



# Digital Transformation Sector Partners

## Co-Design Meeting (7)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



Australian Government  
Department of Health and Aged Care

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

Meeting date: 19 August 2022  
Meeting: #7

# Welcome & Introductions

**Fay Flevaras**

Digital Transformation and Delivery Division  
Corporate Group | Department of Health and Aged Care



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# Sector Partners Engagement

# Agenda

Sector Partners Co-Design Meeting

- 5 mins – **Welcome & introductions** (Fay Flevaras)
- 5 mins – **State of Play** (Fay Flevaras )
- 10 mins – UX Co-design: **Outcomes** (Amanda Smith)
- 15 Min – **Services Australia Conformance Process** (Graham Stephan)
- 15 mins – Co-design: **B2G Preview of Developer Portal** (Janine Bennett & Maria Camacho)
- 5 mins – **Intro: QFR** (Janine Bennett )
- 5 mins – **Close & Next Steps** (Fay Flevaras)





# Digital Transformation: State of Play

**Fay Flevaras**

Digital Transformation and Delivery Division  
Department of Health and Aged Care



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## Sector Partners

# State of Play

### Housekeeping & updates

- Sector Partner meetings – **now being recorded**  
(for Secretariat purposes only)
- Tech Talk updates
  - **Tech Talk #3 recordings and material now LIVE** on the Health website
  - **Tech Talk #4 scheduled** for Tuesday 6 Sept 2pm  
(promotions to commence next week)

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

A photograph of three people working in a garden. A woman in a green hoodie and a man in a red and black plaid shirt are smiling and looking down at a plant. A third person, wearing a white cap and gloves, is also working on the plant. The background is filled with green foliage and wooden trellises.

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







UX Co-Design

# UX Co-design: Co-design Outcomes

**Amanda Smith**

Digital Transformation and Delivery Division  
Corporate Group | Department of Health and Aged Care



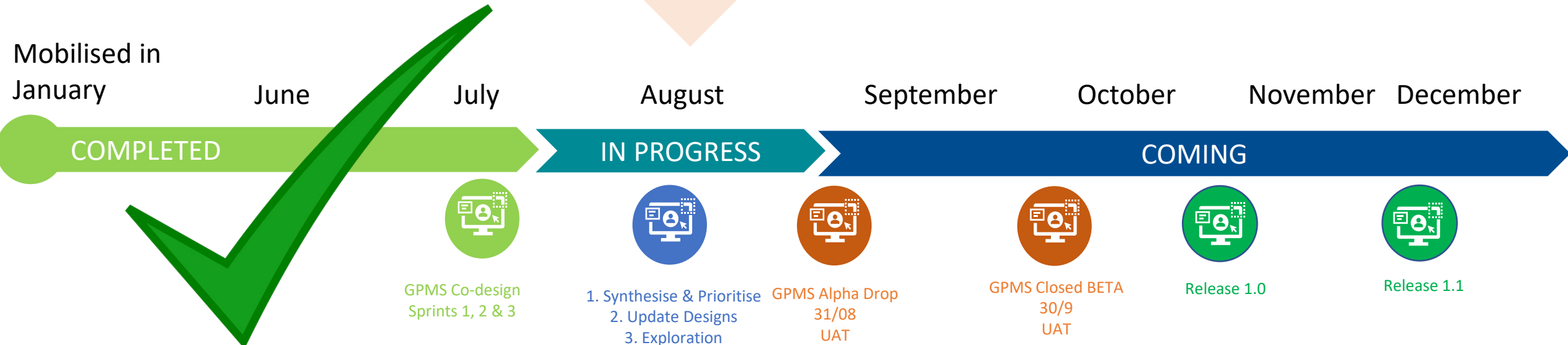
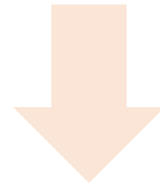
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# GPMS UX Co-design Recap



**We are here**



## What's next for GPMS Co-design

1. Synthesise findings & prioritise proposed changes
2. Update designs with immediately actionable items
3. Consider how larger items might be explored and potentially implemented
4. Re-engage co-design partners for further feedback on updated designs and/or functional demos



# GPMS: UX Co-design Interview Video

Working  
with our  
Co-design  
Partners





# GPMS UX Co-design Findings Summary



UX Co-Design

- ✓ Value **robust, integrated quality assurance** application process
- ✓ Fine grained **task-based navigation** options on the home page
- ✓ **Viewing their details** to ensure they're correct and up to date
- ✓ Simple & easy online editing of **organisation details and key personnel details**
- ✓ **Editing & submitting separate sections** as needed to change details (as opposed to a combined form flow)
- ✓ **Form requirements up-front**  
Clear outline of documents and information needed at the start, allowing users to collect what they need and/or collaborate with others, before tackling the form
- ✓ **Integrated guidance** in plain and simple language embedded in the digital forms



## Co-designers liked...

# GPMS UX Co-design Findings Summary cont:



**Form variations** for different audiences (e.g. provider sizes / scales / services) with appropriate governance, policy & procedure requirements



**Instructional text language** that caters for diverse audiences (e.g., small providers, culturally and linguistically diverse applicants, etc.)



