



TECHNOVATE
IT SOLUTIONS



FUTURE-READY IT

A Comprehensive Technology Playbook for
Aged Care Providers in Australia (2025 Edition)

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INTRODUCTION



Australia's aged care sector is evolving — shaped by new compliance mandates, rising digital expectations, a rapidly ageing population, and mounting pressure to do more with less. Technology, when used strategically, can:

- Enhance resident safety and wellbeing
- Simplify clinical documentation
- Improve staff engagement
- Meet compliance standards
- Support governance and risk management

Yet many providers face IT limitations, budget constraints, and legacy systems.

This playbook outlines the critical IT strategies, tools, and compliance approaches aged care operators need in 2025 — whether you're a small residential facility or a national operator.

UNDERSTANDING THE AGED CARE *LANDSCAPE*

- Aged Care Quality Standards
- Increased Home Care Packages (HCPs) with tech-enabled care expectations
- Ongoing cybersecurity risks across healthcare sectors
- Funding pressures from AN-ACC and NDIS interface challenges
- Push for digital health integration (e.g., My Health Record, Telehealth)



UNDERSTANDING THE AGED CARE LANDSCAPE

The new Aged Care Act, effective from 1 November 2025, replaces the Aged Care Act 1997 and introduces strengthened Quality Standards. bsnaustralia.com.au/agedcarequality.gov.au agedcarequality.gov.au/

Key Standards:

- Standard 1: Consumer Dignity & Choice – Emphasizes person-centered care.
- Standard 2: Ongoing Assessment & Planning – Focuses on continuous evaluation of care needs.
- Standard 3: Personal & Clinical Care – Ensures safe and effective care delivery.
- Standard 4: Services & Supports for Daily Living – Addresses assistance with daily activities.
- Standard 5: Organisation's Service Environment – Mandates safe and comfortable environments. agedcarequality.gov.au/ bsnaustralia.com.au/
- Standard 6: Feedback & Complaints – Requires accessible feedback mechanisms.
- Standard 7: Human Resources – Stipulates qualified and competent staff.
- Standard 8: Organisational Governance – Demands effective leadership and accountability.

Providers must align their IT systems and processes to meet these standards, ensuring compliance and enhancing care quality.



CYBERSECURITY IMPERATIVES IN *AGED CARE*

Sector Risk Profile:

- Non-hospital clinical services (e.g. aged care) are 10x more likely to suffer breaches than hospitals
- Sensitive health data and under-investment in IT increase exposure

Minimum Cybersecurity Controls:

1. MFA on all cloud and internal systems
2. Regular vulnerability scans and patching
3. Firewall & Endpoint Detection Response (EDR) tools
4. Staff cyber awareness training every 6 months
5. Cyber incident response plan (with ACSC-aligned procedures)
6. Backups: encrypted, versioned, offsite, and tested monthly
7. Access logs & audit trails integrated with HR onboarding/offboarding

Incident Reporting:

- Must report to the Office of the Australian Information Commissioner (OAIC) under the Notifiable Data Breach (NDB) scheme
- Also notify the Aged Care Quality and Safety Commission where appropriate



BUILDING A DIGITAL-FIRST OPERATING MODEL

Core Tech Stack for Aged Care:

- Clinical Information Systems:
- HR & Rostering
- Learning Management Systems (LMS)
- Policy Management
- Finance & Billing
- Telehealth & Communications:

Interoperability Focus:

- APIs and integration between clinical, HR, and finance systems
- Cloud-first, mobile-accessible platforms with offline capabilities

Infrastructure Recommendations:

- Wi-Fi 6-enabled networks with VLAN segmentation for resident/staff devices
- Device management tools (MDM) for tablets and mobile phones
- Hybrid cloud with Microsoft Azure or AWS HealthLake



WORKFORCE, TRAINING & DIGITAL *UPLIFT*

Change Management Best Practices:

- Assign Digital Champions in every care unit
- Run digital onboarding for new hires
- Provide video microlearning & quick-reference guides
- Reward high digital engagement with recognition programs

Staff Training Compliance:

- Mandatory IT & cyber hygiene training every 6 months
- LMS completion linked to HR KPIs
- Regular simulation-based training (e.g. phishing, ransomware response)

GOVERNANCE, COMPLIANCE & *REPORTING*

Governance Tools:

- Maintain a Data Asset Register
- Run Quarterly IT Risk Assessments
- Create a Technology Committee under your Board or ELT

Reporting Must-Haves:

