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

Webinar #34

4 November 2026

Australian Government
Department of Health, Disability and Ageing

Welcome

Connect by phone

Dial-in +61 2 8318 0010 ID 491 576 622#

Session is recorded

Australian Government
Department of Health, Disability and Ageing



Q&A info

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 enquiries:
news@health.gov.au

Australian Government
Department of Health, Disability and Ageing



Disclaimer



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Any references to particular products or platforms should not be taken as an endorsement of that product or platform.



Agenda

Digital Transformation for the health and care sector

Welcome	Digital Transformation Update	Digital Delivery Update	Year in Review	Services Australia NASH Changes	Learning Byte	Q&A
Janine Bennett	Marina Muttukumaru	Toby Burgess	Janine Bennett	Gwynneth McLeod	Emily Simlat	Panellists

Digital Transformation Update



Marina Muttukumaru

Assistant Secretary
Aged Care Provider Systems Branch
Department of Health Disability and Ageing

1 year anniversary of the New Aged Care Act

Recognising the collective effort behind a more respectful, transparent and connected aged care system.

Thank you for your feedback, insights and continued partnership.

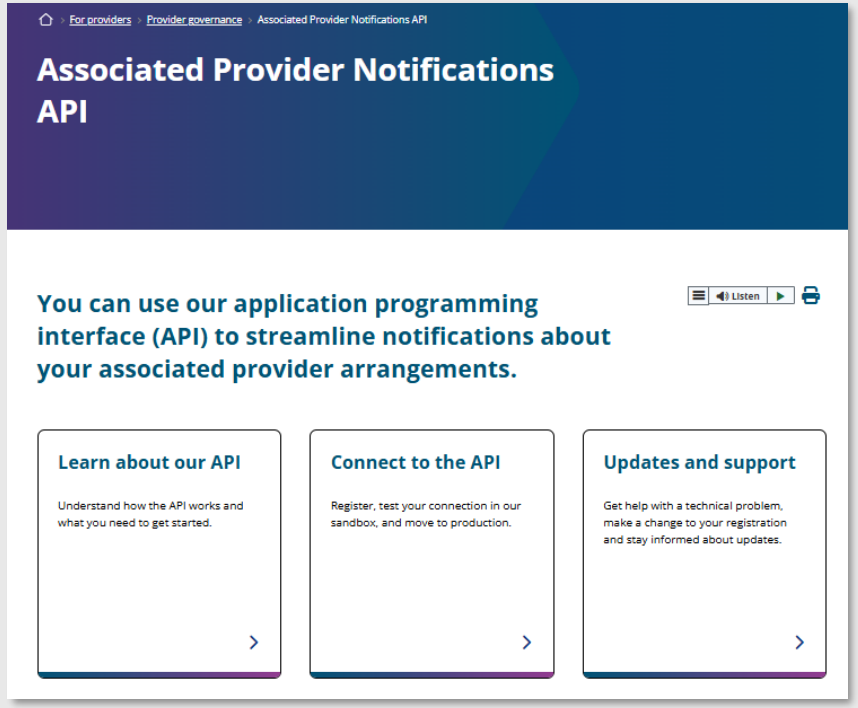


Aged Care Act, one year on.
Read about it here

Associated Provider API

Aged Care Quality and Safety Commission

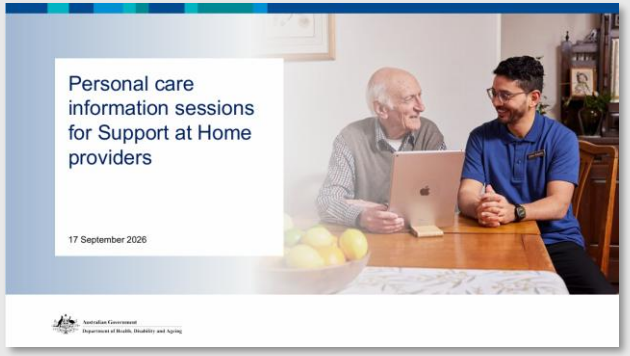
Learn more about the Associated Provider API



