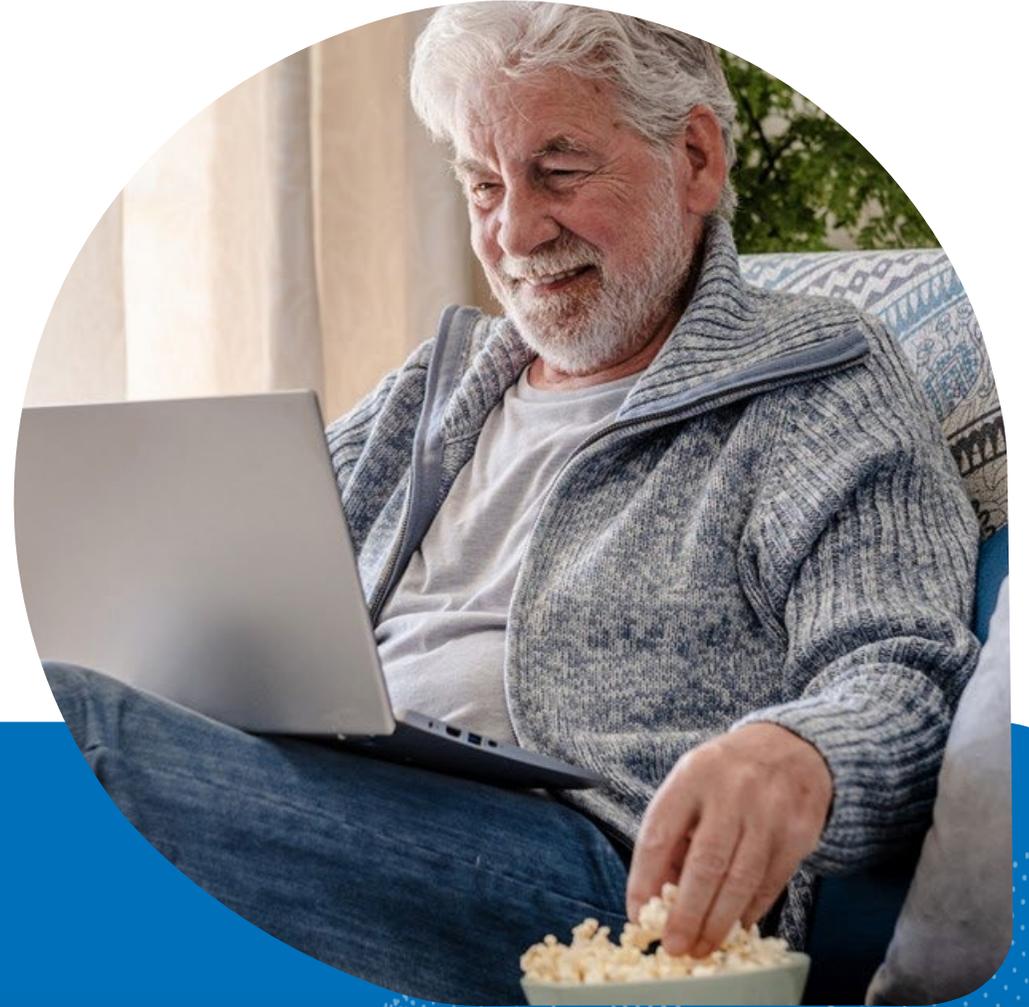


Tech Talk

Digital Transformation for the health and care sector –
webinar series



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



Welcome

Connect by phone



Dial-in +61 8318 0010 ID 346708565#



Session is recorded



Q&A

1

Ask your questions on Teams, using the **Q&A Tab** at the top of your screen

2

Vote up the questions you like Use the up arrow below the question



Email your questions:
digitalservicessectorengagement@health.gov.au



Media enquires:
news@health.gov.au



Disclaimer

- The department makes every effort to ensure that the material shared during this webinar is accurate and up-to date.
- Any material provided is high level and should not be taken or relied upon as specific advice.
- Tech Talk is not a substitute for professional advice and organisations should obtain professional advice relevant to their requirements or circumstances.
- Organisations should exercise independent skill and judgement before relying on any information shared.
- Material presented may incorporate or summarise views, standards or recommendations of other parties, and may not necessarily reflect the considered views of the department or Government.
- Any references to particular products or platforms should not be taken as an endorsement of that product or platform.



