

# Aged Care Gateway

*Industry Briefing*

*20<sup>th</sup> December, 2012*

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# History



## **Healthdirect Australia**

Established as a COAG initiative in 2006 to provide all Australians with a 24/7 health care information and telephony service



# Vision and Purpose

## Vision

- By 2014, healthdirect Australia will improve **access** for all Australians to health services delivered through innovative telecommunications and information and communication technologies.

## Purpose

- **Identify, develop, aggregate, procure and evaluate** publically funded health services delivered through innovative telecommunications and information and communication technologies.

*Ensuring all Australians have access to the right advice  
on the appropriate care  
for their health issue when they need it and where they  
need it.*

# Australian Government's Response to the Productivity Commission's Final Report 'Caring for Older Australians'



- ***Living Longer Living Better*** is the Government's response to the Productivity Commission's final report.
- ***Living Longer Living Better***, particularly the Gateway initiative, will satisfy the Government's aged care commitments under the National Health Reform agreement

# ‘Living Longer Living Better’



*‘Living Longer Living Better’* includes funding of \$256.4 million for:

- a new Aged Care Reform Implementation Council;
- a new Aged Care Financing Authority;
- streamlined quality regulation;
- increased powers to handle consumer complaints; and,
- a new **Aged Care Gateway**.

# Aged Care Gateway



- As part of **‘Living Longer Living Better’** over the next 5 years the Commonwealth will establish the **Aged Care Gateway**.
- This will create a **clear pathway into and through** the aged care system and make it easier for older people, their families and carers to access information on ageing and aged care services.

# Aged Care Gateway



## The key elements of the Gateway include:


- a national contact centre, including the My Aged Care website and a **single, national phone number**;
- an assessment service to identify needs based upon a nationally consistent assessment framework and standardised tools;
- a central client record; and
- a linking service.

# Healthdirect Australia Deliverables


*Living Longer Living Better aged care reform package*



Healthdirect Australia, as part of the Aged Care Gateway element of *Living Longer Living Better* aged care reform will:



Develop and manage  
the 'My Aged Care'  
Website



Source, procure and  
contract manage  
contact centre services  
through a National  
telephone number

# Aged Care Gateway



**The primary group considered for the Aged Care Gateway incorporates a broad range of consumer areas including:**

- carers, care recipients and their families and friends;
- primary care, acute care and allied health providers;
- aged care service providers; and
- the general public.

# My Aged Care Website



## **The delivery of a new suite of online portals is planned to facilitate:**

- consistent and accurate provision of information;
- self service functions; and
- standardised performance of assessments.

## **Key user groups:**

- Consumers
- Clients
- Assessors
- Aged Care service providers

# Contact Centre Services



**A key element of the Aged Care Gateway is the Contact Centre which will interact with consumers, assessors, aged care service providers and other parties.**

A range of contact channels are being considered for the Contact Centre including:

- Telephone
- Mail
- Email
- Fax
- Social Media (potentially)

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# Contact Centre Requirements

- The Contact Centre provider must have an **established, demonstrated capability** in the provision of services via multiple contact channels both inbound and outbound
- The Contact Centre will be required to **utilise** and **integrate** with a Commonwealth, core ICT system to support delivery of Aged Care Gateway services
- Contact Centre providers must ensure that all aspects of their operation, including staff, ICT infrastructure, interfacing support providers are **based** and **provided in Australia.**
- Service Operating times
  - 8:00am to 8:00pm local time nationally, five days a week, except public holidays (No current requirement to operate on public holidays); and
  - Option to open for four hours on Saturday
- **80%** of calls should be answered within **20** seconds

# Contact Centre Services



**A range of capabilities will need to be supported including the following:**

- Enquiries management
- Initial client screening
- Registration
- Referral
- Activity management

# Contact Centre Service Summary



## **Call Volumes Estimates**

- Est. 2.2m calls over 3 years
  - Information
  - Client matching
  - Referrals
  - Outbound Calls etc

## **Correspondence Volume Estimates**

- Est. 1.2m correspondence over 3 years
  - Outbound mail / fax
  - Outbound email
  - Inbound mail / fax
  - Inbound email

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# Request for Tender (RFT) Process



**The RFT will be issued to an open market and evaluated as follows:**

## Evaluation against mandatory criteria:

- Initial screening for compliance with:
  - the Conditions for Participation; and
  - the minimum content and format requirements
- Assessment of mandatory criteria
- Shortlisted tenderers **only** will proceed to full evaluation

*To ensure probity and fairness, an independent probity advisor will be engaged throughout this process.*

# Request for Tender (RFT) Process



*RFT will be issued to an open market and assessed in two stages.*

## Full tender evaluation:

- Best value for money assessment including scoring and weighting based on criteria specified in the RFT
- Presentations, interviews and site visits
- Security, probity and financial capacity checks
- Contract with successful vendor/s will be negotiated

*To ensure probity and fairness an independent probity advisor will be engaged throughout this process*

# Proposed Timeline

21 <sup>st</sup> January 2013	<ul style="list-style-type: none"><li>• Tender issue Date</li></ul>
28 <sup>th</sup> January 2013	<ul style="list-style-type: none"><li>• Information Session</li></ul>
31 <sup>st</sup> January 2013	<ul style="list-style-type: none"><li>• Registration of Participation</li></ul>
8 <sup>th</sup> February 2013	<ul style="list-style-type: none"><li>• Tender submissions closure date</li></ul>
25 <sup>th</sup> February 2013	<ul style="list-style-type: none"><li>• Demonstrations</li><li>• Short-listed Candidates</li></ul>
8 <sup>th</sup> March 2013	<ul style="list-style-type: none"><li>• Vendor selection date</li></ul>
22 <sup>nd</sup> March 2013	<ul style="list-style-type: none"><li>• Agree Implementation</li></ul>
30 <sup>th</sup> June 2013	<ul style="list-style-type: none"><li>• Go live date</li></ul>

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# Questions

