

# 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](http://www.health.gov.au)

Meeting #81

30/04/2026



Australian Government  
Department of Health, Disability and Ageing

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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 #81

# Agenda

Digital Transformation for the Aged Care Sector

**Welcome**

Fay Flevaras

**State of Play  
& Support  
at Home  
Changes**

Fay Flevaras &  
Josh Maldon

**B2G Co-design  
Playback**

Annette  
Radosavljevic &  
Michelle Pham

**Independent  
Health and  
Aged Care  
Pricing  
Authority**

Jonathan Lee &  
Melinda Leth

**Learning  
Byte**

Jess Kim

**Q&A and  
Close**

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

Cyber Security Green Paper: Consultation Questions

 EOI: B2G API Co-design Workshops

 HCD research opportunity



Foundational

 Business Verification Testing (BVT) Register

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

# Support at Home Changes

**Joshua Maldon**

a/g First Assistant Secretary

Reform Implementation Division  
Department of Health, Disability and Ageing



# Business to Government (B2G) Co-design Playback

## Annette Radosavljevic

a/g Director

Digital Reform Branch  
Reform Implementation Division

## Michelle Pham

a/g Director

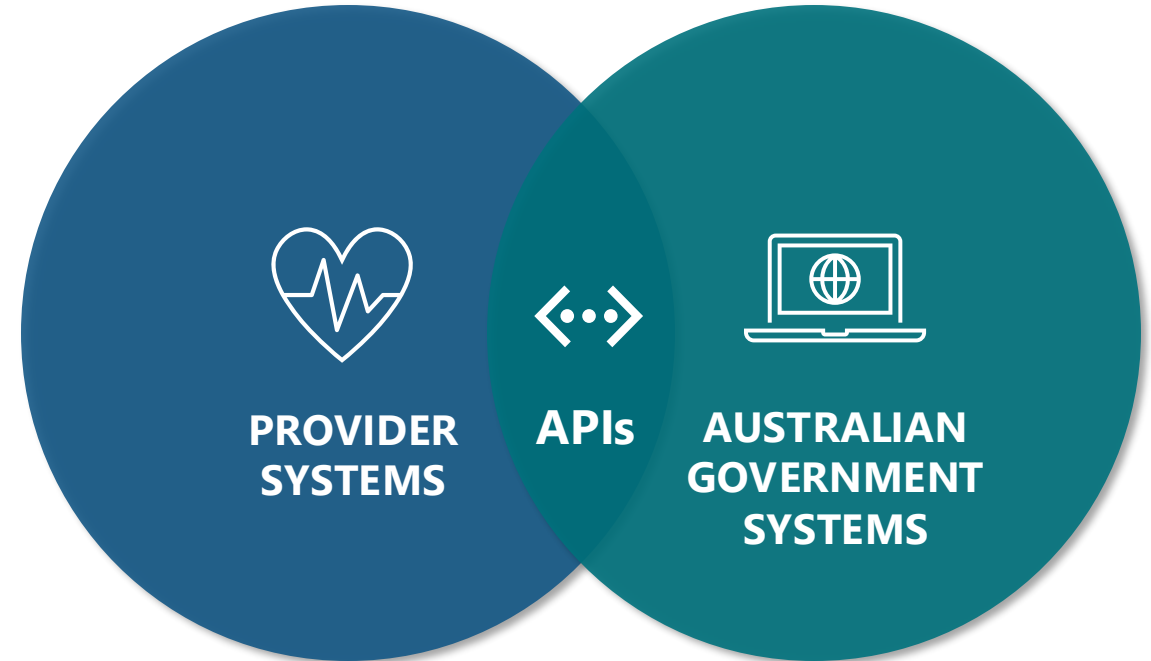
Aged Care Services and Sustainability Branch  
Digital Transformation and Delivery Division



# 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**



# 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



# Co-design Recap

## Objectives

- Provide early visibility into the API design and expected process improvements, and build shared understanding
- Engage stakeholders to identify opportunities for future enhancements
- Identify constraints and future-readiness needs
- Build engagement and strengthen the overall experience for both Providers and Developers
- Inform future planning and clarify conformance expectations
- Build momentum and a smooth transition pathway

