Australian Government
Department of Health, Disability and Ageing

Business to Government (B2G)

Frequently asked questions

April 2025

Version 2.0

General FAQs for aged care providers

What are the steps to use B2G?

For software developers (including provider IT staff)

- To request access to B2G APIs, you must register for the [developer portal](#) and nominate an Administrator. Then follow the [getting started steps](#).
- ADHA assesses software developed using B2G APIs to make sure it meets testing and conformance requirements. This is to ensure software can safely and securely integrate with government systems.

For providers

- When software becomes available, aged care providers can connect directly with government systems via APIs. Ask your software vendor or IT operations team about new software or upgrades that use our APIs.

When registering for the B2G developer portal, what organisational roles do I need?

Administrator

This role is the highest access level and manages your organisation's access to the B2G developer portal. It allows you to:

- manage access for all users, including developers
- manage your software and software versions
- submit API testing and conformance assessment requests.

You can have more than one B2G developer portal administrator.

Developer

This role allows users to:

- explore the APIs in the catalogue
- request access to APIs and manage API keys.

Do I need to register for Relationship Authorisation Manager (RAM)?

To use B2G APIs, your organisation must have a RAM account. Your organisation may already have this account from registering and using the GPMS or ATO portal. See the [RAM guide](#) for more information.

What MyID strength do I need?

User type	MyID Strength Requirement	Notes
RAM Principle Authority	Strong	Businesses need a principal authority to begin registration. Usually this is the Chief Technology Officer (CTO) or C-level executive. The Australian Taxation Office (ATO) also uses RAM for other authorisations within business. Before assigning this role to someone, check if your business has nominated a principal authority.
B2G Administrator	Standard	Administrators can invite and revoke access for all users.
B2G Developer	Basic	Developers can access all API documentation and information in the B2G developer portal.

Do I need to request a Machine Credential (M2M) certificate?

Yes. To connect with an API you will need to request an M2M certificate. For more information, see the ATO's guidance.

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

When conformant software is available, we will list it on the B2G website.

Is there a cost associated with B2G APIs?

There is no cost to software developers or aged care providers to access API requirements and associated documentation to start development.

There may be costs to purchase software that has an API connection.

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

- We have developed B2G in collaboration with the Sector Partner group. This has enabled us to co-design with the software community and aged care providers to make sure APIs are fit for purpose.
- Software vendors have participated in testing. We have incorporated feedback in updates to the developer portal.
- We have also conducted surveys, research and human-centred-design workshops to help inform priorities.