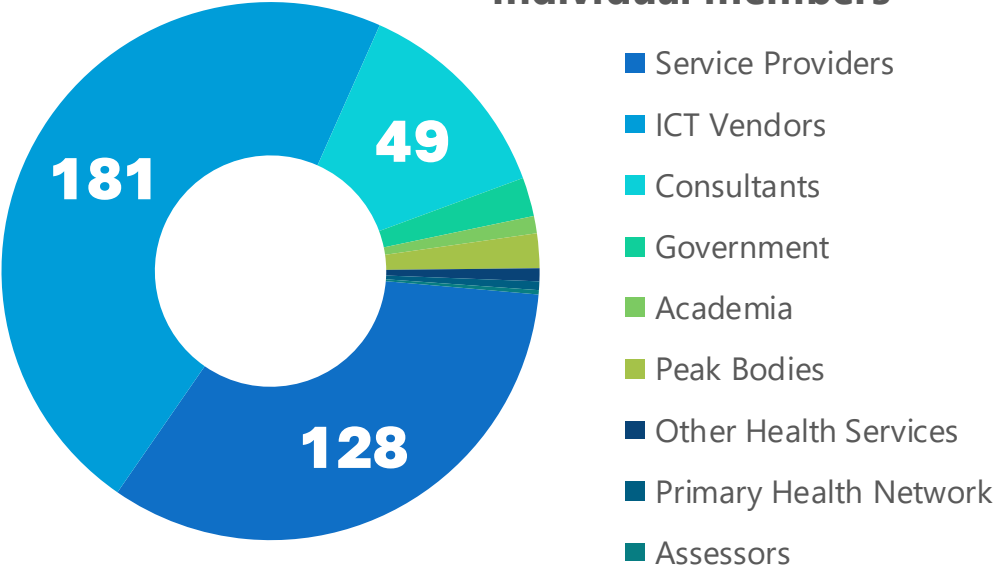
Reflections on 2025

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

What were the highlights of your engagement in the Sector Partners group for 2025?

How could we improve the experience next year?

What would you like to see us focus on in 2026?

Australian Government
Department of Health, Disability and Ageing

THANK YOU

We'd like to acknowledge all your efforts during this year of significant change.

Thank you for your collaboration and ongoing dedication to improving aged care outcomes through digital transformation.

We look forward to working with you even more closely in 2026!

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