



Digital Transformation

Sector Partners

Co-Design Meeting (10)

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

Meeting date: 27 September 2022

Meeting: #10

Welcome & Introductions

Dale Naughton

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



Sector Partners Engagement

Agenda

Sector Partners Co-Design Meeting

- 5 mins – **Welcome & Introductions** (Dale Naughton)
- 10 mins – **State of Play** (Dale Naughton)
- 10 mins – UX Co-design activity: **Quarterly Financial Reporting (QFR) Interface Playback** (Peter Binnington)
- 25 mins – API Co-design activity: **Authentication Credentials** (Katrina Riddle, & Anthony O'Neill)
- 5 mins – API Co-design activity: **Pain Points & Priorities** (Greg Heath)
- 5 mins – **Close & Next Steps** (Dale Naughton)



DT Sector Partners: State of Play

Dale Naughton

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



Industry Partners Engagement

State of Play

High level updates & reminders

- **New members welcomed** at our last meeting
- **New membership list published** to the Health & Aged Care website
- 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
- Date for our **next Tech Talk** has been set: 2pm, **25 Oct**; registrations will open shortly

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



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UX Co-Design

Quarterly Financial Reporting Co-design: Interface Playback

Peter Binnington

Digital Transformation and Delivery Division
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REFRESH: Quarterly Financial Reporting (QFR)



UX Co-Design

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



Context and purpose

Previous state:

- 2 pieces of preliminary assessments
- Experience flows and UI design

Our goal:

- Design the MVP for QFR
- Improve the usability and accessibility of the preliminary work

Preliminary user interface work

Choose a form

QFR: Quarterly Financial Report

ACFR: Annual Care Financial Report - Annual Report

HAS: Application for Higher Accommodation Supplement

AAR: Annual Accounting Report for Transition Care Program

Food and nutrition costs

Provider Total

| | Total | St Vincent's Care Services - Resident | St Vincent's Care Services - Adult | St Vincent's Care Services - Other |
|-------------------------------|-------|---------------------------------------|------------------------------------|------------------------------------|
| Food and catering ingredients | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |
| Food and nutrition costs | 0 | | | |

Previous Next

Provider Financial Performance Survey

Survey questions

1. Are you currently concerned about your organization's solvency?

2. Do you envisage any solvency issues arising in the next six months?

3. Do you forecast an operational loss for the current year?

Financial performance

4. Over the previous quarter, has the total of your cash, financial assets and undrawn credit facilities fallen below the Minimum Liquidity amount stated in your most recent Annual Prudential Compliance Statement?

Minimum liquidity

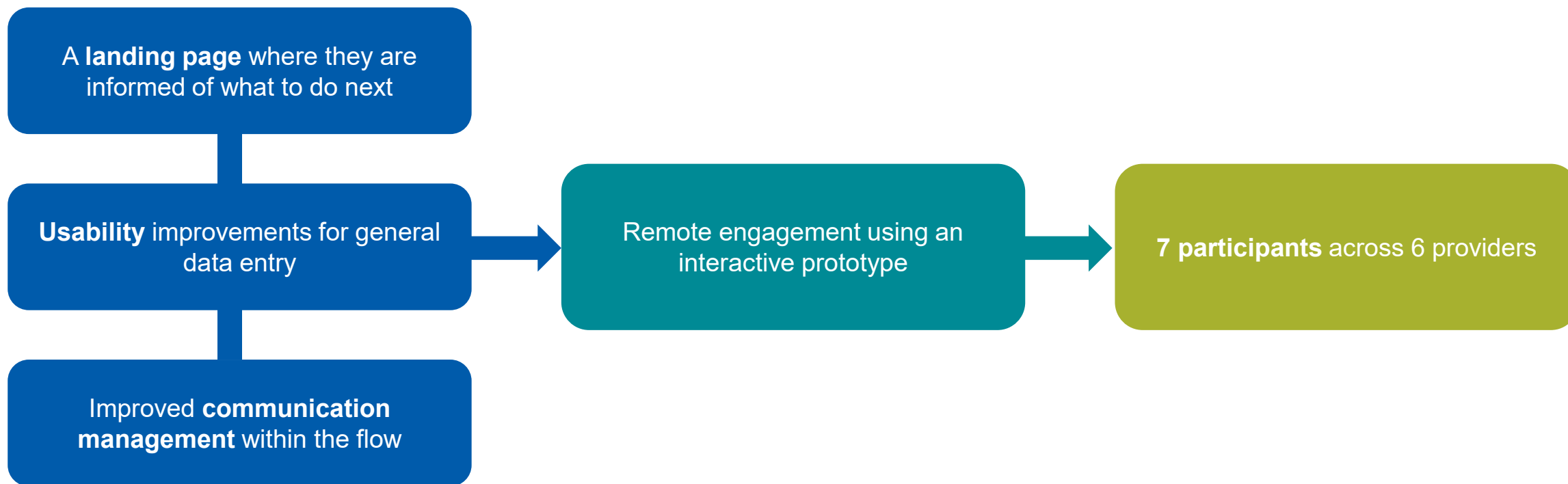
5. Over the previous quarter, has the total of your cash, financial assets and undrawn credit facilities fallen below the Minimum Liquidity amount stated in your most recent Annual Prudential Compliance Statement?

