

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 #82

04/06/2026



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.
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- 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.





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 #82

Agenda

Digital Transformation for the Aged Care Sector

Welcome &
State of Play

Fay Flevaras

Innovation
Transforming
Aged Care
Conference

Julie Anderson

Government
Provider
Management
System

Shehara Perera

Business to
Government:
QI submission
updates

Annette
Radosavljevic &
Michelle Pham

Learning
Byte

Jess Kim

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

**Business Verification
Testing (BVT) Register**

Open to: Providers

HCD Research EOIs

Open to: All

Legend

Open

Evergreen

On today's agenda

Recently closed

 New

 Closing soon



Australian Government

Department of Health, Disability and Ageing

Support at Home: Personal Care Services Changes

Information Sessions

Who?

Support at Home providers and software vendors who deliver personal care services.

What?

- Changes and impacts
- System updates
- Next steps

When?

Thursday 11 June 11:30am – 12:15pm AEST
Sessions to continue fortnightly



Register here



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
- Expanded Notice of Decision access permissions for provider staff
- Restorative Care Pathway cessation changes
- Automated management of Restorative Care Pathway caps

Services Australia Systems

- Business as Usual rate updates
- Reset of Support at Home budgets

Aged Care Quality and Safety Commission

- Star Rating Changes for Regulatory & Quality Decisions

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

- Digital Commonwealth Home Support Program process
- Refinements to Support at Home letters and notifications
- Statement of Reasons securely viewable in Care Recipient's profile
- Residual Support at Home assessment updates
- Delegate approval workflow for Act alignment
- Supporting Better Data Analytics for ANACC reassessments
- Care Recipient Homeless Status Flag in MAC

Services Australia Systems

- Reset of Support at Home budgets
- Entry Exit API
- Care Minutes

Aged Care Quality and Safety Commission

- Digitisation of Manual/Paper-based Forms
- Provider Register Phase 2
- Regulatory Assessment of Digital Platform Operators

JUL – DEC

Government Provider Management System

- 24/7 Registered Nurse reporting functions for Multi-Purpose Services providers

Business to Government

More to come. Watch this space.

My Aged Care

- Digital capabilities for provider specialisation verification
- Enhanced specialisation verification application and assessment processes
- 'Find a Provider' specialisation search functionality
- Provider specialisation search enhancements for Assessor Portal
- New client journey tracker
- Additional IAT cognitive screening tool options

Services Australia Systems

- Payment in arrears: Phase 1

Aged Care Quality and Safety Commission

- API Provisioning to Providers
- ACCMIS Transition: Hosting Changes

Disclaimer

This digital delivery roadmap is a planning artefact intended to inform forward-looking discussions and prioritisation activities. It does not represent a commitment to deliver specific initiatives, scope, or timelines.

Final decisions regarding scope, sequencing, funding, and policy outcomes are subject to formal governance and approval processes, including Cabinet and Government decision-making processes. All such decisions remain at the discretion of the Government.

Innovation Transforming Aged Care (ITAC) Conference

Julie Anderson

Head of Innovation

Ageing Australia





ITAC26 – Wrap Up

Digital Transformation Sector Partners Group

**Julie Anderson,
Head of Innovation**

4 June 2026



**Ageing
Australia**



ITAC 2026

REIMAGINING AGED CARE

People. Connection. Technology. Purpose.

Seven conceptual ideas to build a future of aged care that is proactive, personalised, connected and empowering.



1 Redefining the Personal Care Worker (PCW) Role

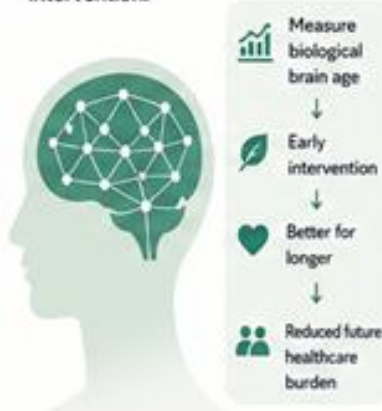
A three-tiered PCW structure, supported by AI for quality assurance and staff support.



- AI Cameras for quality assurance
- AI Agents for staff support and coaching

2 Cognitive Health Span Mapping

Track brain biological age using AI and language models for early intervention.



Insights today. Healthier tomorrows.

3 Enabling Older Persons with Technology

A "digital twin" or "digital print" shares a person's life story and needs to deliver immediately tailored care.



- Tailored care, immediately
- Less duplication, less admin, more time that matters

4 Empowering Health and Wellbeing from a Young Age

Promote lifelong health through daily affirmations and positive actions.