- Clinical incidents (digitised)
- System access & uptime
- Cybersecurity events
- Training completion logs
- Asset lifecycle & refresh plans

Audit Readiness:

- Align IT reports with ACQS audits, NDIS requirements, and OAIC data privacy reports



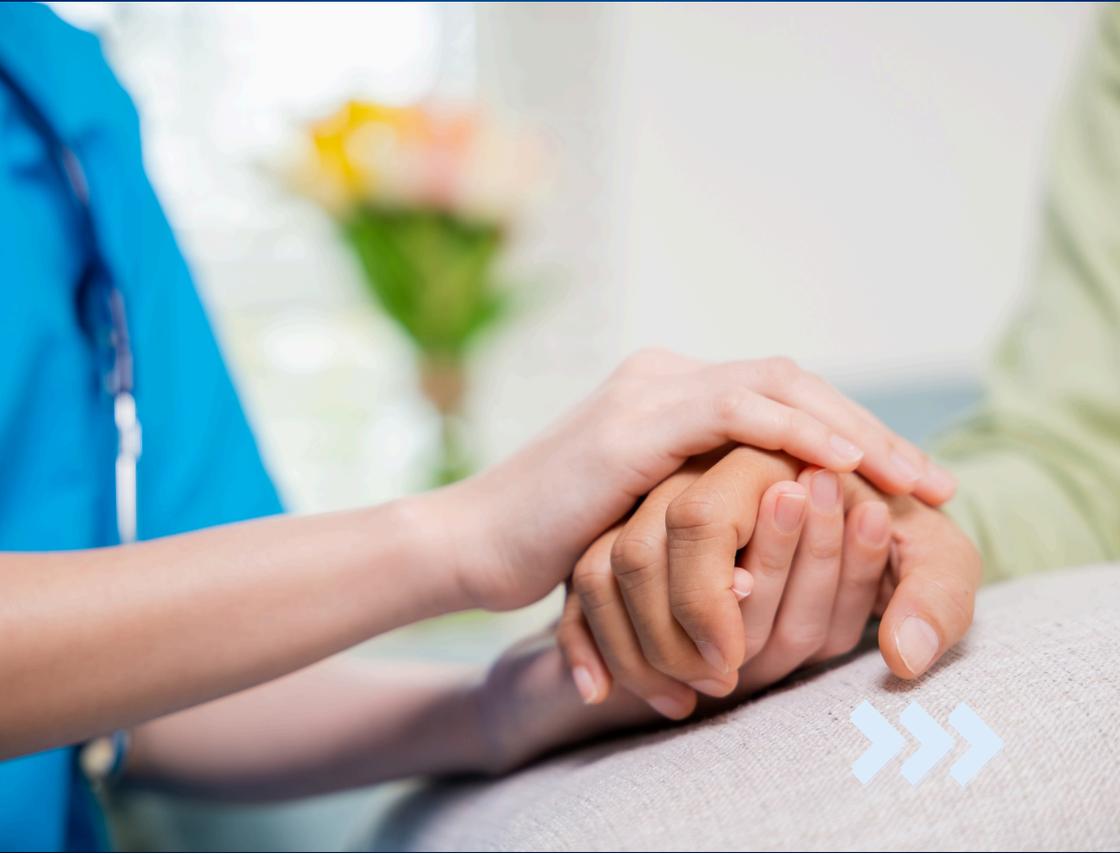
PARTNERING WITH THE RIGHT IT *PROVIDER*

Qualities of an Aged Care-Centric MSP:

- Familiar with Clinical Management Systems
- Able to deliver 24/7 support, not just business hours
- Provides co-managed IT models with escalation tiers
- Offers compliance reporting, penetration testing, and vendor risk assessments

Questions to Ask:

- Can you support us during accreditation audits?
- Do you offer breach response under SLAs?
- What's your experience in clinical systems integration?



TECHNOLOGY BUDGETING & *SUSTAINABILITY*

Area	Annual Budget %
Clinical software	25%
Cybersecurity & monitoring	20%
Infrastructure upgrades	20%
Support & managed services	15%
Training & Change Mgmt	10%
Compliance Tools	10%

***PRO TIP: USE BUDGET FORECASTS TO APPLY FOR PHN
DIGITAL FUNDING OR SECTOR-SPECIFIC GRANTS.***



A great MSP is more than a helpdesk — they help your business become more secure, more agile, and more efficient — without the stress of managing IT internally.

*For a tailored consultation,
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Technovate IT Solutions proudly supports Australia's aged care sector with secure, scalable, and human-centered IT solutions.



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