

Home Care Technology Summit

 ***Your Digital Transformation:
Taking the first steps***

 **29 March 2023,
North Ryde RSL**



Your Side

Running Order

9.30am	Welcome to Summit Jeremiah Hartmann, MC
	Acknowledgement of Country Danielle Ballantine, Your Side
9.35am	Back to basics: building high-performing and secure IT systems Rupert Taylor-Price, Vault Cloud
10.15am	Technology Is Not An Intervention: Realising the Digital Transformation Promise Merlin Kong, Kiah Consulting
10.55am	Upskilling staff: Micro credentials in Digital Skills Sally-Anne Browner, Institute of Applied Technology
11.10am	Morning Tea Break
11.30am	Adopting new technology: a Culture Change Simon Heaysman, Hayylo
11.55am	Case study: Keep on stepping, fumbling and learning together as we transform Peter Devine, Byron Shire Respite Service
12.20pm	Exploring Solutions: IT Provider Presentations First Focus - Phillip Barton Checked In Care - Mike Steinberg Huon IT - Keri Neve Turnpoint Software - Joshua Hertz and Jelle Kroon Brevity - Ian Simpson
12.50pm	Networking lunch



Acknowledgement of Country

We acknowledge the Traditional Owners of this land, and recognise their continuing connection to land, waters and culture. We pay our respects to Elders, past, present and emerging.

*Artwork: Reaching and Supporting Many
Artist: Leah Cummins*

Rupert Taylor-Price, Vault Cloud

Building Secure and High Performing IT Systems

Rupert Taylor-Price

29 March 2023



Ministerial appointment

ICT/Digital Sovereign
Procurement Taskforce



Australian Government
Department of Home Affairs

Member (Fmr Founding Chair)

Data Sector Group for Critical Infrastructure



Industry Partner

Australian Cyber Security Centre



Member

Commonwealth Scientific and Industrial Research
Organisation (CSIRO) National AI Centre Think Tank



Board Member and Chair

of the AIIA Domestic Capability Group



Chair

All-in-one operating software platform for government service providers



CEO

Secure cloud provider for Government and Critical Infrastructure

Where we are as a nation on cyber security maturity



NCSI Indicators

Score	General Cyber Security	Score	Baseline cyber security	Score	Incident and Crisis Management
7/7	Cyber security policy development	1/5	Protection of digital services	3/6	Cyber incidents response
5/5	Cyber threat analysis and information	1/6	Protection of essential services	4/5	Cyber crisis management
9/9	Education and professional development	1/9	E-identification and trust services	9/9	Fight against cybercrime
3/6	Contribution to global cyber security	4/4	Protection of personal data	4/6	Military cyber operations

High Performance and Security

Creating the right balance to ensure that these prerequisites are achieved without sacrificing the other.

Infrastructure Design

network, server, storage, virtualisation, load balancing, fault tolerance and security

Reliability and Capacity

acceptable lag times and can cater to increasing demands over time

Monitoring and Analytics

capability to detect and address performance issues and security threats

Efficiency Optimisation

system integration and automation capability to simplify and streamline business operations

Usability

effective, user-friendly and enhanced functionality to users

Scalability and Future Proofing

adaptable to changing business, industry and regulatory requirements and user needs

Risk and Vulnerability Management

assessment of potential vulnerabilities and implementation of appropriate controls

Security Policies

policies and procedures including access control, data protection, incident management, and risk management

Design Architecture

designed with security in mind to minimise vulnerabilities

Access Controls

against data breaches and unauthorised access to physical infrastructure

Network Segmentation

firewalls, intrusion detection and prevention systems, and VPN that block malware and virus deployment, and hacking

Data Handling

sensitive data of critical industries (e.g. healthcare, finance, and government) are restricted to security cleared personnel

Governance Programs

compliance to regulations and standards on cyber security and data privacy

Adaptation of risk-based approach: Stricter security measures for highly sensitive data or critical systems while allowing more performance-focused measures for less critical applications.

Technology as a Risk Management Tool

Efficient technologies that provide a layered approach to security designed to increase protection against cyber threats, improved regulatory compliance, and enhanced operational efficiency.

Intrusion Detection and Prevention Systems (IDPS)

help to prevent security breaches and reduce the impact of cyber-attacks leading to financial losses, reputational damage, and legal consequences



Data Encryption

protect sensitive information from unauthorised access, theft, or misuse and help with data protection regulations and standards compliance

Security Information and Event Management (SIEM)

provide a comprehensive view of the security status of an IT system and enable proactive threat management and response



Multi-Factor Authentication (MFA)

prevent unauthorized access to IT systems and reduce the risk of identity theft and fraud

Vulnerability Scanning and Penetration Testing

help to identify weaknesses before they are exploited by attackers, reduce the risk of security breaches, and improve the overall security posture of the IT system



Cyber Security Frameworks and Principles

Essential set of guidelines, best practices, and standards in building secure and high performing IT systems.

NIST Cyber Security Framework

provides guidelines for identifying, assessing, and managing cybersecurity risks and can be used to build secure and resilient IT systems

Information Security Manual (ISM)

set of guidelines and best practices for managing information security risks in Australian government agencies

Zero Trust

security model that assumes that all users, devices, and networks are potentially compromised

ISO/IEC 27001

international standard for information security management for a systematic approach to managing information security risks

Essential 8

set of mitigation strategies that provide practical guidance on how to mitigate cybersecurity incidents

Protective Security Policy Framework (PSPF)

outlines the minimum standards for protecting the its people, information, and assets

Australian Privacy Principles (APPs)

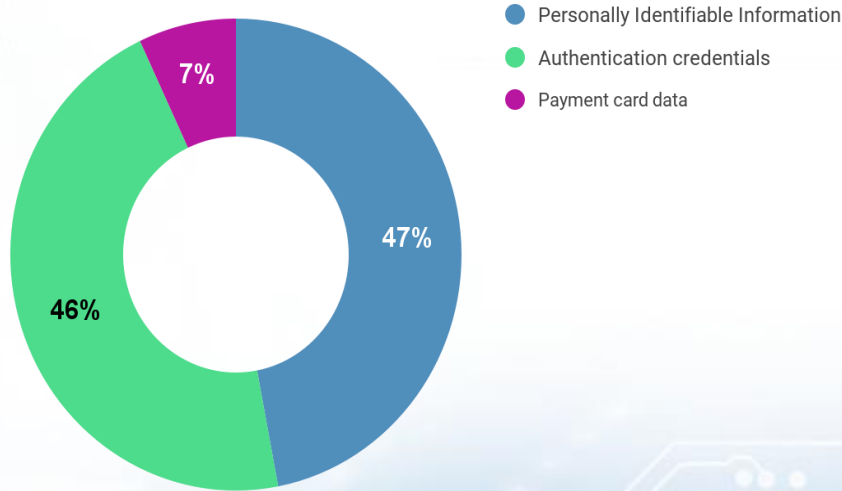
set of principles that govern the collection, use, and disclosure of personal information by Australian organizations

Payment Card Industry Data Security Standard (PCI DSS)

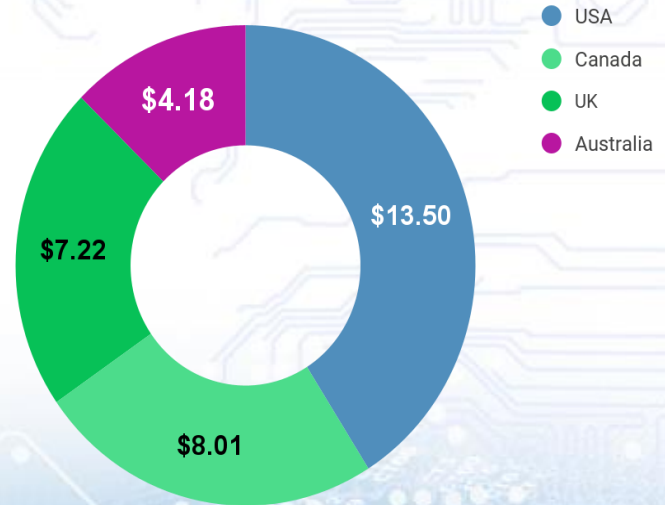
security standards that govern the secure handling of credit card data

State of the Cyber Security Landscape in 2022

Top 3 Most Compromised Data Types in 2022



Average Cost of a Data Breach by Country in 2022 (converted in AUD M)



Global cyber attacks **increased by 38% in 2022**, compared to 2021

83% of organisations had **more than one data breach**

Top 3 most attacked industries were Education/Research, Government/Military and **Healthcare**

11% of all cyber security incidents were caused by **Ransomware attacks**

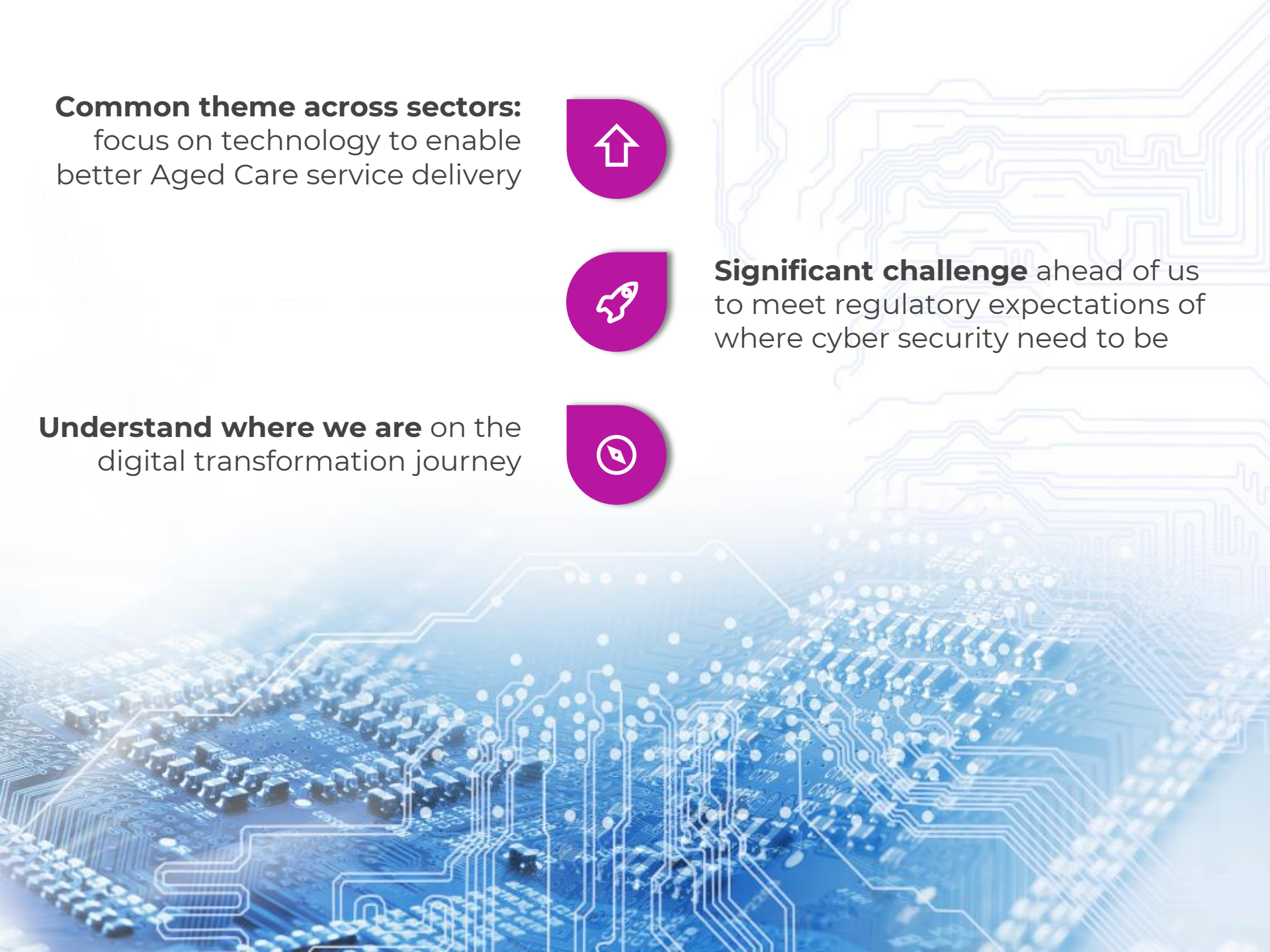
Average cost of a data breach in **Australia** was \$2.92M USD (**approx AU\$4.2M**)

Common theme across sectors:
focus on technology to enable
better Aged Care service delivery



Significant challenge ahead of us
to meet regulatory expectations of
where cyber security need to be

