



Digital Transformation

# Sector Partners

Co-Design Meeting (11)

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: 14 October 2022

Meeting: #11

# 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** (Fay Flevaras)
- 5 mins – **Open Activities** (Fay Flevaras)
- 10 mins – **State of Play** (Fay Flevaras)
- 5 mins – **B2G update** (Dale Naughton)
- 30 mins – B2G co-design activity: **API Services Catalogue** (Dale Naughton & Julian Miras Hernandez)
- 5 mins – **Close & Next Steps** (Fay Flevaras)





# DT Sector Partners: State of Play

**Fay Flevaras**

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



# Co-Design Activities



Practice Co-Design



UX Co-Design



API Co-Design



OPEN

No current activities



CLOSED



Sector Personas



Terms of Reference



GPMS: Understanding Work Patterns



B2G: Quality Indicators



B2G: Developer Journey



B2G: Research Questionnaire



# State of Play

High level updates & reminders

- Recap last meeting
- Volunteer for **QFR Co-Design** activities
- Date for our **next Tech Talk** has been set: 2pm, **25 Oct**; registrations will open shortly
- Access to our **DT Sector Partners SharePoint** site should be available to all members –
  - any access issues, let us know
  - check out the site and give us feedback

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







API Co-Design

# API Co-design: B2G Update

**Dale Naughton**

Digital Transformation and Delivery Division  
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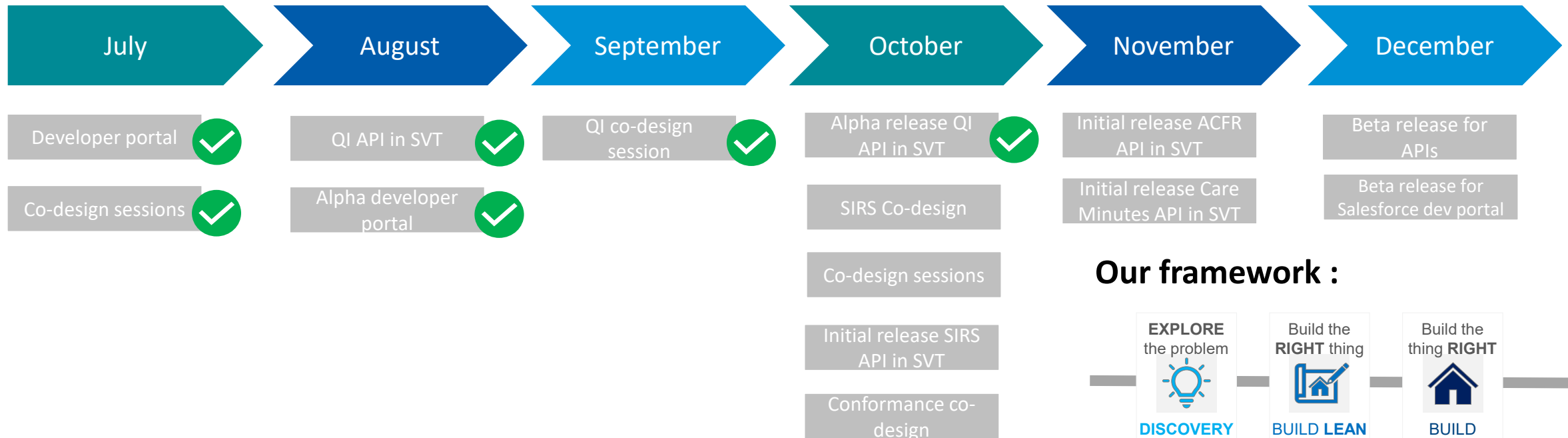
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# B2G update

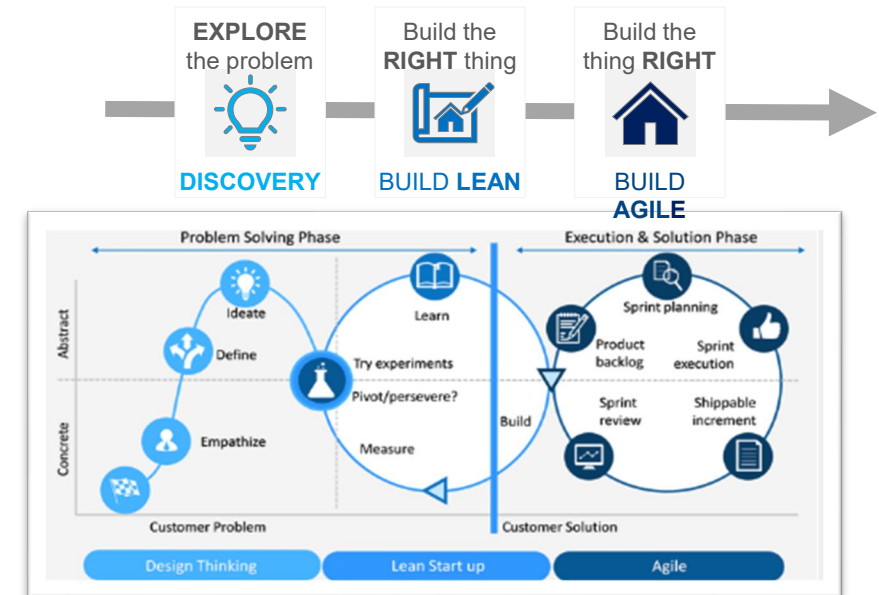


API Co-Design

## Milestones



## Our framework :







API Co-Design

# API Co-design: API Catalogue

**Dale Naughton and Julian Miras Hernandez**

Digital Transformation and Delivery Division  
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# B2G API Catalogue: Overview



