benetas

Digital Transformation: Aligning with the New Aged Care Act

How the Aged Care act influences the implementation of Digital Transformation

5 June 2025

Prepared by
John Staines | CIO Benetas Australia

Presentation Agenda

- Key Act Impacts – Aged care services uplift driving digital transformation uplift
- The Act: required service maturity, and subsequent digital maturity
- Digital transformation objectives to uphold the Act, sample team and program structures
- Embracing the necessary future
- Challenges, opportunities
- Looking ahead

benetas

Key Aged Care Act Impacts

| Emergent changes and digital enablers

The new Act is very different from the existing legislation. It focuses on empowering older people and upholding their rights, needs and personal choices. It also impacts the way that the Aged Care Quality and Safety Commission regulates providers and holds them accountable for complying with their responsibilities. The flow on effects for digital transformation outcomes are:

- **Greater regulation, definition and controls around quality of care** (defining services, digitizing; hence controlling care practices).
- **Evidence and standards based** control and reporting of care (information automation and reporting, service integration of the above).
- **Specificity in carer training**, requiring **evidence** thereof of **capability** to deliver (automated training and evaluation, accreditation automation).
- **Consumer rights and choice** as to service providers (digital shopfront – your website(s), promoted and specialized services, reviews).

On the horizon and coming fast:

- Transformative sensor & AI technology adoption to support **living at home**, supported wellbeing, longer, predictive incident aversion, immediate incident response (same and more can be applied to retirement living).
- Transformative Sensor and AI technology in residential care centers to support **increasing acuity and dementia** (incident detection and response, client health trends management).

Organisational Maturity Scale – Pre The Act

Level 1 (Initial):

- Processes are ad hoc and chaotic, with little to no formal documentation or planning **(Uncontrollable care outcomes).**

Reform trigger

Level 2 (Managed):

- Processes are managed on a service by service/person by person basis, with some documentation and planning **(decentralized – dependent on individuals and groups to maintain reasonable outcomes for clients, with inadequate assurance – aka works in small settings with good people).**

Level 3 (Defined):

- Processes are standardized and documented across the organization. **(Pre Aged Care Act definition of good – a consistent standard of care, meaning predictable outcomes, manual controls BUT limited focus on efficiency, continual improvement (*New funding level challenge*).**

Entry level to the Act, limited $ sustainability

Organisational Maturity – Optimised to The Act

Level 4 (Quantitatively Managed):

- Processes are **quantitatively** managed, with **metrics and data** used to **track performance** and identify areas for **improvement.**

Direct alignment to the Act

Level 5 (Optimising):

- Processes are **continuously improved and optimized, with a focus on innovation and best practices**.

Society trends will require emergent technology as a standard for sustained success

Transformation: Upholding the Act (Level 4)

- Automating care management dramatically increases operational efficiency, consistency and control by streamlining processes that were previously manual and time-consuming.
- Administrative tasks such as scheduling, billing, and record-keeping are completed much faster, allowing staff to focus on more critical aspects of client care.
- **The above require business processes to be defined, mapped, and integrated optimally into configured digital systems – it starts with business service expertise and design.**
- In turn digital systems need to be **tightly integrated including cross providers (universal health record)** to deliver that next step in operating integrity and seamless efficiency – here is where the complexity starts from a technical team perspective.

This is not achievable by a (stand alone) practice of creating a list of feature needs and checking them off in product demos – particularly as some services need to be redesigned to uphold the Act

benetas

Example of evidence based transformation

Supporting Functions

- Quality, Risk, Compliance
- Program Office
- Org Change Management
- Enterprise Architecture
- Cyber Security
- IT Contract + Vendor Mgt

IT + Business Project Management

Business SMEs()

- Expert service domain knowledge
- Detailed business rules
- Top level end user/expert
- Owns the business change
- Business side processes
- Sign off on the test phases
- Continual Improvement Advocate (trained)

Business Analyst(s)

- Expert business process modelling
- Digital & Process optimisation
- Rationalised requirements elicitation & evaluation
- Integration Requirements
- Cost-Benefit Modelling

