

# Tech Talk

Digital transformation for the health and care 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 #31

10 June 2026

# Welcome



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Session is recorded



Australian Government  
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# Q&A



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Vote up the questions you like with the **up arrow** below the question



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



# Disclaimer



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# Agenda

Digital Transformation for the care sector

**Digital  
transformation  
update**

Fay  
Flevaras

**B2G  
Co-design  
Playback and  
Release 13**

Annette  
Radosavljevic  
Rex Arnott

**GPMS  
Government  
Provider  
Management  
System**

Shehara  
Perera

**Support at  
Home**

Toby  
Burgess  
Erika  
Barnett

**Learning byte**

Emily  
Simlat

**Q&A  
Close**

Panellists



# Digital transformation update

**Fay Flevaras**

Chief Digital Information Officer  
Department of Health, Disability and Ageing



# Digital transformation roadmap 2026

## 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.

Department of Health, Disability and Ageing

Services Australia

ACQSC

**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

# 2026-27 Budget: Better care for older people

The Australian Government 2026-27 Budget invests \$3.7 billion so more older people can access the quality aged care they need.

Read more about what's included in the Budget for aged care:



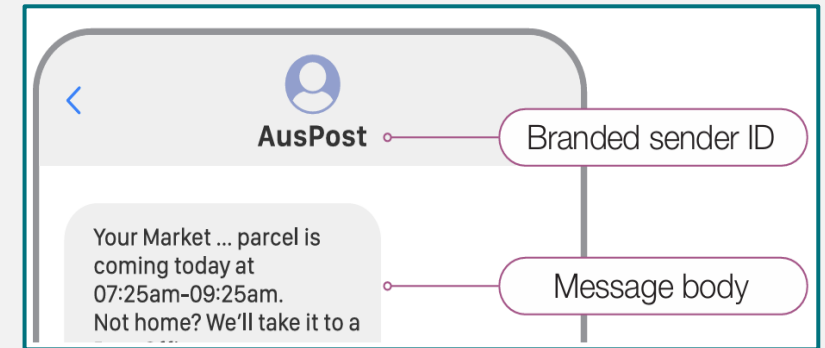
<https://comms.agedcareupdates.net.au/link/id/zzzz6a03f75725bb8336Pzzzz6355f87a9ffa212/page.html>



# Register your SMS sender ID

- New initiative to safeguard against scam text messages.
- Businesses who send SMS texts to customers need to register their sender IDs by **1 July 2026**.
- Unregistered sender IDs will be labelled as 'unverified' on branded text messages.

How a **branded** sender ID appears in an SMS



*Scan the QR code for more information*

<https://www.acma.gov.au/sms-sender-id-register>



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# IHACPA

Independent Health and Aged Care Pricing Authority

## Aged Care Cost collection data

Expression of interest closes 30 June 2026



<https://www.ihacpa.gov.au/aged-care/aged-care-costing>

## Support at Home pricing advice 2026-27

Released May 2026



<https://www.ihacpa.gov.au/resources/support-home-pricing-advice-2026-27>



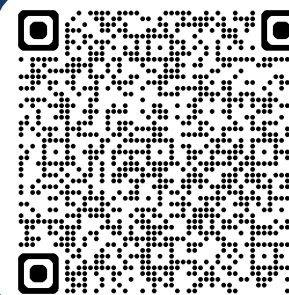
# Data and digital strategy 2024–2029

2026 updates

The Aged Care Data and Digital Strategy 2024–2029 and action plan sets our direction to deliver the highest quality, person-centred care for older people.

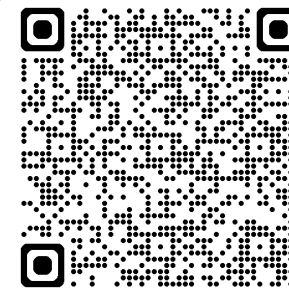
Updates recently published:

- Action plan year 2
- Report year one have been published.



Action plan Year 2

<https://www.health.gov.au/resources/publications/action-plan-year-2-aged-care-data-and-digital-strategy-2024-2029>



Report year one

<https://www.health.gov.au/resources/publications/report-year-one-aged-care-data-and-digital-strategy-2024-2029>



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# Aged Care Provider Portal update

Services Australia

Providers can now use Services Australia's Aged Care Provider Portal (ACPP) to manage more administrative functions for

- Support at Home
- residential aged care
- transition care.



