



## Annual Report - Aged Care Data & Digital Strategy

Reporting on Progress against the Year 1 Action Plan 2024-2025



# Contents

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<b>Executive Summary</b>	<b>3</b>
Summary of Actions	4
Outcome 1	6
Outcome 2	9
Outcome 3	13
Outcome 4	16

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## Executive Summary

The Aged Care Data and Digital Strategy Action Plan 2024–2029 outlines a transformative vision for aged care in Australia, with 23 targeted actions across government and sector partners in its first year. This Year 1 Progress Report highlights significant achievements made between July 2024 and June 2025, demonstrating strong momentum in digital innovation, data integration, and user-centred service delivery.

Key milestones include the expansion of digital tools like LiveUp™ and KeepAble™, which support healthy ageing and workforce capability, and the national rollout of the Integrated Assessment Tool (IAT), streamlining client assessments. The Be Connected program, extended through 2028, has enhanced digital literacy for over 200,000 older Australians. Progress in digital prescribing, virtual nursing pilots, and My Aged Care enhancements reflect a commitment to safer, more connected care.

Foundational work in data governance, interoperability, and AI innovation has also advanced, with the release of the Aged Care Clinical Information Systems (ACCIS) standards and the first iteration of the National Aged Care Data Asset (NACDA). These efforts underpin a modern, secure, and responsive aged care system, setting the stage for continued reform and improved outcomes in Year 2 and beyond.

### Key Highlights:

#### **Empowering Older Australians**

- LiveUp™ Expansion: Provides older people with an online digital platform to access a range of online tools for healthy ageing promoting tips, social activities, assistive products and exercises. Over the last twelve months expansion of the website's has delivered digital health and wellbeing content, more tailored information, story-led experiences and a new suite of resources for First Nations and multicultural communities. Website reach increased, with monthly users increasing from 37,000 to over 60,000.
- Be Connected Program: Provides older people with digital mentoring and the ability to improve their digital skills, confidence and online safety with over 225,000 website visitors and over 23,000 people supported in-person.
- New App in development: Building off the concept of LiveUp, aimed at Australians aged 45+ to build sustainable health habits and age well.

#### **Improving Care Delivery and Workforce Capability**

- Virtual Nursing Framework has been developed and a pilot commenced in March 2025 for 30 residential aged care homes that have workforce shortages, live in rural and remote, or support First Nations or culturally and linguistically diverse people. This pilot will run until 2027.
- KeepAble™ Enhancements: Provides care workers with an online digital platform to access a range of free wellness and reablement educational resources.
- The electronic National Residential Medication Chart (eNRMC) rollout saw 70% of Commonwealth funded residential aged care homes implement electronic medication charts.

#### **Modernising My Aged Care**

- Find a Provider Tool: Enabling older people, their families and support persons the ability to locate aged care services redesigned for better user experience.
- Integrated Assessment Tool (IAT) national rollout simplified the aged care assessment process for older people and adopts the 'tell us once' principle.

- My Aged Care–My Health Record Integration enables older people to share their support plans with healthcare professionals through My Health Record.

















































#### **Strengthening Data and Digital Infrastructure**







- National Aged Care Data Asset (NACDA) aims to bring together de-identified person-level data collected across aged care, health and community service settings for aged care research purposes. The first release of 60 data modules covers key aged care programs from 1997 to June 2022.
- Aged Care Clinical Information Systems (ACCIS) Standards aims standardise how information is collected and shared to support interoperability across the aged care sector and improve the overall safety and quality of patients' continuity of care.
- Government Provider Management System (GPMS) replaced legacy systems and makes it easier for providers to access and report information to government. In the future it will be a master source of information across the aged care system.
- The National Minimum Data Set (NMDS) aims to enhance the quality, accuracy, and consistency of national aged care data, thereby supporting evidence-based decision-making.
- Aged care Business to Government (B2G) project is building technology connections between aged care businesses and government systems to improve information sharing. Currently, 4 APIs are available for developers to build software solutions.