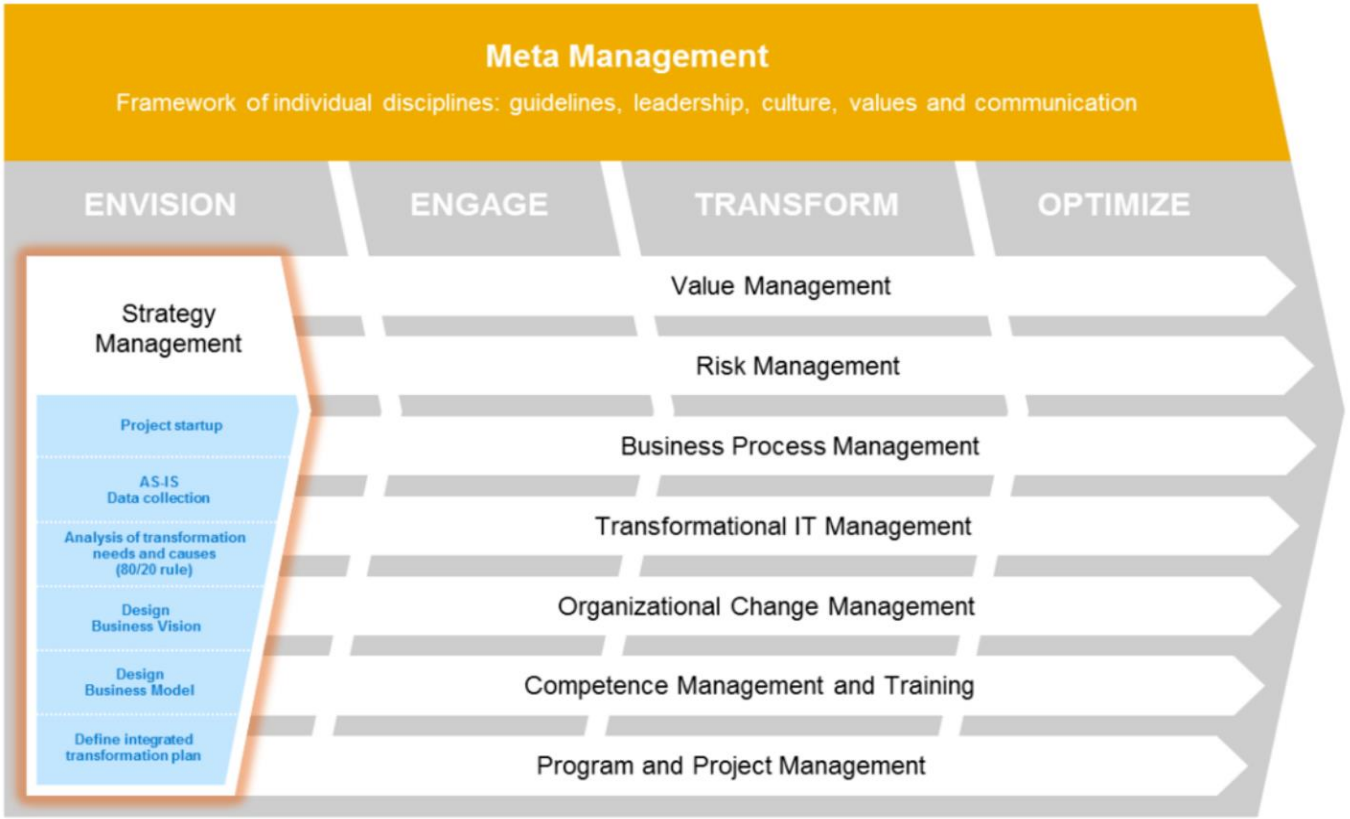
IT Development

- Technical feasibility
- Solution design and options
- Custodian for final tech outcomes
- Delivers the technical solution
- Integration and bespoke development
- Digital Data Custodian

Non Functional

- Capacity and Availability
- Contracts, Service agreements
- Support
- Risk management
- Enterprise—Application Architecture
- Cyber Security
- Operations and Infrastructure

Sustained Transformation Program Enablers



Ageing Well at Home

Level 5 (Optimising - Example):

| Services are **continuously improved and optimized, with a focus on innovation and best practices**.

