Sector Partners

Digital Transformation for the Aged Care Sector

Digital Services within Corporate Operations Group

Department of Health, Disability and Ageing

www.health.gov.au

Meeting #78

20/02/2026

Australian Government

Department of Health, Disability and Ageing

Disclaimer

- The department makes every effort to ensure that the material shared is accurate and up-to date.

- Any material provided is high level and should not be taken or relied upon as specific advice. Sector Partners is not a substitute for professional advice and organisations should obtain professional advice relevant to their requirements or circumstances.

- Organisations should exercise independent skill and judgement before relying on any information shared.

- Material presented may incorporate or summarise views, standards or recommendations of other parties, and may not necessarily reflect the considered views of the department or Government.

- Any references to particular products or platforms should not be taken as an endorsement of that product or platform.

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WELCOME

Greetings and Acknowledgement of Country

Fay Flevaras

Chief Digital Information Officer
Digital Services within Corporate Operations Group
Department of Health, Disability and Ageing

Sector Partners #78

Agenda

Digital Transformation for the Aged Care Sector

Welcome & Agenda	State of Play	B2G Client Management APIs	Aged Care Data & Reporting Review	Questions & Close
Fay Flevaras	Fay Flevaras	Carmine Spagnoletti & Rex Arnott	Shehara Perera	Fay Flevaras

State of Play

Fay Flevaras

Chief Digital Information Officer

Digital Services within Corporation Operations Group
Department of Health, Disability and Ageing

Open collaboration activities

State of Play

Initiative

EOI: B2G API Co-design Workshops

HCD research EOIs

Cyber Security Green Paper: Consultation Questions

💡 **Co-create** → 🏞️ **Co-design** → 🏠 **Co-deliver**

Foundational

Business Verification Testing (BVT) Register

🔓 SIGN UPS open　✨ NEW　⚪ DIGITISED focus (UX)　🟠 AUTOMATED focus (API)　Evergreen　Open　Recently closed　On today's agenda

Online meeting guidelines
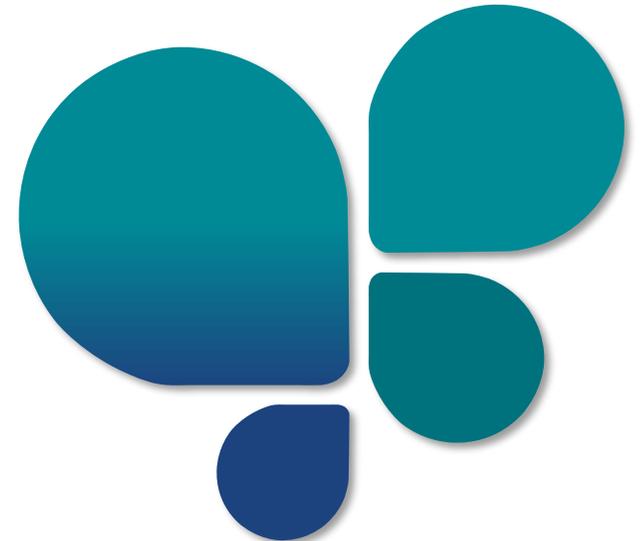
Housekeeping reminders

Our Sector Partner meetings are now **monthly**

We ask that you **don't use automated tools, bots or AI note takers** for this meeting; this is a privacy issue for our members; all materials will be shared with sector partners after the session (whether you have attended the meeting or not)

Use the **Q&A panel** to ask questions, raise your hand OR just jump in – we're up for the chat!
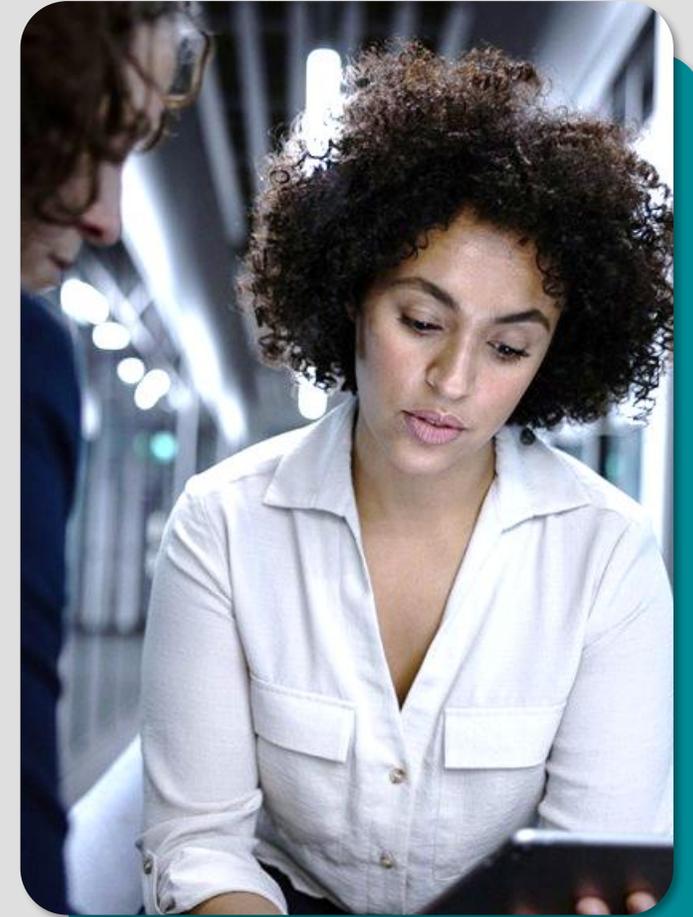
Support at Home notifications

