

# Tech Talk

Digital Transformation for the health and sector –  
Webinar Series



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



Australian Government  
Department of Health, Disability and Ageing

[www.health.gov.au](http://www.health.gov.au)  
Meeting #30  
18 March 2026



# Welcome

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Session is recorded



# Q&A

1

Ask your questions on Teams, using the **Q&A Tab** at the top of your screen

2

Vote up the questions you like. Use the up arrow below the question



Email your questions:  
[digitalservicessectorengagement@health.gov.au](mailto:digitalservicessectorengagement@health.gov.au)



Media enquiries:  
[news@health.gov.au](mailto:news@health.gov.au)



# Disclaimer

- The department makes every effort to ensure that the material shared during this webinar is accurate and up-to date.
- Any material provided is high level and should not be taken or relied upon as specific advice.
- Tech Talk 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.



# Agenda

## Welcome

Janine Bennett

## Digital Transformation Update

Fay Flevaras

## B2G

Michelle Pham  
Annette Radosavljevic

## AI series Learning byte

Fay Flevaras

## Upcoming release GPMS & Places to People (P2P)

Shehara Perera  
Apera Pou

## Digital future - Innovation

Fay Flevaras

## Q&A

Panellists



# Digital Transformation update



**Fay Flevaras**

Chief Digital Information Officer  
Department of Health, Disability and Ageing

# Digital Transformation Roadmap 2026

## Disclaimer

This is a CURRENT STATE view, NOT a Government commitment.

Formal decisions regarding the scope, sequence and timeframes of the department's portfolio delivery will be determined by the Government – the timeline is subject to change as policy decisions and planning evolves.

### DHDA systems

My Aged Care (MAC)

Government Provider Management System (GPMS)

Business to Government (B2G)

Department of Health, Disability and Ageing

## JAN - MAR

### Government Provider Management System

GPMS offline beds self-reporting service

Star Ratings Compliance Enhancements

Changes for upcoming Care Minute performance-based supplements

Provider Operations and Dollars Going to Care Preview and Publication

### Business to Government

Client Beta APIs

### My Aged Care

Support at Home letters AT-HM refinements

Outlet configuration - Support at Home Pricing References and copy functions

Restorative Care cap approval alignment

Restorative Care Pathway cessation changes

Automated management of Restorative Care Pathway caps

Expanded Notice of Decision access permissions for provider staff

## APR - JUN

### Government Provider Management System

Display of Quality Standards conformance

Quarterly Financial Reporting updates for residential care

Provider Operations form updates

### Business to Government

Client Production APIs

Conformance Profiles

### My Aged Care

Price caps for Support at Home services

Refinements to Support at Home letters and notifications

Residual Support at Home assessment updates

Delegate approval workflow for Act alignment

Care Recipient Homeless Status Flag in MAC

Digital Commonwealth Home Support Program process

Statement of Reasons securely viewable in Care Recipient's profile

Supporting Better Data Analytics for ANACC reassessments

## Services Australia Systems

Business as Usual rate updates

Reset of Support at Home budgets

## Services Australia Systems

Reset of Support at Home budgets

Entry Exit API

Care Minutes

Services Australia

# National Aged Care Quality Indicator Program (QI Program)

## GPMS Registered Provider portal (from Q2 FY 25-26)

- View and maintain organisation details
- Submit and manage registered provider reporting:
  - 24/7 Registered Nurse (RN) report
  - Quarterly Financial Report (QFR)
  - Quality Indicator (QI) program data

## Approved Provider Portal

View ONLY access to historical submissions (Q1 FY25–26 and earlier)

- View organisation info and submit approved provider reporting:
  - Star Ratings
  - Care Minutes Targets
  - Quarterly Financial Report (QFR)
  - Quality Indicator (QI) data
  - provider operations
- Preview next-period info (before publishing):
  - Finance and operations
  - Star Ratings

Web



Email



# Consultation: Data and reporting review



## Online forums

Inviting residential aged care providers, in-home care providers and software developers to participate in online forums to improve:

- clinical reporting
- care needs, care quality and care delivery reporting.