*Future Landscape: Enjoying a great quality of life at home longer, ageing well **(incident response & decline care)**, incoming baby boomers*

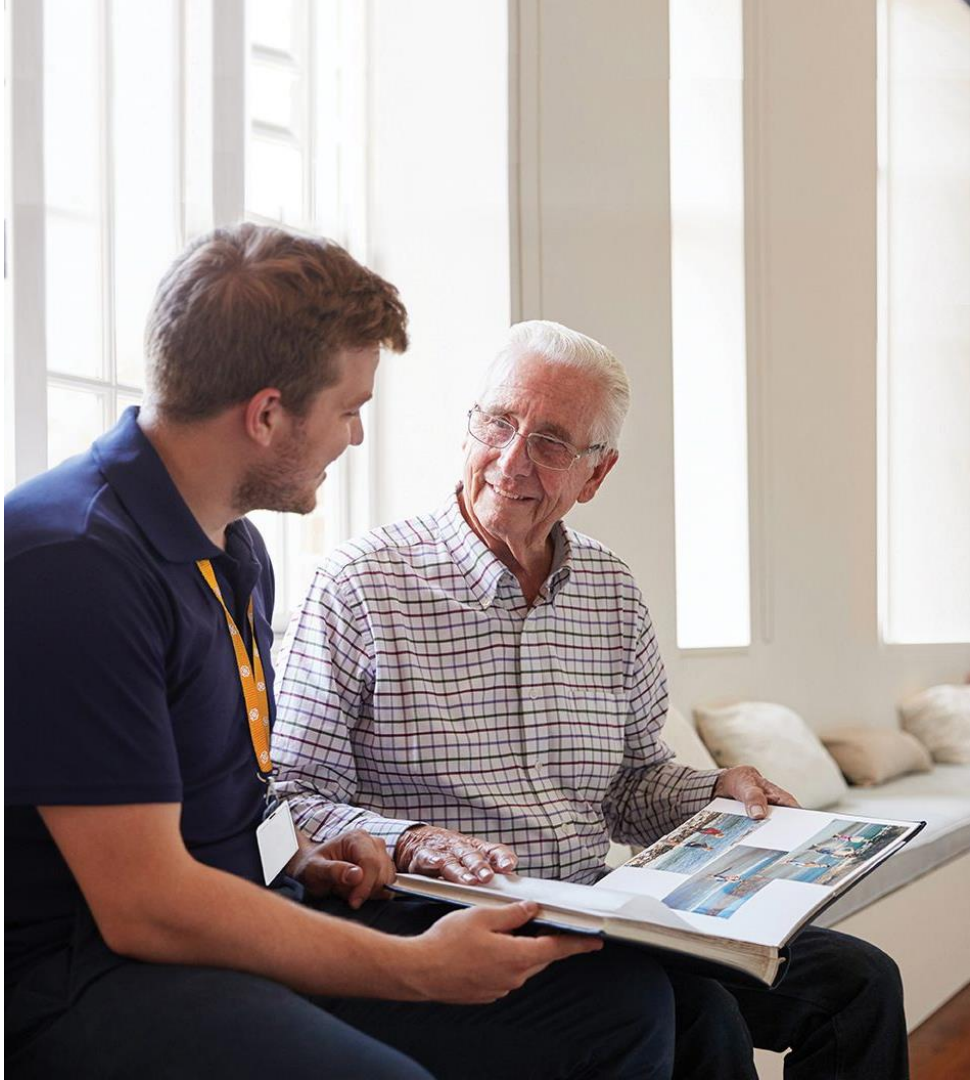
- Transformative Sensor & AI technology adoption to support living at home, safer, longer, with predictive incident aversion, immediate incident alert enabling response
- In-situ Telehealth
- Support solutions can be tailored to the client's care needs disposition

Depth (Optical) Sensor

Ageing Well at Home (continued)

- Sensor Technology is already in early adoption across some providers, starting with infra red sensors (detection of a warm body) as a first vital step.
- A vast range of technologies are available to our industry to detect and support the gamut of ageing conditions.

