

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

Webinar #33

9 September 2026



Welcome



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Session is recorded



Australian Government
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Q&A



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



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Email your questions:
digitalservicessectorengagement@health.gov.au



Media enquires:
news@health.gov.au



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Agenda

Digital Transformation for the health and care sector

**Digital
Transformation
Update**

Emily
Simlat

Marina
Muttukumar

**Digital Delivery
update**

Shehara
Perera

**AIHW National
Aged Care
Data Asset**

Mikaela
Jorgensen

**AI Learning
Byte
AI vs Agentic
AI**

Emily
Simlat

Q&A

Panellists



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The background of the slide features a hand pointing towards a futuristic digital interface. The interface consists of concentric circles and glowing blue lines, with the words "DIGITAL TRANSFORMATION" centered within a circular frame. The overall color scheme is dark blue with bright blue highlights.

Digital Transformation Update

Marina Muttukumar

Assistant Secretary
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

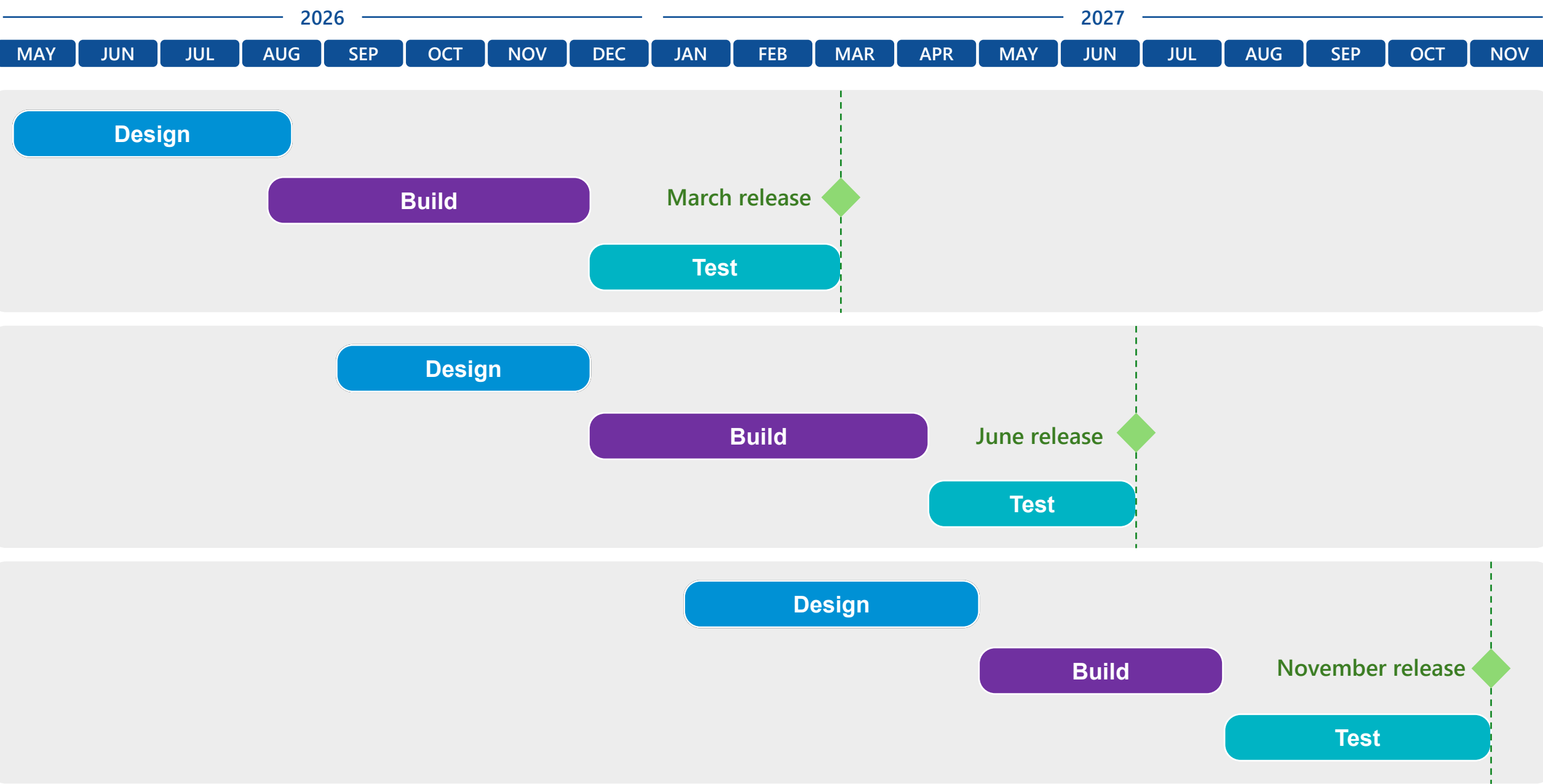
Aged Care Quality and Safety Commission

Enhancements to Smart Forms and the Bulk Upload Solution

Internal case management system maintenance

API Provisioning to Providers

Digital Release Timeline – 2027 Releases

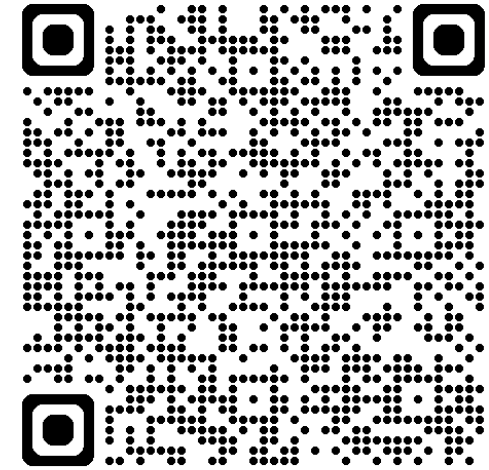


News

Commonwealth Home Support Program



The Commonwealth Home Support Program (CHSP) grants to be extended to 30 June 2029.



