

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 #80

02/04/2026



Disclaimer

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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 #80

Agenda

**Welcome
& Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**HCD
Research
Opportunity**

Keira Morris-
Akeroyd

**ELDAC
Digital
Dashboard**

Dr. Priyanka
Vandersman

**Learning
Byte**

Jess Kim

**Questions
& Close**

Fay Flevaras

State of Play

Fay Flevaras

Chief Digital Information Officer

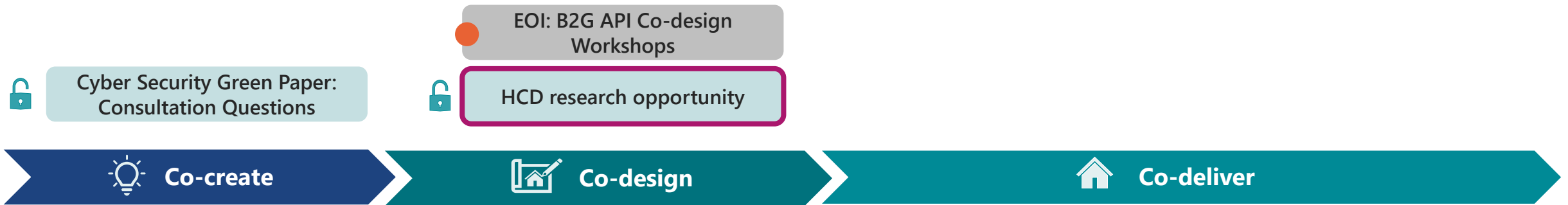
Digital Services within Corporation Operations Group
Department of Health, Disability and Ageing



Open collaboration activities

State of Play

Initiative



Foundational

Business Verification Testing (BVT) Register



SIGN UPS open



NEW



DIGITISED focus (UX)



AUTOMATED focus (API)

Evergreen

Open

Recently closed

On today's agenda

Aged Care Reform Sector Pulse Survey

The **Aged Care Reform Sector Pulse Survey** helps us understand:

- your experience in adopting the aged care reforms
- how we can best support you
- areas where more guidance is needed.

We want to hear from:



Aged care **providers, assessors, sector workers,** and **IT vendors and developers** supporting the aged care sector.

Scan to take the survey

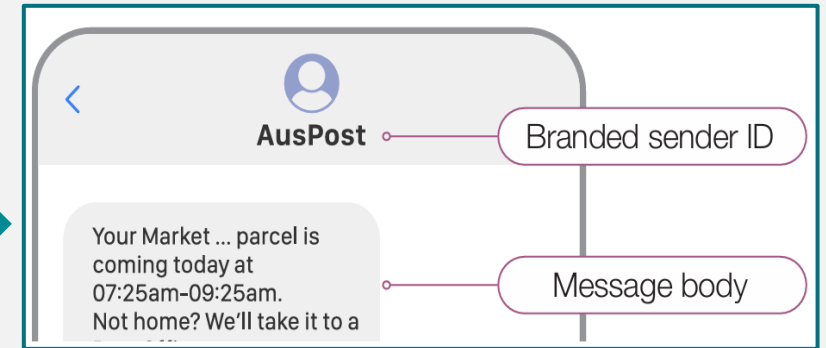


Closes 20 April 2026

SMS sender ID Register

- New initiative to safeguard against scam text messages.
- Businesses who send SMS texts to customers need to register their sender IDs by **1 July 2026**.
- Unregistered sender IDs will be labelled as 'unverified' on branded text messages.

How a branded sender ID appears in an SMS



Scan for more information

Human Centred Design (HCD) Research Activity

Keira Morris-Akeroyd

HCD Lead, Care Ecosystem Experience

Digital Strategy, Architecture and Innovation
Department of Health, Disability and Ageing



HCD research opportunity

About this research

This research aims to:

- deeply understand the experience of clients, carers and providers at the intersections of disability, aged and veteran care
- identify challenges and opportunities for a care ecosystem that is better for clients, carers and providers.

Who we'd like to speak with

Representatives from provider organisations delivering at least two services across aged, disability and veteran care.

Roles in:

- Executive and management
- Administration and reporting
- Client care and service delivery



HCD research opportunity

Drivers

We know that duplication in the care economy creates a fragmented and inefficient ecosystem with implications for clients, service providers, and governments. We have heard providers face:

- Duplication when operating across markets
- The burden of reporting to multiple government agencies and using multiple systems
- Workforce challenges
- Care and continuity of care challenges

HCD research opportunity

When: April

Session: 60-min online session via MS Teams

How to join: Submit an Expression of Interest via [the HCD form](#)



Thanks, and we look forward to hearing from you!