API Co-Design

- Background
  - Considerations and Scope
  - API Led Connectivity Pattern
- Approach
  - Capability Map
  - Information Model
- Architecture Catalogues
  - What are we capturing?
- Next Steps



# B2G API Catalogue: Terminology



API Co-Design

- **API Led Connectivity:** Architecture Pattern that distributes APIs across 3 layers, designed to promote reuse and decoupling.
  - **Experience APIs:** Top layer in charge of adapting the usage of the Process layer to an audience, channel or system as consumers.
  - **Process APIs:** Middle layer that provides APIs which are system-agnostic and business-oriented.
  - **System APIs:** Bottom layer that unlocks system's data exposing it via an API.
- **Enterprise Business Domains:** Top level, abstract view of Department functions. This could include: (investment analysis, planning, decision making, governance, org design, etc.)
- **Business Process:** Activity that delivers a business outcome.
- **Capability:** A function that delivers an outcome executing a business process
- **Information Model:** Logical Entity-Relationship representation of the business entities participating in the business process.
- **Anypoint Platform:** MuleSoft's one platform for APIs and Integrations
- **Anypoint Design Center and Anypoint Exchanges:** Components of Anypoint Platform responsible for designing, publishing and documenting APIs



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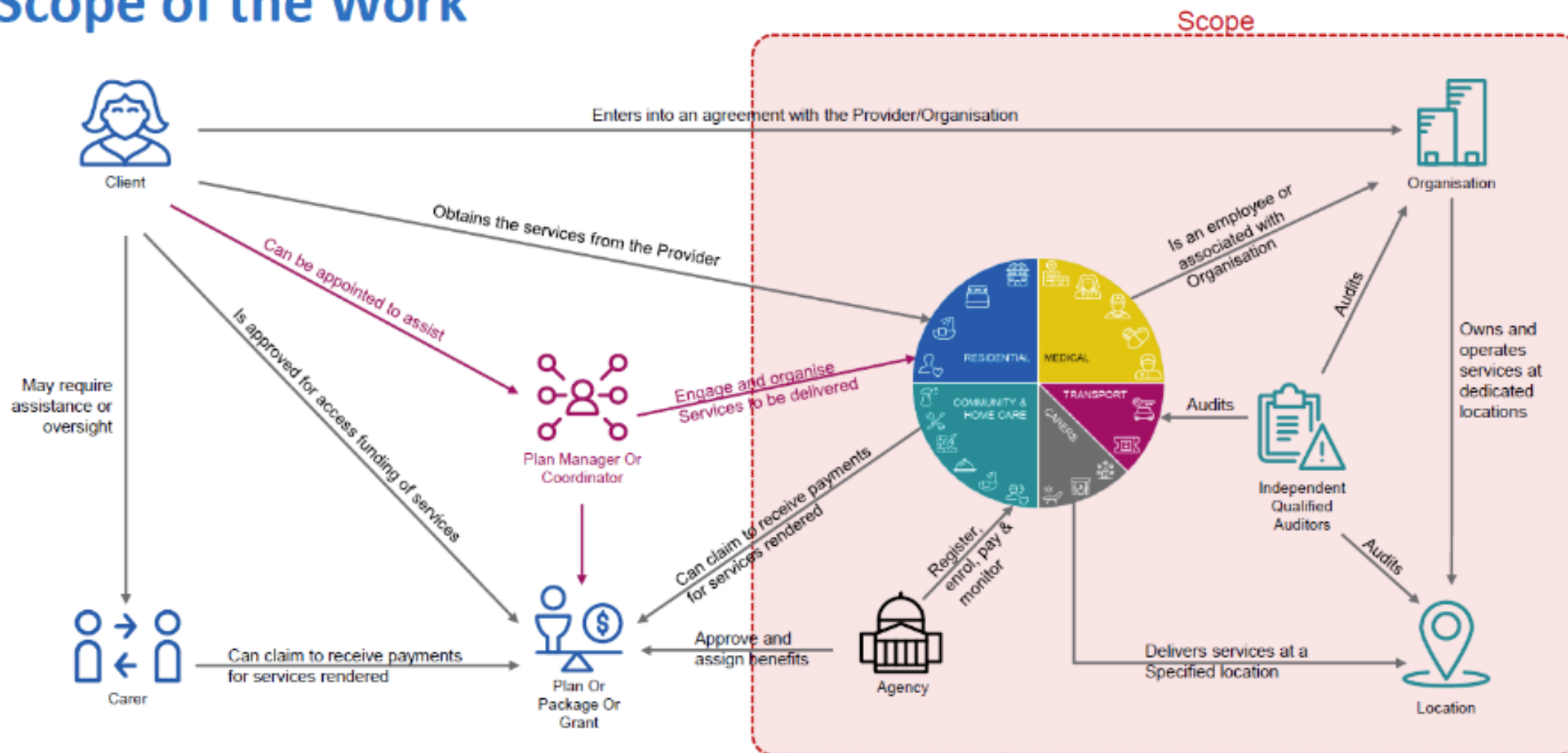