Sale or purchase



Identifying user experience opportunities

We found 3 opportunities from the pre-liminary assessments to improve upon usability and accessibility. Our hypotheses translated into an interactive prototype and was socialised with 7 participants.



QFR UX research findings summary



UX Research

- ✓ Simple and intuitive visual interface that aligns to the standard expectation of **modern UI**
- ✓ Easily identifiable **task-based navigation** options on the home page
- ✓ **Report requirements up-front** – templates and guides housed in a central location to support users collating required information
- ✓ Optimised data entry through **pre-populating files for upload, as well as downloading data** where needed
- ✓ Clear **cell highlighting and validation** across the report to decrease chances of submitting errors
- ✓ **Integrated guidance** with improved wayfinding methods



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Participants liked...

QFR design outcomes

Design uplifts for
QFR landing page,
data entry and
communication
support

Global header

Financial Reports

What's new

Report due dates

Guides & FAQs

User Guide

2 Sep 2023

Changes to QFR assessment process for period ending October 2022
This is just an example of a change to the reporting process you thought you need to know and do around tempus incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud.

2 Apr 2023

Updated downloadable templates for Food & Nutrition costs
This is another example of a recent change to the reporting process enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

X

Close

| NAPS ID | Provider | Type | Period ending | Status | Due in | |
|-----------|-----------------------------------|------|---------------|-----------|-----------------------|-------|
| 1723233AP | Your Organisation Care Services A | QFR | 30 Sep 2023 | New | 10 days 4 Nov 2023 | Start |
| 1723233AP | Your Organisation Care Services D | ACFR | 24 Sep 2023 | Submitted | 31 Oct 2023 | View |

Errors Only

Save To Main Table

Jump To Section

Select Column

Total

Centrally held

Residential

Home care

Community

Assets

Cash and cash equivalents

Financial assets

Trade receivables

Refundable resident loans receivable
(less provision for doubtful debts)

Loans receivable

Non-related parties

Related parties

Capital works in progress

Property, plant and equipments

Right-of-use assets

Investments properties

Intangible assets

Other assets

Total assets

Liabilities

Global header

Quarterly Financial Report

Save and Close

Before You Start

Provider Contact

Residential Viability and Prudential Reporting

Home Care Viability and Prudential Reporting

Approved Provider Quarterly Financial Statements

Residential Labour Costs and Hours

Home Care Labour Costs and Hours

Food and Nutrition Reporting

Declaration and Submission

Reason(s) for reissuance of this form

Minimize

Food and Nutrition Reporting

About this section

Expand

Pre-fill this section

Expand

Errors Only

Expand Table

Jump To Section

Select Column

Resident expenses

Oral nutrition supplements

Oral health living expenses

Allied health expenses

Dietetic Care - Employee Labour

Dietetic Care - Consultant or Agency Staff

Speech pathologist (food, nutrition and dining experience) - Employee Labour

Speech pathologist (food, nutrition and dining experience) - Consultant or Agency Staff

Allied health worked hours

Dietetic Care - Employee Labour

Dietetic Care - Consultant or Agency Staff

Speech pathologist (food, nutrition and dining experience) - Employee Labour

Speech pathologist (food, nutrition and dining experience) - Consultant or Agency Staff

Food preparation model
(for main meals only)

Select how the majority of your main meals are prepared (excluding snacks).

Cook fresh

Internal catering - on site

Approved Provider Segment Report

Residential Aged Care Home Expenditure

Food and Nutrition Costs

Declaration

Submission

Solvency

Are you currently concerned about the solvency of your organisation?

Yes

No

Do you envisage any solvency issues arising in the next six months?

Yes

No

Financial performance refers to loans ipsum dolor sit amet, consectetur adipiscing elit ut aliquam, purus sit amet luctus venenatis, luctus magna fringilla urna, porttitor rhoncus dolor purus non enim praesent elementum facilis leo.

Click to learn more.

Financial Performance

Do you forecast an operational loss for the current year?

Yes

No

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QFR UX Co-design recap



We are here



What's next for QFR Co-design

1. Consolidate and deliver on findings to date
2. Continue to gather QFR user feedback through sector partner input
3. Plan further iterative improvements to the QFR foundations
4. Re-engage co-design partners for further feedback on updated designs and/or functional demos





API Co-Design

API Co-design Activity:

Identity & Access Management Topic

Authentication Credentials

Katrina Riddle and Anthony O'Neill

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Identity and access management deep dive: Authentication credentials



API Co-Design



Questions to think about:

1

What are your experiences with the following:

- Authenticating as an individual – Person logging into software
- Identification the person submitting the reporting data - Person logging into software
- Authorisation of the data before it is submitted - Person logging into software
- Authenticating as a device within an organisation - machine
- Level of identify proofing - Person logging into software
- One credential for all, or multiple credentials?

2

What are your thoughts on the following types of authentication services? Which ones are you already using and what for?

- myGovID
- Vanguard FAS
- PRODA
- NASH
- ATO – M2M (Machine Credentials)
- Other?



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API Co-Design

API Co-design Activity: Pain-points and Priorities

Greg Heath

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Wrapping up for B2G



API Co-Design

- Complete first draft of API Service Catalogue
- Preparation for SIRS Co-Design workshop
- Identification of QI candidate
- Support Integration through SIRS Design and Implementation

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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Next Steps

Industry Partners Welcome Meeting

Reminder

- 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: **14 October 11am AEST**