**Read the open letter to
Commonwealth Home Support
Program providers**

<https://www.health.gov.au/resources/publications/an-open-letter-to-commonwealth-home-support-program-providers>



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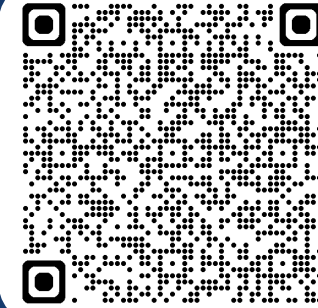
Department of Health, Disability and Ageing

Resources

Support at Home manual update

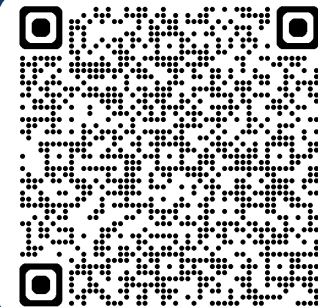
The Support at Home program manual and training has been updated to:

- add details about prices, payments and fees
- add new service and funding guidance.



Updated Support
at Home program manual

<https://www.health.gov.au/resources/publications/support-at-home-program-manual-a-guide-for-registered-providers?language=en>



Updated training
resources

<https://www.health.gov.au/our-work/aged-care-act/prepare/elearning-for-aged-care-providers#learning-package-1-program-overview>



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Resources

Support at Home – Changes to personal care information sessions



<https://www.health.gov.au/resources/collections/changes-to-personal-care-information-sessions>



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A man with glasses and a beard, wearing a blue turtleneck and a lanyard, holds a silver tablet. A woman with long dark hair, wearing a grey cardigan over a black top and a lanyard, points at the tablet. They are in a server room with racks of equipment in the background.

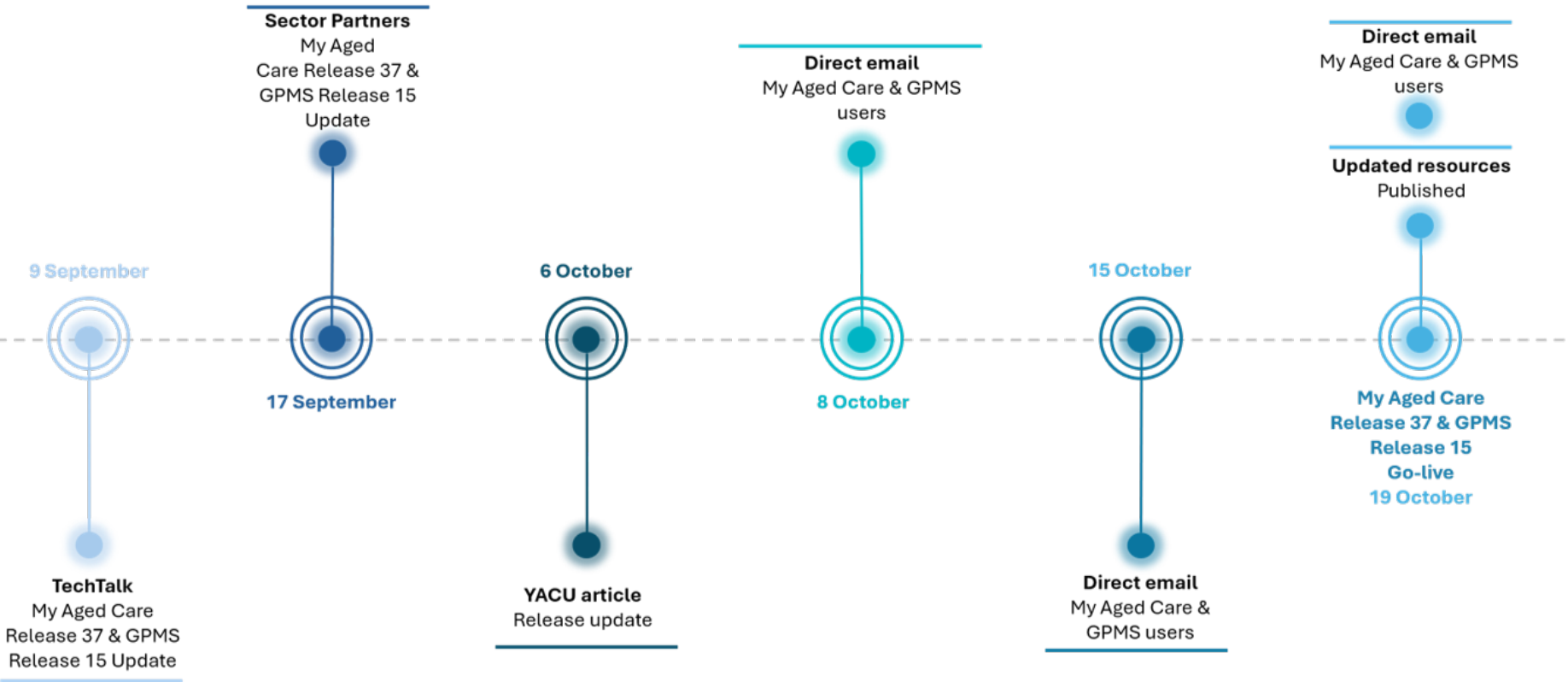
Digital Delivery Update

Shehara Perera

Assistant Director
Digital Strategy and Assurance Branch
Department of Health, Disability and Ageing