<https://www.servicesaustralia.gov.au/aged-care-provider-portal?context=20>

For technical support, call the Services Australia Aged Care provider enquiry line

**1800 195 206**



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# Business to Government

Co-design playback and Release 13

## Annette Radosavljevic

a/g Director  
Digital Reform Branch  
Department of Health, Disability and Ageing

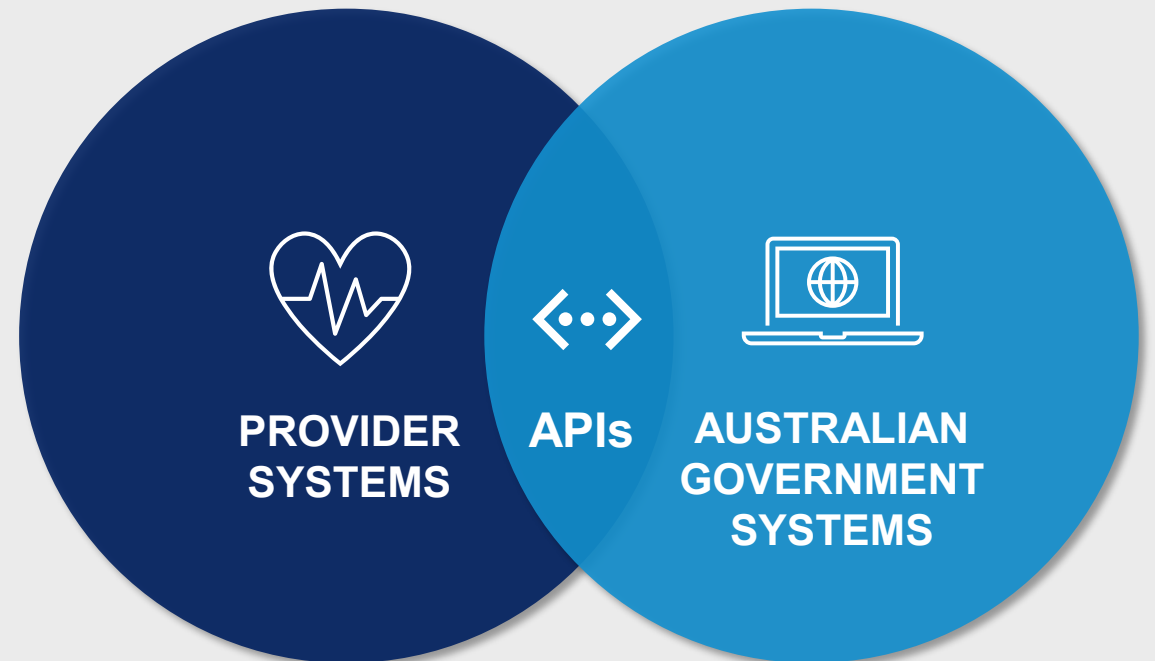
## Rex Arnott

Product Owner  
Aged Care Services and Sustainability Branch  
Department of Health, Disability and Ageing

# Building technology connections

## Building technology connections

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



# Co-design - Consolidated Findings: Providers & Developers

Adoption depends on confidence: clear scope, proven value, ready vendors and practical delivery support across the ecosystem.

## Shared adoption drivers

- 1 Clear roadmap & scope**  
Confidence in what is available, when, and why it matters.
- 2 Prove value early**  
Evaluation outcomes and case examples support prioritisation.
- 3 Ready the ecosystem**  
Vendors readiness and stable identifiers support uptake.
- 4 Support delivery**  
FAQs, Q&A, test data and worked examples improve confidence.

## Coordinated action plan

### Immediate focus

#### Communicate

Confirm API scope and timing early.

#### Demonstrate

Share proven benefits of APIs.

#### Enable

Keep FAQs, Q&A and conformance register current.

### Future focus\*

#### Roadmap

Publish rollout guidance to support planning.

#### Evidence

Track adoption metrics and case studies to share with the sector.

#### Strengthen

Improve versioning, test data, and examples for software vendors.