#### **Driving Innovation**

- AI and AR/VR Pilots prototypes developed for care planning and assistive tech training.
- Digital Health Workforce+ Hub launched to support aged care worker digital capability.

# Summary of Actions

OUTCOMES	PRIORITIES	ACTIONS	STATUS	
			2024	2025
 <p><b>OUTCOME 1</b> Older people and their support networks can navigate and actively participate in their care and wellbeing.</p>	<p><b>P1</b> Promote healthy ageing, independence and choice</p> <hr/> <p><b>P2</b> Create simplified, user-friendly experiences</p>	Healthy ageing support tool – LiveUp		
		Digital and health literacy		
		Translation of emerging digital technology		
		My Aged Care enhancements		
 <p><b>OUTCOME 2</b> Aged care workers, service providers and health professionals are digitally empowered to provide higher quality and better-connected care.</p>	<p><b>P3</b> Maximise time for direct care.</p> <hr/> <p><b>P4</b> Strengthen care connections</p>	Aged care digital design standards		
		Virtual nursing in aged care project		
		e-Prescribing		
		Worker digital literacy		
		Wellness and reablement support tool – KeepAble™		
		Integrated Assessment Tool		
		My Aged Care to My Health Record integration		
		Aged care transfer summary		
 <p><b>OUTCOME 3</b> Data is shared and reused securely to deliver a sustainable and continually improving aged care system.</p>	<p><b>P5</b> Improve security and access control</p> <hr/> <p><b>P6</b> Optimise data collection and utilisation</p>	Aged care data governance framework		
		Government Provider Management System		
		Aged Care National Minimum Data Set		
		National Aged Care Data Asset		
		Aged Care Clinical Information Systems Standard		
		Business to Government Connectivity Discovery into provider digital adoption and uplift		
 <p><b>OUTCOME 4</b> Modern data and digital foundations underpin a collaborative,</p>	<p><b>P7</b> Build and embed data and digital maturity.</p> <hr/> <p><b>P8</b> Encourage innovation and provide stewardship</p>	Interoperability and reference architecture		
		AI and innovation frameworks		
		AI technology pilots in aged care		
		Virtual reality trials in aged care		

Legend:  Planning  Work commenced  Implementation  
 Complete  Ongoing  Terminated

## Aged Care Data and Digital Strategy Action Plan 2024 –2029 - Year one progress report

The Aged Care Data and Digital Strategy Action Plan 2024 – 2029, identifies 23 actions across government and sector partners. This report has been prepared to show the actions that have been completed in the last twelve months and progress towards ongoing and longer-term actions. The second-year action plan will provide more detail on the focus for actions that will carry over and any new actions that have been included.

Outcome 1 – Older people and their support networks can navigate and actively participate in their care and wellbeing.

Priority 1 – Promote healthy ageing, independence and choice

### Healthy ageing support tool – LiveUp™

The LiveUp website serves as an online support platform for individuals aged 65 and older, promoting a proactive approach to ageing, delaying age-related decline, and fostering long-term wellbeing. Over the past twelve months, LiveUp has significantly expanded and enhanced its suite of online tools and resources.

**Expansion of Online Tools and Resources:** The platform now offers a broader range of tools and resources designed to support healthy ageing and wellbeing. These include interactive guides, wellness programs, and personalised recommendations.

The LiveUp website has added several new tools and resources to support healthy ageing. Here are some of the key additions:

1. **Digital Health & Wellness Content:** A rich mix of interactive articles, videos, and tools that empower users to improve their physical, mental, social, nutritional, and brain health through small, practical changes.
2. **Personalised Recommendations:** A feature that offers tailored advice based on individual needs and preferences, helping users make informed decisions about their health and lifestyle.
3. **Story-led Experience:** Real-life videos and tailored articles that connect with users through life stage touchpoints, to broaden support across more Healthy Ageing domains, reaching people where they are in their wellbeing journey.
4. **Resources for First Nations and Multicultural Communities:** New sections on the website offering dedicated content and in-language resources increasing access for First Nations and Multicultural communities.