Support at Home Changes to Personal Care Contributions

Resource Collection

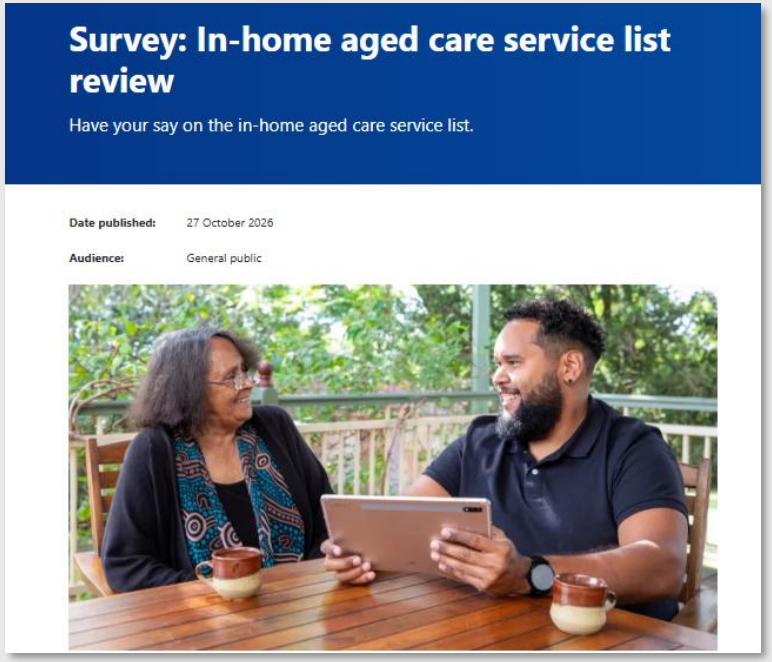
SaH Resources:
Changes to personal care contribution arrangements





Survey: In-home aged care service list review

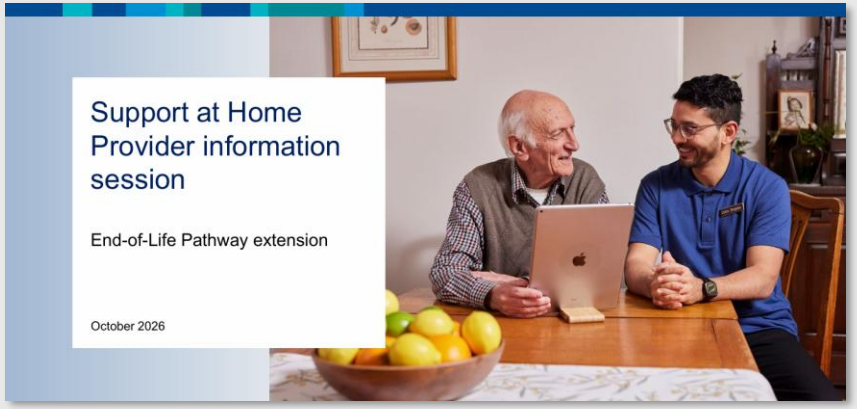
Survey:
In-home aged care service list



End-of-Life Pathway Extension

Support at Home

Registrations here:
information sessions



Upcoming 2026 sessions:

- 12 November
- 26 November
- 10 December

Sector Pulse Survey

Aged Care Sector Pulse Survey

9 November 2026 – 7 December 2026

We want to hear about:

- your experience implementing aged care reform and rights-based aged care in practice
- how we can best support you
- areas where you need more guidance.



Digital Delivery Update

Toby Burgess

Acting Assistant Secretary
Aged Care Digital Business Branch
Department of Health Disability and Ageing

2026 Technical Highlights

Our 2026 IT achievements

Three major releases

56 major change packages deployed

GPMS highlights

- 27 major project outcomes.

B2G highlights

- Client APIs released
- Conformance framework.

My Aged Care highlights

- 29 major project outcomes.

Validation and testing

Over 155,000 test cases executed to ensure data integrity and compliance.

2026 My Aged Care, GPMS and B2G Releases

Date	Milestone	Release Inclusions	
23 February	**My Aged Care Release 35**	• Improved Support at Home transition • Enhanced Restorative Care arrangements • Expanded provider access	• Enhanced client communications • Streamlined CHSP approvals • Improved Support at Home pricing
23 March	**GPMS Release 13**	• Expanded provider self-service • Improved offline bed management • Enhanced 24/7 RN reporting	• Improved Star Ratings information • Expanded regulatory information • Enhanced Provider Operations
29 June	**My Aged Care Release 36, GPMS Release 14 & B2G Client APIs**	• Streamlined assessment and approvals • Enhanced Support at Home functionality • Improved provider service information • Enhanced client communications • Improved assessment data quality • Expanded provider self-service	• Enhanced provider reporting • Improved Provider Operations • B2G Client APIs released (Client Management, Referral Management, Support Plans, Assessments)
19 October	**My Aged Care Release 37 & GPMS Release 15**	• Enhanced specialisation verification • Improved client journey visibility • Enhanced client prioritisation	• Strengthened portal access controls • Expanded 24/7 RN reporting • Enhanced Quality Standards information

Future enhancements will build on our digital capability to support aged care reform and evolving user needs.