# 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.



# 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

# Thank you



**Email us**

[support-developerportal@health.gov.au](mailto:support-developerportal@health.gov.au)

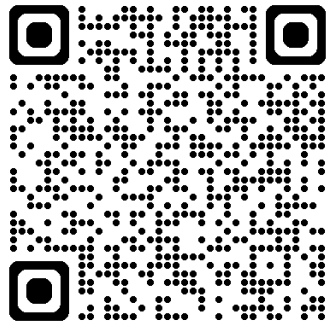
1



**Visit our website**

<https://www.health.gov.au/our-work/b2g>

2



**Visit the Developer Portal**

<https://developer.health.gov.au/s/>

3



# Government Provider Management System

**Shehara Perera**

A/g Director  
Digital Strategy and Assurance Branch  
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
- New/updated data fields to validate Manage Points of Contact, including legal name changes and bulk updates

### Quarterly Financial Report (QFR) updates

- 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)

### 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 10:15pm Thursday 25 June to 8:00am Monday 29 June 2026.*



# Manage Your Organisation tile

## 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](#)

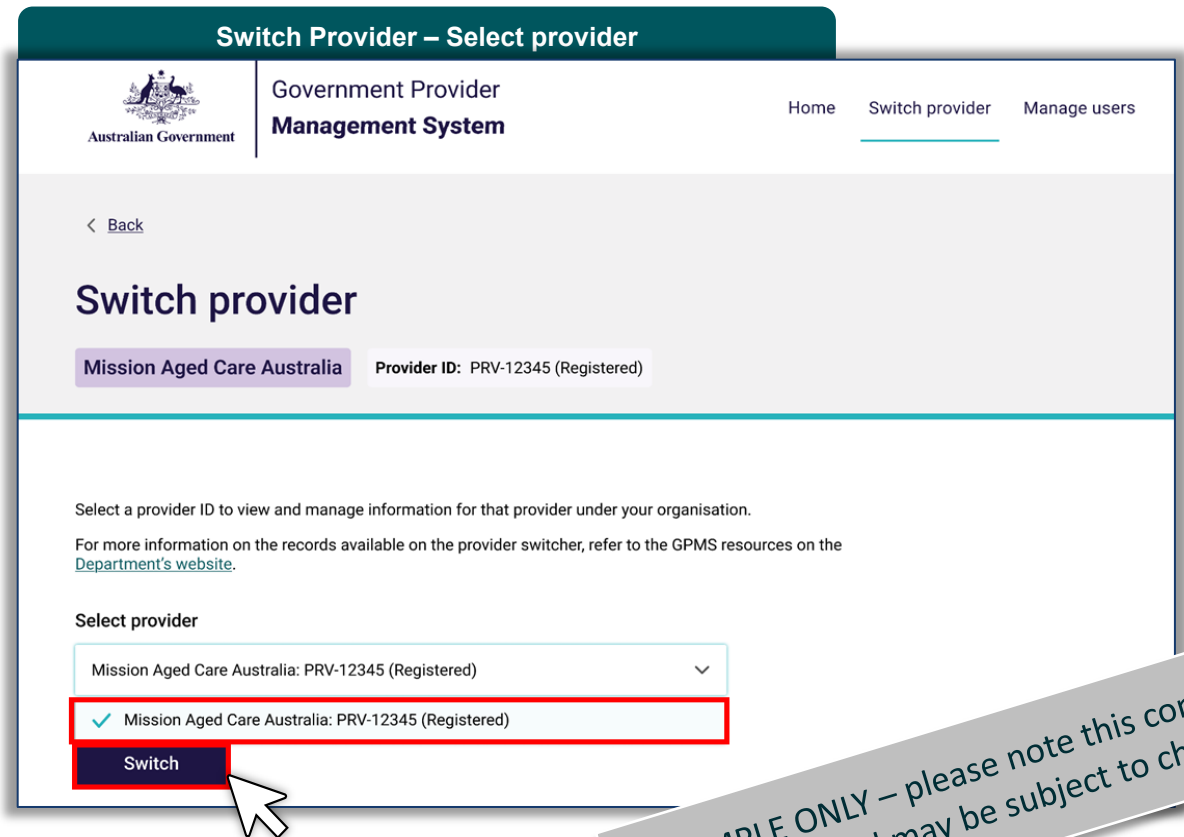
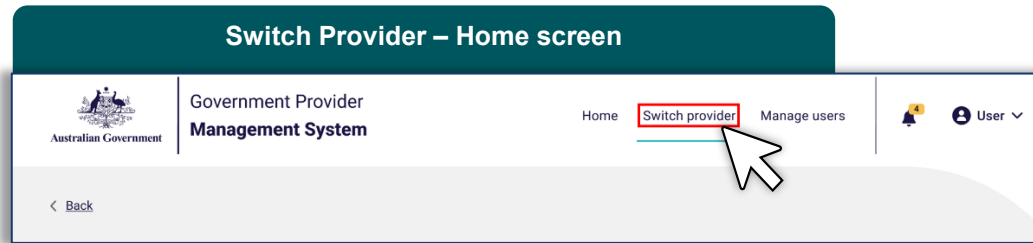
Entity ID	Entity name	Position	Contact Purpose	Start date	End date	Role status
SRV-17169	Independent Health Care Service Aged Care Packages	PhD	Primary Contact	18/07/2024		Active