Suggestions include:

- When a client with ongoing funding is approved for –

  - any additional short-term funding (AT-HM, restorative care pathway etc.)

  - the end-of-life pathway

- when a client's AT-HM funding is approved – in cases where the AT-HM funding is approved *before* the ongoing funding.

Other suggestions for notifications? Drop them in the meeting chat or email **DTSectorPartners@health.gov.au** ✉

Business to Government (B2G)

Carmine Spagnoletti

a/g Assistant Secretary

Reform Implementation Division
Department of Health, Disability and Ageing

Rex Arnott

Product Owner

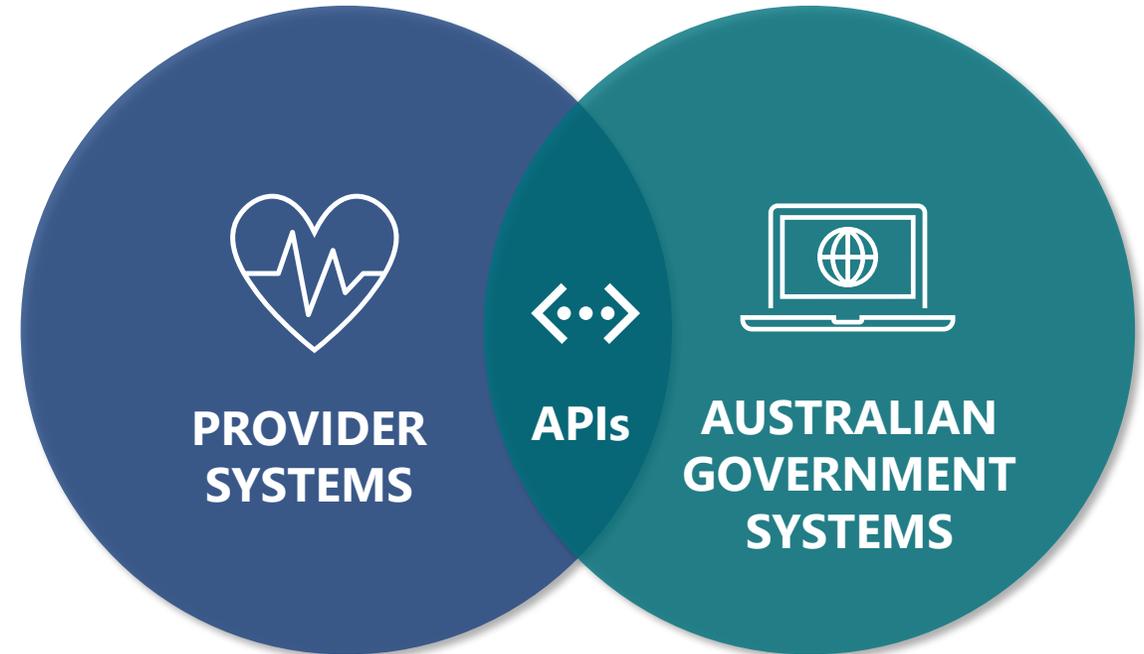Digital Transformation and Delivery Division
Department of Health, Disability and Ageing

Building technology connections

B2G is **building technology connections** to improve information and data sharing between Aged Care providers and the Australian Government.

Improved information and data sharing will **help deliver the aged care reforms.**

PROVIDER SYSTEMS

APIs

AUSTRALIAN GOVERNMENT SYSTEMS

The journey

Research

- Gather feedback from stakeholders on aged care reporting or information areas that need to be streamlined
- Evaluate various API possibilities to address these needs
- Narrow down the list of APIs based on relevance and impact.