Improved information and transparency

Streamlined assessment and provider processes

Enhanced system functionality and user experience

Improved data quality and information sharing

More efficient payment and reporting processes

Stronger provider and service management

Improved oversight and integrity

Future priorities will continue to evolve as policy, program and business needs develop.

Key contacts and support channels

TECHNICAL SUPPORT

My Aged Care service provider and assessor helpline

Technical support and general information for Registered Providers, assessors and hospital staff using the My Aged Care Service and Support Portal and GPMS portal.

1800 836 799

Scan for support

SERVICES AUSTRALIA

Aged care providers enquiry line

Help with aged care claims and payments, including supplement claims, provider forms, online claiming registrations, and transitional and respite care extensions.

1800 195 206

Scan for details

DEPARTMENT SUPPORT

GPMS, B2G and online information

Visit health.gov.au for information about the My Aged Care Service and Support Portal, B2G and GPMS, including support material.

- GPMS enquiries: **GPMS.project@health.gov.au**
- B2G information: **support-developerportal@health.gov.au**

QUALITY & SAFETY COMMISSION

Provider notifications and smart forms

Questions about changes in circumstances or smart forms can be directed to the Aged Care Quality and Safety Commission.

- **providernotifications@agedcarequality.gov.au**
- **Customer Contact team: 1800 951 822**

Scan for contact

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Department of Health, Disability and Ageing

Year in Review 2026



Janine Bennett

Assistant Secretary
Digital Business and Adoption Branch
Department of Health Disability and Ageing