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



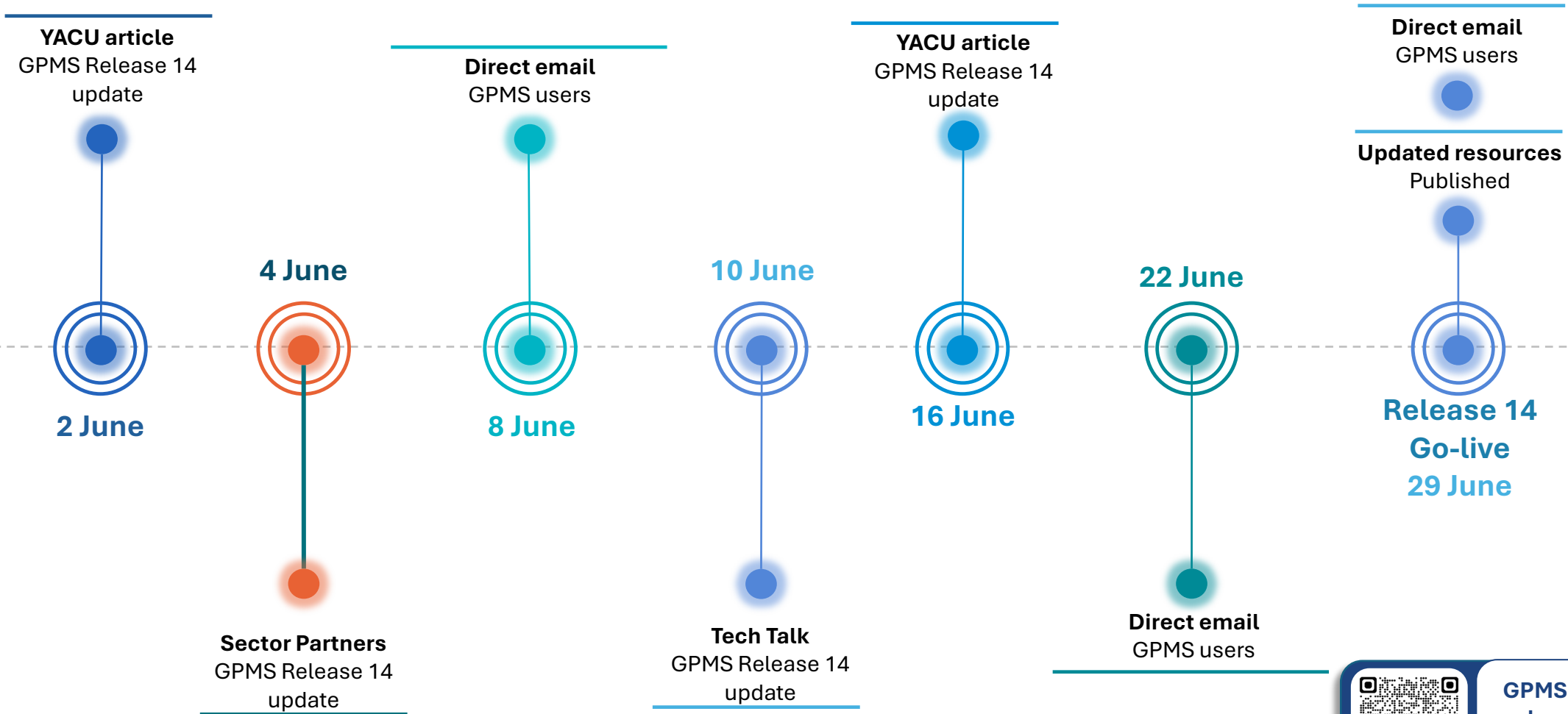
# Registered Provider portal home screen - updates