## Approach

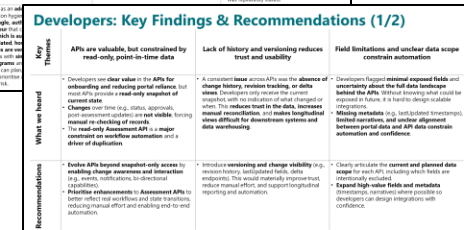
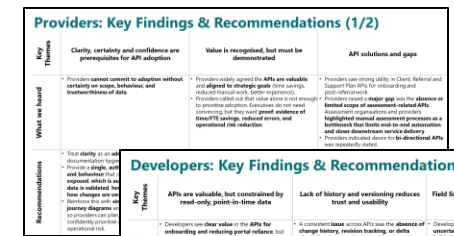
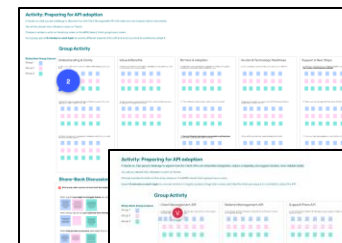
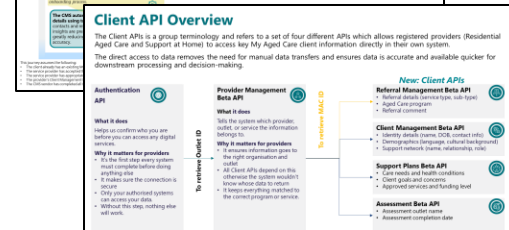
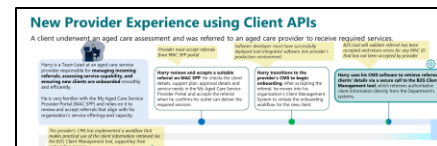
Present API updates



Run interactive activity



Synthesise and reflect on key themes and findings



## Participants

Providers

- 14 Participants
- 11 Organisations
- 3 User groups (Aged care service providers, assessment services and Govt / health)

Developers

- 14 participants
- 11 Organisations
- 3 User groups (Software developer, aged care provider and IT consultancy)

# Provider Key Findings & Recommendations

Adoption is more likely when providers have confidence in the data, can see demonstrated value, have visibility of vendor readiness and know support is available when needed.

Key Themes (What we heard)	Why It Matters	Immediate Focus (June release)	Future Focus* <small>* Subject to funding</small>
<b>Confidence and clarity support adoption</b>	Providers are more likely to prioritise adoption when scope, timelines and outcomes are clear and predictable.	<ul style="list-style-type: none"> <li>Provide clear, consistent information on available Client APIs and planned delivery timeframes through existing engagement forums.</li> </ul>	<ul style="list-style-type: none"> <li>Use visual timelines and end-to-end journeys in regular updates to reinforce shared understanding over time.</li> </ul>
<b>Value is recognised and must be demonstrated</b>	Providers recognise the strategic value of Client APIs. Evidence of realised benefits supports internal prioritisation.	<ul style="list-style-type: none"> <li>Share examples of production evaluation outcomes through sector forums to demonstrate adoption and benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Publish evidence-based adoption metrics from previous releases.</li> <li>Explore short visual case studies showing end-to-end provider processes post-API uptake.</li> </ul>
<b>End-to-end efficiency depends on ecosystem coverage</b>	Benefits are maximised when all key participants in the referral and assessment pathway are enabled.	<ul style="list-style-type: none"> <li>Engage assessment participants to understand current experience and identify priority opportunities. (<i>Engagement commenced and ongoing.</i>)</li> </ul>	<ul style="list-style-type: none"> <li>Document requirements to inform consideration of expanded Client API capability for assessment providers.</li> </ul>
<b>Adoption competes with cost and capacity and reform timing</b>	Providers balance API adoption alongside other reform delivery commitments and resource constraints.	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Publish a clear, forward-looking roadmap and simple rollout guidance to support planning.</li> </ul>
<b>Vendor readiness is a key dependency</b>	Many providers rely on vendor delivery timelines to proceed with adoption decisions.	<ul style="list-style-type: none"> <li>Provide visibility of conformant vendors through the conformance register.</li> </ul>	<ul style="list-style-type: none"> <li>Publish indicative conformance timelines to support provider planning.</li> <li></li> </ul>
<b>Sustained two-way engagement builds confidence</b>	Clear support pathways reduce perceived operational risk and build trust over time.	<ul style="list-style-type: none"> <li>Maintain regular Q&amp;A sessions, published FAQs and visible follow-through post-release.</li> </ul>	<ul style="list-style-type: none"> <li>Continue co-design engagement early in discovery for future API releases.</li> </ul>

# Developer Key Findings & Recommendations

Developer adoption depends on trusted, well-documented, testable APIs with clear change visibility, stable identifiers and predictable integration patterns.