Understand where we are on the
digital transformation journey



Q&A with Rupert Taylor-Price, Vault Cloud

Merlin Kong, Kiah Consulting

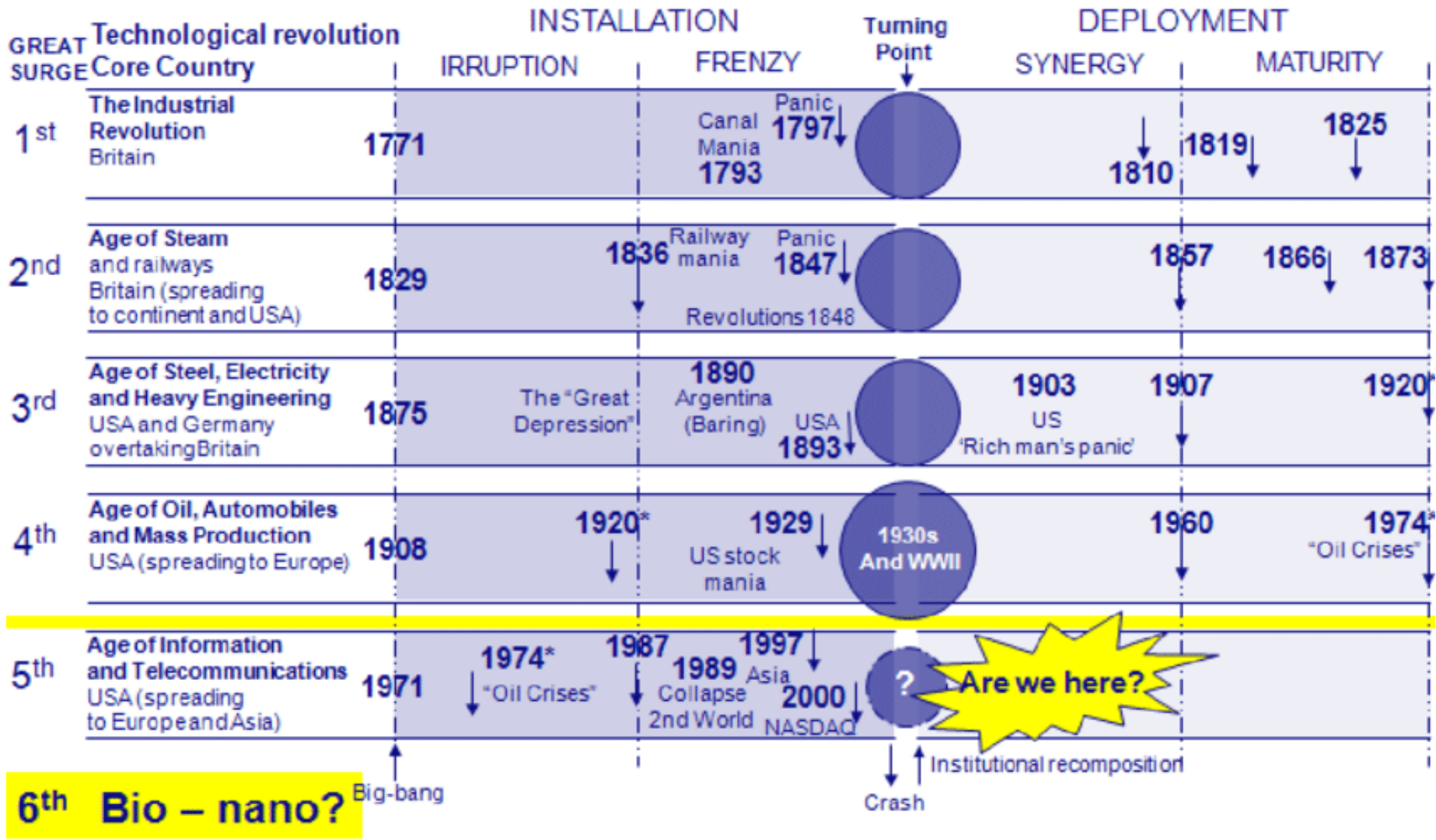


Your Side



Technology Is Not An Intervention

Realising the Digital Transformation Promise



Carlota Perez, Technological Revolutions and Financial Capital, https://www.researchgate.net/figure/Carlota-Perez-view-of-technological-revolutions_fig1_51986252



菩提薩婆訶

羅剎羯諦

收羅羯諦

歸羯諦



https://www.youtube.com/watch?v=hLoF5_OUKY



The Burning Issues

- How do we meet our consumers' change expectations?
- How do we balance compliance requirements, with business as usual, and transformation?
- How do we attract and retain the right people for the job?
- How do we generate insights for organisational growth and improvement?
- How do we create efficiencies and cost savings?
- How do we improve our governance systems?
- How do we invest in better technology to support our organisational goals?



PROBLEM?

SOLUTION!





There's a conceptual trap at work in aged care when we talk about technology.

Unlike much of what we do in the sector, where there are predictable compliance outcomes.

Technology is not an intervention. Technology is a tool, and tools are different from interventions.





30%

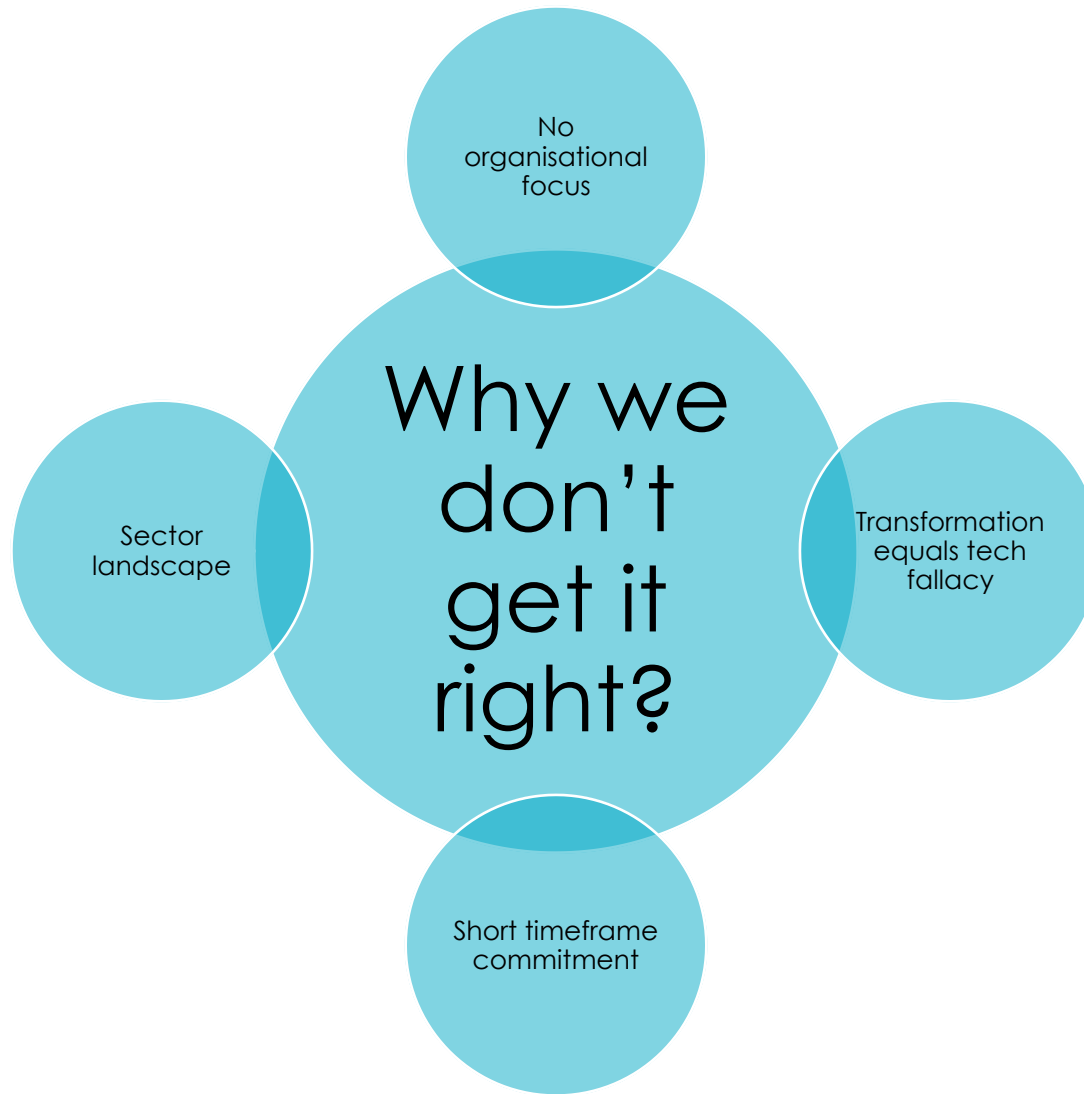


26%





44%





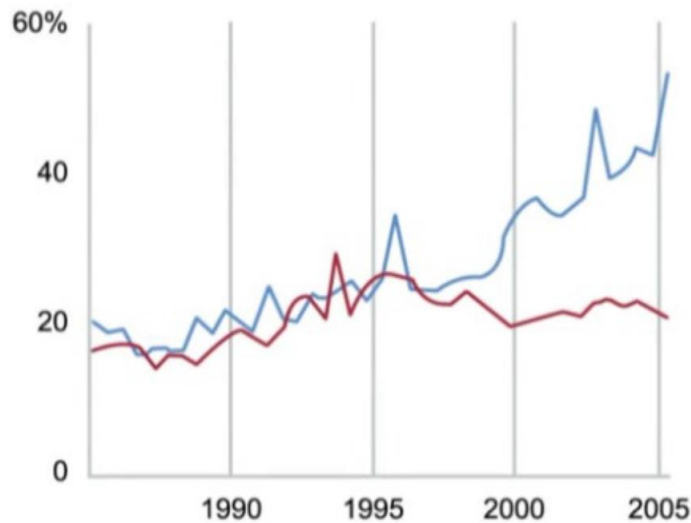
Two Points About Aged Care Digital Transformation

There is a 1:5 ratio for ever dollar invested in technology

It takes up to 5 years before providers get an ROI on investment



View from Other Industries



McAfee, A. & Brynjolfsson, E. (2008)
*Investing in the IT That Makes a
Competitive Difference*, Harvard Business
Review, 85(7-8), 98-107.

- Technology has gotten more powerful enabling greater levels of transformation.
- Companies in the top tier were more effective in applying technology.
- The gap between the top and bottom organisations has gotten wider.



Digital Transformation Setting



Build that bridge: How top IT companies connect businesses and tech teams, McKinsey & Company, 7 April 2021.