Agenda

Welcome

Janine Bennett

**Digital
Transformation
Update**

Fay Flevaras

**Artificial
Intelligence**

Fay Flevaras

Cybersecurity

Matt Newman

**Digital
Future**

Janine Bennett

Q&A

Panellists

Close

Janine Bennett



Digital Transformation update

An elderly couple is shown in a close-up, looking at a laptop screen. The man, on the left, has a white beard and is wearing a denim shirt. The woman, on the right, is wearing glasses and a green shirt. They both appear to be smiling and engaged with the content on the screen. The background is a softly blurred indoor setting, possibly a living room with a bookshelf.

Fay Flevaras

Chief Digital Information Officer
Department of Health, Disability and Ageing

Digital Transformation Roadmap 2026

Disclaimer

This is a CURRENT STATE view, NOT a Government commitment.

Formal decisions regarding the scope, sequence and timeframes of the department's portfolio delivery will be determined by the Government – the timeline is subject to change as policy decisions and planning evolves.

DHDA systems

My Aged Care (MAC)

Government Provider Management System (GPMS)

Business to Government (B2G)

Department of Health, Disability and Ageing

JAN - MAR

Government Provider Management System

GPMS offline beds self-reporting service

Star Ratings Compliance Enhancements

Changes for upcoming Care Minute performance-based supplements

Provider Operations and Dollars Going to Care Preview and Publication

My Aged Care

Support at Home letters AT-HM refinements

Outlet configuration - Support at Home Pricing References and copy functions

Restorative Care cap approval alignment

Restorative Care Pathway cessation changes

Automated management of Restorative Care Pathway caps

Expanded Notice of Decision access permissions for provider staff

APR - JUN

Government Provider Management System

Display of Quality Standards conformance

Quarterly Financial Reporting updates for residential care

Provider Operations form updates

My Aged Care

Price caps for Support at Home services

Refinements to Support at Home letters and notifications

Residual Support at Home assessment updates

Delegate approval workflow for Act alignment

Care Recipient Homeless Status Flag in MAC

Digital Commonwealth Home Support Program process

Statement of Reasons securely viewable in Care Recipient's profile

Supporting Better Data Analytics for ANACC reassessments

Services Australia

Services Australia Systems

Business as Usual rate updates

Reset of Support at Home budgets

Services Australia Systems

Reset of Support at Home budgets

Entry Exit API

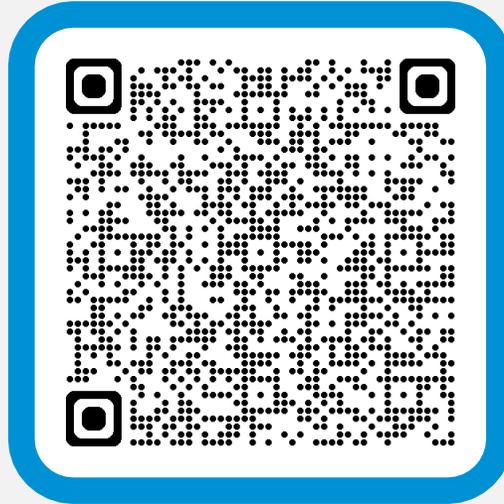
Care Minutes

Bulletin: Support at Home pricing requirements



[Support at Home pricing requirements](#)
| Aged Care Quality and Safety
Commission

New regulatory model – Guidance for residential aged care providers



[The new regulatory model Guidance for residential
aged care providers](#) | Australian Government
Department of Health, Disability and Ageing