# B2G API Catalogue: Current Scope

## Scope of the Work



API Co-Design

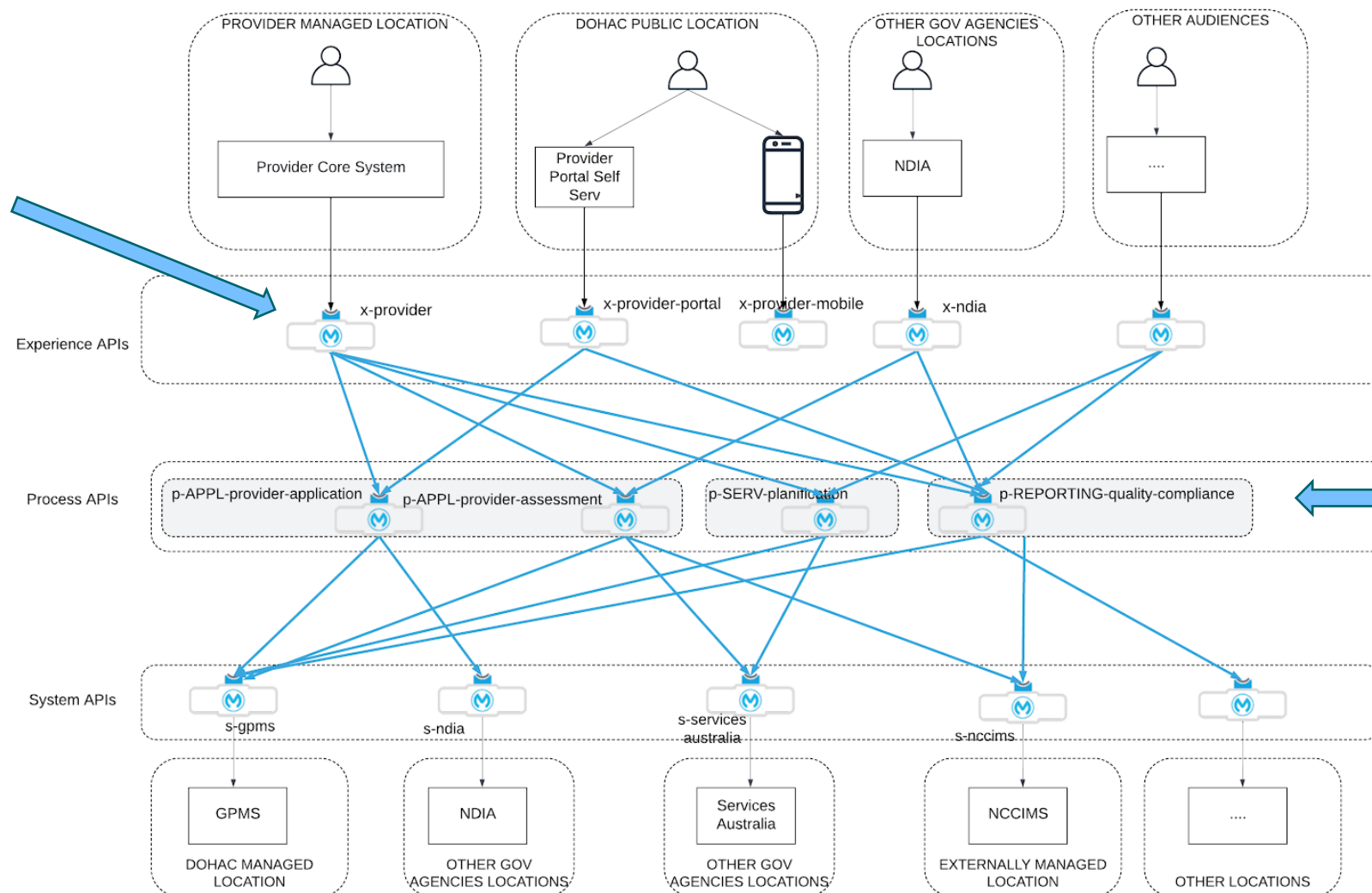


# B2G API Catalogue: API-led Connectivity



API Co-Design

Co-designed  
with Provider  
Partner  
Community



APIs  
Discovered are  
Process APIs

Illustrative Only



# B2G API Catalogue: WofG Capability Map



API Co-Design

Business Process Findings 6.1

## Cross Agency Business Processes



Agencies	DoH, ACQSC NQSC Comcare Services Australia (Medicare)	DoH DVA NDIA DSS (AusTender)	DoH DVA NDIA ACPC	ACQSC DoH DVA NDIA	DVA NDIA Providers	DSS (grants only) DVA NDIA Services Australia	DoH (MPS only) DSS (grants only) DVA NDIA Services Australia	ACQSC DoH DSS DVA NQSC
Business Capabilities	Provider online registration (PRODA) Process registration application form Perform self-assessment Conduct Quality Audit Undergo Quality Assessment Perform Provider Suitability Assessment Perform Worker Screening Determine decision and notification Confirm Provider Registration	Apply for tender Conduct tender review Award tender to Provider Perform contract negotiation Issue deed of agreement to Provider Enrol Provider Set up Provider fee schedule associated services Provider self-service onboarding Allocate Places	Publish Provider pricing information Confirm Provider Services approval Conduct fee schedule maintenance Perform pricing review and benchmarking	Update services provided Update outlets / locations and availability of services Update pricing information Update contact details Update bank account details Process Notice of Change and events Process Provider withdrawal or revocation	View and schedule bookings Conduct Care Recipient needs analysis Determine Care Recipient benefits available View, schedule and confirm bookings Conduct Care Recipient Plan Management	Submit claim for processing Validate claim benefits, & provider services Approve or reject claim for payment Conduct claim audit	Submit claims for payment Batch and process claims for payment Conduct payment integrity and audit reviews Perform Provider education and support Monitor and detect non-compliance Issue compliance or infringement notice Ban or revoke Provider registration Impose Provider sanctions	Identify and Determine if incident is reportable Notify the relevant persons or agencies Complete the detailed incident report Conduct internal Provider investigation Complete incident and lodge final report Review Notice of Change and events Review Performance, Prudential & Quality Reporting Lodge complaint Triage Complaint and review details Determine detailed assessments and investigation required Notify Provider / Complainant and finalise