We need to focus on development of emerging service models to be able to leverage these transformative tools in supporting great ageing at home



benetas

Residential Aged Care

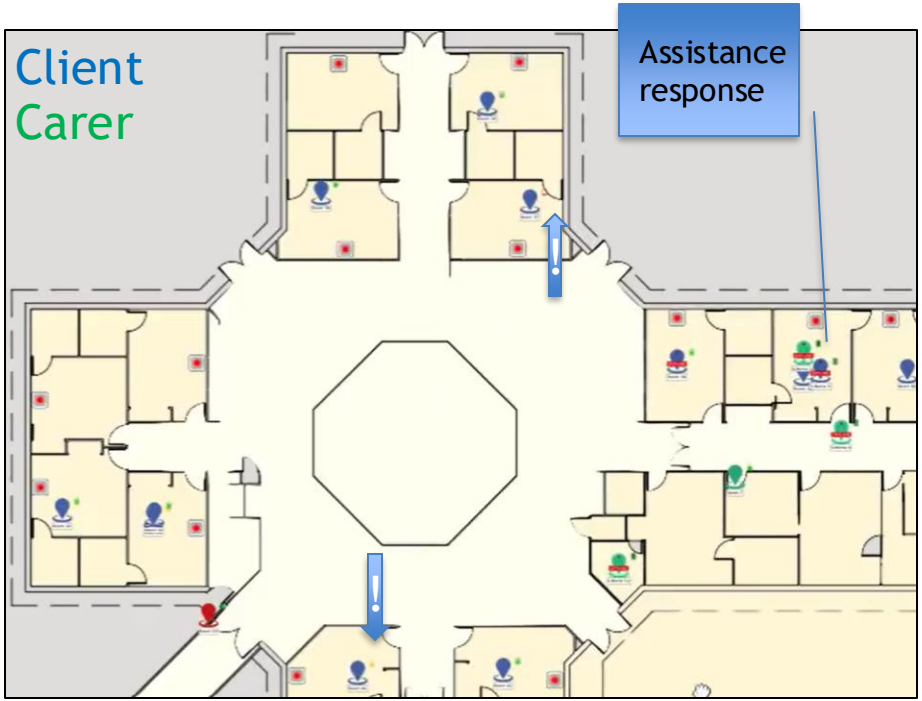
Level 5 (Optimising - Example):

| Services are **continuously improved and optimized, with a focus on innovation and best practices**.

Future Landscape: Clients enter residential with higher acuity, higher dementia volumes ***(requiring higher care, monitoring, responsiveness and support).***

Example technologies:

- Barometric bed sensor – awake, asleep, movement, breathing, heartbeat, restlessness, agitation
- Client vitals & location status bracelet
- Hall sensors (wandering, falls)