Building life capabilities for all.

- Future workforce roles
- Influencers
- Life Capability Partners

5 AI Navigator for Low-Income Older Adults

A voice-based AI navigator to help older Australians access funding and services and overcome bureaucratic barriers.



Powered by a workforce of local knowledge creators and co-design specialists.

6 Friendship Commune and Social Connection

Create a "friendship commune" of like-minded people, with AI as a "social Tinder" to connect them beforehand.



- Shift from transactional care to community-based living
- AI as a triage and matchmaker for connection.
- Belonging. Purpose. Shared life.

7 Reimagining Aging with a Focus on Social Connection

Shift the care model to prioritise social and emotional connection over clinical tasks.



- Relationships over tasks
- De-emphasise formal job titles
- Focus on what matters most: human connection

A FUTURE OF AGED CARE THAT PUTS PEOPLE FIRST

Proactive not reactive
Anticipate needs and act early.

Personalised and intelligent
Technology that understands me as a person.

Connected and belonging
Community and relationships at the centre.

Empowering and enabling
Build capability, choice and independence.

Accessible for all
Remove barriers. Make support easy to reach.

Sustainable for the future
Smarter systems. Healthier people. Stronger communities.

ITAC 2026 Conference

21
Sponsors

100+
Exhibitors

770+
Delegates

40+
Speakers



ITAC AWARDS





Ageing
Australia

Ageing Australia
InnovAGEING

Join Our Community



Contact Us:

InnovAGEING@ageingaustralia.asn.au

[InnovAGEING | Ageing Australia](#)

Government Provider Management System

Shehara Perera

Co-Director

Digital Reform Branch

Reform Implementation Division

Department of Health, Disability and Ageing



GPMS Release Update

GPMS Release will occur on 29 June 2026. The following enhancements to the GPMS Registered Provider Portal will be introduced.

Key Updates for Providers

Enhanced provider self-service in GPMS

- Update Responsible Person details and Residential Care Home responsibilities
- Manage Points of Contact, including legal name changes and bulk updates

Quarterly Financial Report (QFR) updates

- New/updated data fields to validate residential care time delivery
- Improved monitoring of cost movements by the department

Provider Operations Collection Form upgrade

- Integration with DocuSign in GPMS
- Enables signature tracking, multi-factor authentication, and envelope management (correct/resend/void)

CHSP Activity Upload enhancements

- More automated, standardised, and validated process
- Ensures GovGPS data is properly formatted and ready for processing

Flexible provider record navigation

- Ability to switch between multiple provider records within the same organisation
- Includes records with Expired or Revoked status

**Please note: GPMS will be unavailable due to a scheduled maintenance from 11:15pm Thursday 25 June to 8:00am Monday 29 June 2026.*



New functionality within the GPMS Registered Provider Portal, Manage Your Organisation tile.