Our ask of you:

- Fill in the EOI for yourself (if relevant)
- Share the opportunity with your organisation (we will provide an email following this meeting)

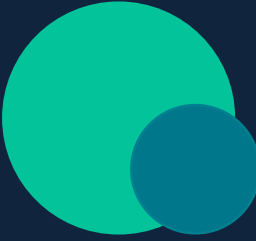
ELDAC Integrated Platform

Dr. Priyanka Vandersman

Senior Research Fellow

College of Nursing and Health Sciences
Flinders University





Making Data Work for End-of-Life Care

The ELDAC Digital Dashboard — Building Digital Capability in Aged Care

Dr Priyanka Vandersman

Senior Research Fellow, ELDAC

College of Nursing and Health Sciences, Flinders University

Continuing the Conversation

The screenshot shows a presentation slide with a blue header 'Resources' and a sub-header 'End of Life Care (ELDAC) Dashboard'. The slide contains a bulleted list of features and a 'Register your interest' section with a QR code and contact information. A small video feed of a woman is visible in the bottom right corner of the slide.

Resources

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@finders.edu.au

<https://www.eldac.com.au/Our-Products/Digital-Dashboard>

Australian Government
Department of Health, Disability and Ageing

ELDAC is funded by the Australian Government Department of Health, Disability and Ageing

This thread was already in the room.

End-of-life care data is as a sector priority.

Sector Partner Meeting, 19th February 2026

What the Sector Is Saying

ELDAC Power BI Webinar — National Panel Discussion | March 2026

01



Collected is not the same as used

Providers collect large volumes of clinical data for compliance and documentation. Yet that data rarely surfaces at the point of care or decision-making. The gap between recording and insight is precisely where care quality gets lost.

02



Good care exists. We just cannot see it.

Providers are already delivering end-of-life care, however, there is a persistent disconnect between what is being done and what is being measured, tracked, or reported. The data needs to make visible the practice that already exists.

03



One dataset must serve the bedside and the boardroom

The same data needs to work for the clinician, the quality manager, the board, and the regulator simultaneously. Collecting once and using many times is the only model that reduces burden while generating value across the organisation.

A Clear Signal from the Sector

PCA National Forum — Palliative Care in Aged Care | 17-18 March 2026

End of life care is not what happens
at the edge of aged care. It is aged care.

**Data is not a compliance tool.
It is a care tool.**

The information to change outcomes
is already in your systems.

Two themes
emerging
across the sector



Palliative care is core aged care,
not a specialist add-on



Data must generate clinical value,
not just compliance output

The Aged Care Data and Digital Strategy

The sector has digitised. The standards have been strengthened. The data is being collected. The question the Strategy demands we answer now is: are we letting any of it change how we care?

Outcome 2

Digital Empowerment

Aged care workers, service providers and health professionals are digitally empowered to provide higher quality and better-connected care.

Outcome 3

Data as Infrastructure

Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

Priority 6

Optimise Data Collection and Use

Use what is already collected. Reduce burden. Increase value. Collect once, use multiple times.

This is where the ELDAC Digital Dashboard was designed to operate.

Part 2

The ELDAC Digital Dashboard

Show and Tell

A Strong Track Record



A proven model — rebuilt for the sector's current reform moment, released for providers to own.

What the Dashboard Actually Does

Use what you have. See what matters. Act on what you find.



Your Data, Already Collected

No new data collection. The dashboard connects to clinical data you are already generating, and turns it into visible, actionable insights.



Aligned to the Quality Standards

Dashboard components are mapped directly to the Aged Care Quality Standards directly supporting compliance and continuous improvement.



