

Workshop 4: Digital Uplift FAQs

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Frequently Asked Questions

The following table provides suggested guidance to answer questions asked during the Digital Uplift workshops on 24 October, 2025. The answers aim to provide general guidance to assist aged care providers prepare for the SaH reforms.

Question	Answer
Does government have a digital strategy for aged care?	Yes. The Aged Care Data and Digital Strategy articulates the government's vision and strategic outcomes for digital transformation in the aged care sector. The strategy is designed to be adaptive and responsive to emerging needs, with progress managed through an annually updated Action Plan and ongoing evaluation of key initiatives.
Curious as to what proven solutions are available in the clinical and care space currently.	EY is unable to provide a view on tools and solutions in the market. Some guiding principles to help choose an appropriate system were discussed in the workshop and included: <ul style="list-style-type: none"> ▪ Start with governance, not gadgets ▪ Simplify first - processes and systems ▪ Map your existing processes and system architecture ▪ Be clear on requirements before procuring software ▪ Empower your people ▪ Build partnerships ▪ Show early wins
Is there any funding available to assist with improving our IT systems.	The Department has noted that at this stage further grant opportunities are not being explored.
AI is helpful tool, and I know many employees are already using it to support their work. However, I'm interested in how we can ensure responsible use, particularly around privacy. How do we manage the risks associated with sensitive or confidential data being input into AI? where does AI fit?	It is important for your organisation to develop local guidelines and educate your staff on what is appropriate use. Guidance on where to start can be obtained from the Digital Health Agency and relevant Commonwealth and State Health services. As a starting point, we suggest using these resources listed below to develop an AI policy and develop a plan to educate staff on: <ul style="list-style-type: none"> ▪ what information they can and can't share ▪ what AI tools they can use, and



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Question	Answer
	<ul style="list-style-type: none">▪ the appropriate usage of AI in regards to client care especially when it comes to sensitive information and clinical decision making. <p>Some resources:</p> <ul style="list-style-type: none">▪ Artificial Intelligence Transparency Statement▪ Artificial intelligence (AI) transparency statement Australian Government Department of Health, Disability and Ageing▪ Digital transformation for the aged care sector Australian Government Department of Health, Disability and Ageing▪ Transparency statements digital.gov.au▪ Generative Artificial Intelligence and Local Governance Models - Health Service Guidance.pdf▪ New Resource: AI Scribes in Australian Healthcare - AIDH

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