\*service delivery & support only

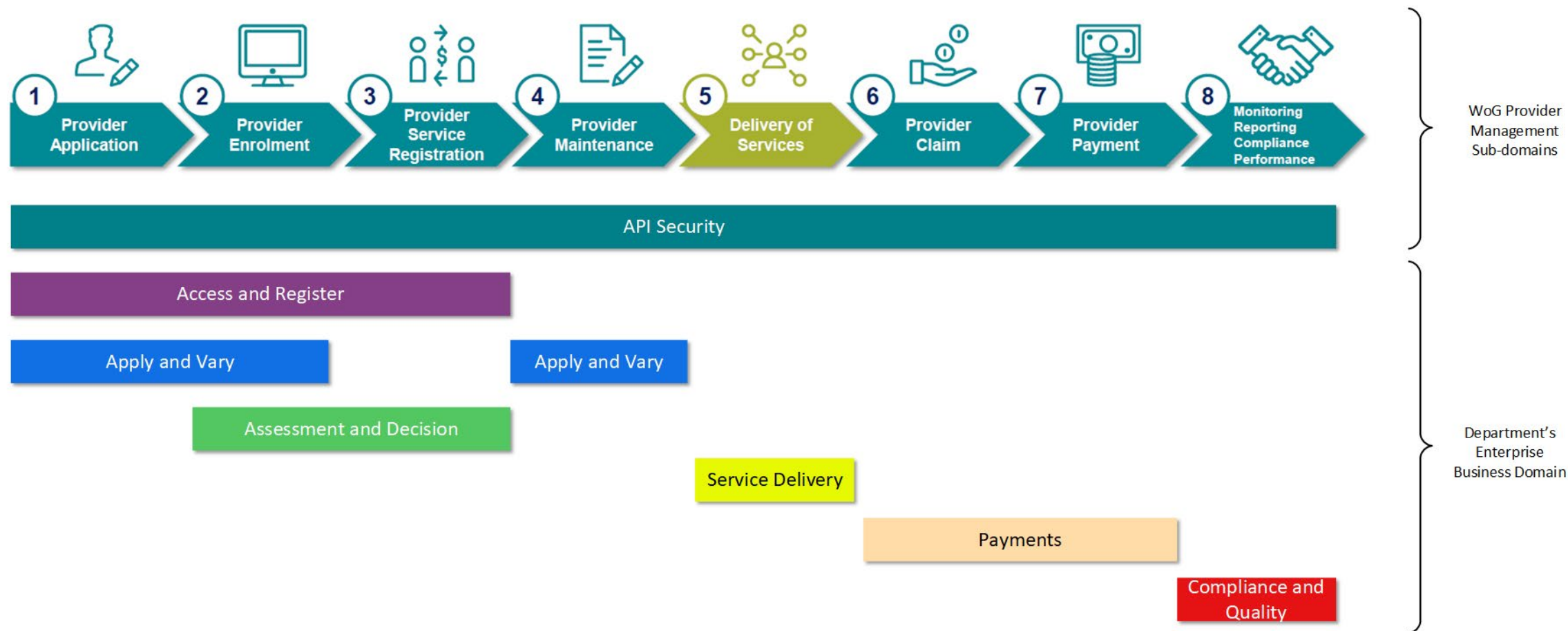


# B2G API Catalogue: Domains

Enterprise Domains mapped to WofG Provider Management Capabilities



API Co-Design



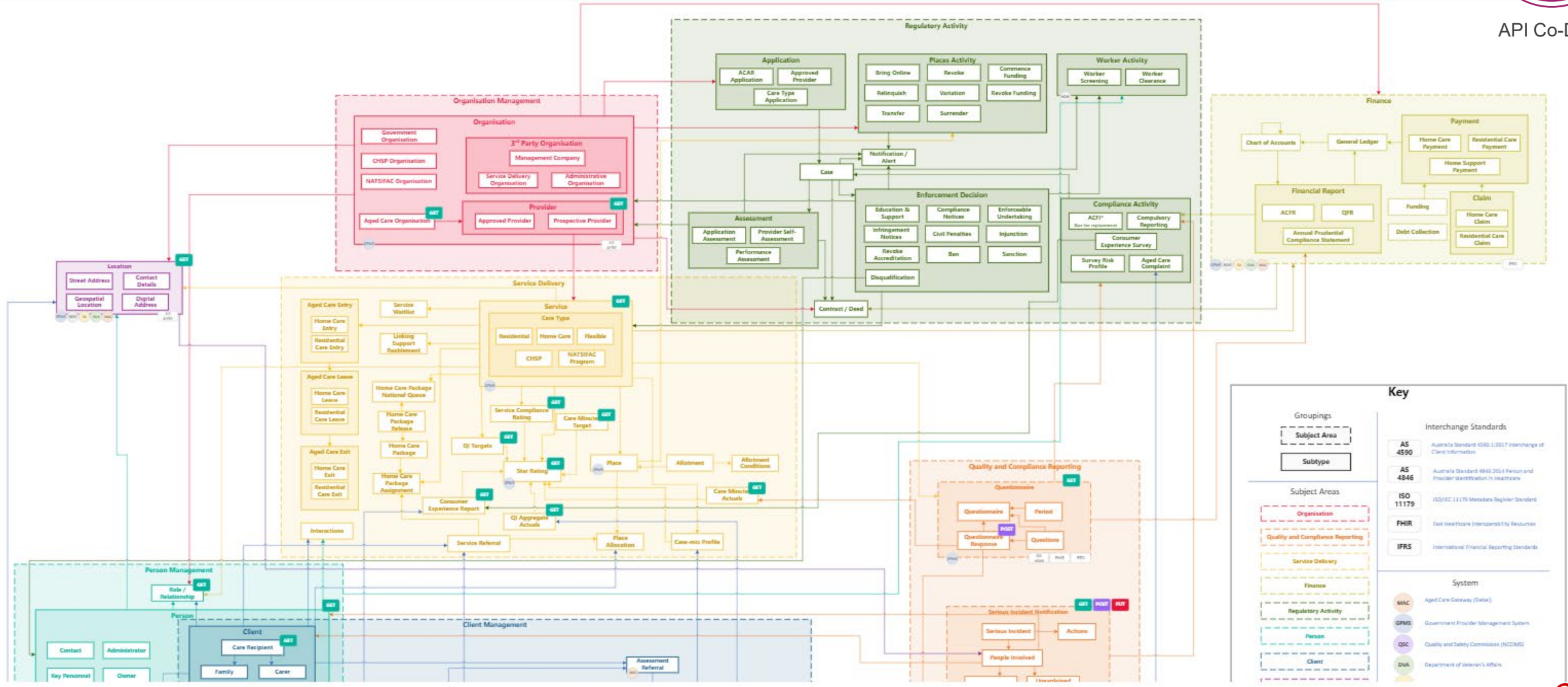
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# B2G API Catalogue: Conceptual Information Model