My Aged Care and GPMS

Communication and resources timeline



Assessor Portal resources

health.gov.au/resources/collections/my-aged-care-assessor-portal-resources



Service and Support Portal resources

www.health.gov.au/resources/collections/my-aged-care-service-and-support-portal-resources



GPMS resources

www.health.gov.au/our-work/government-provider-management-system-gpms/resources



Government Provider Management System (GPMS)

Release update

The next GPMS release will occur on 19 October 2026. The following enhancements will be introduced.

Key Updates for Providers

24/7 Registered Nurse reporting for Multi-Purpose Service Program providers

Introduces 24/7 RN reporting capability for MPSP providers in GPMS or through business to government APIs.

Quality Standards audit enhancements

The change will enable Providers to:

- access more detailed Quality Standards audit information in GPMS.
- view more detailed Quality Standards audit information, including audit purpose and the aged care categories assessed.

Please note: My Aged Care system & GPMS is expected to be unavailable due to a scheduled maintenance from Saturday 17 October to Monday 19 October 2026. Timing has not been confirmed but will be communicated once it is set.



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My Aged Care system release update

The next My Aged Care system release will occur on 19 October 2026. The following enhancements will be introduced.

Key Updates for Providers

Reinstate provider Specialisation Verification functions in Service and Support Portal

Providers will be able to:

- submit, view and manage Specialisation Verification applications through the Service and Support Portal.
- remove verified specialisations through the Service and Support Portal.
- view updated verified specialisation names for specialisation naming convention for a consistent approach across the 2022 and 2025 Specialisation Verification Frameworks.
- experience clearer system messaging and automatic of verified specialisations across all service items of an outlet.

Improved prioritisation for clients with MND

Enabling providers to:

- receive referrals for people with MND more quickly through automatic prioritisation of urgent referrals.
- support faster access to aged care services for clients with high and immediate care needs.

Client Journey Tracker re-instatement

This enhancement will allow providers to:

- view the main stages along the client journey from registration to service delivery.
- access tracker information aligned with the Support at Home program.
- better understand client status and journey stages.

Improved portal access controls

This enhancement will:

- strengthen role-based access controls.
- improve user access and session management.
- enhance user account and organisational access controls.

***Please note: My Aged Care system & GPMS is expected to be unavailable due to a scheduled maintenance from Saturday 17 October to Monday 19 October 2026. Timing has not been confirmed but will be communicated once it is set.*



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Business to Government (B2G) API Journey

From sector onboarding to automated, real-time aged care interoperability

	TIMING	JOURNEY MILESTONE	WHAT IT UNLOCKS
●	Jul–Sep 2023	Developer portal launch	Single entry point for sector engagement, on-boarding, roadmap visibility and early integration guidance.
●	Apr 2024	Registered Nurse version 1.0 Authentication API version 1.0 Provider management API version 1.0	Secure system-to-system connectivity; less reliance on manual portal interactions.
●	Jul 2024	Quality Indicator API version 1.0. Registered Nurse API version 2.0 to reflect policy changes	Automated Quality Indicator submission aligned with policy changes.
●	Feb 2025	Quality Indicators version 1.1 - now incl. Allied Health	Broader clinical reporting and a stronger evidence base for oversight.
●	Nov 2025	NACA API refactor	Better performance, scalability, reliability and vendor integration experience, aligning APIs to evolving policy and operational needs.
●	Jun 2026	Client APIs	Real-time access to client, referral, support plan and assessment data, reducing duplication of data entry across provider and government systems.

Support and assistance

Department of Health, Disability and Ageing

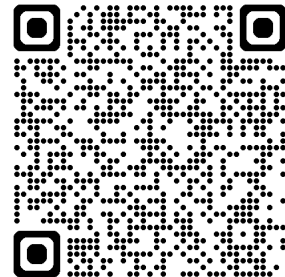


www.health.gov.au/contacts/my-aged-care-service-provider-and-assessor-helpline

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.

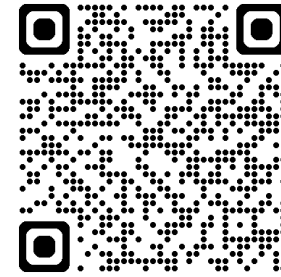
Visit **Health.gov.au** for more information about the My Aged Care Service and Support portal or GPMS, including support material. For general enquiries relating to GPMS, contact **GPMS.project@health.gov.au**.

GPMS
Resources



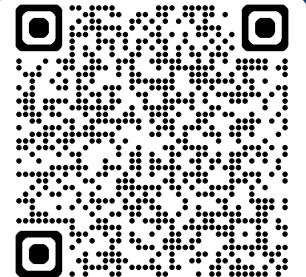
www.health.gov.au/our-work/government-provider-management-system-gpms/resources

My Aged Care
Terms of Use



www.myagedcare.gov.au/terms-use

My Aged Care
Resources



www.health.gov.au/resources/collections/my-aged-care-assessor-portal-resources



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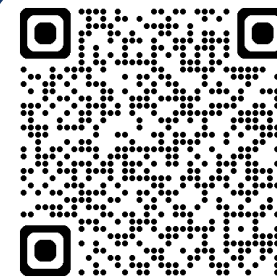
Support and assistance

Other agencies



<https://www.health.gov.au/contacts/services-australia-aged-care-providers-enquiry-line>

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, Provider forms, online claiming registrations and transitional and respite care extensions.