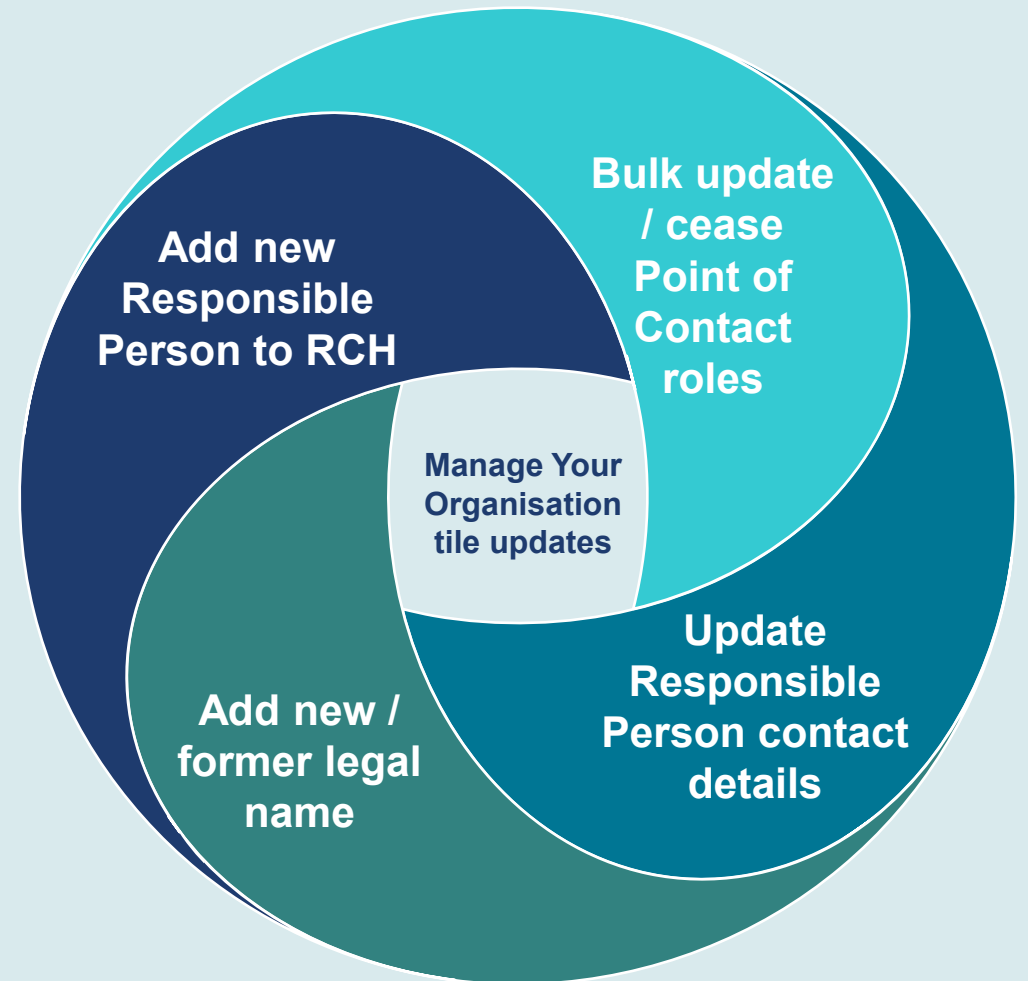
Within the contact's Personnel profile in the Manage Your Organisation tile, users with the relevant permissions will be able to perform new functions within the **Personal or Role details** tab.

Personal detail tab

- Edit personal details
- Notify new legal name
- Add a former legal name

Role details tab

- Add responsible person role
- Individually or bulk update Point of Contact records
- Individually or bulk cease Point of Contact records.
- Update Responsible Person for Residential Care Homes
- Update Responsible Persons contact details



Manage Your Organisation - updates

Add new Responsible Person to Residential Care Home

Residential care homes this contact is responsible for

[+ Add new responsible for](#)

RCH ID or name Role status

[Clear filters](#) [Apply filters](#)

RCH ID	RCH name	Start date	↓	End date	Role status	
ARCH-3276	Abc aged care	1/1/2024			Active	▼
ARCH-1234	Ashton aged care	11/2/2024			Active	▼

Notify of new/former legal name

Personal details [Role details](#)

Personal details

Only the most recent former name is shown here. Additional former names may exist but are not displayed here.

Title

Full name

Preferred name

Date of birth

Most recent former name

[Edit personal details](#) [Notify new legal name](#) [+ Add former legal name](#)

Bulk update/cease Point of Contact roles

Point of contact roles

[Edit multiple roles](#) [Cease multiple roles](#)

Entity ID or name Contact purpose Role status

[Clear filters](#) [Apply filters](#)