Works Alongside Sector Data Initiatives

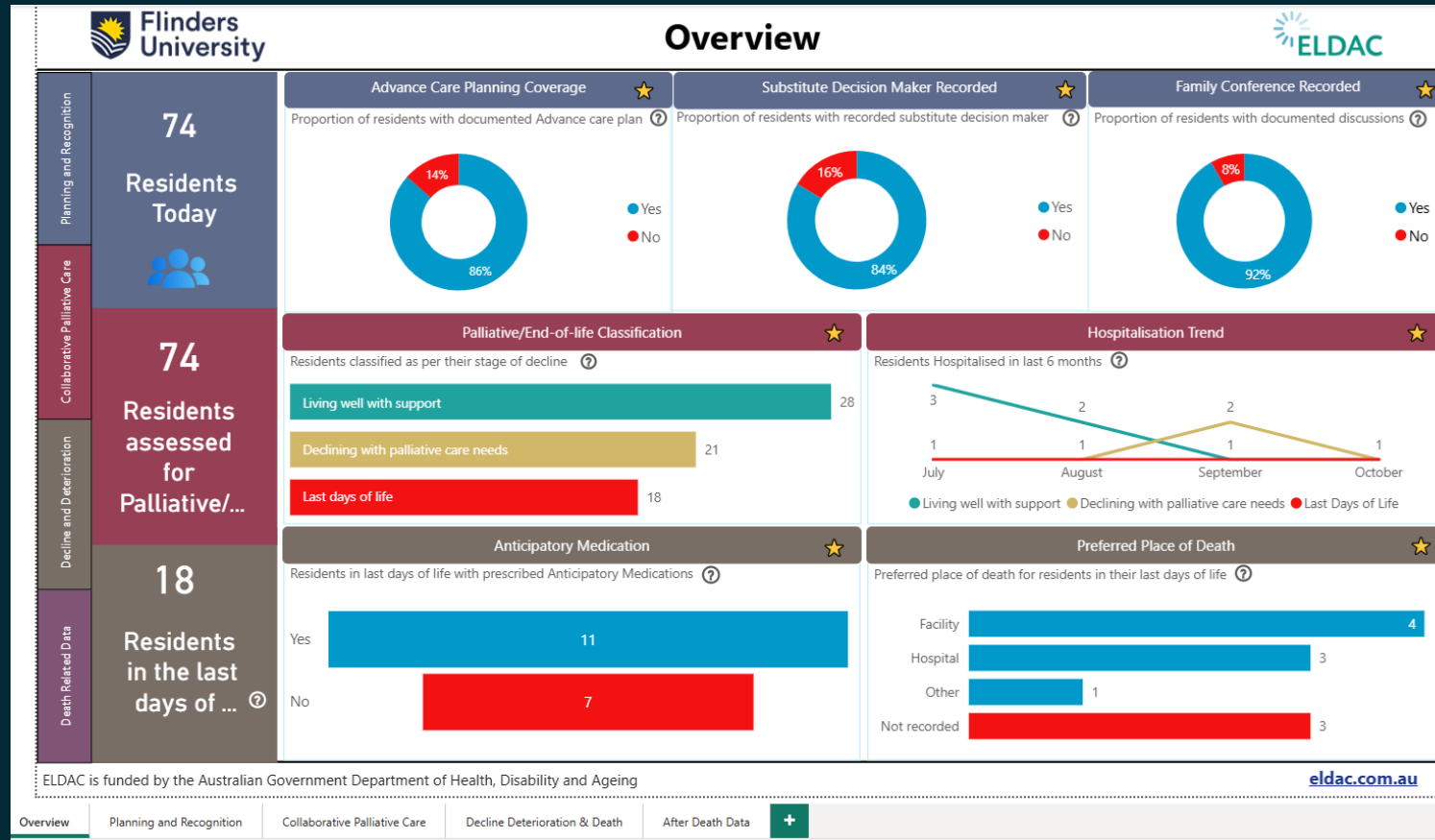
Where dashboard data items overlap with sector initiatives such as PACOP, the mapping is explicit.



Connects to the Full ELDAC Suite

The dashboard identifies gaps in end-of-life care practice. ELDAC's Knowledge Hub, Toolkits and Linkages program then help you address what you find.

LIVE DEMONSTRATION



Part 3

Making It Your Own

Implementation | Sector Alignment | Future Direction

How to Make It Your Own

ELDAC Provides

- ✓ The Power BI dashboard model
- ✓ The data specification and schema
- ✓ Integration guidance and technical documentation
- ✓ Alignment mapping to Quality Standards and PACOP

Your Service Does

- ➔ Map dashboard data elements to your clinical system
- ➔ Build the dashboard in your Power BI environment — in-house or via a one-time consultant build
- ➔ Own and control the tool — it updates automatically as your clinical documentation updates

No cost for the model. Some effort for implementation. The result: a tool that runs on your data, in your environment, with no ongoing dependency.

Where This Fits Your Digital Transformation Agenda

More than just implementing a tool

Lifting provider digital maturity without mandating investment



The build-your-own model builds local BI capability inside the provider's existing environment. Providers are not passive recipients; they become capability builders.

Meaningful data use, not more collection and reporting burden



The dashboard turns already-collected clinical data into actionable intelligence at the point of care. This is the exact shift from collection-as-burden to data-as-value.