<https://www.agedcarequality.gov.au/contact-us>

Contact the questions re**Aged Care Quality and Safety Commission** for relating to changes in circumstances or smart forms via **providernotifications@agedcarequality.gov.au**. You can also contact the Commission's **Customer Contact team** on **1800 951 822**.

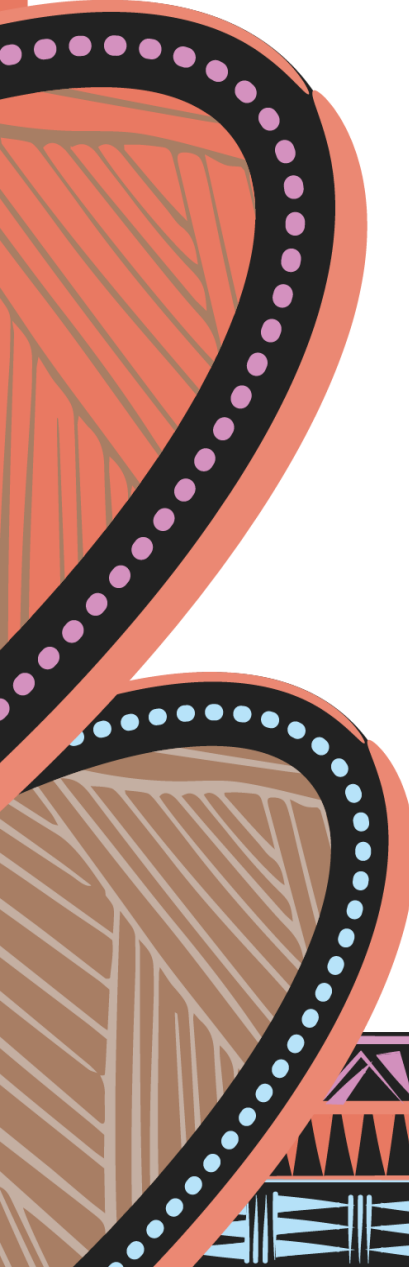


AIHW National Aged Care Data Asset

Dr Mikaela Jorgenson

Team Lead, National Aged Care Data Asset
GEN and Aged Care Data Unit
Community Services Group
Australian Institute of Health and Welfare

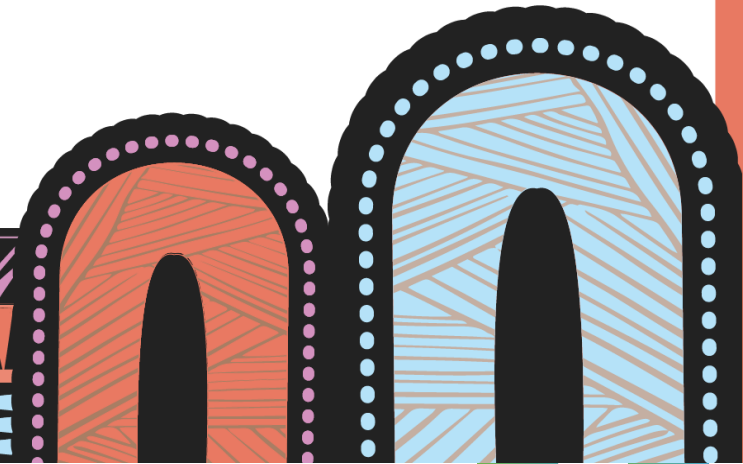


On the left side of the slide, there is a large, stylized Aboriginal art element. It features two overlapping, curved shapes. The top shape is orange with a black border containing a row of purple dots. The bottom shape is brown with a black border containing a row of blue dots. Both shapes have internal diagonal line patterns.

The AIHW acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to lands, waters, and communities.

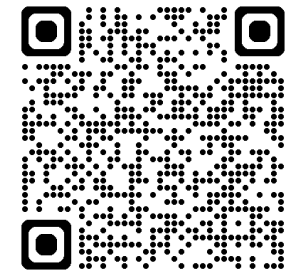
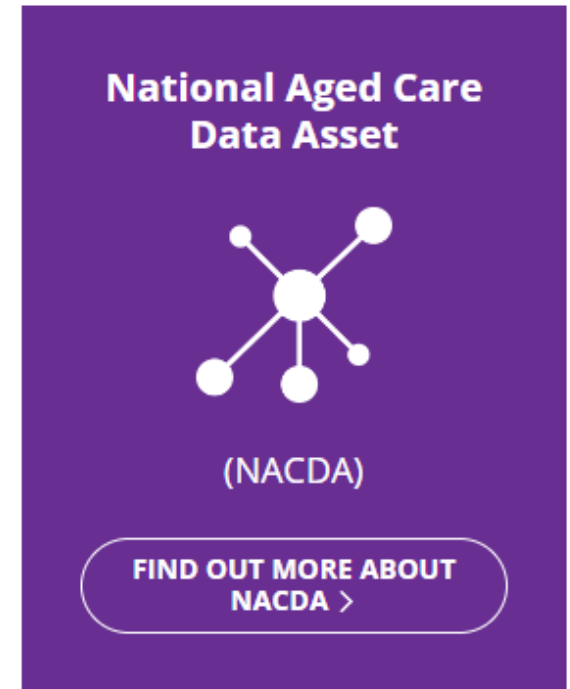
We pay our respects to the people, the cultures, and Elders past and present.