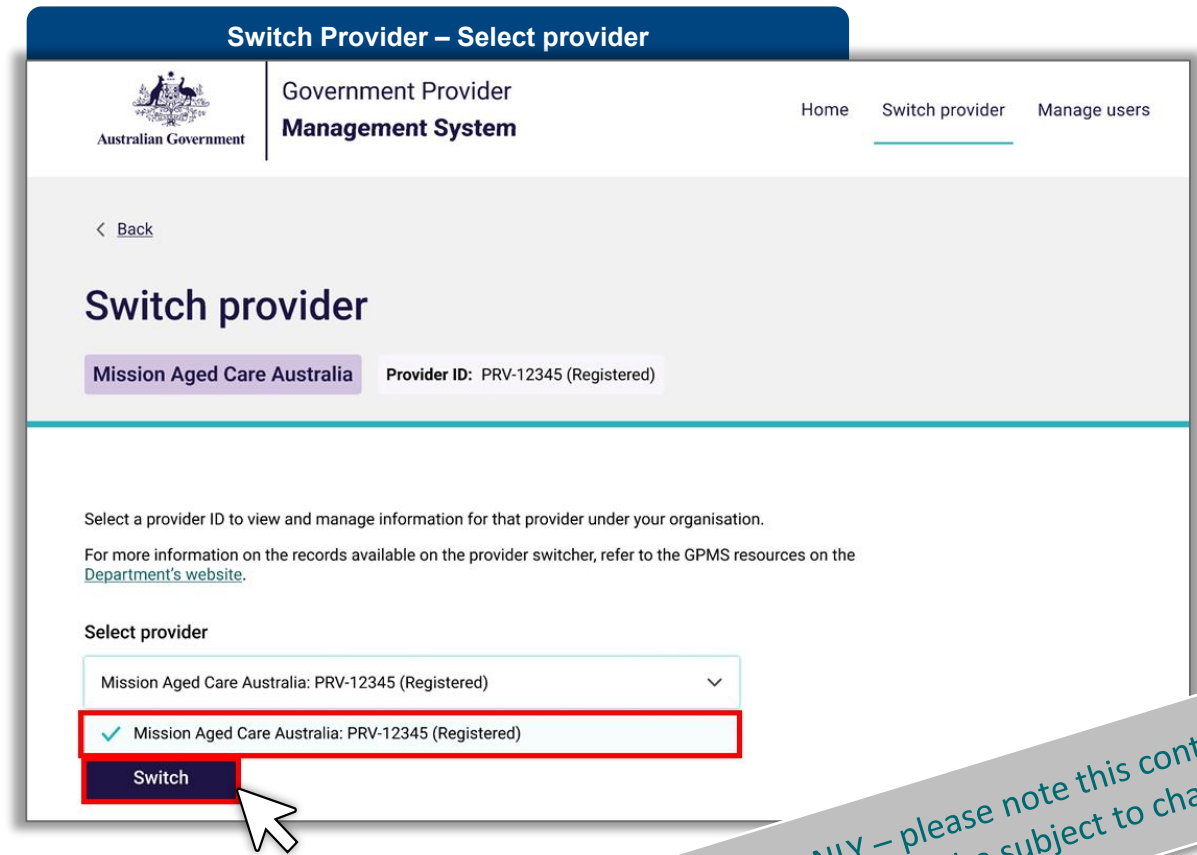
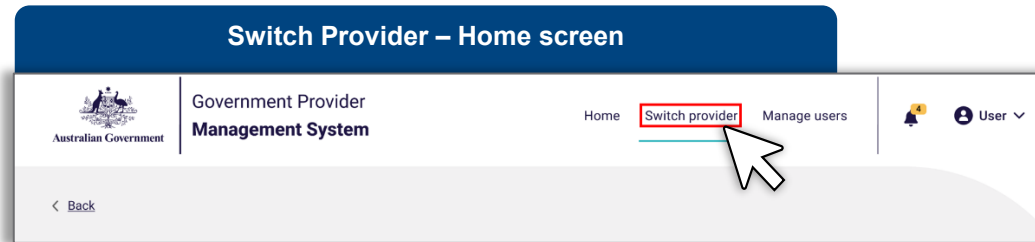
Entity ID	Entity name	Position	Contact Purpose	Start date	End date	Role status
SRV-17169	Independent Health Care Service Aged Care Packages	PhD	Primary Contact	18/07/2024		Active

EXAMPLE ONLY – please note this content is not final and may be subject to change