API Co-Design



# B2G API Catalogue: Process APIs

## Mapping to subdomains



API Co-Design

Provider Application		Provider Enrolment		Provider Service Registration	
<ul style="list-style-type: none"><li>• Provider Application API</li><li>• Organisation API</li><li>• Documents API</li><li>• Provider Assessment API</li><li>• Provider Application Audits API</li></ul>		<ul style="list-style-type: none"><li>• Provider Registration API</li><li>• Provider Employee (Person) API</li><li>• Tender API</li><li>• Contract API</li></ul>		<ul style="list-style-type: none"><li>• Services Registration API</li></ul>	
Provider Maintenance		Service		Claim	
<ul style="list-style-type: none"><li>• Provider Maintenance API</li></ul>		<ul style="list-style-type: none"><li>• Interactions API</li><li>• Communications API</li><li>• Analysis API</li><li>• Benefits API</li></ul>		<ul style="list-style-type: none"><li>• Bookings API</li><li>• Planification API</li><li>• Utilization API</li></ul>	
<ul style="list-style-type: none"><li>• Claims API</li><li>• Claims Remittance API</li><li>• Claims Rules API</li><li>• Claims Auditing API</li></ul>					
Payments		Reporting		Communications	
<ul style="list-style-type: none"><li>• Payment API</li><li>• Payment Remittance API</li><li>• Payment Auditing API</li></ul>		<ul style="list-style-type: none"><li>• Complaints API</li><li>• Performance API</li><li>• Quality and Compliance API</li><li>• Reporting API</li></ul>		<ul style="list-style-type: none"><li>• Communications API</li><li>• Interactions API</li></ul>	

### API Security

- Security Config API
- Security Enforcement API
- Security Audit API





# B2G API Catalogue: APIs identified so far



API Co-Design

Domain	Level	ID	Id-Name	Name	ID	Name	API Domain	ID-Name
APPLICATION	1	1	1 - Provider Application	Provider Application	API0001	Provider Application	APPLICATION	APPLICATION-API0001-Provider Application
APPLICATION	2	1.1	1.1 - Application Management	Application Management	API0002	Organisation	APPLICATION	APPLICATION-API0002-Organisation
APPLICATION	2	1.2	1.2 - Eligibility Assessment	Eligibility Assessment	API0003	Documents	APPLICATION	APPLICATION-API0003-Documents
APPLICATION	2	1.3	1.3 - Decision and Outcome Management	Decision and Outcome Management	API0004	Provider Assessment	APPLICATION	APPLICATION-API0004-Provider Assessment
APPLICATION	2	1.4	1.4 - External Audit Management	External Audit Management	API0005	Provider Application Audits	APPLICATION	APPLICATION-API0005-Provider Application Audits
APPLICATION	2	1.5	1.5 - Appeals Management	Appeals Management	API0006	Provider Registration	ENROLMENT	ENROLMENT-API0006-Provider Registration
ENROLMENT	1	2	2 - Provider Enrolment	Provider Enrolment	API0007	Provider Employee (Person)	ENROLMENT	ENROLMENT-API0007-Provider Employee (Person)
ENROLMENT	2	2.1	2.1 - Tender Management	Tender Management	API0008	Tender	ENROLMENT	ENROLMENT-API0008-Tender
ENROLMENT	2	2.2	2.2 - Contract Management	Contract Management	API0009	Contract	ENROLMENT	ENROLMENT-API0009-Contract
ENROLMENT	2	2.3	2.3 - Registration Management	Registration Management	API0010	Services	REGISTRATION	REGISTRATION-API0010-Services
ENROLMENT	2	2.4	2.4 - Onboarding Management	Onboarding Management	API0011	Provider Maintenance	MAINTENANCE	MAINTENANCE-API0011-Provider Maintenance
REGISTRATION	1	3	3 - Provider Service Registration	Provider Service Registration	API0012	Interactions	SERVICE	SERVICE-API0012-Interactions