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



# 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.



# Support at Home

Changes to personal care entitlements

## Toby Burgess

a/g Assistant Secretary  
Reform Implementation Division  
Department of Health, Disability and Ageing

## Erika Barnett

a/g Assistant Secretary  
Assessment Home Care Transition Branch  
Department of Health, Disability and Ageing



# Personal Care contributions changes

## What's changing from 1 October 2026

- **ALL personal care services** will move from Independence to Clinical Supports for contribution purposes.
- **Participants will no longer pay contributions** for approved personal care delivered on or after 1 October 2026, where they are approved and have funding.
- Change will be made in the Aged Care Rules

## What's not changing

- **What is considered personal care remains the same.** No changes to service type scope or activities.
- **How personal care is delivered does not change.** No changes to workforce roles, qualifications or delivery models.
- **Eligibility and approval requirements remain unchanged.** Participants must still be approved for personal care and have available funding.
- **Service IDs and pricing structures remain the same.** Only the participant contribution category is changing.
- **Provider responsibilities and obligations remain unchanged.** Providers must continue to meet existing requirements for claiming, billing and record keeping.



# Personal Care high level impacts

## Providers

- **Provider ICT systems may need updates** to reflect new contribution treatment i.e. service set up, billing, claiming and reporting)
- **Claiming and payment arrangements** must align to new contribution settings.
- **Care plans and Service Agreements** may need to be updated.
- **Provider communications with participants** need to reflect the change.

## Participants

- Participants may wish to update their **care plans** if they have opted to receive less personal care than preferred/needed due to contributions.
- May need to agree to updated **Service Agreements**.
- Will start to receive updated **statements and invoices**.



# Personal Care contributions change

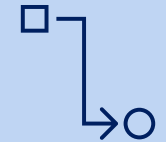
## People

- Care Partners and staff delivering general information need awareness
- Care Partners may need to update Care Plans
- No changes to personal care staffing for service delivery.



## Processes

- Care Planning processes
- Invoicing/contribution collection processes (differentiated by service date)
- Hardship referrals in the lead up to 1 Oct (potential)
- Service Agreement update/amendment processes.



## Information

- Service Agreements
- Care plans
- Website content
- Training modules
- Client statement templates
- Invoicing templates



## Technology

- Client statement design/data.
- Invoicing design/data.
- Reference data for services types.



# Priority aged care support for Australians with Motor Neurone Disease (MND)

- MND is now recognised as a rapidly progressing condition for Support at Home
- Older Australians with MND will be given priority access to Support at Home funding, so they can receive services sooner as their needs change
- The change will take effect 6 June 2026
- Once the change is in place, it will apply retrospectively, which means people with MND who are already approved and waiting for funding will also be prioritised
- If a participant already advised their assessor that they have MND during their assessment, their priority will be updated automatically



# Access the latest information

Learn what the changes mean for providers



<https://www.health.gov.au/our-work/support-at-home/charging-for-support-at-home-services/support-at-home-personal-care-contribution-change>

Share the changes with participants



<https://www.myagedcare.gov.au/news-and-updates/support-home-personal-care-contribution-changes>

Subscribe to newsletter updates



<https://www.health.gov.au/using-our-websites/subscriptions/subscribe-to-aged-care-newsletters-and-alerts>



# Pulse check polls

1

How valuable have you found these sessions?

2

How have you benefited from attending these sessions?

*Please provide specific examples where possible.*

3

How relevant are the topics covered to your needs and interests?