**API integration** to streamline data handling (reduce copy & paste between systems)



Consider allowing providers to **upload more comprehensive documents** (that cover text fields / sections of the application form, with clear document content requirements, etc.)



**Clarify** what's needed for the Other Changes section of a Material Change Form



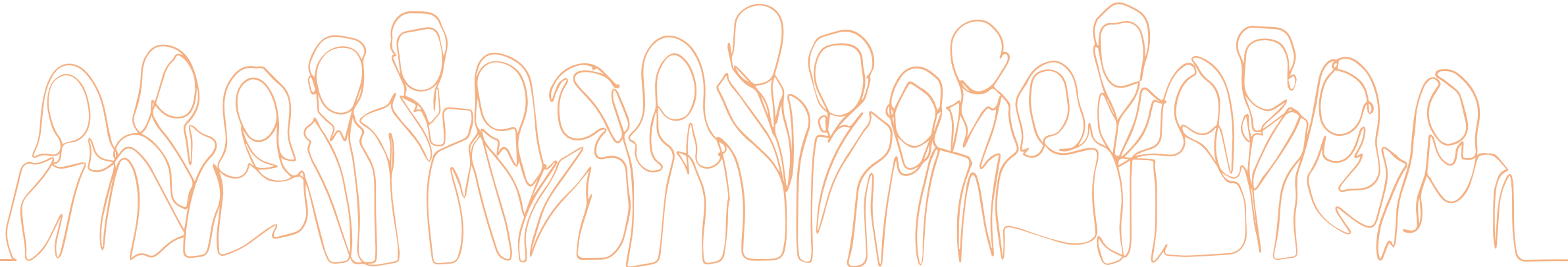
**Surfacing the roles & permissions** people in their organisation have, to be clear on *who can do what*