Key Themes (What we heard)	Why It Matters	Immediate Focus (June release)	Future Focus* <small>* Subject to funding</small>
<p><b>APIs are valuable, but current capability limits end-to-end automation</b></p>	<ul style="list-style-type: none"> <li>Developers recognise strong value in the APIs, but read-only, point-in-time data limits automation and reduces realised efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>Actively explore inclusion of pre-referral acceptance records for the June release.</li> </ul>	<ul style="list-style-type: none"> <li>Consider extending Client APIs beyond current scope to support referral acceptance, subject to sector prioritisation.</li> <li>Progress subsequent bi-directional APIs informed by sector feedback.</li> </ul>
<p><b>Limited change history and versioning reduces trust</b></p>	<ul style="list-style-type: none"> <li>Without visibility of what changed, when and why, developers must rely on manual reconciliation, increasing integration effort and risk..</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Clarify gaps between existing documentation and developer needs.</li> <li>Implement agreed improvements to versioning, release notes and change visibility.</li> </ul>
<p><b>Field limitations and unclear data scope constrain design confidence</b></p>	<ul style="list-style-type: none"> <li>Uncertainty about data scope and planned field availability makes it difficult to design scalable, future-proof integrations.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Assess feasibility of publishing planned releases, including field availability, semantics and intentional exclusions.</li> </ul>
<p><b>Identifier complexity creates integration friction</b></p>	<ul style="list-style-type: none"> <li>Multiple identifiers across systems increase configuration effort and raise re-engineering risk.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Publish a plain-English identifier guide explaining purpose, relationships and stability.</li> <li>Use sector feedback to inform prioritisation of broader identity enablement initiatives.</li> </ul>
<p><b>Testability and environment readiness affect delivery confidence</b></p>	<ul style="list-style-type: none"> <li>Limited production-like test data reduces early issue detection and slows informed onboarding.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Explore extension of the Vendor Data Management solution to support Client APIs testing beyond current use cases.</li> </ul>
<p><b>Strong developer enablement accelerates adoption</b></p>	<ul style="list-style-type: none"> <li>Clear guidance, examples and shared lessons reduce delivery effort and support predictable implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Publish consolidated FAQs.</li> </ul>	<ul style="list-style-type: none"> <li>Invest in developer enablement, including worked examples, Postman collections and early-adopter insights.</li> </ul>