Artwork: **Data & Diversity** by Jay Hobbs (proud Kuku Yalanji & Meriam-Mir man).



What am I talking about today?

- What is the **National Aged Care Data Asset** (NACDA)?
- How can the NACDA be accessed?
- What does the NACDA mean for providers and the sector?
- Where to go for more information on the NACDA?



aihw.gov.au/reports-data/nacda

What does the AIHW do?

- The **Australian Institute of Health and Welfare** (AIHW) is Australia's authoritative source of health and welfare data and analysis
- We collect and manage data on a wide range of health & welfare topics
- We turn that data into useful information and reports to support policy and service delivery decisions
- In aged care, the AIHW works to:
 - Analyse data
 - Improve data quality
 - **Make data accessible**

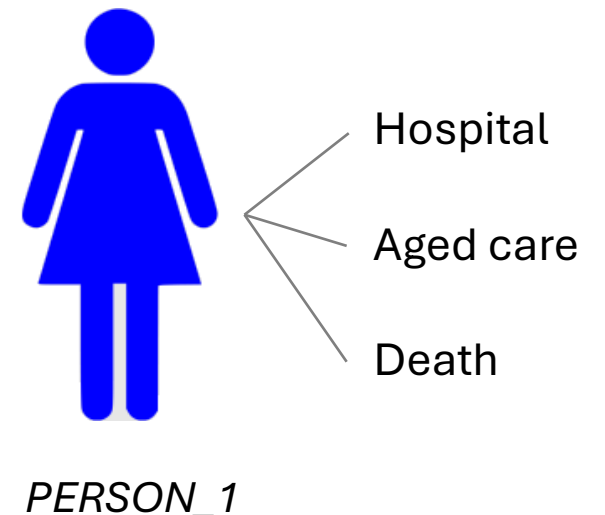
GEN
AGED CARE DATA



https://linktr.ee/genagedcaredata?utm_source=qr_code

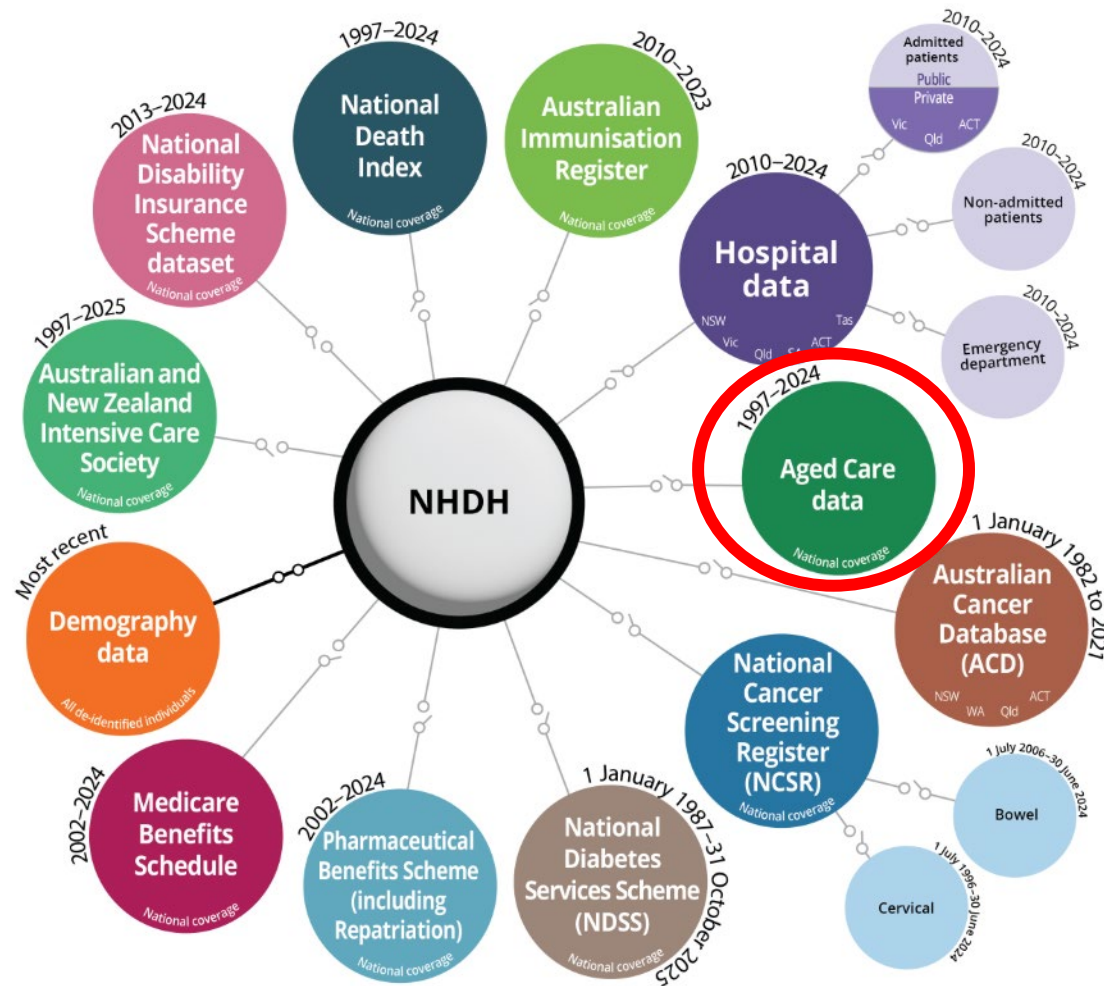
What is the NACDA?

