



Meeting: #80

Meeting date: 02/04/2026

Agenda

- Welcome & Agenda
- State of Play
- Human Centred Design (HCD) Research Opportunity
- End-of-life Directions for Aged Care (ELDAC) Digital Dashboard
- Learning Byte
- Q&A and Close

Discussion highlights

Welcome and Agenda

- Greetings and acknowledgement.

State of Play

SHARED:

- Corrections about the B2G Client APIs and how they are not designed to interface with the My Aged Care Assessor Portal which has a different authentication and verification criteria
- That while assessor workflow was not one of the API use cases that was frequently requested in the initial B2G API prioritisation consultation, strong interest from organisations in APIs to reduce workloads is recognised
- Overview of open collaboration activities:
 - Cyber Security Green Paper Consultation Questions
 - HCD Research Opportunity
 - Business Verification Testing (BVT) Registration
- Appreciation of all the sector partners who participated in the recently held B2G Co-design sessions in March

Sector Partners

- Information about a new Aged Care Reform Sector Pulse Survey that wants to hear from aged care providers, assessors, vendors, developers and workers
- New rules regarding SMS sender ID registration for all organisations that send SMS messages are part of their business communications
 - Businesses must register their sender IDs via their telecommunications provider no later than 15 May 2026
 - After 1 July 2026, messaging using an unregistered sender ID will come up as 'unverified'.

Human Centred Design (HCD) Research Opportunity

SHARED:

- A new HCD research opportunity to understand the experience of clients, carers, and providers at the intersections of disability, aged and veteran care
- A 60-minute consultation will occur in April 2026
- Representation from provider organisations delivering at least two services across aged, disability and veteran care are needed, especially those with roles in executive, management, reporting, client care and service delivery.

End-of-life Directions for Aged Care (ELDAC) Digital Dashboard

SHARED:

- How the dashboard was created by transforming routinely collected clinical data into an evidence-based views of end-of-life care, enabling services to identify care gaps early, demonstrate quality consistently, and support better outcomes for residents and families
- That the dashboard is now available as a Power BI model, enabling residential aged care services to build and implement it in-house at no cost.

Learning Byte

SHARED:

- How unlike SMS, there is no single register to verify email senders, making simple, repeatable checks essential

Sector Partners

- How scammers target the aged care sector using urgent, work-like emails that prompt quick action
- Common red flags include unfamiliar domains, urgent tone, and linked buttons
- A quick 4-step approach to help assess whether an email is safe. Stop, look, verify and report. The key takeaway is to slow down, verify through trusted channels, and report anything suspicious to help protect others.

Close

SHARED:

- A playback of some answers to questions asked in previous meetings
- Q&A and thanks.

Key outcomes & actions

REMINDERS:

- Sign up for the research with the human-centred design team if relevant to your organisation
- Sign up for business verification testing
- Provide your views on the Cyber Green Paper Consultation Questions.

Next meeting: 11:30am Thursday 30 April 2026.

