

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 #83

02/07/2026



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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- Any references to particular products or platforms should not be taken as an endorsement of that product or platform.





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 #83

Agenda

Digital Transformation for the Aged Care Sector

Welcome &
State of Play

Fay Flevaras

Support at
Home
Personal Care
Contribution
Changes

Penny Ward

Business to
Government
API Release

Annette
Radosavljevic &
Michelle Pham

Sector
Partners
Collaboration
Site

Emily Simlat

Learning
Byte

Jess Kim

Q&A and
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

**Business Verification
Testing (BVT) Register**

Open to: Providers

Legend


Open

Evergreen

On today's agenda

Recently closed

 New

 Closing soon



Australian Government

Department of Health, Disability and Ageing

AusAlert

National warning system

Australia's new national emergency warning system

- Will send emergency warnings directly to mobile devices
- Stakeholder kits available with communication resources
- **National test: 27 July 2026**
- **Launch: October 2026**



AusAlert

Stakeholder kits and more information here

Pulse check poll

1

How valuable have you found these sessions?

2

How have you benefited from attending these sessions?

Please provide specific examples where possible.

3

How relevant are the topics covered to your needs and interests?

4

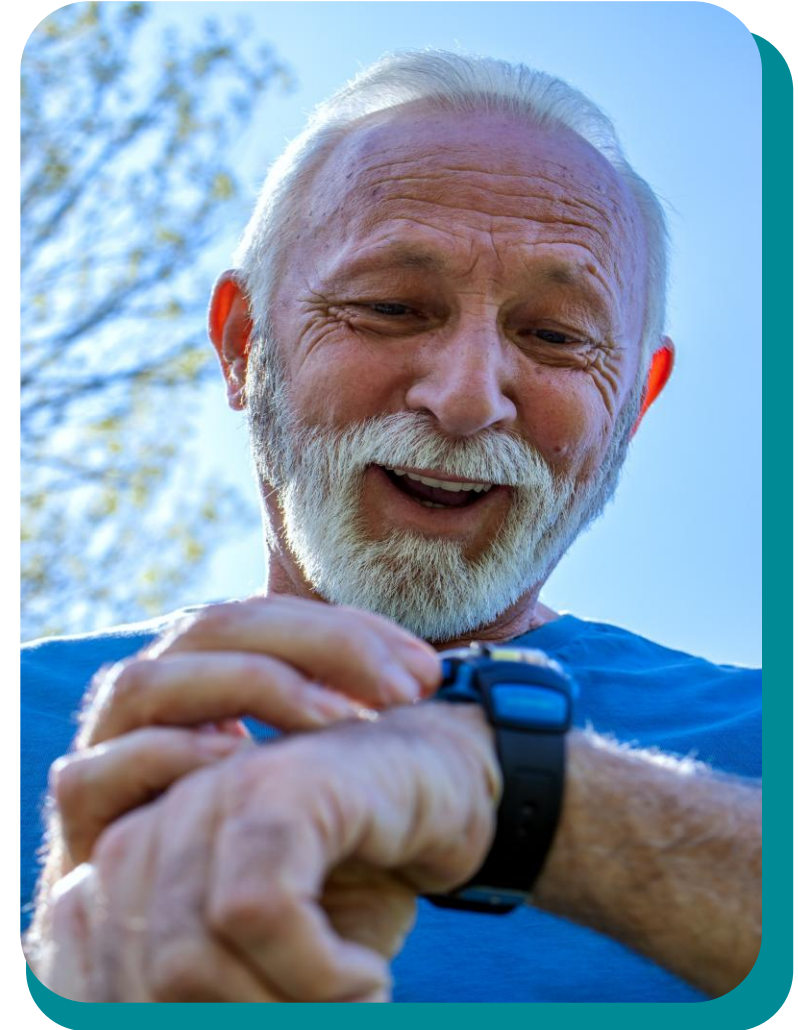
What motivates you to attend these sessions?

Please provide specific examples where possible.

5

How could we make these sessions more valuable for you?

Please consider aspects such as topics, depth, format, or level of interaction.



Support at Home: personal care contribution change

Penny Ward

Change Manager

Assessment and Home Care Transition Branch
Reform Implementation Division



Support at Home program update

How we are supporting the sector to prepare for the personal care contribution change



Aged Care Rules amendments commencing 1 Oct 26 - signed

Confirms legislative timing to move *personal care* from the independence means testing category to clinical supports means testing category.



Systems readiness and implementation challenges

Targeted support addressing ICT, billing and transition challenges through technical guidance, system engagement and clearer consent and policy settings.



Practical guidance and readiness support

Clear, practical resources including a readiness checklist and guide with timelines and actions to support provider preparation.



Ongoing engagement and support and provider information sessions

Regular sessions, updates and communities of practice to provide ongoing support, respond to feedback and share evolving guidance with providers.

