

Sector Partners

Digital Transformation for the Aged Care Sector

Digital Services within Corporate Operations Group

Department of Health, Disability and Ageing



www.health.gov.au

Meeting #77

05/02/2026



Australian Government

Department of Health, Disability and Ageing

Disclaimer

- The department makes every effort to ensure that the material shared is accurate and up-to date.
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Australian Government

Department of Health, Disability and Ageing

WELCOME

Greetings and Acknowledgement of Country

Fay Flevaras

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





Sector Partners #77

Agenda

Digital Transformation for the Aged Care Sector

**Welcome &
Agenda**

Fay Flevaras

**State of Play
& new
member
induction**

Fay Flevaras

**2026 Sector
Priorities**

Fay Flevaras

**Sector Partners
2026 Focus**

Fay Flevaras

**Questions &
Close**

Fay Flevaras

State of Play & New Member Induction

Fay Flevaras

Chief Digital Information Officer

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



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** The slide deck 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.



Digital Transformation Sector Partners
Digital Services | Digital Business and Sector Engagement Branch
Corporate Operations Group | Department of Health, Disability and Ageing
Last updated FEBRUARY 2020



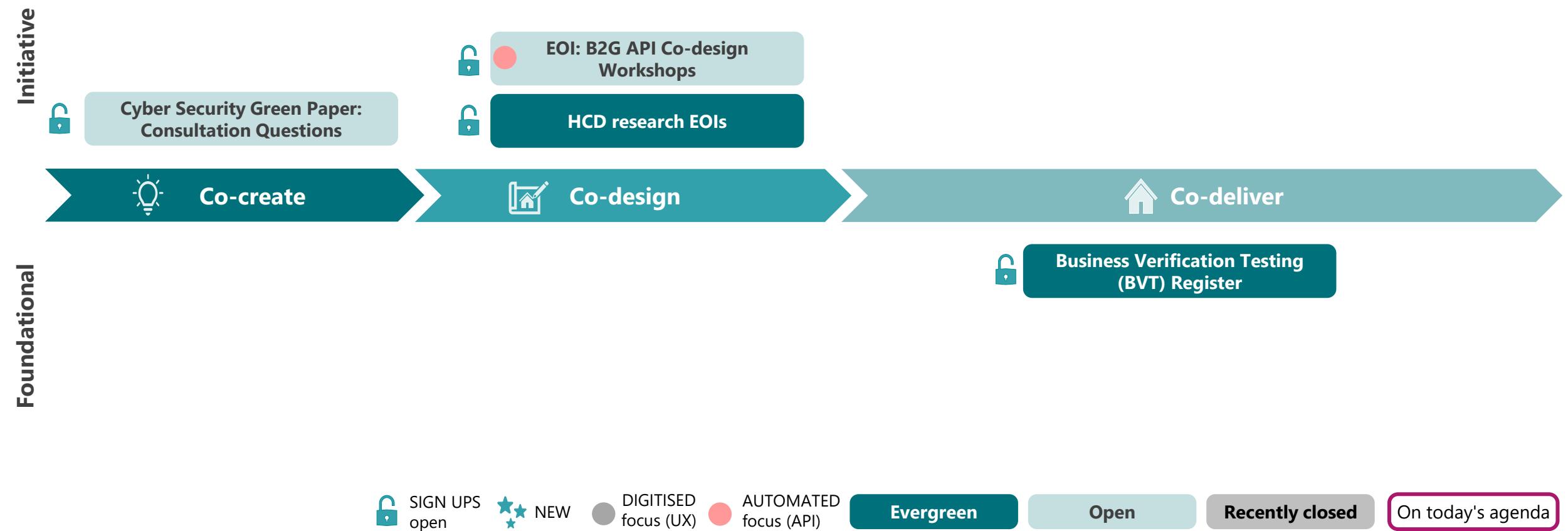
New member induction pack
Welcome!



Sector Partner induction video
Co-design: new member induction pack

Open collaboration activities

State of Play



HCD Co-design activities

Expression of interest



Human-Centred Design
Rolling Research

2026 Sector Priorities

Fay Flevaras

Chief Digital Information Officer

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



Share Your 2026 Priorities

Understanding your business priorities for the new year

1

How are you going with digital updates post 1 November?