REGISTRATION	2	3.1	3.1 - Services Annual	Services Annual	API0013	Communications	SERVICE	SERVICE-API0013-Communications
REGISTRATION	2	3.2			API0014	Analysis	SERVICE	SERVICE-API0014-Analysis
REGISTRATION	2	3.3			API0015	Benefits	SERVICE	SERVICE-API0015-Benefits
MAINTENANCE	1	4	ENT0001 Organisation	ENT0001-Organisation	API0016	Bookings	SERVICE	SERVICE-API0016-Bookings
MAINTENANCE	2	4.1	ENT0002 Government Organisation	ENT0002-Government Organisation	API0017	Planification	SERVICE	SERVICE-API0017-Planification
MAINTENANCE	2	4.2	ENT0003 CHSP Organisation	ENT0003-CHSP Organisation	API0018	Utilisation	SERVICE	SERVICE-API0018-Utilisation
MAINTENANCE	2	4.2	ENT0004 NATSIFAC Organisation	ENT0004-NATSIFAC Organisation	API0019	Claims	CLAIMS	CLAIMS-API0019-Claims
MAINTENANCE	2	4.3	ENT0005 Aged Care Organisation	ENT0005-Aged Care Organisation	API0020	Claims Remittance	CLAIMS	CLAIMS-API0020-Claims Remittance
SERVICE	1	5	ENT0006 3rd Party Organisation - Management Company	ENT0006-3rd Party Organisation	API0021	Claims Rules	CLAIMS	CLAIMS-API0021-Claims Rules
SERVICE	2	5.1	ENT0007 3rd Party Organisation - Service Delivery Organisation	ENT0007-3rd Party Organisation	API0022	Claims Auditing	CLAIMS	CLAIMS-API0022-Claims Auditing
SERVICE	2	5.2	ENT0008 3rd Party Organisation - Administrative Organisation	ENT0008-3rd Party Organisation	API0023	Payment	PAYMENTS	PAYMENTS-API0023-Payment
SERVICE	2	5.3	ENT0009 Provider	ENT0009-Provider	API0024	Payment Remittance	PAYMENTS	PAYMENTS-API0024-Payment Remittance
SERVICE	2	5.4	ENT0010 Provider - Prospective	ENT0010-Provider - Prospective	API0025	Payment Auditing	PAYMENTS	PAYMENTS-API0025-Payment Auditing
			ENT0011 Provider - Approved	ENT0011-Provider - Approved	API0026	Complaints	REPORTING	REPORTING-API0026-Complaints
			ENT0012 Person	ENT0012-Person	API0027	Performance	REPORTING	REPORTING-API0027-Performance
			ENT0013 Person - Contact	ENT0013-Person - Contact	API0028	Quality and Compliance	REPORTING	REPORTING-API0028-Quality and Compliance
			ENT0014 Person - Administrator	ENT0014-Person - Administrator	API0029	Reporting	REPORTING	REPORTING-API0029-Reporting
			ENT0015 Person - Owner	ENT0015-Person - Owner	API0030	Communications	COMMUNICATIONS	COMMUNICATIONS-API0030-Communications
			ENT0016 Person - Key Personnel	ENT0016-Person - Key Personnel				
			ENT0017 Person Role	ENT0017-Person Role				
			ENT0018 Person Relationship	ENT0018-Person Relationship				
			ENT0019 Location	ENT0019-Location				
			ENT0020 Location - Street Address	ENT0020-Location - Street Address				
			ENT0021 Location - Contact Details	ENT0021-Location - Contact Details				
			ENT0022 Location - Geospatial Location	ENT0022-Location - Geospatial Location				
			ENT0023 Location - Digital Address	ENT0023-Location - Digital Address				
			ENT0024 Regulatory Activity	ENT0024-Regulatory Activity				
			ENT0025 Regulatory Activity - Notifications/Alerts	ENT0025-Regulatory Activity - Notifications/Alerts			APPLICATION	
			ENT0026 Regulatory Activity - Application	ENT0026-Regulatory Activity - Application			APPLICATION	
			ENT0027 Regulatory Activity - Application - ACAR Application	ENT0027-Regulatory Activity - Application - ACAR Application			APPLICATION	
			ENT0028 Regulatory Activity - Application - Care Type Application	ENT0028-Regulatory Activity - Application - Care Type Application			APPLICATION	



