

Tech Talk

Digital Transformation for the health and care sector
Webinar series



Digital Services within Corporate Operations Group
Department of Health, Disability and Ageing

www.health.gov.au



Australian Government

Department of Health, Disability and Ageing

Welcome



Connect by phone



Dial-in +61 2 8318 0010 ID 491 147 334 303 53



Session is recorded



Australian Government

Department of Health, Disability and Ageing

Q&A



Ask your questions on Teams, using the **Q&A Tab** at the top of your screen



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



Email your questions:
digitalservicessectorengagement@health.gov.au



Media enquires:
news@health.gov.au



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.
- Any material provided is high level and should not be taken or relied upon as specific advice.
- Tech Talk is not a substitute for professional advice and organisations should obtain professional advice relevant to their requirements or circumstances.
- 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.



Australian Government

Department of Health, Disability and Ageing



Agenda

Digital Transformation for the health and care sector

**Digital
Transformation
Update**

Fay
Flevaras

**Business to
Government
(B2G)
API release**

Michelle
Pham

**Commonwealth
Home Support
Program
(CHSP)**

Kye
Traynor

**Therapeutic
Goods
Administration**

John
Jamieson

**AI Learning
Byte
Algorithms
vs AI**

Emily
Simlat

Q&A

Panellists



Australian Government

Department of Health, Disability and Ageing

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

Regulatory Assessment of Digital Platform Operators

Provider Register Phase 2

JUL DEC

Government Provider Management System

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

Upgrades to support future capital subsidy payments for newly built aged care homes or significantly expanded existing aged care homes

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

Personal Care Changes

Capital Subsidy Payments

Digital Hardship application

Aged Care Quality and Safety Commission

Enhancements to Smart Forms and the Bulk Upload Solution

Internal case management system maintenance

API Provisioning to Providers

Our poll - What you said

Scaled responses



Session value

- Participants were asked to rate session value on a scale of 1 to 5.
- **Average rating was 4.0.**



40%

**. of audience
members responded
to our poll**



Topic relevance

- Participants were asked to rate the relevance of topics on a scale of 1 to 5.
- **Average rating was 3.9.**



Australian Government

Department of Health, Disability and Ageing

Our poll - Your feedback



Most beneficial

- Digital transformation roadmap
- Info about timelines for upcoming changes.
- AI segments.
- Updates about GPMS, B2G and Support at Home.



Motivation for attending

- information/visibility of upcoming digital and policy changes.
- collaboration, hearing different perspectives, professional development, AI info, APIs, getting ideas, and because it's an easier source of info than reading.



Suggested improvements

- more CHSP information
- publishing a timestamped agenda in advance so people can attend only relevant parts
- detailed case studies about AI and API use
- providing guidance on software options for aged care providers
- including health, allied health and disability programs on the roadmap
- covering known technical problems
- more entry-level information
- more detailed technical information
- answering questions on policy (such as assessment algorithm) or ACQSC or Services Australia topics.

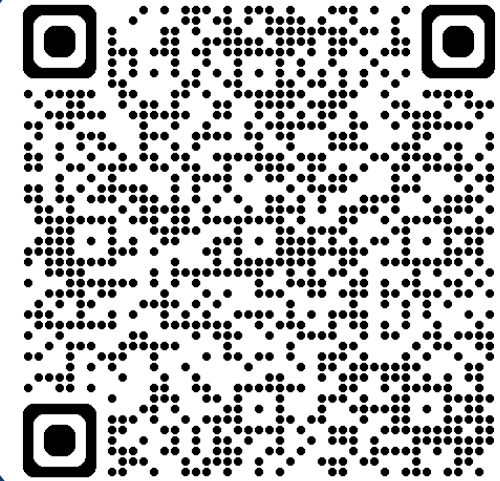


Australian Government

Department of Health, Disability and Ageing

Resources - Support at Home

Implementation video – Personal care contributions



This video explains the upcoming change to personal care contributions under the Support at Home program, effective 1 October 2026, and what you can do to prepare.