*Scan the QR code to reach the Aged Care Data and Reporting Review: Phase 2 Consultation paper or visit:  
<https://www.health.gov.au/resources/publications/aged-care-data-and-reporting-review-phase-2-consultation-paper>*



## Online survey

Inviting feedback to understand and improve how data is collected and used. Open until 30 March.

*Scan the QR code to reach the Aged Care Data and Reporting Review written submission survey or visit:  
[https://uniofqueensland.syd1.qualtrics.com/jfe/form/SV\\_em1DpeM7lhOJ0qO](https://uniofqueensland.syd1.qualtrics.com/jfe/form/SV_em1DpeM7lhOJ0qO)*



# Reporting updates for CHSP providers



## System-to-system transfers fact sheet

Scan the QR code to access the System-to-system fact sheet or visit <https://dex.dss.gov.au/document/1876>



## Bulk uploads fact sheet

Scan the QR code to access the Bulk uploads fact sheet or visit <https://dex.dss.gov.au/document/1871>



## CHSP DEX Stage 3 changes

Scan the QR code to access the DEX stage 3 changes or visit <https://www.health.gov.au/resources/publications/chsp-guide-to-data-exchange-dex-stage-3-changes?language=en>



## CHSP DEX - Implementation update Feb 26

Scan the QR code to access the DEX Implementation update or visit <https://www.health.gov.au/resources/publications/chsp-data-exchange-dex-implementation-update-february-2026>



# Improving aged care in Australia survey results



## What we heard

Read more on the My Aged Care website

Scan the QR code to view the *Improving aged care in Australia survey results* or visit:  
<https://www.myagedcare.gov.au/news-and-updates/latest-improving-aged-care-australia-survey-results>



# Care minutes supplement

## Frequently asked questions

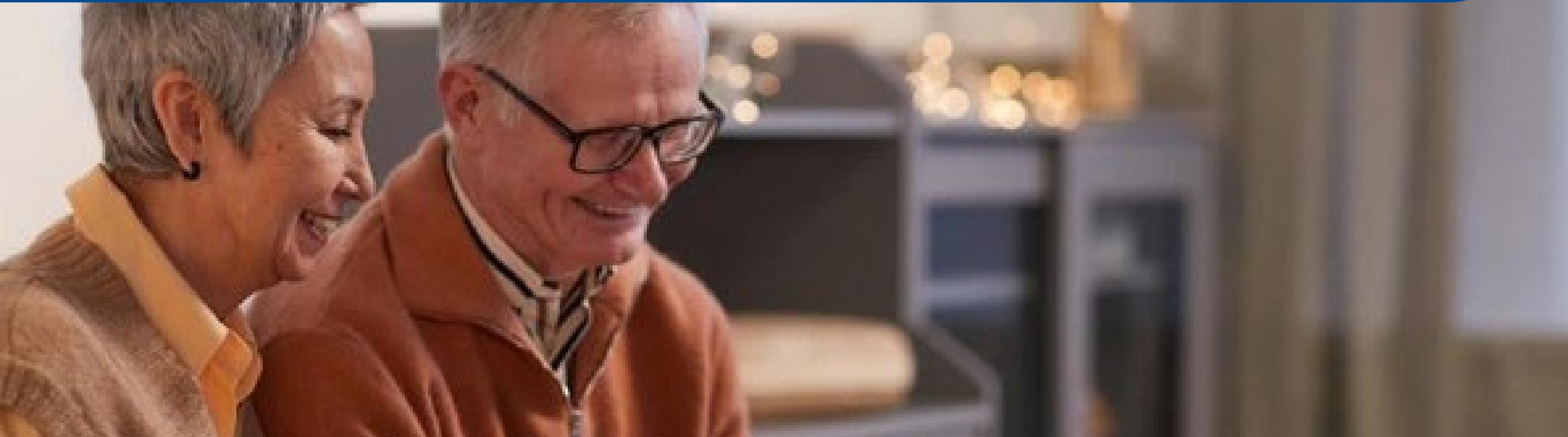
This resource provides answers to some frequently asked questions about the care minutes supplement being introduced from April 2026 for non-specialised metropolitan residential care homes.