**Increased User Engagement:** The platform has experienced a steady increase in user engagement. In the last six months, the average monthly users have risen from 37,000 to over 60,000, reflecting the growing popularity and effectiveness of the resources provided.

Additionally, work has progressed on developing a new application to support mid-life Australians in building sustainable habits that promote long-term health and independence.

### **Digital and health literacy**

The Australian Government has invested \$42 million to extend the successful Be Connected program from July 2024 to June 2028. The Be Connected program aims to support all people aged over 50 in Australia to keep safe online and navigate evolving technology. Older Australians learn the basics of technology and getting online, banking and shopping online, accessing government services and safely using social media to stay connected with family and community.

The Department of Social Services has overall responsibility for the Be Connected program and funds Good Things Australia (GTA) to manage a network of over 3,800 community organisations (known as Network Partners) to deliver free one-on-one, small group and online learning support. GTA also administer funding rounds to Network Partners to enable them to improve their capacity to provide digital training and support.

The eSafety Commissioner is responsible for the development and management of the Be Connected website, which includes over 30 learning modules which seek to offer a flexible and targeted approach to improving digital literacy.

Learners may access resources independently via the Be Connected website, or with the face-to-face support of a Network Partner.

The Be Connected program is actively promoted by the Department of Social Services, Good Things Australia, the eSafety Commissioner and the Department of Health and Aged Care through social media; newsletters; Get Online Week; and at specific events for older Australians such as Seniors Week. From 1 July to 31 December 2024, Be Connected stalls were delivered at the Victoria Seniors Week and the Customer Owned Banking Association conference.

### **Be Connected website**

From 1 July to 31 December 2024:

- 225,000 people visited the Be Connected website
  - 26 webinars were delivered to 2,700 learners
- 15 targeted Electronic Direct Mailouts were delivered to seniors.

### **Free access to in-person support and mentoring**

From 1 July to 31 December 2024:

- Over \$2 million was distributed in small grants to Be Connected Network Partners to improve their capacity to provide digital training and support and host free events during Get Online Week to raise awareness of the Be Connected program and the supports available.
- More than 550 Digital Mentors were upskilled and over 23,000 people received face to face support from a Be Connected Network Partner.

### **Translation of emerging digital technology**

The Department supported Aged Care Research and Industry Innovation Australia (ARIIA) through 22 grants focused on data or digital solutions for aged care challenges. The Accelerator Grants will fund projects that augment the current aged care workforce to deliver specialist care, support, knowledge and resources to where they're needed via digital or assistive technology, telehealth, or innovative workforce and human service models. Ten of these projects have been completed, with the remaining 12 grants continuing to be supported until their completion in 2025.

**ARIIA x MDPP Ideas Incubator:** Three tech partners have reviewed and completed one project to support digital solution development. Work continues to support the remaining projects expected completion due in 2025.

**Industry Networking:** Seven events were held to provide partnership opportunities for aged care providers (50% of attendees) and their tech provider counterparts (25% of attendees).

**Tech Opportunities:** 27 tech opportunities were promoted to seek aged care partners for co-design opportunities. This resulted in 20 introductions and four successful partnerships involving seven different organisations (three aged care providers and four tech providers).

**Industry Information Modules:** ARIIA offers free industry information modules aimed at increasing the data literacy of service and tech providers. These modules support understanding of the data reporting drivers and needs of providers, with 490 engagements on the ARIIA industry page leading to 195 views of the full content.

## Priority 2 – Create simplified, user-friendly experiences

### **My Aged Care enhancements**

My Aged Care (MAC) service is the central platform for accessing Australian Government-funded aged care services and information. It is designed to assist older individuals, their families, and caregivers navigate the aged care system effectively.