Resources - Support at Home

Services Australia – late claiming advisory



<https://www.servicesaustralia.gov.au/support-home-invoicing-and-home-care-account-adjustments?context=20>

- Late Support at Home claims no longer require supporting evidence to be submitted to Services Australia.
- Providers must still provide a reason for the delay and keep evidence on file in case it is requested later.
- Learn more about late claiming in the Support at Home eKit.



Australian Government

Department of Health, Disability and Ageing

Ausalert

National warning system

Australia's new national emergency warning system

- Will send emergency warnings directly to mobile devices
- Stakeholder kits available with communication resources
- National test: 27 July 2026
- Launch: October 2026



<https://www.ausalert.gov.au/about-us/about-ausalert>



Australian Government

Department of Health, Disability and Ageing

A woman with blonde hair tied back, wearing a white blouse and gold hoop earrings, is pointing at a computer screen. A man with dark hair and glasses, wearing a light blue button-down shirt, is looking at the screen. They are in an office with large windows in the background showing a cityscape. A green plant is visible on the left.

Business to Government (B2G)

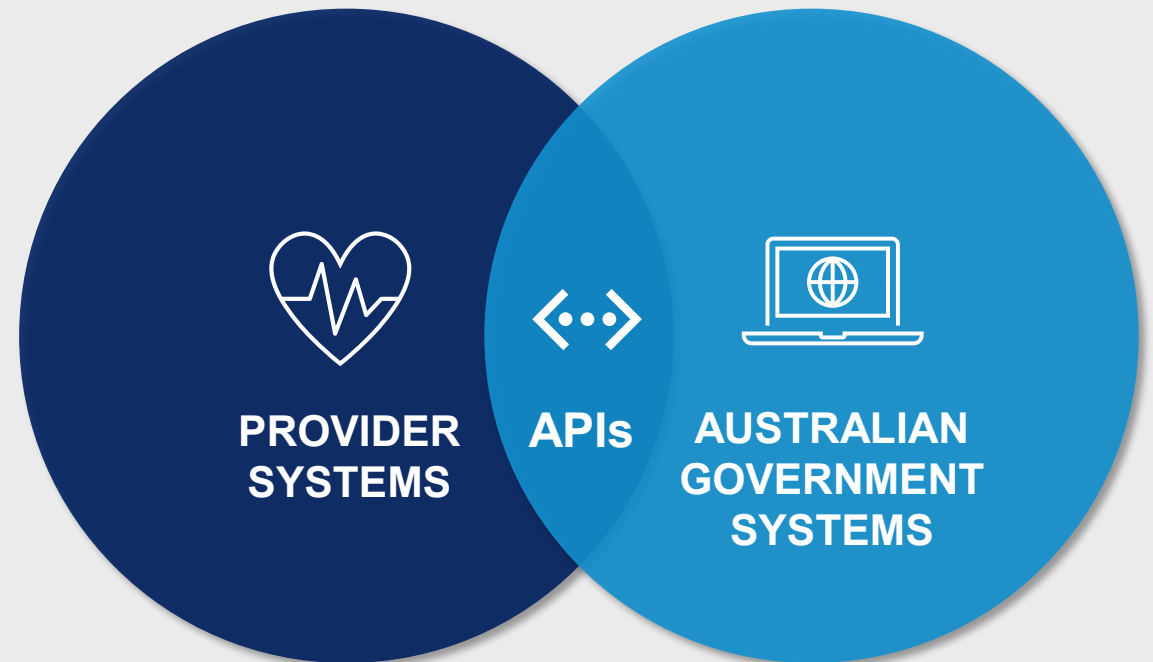
Michelle Pham

a/g Director
Aged Care Provider Systems 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



Australian Government

Department of Health, Disability and Ageing

Client APIs – Available now!

On 29 June, B2G released the Client APIs, providing vendors with access to API specifications to support build and integration activities with confidence.