Register for the next session:

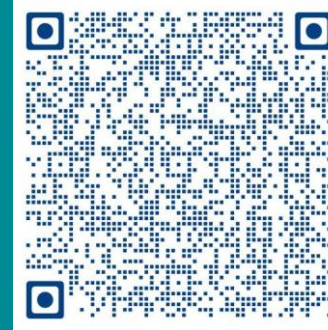
Thursday 9 July 2026

11:30 am – 12:15 pm



Support at Home: Personal care contribution change

Resources



Support at Home:
Personal care contribution
changes video



Provider implementation and readiness survey

Now OPEN!

What ICT and software capabilities require updates

Select all that apply

- Client & care management
- Service agreement management
- Pricing & budget management
- Invoicing & financial management
- Claims & Services Australia integration
- Compliance & rules validation
- Workforce scheduling & mobility
- Notifications & workflow automation
- System integration and APIs
- Client / provider portals
- Reporting & analytics

What engagement channels and products will support you through this change?

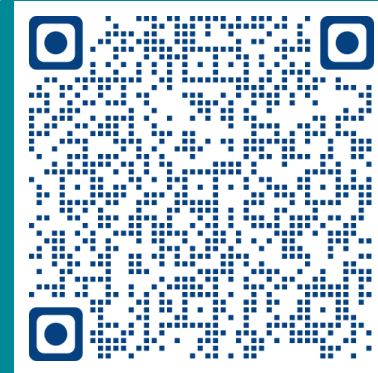
Select all that apply

- Software vendor forums
- Tech talks
- Technical specifications
- Other (please specify)

Is there anything else you would like to share?

[BACK](#) [NEXT](#)

SCAN QR CODE
TO COMPLETE



Support at Home:
Personal care contribution change
survey

CLOSES Friday 10 July 26

Business to Government API Release

Annette Radosavljevic

Assistant Director

Digital Reform Branch

Reform Implementation Division

Michelle Pham

a/g Director

Aged Care Provider Systems Branch

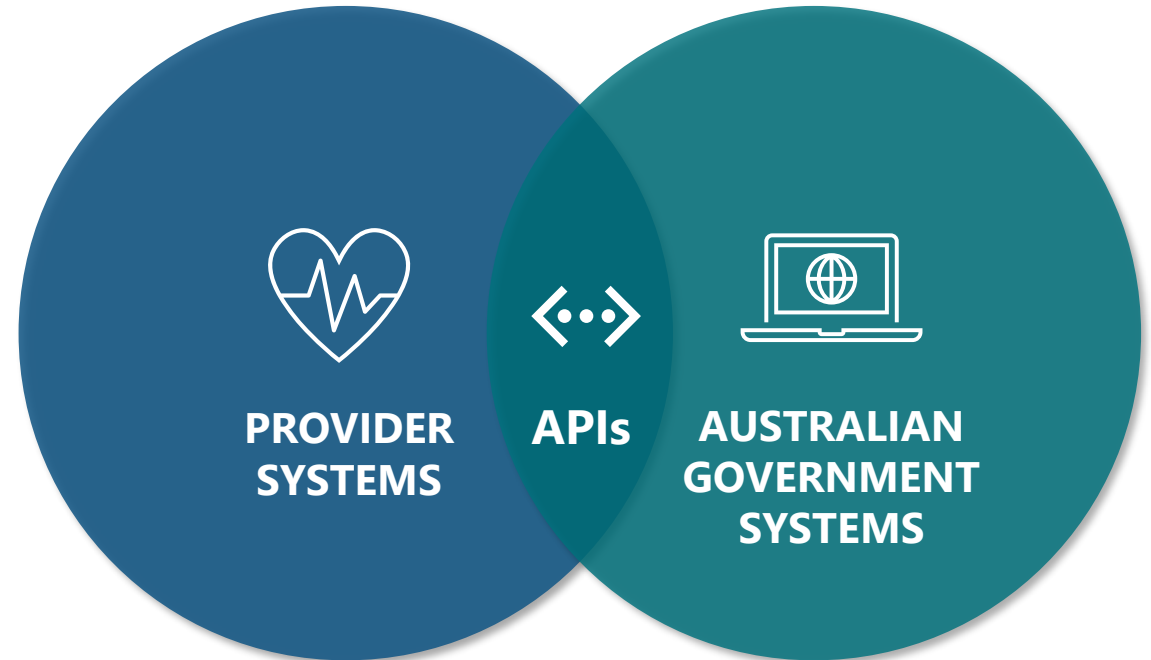
Digital Transformation and Delivery Division



Building technology connections

Building technology connections

- Connect provider and government systems
- Enable secure, real-time data sharing
- Support delivery of aged care reforms



Client APIs – Available now!

On 29 June, B2G released the Client APIs, providing vendors with access to API specifications to support build and integration activities with confidence.