Scan the QR code to access Care minutes supplement frequently asked questions or visit

<https://www.health.gov.au/resources/publications/care-minutes-supplement-frequently-asked-questions>



# Business to Government update



**Annette Radosavljevic**

**Acting Director**

Reform Implementation Division

Department of Health, Disability and Ageing

**Michelle Pham**

**Acting Director**

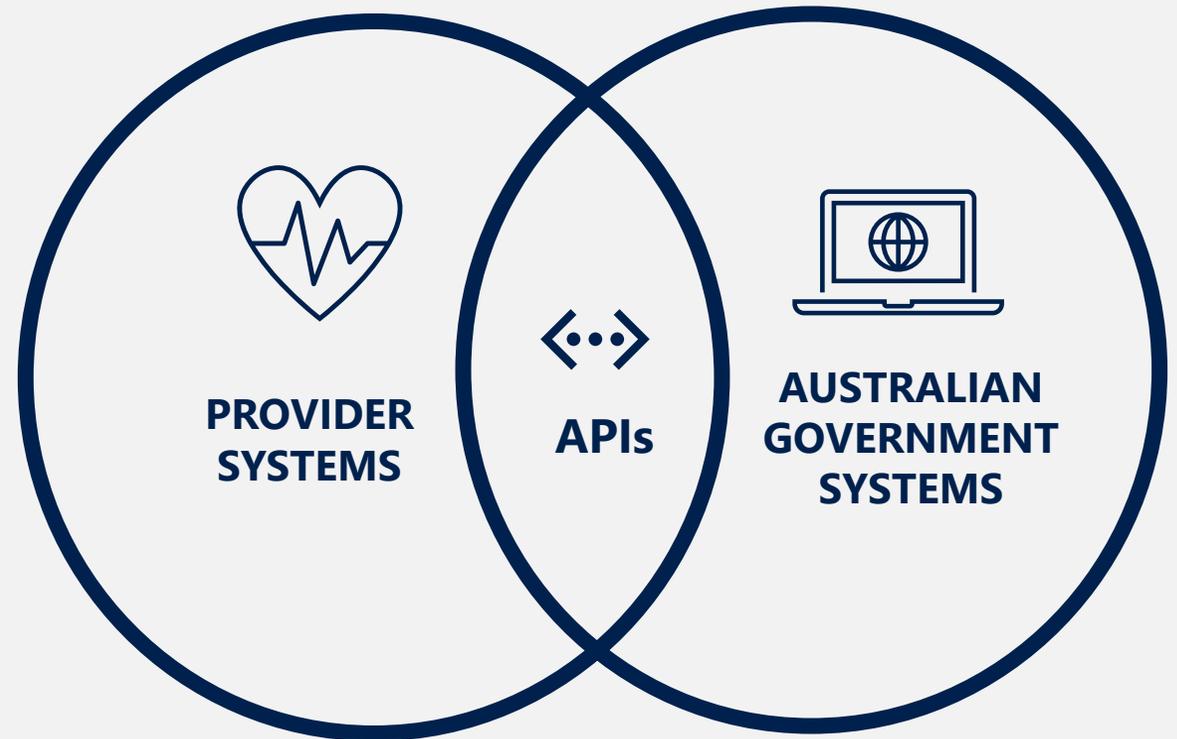
Digital Transformation and Delivery Division

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**



# 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 are 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 API announcement

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

**Client APIs** are the next set of application programming interfaces (APIs)

Client APIs provide access to:

- Client Details
- Referral Details
- Support Plans Details
- Assessment Details



# 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**



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# 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 APIs before they become available for full production in mid-2026.

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

Scan the QR code to email us at developer support or contact [support-developerportal@health.gov.au](mailto:support-developerportal@health.gov.au)



2

## Visit our website

Scan the QR code to access Aged care Business to Government project or visit <https://www.health.gov.au/our-work/b2g>



3

## Visit the Developer Portal

Scan the QR code to access The b2G developer Portal or visit <https://developer.health.gov.au/s/>



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# Artificial Intelligence: Learning byte

A photograph showing an elderly woman on the left wearing a white VR headset and gesturing with her hands. On the right, a healthcare professional in blue scrubs is looking at a tablet. The background is a bright, modern living room with a sofa and plants.