Referral Management API*

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

*Referral Management API enables pre-acceptance retrieval of partial referral data



Client Management API

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



Support Plans API

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



Assessments API

- Assessment outlet name
- Assessment completion date



Australian Government

Department of Health, Disability and Ageing

What this means

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



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



Australian Government

Department of Health, Disability and Ageing

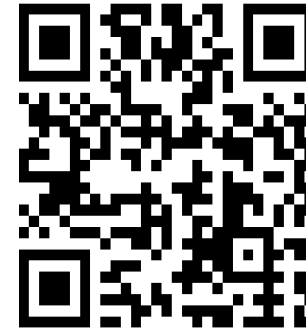
Thank you



Email us

support-developerportal@health.gov.au

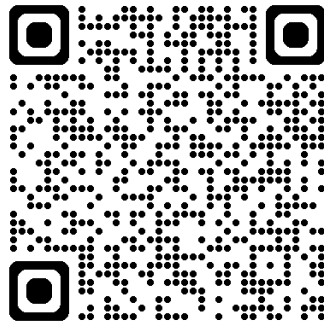
1



Visit our website

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

2



Visit the Developer Portal

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

3



Australian Government

Department of Health, Disability and Ageing

Commonwealth Home Support Program



Kye Traynor

Director
Home Support Operations Branch
Department of Health, Disability and Ageing

Commonwealth Home Support Program

2025 -27 Manual



<https://www.health.gov.au/resources/publications/commonwealth-home-support-program-chsp-2025-27-manual>

Commonwealth Home Support Program (CHSP) 2025–27 Manual

The CHSP 2025–27 Manual provides an overview of the program, provider responsibilities, funding and program changes from 1 November 2025 under the Aged Care Act 2024.



The CHSP 2025–27 Manual has been updated to reflect program changes under the *Aged Care Act 2024*.

The CHSP 2025–27 Manual has 3 parts:

Part A – About the CHSP

This covers an overview of the program, 2025-27 reforms to in-home aged care, CHSP services and wellness and reablement.

Part B – Eligibility and delivery requirements

This covers access to the CHSP, interaction with other programs, provider grant funding and client contributions and flexibility provisions.

Part C – Administration and provider responsibilities

This covers quality arrangements and client rights, CHSP service continuity and provider selection, incident management and staffing responsibilities, compliance and financial responsibilities and provider reporting and system responsibilities.

Appendices A to H support the Manual with additional information.



Australian Government

Department of Health, Disability and Ageing

Commonwealth Home Support Program

DEX guide from 1 July 2026



<https://www.health.gov.au/resources/publications/chsp-data-exchange-guide-from-1-july-2026>

CHSP Data Exchange Guide from 1 July 2026

The CHSP DEX Guide provides guidance to CHSP funded organisations on entering data into the Data Exchange to meet their reporting requirements.



Commonwealth Home Support Program (CHSP)

CHSP Data Exchange Guide
"The CHSP DEX Guide"

From 1 July 2026

The CHSP DEX Guide provides guidance on entering data into the Data Exchange for activities funded under the Commonwealth Home Support Program (CHSP) by the Department of Health, Disability and Ageing.

This document assists service providers to enter data in a consistent and compliant way that best reflects the program activity being delivered.

[CHSP Data Exchange Guide from 1 July 2026 \[PDF - 2 MB\]](#)

[CHSP Data Exchange Guide from 1 July 2026 \[Word - 2 MB\]](#)

About this resource

Publication date: 1 July 2026

Publication type: Guideline

Language: English

Part of a collection:

[Commonwealth Home Support Program \(CHSP\) 2025–27 extension resources](#)



Australian Government

Department of Health, Disability and Ageing

Therapeutic Goods Administration (TGA)

John Jamison

Assistant Secretary
Medical Devices Authorisation Branch
Therapeutic Goods Administration