Dementia Wing Scenario

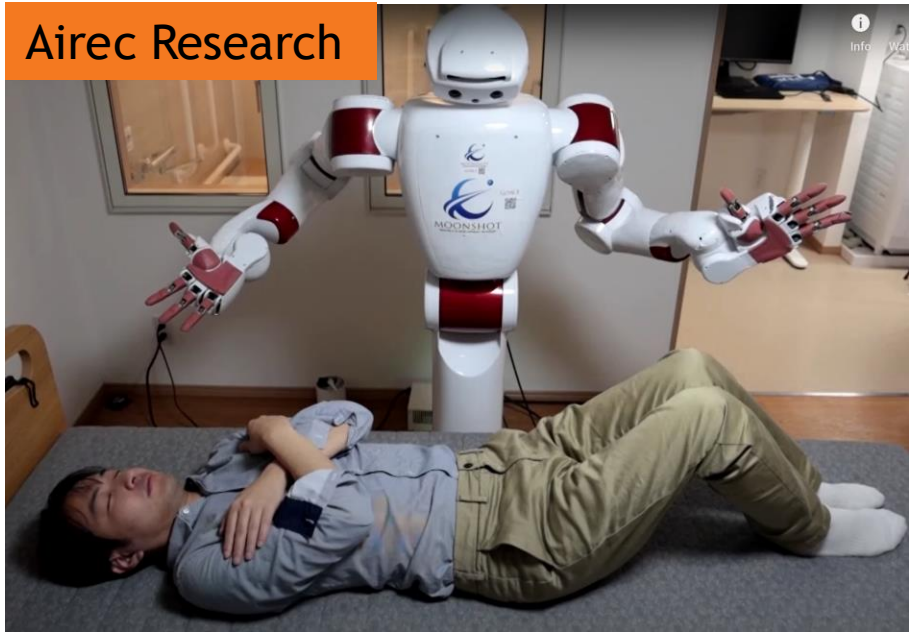
Residential Aged Care

Human Support Scarcity in Japan drives Innovation

- With the ratio of aged persons to required carers being unsustainable, innovation occurs
- This model focuses on bed turning and diaper changes

Necessity is the mother of invention; it means that technology based on client demand will lead adoption of some technologies over others in Australia.

(This is not an endorsement, rather an observation of emerging technologies)



Challenges

- Some organizations may require an organizational maturity uplift, hence a skills shift, this can be disruptive and challenging to achieve without the right support.
- Technology platforms for Aged Care (e.g. RACS and Home Care) that function at the target level for high performance in transformation is limited, so adaptation may be required.
- The more technology in an organization's footprint, the more cyber threat is exposed.
- Risk and compliance, data security and privacy overhead is greatly increased.
- Technology is more expensive than ever – if you don't engineer your benefits, it may cost you more than it returns!
- There is (no?) legal precedence around liabilities, support of emerging technology driven services (wellbeing and incident monitoring) as entrepreneurial providers introduced them today.

Opportunities

- Aged care is one of the few industries with guaranteed customer growth and demand.
- Specialization and quality of funded services creates market and differentiation opportunities for pioneers (that get it right).
- Technologies are ready for entrepreneurial providers to develop breakthrough service lines (sim. to horse evolution to the car?) with sensor technology platforms.
- There are emergent partner IT organisations that can “vend” the required technical skills to provide your technology services.
- As a knowledge intensive industry, AI and Machine Learning are game changers to the realization of the Aged Care Act’s intent the increased regulation (information input, measurement, reporting) does not need to be onerous if we leverage knowledge processing tools in design.
- The systemic adoption and utilization of a universal health record will dramatically improve cross provider transition and consistent quality of care through the ageing process.

benetas

Ultimately, it is a privilege and an exciting time to be part of the evolution of aged care services in supporting clients to live their best lives

Looking Ahead

| Partnerships is critical

- Success requires a continued collaboration between government, providers, and technology companies to ensure successful digital transformation.
- Smaller organizations may require an “aged care service in a box subscription ” to survive, or certainly collaboration with performant peers. The technical and skills footprint cost today with DIY is increasingly prohibitive.
- Seek technical expertise if needed to bridge the gap between your business teams and platform sellers (e.g. Resi CRM, Home Care services, Integration).
- When considering technology service agreements, ensure you know your rights, and mark up contracts to reflect these. Be precise in defining the engagement outcomes to ensure walk away clauses exist in the case of non or sub optimal delivery to key success metrics.

| Evidence based digital transformation is a foundation enabler

- The positive impact of service specialization enabled by digital transformation on the quality of care, efficiency, and overall well-being of participants is evident, particularly at scale.
- The convergence of “ageing well at home” and shorter, more acute stays in RACs can clearly benefit (in fact the only practical way) by utilization of appropriately designed services, augmented by sensor technology and machine learning platforms. Client definable privacy is simple to implement, we just need to evolve service models.

Thank you. Any questions?

References

- Slide 12: Airec Technology promotional material (Japan)
- Slide 11: Courtesy of Talius Ltd.
- Slide 9: DreamsEdge technology promotional material
- General Content sourced from the Aged Care Act and Benetas Information Technology

benetas

benetas

1300 23 63 82

benetas.com.au