Atticus Health



Image source: Atticus Health



Chorus and hayylo

Customers
& Teams

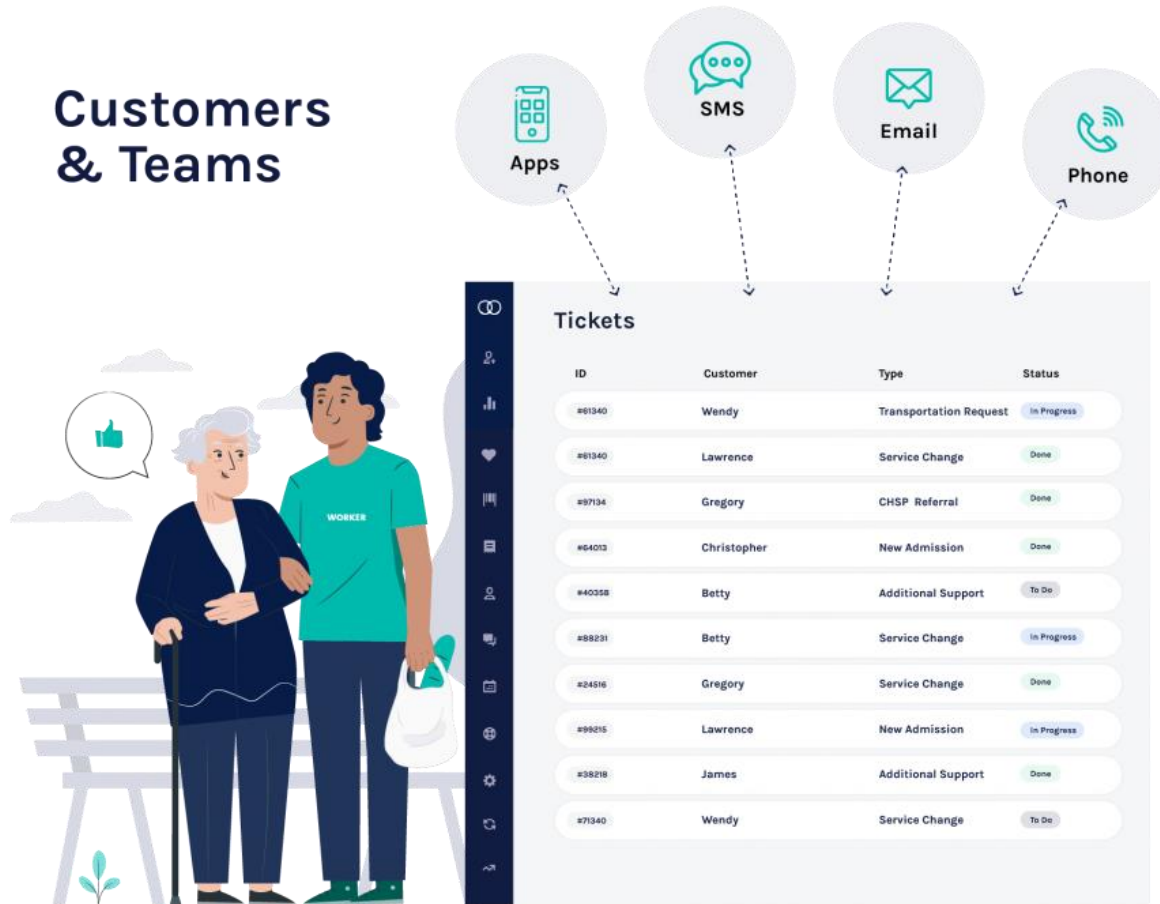


Image source: hayylo



HomeCaring and Humanetix



Image source: HomeCaring Facebook



Catholic Healthcare and YourLink



Image source: YourLink



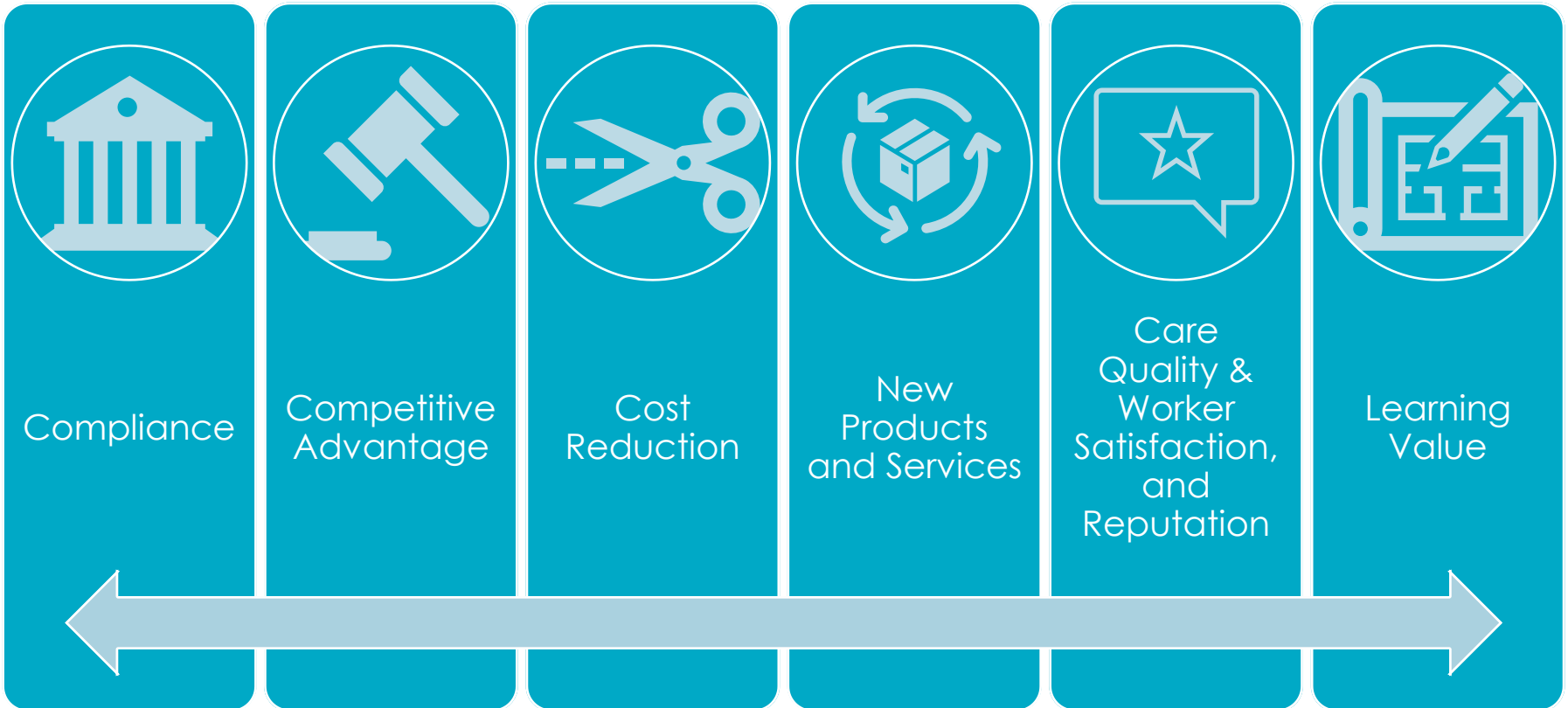
Tanunda Lutheran Home



Image source: ABC Adelaide



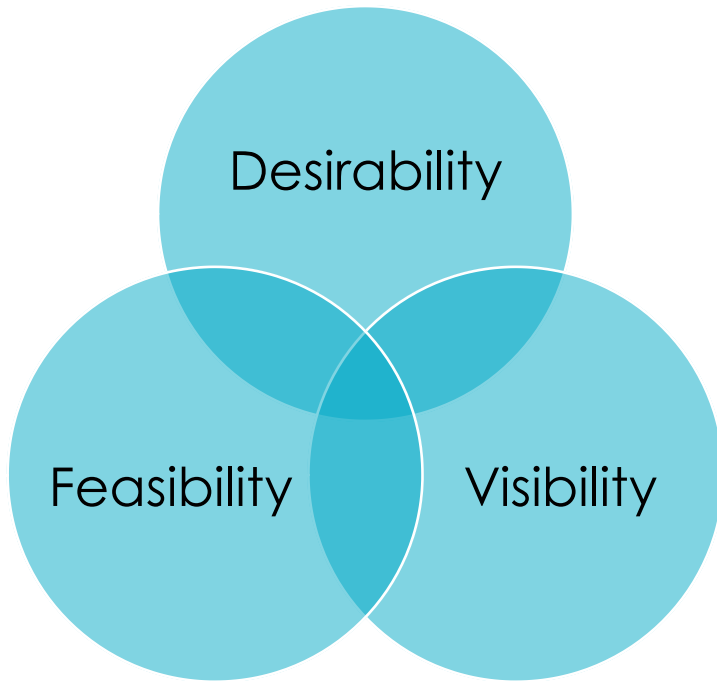
Value Creation



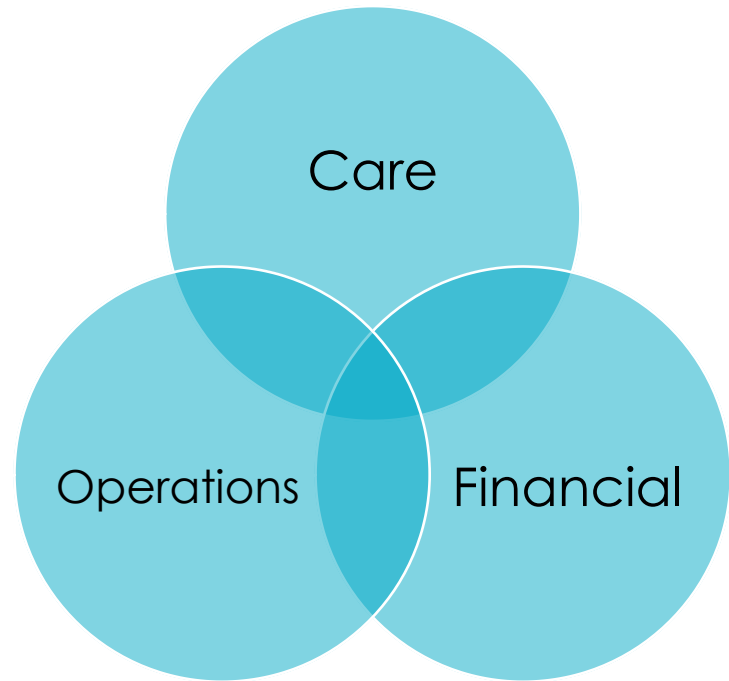


Understanding the Sweet Spot

**Innovation Model:
Making the New**



**Care Transformation Model:
Making it Real**



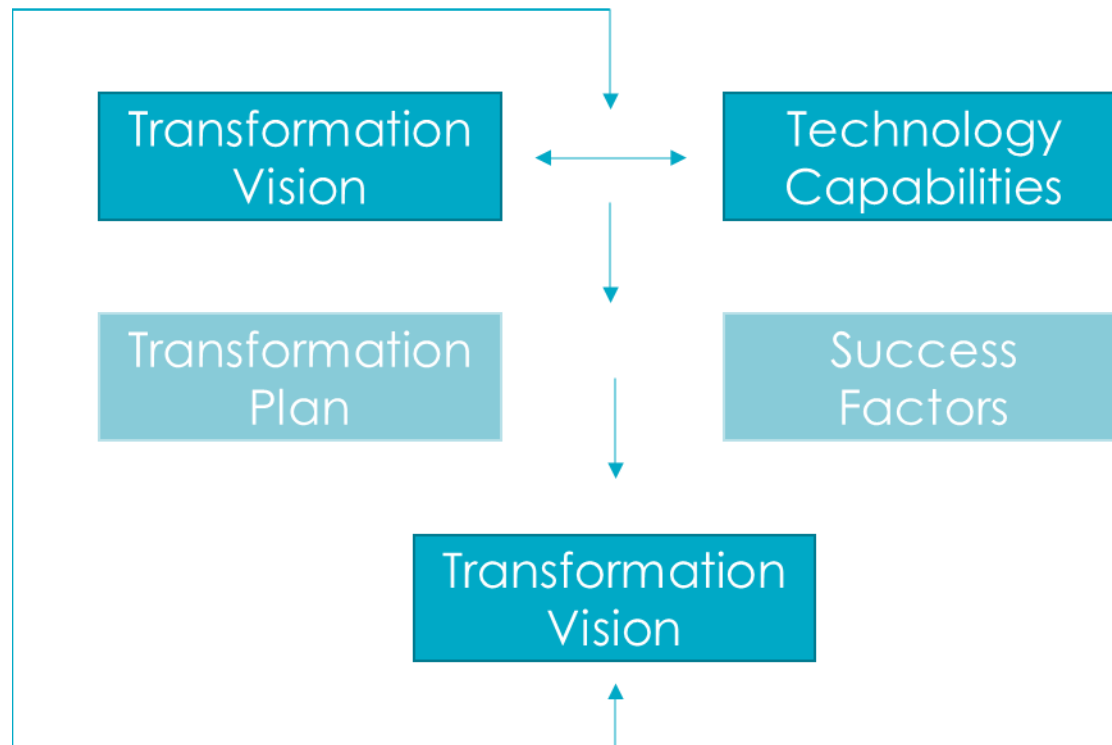


Tip the Equation in Your Favour





Getting the Most Value from Your Investments



<https://www.youtube.com/watch?v=UllGI3laGAo>



DIGITAL TRANSFORMATION TIMELINE

1999

Developes IT
Masterplan



DIGITAL TRANSFORMATION TIMELINE

1999

Developes IT
Masterplan

2002

Electronic
Medical Records
(EMRs)