**Fay Flevaras**

Chief Digital Information Officer  
Department of Health, Disability and Ageing

# Generative AI hallucinations

'Outputs generated by an AI system may not always be accurate or factually correct. Generative AI systems are known to hallucinate information that is not factually correct. Organisational functions that rely on the accuracy of generative AI outputs could be negatively impacted by hallucinations, unless appropriate mitigations are implemented.'

[Engaging with artificial intelligence](#)

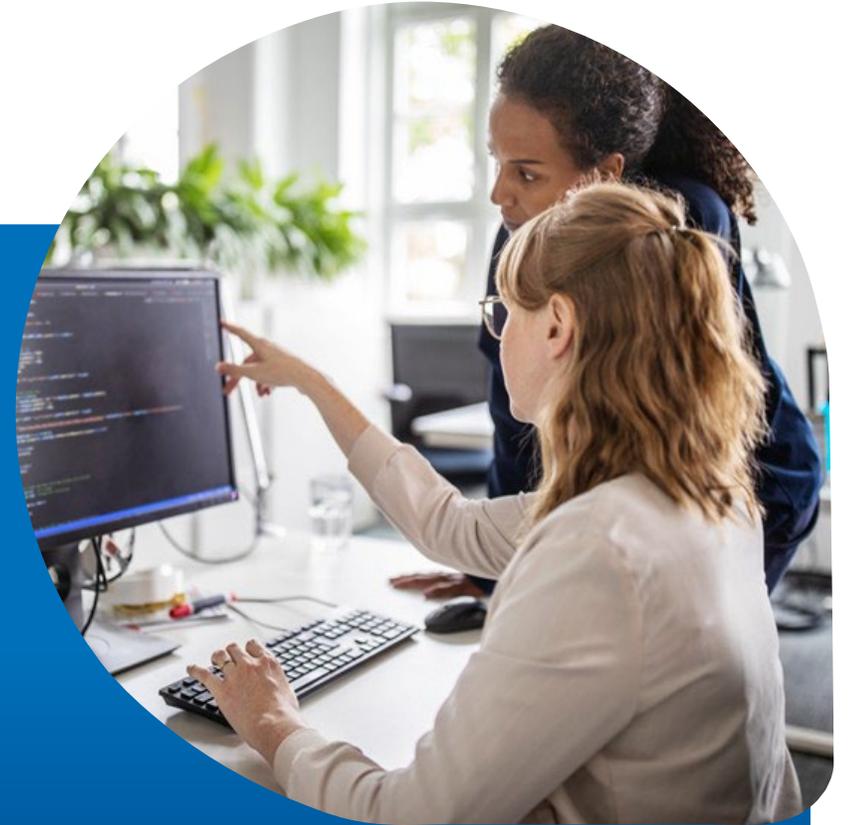
**Find the [ABC story on Tasmania Tour Company Hot Springs](#)**



## Learning byte

Try entering this prompt into an AI search (for example Microsoft Co pilot or Google Gemini) with a question and see if it finds the answer.

**I'm going to ask you a question. I want you to check [www.health.gov.au](http://www.health.gov.au) to see if you can find the answer. Please give me a link to the resource and a page number of where I can find the answer. I don't need your opinions but rather quote the relevant passage that answers the question. <Type YOUR QUESTION HERE>**



I'm going to ask you a question.

I want you to check [www.health.gov.au](http://www.health.gov.au) to see if you can find the answer to a question.

Please give me a link to the resource and a page number of where I can find the answer. I don't need your opinions but rather quote the relevant passage that answers the question.