Merging organisation details & provider details



**Digital workflows** to allow delegate/s to complete the form, PLUS easy multi-person reviews, BEFORE formal submission



## Co-designers suggested...



UX Co-Design

# Services Australia: **Certification (NOC & NOI)**

**Graham Stephan**

Services Australia



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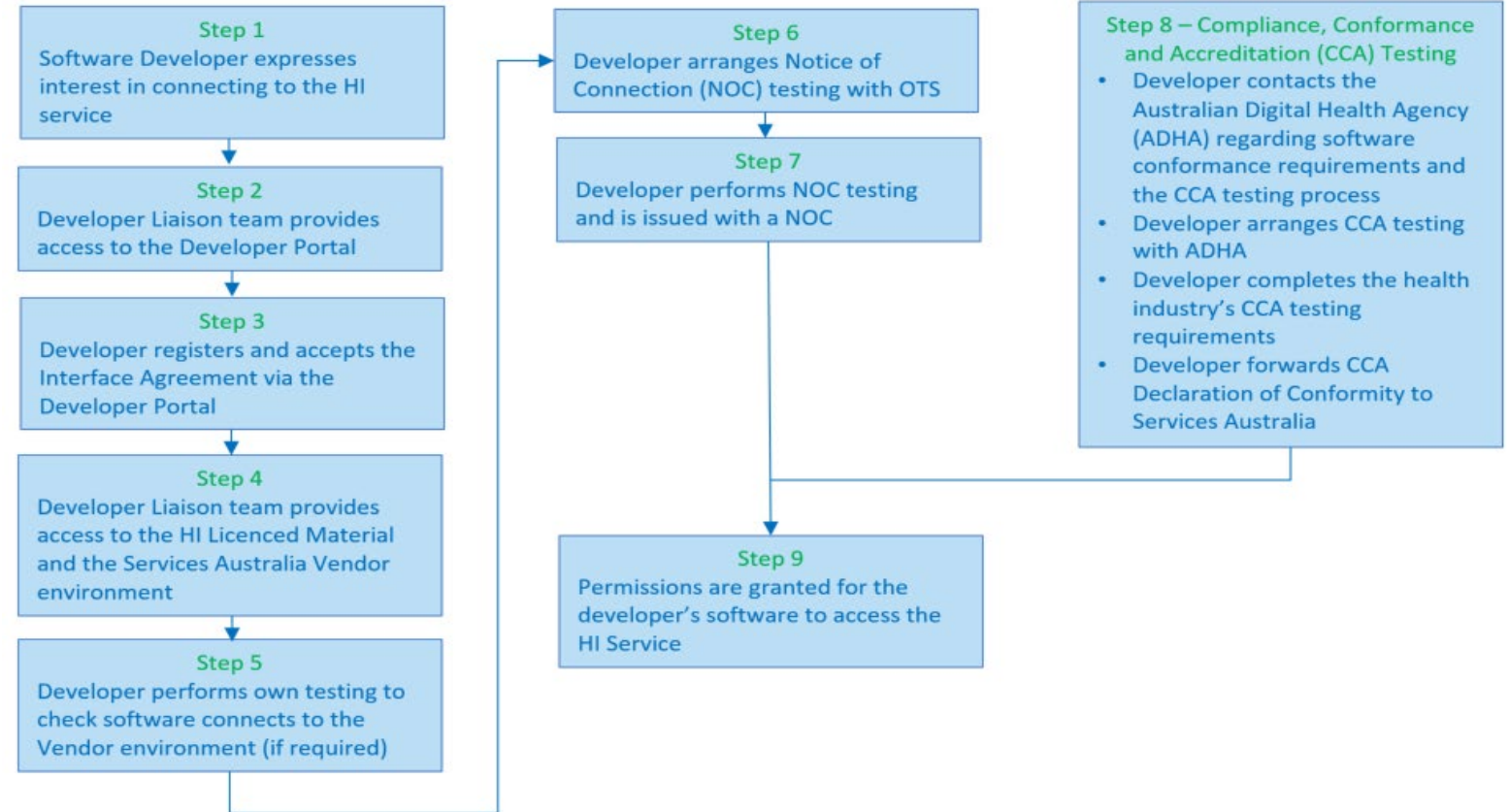


**Australian Government**  
**Services Australia**

# **Certification Notice of Connection (NOC) Notice of Integration (NOI)**

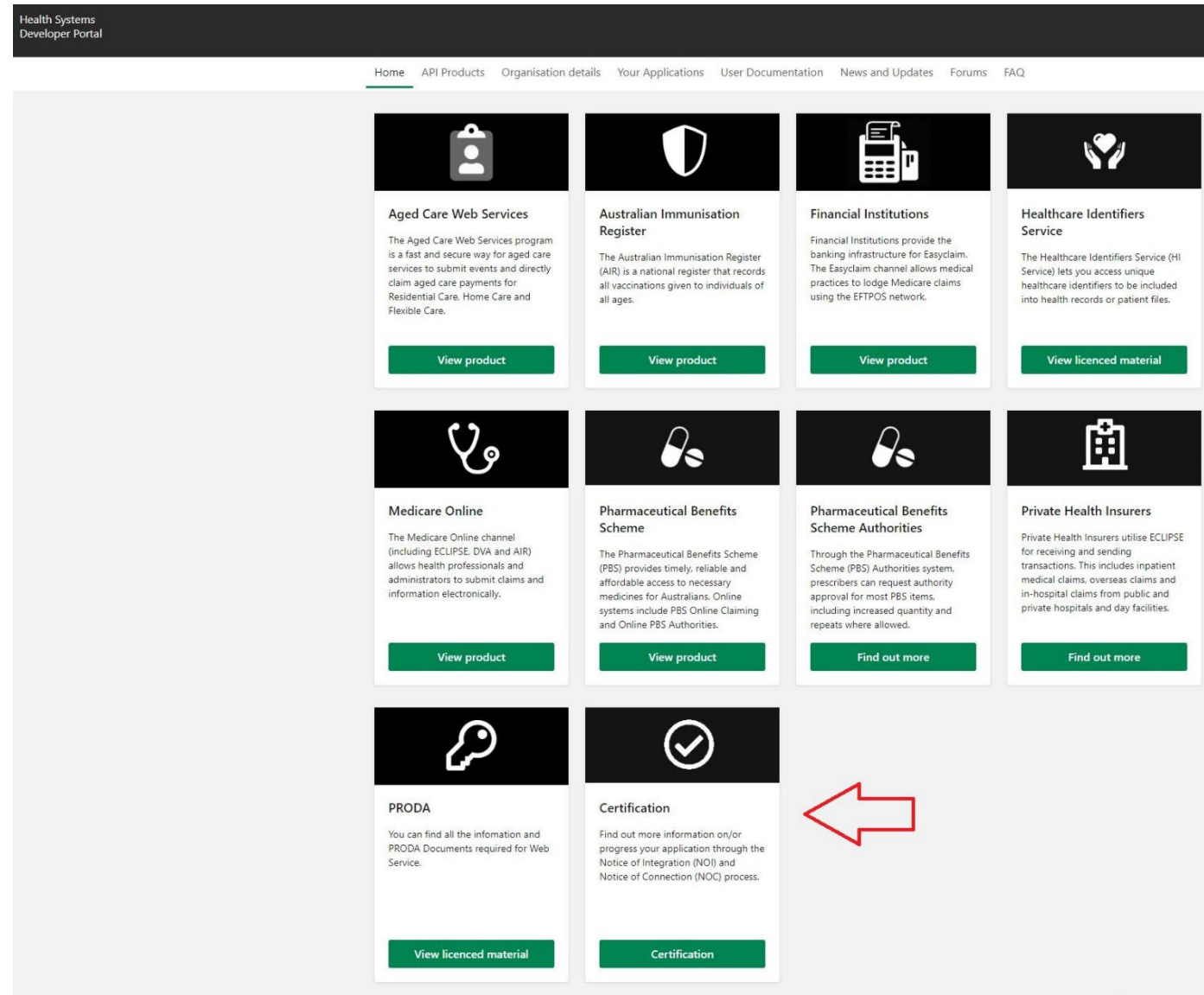
# Notice of Connection Developer journey