- The [National Aged Care Data Asset](https://www.gen-agedcaredata.gov.au/about-our-data/national-aged-care-data-asset) (NACDA) is a linked data asset for **research**
<https://www.gen-agedcaredata.gov.au/about-our-data/national-aged-care-data-asset>
- It brings together administrative data from aged care, health and other community service settings that has **already been collected** or submitted
- Its **purpose** is to better understand pathways, experiences and outcomes of people receiving aged care, and the operation and performance of the system
- The NACDA was a Royal Commission recommendation and is developed in consultation with stakeholders
- It's an **enduring** asset, meaning data is updated regularly and new datasets added over time
- The NACDA contains **only de-identified data** on people and providers (e.g. uses person-numbers)



What is the NACDA?

Data modules available in the NACDA as at September 2026



- Entire data modules are made accessible for approved projects, as required
- Aged care modules have **>100 tables** across a range of programs (see [data item list](http://www.aihw.gov.au/reports-data/nhdh/data) www.aihw.gov.au/reports-data/nhdh/data)
- Aged care data is available from 1997. Data will be updated to **June 2025** shortly
- Currently 29 active projects using the NACDA (see [list](http://www.gen-agedcaredata.gov.au/about-our-data/national-aged-care-data-asset)) www.gen-agedcaredata.gov.au/about-our-data/national-aged-care-data-asset)

What is the NACDA?

- Most aged care data in NACDA relates to people and their episodes of care, with some de-identified data on a person's provider (e.g. org type, location)
- AIHW has worked with data custodians to expand provider data in the NACDA to include care quality, workforce and financials, as per the Royal Commission
- These data will form a new **provider-level module** for the NACDA:

Quality
Indicator
Program

Star Ratings

Care Minutes

24/7 RN
coverage

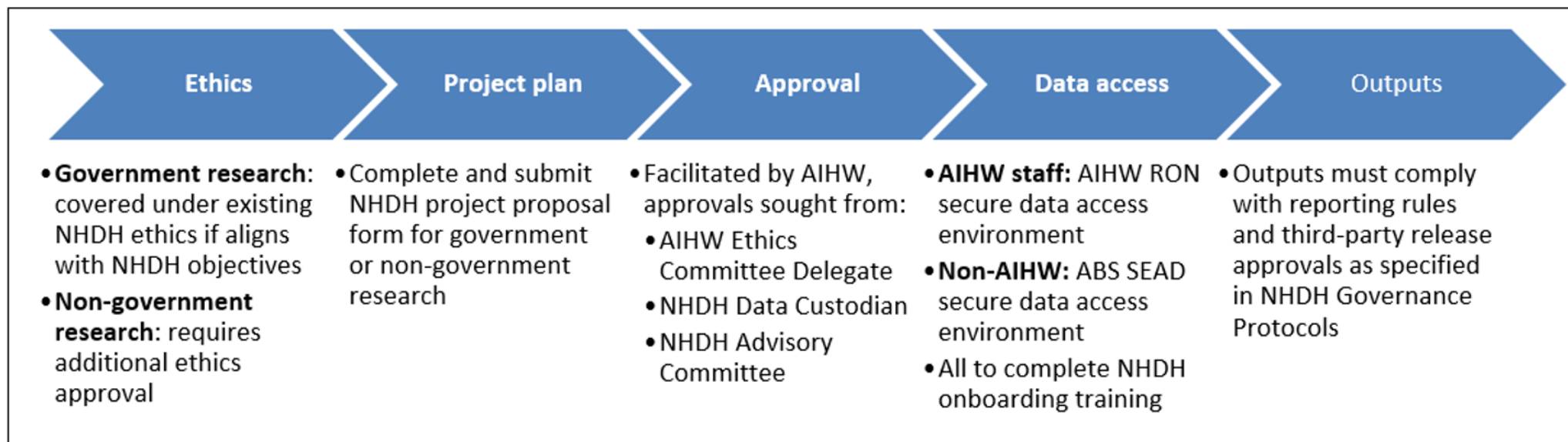
Aged Care
Financial
Report

Quarterly
Financial
Report

- Services/providers are de-identified (encrypted ID) but linkable to person tables
- **Currently** this module focuses on historical data (prior to new Aged Care Act)
 - Data up to 30 June 2025 available in NACDA this year

How can the NACDA be accessed?

- The NACDA has been available since 2024 for **both government and non-government researchers** to access via AIHW's [National Health Data Hub](https://www.aihw.gov.au/reports-data/nhdh)
<https://www.aihw.gov.au/reports-data/nhdh>
- Projects must have one or more **proficient data analysts**
- Projects need to align with **approved uses** (e.g. not for commercial gain)



What does the NACDA mean for providers?

- Providers **do not** need to collect or submit any new data
- The NACDA contains **only de-identified data** on providers → can't identify own provider or own branches/homes
- Providers can access the NACDA:
 - via analysts in own research units or in partnership with external researchers
 - if project aligns with [eligibility requirements and approved uses](https://www.aihw.gov.au/reports-data/nhdh/researcher-access-eligibility-costs)
<https://www.aihw.gov.au/reports-data/nhdh/researcher-access-eligibility-costs>
- Research using the NACDA can help providers better understand aged care populations and journeys, opportunities for service improvement (at high level), impacts of policy change and other **sector-wide** trends
- The NACDA can be used to generate more robust evidence about **interfaces** between aged care and the wider health and community services systems

Where to go for more info on the NACDA?