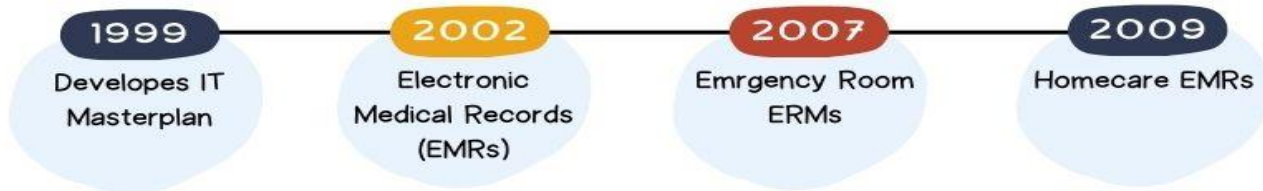


DIGITAL TRANSFORMATION TIMELINE



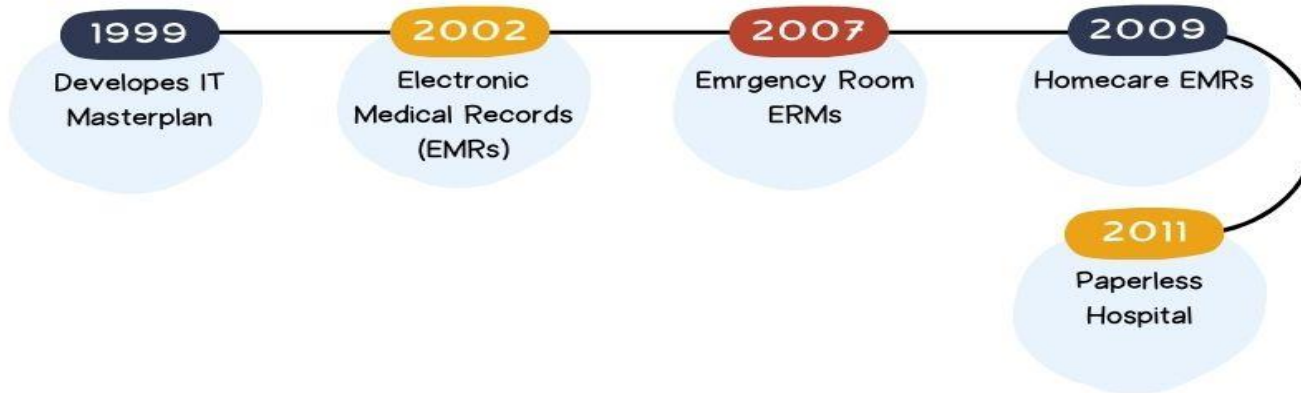


DIGITAL TRANSFORMATION TIMELINE



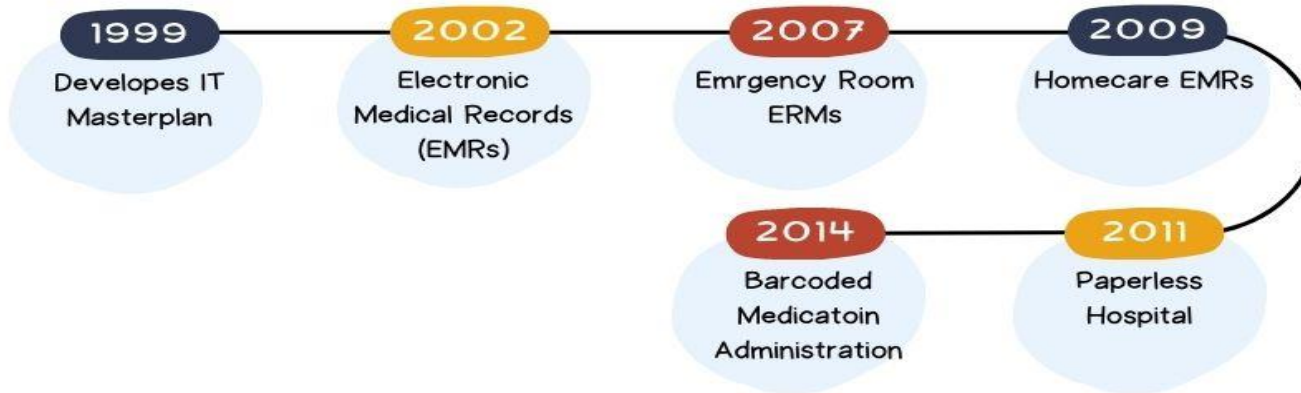


DIGITAL TRANSFORMATION TIMELINE



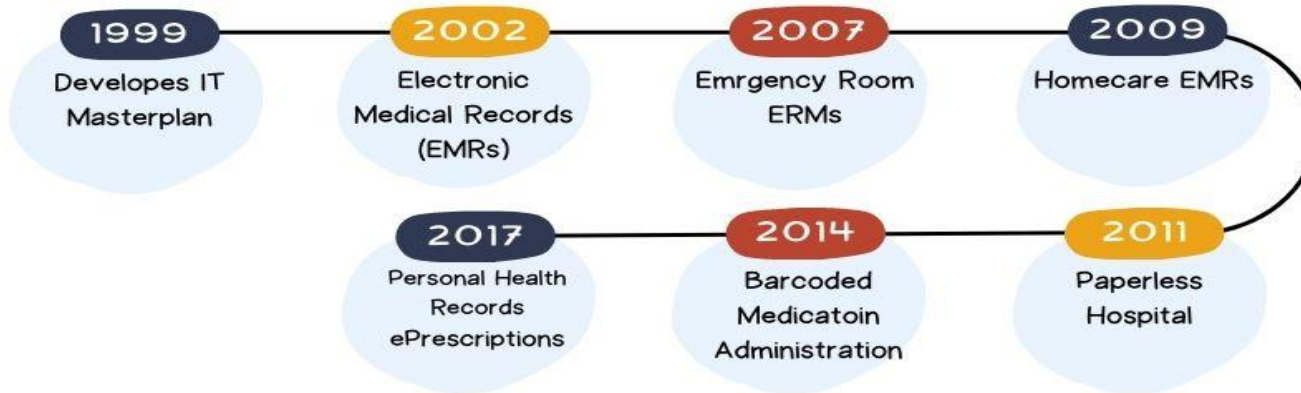


DIGITAL TRANSFORMATION TIMELINE



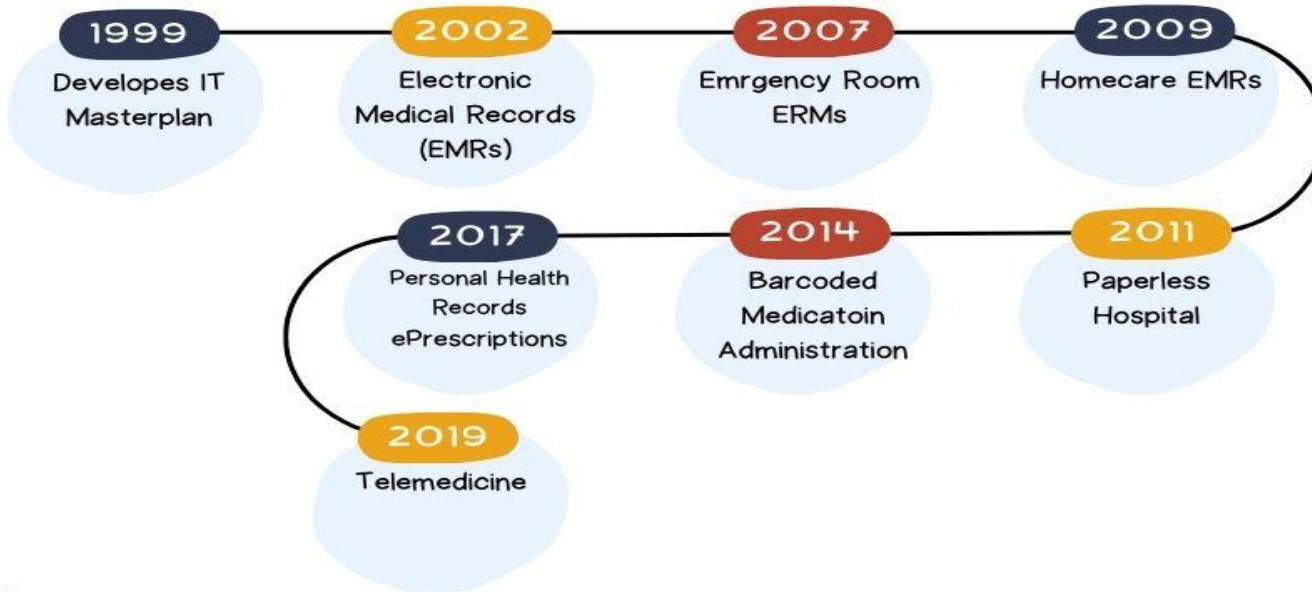


DIGITAL TRANSFORMATION TIMELINE



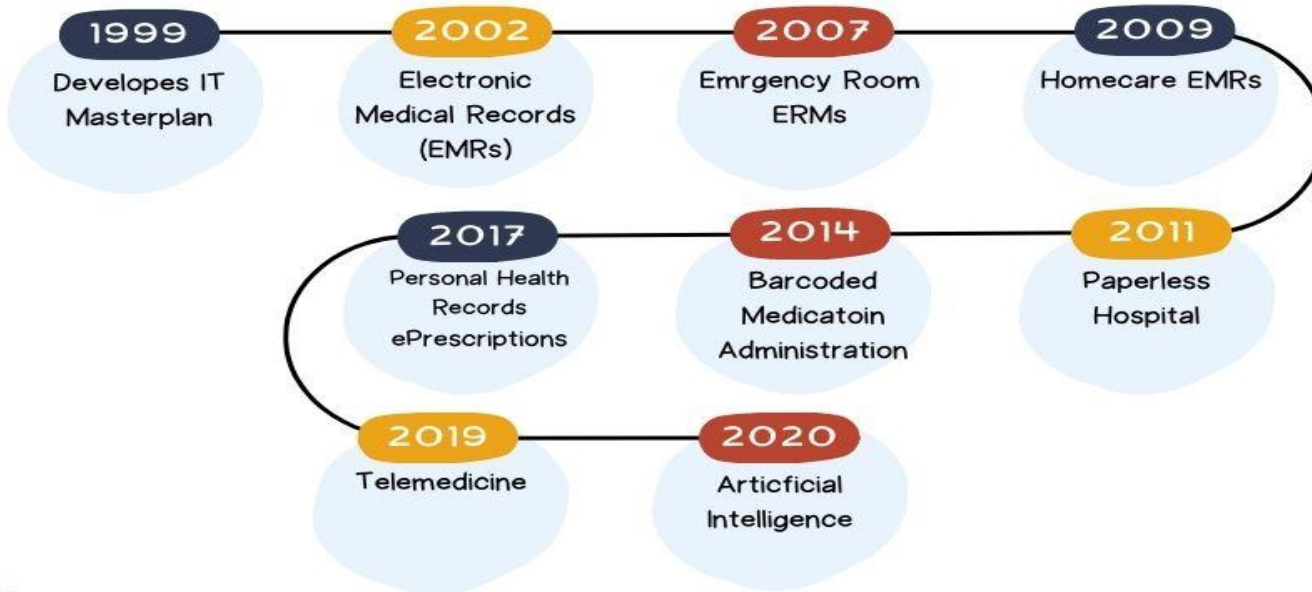


DIGITAL TRANSFORMATION TIMELINE





DIGITAL TRANSFORMATION TIMELINE





Lets Consolidate

Key learnings

- Focus on the problem.
- Management is king.
- Apply tech.

Success Factors

- Plan before investing.
- Need a business model.
- Be transformation competent.



Thank You

merlin.kong@kiah.com

Q&A with Merlin Kong, Kiah Consulting

Sally-Anne Browner, Institute of Applied Technology

Institute of
Applied Technology

Institute of Applied Technology Digital & Upskilling



Sally-Anne Browner

Senior Manager Operations
Digital

Institute of
Applied Technology

Introduction

Senior Manager Operations – Digital

Here to outline:

- what the IATD offers
- why it's different
- how we can help you or your teams upskill for our digitally saturated future!

OFFICIAL

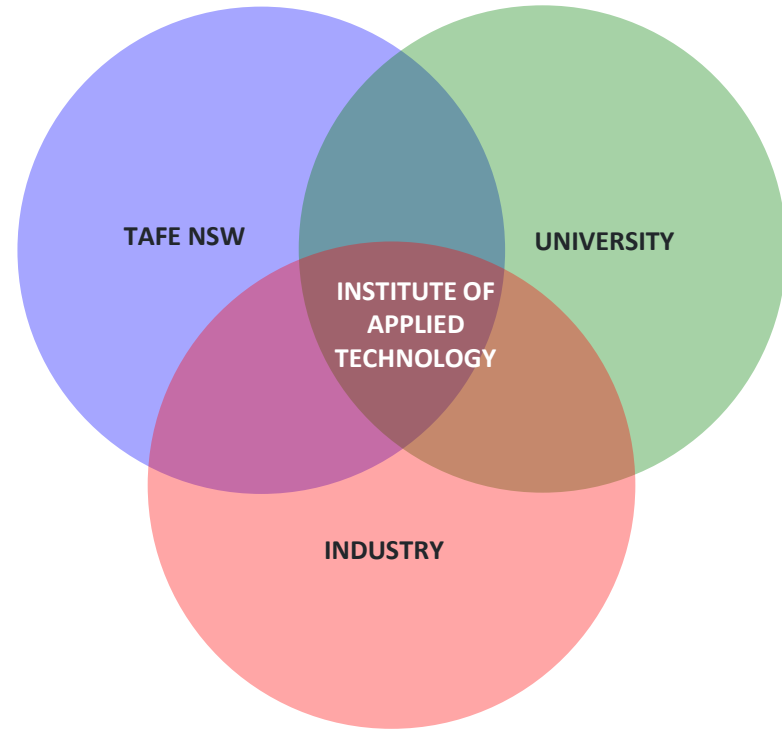


THE IAT



The Institute of Applied Technology pilots are a collaboration between TAFE NSW, industry and universities with a purpose to design and deliver market-leading education and training which rapidly responds to meet industry demand.

Learning will be through a varied range of courses that have been co-designed and co-delivered with both industry and university partners enabling the development of both practical and academic skill sets to apply directly in the workforce.



Institute of Applied Technology



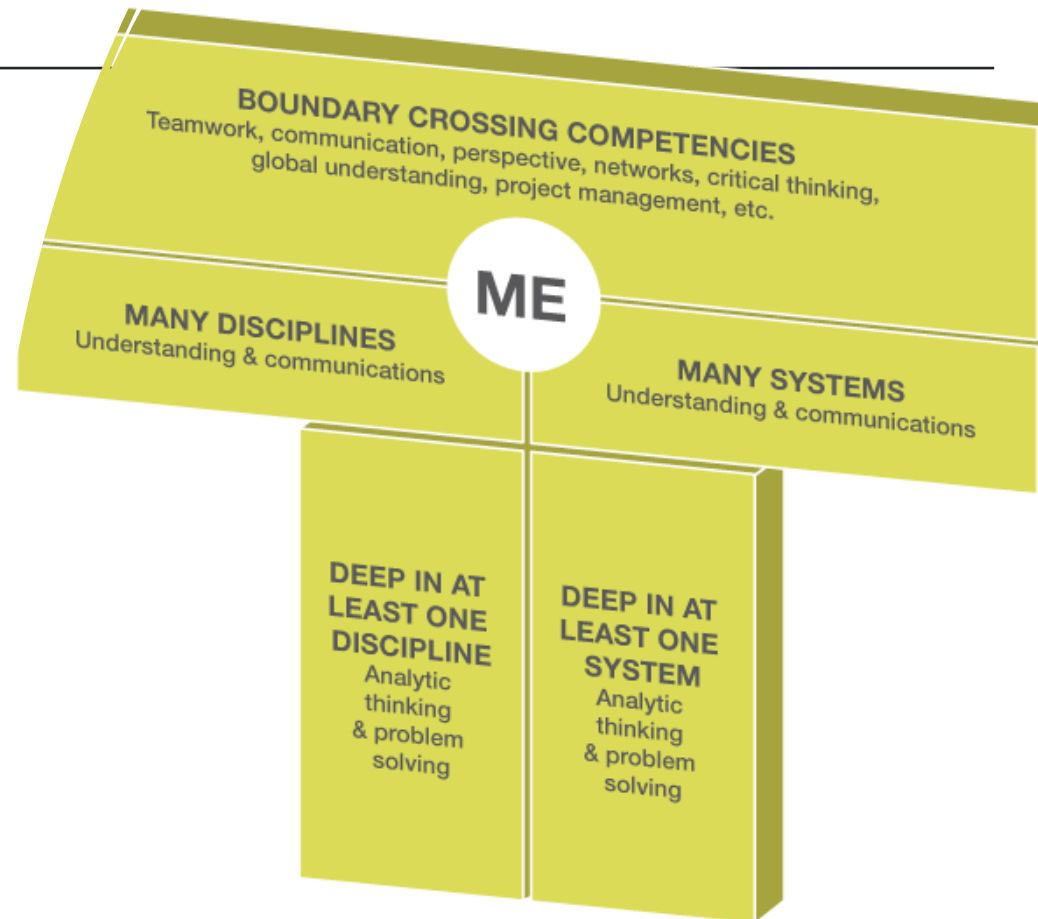
Challenges in Aged Care/Health Care

- Staffing shortage
- Digital skills gaps
- Legacy software
- Data silos
- Cost-effective solutions
- Pace of technological change



EDUCATION MODEL

- Microskills & Microcredentials
- Further Education
 - Masterclasses
 - Industry credentialing programs IAT developed courses in partnership with industry
 - Events, conferences, networking events
- Building T-shaped graduates
 - Core technical skills
 - Enterprise skills











SIGNATURE DISCIPLINES

Current

1. Cyber Security
2. Artificial Intelligence
3. Big data
4. Software development
5. Cloud technology

Future focus

6. Internet of things
7. Digital design including AR and VR
8. Mobile applications
9. 5G
10. Gaming

 <p>IAT Digital</p> <p>MICROSKILL</p> <p>Introduction to Cloud Computing</p> <p>Up to 5 hours</p> <p>Enrol now ></p>	 <p>IAT Digital</p> <p>MICROSKILL</p> <p>Introduction to Cyber Security</p> <p>Up to 5 hours</p> <p>Enrol now ></p>	 <p>IAT Digital</p> <p>MICROSKILL</p> <p>Introduction to Data Analytics</p> <p>Up to 5 hours</p> <p>Enrol now ></p>	 <p>IAT Digital</p> <p>MICROSKILL</p> <p>Responsible AI</p> <p>Up to 5 hours</p> <p>Enrol now ></p>
 <p>IAT Digital</p> <p>MICROCREDENTIAL</p> <p>Advanced Cloud Computing</p> <p>Up to 100 hours</p> <p>Find out more ></p>	 <p>IAT Digital</p> <p>MICROCREDENTIAL</p> <p>Application of AI for Cyber Security</p> <p>Up to 100 hours</p> <p>Find out more ></p>	 <p>IAT Digital</p> <p>MICROCREDENTIAL</p> <p>Basics for Identity Management and Secure Authentication Techniques</p> <p>Up to 100 hours</p> <p>Find out more ></p>	 <p>IAT Digital</p> <p>MICROCREDENTIAL</p> <p>Cloud Computing Foundations</p> <p>Up to 100 hours</p> <p>Find out more ></p>

The digital skills Australia needs | Institute of Applied Technology Digital



Institute of
Applied Technology

<https://www.youtube.com/watch?v=2UQx0HSIZ0g>

What's different about IATD?

- Industry led Credentials
- Genuine Industry, Uni & TAFE co-design
- Industry Certifications
- World-class facilities, including CRTS
- Face-to-face and online sessions



<https://www.youtube.com/watch?v=IfCOTAvmWx0>

How could we work with your team?

- Teaching Period 2 closes soon
- Reach out to organise bespoke sessions for groups of 15+
- Provide a small amount of funding for smaller numbers of your staff to trial a Microcredential in a relevant area
 - \$180 for Foundational Courses
 - \$360 for Intermediate Courses

<https://study.iat.nsw.edu.au/>

- Provide your staff with a link to the free Microskills

<https://www.tafensw.edu.au/iat>



Cyber

CYBER SECURITY

CYBER GOVERNANCE AND CYBER PLANNING

Total Learner Effort – approximately 40 hours

Overview

Cyber security threats are increasingly costly to businesses in terms of reputational damage, the potential for fines and the loss of business. The need for good governance in the forms of processes, policies and practices has never been greater. This microcredential is for professionals wanting to make a difference in cyber security governance in their organisation and develop a cyber plan aligning to business outcomes. It will educate you on how to select appropriate frameworks and approaches to develop cyber security strategies that are aligned to the goals and objectives of your organisation.