**“Where can I find additional fields on Meal delivery for DEX reporting?”**

**What we asked AI**



**Answer to the question  
“Where can I find additional fields on Meal delivery for DEX reporting?”**



**Authoritative source**

**CHSP Guide to Data Exchange (DEX)  
Stage 3 Changes**

**Link:**

[CHSP Guide to Data Exchange \(DEX\)  
Stage 3 Changes – health.gov.au](http://www.health.gov.au)



**Location in the document  
Page 6**

**Section heading:** *“Additional information on Stage 3 reporting for specific Service Types”*

**Sub-heading:** *“Meal delivery”*

**What AI told us**

# Upcoming release GPMS and P2P



## Shehara Perera

### Director

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

## Apera Pou

### Director

Dementia Diversity and Residential Care Division  
Department of Health, Disability and Ageing

# GPMS Release Update

GPMS Release 13 will occur on 23 March 2026.

The following enhancements will be introduced in the GPMS Registered Provider portal:

## Key Provider Updates

- Ability for Providers to view Star Ratings, including the metrics used to calculate the ratings within the Registered Provider portal
- Ability to view compliance information, including performance against the strengthened Aged Care Quality Standards, regulatory decisions and Star Ratings within the Registered Provider portal
- Ability for Providers to preview Finance & Operations before it is published for the next period within the Registered Provider portal
- Ability for Providers to view and manage their residential care home offline bed records within the Registered Provider portal

*Please note: GPMS will be unavailable due to a scheduled maintenance from 11:15pm Thursday 19 March to 8am Monday 23 March 2026.*

## GPMS Portals

### GPMS Approved Provider Portal

Access this portal to view information about your Approved Provider entity, as it existed under the *Aged Care Act 1997*. Here you can:

- View previous information about your organisation:
  - Quality Indicator (QI) Program data
  - Quarterly Financial Report (QFR)
  - Provider Operations

[Log in to GPMS – Approved Provider](#)

### GPMS Registered Provider Portal

Access this portal to view information about your Registered Provider entity, as it exists under the *Aged Care Act 2024*. Here you can:

- view and maintain information about your organisation
- view compliance information, including performance against the strengthened Aged Care Quality Standards, regulatory decisions and Star Ratings
- submit and edit registered provider reporting for:
  - 24/7 Registered Nurse (RN) report
  - Quarterly Financial Report (QFR)
  - Quality Indicator (QI) Program data
- preview information before it is published for the next period:
  - Finance & Operations
  - Star Ratings, including the metrics used to calculate the ratings

As GPMS is enhanced, additional applications will be introduced through future updates.