2

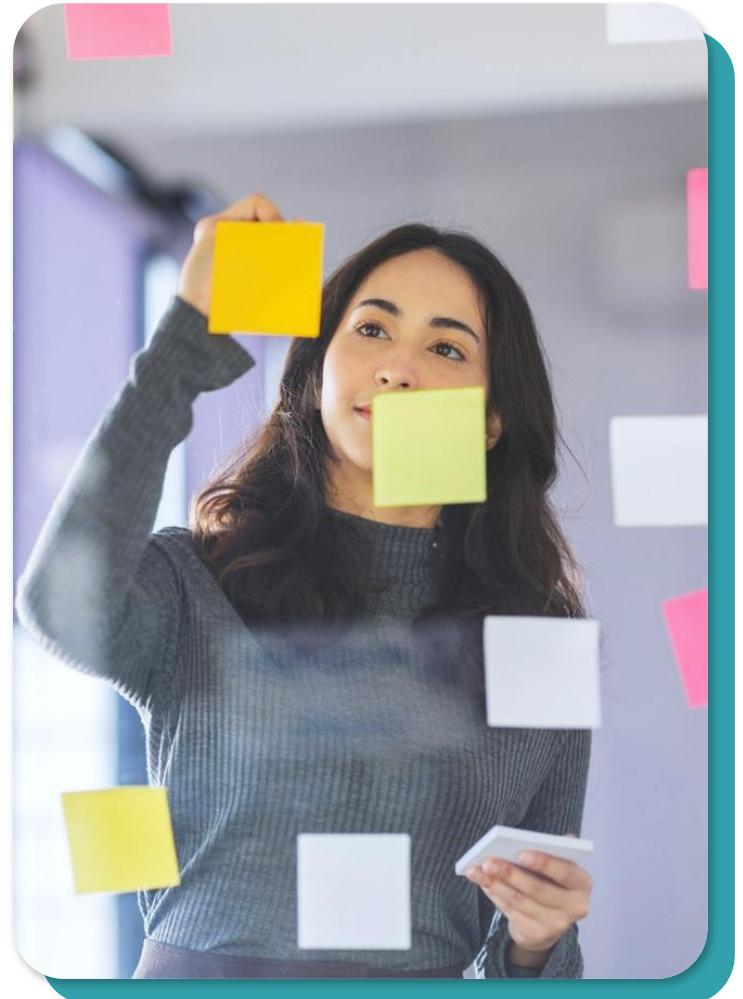
What challenges remain?

3

What are your digital business priorities for 2026?

4

Which emerging digital trends will be the most challenging?



Issue Escalation Process



1. For any issues, please **first log a ticket** including all the relevant information through the official support channels.
2. If your issue is not resolved, you can escalate it with us, quoting your ticket number. We will capture it in our issues register, then run an impact and urgency assessment.
3. Depending on the issue, our team will either directly provide info/support or will refer your issue to the appropriate areas for resolution.

Email: DTSectorPartners@Health.gov.au

Support at Home: Software Readiness

The department is aware that a small number of software vendors have not completed their solutions or are having issues addressing defects to enable their customers to submit Support at Home claims.

Providers that are unable to claim or are having other system/transition issues that are impacting their operations can reach out to the Support at Home team via the program's business continuity mailbox at sahbusinesscontinuity@health.gov.au for advice and to access a range of supports.

Software vendors who are not currently able to support their customers to make claims should also refer them to this team.



sahbusinesscontinuity@health.gov.au



Emerging mega themes

How might key digital and societal trends affect the sector?