Key topics include:

- Introduction to cyber security frameworks
- Organisation's policy framework
- Technology governance implementation and adoption
- Develop a cyber security strategy and roadmap.

[Register your interest](#)
[Enrol now](#)

Industry Occupation
Governance, Risk and Compliance analyst
Other professionals who want to transition into the cyber industry
IT project managers
Business executives

Learning outcomes

- Review national and international cyber security frameworks.
- Explain the process to develop cyber security policies aligned to organisational risk appetite.
- Describe the process of implementing a cyber governance framework.
- Develop a high level strategy and roadmap aligned to business objectives.

Prerequisites

Experience/ qualification/ Prior microskills/credentials

Students must have the following experience and/or qualifications:

- Foundational risk management
- Foundational ICT skills
- Vocational Level English.

Inherent Requirements

Resources needed

Computer, Internet connection, Microsoft Office, Microsoft Teams.

MACHINE LEARNING ALGORITHMS

Total Learner Effort – approximately 60 hours
 Courses start from February 2023

Overview

You have the data, actually, a lot of data. Have you been wondering about getting a hands-on experience with how different machine learning (ML) algorithms, and how they can be applied to your data? In this course you will dive deeper into various types of supervised, unsupervised, and semi-supervised machine learning algorithms. Get experience preparing, training, evaluating and selecting ML algorithms in various domains to develop intelligent applications.

Key topics include:

- The data wrangling, exploration and cleaning required before applying any machine learning algorithm
- Determine an assessment metric evaluation framework for your machine learning model
- Get your data ready for training, testing and validation and identify the importance of feature extraction
- Apply unsupervised and supervised machine learning models in simple applications.

[Register your interest](#)

[Enrol now](#)

Learning outcomes

- Develop an understanding of what is involved in learning from data and various types of machine learning.
- Understand basic data wrangling, exploration and cleaning involved in machine learning problems.
- Understand how to perform evaluation of learning algorithms in terms of performance, speed and accuracy in practical problems.
- Understand data splitting involved in machine learning.
- Understand the importance of feature extracting in preparing the data sets for ML algorithms.
- Demonstrate an understanding of the use of supervised, unsupervised and semi-supervised models in practical problems.
- Demonstrate an understanding of evaluating and tuning the model for use.

Prerequisites

Experience/ qualification/ Prior microskills/credentials

Students must have the following experience and/or qualifications:

- Foundational ICT skills
- Vocational level English
- Knowledge of data analytics and Python

Inherent Requirements

Resources needed

Computer, Internet connection, connectivity to Microsoft Teams, MS Azure Machine Learning, Visual Studio Code (with python extension), Anaconda environment.

Note: You will require the administrative rights to install the required environments

Industry Occupation
 AI Software Engineer
 AI Business Analyst
 Machine Learning Engineer
 AI/ML Developer

Data

DATA VISUALISATION FOUNDATIONS

Total Learner Effort – approximately 50 hours
 Courses start from February 2023

Overview

This Microcredential introduces you to the world of data visualisation using a hands-on approach to explore and prepare data for evaluating results using visual techniques. The course covers the fundamentals of data visualisation using real world scenarios. You will use various visualisation methods for comparing and evaluating your visualisation. The course introduces how data visualisation aids data-driven decision making, and how to communicate better with various stakeholders using such visual results.

Key topics include:

- A complete understanding of the data visualisation process from the basics, to techniques involved in data visualisation
- Overview of data visualisation, understanding different types of data, and an introduction to Power BI as a visualisation tool
- Data formatting before visualisation (e.g. Row formatting, column formatting)
- Modelling and cleaning data, relating tables in the model, splitting/merging data, transposing data
- Understand key components and general rules in making data visualisations, compare and evaluate different data visualisations using real-world scenarios
- Select the right visualisation techniques for a dataset using a software tool
- Refine and share visualisations with stakeholders.

[Register your interest](#)

[Enrol now](#)

Learning outcomes

- Recognise fundamental data visualisation techniques.
- Compare fundamental data visualisation techniques.
- Apply fundamental data visualisation techniques to a given dataset.

Prerequisites

Experience/ qualification/ Prior microskills/credentials

Students must have the following experience and/or qualifications:

- Foundational ICT skills
- Vocational level English

Inherent Requirements

Resources needed

Computer, internet connection, connectivity to Microsoft Teams, Microsoft Power BI

Industry Occupation
 Business Analyst
 Visual Analyst

Cloud

ADVANCED CLOUD COMPUTING

Total Learner Effort – approximately 70 hours

New courses start in April 2023

Overview

Students will gain an understanding of how to utilise features of cloud services for creating optimal application architecture, core techniques for designing highly available and cost-effective application architecture, and alternate non-traditional application architecture. In this course you will learn to configure and manage virtual servers and virtual networks. The course will also cover identifying and utilising virtual storage services for various business requirements and be able to design and deploy high performance and de-coupled cloud solutions including deployment of serverless architecture.

Key topics include:

- Advanced computing
- Advanced data storage
- Advanced virtual networks
- Databases on cloud
- High-availability
- Decoupling
- Application deployment

[Register your interest](#)

[Enrol now](#)

Learning outcomes

- Configure and manage virtual servers.
- Utilise virtual storage services for different application requirements.
- Design virtual networks for cloud applications.
- Identify and utilise suitable database services for cloud applications.
- Design and deploy highly-available application architectures.
- Design and deploy decoupled cloud applications.
- Deploy applications on the cloud using different application deployment services and solutions.
- Design and deploy serverless architecture for cloud applications.

Prerequisites

Experience/ qualification/ Prior microskills/credentials

Students must have the following experience and/or qualifications:

- Foundational ICT skills
- Vocational Level English
- Cloud Computing Foundations or equivalent knowledge

Inherent Requirements

Resources needed

Computer, internet connection, Connectivity to Microsoft Teams, Microsoft Azure platform.

Industry Occupation
 Cloud Engineer
 Cloud Architect
 Site Reliability Engineer (SRE)
 Quality Assurance Engineer
 Cloud Support Engineer
 Cloud Solutions Consultant
 Cloud Infrastructure Engineer

Thank you!

Institute of
Applied Technology

**Q&A with
Sally-Anne Browner,
Institute of Applied
Technology**

Morning Tea

11:10am – 11:30am

11.10am	Morning Tea Break
11.30am	Adopting new technology: a Culture Change Simon Heaysman, Hayylo
11.55am	Case study: Keep on stepping, fumbling and learning together as we transform Peter Devine, Byron Shire Respite Service
12.20pm	Exploring Solutions: IT Provider Presentations First Focus - Phillip Barton Checked In Care - Mike Steinberg Huon IT - Keri Neve Turnpoint Software - Joshua Hertz and Jelle Kroon Brevity - Ian Simpson
12.50pm	Networking lunch

Simon Heaysmann, Hayylo



Hayylo

Powering Communities across Australia



WINNER 2019
Best Smart Care Technology - Solution



FINALIST 2019
Innovation of the Year - Community Care Model



WINNER 2018
Best Solution That Provides Ongoing
Consumer Independence*



WINNER 2018
Joint Overall Winner

Making life easy for care admin
teams. [Always.](#)



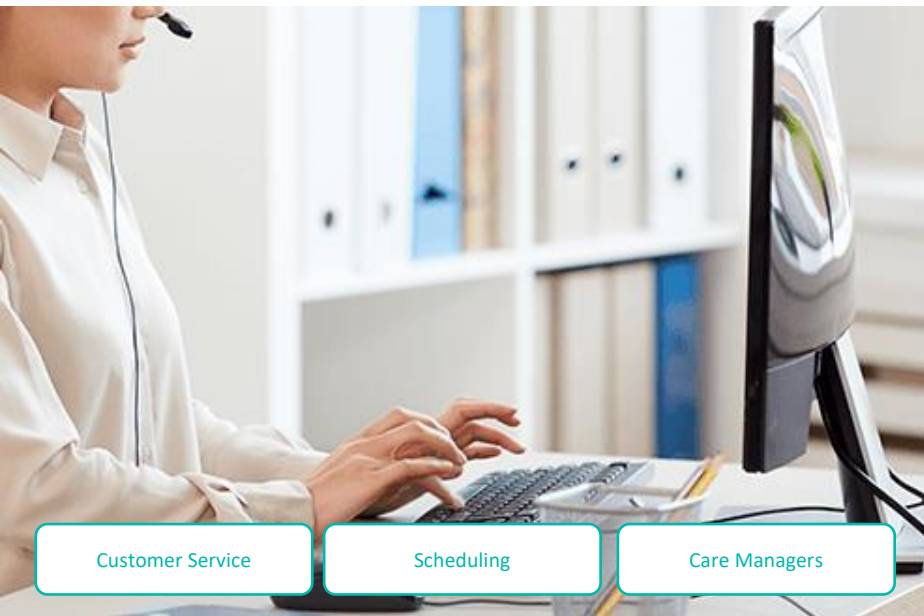
Motivation

About Us

Family frustrations and challenges with communications left us in awe of the nature of communications across healthcare. We (the payers and family) witnessed a heavily phone and paper based industry that struggled to provide timely information. A number of years ago we started on this journey and founded Hayylo.



Admin teams are busy and operating budgets stretched



Customer Service

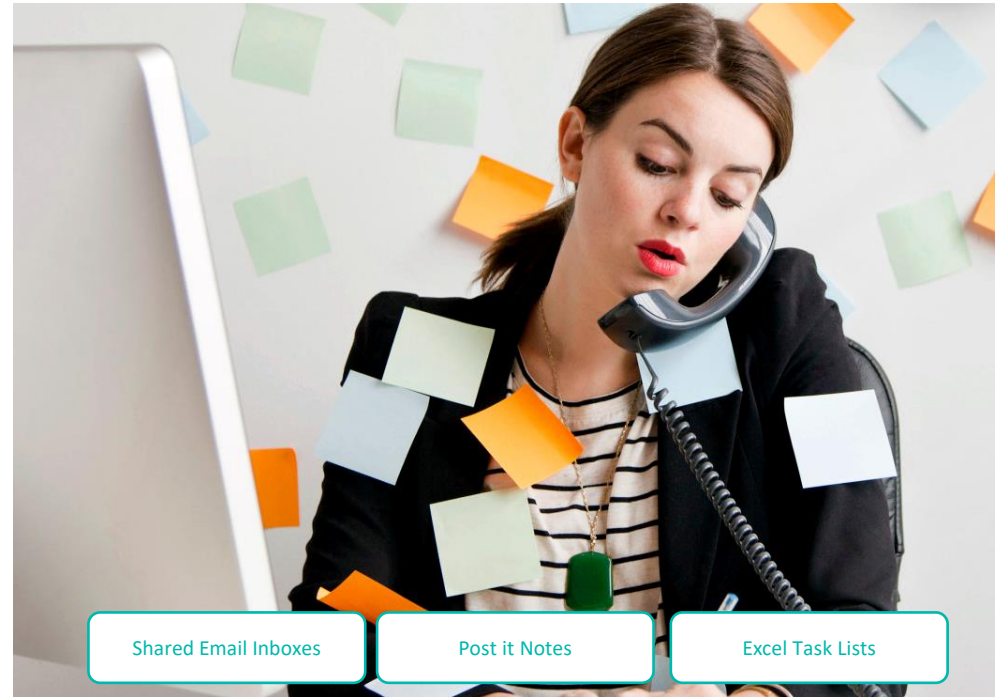
Scheduling

Care Managers

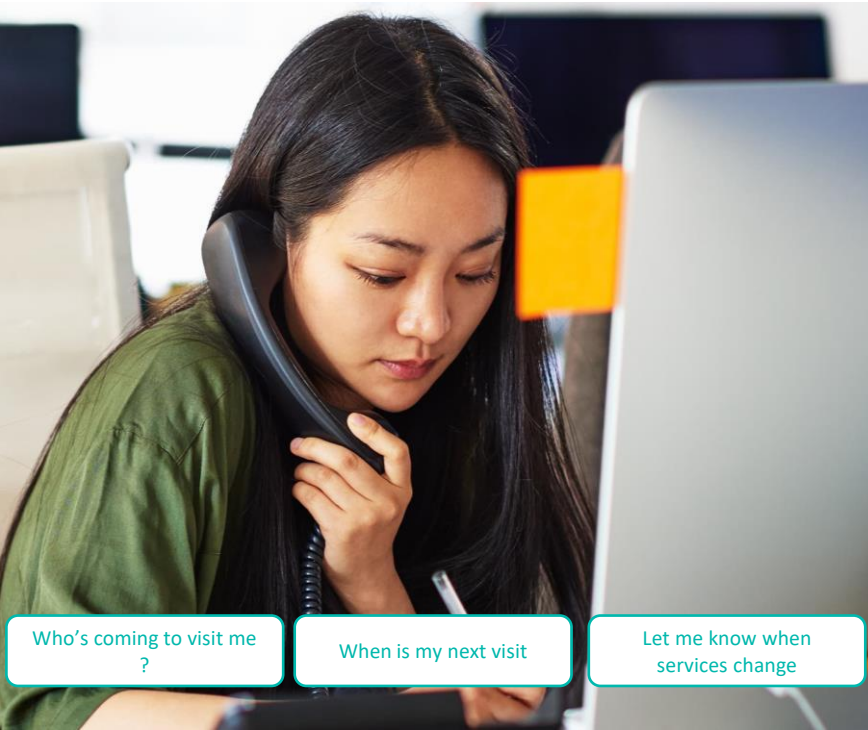
Today's care teams are extremely busy managing client services and enquiries

Admin teams are busy and operating budgets stretched

Teams work hard to stay organized and efficient which creates stress making it difficult to develop productive teams and retain staff