Regulation of medical device software and AI

Focus on digital scribes



Australian Government
Department of Health, Disability and Ageing

What we regulate



Regulate therapeutic goods



Supply, import, export, manufacturing, advertising



Safety, quality and performance

Medicines



Medical
devices



Biologicals



Australian Government

Department of Health, Disability and Ageing

Therapeutic Goods Administration – tga.gov.au

What we do not regulate



We don't regulate:



Consumer products (not for therapeutic use)



Well-being software



Privacy (unless it impacts safety or performance of a medical device)



Clinical practice



When software (or AI) is a medical device

Manufacturer's intended purpose is critical



Software is a medical device when it is **intended** for:

- Diagnosis, prevention, monitoring, prognosis, prediction or treatment of a disease, condition, injury or disability
- Compensation for an injury or disability
- Investigation of the anatomy or of a physiological process
- Control of conception



Software that is an accessory to another medical device.



Software challenges

Software is **cheap** and (relatively) easy to produce and supply via digital marketplaces

Jurisdiction is complex when products are cloud-based

Software is **often multifunctional**, or part of a broader, more complex 'system'

Many developers are **new to regulation**

Unauthorised changes, **scope creep**

Cyber Security
(connected devices)
concerns

Compatibility with third-party products



Artificial intelligence – additional challenges

LLMs **not validated** for a
medical purpose

AI is **not always**
immediately visible in
the design

Privacy and consent of
data used and collected

Rapid development and
diversity of AI systems

Clinical practitioners are **not**
always aware of the extent to
which they are **accepting the risk**
for use of software

Data for training and testing of the
AI is often **not related to use**
case population or is **too small**
to be valid

The AI model and its design is **not**
always based on good clinical
or scientific evidence



Additional regulation – Software and AI tools

Regardless of whether the software or AI tool is, or is not, a medical device

- [Privacy Act 1988](#) – administered by the Office of the Australian Information Commissioner
- [Cyber Security Act 2024](#) – governed by the Australian Cyber Security Centre
- [National Registration and Accreditation Scheme](#) – administered by the Australian Health Practitioner Regulation Agency
- [Australian Consumer Law](#) – administered by the Australian Competition and Consumer Commission with state and territory agencies



Traditional digital scribes



- Documentation tools
- Transcribe and organise information **explicitly stated** during a healthcare consultation or dictation.
- Can apply basic editorial changes and templated structural formatting.



Manufacturers must continuously monitor for functionality that may meet the definition of a medical device



When are digital scribes a medical device ?

Generates **new clinical content** that was **not** explicitly stated, that could influence clinical decision-making regarding:

- Diagnosis, differential diagnosis
- Prevention, treatment or intervention
- Prediction or prognosis
- Monitoring

**Medical
device**



Manufacturers must continuously monitor for functionality that may meet the definition of a medical device



Australian Government

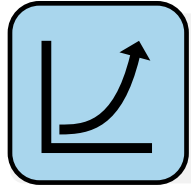
Department of Health, Disability and Ageing

Therapeutic Goods Administration – tga.gov.au

Why we reviewed digital scribes



Functionality has expanded



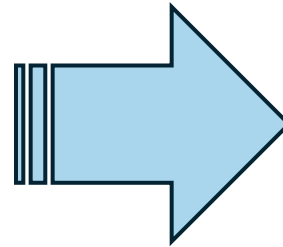
Adoption is rapidly increasing



User concerns



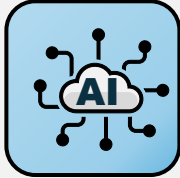
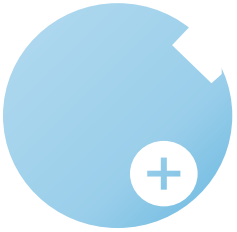
No regulatory visibility



Rapidly evolving tools that
may influence clinical care



Digital scribe review - Initial findings

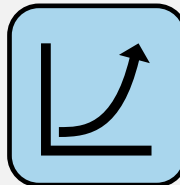


Use of AI-chat-based features to influence decisions



Medical device functionality, such as:

- Diagnostic recommendations or suggestions
- Differential diagnosis
- Suggested treatment plans
- Recommended clinical tests or investigations



