

ACC embraces digital into how it thinks and operates. The ACC digital services strategy approaches interactions with the following hierarchy of use in mind.



Consumed (system to system)

Our Consumed-Service space is where the systems of our customers can talk directly with our systems. It is powered by standardised interfaces through which specific tasks can be accomplished efficiently and securely



Self Service (person to person)

Our Self-Service space is where customers engage with us without the assistance of a staff member. These interactions typically happen in real time, are automated and use online applications. Whilst this type of service space is not new, it's new to us. We are currently paying catch-up, and we have not yet fully embraced it as a significant number of interactions still rely on staff to complete tasks initiated by our customers.



Blended Service (person to system / person)

A Blended Service is where some tasks can be completed between a customer and a system, but where exceptions or manual processing needs to be handled by a person. This service is not able to keep a customer entirely within a Digital Channel, but can offer some level of flexibility.



Assisted Service (person to person)

Our Staff-Assisted service space is where our staff serve our customers either face-to-face in a branch, or by phone and email from a contact centre. In this space our staff act as proxies, undertaking tasks on behalf of our customer.

The ACC Developer Resource Centre, this portal, is ACC's self-service for its consumed services. This will be a dynamic place as we:

1. Encourage current product users to increase uptake.
2. Leverage current products, offering them to a wider set of users.
3. Introduce additional products and services.

Our Background

Challenge: ACC needed to provide online access to provider services in an ever-changing health sector; legacy solutions typically maxed out at ~10 vendors per service.

	Product	Early 2018	Early 2019	Early 2020	Early 2021	Early 2022	Early 2023
Mature Processes e.g., claim, invoice queries	APIs	Launched. ACC led sector. Needed to educate & reassure	Early adopters underway	More software vendors exploring	27 x software vendors; 2.2 x APIs each	48 x software vendors; 4.4 x APIs each	54 x software vendors; 5.1 x APIs each
Immature Processes e.g., Escalated Care, Non-Acute Rehab	IDE	Using email	IDE selected	Early adopters underway	35 x datasets sending or connecting	65 x datasets sending or connecting	
Consumed Services Support	DRC	Minimal API developer support material	No change	No change	Multiple products developer support	Beginning to support business needs	Supporting more business initiatives

Road Map

Managing complexity: Increasingly the ACC data / information sharing relationship with an external stakeholder is involving multiple uses of multiple products. For example: The external stakeholder uses different IDE connectors because their data is held in different environments, while also adopting APIs where they can.

Moving Forward: As of January 2023, the products have proved their value, and as a result the following initiatives will occur.

Product = APIs: ACC is investing in more APIs to support providers; notably:

1. Inbound Documents API – Just added an additional 100 documents / forms. More are under active consideration, the intent is for this to become the single point of submission for a profession e.g., Audiology, Dental.
2. In 2023 ACC has a major business initiative that will include richer responses for Query APIs.
3. Previously signalled move to Event APIs is still in the pipeline.
4. Other Query / Event API options are identified, with their priority order emerging over 2023.

In addition, ACC is beginning to focus on providers that have not been supported previously.

Product = IDE: ACC is using IDE to solve many short, & long, term business problems. Some examples:

1. ACC started using IDE for monthly reporting; now it is also used for critical path information flow e.g., every four hours.
2. External stakeholders need flexibility regards how to supply content due to differing levels of information management maturity; IDE assists with this.
3. As a result of the above the ACC Use Case base is widening with a wider range of internal & external business customers resulting.

In addition, our support partner, EightWire, keeps improving the service which assists external stakeholder connection. Examples:

1. Recently introduced a Tile option.
2. Currently building a connector to Snowflake.

Product = DRC: ACC has several initiatives that the DRC is the best solution for; notably:

1. Business initiatives using DRC as its single point of contact with customers software vendors.

[Audiologists](#)

[Integrated Home & Community Support \(IHCS\)](#)

[Non- Acute Rehabilitation Pathway \(NARP\)](#)

2. Catering for new audiences, as can be seen below:

Business Perspective [Overview](#) [Detail](#)

Developer Perspective [Overview](#) [Detail](#)

Architect Perspective [Overview](#)

Other [Community](#)

[Downloadable Content](#)

3. Inbound Documents API will continue to add new documents. This site will support those additions.