New regulatory model – Guidance for Allied Health Professionals

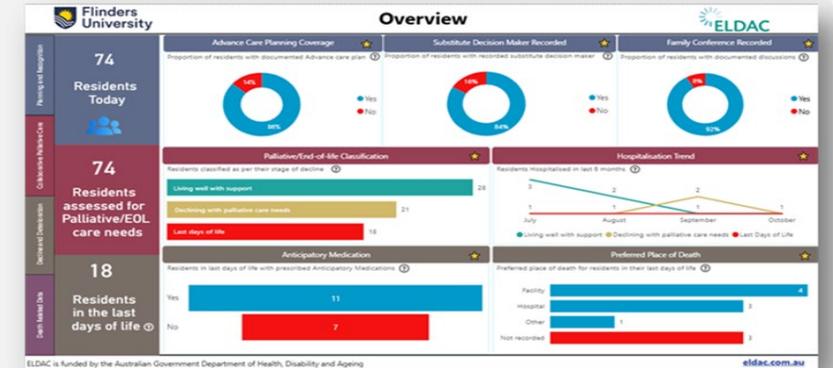


[New regulatory model – Guidance for Allied
Health Professionals](#) | Australian
Government Department of Health,
Disability and Ageing

End of Life Care (ELDAC) Dashboard

- Power BI model enables aged care services to build and implement the dashboard in-house
- ELDAC team provide:
 - complete model
 - data specifications
 - implementation guides
- The model
 - is provided at no cost to the provider
 - gives real-time visibility into end-of-life care

Register your interest



For Information and to register interest visit the website or contact the ELDAC Dashboard Lead at eldac.project@flinders.edu.au

ELDAC Digital Dashboard - Our Products

Artificial Intelligence

A photograph showing an elderly woman on the left wearing a white VR headset and gesturing with her hands. On the right, a healthcare professional in blue scrubs is looking at a tablet. The background is a bright, modern interior with large windows and indoor plants.

Fay Flevaras

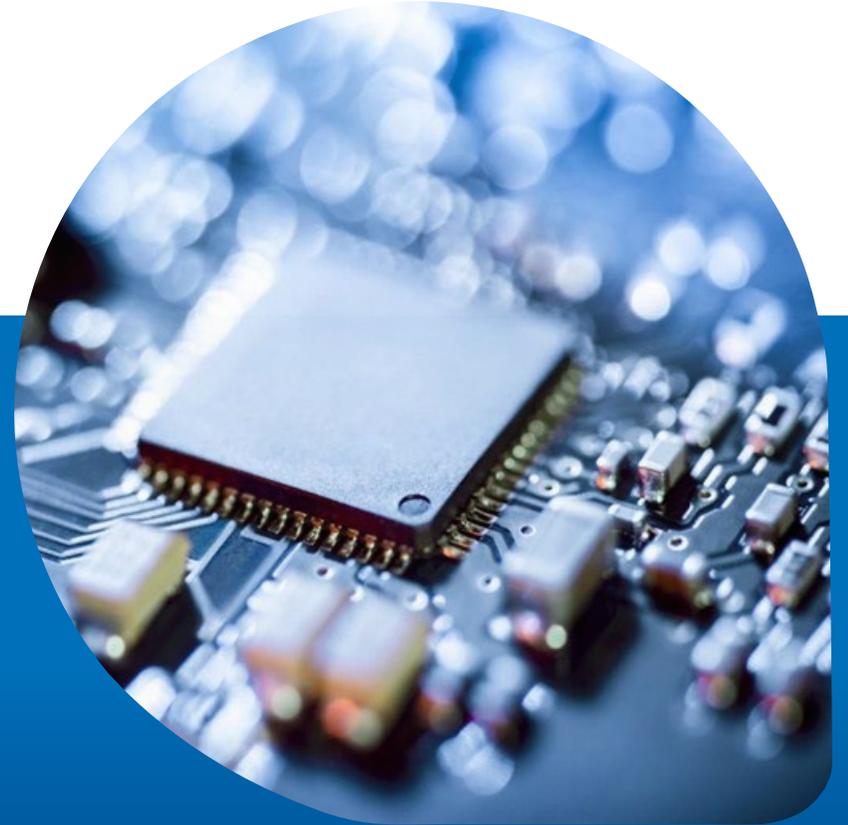
Chief Digital Information Officer
Department of Health, Disability and Ageing

What is AI?

An AI system is a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments.

Different AI systems vary in their levels of autonomy and adaptiveness after deployment.

