



Business to Government (B2G) Frequently Asked Questions (FAQ)

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Version 1.0

This guide aims to support aged care providers by answering frequently asked questions about the Business to Government (B2G) Application Programming Interface (API) Gateway.

General FAQs for aged care providers

1) What is B2G?

- We have established B2G to make it easier for aged care providers to exchange information with government.
- This connection will enable providers to spend less time on administrative tasks and more time on delivering quality care to older Australians.

2) What are the benefits of B2G?

- B2G enables a direct flow of information through interfaces, or APIs, that allow providers' systems to connect directly to government systems.
- For providers, this technology can:
 - reduce time spent on administration, enabling workers to spend more time delivering direct and high quality care
 - improve data to inform and uplift care
 - streamline transparent reporting that demonstrates the quality of care delivered.
- For older people, this means they may:
 - receive more direct care
 - experience an uplift in the quality of care
 - gain access to better information to help make informed decisions about their care.

3) How do I get involved in B2G?

- Providers interested in connecting to B2G should discuss this with their software vendor or IT operations team.

4) What are the steps to use B2G?

- Software vendors need to develop, meet testing requirements and software conformance assessment to confirm software can safely and securely integrate with government systems.

- Aged Care providers can then confirm the software is 'conformant', or able to be used for B2G, by checking with their software vendor or IT operations team.
- Aged care organisations can commence using the APIs as they become available.

5) Where can we go for help when using B2G?

- If an aged care service is having problems submitting data directly from their system they should:
 - contact their software vendor or IT operations team
 - email support-developerportal@health.gov.au.

6) How do I find out more information about B2G?

- Regular updates are published on the Department's website at health.gov.au/our-work/b2g.
- You can also stay informed by registering for engagement activities through the Aged Care Engagement Hub at agedcareengagement.health.gov.au
- If you would like to get involved in co-design activities for B2G or other initiatives, you can volunteer to join the Digital Transformation Sector Partners committee group by registering at health.gov.au/committees-and-groups/digital-transformation-sector-partners
- Software developers wishing to understand and request access to APIs can use the developer portal at developer.health.gov.au/s/
- You can contact us at support-developerportal@health.gov.au.

7) When will APIs become available?

- The first API to allow providers to report 24/7 registered nurse coverage will be released in April.
- A further API to report quality indicators will be released mid-year.
- Over time, B2G may expand to include additional aspects of care.

8) How do I know which software vendors have B2G API capability?

- Once software has certified as conformant, it will be published on the conformance register which will be made available online in the future.

9) Is there a cost associated with B2G for providers?

- There is no cost to aged care providers when utilising a conformant API to transmit data.
- There is no cost to software developers or aged care providers accessing the API requirements and associated documentation to commence development of the API.
- There may be costs associated with the purchase of software products that have an API connection. This will depend on whether software products are developed by in-house IT capabilities or purchased from a software vendor.

10) How will B2G support the aged care reforms?

- Improving technology is critical for aged care reforms. Enhancing the management of health data will better connect aged care providers, older Australians and Government with up-to-date information. This will enable Australians to make informed decisions about their aged care.
- B2G will support the aged care reforms by establishing a direct connection so that providers can share information directly with Government using their own technology and allow providers to deliver better care outcomes for older people in Australia.

11) What consultation has been undertaken as part of the development of B2G?

- B2G has been developed in collaboration with the department's Sector Partner group to co-design side by side with the software community and aged care providers to ensure that the solution is fit for purpose.
- Software vendors have volunteered their time to participate in testing. Feedback has been incorporated in a number of iterative updates that have been made to the Development Portal in the form of releases.

12) How will members of my organisation view the data before I submit?

- Submitting data and reports is done through different software products, so the user experience and reporting interface will be different across products.
- If you have concerns about your submission's visibility, you should contact your software service vendor or IT operations team.

13) Can I edit or update my submission?

- Yes. The rules for changing submissions after they've been submitted are aligned to each API's specific reporting rules.
- You can find these details on the [API catalogue page](#). It will also explain how late submissions and re-submissions are handled.