The Department has undertaken various discovery projects to enhance the customer experience across My Aged Care. These projects include broad, long-term improvements as well as targeted research on specific components, such as the Find a Provider tool on the My Aged Care website. This targeted research has guided the redevelopment of the Find a Provider tool, adopting a more tailored approach to meet the diverse needs of different audience types. Concurrently, we are redesigning the underlying structure for implementation from 1 November 2025, in line with the new Aged Care Act.

Reform-related changes and other enhancements have been iteratively rolled out across the My Aged Care website as they come into effect. Key updates include:

- Improved search functionality (November 2024)
- Refundable accommodation deposit scheme in the Find a Provider tool (July 2024)
- Single assessment system across tools and content (December 2024)

Significant work is underway to ensure that changes related to the new Aged Care Act are reflected across the My Aged Care website content and tools. This includes an overall refresh of the site, with enhanced guidance tools and functionality to save information and shortlist providers.

### **Aged care digital design standards**

The Department has completed a DTA Digital Service Standard (DSS) 2.0 Discovery Project to assess Aged Care's alignment with the Digital Service Standard. This project outlined a set of strategic, operational, and enabling recommendations to enhance alignment with the DSS across Aged Care services, which are being progressively implemented.

Further work on this action item has been superseded by efforts to embed APS-wide design principles and implement the Government-wide Digital Experience Policy. The Department's Human Centred Design team continues to advance these objectives, supporting the intent of the digital design standards action.

Outcome 2 – Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care.

Priority 3 – Maximise time for direct care

**Virtual nursing in aged care project**

The virtual nursing in aged care project will test a new framework to deliver virtual nursing services in aged care. Virtual nursing services offer reliable and consistent care when face-to-face support is not available or where there are workforce shortages. Older people may benefit from virtual nursing by having increased access to high-quality care when and where they need it, regardless of where they live.

Over the last twelve months the Department conducted targeted external stakeholder consultations to develop the Virtual Nursing in Aged Care Framework. A pilot commenced in March 2025 and will run until 2027 in 30 residential aged care services.

A Project Reference Group was established to provide oversight of implementation, management, and evaluation of the virtual nursing service. Stakeholders involved in the development of the Framework and represented on the Project Reference Group include:

- Australian Nursing and Midwifery Federation (ANMF)
- Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM)
- Ageing Australia (formerly ACCPA)
- Council on the Ageing (COTA)

In collaboration with the Aged Care Quality and Safety Commission and departmental state and territory offices, a sample of 30 Residential Aged Care Homes (RACHs) has been selected to participate in the project. This sample includes RACHs experiencing workforce shortages and those who support First Nations or culturally and linguistically diverse older people. The selected RACHs will be located nationally, with a focus on rural, remote, and very remote communities.

Through an open tender procurement process, the Department has contracted Amplar Health Pty Ltd through to 30 June 2027 to test the Framework and deliver a virtual nursing service in the selected RACHs.

Additionally, the Department is funding La Trobe University to evaluate the project by 30 June 2027. The evaluation process will consider the impact of virtual care on clinical outcomes, workforce, and service sustainability and be used to inform future Government policy.

### **e-Prescribing - Electronic National Residential Medication Chart Projects**

The program for improving electronic prescribing and digital medicines is on track, with a strong focus on efficient and effective delivery across various care settings and jurisdictions. Our collaboration with the Australian Digital Health Agency (ADHA) and the ongoing policy support for necessary changes are critical components of this initiative and are progressing well.

The National Prescription Delivery Service (NPDS) was successfully implemented in 2023, with Fred IT performing well under the contract. This achievement lays the foundation for broader adoption of electronic prescribing and overall medication management.

The electronic National Residential Medication Chart (eNRMC) Project is progressing towards its goal of implementing electronic medication charts in aged care facilities, which improve resident medication safety and workflows for clinicians.

The Department provided \$31 million to 80% of RACH's in the form of a grant over the 2022-23 and 2023-24 financial years, to help facilitate the adoption of eNRMC systems. To date, 70% of funded RACH's have completed their obligations under the grant agreement and implemented an eNRMC system, which equates to 58% of all RACH's nationwide.