[Policy for the responsible use of AI in government-Digital Transformation Agency](#)



**Machine
learning**

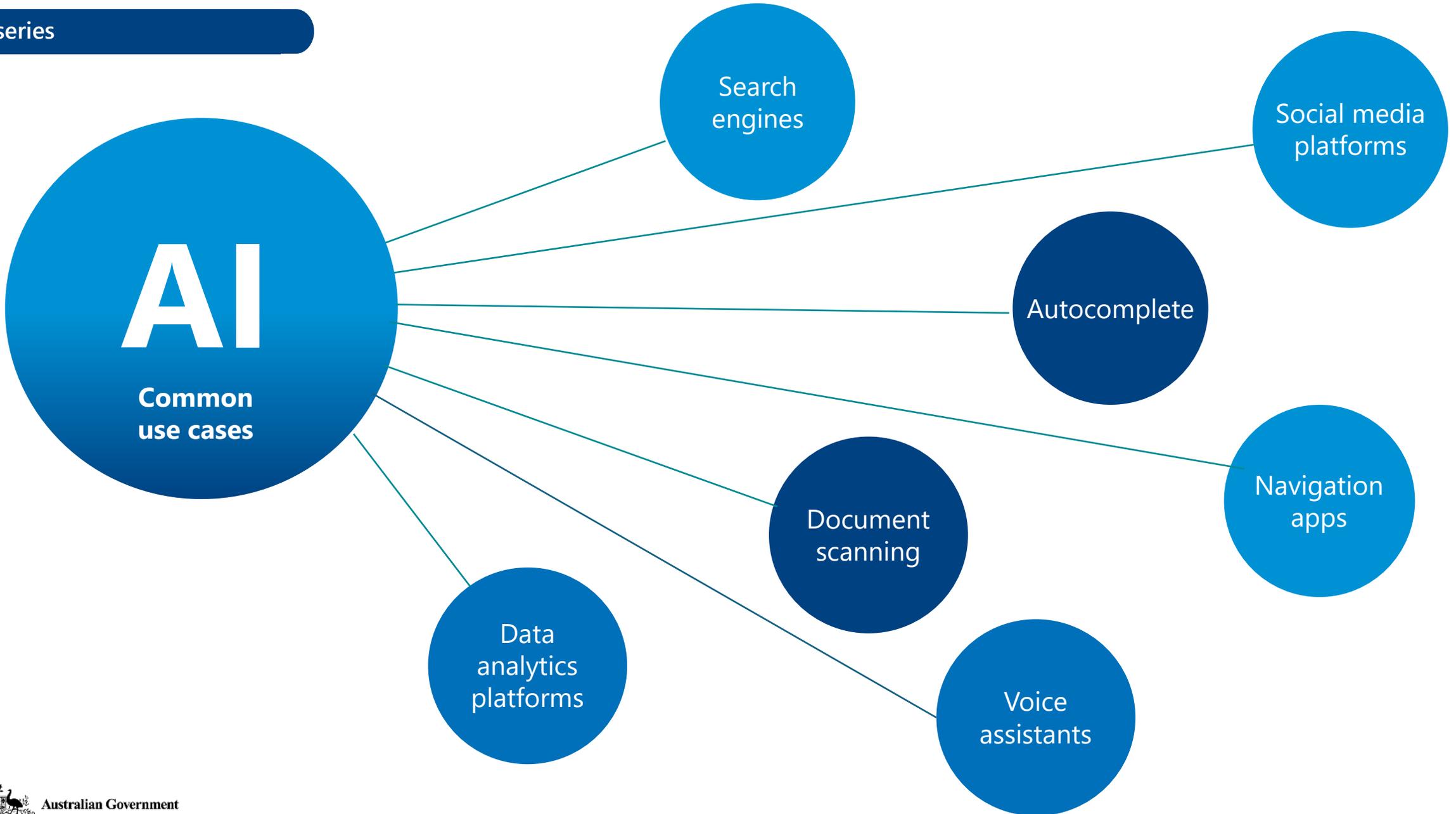
**Natural
language
processing**

AI agent

**Computer
vision**

**Generative
AI**





AI uses in aged care



AI robots in aged care homes for companionship and monitoring



Scribes – generative AI that listens to patient consultations and automatically generates notes, care plans and orders for tests



