



Digital Transformation

# Industry Partners

Welcome Meeting

Digital Transformation and Delivery Division

Corporate Group | Department of Health

# Agenda

Industry Partners Welcome Meeting

- 10 mins – **Welcome, introductions & Scene Setting** (Fay Flevaras)
- 5 mins – **Business Context** (Jason Fraser)
- 15 mins – Group Exercise **Setting Ourselves Up for Success** (Fay Flevaras)
- 10 mins – Digital Transformation **Immediate Priorities** (Dale Naughton)
- 15 mins – **Discussion | Q & A** – Questions from the Group
- 5 mins – **Next steps**



# Scene Setting

Fay Flevaras

Digital Transformation and Delivery Division

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## Industry Partners Engagement

# Human-Centred Co-Design

Consumer at the Centre

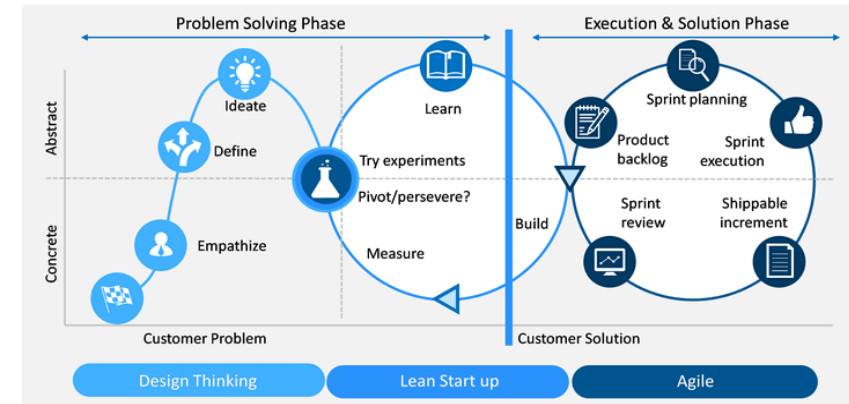
27 May  
Welcome Meeting

Late May  
Close nomination period

8 April  
**TECH TALK**

Apr – late May  
Gather volunteers

## Ongoing engagement Industry Partner Co-design



# Important Considerations

Principles underpinning Health's public engagement

### Message alignment

- Aged Care *business and IT* deliver consistent narratives, aligning messages and, where appropriate, events

### Probity

- Probity principles and protections underpin public engagements with a focus on *fairness and equity*
- Probity Adviser *approvals in place*

### Govt. driven

- Govt. drives the transformation, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions
- Govt. commitments and transformation objectives *stay front-of-focus*

### Shifting sands

- Clarity is provided *about the known versus the somewhat known versus the unknown*, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change
- Caveat information accordingly; *'as we know it now'*



# Important Considerations

Principles underpinning the work of this group

- We will **publish the names of participants** in this group to the Health website – along with their role and organisation (if relevant)
- An **attendance record, all shared material, and a meeting summary** will be published on the Health website each time we gather
- Be aware that this is considered a *public space* forum and participant IP does not apply
- Anything that is said in this room is to **inform Health's digital transformation direction** and our explicit intent is to use your input to do just that
- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group

This group was formed through an open, equal opportunity, public invite – given that, we don't expect confidentiality or conflicts of interest to be a concern  
BUT if you have any questions or issues, please contact us ASAP



**Working in the Open:**  
sharing underpins the DTDD approach



# Aged Care Reform

Jason Fraser | Assistant Secretary

Ageing and Aged Care Group | Department of Health



Australian Government  
Department of Health

[www.health.gov.au](http://www.health.gov.au)