The Department and the ADHA are continuing to work with eNRMC software vendors and RACH to ensure the delivery and roll out of eNRMC systems which include full electronic prescribing functionality and connection to the NPDS.

### **Worker digital literacy**

From 2024, the Australian Digital Health Agency (ADHA) has been leading efforts to assess and enhance the digital literacy of aged care workers. Key initiatives include:

**Pilot and Evaluation:** Completion of a pilot 2024 and evaluation of the National Digital Health Capability Framework and self-assessment tool in residential aged care. The Agency has partnered with the Digital Health Cooperative Research Centre (DHCRC) and the education sector to lead, coordinate, and deliver resources to meet the digital health education needs of the aged care workforce being implemented over 2025.

**Promotion of Standardised Digital Health Capabilities:** The Agency has partnered with the Australian Council of Senior Academic Leaders in Digital Health to embed digital health education into health degrees, aligned with standardised digital health capabilities.

**Digital Health Workforce+ Hub:** The Digital Health Workforce+ hub is now live. This online hub, developed by the Agency, provides workers and employers with access to digital health information and resources to support digital health capability.

### **Wellness and reablement support tool - KeepAble™**

The KeepAble website is a free resource designed to empower care industry workers to better support people in ageing well. Over the past twelve months, significant updates and expansions have been made to enhance the suite of resources available. These include:

**Care Planning Resources:** Expanded tools and guides to assist in effective care planning.

**Assistive Technology:** Updated information on the latest assistive technologies to support ageing individuals.

**Wellness and Reablement Strategies:** Comprehensive strategies to promote wellness and reablement.

**Educational Materials:** A wide range of educational materials, including e-learning modules, bitesize sessions, and assessment videos.

Additionally, work has progressed on developing a more accessible digital tool in the form of an app. This app is designed to enhance the service delivery capabilities of front-line staff, making it easier for them to access and utilise the resources provided by KeepAble.

### **Integrated Assessment Tool (IAT)**

In July 2024, the Integrated Assessment Tool (IAT) was launched nationally, replacing the National Aged Care Screening and Assessment Form (NSAF). The IAT is used in assessing the eligibility of older people in Australia for Commonwealth-subsidised aged care services and aged care programs. The IAT simplifies the process for assessment organisations to gather comprehensive information, adhering to the principle of 'Tell us Once'.

Comprehensive training was provided to assessment organisations, including train-the-trainer sessions. Training materials and user guides were developed to support the July 2024 launch of the IAT.

The My Aged Care Assessment Manual has been updated to facilitate the implementation of the IAT. These updates have been communicated to assessment organisations and are available on the Department of Health and Aged Care website.

## Priority 4 – Strengthen care connections.

### **My Aged Care to My Health Record integration**

For older people, support plans record what is discussed during assessment and sets out the most suitable care and services. Having support plans in My Health Record allows health professionals, such as doctors, to view the support plan. This gives them a better understanding of an individual's aged care needs and helps them give better care. My Health Record is a safe and secure place to keep health information online.

Since December 2024, aged care client support plans for clients who have been assessed are now available in the client's My Health Record, provided the client authorises the information to be shared. Individuals can provide or withdraw authorisation to share their support plan with My Health Record at any time.

This integration enhances the continuity of care by ensuring that critical support information is accessible to healthcare providers.

The My Aged Care website has been updated to include comprehensive information on how clients can share their support plans via My Health Record. This resource guides clients through the process, ensuring they understand the benefits and steps involved in sharing their support plans.

Additionally, aged care assessors now have access to detailed information to help inform clients about the advantages of sharing their support plans with My Health Record. This includes the potential for improved care coordination and better health outcomes.

### **Aged Care Transfer Summary**

The Aged Care Transfer Summary is a digital solution using My Health Record that facilitates access to crucial health information relating to an aged care resident to support clinical hand-over when an individual is transferred from an aged care setting to acute hospital care. This initiative aims to enhance the digital infrastructure within residential aged care facilities, ensuring seamless information sharing and improved care coordination.