# B2G API Catalogue: Publishing Process



API Co-Design

Identify

Discovery Process DDD  
Metadata Definition  
Information Model association

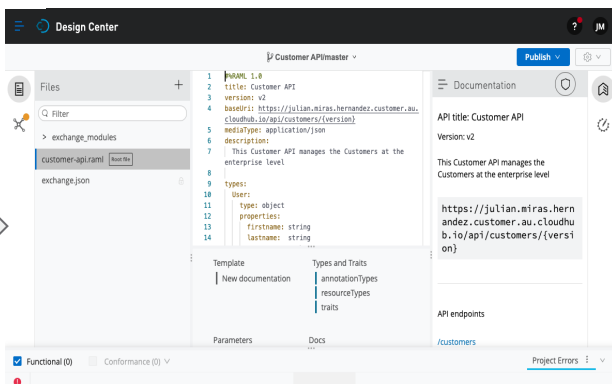
Provider Application Subdomain	Provider Enrolment Subdomain	Provider Service Registration Subdomain
<ul style="list-style-type: none"><li>Provider Application API</li><li>Organisation API</li><li>Documents API</li><li>Provider Assessment API</li><li>Provider Application Audits API</li></ul>	<ul style="list-style-type: none"><li>Provider Registration API</li><li>Provider Employee (Person) API</li><li>Tender API</li><li>Contract API</li></ul>	<ul style="list-style-type: none"><li>Services Registration API</li></ul>
Provider Maintenance Subdomain	Service Subdomain	Claim Subdomain
<ul style="list-style-type: none"><li>Provider Maintenance API</li></ul>	<ul style="list-style-type: none"><li>Interactions API</li><li>Communications API</li><li>Analysis API</li><li>Benefits API</li></ul>	<ul style="list-style-type: none"><li>Bookings API</li><li>Planification API</li><li>Utilisation API</li><li>Claims API</li><li>Claims Remittance API</li><li>Claims Rules API</li><li>Claims Auditing API</li></ul>
Payments Subdomain	Reporting Subdomain	Communications Subdomain
<ul style="list-style-type: none"><li>Payment API</li><li>Payment Remittance API</li></ul>	<ul style="list-style-type: none"><li>Complaints API</li><li>Performance API</li></ul>	<ul style="list-style-type: none"><li>Communications API</li><li>Interactions API</li></ul>