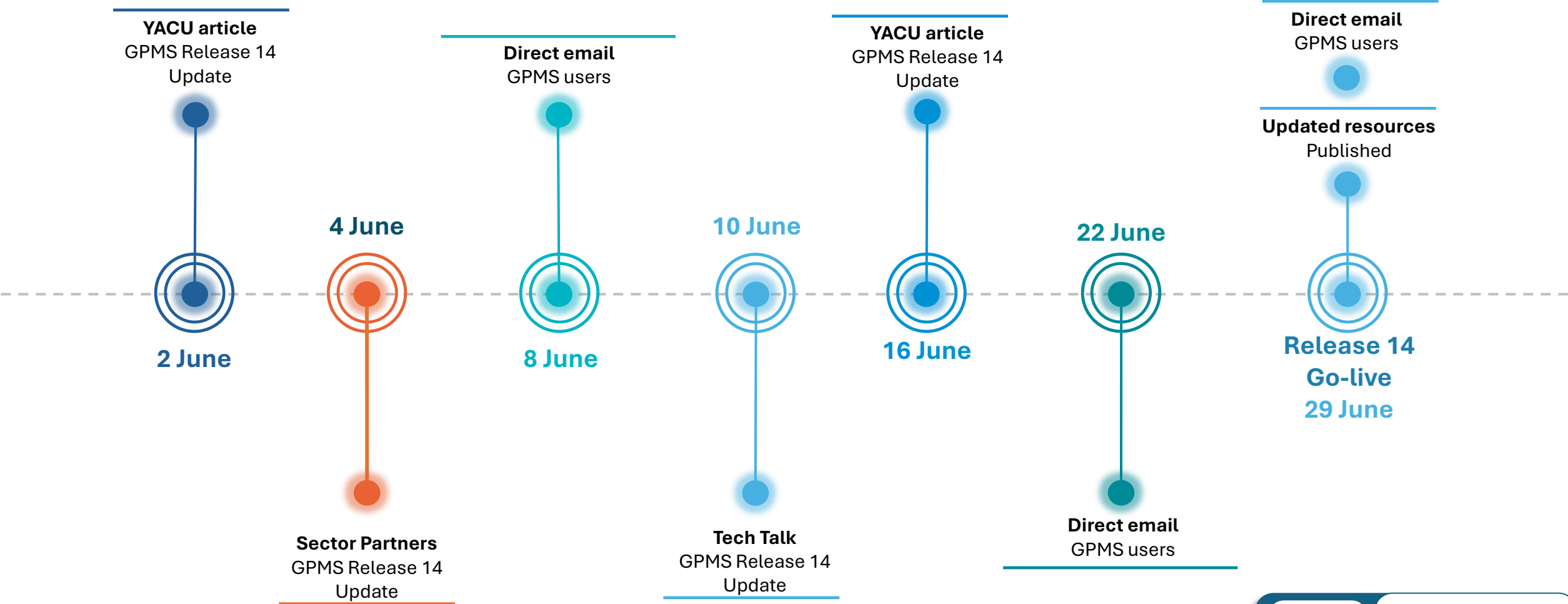
Registered Provider portal home screen - updates

GPMS users with the appropriate access will have the ability to switch between provider records that are within the same Aged Care Organisation. This includes the ability to access provider records that have a status of Expired or Revoked.



EXAMPLE ONLY – please note this content is not final and may be subject to change

GPMS Communication and Resources Timeline





GPMS Resources located here
(updated resources available on 29 June)



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.



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. You can also contact the Commission's **Customer Contact team** via phone at 1800 951 822.



B2G: Quality Indicator Submission Updates

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Digital Reform Branch

Reform Implementation Division

Michelle Pham

a/g Director

Aged Care Services and Sustainability Branch

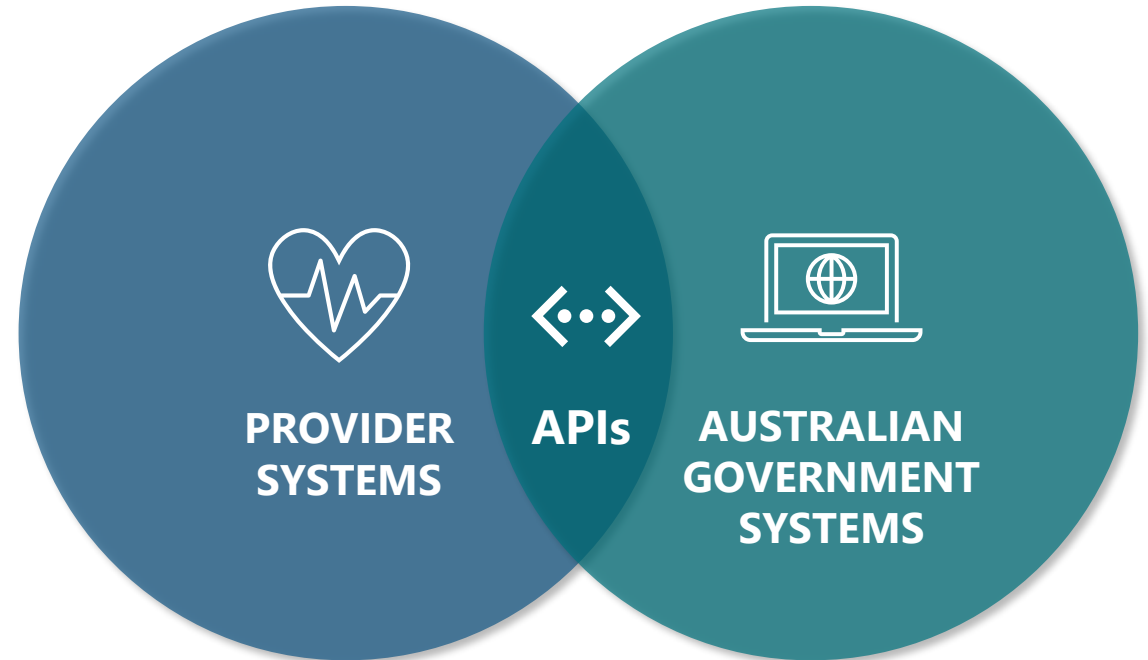
Digital Transformation and Delivery Division