# Setting Ourselves Up for Success

**Fay Flevaras**

Digital Transformation and Delivery Division

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# Successful Transformation

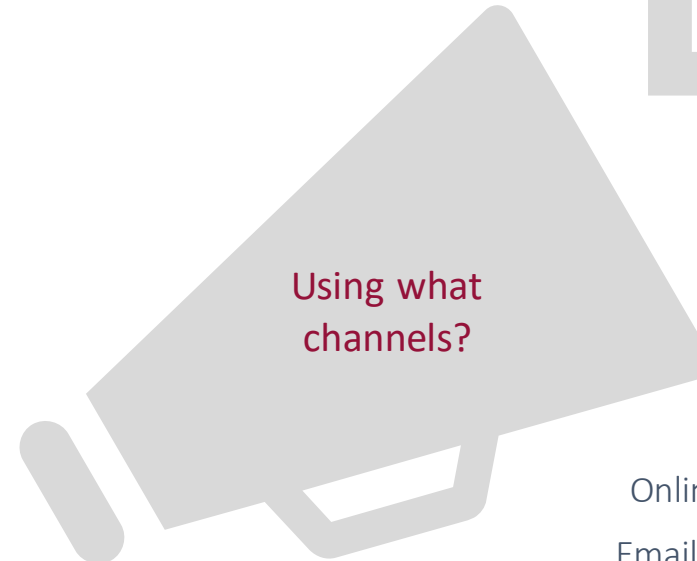
What makes the difference between good and bad change?

## Prompting Question:

Think about a time that you have worked with Govt. on a change agenda...

What worked? What didn't?  
What made the difference?

How will we work together?



Online workshops  
In-person meetings  
Innovation Labs  
In-person meetings  
Online collaboration sites  
Emails  
Surveys

