



# Business to Government

Making it easier for aged care providers to deliver better outcomes for older Australians.

## Overview

Delivering improvements to technology is critical to enable aged care reform. Improving the management of health data will better connect aged care providers, older Australians, and government with up-to-date information, so that all Australians can feel confident about accessing high quality aged care where and when they need it.

That is why the Department of Health and Aged Care is establishing a Business to Government (B2G) connection for information to be directly shared between My Aged Care and aged care providers. This connection will allow aged care workers to spend less time on administrative tasks and more time on delivering quality care to older Australians.

B2G will also give older Australians access to up-to-date and accurate information so they can make informed choices about the quality and safety of aged care services.

## How will B2G be delivered?

The B2G initiative has been underway since late 2021 with the department working together with aged care providers and software vendors to collect their views, understand their preferences, and test appropriate technology and process solutions.

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**B2G will increase the ease and efficiency for aged care providers to exchange information with My Aged Care, allowing more time to be spent on the direct delivery of care to older Australians.**

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The next phase of this work will focus on supporting key reform initiatives including quality of care measures, the experience of older people receiving care, quality of life indicators, reporting on financial information, and reporting under the Serious Incident Response Scheme.

As business to government connectivity expands, and benefits for aged care providers increase, government is ensuring technology modernisation and infrastructure development enables safe, secure, and purposeful information sharing to promote health, privacy, and wellbeing.

The department's priority is for government, service providers and technology vendors to demonstrate that systems are safe, protected, and meet community expectations for how information is captured, used, and transferred.

## **What are the benefits of B2G?**

B2G will increase the ease and efficiency for aged care providers to exchange information with My Aged Care. This direct connection will strengthen aged care provider accountability, lessen the administrative burden of regulatory reporting, and allow care workers to spend more time delivering care to older Australians.

Better B2G connections will give older Australians access to up-to-date information so they can make informed choices about their care needs and the quality of aged care provider services, and enable the government to better measure service quality and respond in times of crisis.

## **Why is B2G important?**

With increasing reporting and higher demand for timely information to support the aged care system (for customers, providers and regulators), improved technology solutions are essential.

B2G will support the aged care reforms by establishing a direct flow of information between aged care providers and My Aged Care, assisting providers to meet their regulatory obligations, and providing older Australians with access to up-to-date information on the quality of aged care provider services.



Phone **1800 200 422**  
(My Aged Care's free call phone line)



Visit **[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)**

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit [nrschat.nrschat.gov.au/nrs](https://nrschat.nrschat.gov.au/nrs) or call 1800 555 660.

## How can I stay up to date with B2G?

Updates are progressively published on our website. You can stay informed and register for engagement activities through the [Home Page - Ageing and Aged Care Engagement Hub \(health.gov.au\)](#) website.

Interested in talking tech? You can register to enrol in the regular Digital Transformation Tech Talk Webinars at the [Digital transformation for the aged care sector | Australian Government Department of Health and Aged Care](#) website.

Keen to get involved in co-design activities for B2G? Volunteer to join the [Digital Transformation Sector Partners | Australian Government Department of Health and Aged Care](#).



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