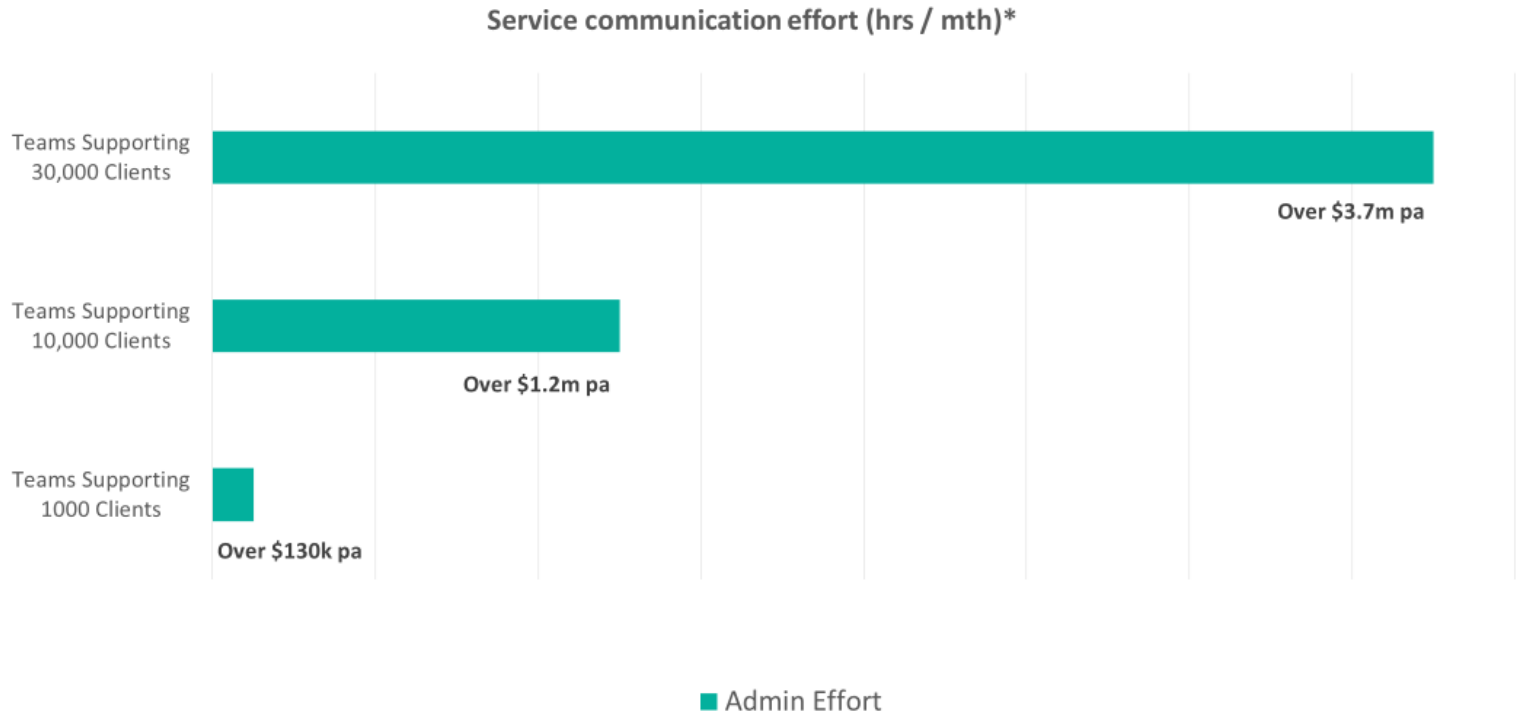
Admin teams are busy and operating budgets stretched



Over 60% of communication processes are manual, focused on ensuring clients and teams are informed of service information

Perspective

Teams support thousands of calls and interactions



Provider technology today

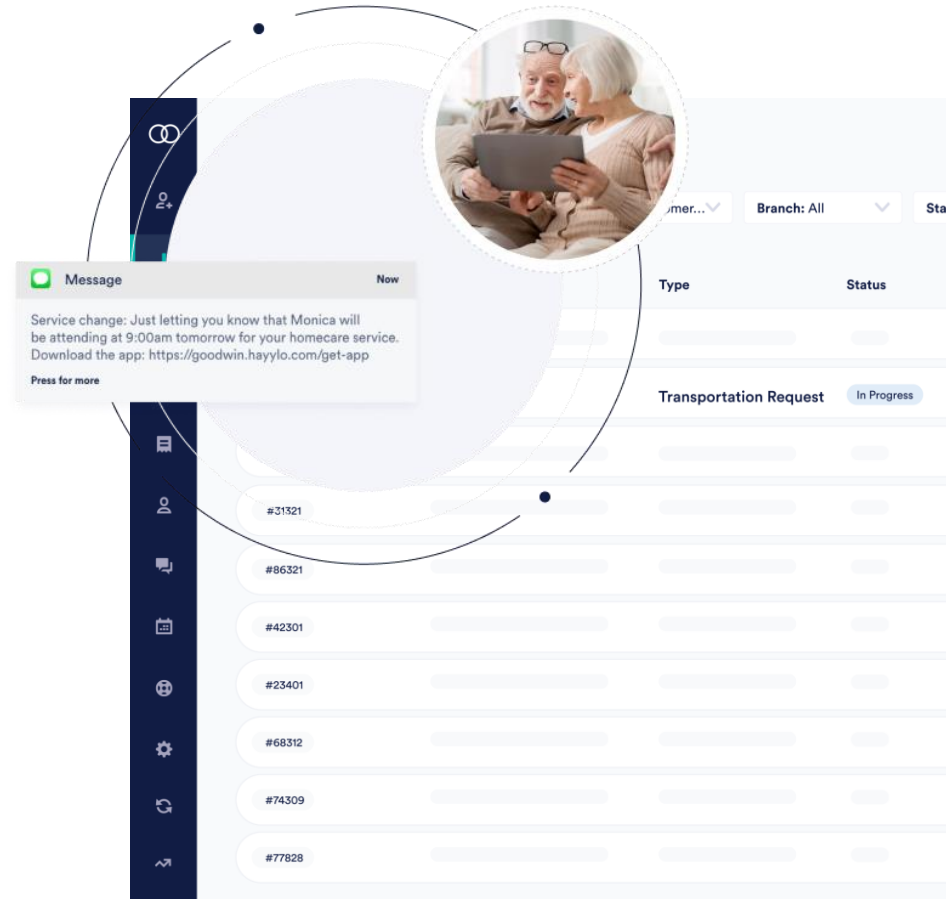


Meet Us

Introducing Haylo

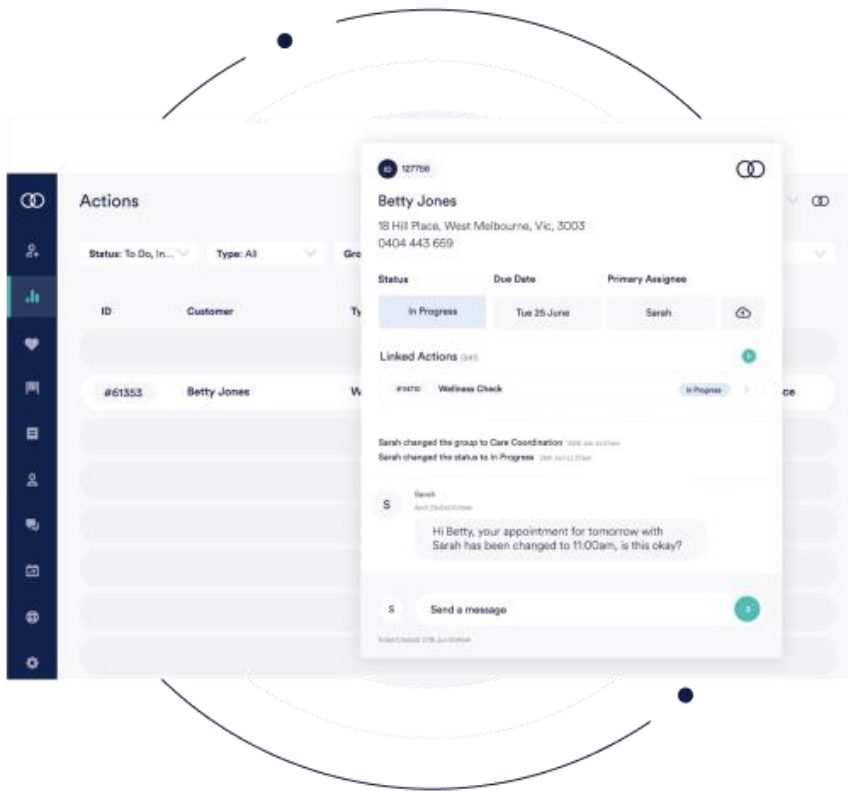
The leading service platform for care that connects clients and families to teams, removing repetitive tasks, keeping everyone informed saving time, effort and cost while improving outcomes.

Making life easy for care admin teams. *Always.*



How Haylo helps care teams

Centralise Enquiries

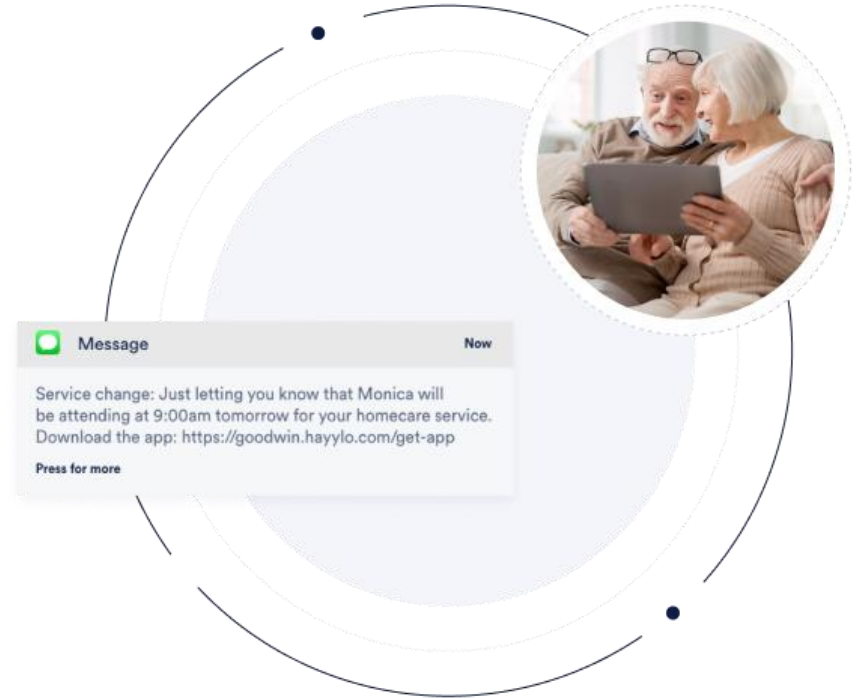


A single dashboard means teams will move through the work faster, never miss a customer promise and always have the right context.

How Hayylo helps care teams

Be Proactive

Automatically update people when around key information and changes to their care. Not only clients, but the wider network.



Making life easy for care admin teams. *Always.*

How Hayylo helps care teams

Simplify Communication

Open ways for people to reach teams the way they prefer, self serve information when they need.

Making life easy for care admin teams. *Always.*



How Haylo helps care teams

Introducing Insights

Powerful analytics drive insight that means teams can stay on top of the work and optimize their operations.



Making life easy for care teams.
Always.



Other teams

The change is here



Supporting 8300 clients per month

- Setup in 8 weeks
- 25% reduction in calls received and made by team members
- 65% of clients opting for automated service communication
- Over 2500 hrs per month of effort re-provisioned
- Customers reported faster response to requests and services



Supporting 1000 clients per month

- Setup in 6 weeks
- 35% reduction in calls received and made by team members
- 75% of clients opting for automated service communication
- Over 400 hrs per month of effort re-provisioned
- Customers reported faster response to requests and services



A culture of change

Making change happen

Fundamentals

- Communication
- Engagement
- Management
- Goals
- Training
- Evaluation



A culture of change

The rituals of change

Culture

- Vision
- Ownership
- Inspiration
- Celebration
- Storytelling
- Community





Simon Heaysman

Co-founder and Head of Partnerships and Growth

Follow me on LinkedIn @simonheaysman



WINNER 2019
Best Smart Care Technology - Solution



FINALIST 2019
Innovation of the Year - Community Care Model



WINNER 2018
Best Solution That Provides Ongoing Consumer Independence



WINNER 2018
Joint Overall Winner



Making life easy for care teams.
Always.



Q&A with Simon Heaysmann, Hayylo

Peter Devine, Byron Shire Respite Service



Your Side

Keep on Stepping, Fumbling and Learning together as we Transform

Peter Devine, General Manager-Byron Shire Respite Service

celebrating life ● integrity ● creativity ● connection ● being present

Byron Shire Respite Service

30 Years of providing person-centred supports

CHSP, NDIS, Brokerage & Private Services

Specialise in providing Day Respite and In-Home Support to clients and carers with complex needs, specifically people living with dementia.

celebrating life ● integrity ● creativity ● connection ● being present

Digital Transformation & Change Management

Key Messages

- How we work with our clients informs the organisation's ability to transform
 - The strategies we apply to working with our clients' changing needs is how we
- Define together why we need to transform and understand risks if we don't
- Transformation without a Change Management is a risk we didn't want to take, our culture is too important
- Set clear goals and visions

celebrating life • integrity • creativity • connection • being present

Goal for our Digital Transformation:

- Move from nearly 90% paper based to 90% digital in 2 years

Change Visions:

- Celebrating Collaboration & Connection
- Dedication to care instead of administration through improvement of processes and access to information

celebrating life ● integrity ● creativity ● connection ● being present

How we got to here and now!

DIGITAL TRANSFORMATION TIMELINE



Digital Transformation & Change Management

Key Messages

- Bring everyone along for the journey. Learn from and listen to staff; creating buy-in from the start and elevate our organisational capacity.
- Invest internally and set an example by following best practice procurement practices.
- Control what you can control and acknowledge what you can not control

A Culture of Change

- Create moments where change happens
 - Vision Planning day, policies based on feedback (parental leave)
- Provide a space for autonomy through giving authority to build leaders
- We are not perfect but we listen
 - Creating a culture of openness and buy-in
 - Be upfront and honest about change
 - Embrace barriers to change, we can learn from them
 - External forces vs Internal forces

Final Message:

Celebrate and own both your fumbles and successes!

For owning your fumbles will translate to being able to come together to solve them and then celebrate together.