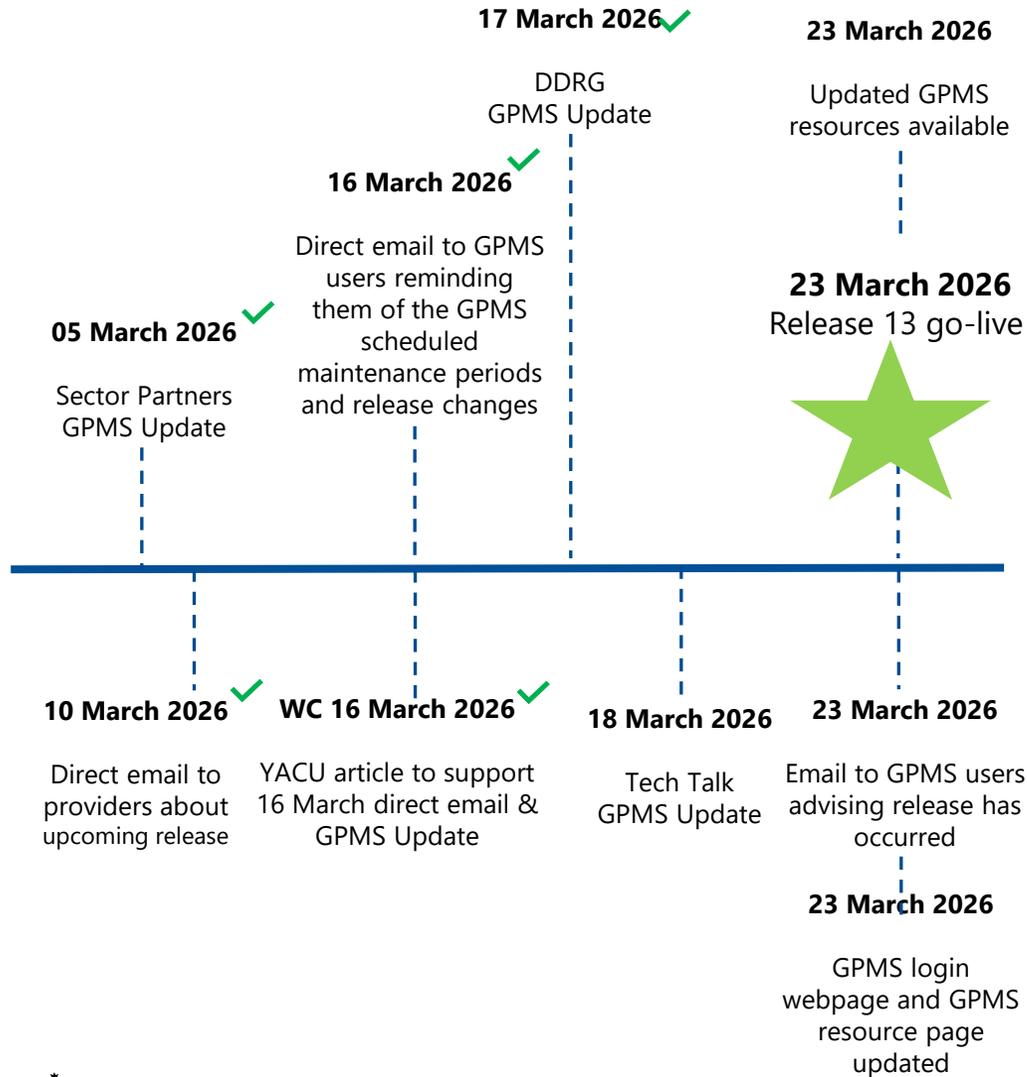
[Log in to GPMS – Registered Provider](#)



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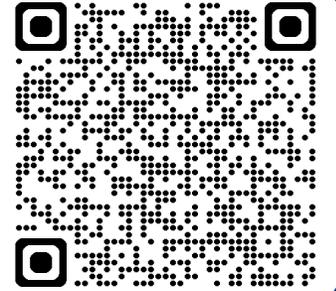
Department of Health, Disability and Ageing

# GPMS Communication and Resources Timeline



## Updated GPMS resources available from 23 March 2026:

- Government Provider Management System – Logging into GPMS
- Government Provider Management System – Adding users in GPMS Registered Provider portal
- Government Provider Management System – Editing access roles in GPMS Registered Provider portal
- Government Provider Management System (GPMS) – User Guide - Manage Your Organisation tile
- GPMS - How to view organisation details in the Registered Provider portal
- User Guide - Registered Provider Portal User Guide
- QRG - How to add users in the Registered Provider Portal
- QRG - How to edit users in the Registered Provider Portal
- Factsheet - GPMS Registered Provider Portal overview
- QRG - Which version of GPMS to use and how to login to GPMS
- User guide - Approved Provider Portal User Guide
- QRG - Approved Provider Portal – edit a user
- Government Provider Management System – Adding users in GPMS Approved Provider portal
- Government Provider Management System – Editing access roles in GPMS Approved Provider portal



## GPMS resources Online

Scan the QR code to access GPMS resources or visit <https://www.health.gov.au/our-work/government-provider-management-system-gpms/resources>



# Where to go for support



The **My Aged Care service provider and assessor helpline** (1800 836 799) provides technical support and general information to Registered Providers, assessors, and hospital staff who use the My Aged Care Service and Support Portal and GPMS portal.



Visit **Health.gov.au** for more information and the **GPMS Resources** webpage for updated GPMS support material. For general enquiries relating to GPMS, contact [GPMS.project@health.gov.au](mailto:GPMS.project@health.gov.au).



Call the **Services Australia aged care providers enquiry line** on 1800 195 206 for help with aged care claims and payments. This includes supplement claims, Approved Provider forms, online claiming registrations and transitional and respite care extensions.