AI in medical records – analyses risks to patients to predict bed usage or surges on the healthcare system



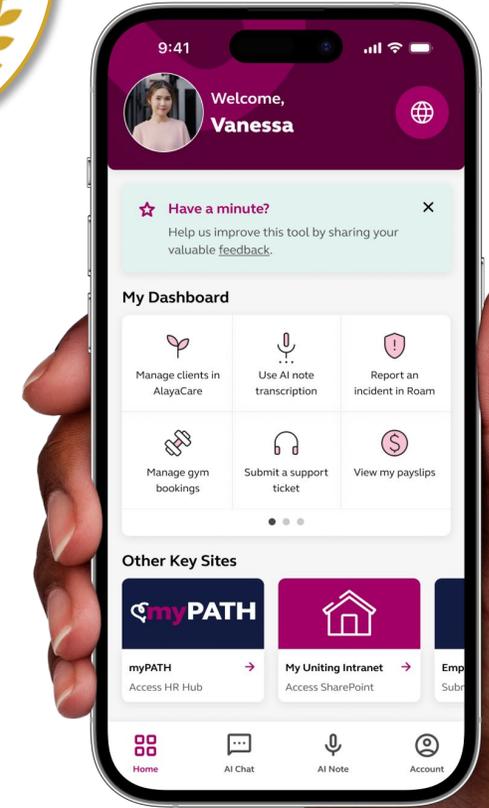
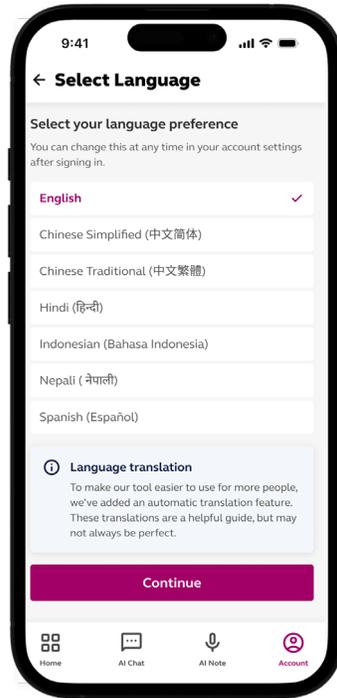
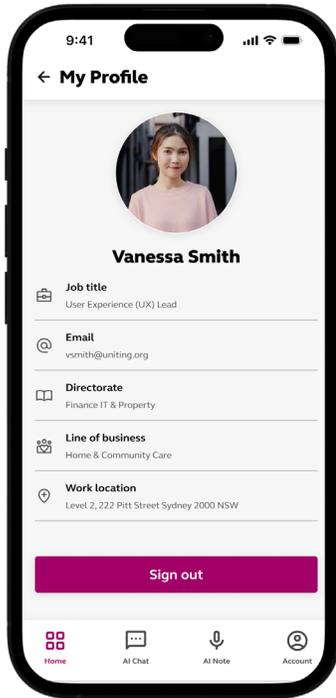
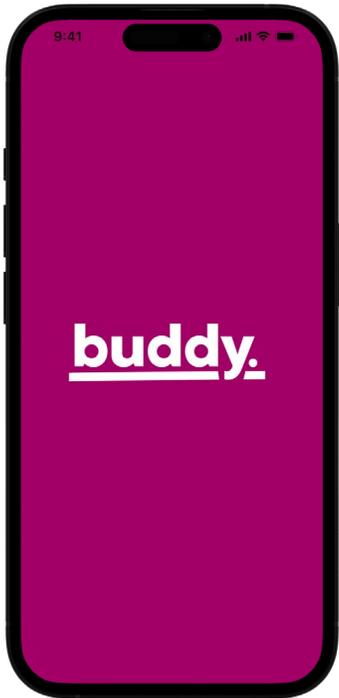
Wearable devices to help detect falls or changes in behaviour (such as wandering)