Thank you

celebrating life ● integrity ● creativity ● connection ● being present

**Q&A with
Peter Devine
Byron Shire Respite Service**

Philip Barton, First Focus



Your Side

01

OPTIMISING & SECURING YOUR IT ENVIRONMENT



ABOUT FIRST FOCUS



Founded in 2003
and grown to over
280 staff

Staff in **every**
Australian state,
Auckland & Manila

100% Australian
privately owned

Primary focus on
end-user satisfaction

Currently support over
30,000 users across
more than **250 clients**

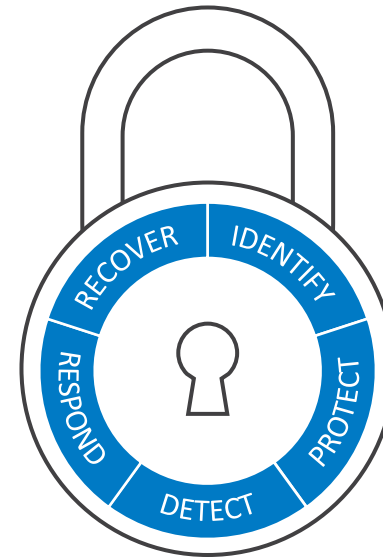
AUSTRALIA'S #1
MANAGED SERVICE PROVIDER

cloud**tango**



AGED CARE FACES SIGNIFICANT CYBER RISK

- Increasingly vulnerable to cyberattacks, system failures, data breaches
- Ever-changing regulatory landscape
- Getting up to speed requires experience & expertise



How we can help:

1 – Executive Education Session (free)

- Training on risk assessment, common attack types and security strategies

2 – Essential 8 Audit

- Identify current maturity level
- High level plan to resolve issues



OPTIMISING YOUR MICROSOFT 365

- Software works alongside Microsoft solutions, but is not fully integrated
- SharePoint being used but often underutilised
- How to leverage other M365 tools – PowerBI, Power Apps for automation



How we can help:

SharePoint Review (free)

- Discovery session and audit
- Suggested opportunities to better utilise



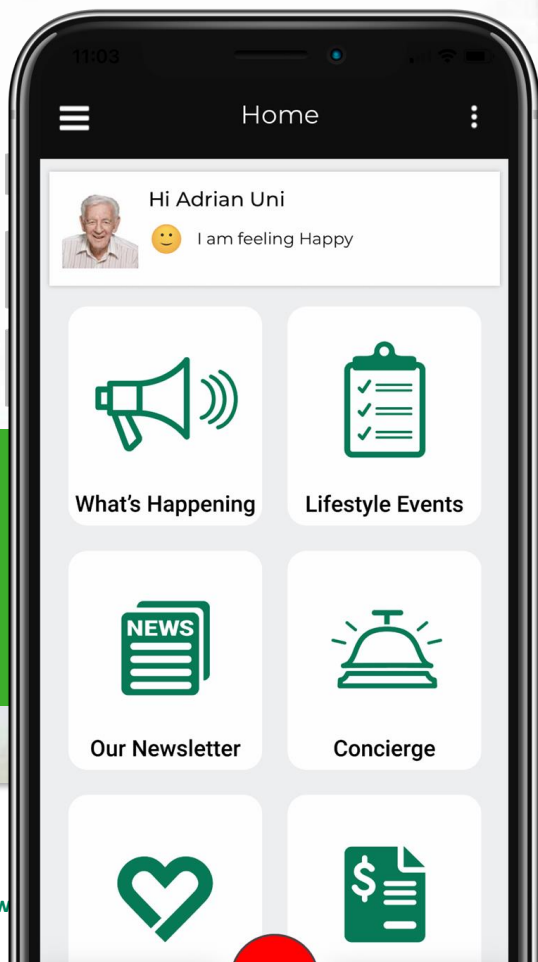


Philip Barton
Head of Client Services

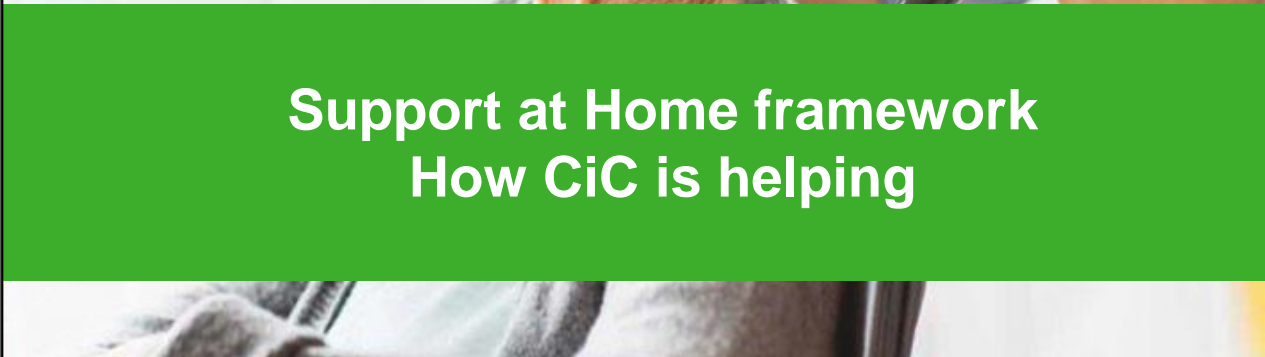
M: 0414 257 580
E: philip.barton@firstfocus.com.au



Mike Steinberg, Checked In Care



Support at Home framework How CiC is helping



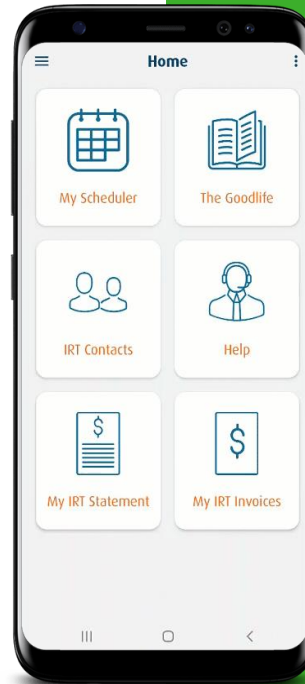


Checked In Care is the market leading care experience app platform.








24/7 self-service

- **Reduce the cost of care**
- **Increase Revenue**
- **Promote additional services**
- **Engage family in care management**
- **Enable flow of information and feedback**

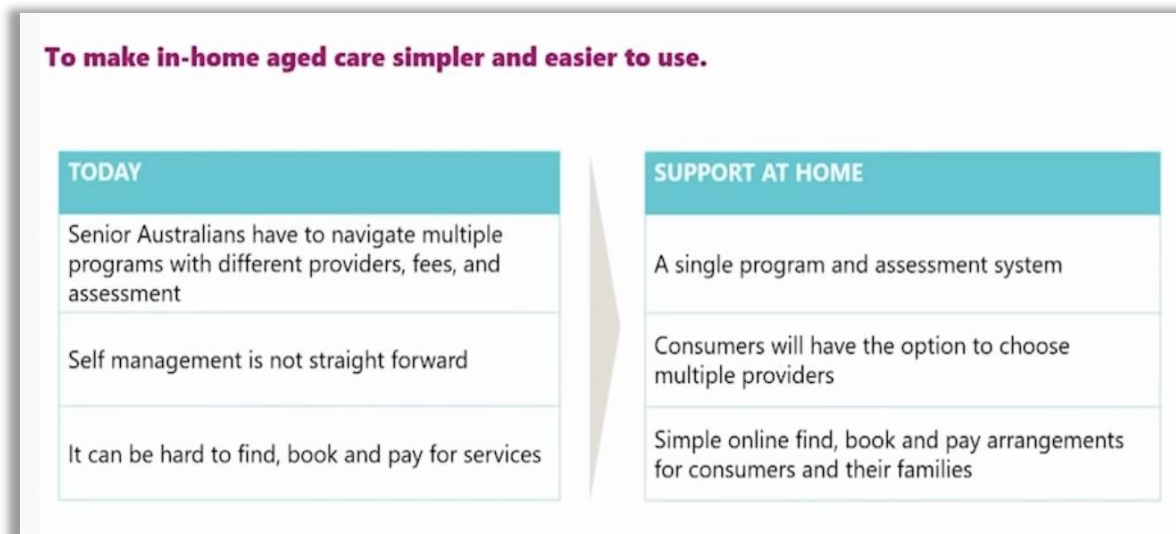


Self service

Reduce the time spent booking and rescheduling services over the phone or in-person;

-  Automated appointment rescheduling
-  Self-service ordering of services
-  Self service budget visibility
-  Scheduled multi-party video call
-  Automated paperless workflows

Changes in how support is managed



Underlying Provider challenges



Separate Package Management and Care Management

- Align with unknown support at Home changes
- Systems required to remain compliant
- Package Mgt- similar to NDIS self Management Plan Managers



Revenue, resource & cost pressures

- Reduction in net profit
- Increasing staff and systems costs
- Availability of work force



Management Fee Cap

- Doing more with Less
- Move away from low margin, high admin services
- Find new revenue sources

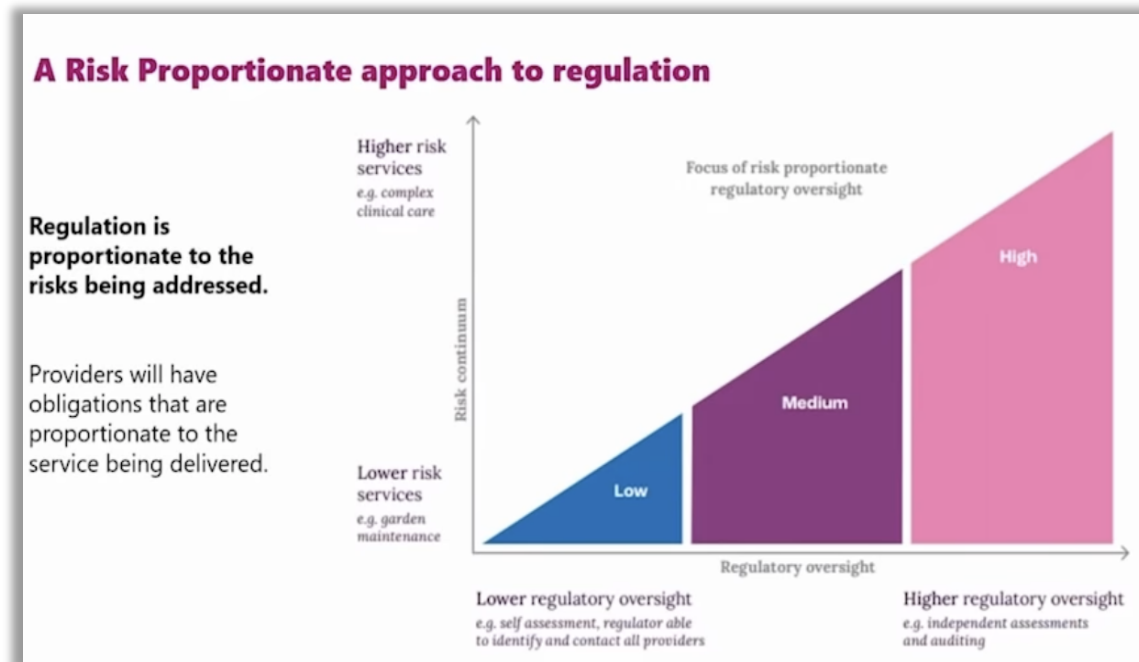
New HC Funding

- Management Fee Caps
- Care management prices will be capped at 20% of the package level
- Package management prices will be capped at 15% of the package level
- Providers cannot charge for package management in a calendar month where no services (other than care management) are delivered, except for the first month of care
- Providers cannot charge separately for third-party services
- Providers cannot charge exit amounts.

Home care cap fees announced



Proportionate regulation



The evolution – To self service



Customer experience

A more efficient, market-leading care experience for clients & support circle

Find everything you need in one personalised mobile app

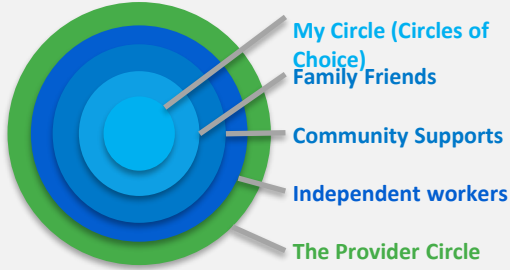


Business efficiency

Connect siloed systems to dynamically share information

Reduce time spent on admin, customer service and compliance

Flexible spectrum of self service



Enable 0% to 100% self service

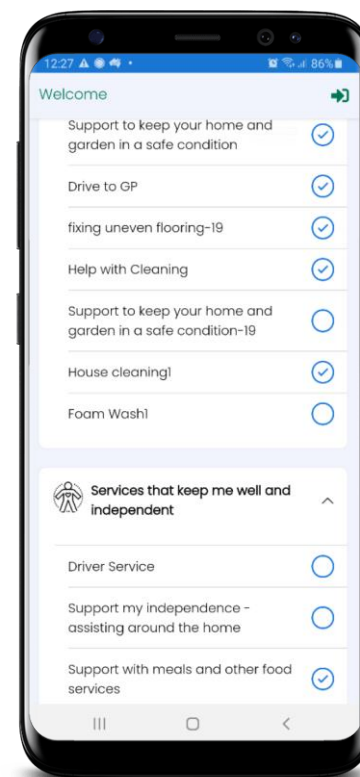
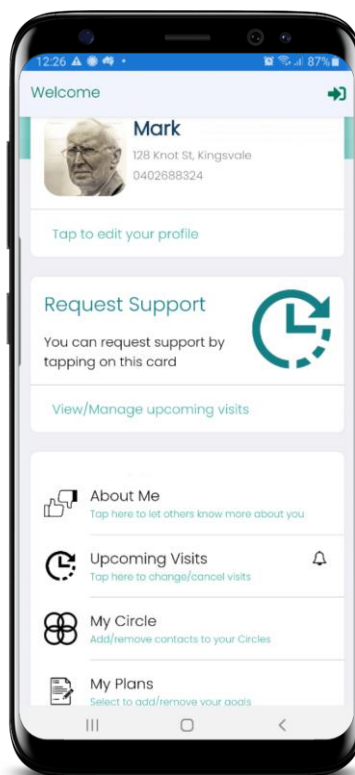
Provider Circle – also enabling choice of independent contractors

The Product – Consumer Led

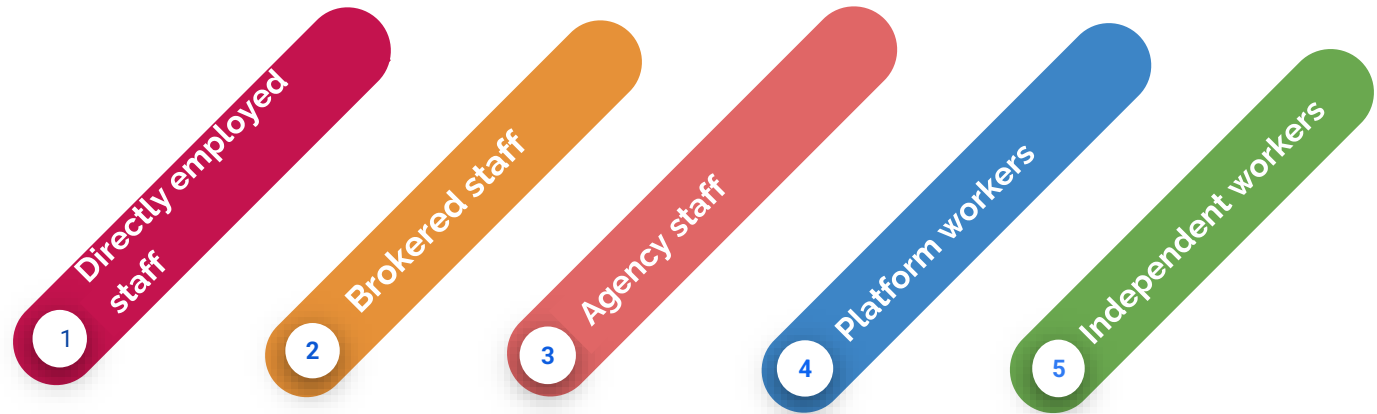
Connecting all circles of support



Consumer: Technology for consumer led support & access to services



Provider: Safeguarding, compliance and onboarding is crucial



CHOICE OF
CONSISTENT
STANDARD
ACROSS
WORKFORCE



Worker screening

Including police/wwcc checks, references, identity confirmation



Quals and credentials

Risk Proportionality relevant to service provision type and vulnerability of the person.