- From expressing interest in connecting to the HI Service, to Compliance, Conformance Testing with ADHA.
- Today we will focus on Step 7 – Developer preforms NOC testing and is issued with NOC.



# NOC Purpose and test plan

- **Purpose of the NOC** – To confirm the application (product) under test can connect successfully with the HI Service.
- NOC testing requires evidence the Software Developer's product can send a request to the HI Service and successfully receive the response.
- The HI NOC test plan is customised based on the Software Developers testing requirements, the test plan includes the tests for the supported Web Service/s.
- NOC testing, test plans and communication is through the Certification tile in the Software Developers Portal.





# NOC testing

- Software Developers send transmissions to Services Australia. The transmissions contain the Web Service request matching the related test case within the HI NOC test plan.
- The Developer will provide details of each test transmission, most importantly the test and transmission message Id's.
- The number of test cases per Web Service varies from a minimum of 1 to a maximum of 9.
- Once testing is complete the Connection Testing Results (CTR) is issued to the Developer.
- The HI Vendor Management Operations Team grant Production access once NOC and Conformance testing is complete.
- Average NOC takes between 1- 3 days.

## Notification of Successful NOC Testing - DAVE M BVT HI 2.0

Dear Dave M

We are pleased to announce that OTS Product Integration Team (i) has successfully passed Notice of Connection (NOC) Testing for DAVE M BVT HI 2.0.

The following functions were tested between 18/06/2022 and 18/06/2022:

### Clinical Information System (CIS) software

- TECH.SIS.HI.03 - Update Provisional IHI via B2B - v3.0
- TECH.SIS.HI.05 - Update IHI via B2B - v3.2.0
- TECH.SIS.HI.06 - IHI Inquiry Search via B2B - v3.0
- TECH.SIS.HI.08 - Resolve Provisional IHI-Merge record via B2B - v3.0
- TECH.SIS.HI.09 - Resolve Provisional IHI - Create Unverified IHI via B2B - v3.0.2
- TECH.SIS.HI.10 - Create Provisional IHI via B2B - v3.0
- TECH.SIS.HI.11 - Create Unverified IHI via B2B - v3.0.2
- TECH.SIS.HI.12 - Consumer Search IHI Batch Synchronous - v3.0
- TECH.SIS.HI.13 - Manage Provider or Administrative Individual Details - v3.2.0
- TECH.SIS.HI.14 - Manage Provider Organisation Details - v3.2.0
- TECH.SIS.HI.15 - Read Provider or Administrative Individual Details - v3.2.0
- TECH.SIS.HI.16 - Read Provider Organisation Details - v3.2.0
- TECH.SIS.HI.17 - Healthcare Provider Directory - Search for Individual Provider Directory Entry - v3.2.0
- TECH.SIS.HI.18 - Healthcare Provider Directory - Search for Organisation Provider Directory Entry - v3.2.0
- TECH.SIS.HI.19 - Healthcare Provider Directory - Manage Provider Directory Entry - v3.2.0
- TECH.SIS.HI.22 - Read Reference Data - v3.2.0
- TECH.SIS.HI.24 - Notify of Duplicate IHI via B2B - v3.2.0
- TECH.SIS.HI.25 - Notify of Replica IHI via B2B - v3.2.0
- TECH.SIS.HI.26 - Create Verified IHI for Newborns - v4.0
- TECH.SIS.HI.30 - Consumer Search IHI Batch Asynchronous - v3.0
- TECH.SIS.HI.31 - Search for Provider Individual Details - v5.0.0
- TECH.SIS.HI.32 - Search for Provider Organisation Details - v5.0.0
- TECH.SIS.HI.33 - Search for Provider Individual Batch *Async* - v5.1.0
- TECH.SIS.HI.34 - Search for Provider Organisation Batch *Async* - v5.1.0