# Thank you



1

Email us



2

Visit our  
website



3

Visit the  
Developer  
Portal

# Independent Health and Aged Care Pricing Authority (IHACPA)

## Jonathan Lee

Project Manager

Independent Health and Aged Care Pricing Authority

## Melinda Leth

Director

Strategy and Transactions – Ernest and Young



# Learning Byte

## Jess Kim

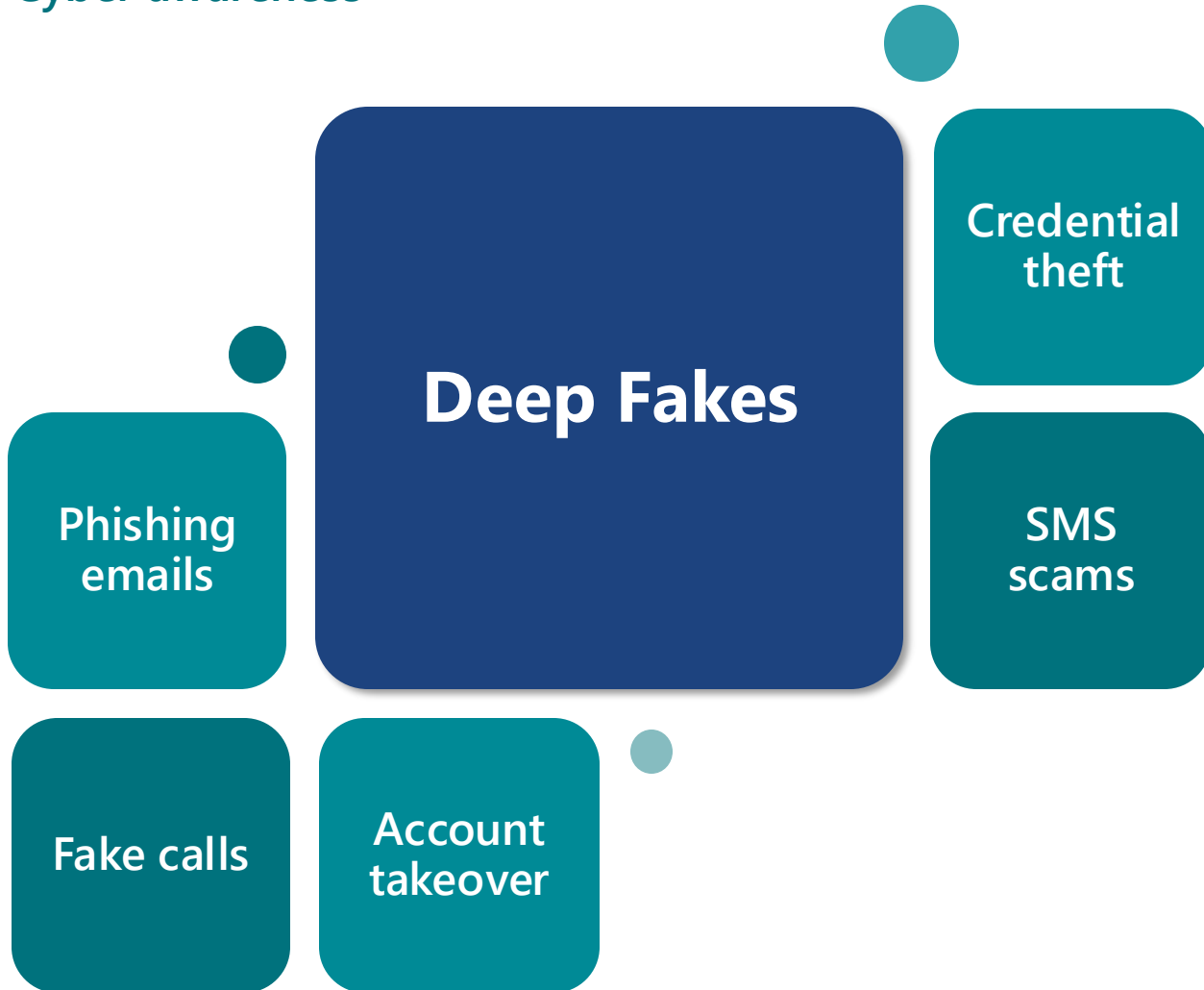
Sector Engagement Officer

Digital Business and Sector Engagement Branch  
Department of Health, Disability and Ageing



# Learning byte

Cyber awareness



# AI deep fake scams

How they work



Deepfakes can imitate someone the victim knows and trusts.



A deepfake is a digital photo, video or sound file of a real person that has been AI-generated that looks real but is a false depiction.

eSafety Commissioner,  
AUSTRALIAN GOVERNMENT

# What can be done

## Prevention and education

1

### Educate yourself



- Understand how deep-fake scams work and why they are convincing
- Recognise your role as a trusted intermediary for clients and older people.

2

### Your staff



- Use free digital safety training and resources
- Build staff capability to identify scam types and red flags early
- Ensure staff know what to do and how to report suspected scams.

3

### Your clients



- Reinforce simple, repeatable safety messages with clients and families
- Encourage speaking to staff or family before sharing information or making payments.

# Government action

## Resources



### How scammers use AI to make scams more believable

Scammers use artificial intelligence (AI) to create fake videos, clone voices and send personal messages.

#### Deepfake technology

Scammers use AI to create fake videos and audio recordings that look and sound real. It looks like celebrities, politicians, or even your family members are endorsing investments or products or asking for money.

#### Voice cloning

Scammers can use a few seconds of a voice recording to create AI clones of these clones and call you pretending to be friends or family member in emergency scenarios and appeals for help feel real.

#### Personalised messaging at scale

AI helps scammers create thousands of personalised emails, texts, and messages using personal information found online. These messages are specific to your interests, location, and other personal details.

### Deepfake trends and challenges – position statement

#### What are deepfakes?

A deepfake is a digital photo, video or sound file of a real person that has been created with AI (artificial intelligence) to make an extremely realistic but false depiction of them doing or saying something that they did not actually do or say.

Deepfakes are created using AI software that draws on real photos or recordings of the person to model and produce new content.

#### Background

Manipulation of images is not new, but over recent decades digital recording and editing techniques have made it far easier to produce fake visual and audio content, not just of humans but also of animals, machines and even inanimate objects.

Advances in artificial intelligence (AI) and machine learning have taken the technology even further, allowing it to rapidly generate content that is extremely realistic, almost impossible to detect with the naked eye



ScamWatch –  
How scammers use  
technology and AI



eSafety Commissioner –  
Deepfake trends and  
challenges

# Government action

## Resources



**If there is an immediate threat to life or risk of harm please call 000.**

Where to get help?



**Resume a saved report or check the status of an existing report.**

Resume a previously saved cybercrime report with the email used when saving it or check the status of a previously lodged cybercrime report with the email used on submission of the report.



**Australian Cyber Security Centre (ACSC) –  
Report a cybercrime, incident or vulnerability**

# 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.



Australian Government

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# THANK YOU

Our next meeting will be on **Thursday, 4 June 2026.**

 [DTSectorPartners.health.gov.au](mailto:DTSectorPartners.health.gov.au)