Rapid emergence of new LLM-based features



Lack of transparency and safety controls



Key stakeholders – Shared responsibilities in AI governance



Australian Government
Department of Health, Disability and Ageing
Therapeutic Goods Administration



Australian Government
Office of the Australian Information Commissioner



Australian Government
Department of Health, Disability and Ageing

Resources and contacts

Regulation of software based medical devices

<https://www.tga.gov.au/regulation-software-based-medical-devices>

General medical device enquiries

devices@tga.gov.au

1800 141 144

The TGA's Digital Devices team

digital.devices@tga.gov.au



Australian Government
Department of Health, Disability and Ageing

TGA Therapeutic Goods Administration x +

https://www.tga.gov.au

Australian Government
Department of Health and Aged Care
Therapeutic Goods Administration

News and Community About us

Search this website

Products we regulate Product safety How we regulate Guidance and resources

Therapeutic Goods Administration (TGA)

We are Australia's government authority responsible for evaluating, assessing and monitoring products that are defined as therapeutic goods. We regulate medicines, medical devices and biologicals to help Australians stay healthy and safe.



[Subscribe to updates](#)

Subscribe to our email lists and RSS feeds to receive information, news, updates and alerts. We provide information for consumers, health care professionals and industry.



[Bondi Sands Everyday Protection Face SPF 50+ Sunscreen Mist – updated Directions for Use](#)

If you've purchased this sunscreen, do not spray it directly on your face. Spray the sunscreen onto your hands and then apply on your face.