During 2023 The Australian Digital Health Agency (ADHA) collaborated with 13 software vendors, representing approximately 83% of the residential aged care market, to support the integration of My Health Record (MHR) and the development of Aged Care Transfer Summary capabilities.

Of the 13 software vendors, two have already achieved conformance with the required standards. The remaining vendors are on track to achieve conformance within this calendar year. This progress signifies a substantial step towards widespread adoption of digital health solutions in the aged care sector, ultimately benefiting both providers and residents. As of April 2025, 43% of Aged Care are now registered and 11% have used MHR increasing the access to Aged Care Transfer Summaries.

Outcome 3 – Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

### Priority 5 – Improve security and access control.

#### Aged care data governance framework

The Department is finalising internal data governance frameworks over 2025 from which development of a broader and comprehensive governance framework aimed at enhancing data management within the aged care sector can evolve. This framework would be designed to outline clear roles, responsibilities, and accountabilities across the aged care portfolio. Key features of the draft framework include:

**Enhanced Data Handling:** The framework supports improved data handling practices, which are crucial for strengthening cyber security.

**Defined Roles and Responsibilities:** Clear delineation of roles and responsibilities to ensure accountability and effective data management.

**Controlled Sharing Processes:** Implementation of controlled data sharing processes to facilitate secure and efficient data exchange.

### Priority 6 – Optimise data collection and utilisation

#### Government Provider Management System (GPMS)

The Government Provider Management System (GPMS) makes it easier for providers to access and report information to government. The Government Provider Management System (GPMS) successfully replaced legacy ICT infrastructure with a contemporary and extensible platform, facilitating collaborative processes and systems within the aged care sector. This new platform supports future aged care system requirements and the development and implementation of various aged care reforms, including:

- **Star Ratings**
- **Quality Indicators**
- **24/7 Registered Nursing**
- **Provider Operations**
- **Quarterly Financial Reporting**
- **Dollars Going to Care**

GPMS is continuously being enhanced to support these aged care reforms and to deliver a more efficient exchange of information between provider and government systems.

### **Aged Care National Minimum Data Set (NMDS)**

The National Minimum Data Set (NMDS) aims to enhance the quality, accuracy, and consistency of national aged care data, thereby supporting evidence-based decision-making. The Australian Institute of Health and Welfare (AIHW) continues to collaborate with the Department to expand and update the NMDS.

Key achievements include:

**Development of Revised NMDS V2 Draft:** AIHW has developed a revised NMDS V2 draft, which incorporates updated data elements and definitions to better capture aged care information.

**National Best Practice Data Set (NBPDS) V1 Specifications:** AIHW has also developed the NBPDS V1 specifications, which outline best practices for data collection and reporting in aged care. These updates are scheduled for implementation from November 2025.

**Alignment with the New Aged Care Act:** Ensuring that the NMDS and NBPDS are in line with the requirements and standards set forth by the new Aged Care Act.

**New Data Standards Approval and Endorsement Processes:** Establishing robust processes for the approval and endorsement of new data standards to ensure consistency and reliability across the sector.

### **National Aged Care Data Asset (NACDA)**

The National Aged Care Data Asset (NACDA) consolidates key datasets in a person-centred way to generate insights that help identify gaps and improvements in aged care, as well as interactions between care sectors.

**First Iteration Release:** The initial iteration of NACDA was made available to both government and non-government researchers through the Australian Institute of Health and Welfare's (AIHW) National Health Data Hub (NHDH) infrastructure. This included the release of 60 data modules in October 2024 and December 2024, covering key aged care programs from 1997 to June 2022.

**Data Variable List:** A comprehensive data variable list for the aged care data modules included in the first iteration of NACDA was published on the AIHW's NHDH website in December 2024.

**Promotion and support:** To publicise its availability and support researchers accessing the data, the NACDA has been actively promoted through:

- presentations at sector conferences (including Australian Association of Gerontology Conference in November 2024),
- articles in newsletters for aged care and researcher audiences (including Australian Association of Gerontology, Health Services Research Association of Australia & New Zealand, and Australian Healthcare and Hospitals Association), and
- targeted presentations to user groups (including Aged Care Research and Industry Innovation Australia in February 2025, and National Ageing Research Institute in May 2025).