Experience relevant to service

Gardeners compared to personal care work has differentiating experience required.



Customer feedback on worker experience

Ongoing reporting on performance and customer satisfaction (



Enable access to workforce development/ supervision

Option for platform/sole traders to 'opt in' and access training, support supervision to increase skills



CIC app

Use of CIC app for consumer and workforce management, reporting and information purposes,

We are helping maximize revenue



Customer Experience drives Sustainability

- DECREASE COSTS- Self Service and Self Management
- Full spectrum of 0% to 100% self service
- INCREASE REVENUE – Increase spend per client
- *Excellent customer experience increases revenue and decreases costs*



Maximize profit by

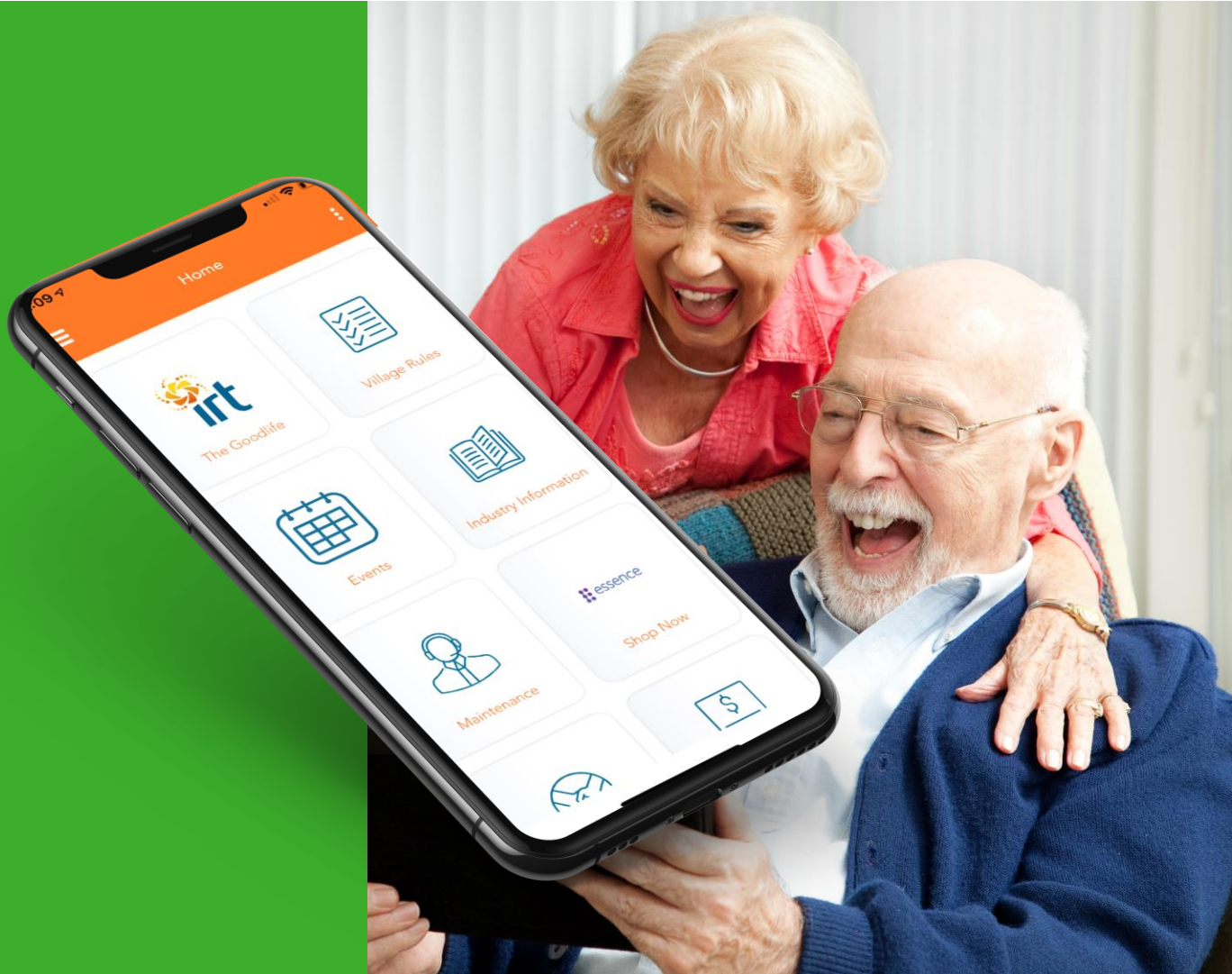
- Minimize budget underspend
- Increase discretionary spend per client
- Maximize Provider visibility
- *Automate process to minimize staff effort*
- *Allow clients and family to self service*



Compliance

- Choice- access to multiple resources
- Workforce Hero- On boarding of staff, contractors and volunteers
- APIs will open up “eventually”
- *Integrated to existing systems*

Checked In Care enables care providers to meet the increasing expectations of their employees, care recipients and their families by offering access to everything they need in one simple mobile app



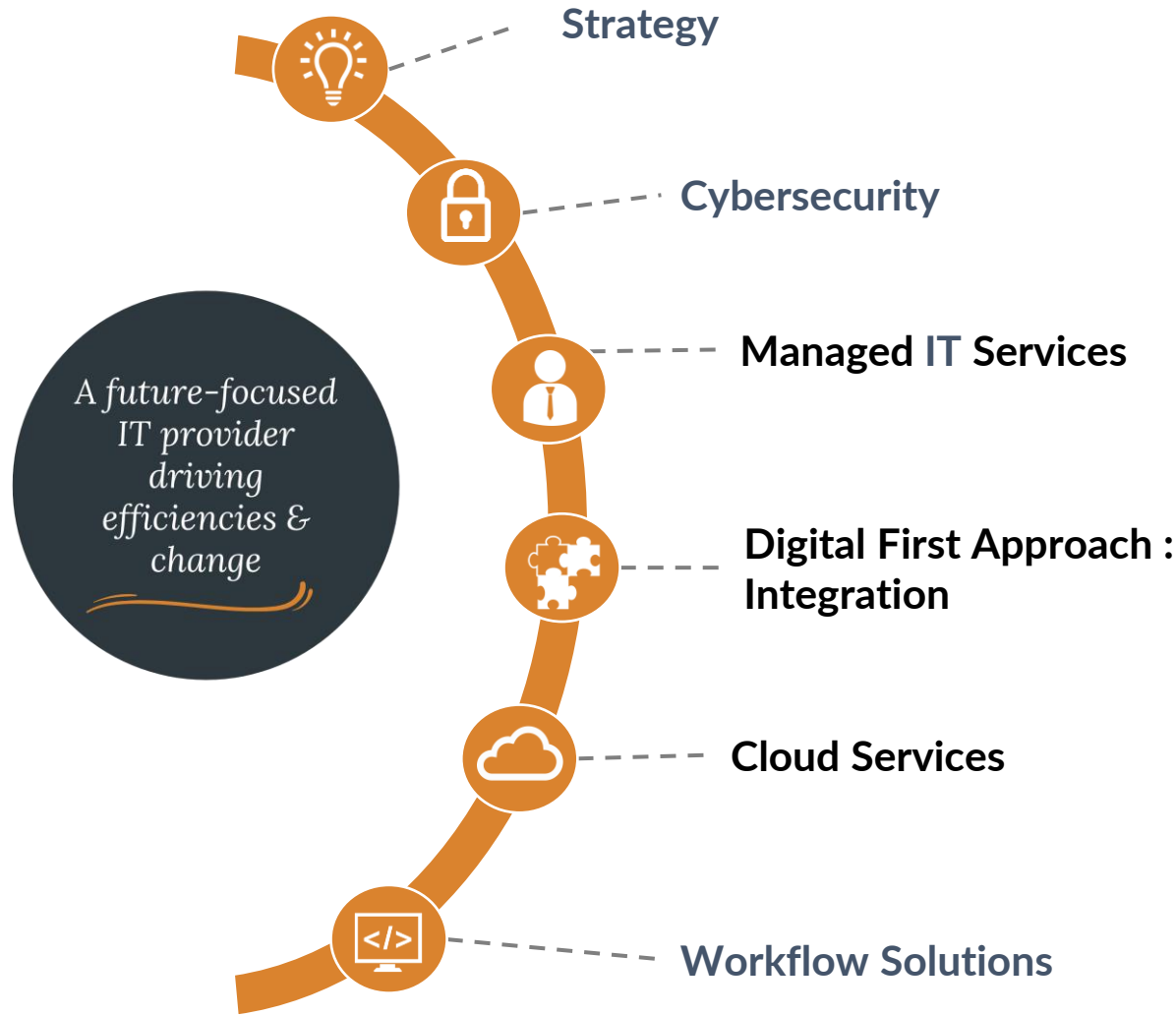
Keri Neave, Huon IT



Your Side



ALIGN TECHNOLOGY WITH YOUR BUSINESS GOALS



A future-focused IT provider driving efficiencies & change

Our Partners

- NUTANIX
- SentinelOne
- PURE STORAGE
- VEEAM
- Zerto
- poly | REGISTERED PARTNER
- CITRIX XenApp
- mimecast
- WEBROOT
- FORTINET
- Hewlett Packard Enterprise
- hp
- Enterprise Mobility Suite
- SharePoint
- Microsoft Hyper-V
- Office 365
- Microsoft Teams
- SQL Server
- KnowBe4
- COHESITY
- AVAYA
- Microsoft Azure
- Dell Boomi
- Power BI
- Barracuda
- vmware
- CISCO

Business needs

Transform from paper to digital with the implementation and integration of digitized and structured records to facilitate faster response to clients through searchable, secured, accurate records.

Business impact

Increased staff productivity from gaining immediate access to records as well as **reduced paper usage and physical storage**



Joshua Hertz, Turnpoint Software



Your Side



Digital Transformation

Technology Supported by Processes

Joshua Hertz
29 Mar 2023

Who is TurnPoint

- Software Provider supporting 160+ Australian Aged and Disability Providers
- Client Management
- Rostering and Payroll
- Integrate to Financials



The Role of Business Processes and Leadership

Digital Transformation without processes is rarely as effective as those that incorporate appropriate processes from the start



The Importance of Business Processes

Technology is smart but it's not AI

- Accountability
- Replacability
- Data Integrity



The Need for Leadership

- Review Technological Debt
- Sponsorship
- Pro-active

How does TurnPoint Help

- All Australian Based Team
- Knowledge of the industry and each business is different
- Partner with Providers
- Work together to come up with a solution that works for the business



TurnPoint Software



www.turnpointcare.com.au

Ian Simpson, Brevity Care Software



Your Side

Brevity Care Software

For HCP & CHSP





About Brevity

- Originally supporting an Aged Care package developed in the 90's
- Developed from the ground up in 2016 using latest technologies and cloud based – we recognised the need to have a managed solution that could be easily implemented and scalable
- Brevity is built specifically for the industry, and provides a single system for planning, resourcing, service delivery and billing





Aged Care Provider Challenges

- ◇ We understand providing quality care is the number one priority of any Aged Care provider
- ◇ It is essential that these services are provided in a safe, risk-assessed and secure way in line with the Aged Care Quality Standards
- ◇ We understand as an Australian Community Care Provider your organisation has needs that are unlike anything else in the industry
- ◇ General CRM software doesn't meet your needs and doesn't help you add value to the services you offer your clients in the most efficient way





Brevity Care Software

- ◆ That is why we created Brevity Aged Care Software. Our simple to use, but powerful software was built from the ground up with the needs of aged care providers in mind
- ◆ During the design process, we worked with providers just like you to address their biggest pain points and to create a suite of tools that easily integrated into their workflow
- ◆ Brevity has developed the most advanced tools to make your job easier, and uses an intuitive user experience to provide you and your clients with an advanced software platform





Key Features

- ◇ Home Care Agreements, Individualised Budget & Care Plans
- ◇ Advanced Rostering
- ◇ Mobile Apps
- ◇ SCHADS Award Interpretation & Payroll
- ◇ Purchase Order & Brokerage Management
- ◇ Invoicing
- ◇ Integrated with PRODA & DEX
- ◇ Staff Compliance Management & HR





Customisation and Integration

- ◆ Not only to you get a best practice solution out-of-the-box but Brevity can be customised to meet the unique needs of your organisation via our customizable platform and in-built tools
- ◆ Brevity can integrate with other systems and technologies to improve efficiency and effectiveness





Pricing and Implementation

- ◆ At Brevity, our mission is to develop leading software tools for community care organisations at the right price, to make your job easier, your client's lives better, and your business more efficient.
- ◆ The implementation process and transitioning to Brevity is straight forward with our implementations honed by many thousand iterations
- ◆ Brevity is Software as a Service (SaaS), ISO 27001 certified





Conclusion

- ◆ We have developed the most powerful, and easiest way to use HCP & CHSP software specifically for organisations like yours
- ◆ Speak to us today to arrange an obligation free demonstration or send an email to info@brevity.com.au



Networking Lunch

Your opportunity to ask those
burning questions

Feedback Form