Referral Management API*

- Referral details (service type, sub-type)
- Aged Care program
- Referral comment

*Referral Management API enables pre-acceptance retrieval of partial referral data



Client Management API

- Identity details (name, DOB, contact info)
- Demographics (language, cultural background)
- Support network (name, relationship, role)



Support Plans API

- Care needs and health conditions
- Client goals and concerns
- Approved services and funding level



Assessments API

- Assessment outlet name
- Assessment completion date

What this means

Providers



Reduced time spent on administration



Faster access to client information



More accurate and consistent client information



More time spent on direct care

Software Vendors



Access to API specifications



Improved data flows between systems



Consistency with other B2G APIs



Clear integration guidance available

Faster on-boarding | **Less manual entry** | **More accurate information** | **Better support for care planning**

Conformance: Safe and Secure Integration

What is conformance

A process that ensures software integrating with B2G APIs:

- Meets required technical and security standards
- Effectively manages risk and data sensitivity
- Supports safe and consistent use across the sector
- Maintains trust in digital health systems

Why it matters

- Protects sensitive client data
- Ensures safe and reliable system integration
- Builds trust across government and providers
- Enables consistent API adoption at scale

Conformance tiers

Low-risk or administrative data

- Client Management
- Support Plan

Tier 1 – Foundational



Data with re-identification risk

- Referral Management
- Assessment

Tier 2 – Intermediate



Sensitive, identifiable client data

- Provider Management
- Quality Indicators
- Registered Nurses

Tier 3 – Advanced

Thank you



1

Email us



2

Visit the
Developer
Portal



3

Visit our
website

Sector Partners Collaboration Site

Emily Simlat

A/g Director, Sector Engagement

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



Sector Partners Collaboration Site

Updates, resources and key information



Past meeting content



Programs and initiatives



Resources and materials

The screenshot shows a SharePoint site titled "(Public) Digital Transformation Sector Partners" with 347 members. The left navigation pane includes "Sector Partners - Home", "Meet the Health Team", "Working in the Open", "Monthly Meetings", "Our Focus Areas", "Glossary", "Resources", "Site Admin", "Teams", "Recycle bin", and "Edit". The main content area features a large hero image with the text "Digital transformation for the aged care sector" and a link to "Learn more on the Health website". Below the hero image is a grid of four smaller images: "Working in the Open", "Meet the Health and Aged Care team", "Monthly Meetings", and "Our Focus Areas and Initiatives". The page is published on 4/23/2026 and includes options for "Share", "Edit", and "Analytics".

Sector Partners Collaboration Site

Explore focus areas and initiatives

What you can find

- Focus areas and key initiatives
- How Sector Partner insights shaped delivery

How to use it

- Access via *Our Focus Areas*
- Explore key programs
- Connect conversations with ongoing work

(Public) Digital Transformation Sector Partners

Sector Partners - Home
Meet the Health Team
Working in the Open
Monthly Meetings
Our Focus Areas
Glossary
Resources
> Site Admin
Teams
Recycle bin
Edit

+ New Promote Page details Preview Immersive reader ... Published 7/10/2025 Share Edit

Our Focus Areas

We work with our Sector Partners to co-design solutions across a variety of focus areas – including our major digital platforms (My Aged Care Portal and the Government Provider Management System), Business to Government (B2G) APIs, relevant policy reforms, and even our sector engagement activities themselves.

These focus areas may support the delivery of multiple different programs or reforms to improve and digitally uplift aged care services within Australia.

- New Aged Care Act
- Department of Health, Disability and Ageing: Policy
- My Aged Care
- Government Provider Management System (GPMS)

Our Initiatives

As aged care reforms are implemented, our Sector Partners help inform changes related to a growing number of programs across the Department's aged care portfolio.

Frequently, our co-design work involves the digital aspects of wider projects or reforms, which are delivered over one or more of our major digital platforms.

- Digital Transformation Impact Assessment
- Monthly Care Statements (MCS)
- 24/7 Registered Nursing
- Aged Care Data and Digital Strategy

Sector Partners Collaboration Site

A simpler way to get involved



Missed a session?

Register interest at any time



Need more context?

Review details before registering



Sharing with others?

Get your organisation involved



**Explore opportunities and
get involved**



Learning Byte: Algorithms and AI

Jess Kim

Sector Engagement Officer

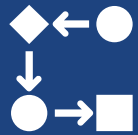
Digital Business and Sector Engagement Branch
Department of Health, Disability and Ageing



Learning byte

Understanding AI vs algorithms

Algorithms = Instructions



- Follows defined steps
- Same input → **same output**
- Predictable and consistent
- Easy to trace and explain

AI = Learning



- Learns from data and patterns
- Same input → **better outputs over time**
- **Adapts over time**
- Built on algorithms but acts differently

Algorithms follow instructions. AI learns from experience

Why the distinction matters

AI vs algorithms



Explaining decisions clearly

These must be understood by staff, residents and families.



Appropriate oversight and safety

Different systems need the right level of monitoring to ensure safe use.



Trust and accountability in care

Trust is critical where decisions affect people's wellbeing and outcomes.

Understanding the difference helps ensure decisions are safe, transparent and appropriate

Examples in use

AI vs algorithms

Example: Staff rostering

- Applies fixed rules such as staff availability and shift coverage
- Can optimise schedules using patterns and past demand
- Often combines both approaches within one system



What matters most is how a system behaves in practice, not what it is called.

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



Australian Government

Department of Health, Disability and Ageing



THANK YOU

Our next meeting will be on **Thursday, 23 July 2026.**

✉ DTSectorPartners.health.gov.au

Digital Transformation Tech Talk
Webinar session on
Wednesday, 15 July 2026