API Security Subdomain

Security Config API  
Security Enforcement API  
Security Audit API

Sync Metadata and Associations

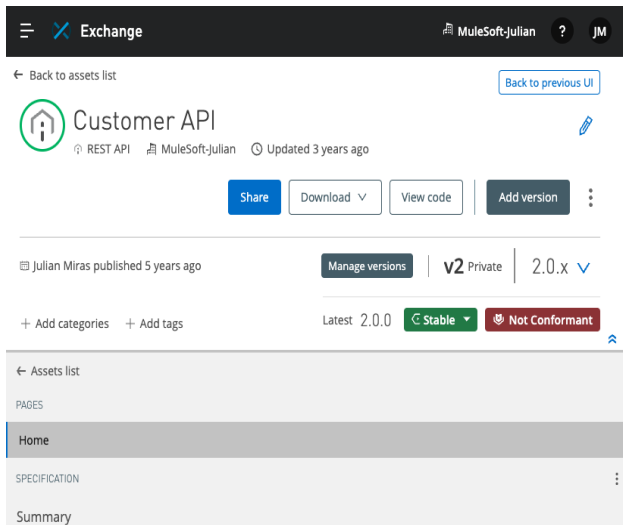
SharePoint / Excel



Design Center

Build

API Interface Contract (RAML) Design  
Governance / Best Practices Enforcement  
Information Model Data Entities Design and "Wiring"



Anypoint Exchange

API Publication  
Information Model Publication  
Documentation Publication  
Metadata Publication

Publish

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# B2G API Catalogue: Next Steps

## Detail and Refine



API Co-Design

- Complete the refinement
- Workshops with specific SMEs to complete Architecture Catalogues
- Start Building the Foundational Components:
  - Security Foundations
  - Information Models into Fragments
- API Ownership Patterns (Business Owned, IT Owned)
- Integrate with API Publishing Process



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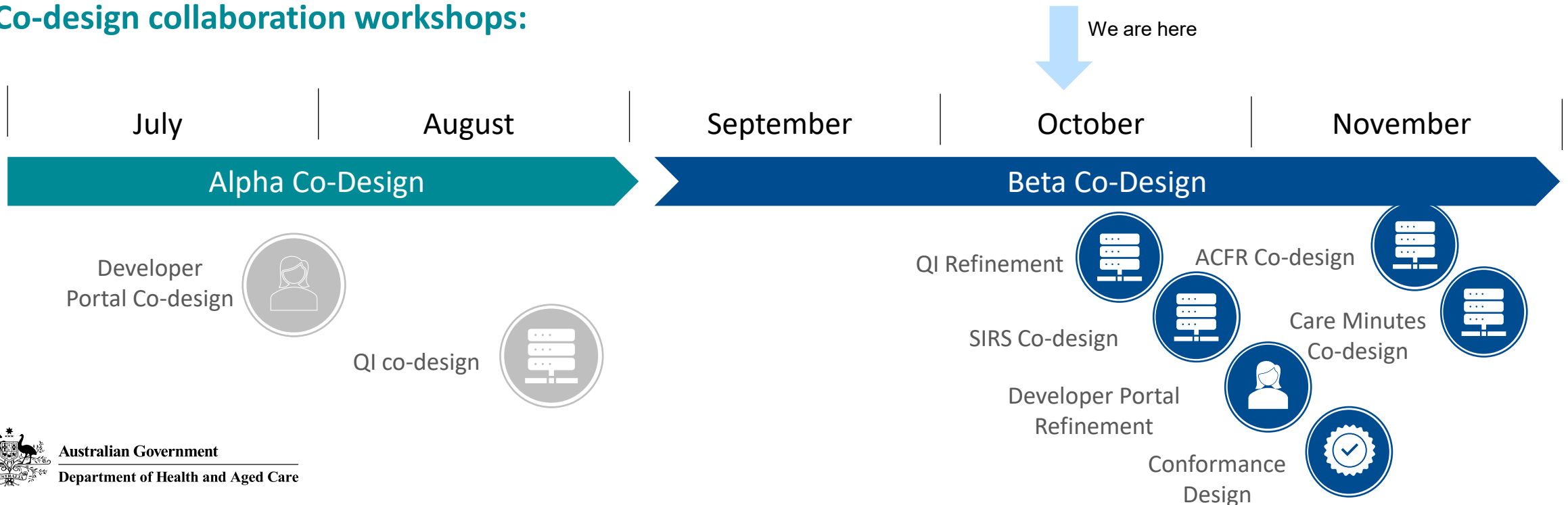
# Wrapping up for B2G



API Co-Design

- Finalise end-to-end QI testing
- Continue SIRS build
- Complete Technical and Design Discovery of ACFR
- Planning and preparation for upcoming co-design workshops

## Co-design collaboration workshops:



# Next Steps

Industry Partners Welcome Meeting

## Reminders:

- Open co-design activities for QFR and B2G – visit the SP site for more details
- Encourage our new members to get familiar with the SP site

## Upcoming:

- Post-meeting wrap-up email before Friday next week
- Next meeting: **28 October 11am AEST**