### Aged Care Clinical Information Systems standards

The Australian Digital Health Agency (ADHA) released the Aged Care Clinical Information Systems (ACCIS) standards in August 2024. These standards comprise a list of technical standards, developed through consultations which included webinars with the aged care sector and targeted focus groups with software developers. The Standards are expressed as recommended minimum software requirements, for every Residential Aged Care Home's Clinical Information System (CIS) and electronic Medication Management (EMM) software developer to incorporate into their product roadmaps.

The ACCIS Standards will help standardise information that is collected and the way it is shared, to support interoperability and improve the overall safety and quality of patients' continuity of care.

The key principles of the Standards include:

- **Reliable and Consistent Data:** Ensuring data is reliable, consistent, computable, and contemporary.
- **Seamless Data Sharing:** Facilitating seamless data sharing between systems, care settings, and organizations.
- **Accessibility and Transparency:** Making data accessible and transparent to drive improved consumer choice and decision-making.
- **Efficient and Safe Decision-Making:** Using data to drive efficient and safe clinical decision-making, positively impacting the end-user experience.
- **Secure Data Usage:** Capturing data once, retaining its original meaning, and enabling secure reuse as appropriate.

The ADHA will continue to collaborate with the sector to support the implementation of the ACCIS standards and identify where work is needed to support interoperability and clinical safety of clinical information systems used in aged care.

Outcome 4 – Modern data and digital foundations underpin a collaborative, standards-based care system.

Priority 7 – Build and embed data and digital maturity

**Business to Government**

The Australian Government is building technology connections between aged care providers and government agencies to improve information sharing through the Business-to-Government (B2G) program. B2G application programming interfaces (APIs) are designed to facilitate improved data sharing within the aged care and health sector, support integration with external systems, and enable providers to meet regulatory requirements while focusing on delivering direct, high-quality care.

Currently, 4 APIs are available for developers to build software solutions. The number of APIs will expand over time, with additional details shared on the [Aged care Business to Government \(B2G\) project](#) page.

API	Description
Authentication	Enables users to securely log in and access authorised data and functions, ensuing information is protected and only available to approved users.
Provider Management	Enables authorised providers to access and report against appropriate APIs. This ensures that information is protected and only available to authorised users.
Registered Nurses	Enables providers to submit reporting for 24/7 registered nurse responsibility.
Quality Indicators	Enables providers to submit reporting for quality indicators.

### **Discovery into provider digital adoption and uplift**

The Department commenced discovery work in partnership with Ernst and Young to explore provider digital adoption and uplift. This initiative aims to enhance the digital capabilities of aged care providers. Key objectives and achievements include:

**Baseline Maturity Assessment:** Conducting a comprehensive assessment of baseline digital maturity levels across the aged care sector. This assessment will help identify current capabilities and areas needing improvement.

**Support Determination:** Determining appropriate supports based on the baseline maturity assessment. This involves identifying specific needs and resources required to enhance digital adoption.

**Maturity Target Levels:** Establishing target levels of digital maturity for providers. These targets will serve as benchmarks for measuring progress and guiding improvement efforts.

**Service Catalogue Development:** Creating a service catalogue that outlines the supports and resources available to providers. This catalogue will include tools, training, and other resources designed to facilitate digital uplift in specific areas.

These efforts are crucial for driving digital transformation within the aged care sector, ensuring providers are equipped with the necessary tools and knowledge to deliver high-quality, efficient care.

### **Interoperability and reference architecture**

Under the Aged Care Transformation Program, significant progress has been made in developing a Business Reference Architecture model for internal Department use. Several draft roadmaps and supporting artifacts have been created, covering progress against the four key elements within the 2024 Action Plan. As is standard practice, these documents are not intended for broad distribution and will be shared with relevant parts of the sector only in specific circumstances.

