

An External Observers View – what next in Aged Care

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Peter has more that 30 years experience with complex business systems with millions of customers supported by the large scale use of ICT. These systems have much in common with the Aged care industry in that they are based on complex legislation and have many of the same stakeholders, participants, customers and challengers. Against this background Peter will discuss his view of the Aged Care Industry gained through his work over the last 5 years. He will then discuss what “could be” taking into account customer expectation, information ownership, information security, privacy, evolving technology capability and affordability.