Interfaces between the aged care and health systems

3 groups aged 65+

Permanent residential care

Home care

No aged care
(matched sample)

5 key analyses

Medicare-subsidised services

Prescription medicines
dispensed

Hospitalisations

Emergency department
presentations

Health service use
over time

3 time periods

2021-22

2022-23

2023-24

See: [Interfaces topic on GEN](#)

<https://www.gen-agedcaredata.gov.au/topics/interfaces-between-the-aged-care-and-health-systems>

GEN
AGED CARE DATA

Where to go for more info on the NACDA?

National Aged Care Data Asset: Data resource profile

Information on scope, linkage rates and other data characteristics for researchers

The NACDA includes aged care data to
30 June 2024

The NACDA contains data on over **4.7 million people** who used government-funded aged care programs or received an aged care eligibility assessment

Aged care data linkage rates in the NACDA range from **93% to over 99%**

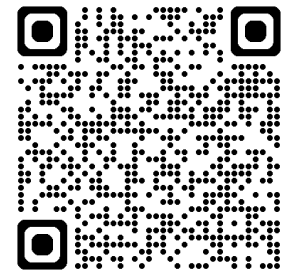
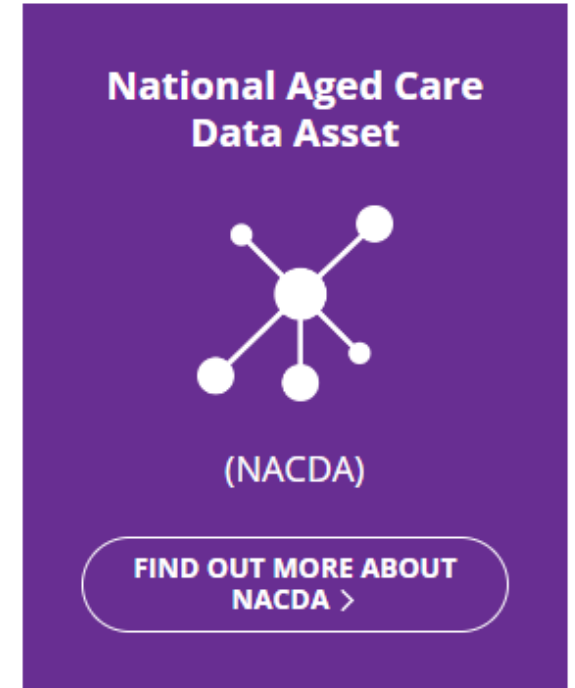
The NACDA includes data on **medicines, GP visits, hospitalisations, National Disability Insurance Scheme, deaths**, and linked data from other sources, for people using aged care

Resources: [NACDA data resource profile](https://www.gen-agedcaredata.gov.au/resources/publications/2026/february/national-aged-care-data-asset-data-resource-profile) | [NACDA data item list](https://www.aihw.gov.au/reports-data/nhdh/data) | [NACDA webpage](https://www.gen-agedcaredata.gov.au/about-our-data/national-aged-care-data-asset)

Thank you!

- **Questions?**
- Keen to hear your thoughts on how NACDA should be developed in future

Contact: gen@aihw.gov.au



aihw.gov.au/reports-data/nacda

Learning Byte: AI and Agentic AI



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

Emily Simlat

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

Emily Simlat

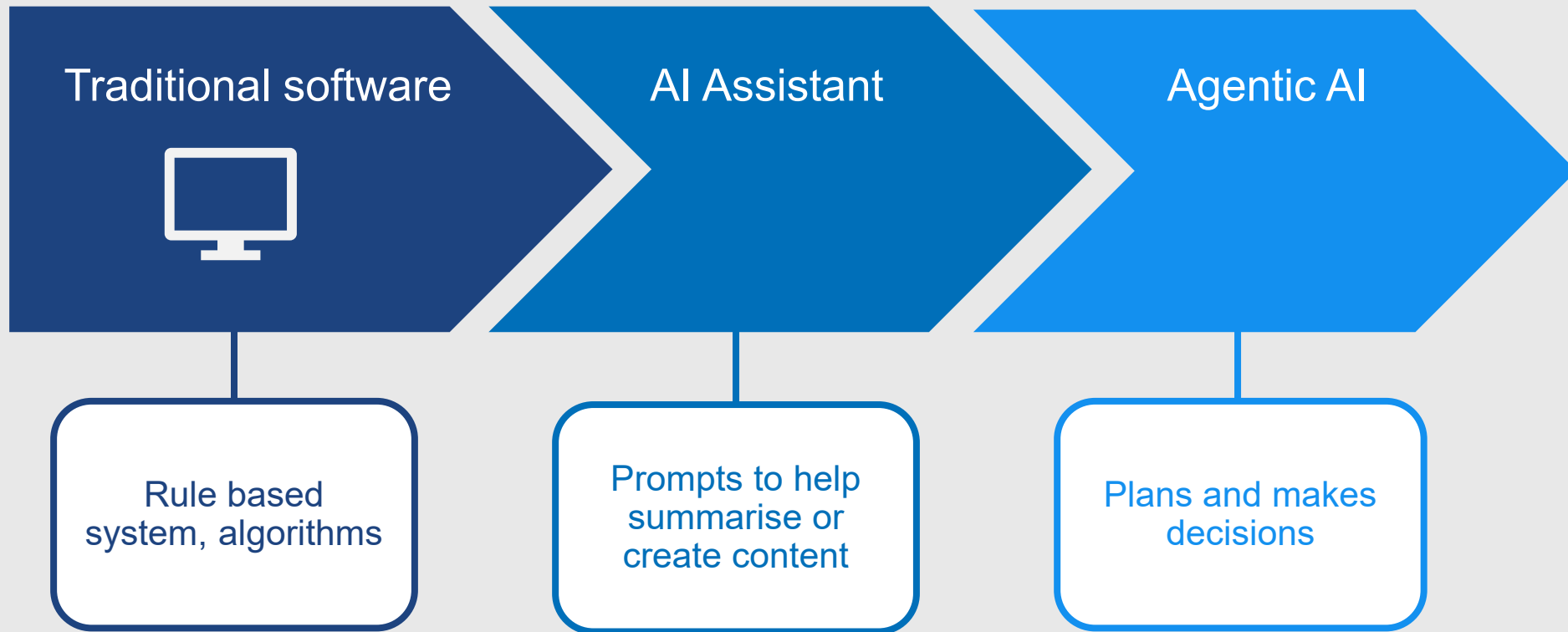
a/g Director
Digital Business and Sector Engagement
Department of Health, Disability and Ageing