Building technology connections

Building technology connections

- Connect provider and government systems
- Enable secure, real-time data sharing
- Support delivery of aged care reforms



Quality Indicators API – A Provider Experience



Client Provider Effort (pre-API approximate baseline)

- Approximately 8 working days per month on manual data collection for a 100-bed home
- Significant effort across:
 - Clinical checks
 - Data aggregation and entry
- 1 week to populate the form and review prior to submission

Why it matters: High administrative effort limits times for care



What changes for providers

- Approximately 3 minutes per pre-populated submission
- 83% submission fully automated (increasing with maturity) based on developer
- Pre-filled accuracy 98% and expected to increase for data ready for submission to the Department

Why it matters: Faster, more reliable submissions with less manual effort



Value of API integration

- Time saved: Reduced manual data collection and entry
- Accuracy uplift: Cleaner, more consistent submissions
- Efficiency: Less rework and follow up for the provider on the collection process
- Focus on care: More time for residents, less on administration

Why it matters: Automation shifts effort from administration to care while improving data quality

Client Beta APIs – Final Specifications (5 June)

On 5 June, B2G will release the final specifications for the Client Beta APIs, providing vendors with early access to stable API definitions to support build and integration activities with confidence.



Referral Management Beta API*

- Referral details (service type, sub-type)
- Aged Care program
- Referral comment



Client Management Beta API

- Identity details (name, DOB, contact info)
- Demographics (language, cultural background)
- Support network (name, relationship, role)



Support Plans Beta API

- Care needs and health conditions
- Client goals and concerns
- Approved services and funding level



Assessments Beta API

- Assessment outlet name
- Assessment completion date

Final specifications: 5 June | Production release 29 June

*Referral Management API enables pre-acceptance retrieval of partial referral data, included in scope based on provider co-design feedback.

What this means

Final Beta API specifications will be released on 5 June to enable vendors to begin integration and prepare for the production release on 29 June

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**

Client API Overview

Interactions between APIs

Pre-requisite to integrate with Client APIs

Authentication API

What it does

Helps us confirm who you are before you can access any digital services.

Why it matters for providers

- It's the first step every system must complete before doing anything else
- It makes sure the connection is secure and only your authorised systems can access data.
- Without this step, nothing else will work.

Provider Management Beta API

What it does

Tells the system which provider, outlet, or service the information belongs to.

Why it matters for providers

- It ensures information goes to the right organisation and outlet
- All Client APIs depend on this otherwise the system wouldn't know whose data to return
- It keeps everything matched to the correct program or service.

New: Client APIs

APIs can be used independently or in combination based on provider system needs.

Referral Management Beta API

What it does

- Provides access to issued and accepted service referrals, including contextual referral data and MAC IDs.

Why it matters for providers

- It enables providers to view incoming referrals and support acceptance decisions using relevant context.
- It provides MAC IDs required to retrieve additional client and service data from other APIs.
- It exposes data progressively: limited data before acceptance and expanded data after acceptance.

Client Management Beta API

What it does

- Provides access to client identity, demographic details, and support network information.

Why it matters for providers

- It helps providers understand who the client is, including key personal and contact details.
- It supports care coordination by providing visibility of the client's support network.
- It enables provider systems to maintain accurate and up-to-date client records.

Support Plans Beta API

What it does

- Provides access to client support plans, including approved services, goals, and funding details.

Why it matters for providers

- It helps providers understand what services are approved and expected to be delivered.
- It supports care planning by providing visibility into client goals and needs.
- It enables alignment of service delivery with approved care plans and funding levels.

Assessment Beta API

What it does

- Provides access to key assessment metadata, including assessment ID, type, status, completion date, and assessment outlet.

Why it matters for providers

- It gives providers visibility of assessment context and status associated with a client.
- It helps confirm when an assessment was completed and by which outlet.