COMPLETE

Assessment and consultation

- Assess whether each API can be implemented and aligns with sector goals
- Hold discussions and workshops to refine the API options based on stakeholder input.

COMPLETE

Prioritisation and recommendation

- Prioritise APIs based on their potential benefits and alignment with strategic goals
- Prepare a report recommending which APIs to be implemented first
- Progress recommendations through appropriate approval pathways.

COMPLETE

Implementation

- Co-design and detailed documentation of APIs
- Stakeholder engagement and adoption.

WE ARE HERE

Client Management API announcement

Use Case: Following referral acceptance, the Client Management APIs enable the direct flow of My Aged Care information into provider systems, minimising manual data entry and supporting faster onboarding.

Client Management is the next set of application programming interfaces (APIs)

Client Management APIs provide access to:

- Client Management

- Referral Management

- Support Plans

- Assessments

What this means for providers and vendors

Providers

- Reduced time spent on administration
- Faster access to client information
- More accurate and consistent client information
- More time spent on direct care

Software Vendors

- Early access to API specifications
- Improved data flows between systems
- Consistency with other B2G APIs
- Clear integration guidance available

Faster on-boarding | Less manual entry | More accurate information | Better support for care planning

Upcoming co-design sessions – March 2026

The B2G team will be hosting co-design sessions in March 2026 to gather feedback on the final Client Management APIs before they become available for full production in mid-2026.

Two co-design streams will be offered.

1

Providers

We will work with providers to:

- Understand the best ways to communicate the benefits of the APIs

- Explore provider readiness and identify any barriers to adoption

- Determine what guidance, resources, or support will help with a smooth transition

2

Software Vendors

We will engage with software vendors to:

- Ensure the APIs are practical, well-documented, and easy to integrate

- Gather technical feedback to confirm the APIs meet sector needs

Outcomes from the co-design sessions will be shared at an upcoming Sector Partners meeting.

Support

1 Email us

2 Visit our website

3 Register for co-design

4 Visit the Developer Portal

Aged Care Data & Reporting Review

Shehara Perera

Co-Director

Digital Reform Branch
Reform Implementation Division
Department of Health, Disability and Ageing

Aged Care Data & Reporting Review
An overview

Project Objectives

- Provide a **consolidated view** of the full scope of information collected from aged care providers (including reporting mechanisms).

- Identify **inconsistencies** or **duplication** of data collection and provision, and interactions between reporting requirements.

- Design a **data ecosystem** that makes high quality data available to support stakeholders across the system.

- Reduce unnecessary **administrative burden** on providers and government through more intelligent data sharing and reporting.

- Develop a roadmap for **data standardisation** and **streamlined** reporting, linked to system design and implementation of known and future reforms, that will see improvements in the scope, quality, consistency and utility of aged care data.
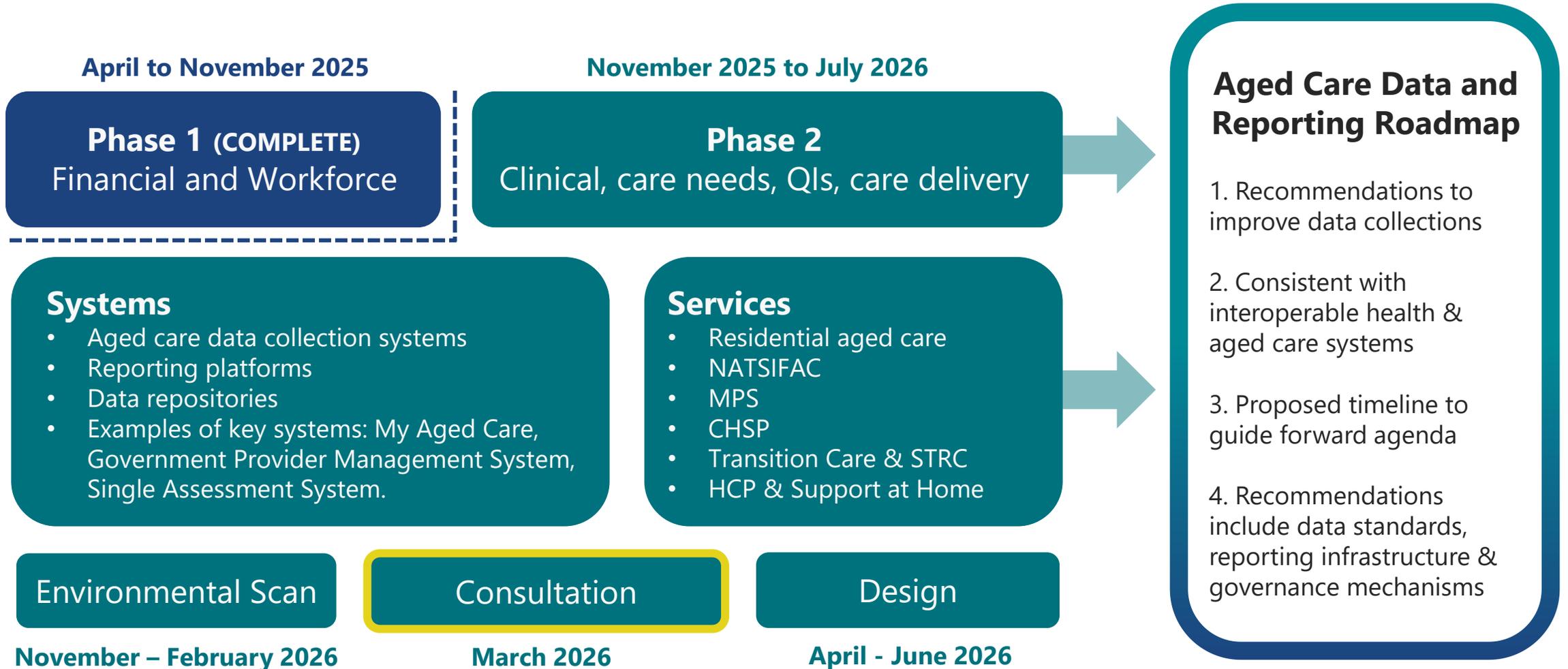
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NARI
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Bringing research to life