### Contracted Service Provider (CSP) software

- N/A

If you have any questions about the NOC Testing Results please do not hesitate to contact the Product Integration team.

We have notified the Developer Support team of your successful testing, who will shortly issue your NOC certificate.

Kind Regards,  
OTS Product Integration Team Common Medicare Claims Processing

# NOI testing

- Services Australia support B2G claiming for a variety of Health Programmes including, but not limited to:
- Pharmaceutical Benefits Scheme (PBS)
- Aged Care
- Medicare Online
- Department of Veterans Affairs (DVA)
- Australian Immunisation Register (AIR)
- Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE)
- Certification of applications for these Programmes is conducted under Notice of Integration (NOI).
- The purpose of the NOI is to confirm the application (product) can successfully integrate with Services Australia.
- Note: NOI is more extensive than NOC as Software Developers need to demonstrate successful integration, this includes testing of all data elements within a function and selected validations within these elements.

## Notification of Successful NOI Testing - ECLIPSE BVT 2

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Dear David Young

We are pleased to announce that Channel Transformation Strategy () has successfully passed Notice of Integration (NOI) Testing for ECLIPSE BVT 2 .

The following functions were tested between 05/01/2021 and 05/01/2021:

- `mcp.in.patient.medical.claim.mb.general` - 1.0.0
- `mcp.in.patient.medical.claim.mb.specialist` - 1.0.0

The following service types were included:

- General (Non Referred General Practice Items)
- Specialist (Referred Specialist Services)

If you have any questions about the NOI Testing Results please do not hesitate to contact the Product Integration team.

We have notified the Developer Support team of your successful testing, who will shortly issue your NOI certificate.

Kind Regards,  
OTS Product Integration Team

# Contacts and Questions

- OTS Helpdesk helps Software Developers with diagnosing and resolving technical issues during both the development and production stages. E-mail [HI.OTSHelpdesk@servicesaustralia.gov.au](mailto:HI.OTSHelpdesk@servicesaustralia.gov.au)
- OTS Product Integration assists Software Developers to test their Product to achieve a HI NOC. E-mail [HI.ITest@servicesaustralia.gov.au](mailto:HI.ITest@servicesaustralia.gov.au)
- The HI Vendor Management Operations Team are responsible for enabling access to the HI Service once a Software Developer has completed both the NOC and Conformance testing. Email: [HI.Vendor.Operations@ServicesAustralia.gov.au](mailto:HI.Vendor.Operations@ServicesAustralia.gov.au)







API Co-Design

# API Co-design: B2G Previe

**Janine Bennett**

Digital Transformation and Delivery Division  
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# API lifecycle