# Immediate Priorities

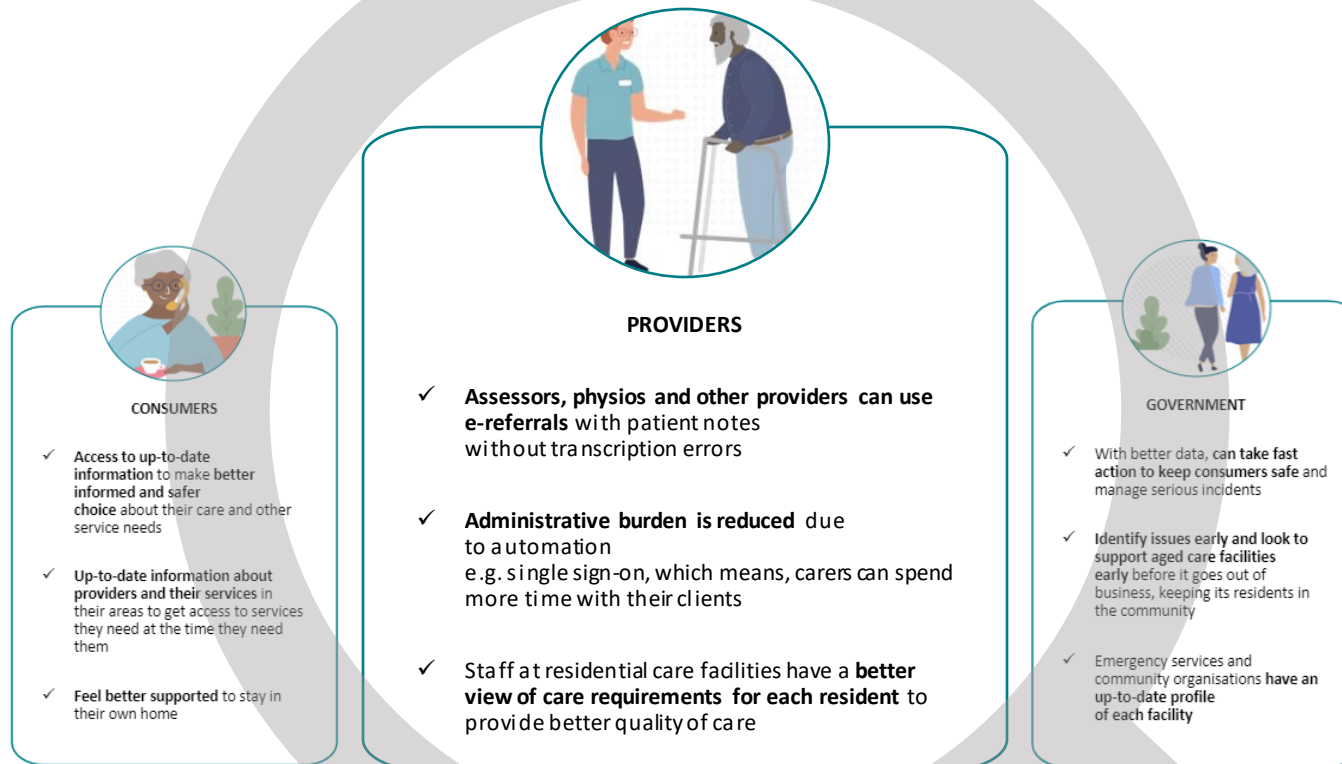
**Dale Naughton**

Digital Transformation and Delivery Division

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# Business Context

Vision: Data connected Aged Care eco-system



All stakeholders will benefit from streamlined data sharing

## Reform Outcomes for Users:

### Seamless User Experience

Users and authorised entities can obtain info easily, particularly clinical info

### Simplified, One-Touch Capability

Access information simply, without needing to access multiple platforms, utilising existing Whole of Government authentication

### Improved Data for Consumers

Improved visibility and transparency of the quality of Aged Care Services; systems provide real time quality & safety info

### Improved Safety with Current Data & Info

Dynamically change the info Govt. holds, especially during times of crisis

### Streamlined, Interoperable Experience

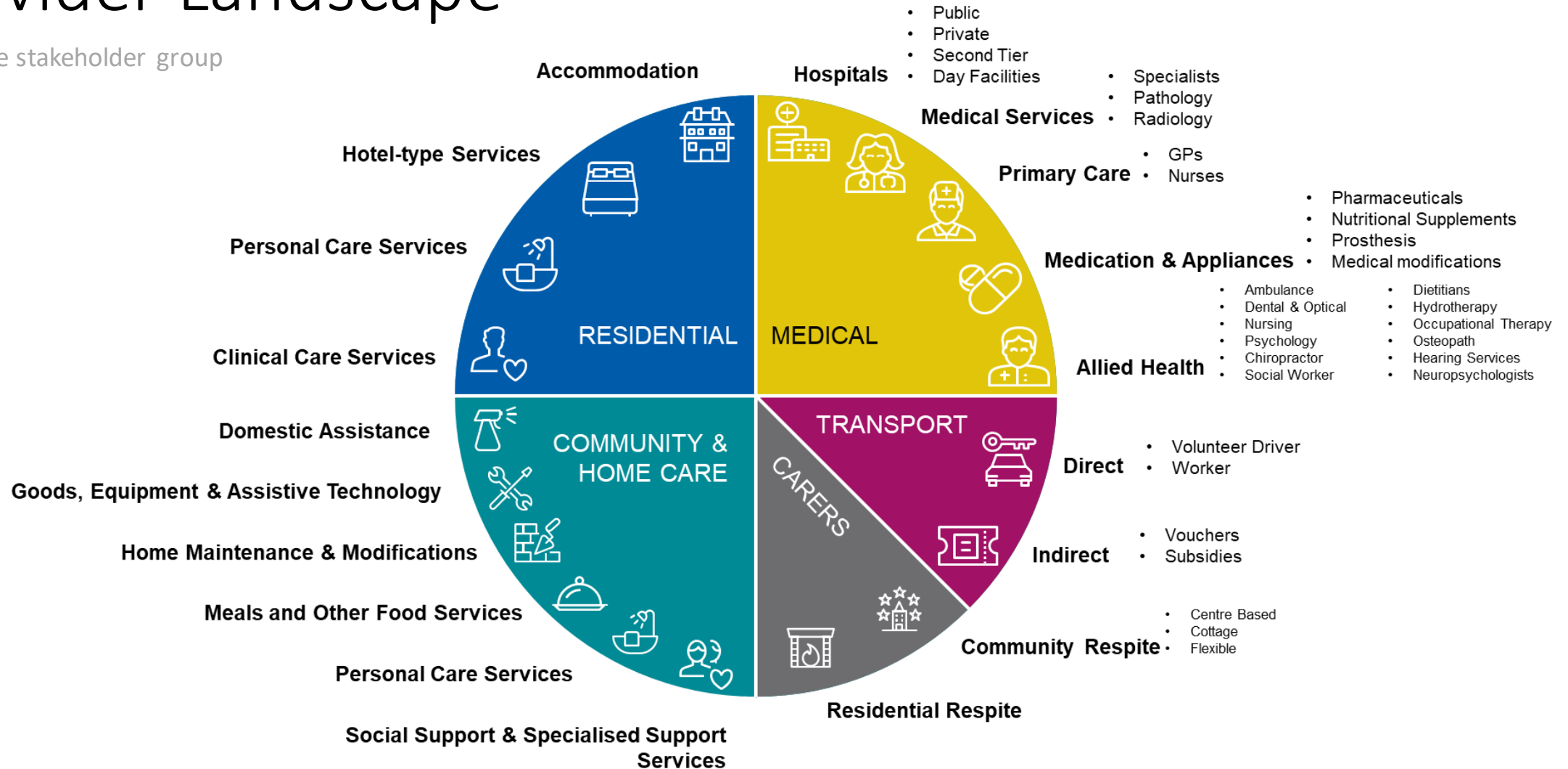
Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government