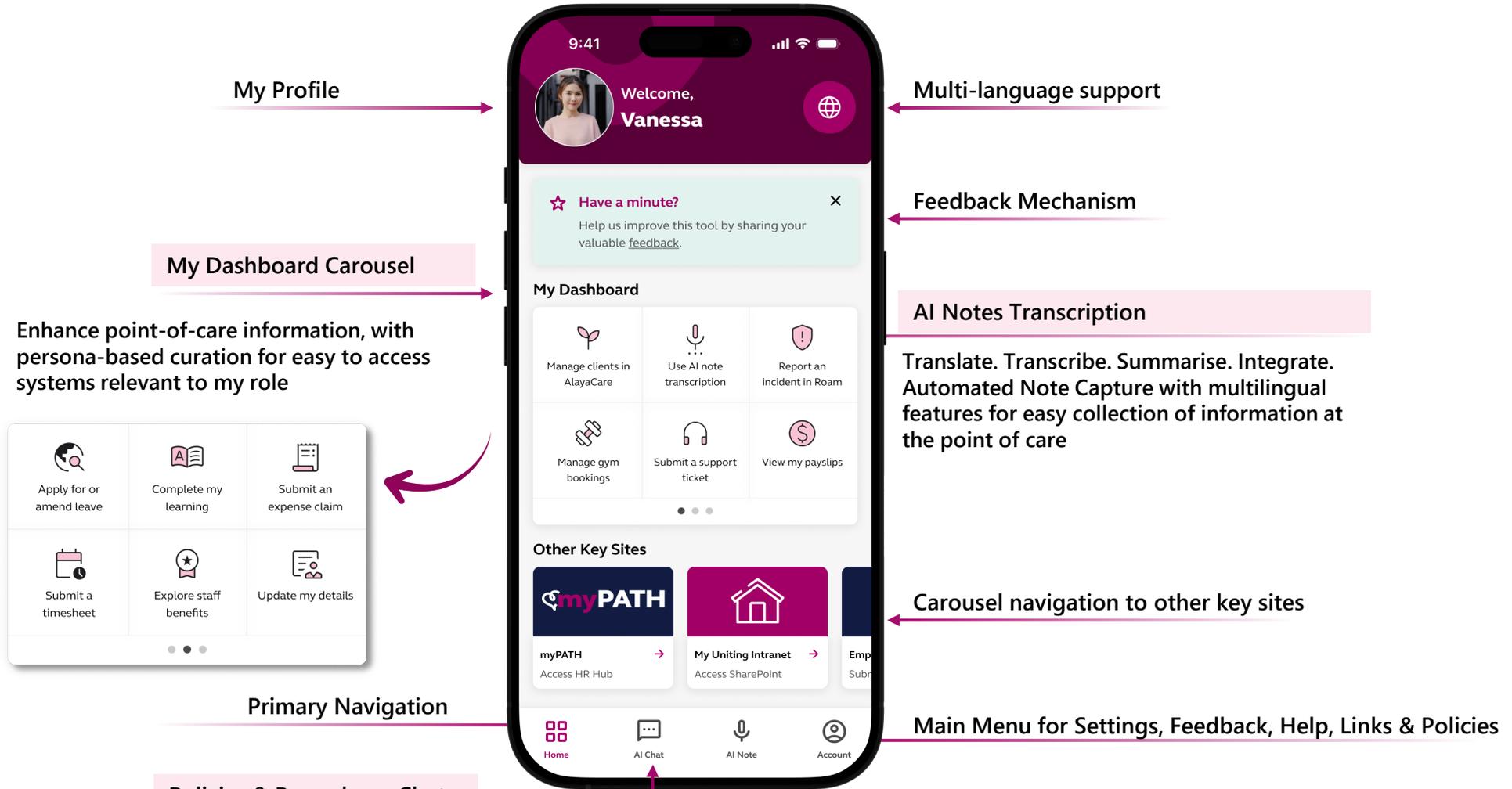
Apps which record, analyse and/or report. eg: pain monitoring and detection and AI tools identifying what is and is not normal and initiating a response.

What Uniting built

Enhanced point-of-care information access with AI-driven smart searches, automated note capture, multilingual and accessibility support, and a digital front door for enterprise services.



Uniting Digital Assistant



Smart Search.
AI-driven smart search for quick access to information



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.



So... We let the robots in...
Now what?



Matt Newman

Chief Information Security Officer
Department of Health, Disability and Ageing

Strategy 1:

Data diet – AI doesn't need everything

- Create a “Do Not Paste” list
- Use approved tools for approved work
- Mark AI output like a food label.