Contact the **Aged Care Quality and Safety Commission** for questions relating to Changes in Circumstances or smart forms via [providernotifications@agedcarequality.gov.au](mailto:providernotifications@agedcarequality.gov.au). You can also contact the Commission's **Customer Contact team** via phone at 1800 951 822.



# Places to People reform recap

**Aged Care Act 2024**  
(person centred)

## **Places allocated to people**

**People** are at the centre and have better control



**People** can take their place to their chosen provider

**Providers** can make decisions about service expansions to better meet people's needs and when it suits their organisation



# GPMS System changes



Government Provider  
**Management System**

The Government Provider Management System (GPMS):

- Holds data about the bed capacity at an aged care home, including:
  - **Total number of beds** - Each residential aged care home will have the total number of beds linked to its provider registration.
  - **Offline beds** - Residential aged care homes may have beds that are not available (i.e. offline beds).
- Since 1 November 2025, providers have contacted their relevant local network office to take beds residential beds offline.



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# Residential bed reporting



Government Provider  
**Management System**

- Offline bed data is managed in GPMS, and the data is shared with the Commission and Services Australia systems.
- From **23 March 2026**, enhancements in the [GPMS Registered Provider Portal](#) will enable Registered Providers to:
  - record beds as offline
  - make offline beds available for use.
- Reporting of offline beds is a requirement under the Aged Care rules 2025. Reporting will help the Department monitor bed availability in aged care homes across Australia and inform future planning.
- For detailed guidance on how to self-report your offline beds, visit:  
<https://www.health.gov.au/our-work/residential-aged-care/managing/places-to-people-embedding-choice-in-residential-aged-care>



Scan the QR code to view Guidance on how to self report beds or visit:

<https://www.health.gov.au/our-work/residential-aged-care/managing/places-to-people-embedding-choice-in-residential-aged-care>

<https://www.health.gov.au/our-work/residential-aged-care/managing/places-to-people-embedding-choice-in-residential-aged-care>



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# Digital Future - Innovation

**Fay Flevaras**

Chief Digital Information Officer

Department of Health, Disability and Ageing

# Two approaches

There are two sides to innovation,  
that work best together

Bottom UP

Top DOWN

“

We need to do more than just invest and hope it works, we need to map and measure innovation to know what works, so we can scale up the successful innovations.”

**MARK BUTLER,**  
MINISTER FOR HEALTH AND AGEING  
MINISTER FOR DISABILITY AND THE NATIONAL DISABILITY  
INSURANCE SCHEME

# Bottom UP

More than the 'big moments', true innovation is an embedded habit in the every day

- Innovate daily; constantly evolve
- Use the tools available to create efficiencies; accelerate and automate
- Unpick demanding processes; find incrementally smarter ways forward
- Do more with what you have