# Provider Landscape

A diverse stakeholder group



# Target outcomes

Critical first steps in Digital Transformation

Health is changing the way our Aged Care system connects to its providers – with target outcomes including standardising the way data moves from providers to Health, delivering digital processes that can be leveraged across Govt. & the software industry, & ensuring transparent & open data standards



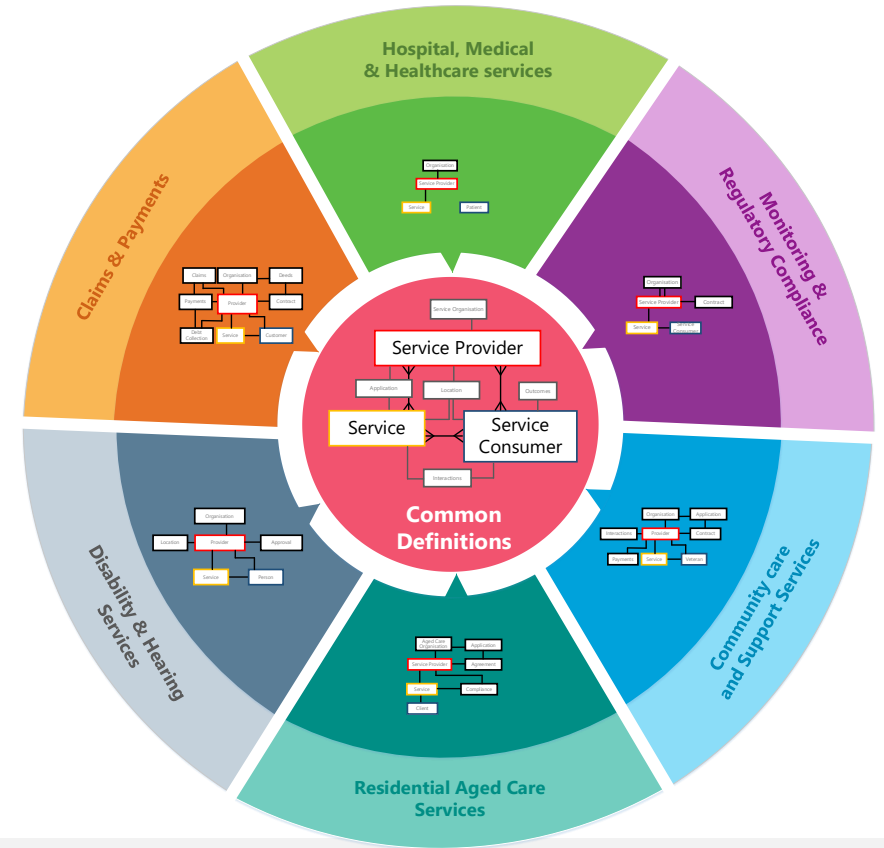
**Provider  
Management  
System**



**Re-usable  
APIs**



**Certification &  
Standards**




**Reusable APIs**

underpinned by agreed definitions  
for common data & objects  
to support Whole-of-Govt. interoperability



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# **Discussion | Q & A**



## Industry Partners Engagement

# Next Steps

Industry Partners Welcome Meeting

- Email post-meeting info
- Regular scheduled meeting will be booked into your calendar
- Questions can be directed to [DTDOOffice@health.gov.au](mailto:DTDOOffice@health.gov.au)
- **Reminder:**  
Please join us for the Tech Talk webinar on Tuesday 31 May 2pm AEST