4

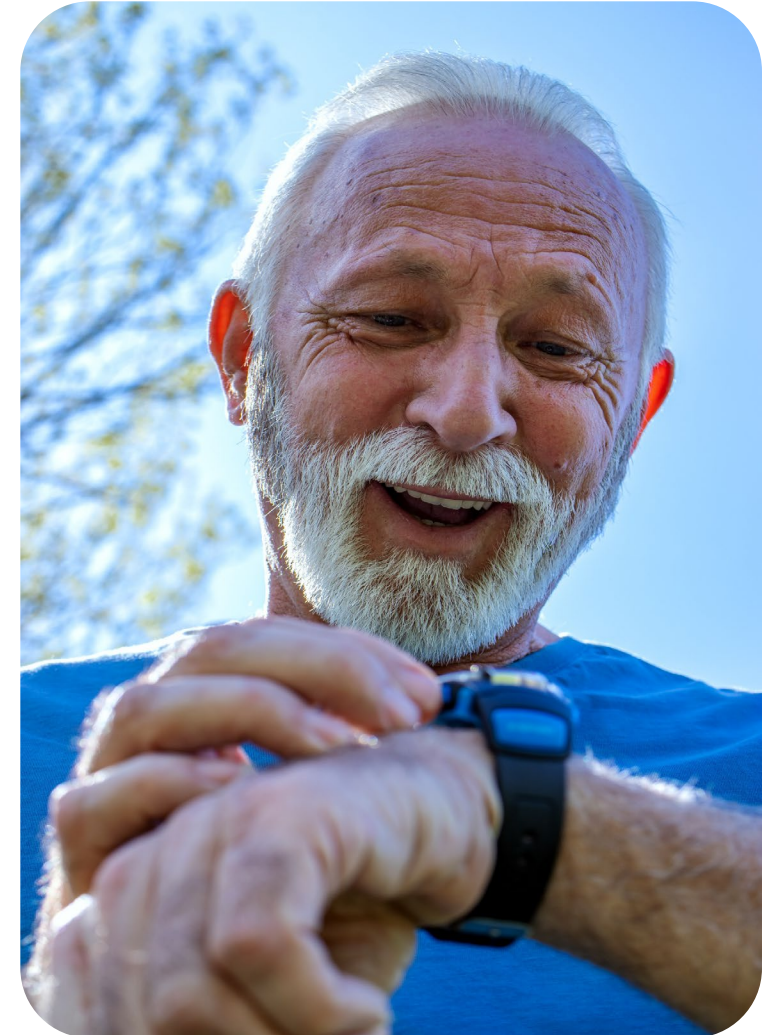
What motivates you to attend these sessions?

*Please provide specific examples where possible.*

5

How could we make these sessions more valuable for you?

*Please consider aspects such as topics, depth, format, or level of interaction.*