● Pre-acceptance API – Available during incoming referral stage

● Post-acceptance API – Available after referral is accepted

Conformance: Safe and Secure Integration

What is conformance

A process that ensures software integrating with B2G APIs:

- Meets required technical and security standards
- Effectively manages risk and data sensitivity
- Supports safe and consistent use across the sector
- Maintains trust in digital health systems

Why it matters

- Protects sensitive client data
- Ensures safe and reliable system integration
- Builds trust across government and providers
- Enables consistent API adoption at scale

Conformance tiers

Tier 1 – Foundational

Low-risk or administrative data

- Client Management
- Support Plan



Tier 2 – Intermediate

Data with re-identification risk

- Referral Management
- Assessment



Tier 3 – Advanced

Sensitive, identifiable client data

- Provider Management
- Quality Indicators
- Registered Nurses

On-Selling Policy

The policy outlines the procedures and responsibilities for software vendors who intend to on-sell their conformant software to another vendor. Including licencing agreements.

The policy aims to prevent unreported sales and help the Department of Health, Disability and Ageing maintain confidence in the security and integrity of its systems.

This policy applies to all vendors registered on the Business to Government (B2G) Developer Portal that have passed conformance testing. It also applies to any vendors who subsequently purchase conformant software. This does not apply to approved aged care providers who purchase conformant software.



On-selling - Roles and Responsibilities

Role of the Seller



Notify the Department of the sale



Provide required details



Inform purchaser of conformance obligations

Role of the purchaser



Register and maintain conformance



Submit updated declaration



Notify changes and complete re-testing if required

Thank you



1

Email us



2

Visit our
website



3

Visit the
Developer
Portal

Learning Byte

Jess Kim

Sector Engagement Officer

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



Learning byte

Where do I even start with AI?



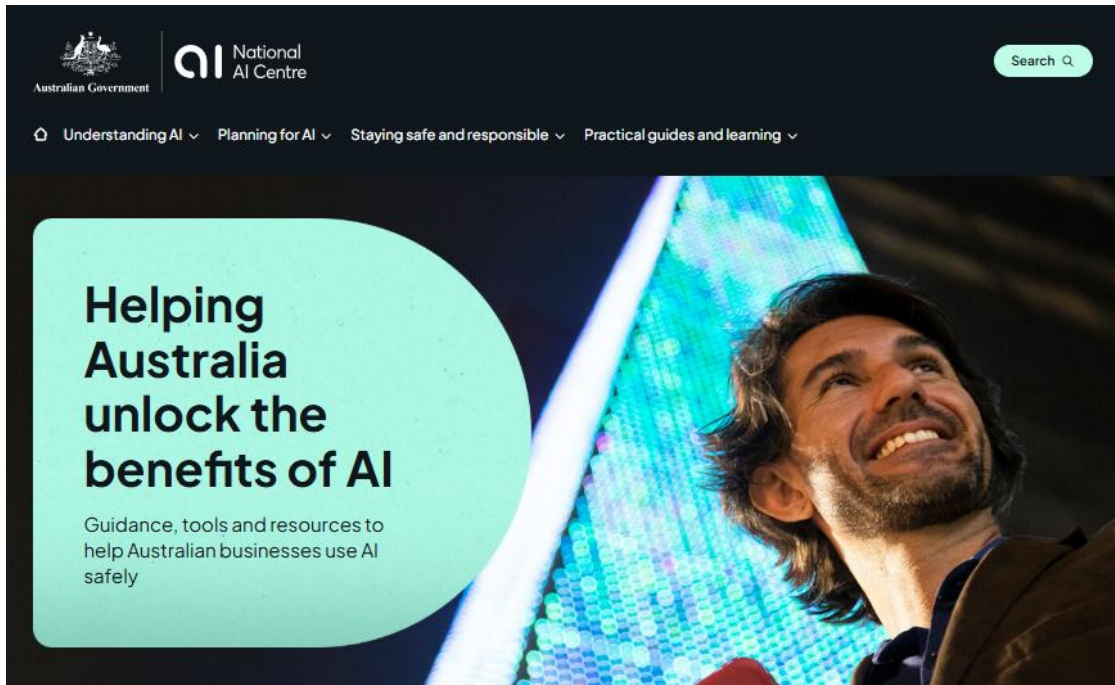
Start here: trusted guidance

There's a lot of information about AI and it can be hard to know where to start.

We can point you to trusted, government-endorsed guidance, so you have a clear and reliable place to start.

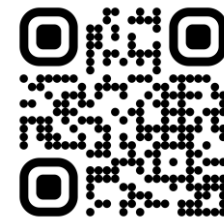
AI.gov.au

A new resource



A single-entry point for AI guidance across government.

Bringing together practical advice, tools and resources to support safe and responsible use.