# Top DOWN

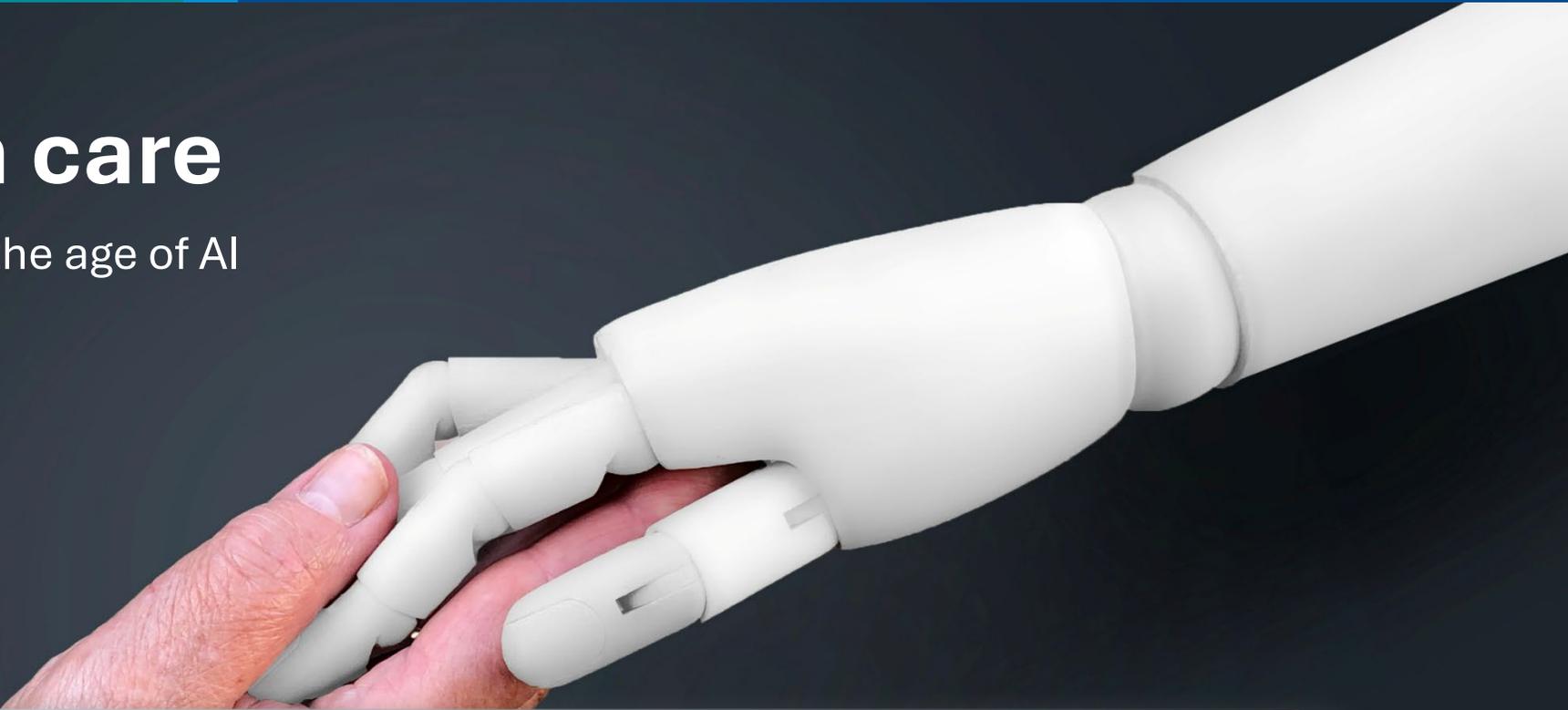
Innovation needs a vision that communicates what to strive for and why it matters

- Focus on a clear North Star
- Make transformational shifts
- Embrace thought leaders and disruptors
- Challenge the status quo



# Innovation in care

Keeping care on course in the age of AI

- 
- A close-up photograph of a white, prosthetic-style robotic hand gently holding a human hand. The human hand is on the left, and the robotic hand is on the right. The background is dark blue. The robotic hand has a smooth, matte finish and visible joints at the wrist and fingers.
- Innovation in care is well-established and increasingly empowered by technology
  - Automating low-complexity tasks frees up time to focus on caring for people
  - Government and organisational stewardship is critical to realise the benefits while managing risks

# Q&A

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Ask your questions on Teams, using the **Q&A Tab** at the top of your screen

2

Vote up the questions you like Use the up arrow below the question



Email your questions:  
[digitalservicessectorengagement@health.gov.au](mailto:digitalservicessectorengagement@health.gov.au)



Media enquiries:  
[news@health.gov.au](mailto:news@health.gov.au)



# Thank you!



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or register at: <https://www.health.gov.au/our-work/digital-transformation-for-the-aged-care-sector/tech-talk-webinars>



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[https://healthau.au1.qualtrics.com/jfe/form/SV\\_0xpt0R7q5uFAgyG](https://healthau.au1.qualtrics.com/jfe/form/SV_0xpt0R7q5uFAgyG)



Australian Government  
Department of Health, Disability and Ageing

✉ [digitalservicessectorengagement@health.gov.au](mailto:digitalservicessectorengagement@health.gov.au)