## Topic 1: API versioning

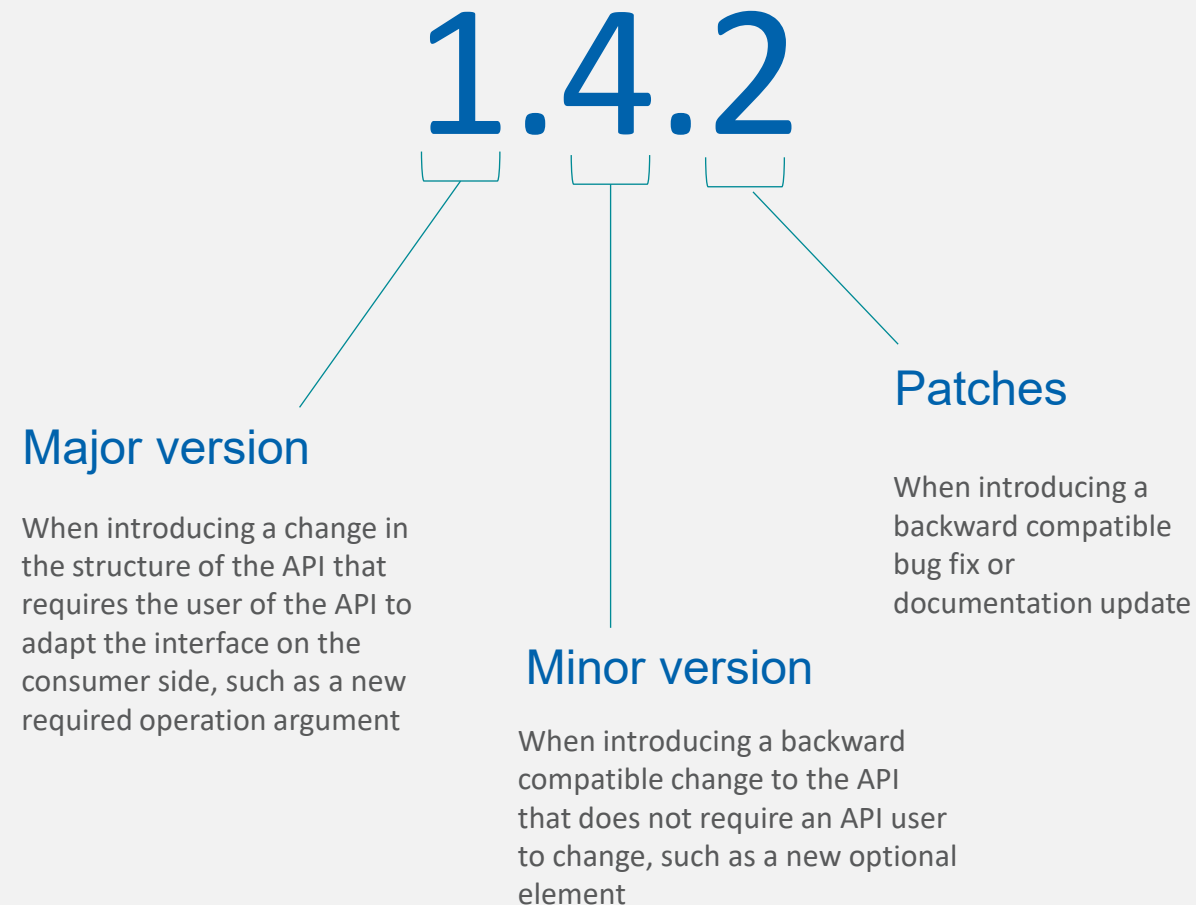
- Follow Mulesoft API versioning best practice recommendations
- Manage changes through a comprehensive versioning strategy. Including a multiple month deprecation schedule and documentation
- Introduce a major version change for:
  - Quality of Service (QoS)
  - Output message domain value changes

For major upgrades to the API these are some considerations:

- How long do versions will stay available?
- How will we decommission older versions?
- Communications around version changes?