# Learning byte

**Emily Simlat**

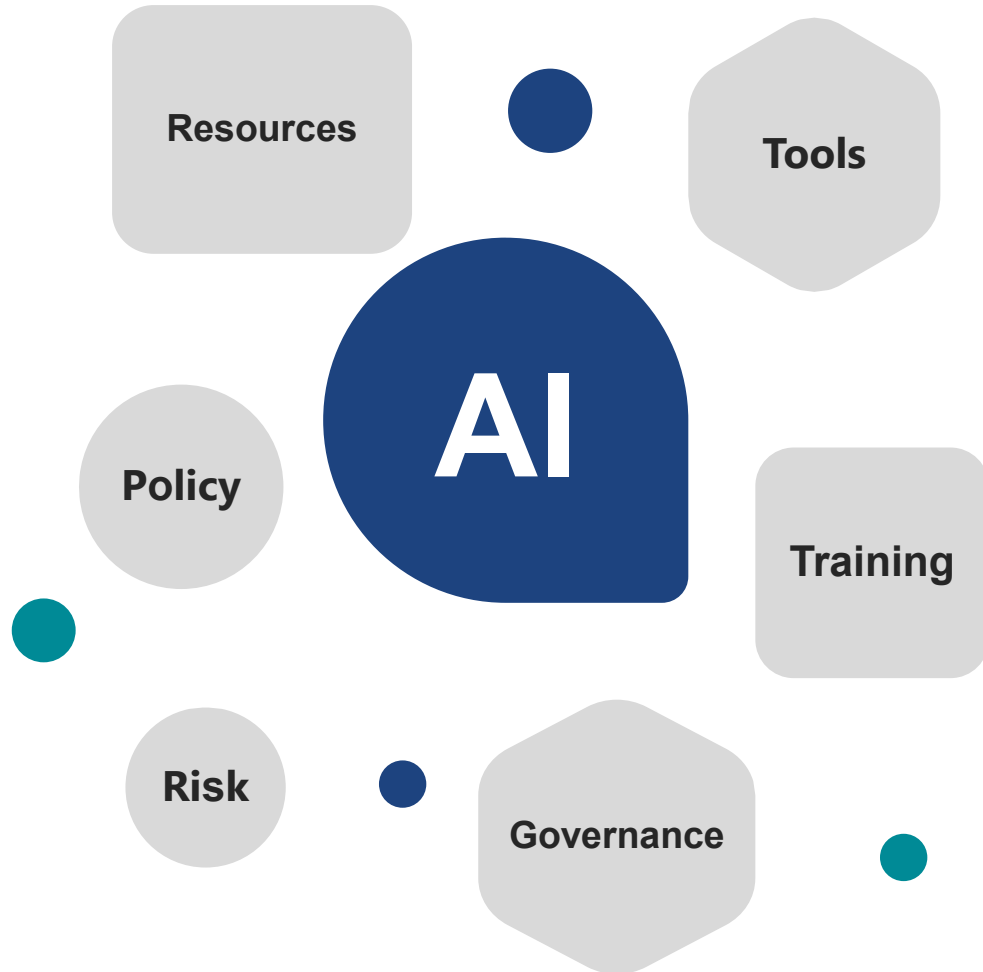
a/g Director

Digital Business and Sector Engagement

Department of Health, Disability and Ageing

# Learning byte

Where do I even start with AI?