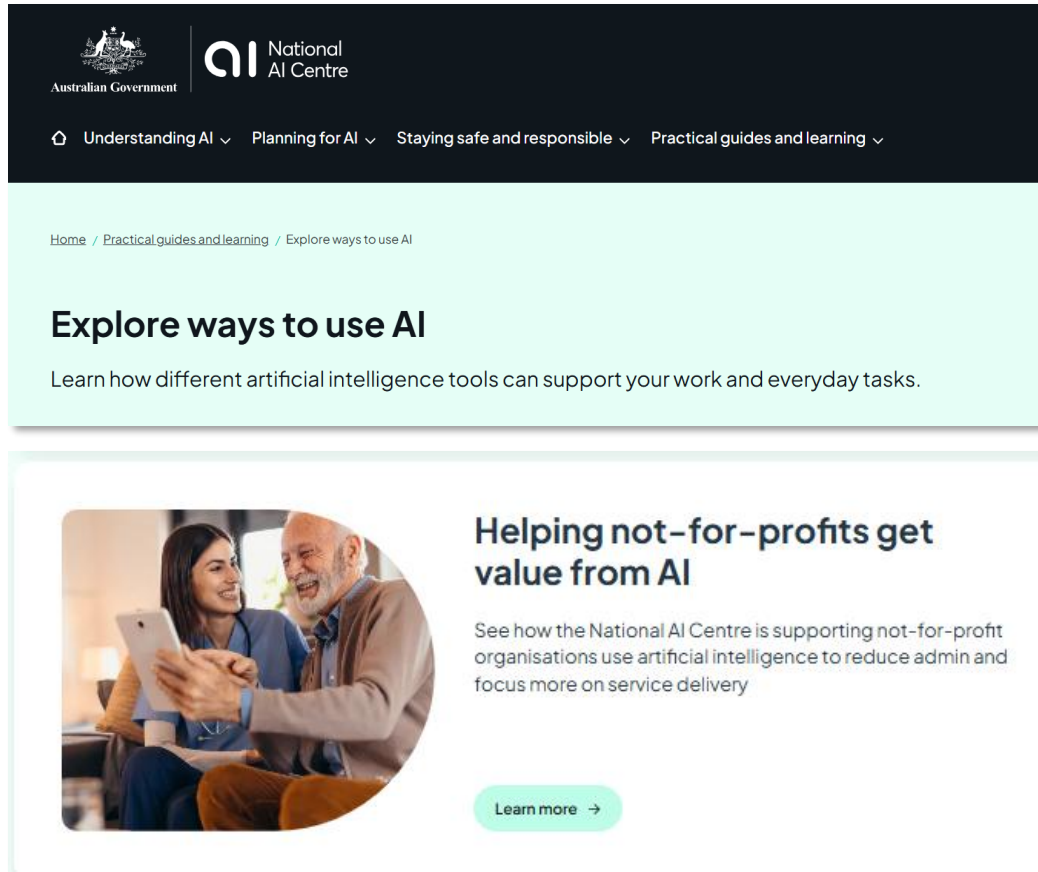


AI.gov.au

Scan to visit the website

Practical guides

Responsible adoption and learning



The screenshot shows the National AI Centre website. At the top left is the Australian Government logo and the National AI Centre logo. A navigation menu includes 'Understanding AI', 'Planning for AI', 'Staying safe and responsible', and 'Practical guides and learning'. Below the navigation is a breadcrumb trail: 'Home / Practical guides and learning / Explore ways to use AI'. The main heading is 'Explore ways to use AI' with the subtext 'Learn how different artificial intelligence tools can support your work and everyday tasks.' Below this is a featured article titled 'Helping not-for-profits get value from AI' with a subtext 'See how the National AI Centre is supporting not-for-profit organisations use artificial intelligence to reduce admin and focus more on service delivery'. A 'Learn more' button with a right-pointing arrow is at the bottom right of the article.

Australian Government | National AI Centre

Understanding AI ▾ Planning for AI ▾ Staying safe and responsible ▾ Practical guides and learning ▾

Home / Practical guides and learning / Explore ways to use AI

Explore ways to use AI

Learn how different artificial intelligence tools can support your work and everyday tasks.

Helping not-for-profits get value from AI

See how the National AI Centre is supporting not-for-profit organisations use artificial intelligence to reduce admin and focus more on service delivery

[Learn more →](#)



National AI Centre

Practical guides and learning

Policy, planning, safe practice and capability – all in one place.

Start small. Build responsibly.

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

Department of Health, Disability and Ageing



THANK YOU

Our next meeting will be on **Thursday, 2 July 2026.**

 DTSectorPartners.health.gov.au