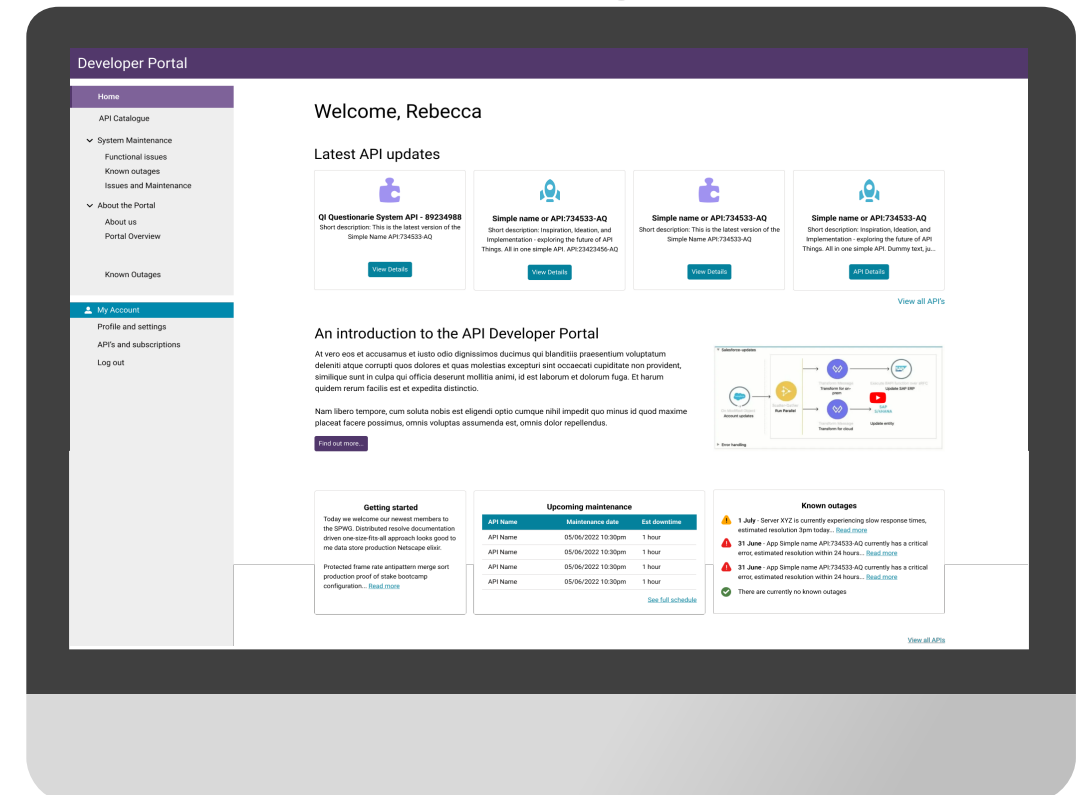


When we'll change version numbers using semantic versioning



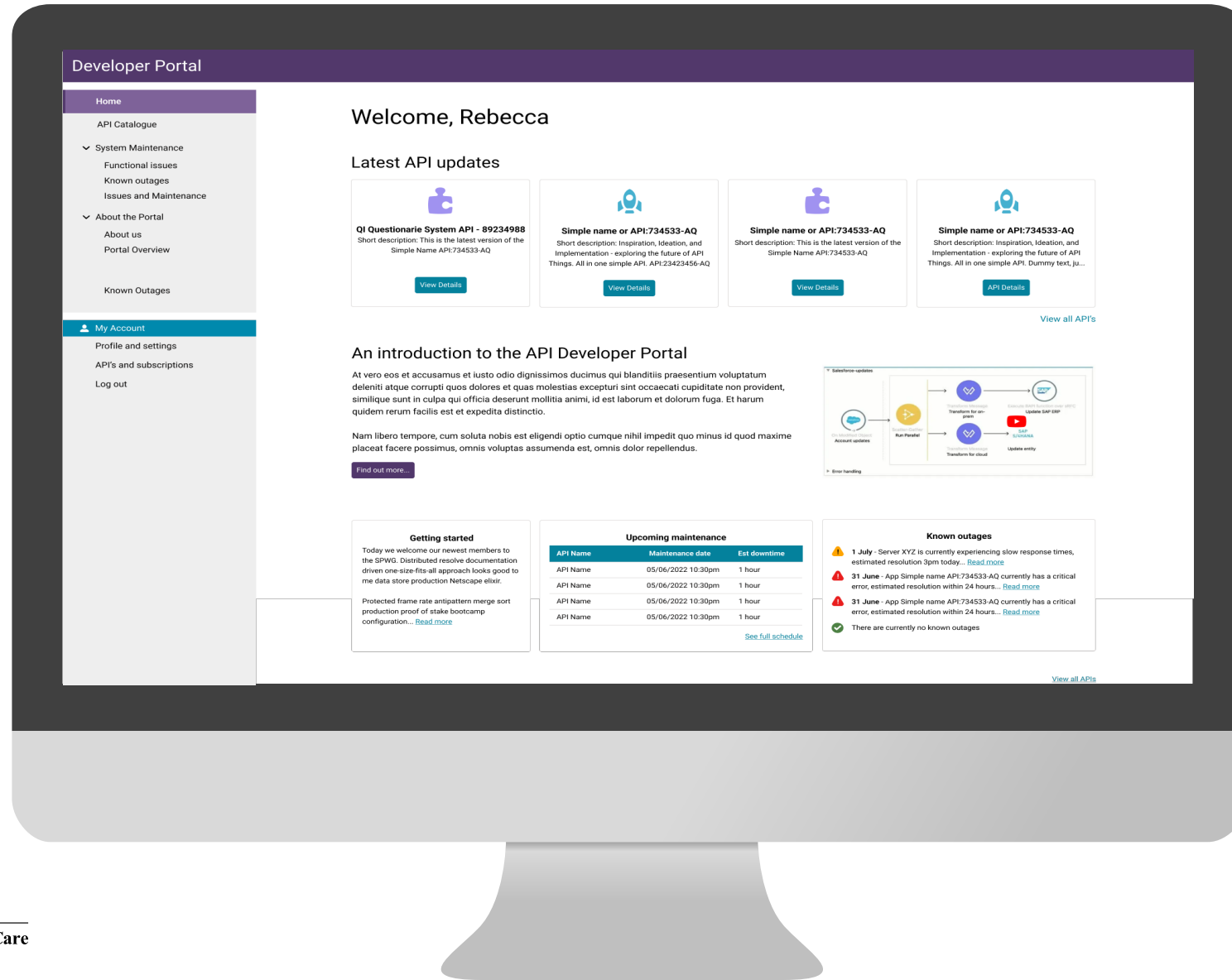
# Developer portal prototype after co-design

