# Comprehensive Checklist for Aged Care Technology:
Considerations when developing digital products for your organisation

For aged care organisations, checking the requirements for building new technologies or digital products is essential before beginning the process. This saves time, money, and resources. It ensures the solution is tailored to residents' needs, integrates smoothly with existing systems, and complies with regulations. Many aspects need consideration once a needs assessment and business case have been developed.

The checklist below is designed to help you think about what is needed, who to partner with, and how your stakeholders, staff, and older people can support both the design and development process.

## 1. Understanding organisational requirements for developing a product

| Understanding technology needs and requirements	That's covered	Need to develop
Clearly identify the problem or need that the technology is intended to address		
Stakeholders approached for their valuable input of the needs and requirements for the product		
Completion of a technology needs assessment		
Budget requirements	**That's covered**	**Need to develop**
Funds have been allocated in the budget for developing and implementing the technological solution This should include a budget line for ongoing IT maintenance and support.		
Business case for building and implementing the technology or digital solution has been approved		
Resource allocation: Time and staff	**That's covered**	**Need to develop**
Service audit completed ensuring staff have the time and availability to dedicate to this project		
Expenditure for surge, on-call, or agency staff to cover any shifts of staff involved in the development of the product has been approved		
Recruitment of an experienced staff member or external Project Manager to work with the technology vendor to organise and manage the process		
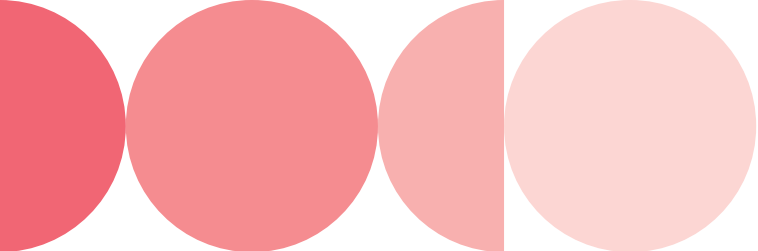
Stakeholder engagement	That's covered	Need to develop
Leadership		
Leadership and management are supportive of product development and implementation within nominated services or facilities		
Managers of direct care staff are on board with an understanding of the potential changes the new product may bring		
Staff		
Staff are consulted and their concerns, suggestions, and recommendations supporting design or development process have been recorded for consideration		
Staff are invited to be involved in the design or evaluation of the product		
Potential benefits of the product outlined to staff. Highlighting improvements to workflow and care without over-burdening the workforce with overwhelming change		
Incidental and end-users		
Participation of residents, caregivers, and staff in the co-design process to ensure the solution meets their needs		
Allowances may be needed to support users involved in the co-design and testing process		
Continued involvement of residents, clients, and staff in testing and piloting the product		