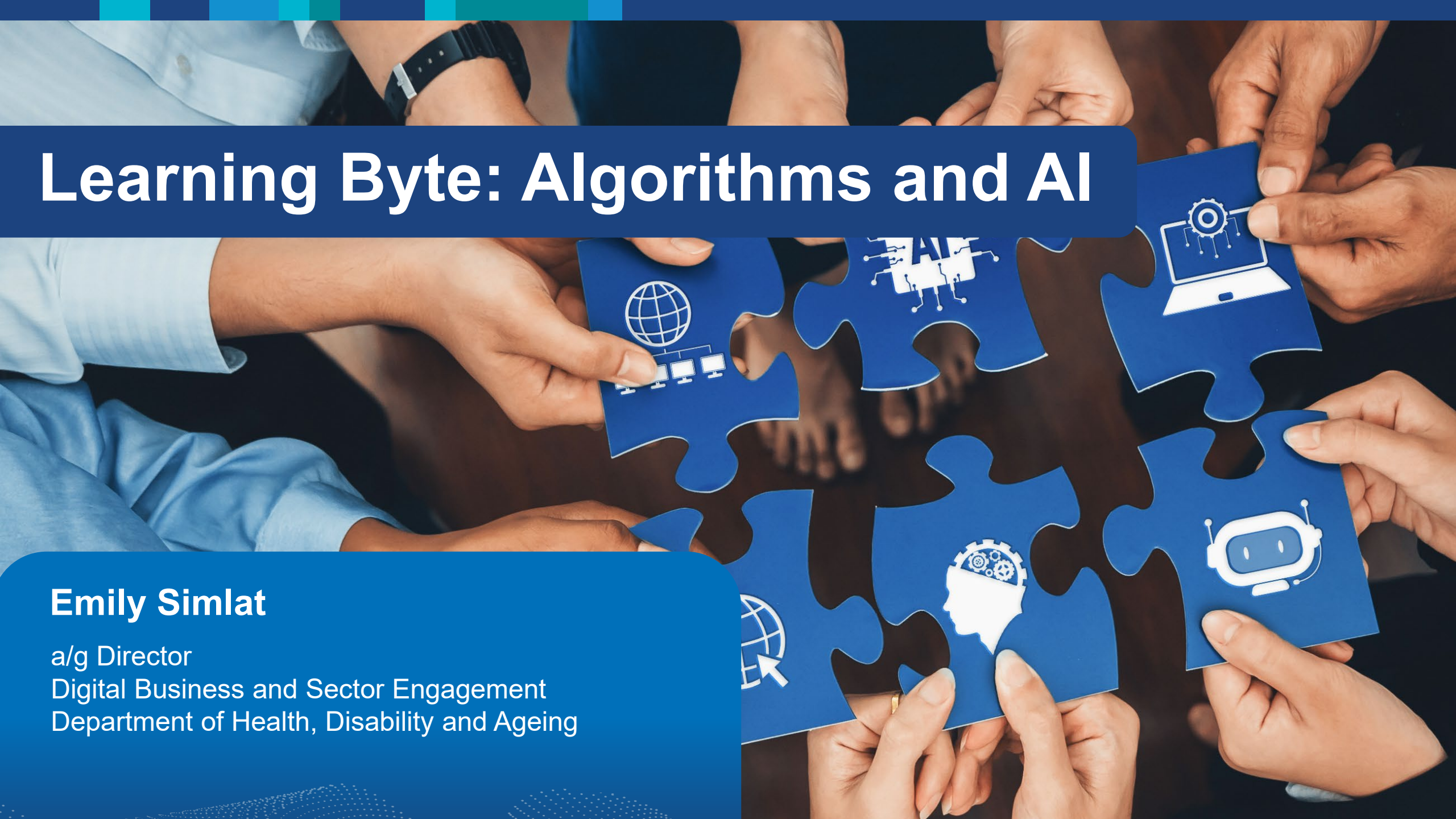


[Recall: BioCeuticals Zinc Drops](#)

FIT-BioCeuticals Pty Ltd is recalling two batches of BioCeuticals Zinc Drops. In these batches, the zinc and the liquid are separating, which means that you may not get the correct dose of zinc.

Therapeutic Goods Administration – [tga.gov.au](https://www.tga.gov.au)

Learning Byte: Algorithms and AI



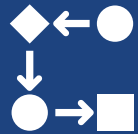
Emily Simlat

a/g Director
Digital Business and Sector Engagement
Department of Health, Disability and Ageing

Learning byte

Understanding AI vs algorithms

Algorithms = Instructions



- Follows defined steps
- Same input → same output
- Predictable and consistent
- Easy to trace and explain

AI = Learning



- Learns from data and patterns
- Same input → better outputs over time
- Adapts over time
- Built on algorithms but acts differently

Algorithms follow instructions. AI learns from experience



Why the distinction matters

AI vs algorithms



Explaining decisions clearly

These must be understood by staff, residents and families.



Appropriate oversight and safety

Different systems need the right level of monitoring to ensure safe use.



Trust and accountability in care

Trust is critical where decisions affect people's wellbeing and outcomes.

Understanding the difference helps ensure decisions are safe, transparent and appropriate



Australian Government
Department of Health, Disability and Ageing

Source: ai.gov.au

Examples in use

AI vs algorithms

Example: Staff rostering

- Applies fixed rules such as staff availability and shift coverage
- Can optimise schedules using patterns and past demand
- Often combines both approaches within one system



What matters most is how a system behaves in practice, not what it is called.



Q&A



Ask your questions on Teams, using the **Q&A Tab** at the top of your screen



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



Email your questions:
digitalservicessectorengagement@health.gov.au



Media enquires:
news@health.gov.au



Australian Government
Department of Health, Disability and Ageing



Thank you!

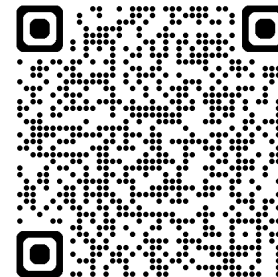
Our next Tech Talk

Wednesday 9 September 2026 (AEST)
2:00 – 3:00pm

DigitalServicesSectorEngage@health.gov.au



Australian Government
Department of Health, Disability and Ageing



Register for our next Tech Talk

<https://www.health.gov.au/resources/webinars/digital-transformation-tech-talk-9-september-2026>