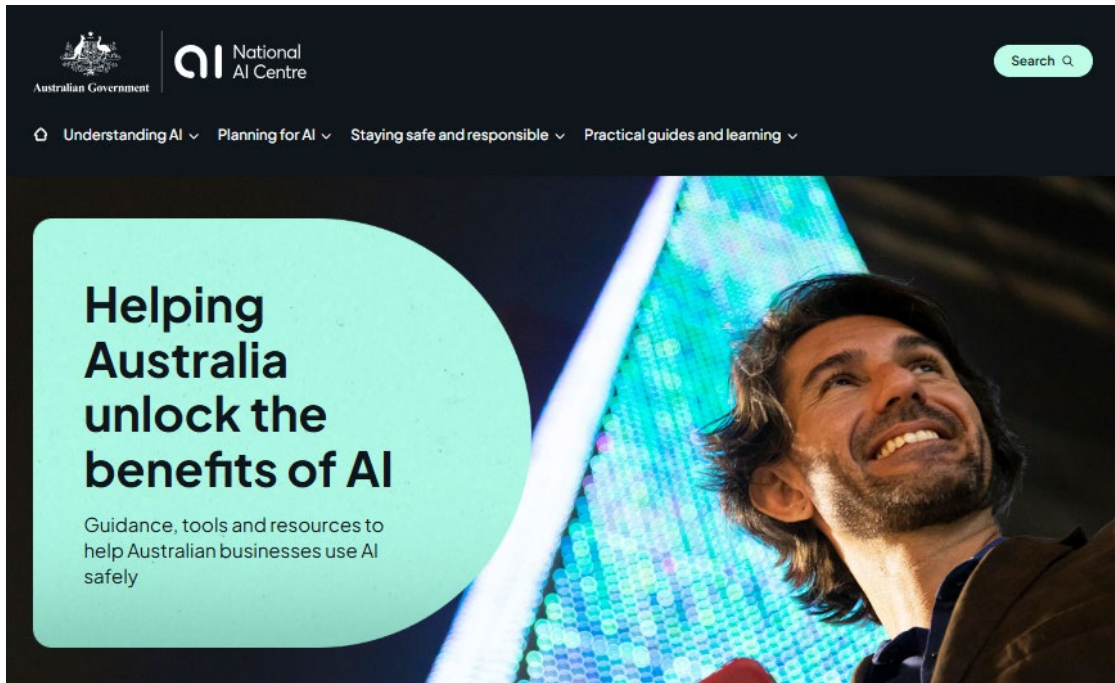
## Start here: trusted guidance

**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.

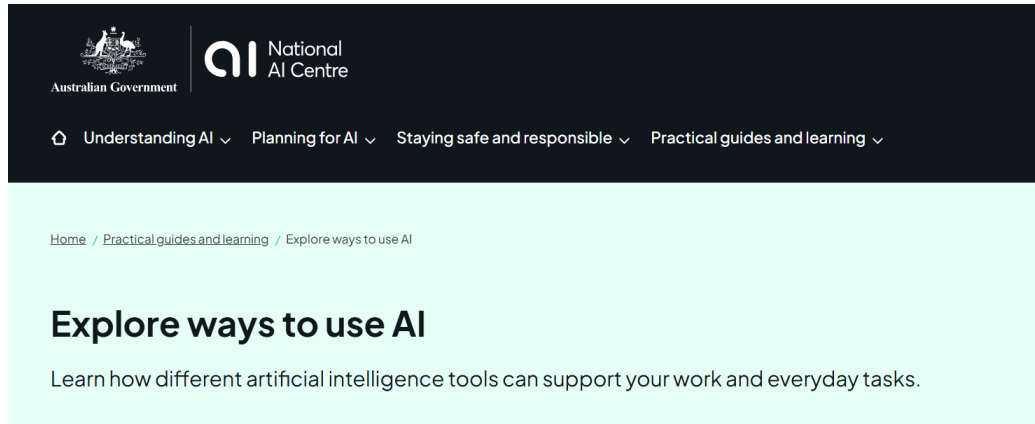


AI.gov.au

Scan to visit: <https://www.ai.gov.au/>

# Practical guides

Responsible adoption and learning



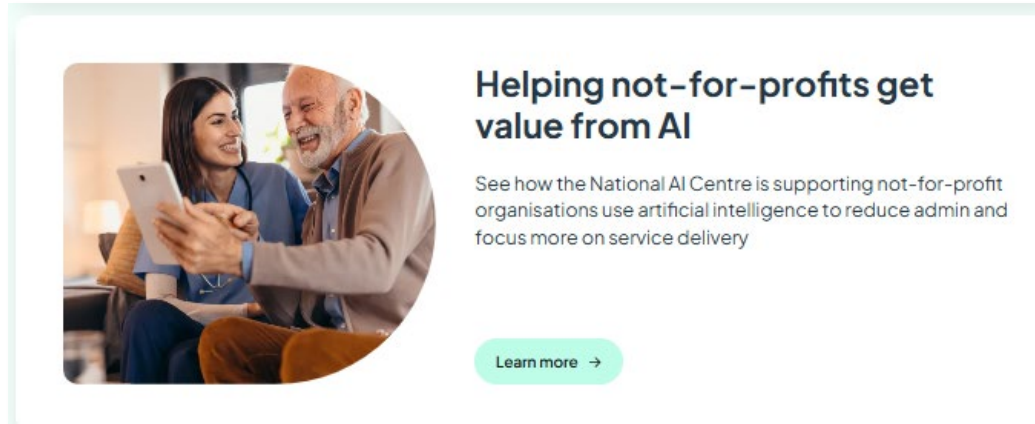
Australian Government | National AI Centre

Home / 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.**

Scan the QR code to reach:

<https://www.ai.gov.au/practical-guides-and-learning>

# Q&A



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



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



# Thank you!

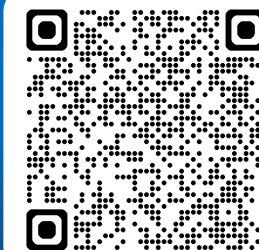
Our next Tech Talk

**Wednesday 15 July 2026 (AEST)**  
**2:00 – 3:30pm**

DigitalServicesSectorEngage@health.gov.au



Australian Government  
Department of Health, Disability and Ageing



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<https://www.health.gov.au/resources/webinars/digital-transformation-tech-talk-15-july-2026?language=en>