- We had the 1st B2G Co-Design Workshop on Developer Portal on July 28<sup>th</sup>
- Participants tested an interactive prototype.
- We've made changes to the design of the Developer Portal according to feedback.
- Let's take a look!





# DEMO TIME



# Coming up for B2G co-design

Please join us for the next co-design workshop with a focus on QI:

1. Report from the 1st B2G Co-Design Workshop (Developer Portal)
2. Today's QI information collection and submission process
3. Envisioning QI information collection and submission process with B2G
4. Testing B2G's QI API

## Co-design collaboration workshops:

We are here

July

August

September

October

November

Alpha Co-Design

Beta Co-Design

Developer  
Portal Co-design



QI co-design



QI Refinement



SIRS Co-design



Developer Portal  
Refinement



ACFR Co-design

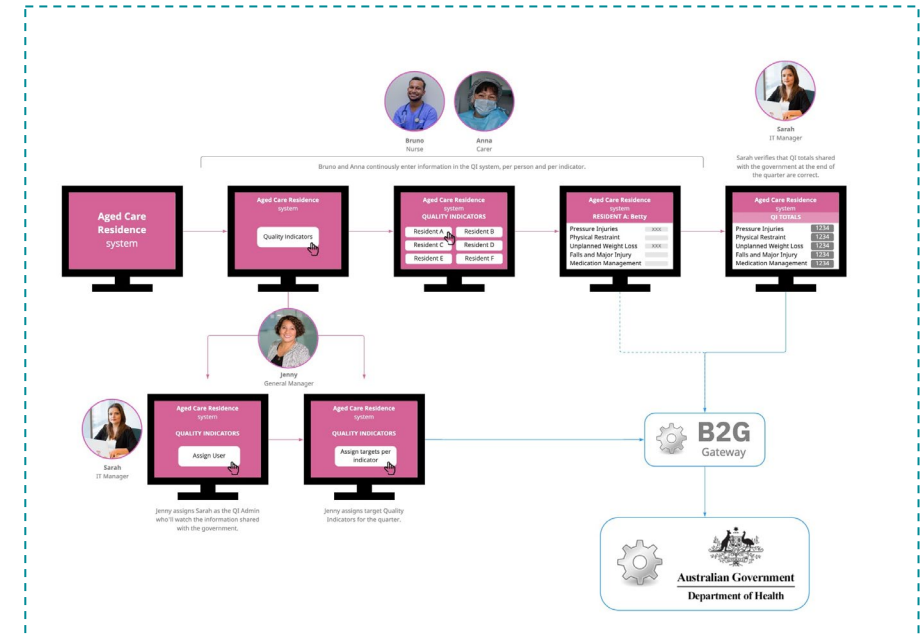


Care Minutes Co-  
design



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## QI visual concept prototype for co-design



# Intro: QFR Preview

**Janine Bennett**

Digital Transformation and Delivery Division  
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# Quarterly Financial Reporting (QFR)

*Quarterly Financial Reporting (QFR)* is closely linked to the *Aged Care Financial Reporting (ACFR)* initiative

- **What** Streamlining the **sharing of essential financial reporting & data** between providers & Govt. – providing online, digital solutions that will minimise manual administration
- **Why** Govt. is seeking to **strengthen the standards & guarantees** for older Australians, by ensuring greater transparency around financial viability & performance
- **How** Digital solution will be built in **Salesforce**
- **When** High-level implementation approach –
  - **Phase 1** – build on existing ACFR platform (short term solution)
  - **Phase 2** – build on GPMS Salesforce platform (long term solution)
  - Use a **delivery approach** that –
    - Ensures quality through thorough testing
    - Includes providers in co-designing
    - Supports change management



## Sector Partners Engagement

# Next Steps

Industry Partners Welcome Meeting

### Reminder

- Upcoming B2G (API Co-design) Workshop this month
- Register for next **Tech Talk**
- *Conformance Preview* available online

### Upcoming:

- Post-meeting wrap-up email before Friday next week
- Next meeting: 2 **September 11am AEST**