New technologies (including AI) and related ethical issues



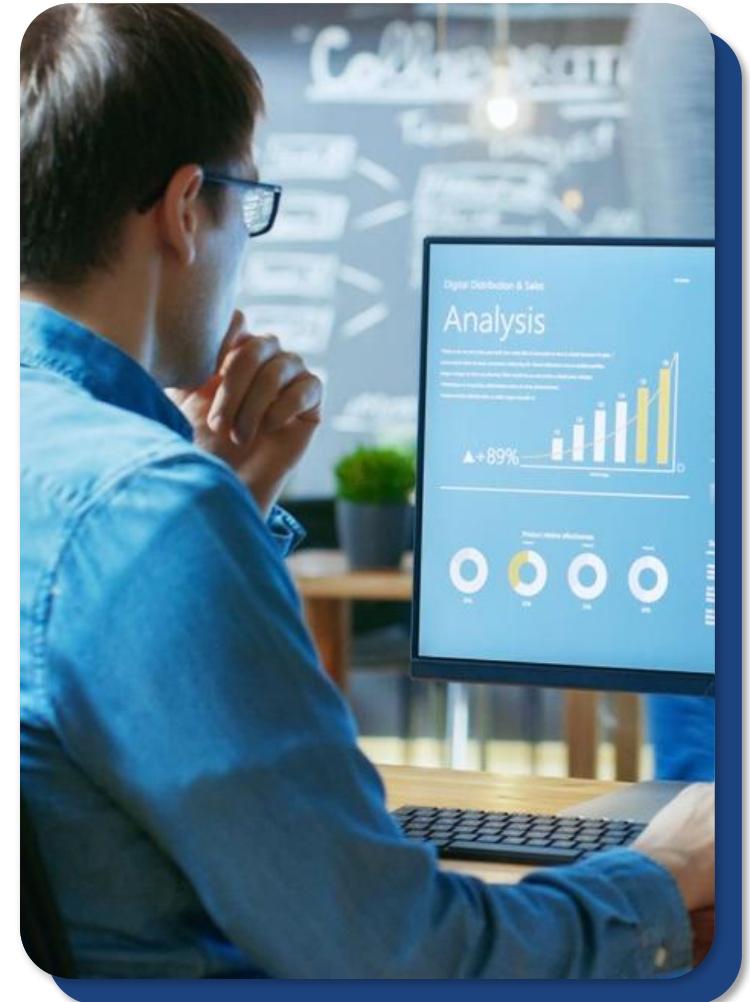
Digital transformation and optimisation



Protecting against cyber risks



Workforce productivity and digital and data skills



AI learning byte

Considerations

- Have you assessed risk and defined permitted and non-permitted AI uses and tools? Are you blocking non-permitted tools in your environment?
- Do your staff understand their consent, data handling, transparency and privacy obligations?
- Have you established safeguards and human checkpoints for AI outputs?
- Have you clearly defined what client data can and cannot be used in AI tools?
- Does your workforce require training to embed safe and ethical AI use? Should you establish mandatory baseline training on AI use, limitations and risks?
- Have you created clear escalation and incident pathways?

DO

Consider your approach to AI governance now – your staff could already be using AI even if you haven't officially rolled out tools across your organisation.



AI learning byte:

More information



Guidance for AI Adoption –
Department of Industry,
Science and Resources



Mitigating risks and harms –
Department of Industry,
Science and Resources

Sector Partners: 2026 Focus

Fay Flevaras

Chief Digital Information Officer

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



Refocusing for 2026



Our vision

We're proposing to adjust the cadence of Sector Partners meetings for 2026 to accommodate:

- more meaningful engagement – sessions with a clear purpose and outcomes
- high-quality, high-impact collaboration and codesign experiences
- deeper engagement with key sector concerns (such as cybersecurity, interoperability and AI)
- greater follow-through and advocacy – ensuring your insights reach the right people at the right time
- opportunities to expand our collaboration model across other areas of the Chief Digital Information Office (CDIO) portfolio.



Higher-impact sessions

Our proposed 2026 vision



Proposed changes

- Meetings will move to a monthly cadence.
- Each session will be purpose-driven, with clear outcomes.
- One or more new co-design activities per session.
- Our team will play a more active role in co-design from start to finish.
- Reform updates will continue through our established channels.
- Session length may extend to 90 minutes where deeper discussion is needed.



Benefits to members

- More effective use of your time.
- Improved co-design experience – better support, greater consistency, maximum impact.
- Clear visibility of outcomes and how your input shapes future work.
- Earlier and deeper involvement in digital initiatives.
- Time and space to explore complex topics.

Implementation plan

Over the next two weeks

- Members are welcome to get in touch to ask questions and provide feedback on the proposal.
- Please send your feedback to: **DTSectorPartners@health.gov.au**



Meeting 2: February 2026

- If the majority of members are supportive, we'll update the Terms of Reference.
- After the meeting, we'll send out invitations for the rest of 2026.

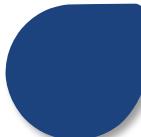
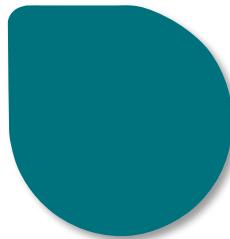


Meeting 3: March 2026

- First meeting under new cadence

TEAMS POLL:

*Do you support changing the
Sector Partners meeting
cadence to monthly from
March 2026?*



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 later in **February 2026**.

 DTSectorPartners.health.gov.au