Strategy 2:

Lock the doors – NOT the innovation

- Turn on strong sign-in protection
- Give people the minimum access they need
- Keep a basic activity trail.



Strategy 3:

Set and regret is NOT a strategy

- Keep a simple AI inventory
- Do a monthly quick check
- Verify, verify, verify!





Digital Future

Janine Bennett

Assistant Secretary, Digital Business and Sector Engagement
Branch Department of Health, Disability and Ageing

Mega Trends

How might key digital and societal trends affect our sector?



New technologies (including AI) and related ethical issues



Digital transformation and optimisation

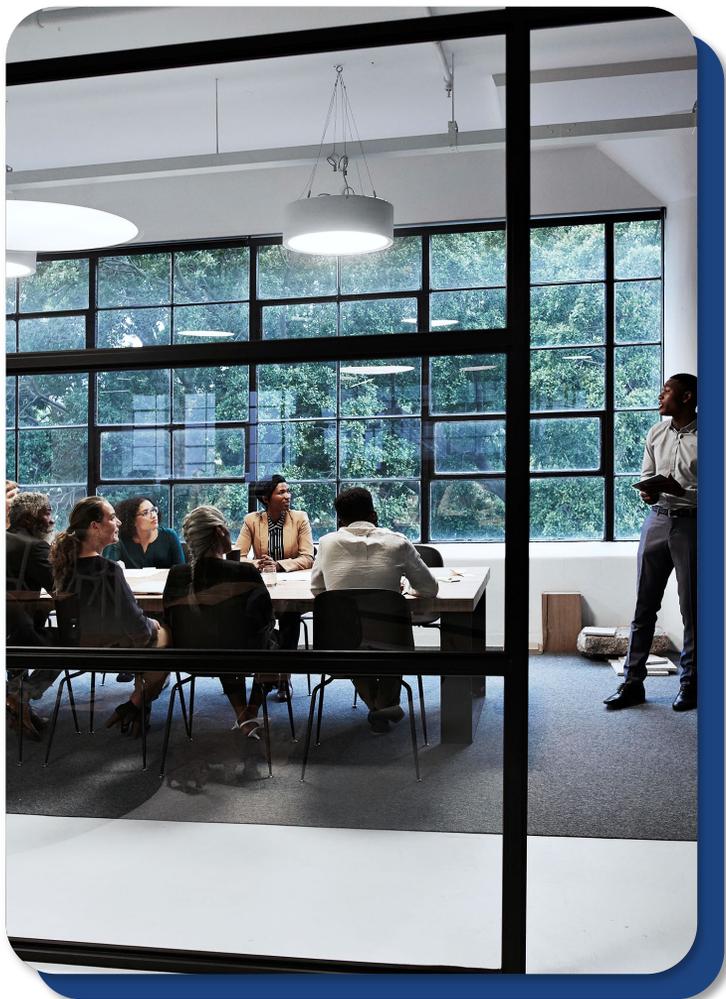


Protecting against cyber risks



Workforce productivity and digital and data skills





Our Sector Partner themes



Interest in AI and data driven innovation



Supporting digital maturity across the sector



Simplification and alignment of core government digital systems



Automation, system reliability and administrative efficiency



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?

Complete the survey



[Digital Transformation Tech Talk 29 Event Survey](#)



Join Sector Partners*

- We consult about all things 'digital transformation'
- We partner across our delivery lifecycle – at co-create, co-design and co-deliver stages – to ensure our IT systems and digital solutions are developed in collaboration with the sector to meet real-world needs
- We make sure feedback and sector perspectives are incorporated into our digital transformation agenda.
- **The Sector Partners group is collaboration, not a decision-making, body.*

Email us to join

DTSectorPartners@health.gov.au

[Digital Transformation Sector Partners-Department of Health Disability and Ageing](#)



Q&A

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Vote up the questions you like Use the up arrow below the question



Email your questions:
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Media enquires:
news@health.gov.au



Thank you!



Register for Tech Talk 30

Tech Talk post-event survey



Australian Government
Department of Health, Disability and Ageing

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