2. Understanding your IT and partnering with a technology vendor

Assessing your existing IT systems	That's covered	Need to develop
Current IT infrastructure		
Reviewed current IT infrastructure (e.g., servers, network capacity, Wi-Fi, Broadband) to ensure it can support the new technology?		
System compatibility		
Existing systems and software have been checked for compatibility with the new product, and any required upgrades identified		
Data management		
Current system requirements for managing current data (e.g., resident records) have been assessed for levels of interoperability		
System upgrades have been planned to ensure compliance with current (and future) standards for secure business and resident/client data management		
IT Support		
Adequate IT support (internal – organisation or external – vendor) to manage the implementation and ongoing maintenance of the new product is in progress		
Cybersecurity measures		
Robust cybersecurity measures to protect sensitive data have been proactively rolled out before the build commences		
If an upgrade to the data management system is needed, you have a transition plan to manage data whilst maintaining security of client and resident data can be immediately rolled out		
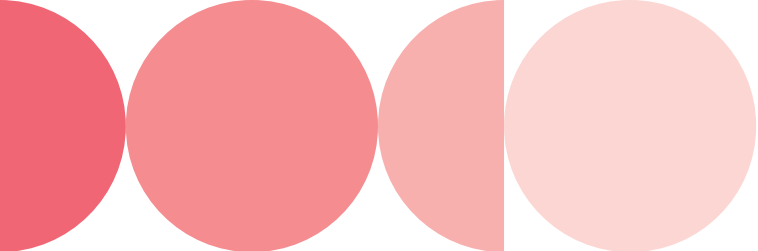
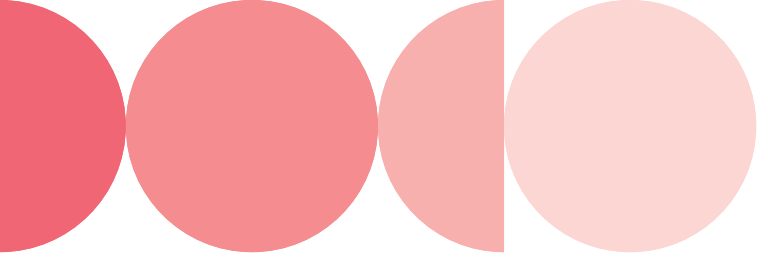| Assessing technology vendor suitability	That's covered	Need to address
Experience in aged care		
Vendors have previous experience working on projects within the aged care sector		
Understanding of your needs as an aged care provider		
Vendors have a clear understanding of your unique needs and challenges within your aged care organisation		
Vendors are aware of the current and evolving expectations of the Australian Government and your organisation's commitment to ensure compliance is met		
Technical expertise		
Vendors have technical skills required to deliver the product (e.g., knowledge of relevant programming languages, systems integration, design and user experience expertise)		
Vendors can demonstrate their ability to create or adapt products to meet interoperability across digital ecosystems		
Vendors can undertake assessments to ensure refinement and optimisation of the product for users Such as: ● Usability testing ● User Acceptance Testing (UAT) ● Accessibility assessment ● User testing		
Past performance and references		
Vendors are willing to provide reference organisations who can vouch for their experience and past performance, specifically when working on similar projects in aged care		
Multidisciplinary team and communication skills		
Vendors demonstrate their ability to communicate effectively with non-technical stakeholders, explaining their needs and understanding of what is required from a business or care perspective		
Vendors are open to meeting with the organisation's Project Manager before signing agreements to ensure an effective working relationship		
Vendors will work collaboratively with representatives from your organisation (stakeholders and users) to form a multidisciplinary team		
Support and maintenance		
Vendors will provide support to your IT staff to refine or improve the solution to continually meet the changing needs of staff or the business		
Vendors openly disclose types of support offered (e.g., allocated hours per month included in the contract/service agreement, cost per query and hourly rate to resolve issue) and process to action requests (e.g., helpdesk, ticketed queries, issue backlog)		
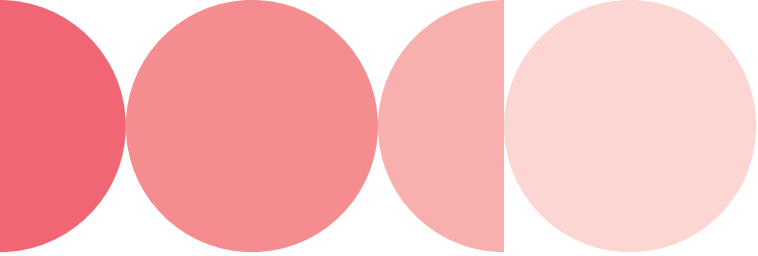
3. Considerations for you and your technology vendor

Considerations	That's covered	Need to develop
Regulatory requirements		
Awareness of regulations related to technology in aged care (e.g., data security, privacy, residency and protection)		
Awareness of Australian Government's digital roadmap and their requirements, standards, expectations, and tools available to support the development of interoperable systems and products		
Data privacy and security		
Plan to protect the privacy of ALL data especially during the transition between new and existing technologies, systems or products		
Process to safely sunset a legacy system and remove/archive or transition data to a new system		
Future planning and sustainability		
Product is adaptable or extendable to meet future needs as your aged care service or organisation grows or needs change		
Plan for ongoing maintenance and a process to roll out updates over time and identify who is responsible (vendor or organisation)		

4. Using your new product

It's all about the user	That's covered	Need to develop
Usability and user experience		
Needs and requirements of the business, the users and the people being cared for will be met by the product		
Levels of user friendliness, effectiveness, efficiency and user satisfaction will be assessed and improved to increase successful implementation		
Relationships will be managed by the organisation to support residents, caregivers, and staff to participate in co-design and evaluation stages		
Multidisciplinary team members have allocated roles and responsibility to ensure user-based feedback contributes to the design of the product		
Accessibility		
Product complies with minimum accessibility standards for all users (including staff, residents, clients, and their families), especially those with visual, sensory, physical, or cognitive impairments		

It's all about the user	That's covered	Need to develop
Training and support		
Plans for development include allocation of time and resources to develop training resources for staff (residents, clients, and families if necessary) on how to use the new technology		
Users will be provided training, developed in collaboration with the vendor, to support adoption (including on-site training sessions, staff huddles, workshops and searchable documentation)		
Vendors will assess the product is optimised and improved for users at each stage of development. Tests include: • User Acceptance Testing (UAT) • Accessibility assessment • User testing		
Implementation		
Evaluation plan has been developed to collect data to assess effectiveness of the product once implemented		
Criteria as benchmarks of success have been identified and analysis will provide feedback on levels of success, failure, or need for improvement		
Evaluation and feedback		
Feedback, positive and negative, from users will be welcomed to help improve the product over time		
Mechanisms to allow feedback by staff, residents, clients, and their families have been developed to invite transparency		
Time points for improvements of the product have been identified post-release and will be informed by the data and feedback generated by using the product		

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