Standards alignment without new infrastructure



Quality Standards alignment is built in. PACOP overlap is mapped. Providers who implement reduce fragmentation rather than adding to it.

Sector-led innovation that does not require top-down government delivery



ELDAC is a federally-funded program producing open, reusable infrastructure that providers implement independently.

Where This Is Heading



Home Care Dashboard - in Demand

10+

services already in conversation

The home care version is in active development. SAH Providers are making contact to explore implementation. The sector is not waiting to be invited.



ELDAC Ongoing Support

ELDAC continues to provide implementation support, peer learning forums, and access to the broader program resources through the implementation journey. Providers are not handed a model and left to it.



Sector-Level Benchmarking [Future]

As more providers implement, aggregate and de-identified data creates something genuinely new: a sector-wide picture of end-of-life care quality. Evidence that does not currently exist.



Scaling the Model

30+

RAC providers in active discussion

Pathway from individual provider implementation to system-level visibility. Catholic Healthcare Limited in active contract discussions.

If someone asked you tomorrow
to show them the quality of end-of-life care
in your organisation,

**what would you
pull up?**

Learning Byte

Jess Kim

Sector Engagement Officer

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



Online safety

Scam emails

1 STOP – Before you click on any links or buttons

2 LOOK – At what you can check safely

3 VERIFY – With a different contact method from a trusted source

4 REPORT – Suspicious emails to help protect others



Email Case Study

To click or not to click?

Looks official but the domain is unfamiliar

Urgency of message + button with a link



Call to action:

Verify by searching online OR report to your IT/cyber team



Aged Care Program Team

Supportathome-readiness@health-portal-support.com

Subject **Action required: Support at Home Provider Readiness – confirm portal access for your organisation**

Dear aged care provider,

We're validating provider readiness ahead of changes. Please confirm your organisation details by close of business today.

[Confirm details](#)

Regards,
Aged Care Program Team

Email Safety Resources

The image shows two overlapping screenshots of educational resources. The top screenshot is titled "Phishing" and includes the following text: "Learn about phishing attacks and know what to do if you've been targeted." It features a "Content complexity" indicator set to "Simple" and a "Content written for" section for "Individuals & families". The text defines phishing as a way cybercriminals trick you into giving them personal information and lists examples like fraudulent emails or text messages. It also defines spear-phishing as highly targeted. The bottom screenshot is titled "Recognise and report scams" and includes the text: "Protect yourself and report scammers". It also features a "Content complexity" indicator set to "Simple" and a breadcrumb trail: "Home > Learn the basics > Recognise and report scams".



Australian Cyber Security Centre -
Learn about phishing



Australian Signals Directorate -
Recognise and report scams

Q&A Playback

Janine Bennett

Assistant Secretary

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



Playback of questions

Business to Government (B2G) Client APIs

Q

What will trigger an aged care provider to have access to a client's details using the B2G Client APIs?

A

A provider can only access the client's data via the Client APIs post service referral acceptance.

Playback of questions

Support at Home claiming

Q

Can you confirm that Late Submission reasons are not required with the 30-day extension? The advice from Services Australia seemed to advise it wasn't needed, but we've seen some responses from Services Australia saying it's missing.

A

Late submissions are not required for Support At Home Ongoing budgets until 90 days after 1 January when the Care recipient is still in Care with the provider. Where the Care recipient has departed care, it is still considered a late submission if claiming more than 60 days after the departure date.

Playback of questions

GPMS associated provider updates

Q

Is there any update regarding the addition of associated providers in the GPMS? The same for all responsible person notifications or removal of them submitted since 1 November have not yet been approved for us nor appear in the GPMS portal.

A

There is a processing delay which means changes may not appear immediately in the GPMS Registered Provider portal. If you have successfully submitted a notification via the GPMS portal (prior to 17 October 2025) or a Change in Circumstance form, it will be processed and we kindly ask for your patience. Due to the commencement of the new Aged Care Act on 1 November 2025, the Commission has received a high volume of forms, which may impact response times.

Playback of questions

Services Australia Entry/Exit API

Q

Just to properly log the question: Is there any information yet about whether the Services Australia Entry/Exit API will automate the ACER form?

A

The entry exit API is the API version of the ACER form. The ACER form is not required if using the API or adding entry/exit via the portal.

Q&A

There are multiple ways to ask your question:

- 1 Type your question into the Q&A tab.
- 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



Australian Government

Department of Health, Disability and Ageing



THANK YOU

Our next meeting will be on 30 April 2026

 DTSectorPartners.health.gov.au