Emily Simlat

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

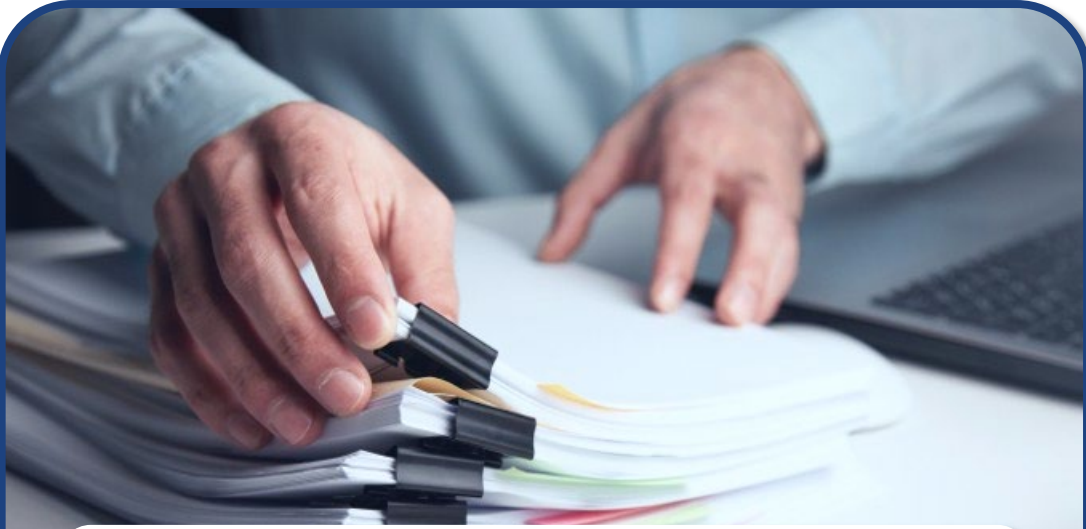
Learning byte

Understanding AI vs Agentic AI



What could Agentic AI look like?

Examples in context



AI assistant

- Summarise documentation
- Draft communication to staff



Agentic AI

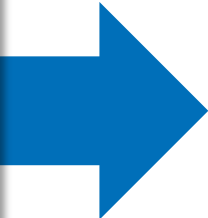
- Identify missed tasks
- Schedule follow-up activity
- Automation of operational tasks



Why the distinction matters

AI vs Agentic AI

Opportunities	Risk
• Reduce manual administration • Streamline processes • Save time for care delivery	• Perform wrong actions on behalf of users • Accountability challenges • Unexpected behaviour due to multiple systems



Recommendation

- Adopt small and slow
- Avoid unrestrictive access to critical systems when starting
- Ensure permissions, strong governance and monitoring is in place

Key takeaways and resources

ASD

AUSTRALIAN
SIGNALS
DIRECTORATE

Careful adoption of agentic AI services

First published: 01 May 2026
Last updated: 01 May 2026

Content written for

Large organisations & infrastructure

Government

Attachments

Careful adoption of agentic AI services
1.28MB .pdf

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On this page

Introduction

Broader agentic AI security considerations

Agentic AI security risks

Best practices for securing agentic AI systems

Defend against future risks

Conclusion

Further information

Appendix A

Introduction

Agentic artificial intelligence (AI) systems increasingly operate across critical infrastructure and defence sectors and support mission-critical capabilities. As agentic AI systems play a growing operational role, it is crucial for defenders to implement security controls to protect national security and critical infrastructure from agentic AI-specific risks.



Australian Signals Directorate – Adoption of agentic AI



Artificial Intelligence: publications and governance



Australian Government

Department of Health, Disability and Ageing

Source: cyber.gov.au

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



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Thank you!

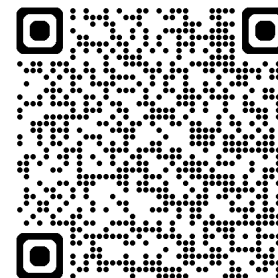
Our next Tech Talk

Wednesday 4 November 2026 (AEDT)
2:00 – 3:00pm

DigitalServicesSectorEngage@health.gov.au



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Department of Health, Disability and Ageing



Register for our next Tech Talk

<https://www.health.gov.au/resources/webinars/digital-transformation-tech-talk-4-november-2026>