An 'Aged Care Systems 101' document, currently out for internal (Departmental) feedback, addresses both user journeys and digital/system/data architecture within the aged care sector. This document will be used as a reference guide for the Department.

This action item is described as terminating because further work on reference architecture will continue to be internally oriented and conducted as part of business area requirements on an as-needed basis. Further work on interoperability will form part of future years' action planning, likely across several areas.

## Priority 8 – Build and embed data and digital maturity

### Artificial Intelligence (AI) and innovation frameworks

The Department has conducted a comprehensive review of existing evidence and research on the safe and effective use of artificial intelligence (AI) in healthcare, including a public consultation. The findings of this review are detailed in the report, **‘Safe and Responsible Artificial Intelligence in Health Care – Legislation and Regulation Review Report’**, published July 2025.

The review of the safe and effective use of AI in healthcare highlighted several key findings:

**Regulation:** Complex regulatory frameworks that impact the use of AI in aged care include privacy law, consumer law, therapeutic goods and the regulation of health practitioners.

**National AI health policy leadership:** The consultation identified a need for national and centralised policy leadership to steward equitable benefit realisation of AI in health and care across Australia.

**Resources and support for safe implementation:** Knowledge gaps exist around the ethical, safe and responsible implementation of AI.

**Healthcare providers and consumers need access to high-quality, trusted information:** A centralised, high-quality and trusted information source would support consumers and clinicians to make informed decisions about AI products.

**Realising the benefits:** Establishing foundational components, such as a benefits framework with a range of qualitative and quantitative metrics, would provide insights into what benefits AI is delivering in health care.

**Data and consent strengthening:** Data and consent risks need to be managed across the AI life cycle.

**Incentives could support best practice:** A framework for incentivising industry to deliver quality AI technologies that are reflective of and applicable to the Australian market could encourage best practice.

In collaboration with the Australian Commission on Safety and Quality in Health Care (ACSQHC), the Department is developing concise and pragmatic guidance for clinicians on the use of AI. This guidance will align with the whole-of-economy AI approach and goals led by the Department of Industry, Science and Resources (DISR).

### Artificial intelligence technology pilots in aged care

The Department has partnered with Independent Living Assessment (ILA) to explore the potential of artificial intelligence (AI) in aged care. This collaboration has led to the development of a prototype AI mobile app designed to assist in-home care coordinators with creating care plans for older adults receiving in-home services.

The pilot program aims to assess the feasibility of AI-assisted processes to streamline data capture and reablement planning, ensuring efficient on-site completion via text or voice input before care coordinators leave the client's home.

Key milestones achieved to date include:

**Bespoke Knowledge Bank:** Development of a comprehensive knowledge bank filled with credible and evidence-based information to support care planning.

**App Wireframes and Prototype:** Creation of app wireframes and the first prototype, which is compatible with iOS devices.

These advancements demonstrate significant progress in leveraging AI to enhance the efficiency and effectiveness of in-home care coordination.

The full pilot will be delivered and evaluated in the second half of 2025

### Virtual reality trials in aged care

The Department has partnered with Independent Living Assessment (iLA) to explore the practical application and effectiveness of augmented reality (AR) and virtual reality (VR) in aged care to assist the efficient and effective training of aged care staff in the use of Assistive Technology in people's homes. Since the project commenced in July 2024, significant progress has been made:

- **Definition of AT Products:** Eight low-risk and under-advice assistive technology (AT) products, categories, and design types have been defined, with detailed overviews of their features, capabilities, and usage.
- **Technology Vendor Appointment:** A technology vendor has been appointed, and the discovery and design phases have commenced.
- **AR App Development:** Augmented Reality (AR) app wireframes and the first prototype, compatible with iOS devices, have been developed.
- **Script Development and Filming:** Scripts have been developed, and the filming production of AT products and VR training has been completed.

These achievements highlight the ongoing efforts to leverage AR and VR technology to enhance aged care services and training.