

Submission to the Productivity Commission on the Delivering Quality Care more efficiently Interim Report

Submission regarding: Draft Recommendations Delivering Quality Care more efficiently.

Organisation: MYSKILLSmanager

A submission on behalf of MYSKILLSmanager and its ISLQ2 Framework, is a response to the "Delivering Quality Care more efficiently" report. It outlines how the MYSKILLSmanager platform is a practical, existing solution that directly aligns with and can help implement the report's key recommendations for a more cohesive, integrated, and productive care economy.

1. The MYSKILLSmanager Framework: A Solution for Regulatory Alignment

The "Delivering Quality Care more efficiently" report rightly identifies the fragmentation of quality and safety regulation across the care economy as a significant barrier to efficiency. The MYSKILLSmanager platform and its Integrated Safety, Leadership, Quality, and Qualification (ISLQ2) Framework have been specifically designed to address these very challenges.

The system's core capabilities directly support the report's recommendations to unify worker and provider regulation:

- **Unified Worker Registration and Recognition:** MYSKILLSmanager's **tickets/licences and competency recognition** reporting procedure acts as a **single portal** for a mobile workforce. Since information is shared across multiple workplaces, a support worker's qualifications and professional history are instantly accessible and verifiable by any provider they work for. This system effectively automates the mutual recognition of skills and supports the creation of a national, unified workforce registry, as called for in the report.
- **Single Digital Portal for Providers:** The platform's **onboarding system** and its ability to share different document packages with staff and participants and their families creates a centralized hub for all compliance-related information. This can serve as the **single digital portal** recommended for providers, consolidating registration, policies, and audit documentation. The system's automated notifications for document updates also builds compliance directly into the framework, **reducing the administrative burden** of NDIS auditing requirements and freeing up resources for frontline care.

This infrastructure is not a future-state aspiration; it is an active, functioning system that can be deployed today to begin the process of aligning regulatory standards and creating a more transparent and efficient care ecosystem.

2. Enabling Collaborative Commissioning and Data Sharing

Recommendation 2.1 of the report calls for embedding collaborative commissioning through joint governance and data-sharing arrangements. MYSKILLSmanager's design provides the essential technological foundation for this collaboration at the most critical level: the point of care.

- **Shared, Real-Time Data:** The system's unique **two-sided conversation** feature, which replaces traditional, siloed progress notes, generates a continuous and transparent data stream. This shared conversation between the support team and the participant/family allows for **real-time joint needs assessments, agreed plans of work, and ongoing monitoring**. This ground-up approach to data sharing removes fragmentation by default, ensuring all parties are working from a single, consistent, and up-to-date source of truth.
- **Goals-Based Planning:** By targeting the conversation around the actual goals of a participant's NDIS plan, the system ensures that every interaction is purposeful and aligned with achieving specific outcomes. This provides the granular, goal-oriented data necessary to underpin the joint planning and evaluation processes required for effective collaborative commissioning.

3. A Framework for Prevention and Proactive Investment

The report's recommendation for a National Prevention Investment Framework highlights the need for a system that can identify and support programs that deliver the best long-term value. MYSKILLSmanager's functionality directly contributes to this objective.

- **Data-Driven Insights:** The cloud-based tracking of every interaction and goal-oriented conversation provides a rich, quantitative data repository. This data is the key to training **artificial intelligence** to proactively monitor what is happening and identify patterns that lead to positive outcomes. This AI-driven analysis can provide the evidence base needed to evaluate the cost-effectiveness of care interventions, allowing the government to **proactively get the best value out of its investment**.
- **Supporting Workplace Qualifications:** The system's ability to support participants in achieving **workplace qualifications** is a perfect example of a preventative, value-driven intervention. By helping participants gain skills that lead to employment, the framework improves long-term social and economic outcomes, reduces future reliance on acute services, and contributes to slowing the escalating growth in government expenditure.

Conclusion

The MYSKILLSmanager platform is a testament to the core principles of the "Delivering Quality Care more efficiently" report. It is a practical, scalable, and readily available solution that addresses the fragmentation, inefficiency, and lack of transparency currently plaguing the care economy. By providing a unified system for worker credentials, a single portal for provider compliance, a shared data model for collaborative care, and a robust platform for AI-driven insights, MYSKILLSmanager and its ISLQ2 Framework can serve as a vital tool in achieving the report's vision for a more integrated and productive care system.

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