Aged Care Data & Reporting Review

Overview: Phases & Timeline

April to November 2025

Phase 1 (COMPLETE)
Financial and Workforce

November 2025 to July 2026

Phase 2
Clinical, care needs, QIs, care delivery

Systems
- Aged care data collection systems
- Reporting platforms
- Data repositories
- Examples of key systems: My Aged Care, Government Provider Management System, Single Assessment System.

Services
- Residential aged care
- NATSIFAC
- MPS
- CHSP
- Transition Care & STRC
- HCP & Support at Home

Environmental Scan

Consultation

Design

November – February 2026

March 2026

April - June 2026

Aged Care Data and Reporting Roadmap

1. Recommendations to improve data collections

2. Consistent with interoperable health & aged care systems

3. Proposed timeline to guide forward agenda

4. Recommendations include data standards, reporting infrastructure & governance mechanisms

Aged Care Data & Reporting Review

What we heard in Phase 1

Key Themes

- Business systems not interoperable or aligned to reporting requirements
- Manual entry, reconciliation processes & multiple portals are burdensome
- Limited internal value of reported data
- Lack of data standards and inconsistent definitions
- Opportunities for automation and real-time data
- Process and communication challenges

- **Discovery work** has identified opportunities to improve **governance,** consolidate **reporting** and opportunities for **APIs** and **reuse** of data between agencies

- We will now **iterate** on Phase 1 to consider **clinical, care-needs and care-quality** data

"There's a lot of back-end transformation to try and make sure that the data we extract is appropriate for the request from the Department...the Department's asking for something a bit different from what we normally do."

Aged Care Data & Reporting Review

Engagement Request: Clinical, Service & Quality Data

We will release a public consultation paper on **24 February** and will be holding targeted online consultations

- Two forums specifically for aged care software vendors will be held **Tuesday 17 & Wednesday 25 March**.

- Forums for residential & home care providers will be held between **Wednesday 11 & Tuesday 24 March**.

- Recommended attendees include **business analysts** and **health informaticians**.

- Will be advertised in the Your Aged Care Update (YACU) newsletter, **24th February**.

Consultations will examine

1. Potential granularity of care-quality data

2. Reducing time lags between reported & published data

3. Alignment of reported data with clinical codes and transfer standards

4. Potential for agreed set of data items across aged care

Aged Care Data & Reporting Review

Make a written submission

Register for a forum

Contact us ✉

Sector Partners Secretariat, or
acdarr.project@uq.edu.au

Q&A

There are multiple ways to ask your question:

1   Type your question into the meeting chat.

2   Raise your virtual hand to be brought to stage to ask your questions directly.

Want to ask your question directly?

Just raise your hand using the option at the top of the MS Teams window.

Raise

Australian Government

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THANK YOU

Our next meeting will be on **Thursday, 5 March 2026.**

✉ DTSectorPartners.health.gov.au