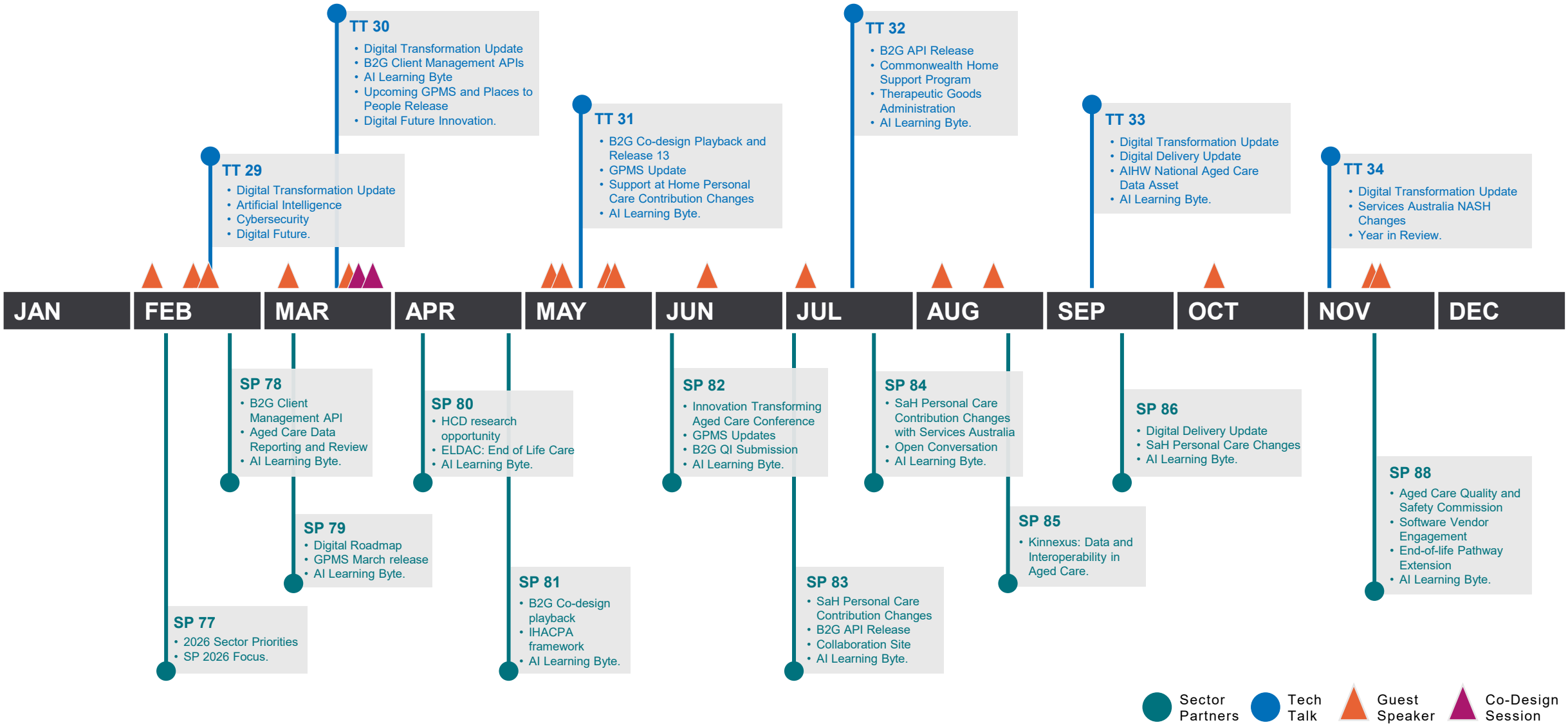
CDIO video message



A message from our
Chief Digital Information Officer

Fay Flevaras

2026 Sector Engagement



Sector Engagement: 2026 at a Glance

Breaking down our year in digital transformation engagement

Responding to your questions

204 questions asked through our sector forums
174 answered so far

Most popular question topics:
Support at Home, B2G, AI, GPMS and My Aged Care



Collaborating with the sector

10 (soon 11) Sector Partners meetings

352 members from 228 organisations
77 new members inducted in 2026

Any questions?

digitalservicessectorengagement@health.gov.au

Digital transformation roadmap

Included 45 sector-facing digital outcomes from:

- Department of Health, Disability and Ageing
- Services Australia
- Aged Care Quality and Safety Commission (ACQSC)

Resource Collection

Business to Government (B2G)
Resources and Information

Services Australia
Aged Care Providers
Enquiry Hotline

My Aged Care (MAC)
Resources and Contact

Aged Care Quality and Safety Commission (ACQSC)
Contact

Government Provider Management System (GPMS)
Resources

Digital Transformation Tech Talk
Previous webinars and AI, cybersecurity learning bytes

2026 Video Production

★★★ **Most viewed!**

- Support at Home pricing in the My Aged Care Service and Support Portal
- How to add a Support at Home service item and complete pricing
- Logging into the GPMS portal
- Adding users in the GPMS Provider Portal
- Editing access roles in the GPMS Registered Provider Portal
- How to view organisation details in GPMS
- Government Provider Management System – About GPMS
- Reporting offline beds – GPMS
- Editing access roles in the GPMS Approved Provider Portal

9 new instructional videos

7,525 total views

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

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

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

JUL – DEC

Government Provider Management System

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

Business to Government

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
- Escalated assessment pathways
- Enabling review of decisions team to convert Home Support Assessment to Comprehensive Assessment

Services Australia

JAN – MAR

Services Australia Systems

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

APR – JUN

Services Australia Systems

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

JUL – DEC

Services Australia Systems

- Personal Care Changes
- Aged Care Financial Hardship Online Solution Phase 1 [Due December]

ACQSC

JAN – MAR

Aged Care Quality and Safety Commission

- Star Rating Changes for Regulatory & Quality Decisions

APR – JUN

Aged Care Quality and Safety Commission

- Regulatory Assessment of Digital Platform Operators
- Provider Register Phase 2

JUL – DEC

Aged Care Quality and Safety Commission

- Enhancements to Smart Forms and the Bulk Upload Solution
- Internal case management system maintenance
- API Provisioning to Providers

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Department of Health, Disability and Ageing

JAN – MAR

Government Provider Management System

- Dollars Going to Care updates for financial reporting
- Enabling registered providers to view care minutes targets and performance in provider portal
- To be advised.

Business to Government

- To be advised.

My Aged Care

- System changes to support End-of-Life Pathway extension
- System changes to support End-of-Life Pathway extension
- To be advised.

APR – JUN

Government Provider Management System

- To be advised.
- To be advised.

Business to Government

- To be advised.

My Aged Care

- Changes to residential aged care accommodation pricing
- To be advised.

Services Australia

JAN – MAR

Services Australia Systems

- Residential accommodation supporting capital investment
- Support at Home End of Life Pathway Refinements
- Residential Aged Care Equity of Access – Tiering of Accommodation Supplements

APR – JUN

Services Australia Systems

- Aged Care Financial Hardship Online Solution Phase 2

ACQSC

JAN – MAR

Aged Care Quality and Safety Commission

- To be advised.

APR – JUN

Aged Care Quality and Safety Commission

- To be advised.

Services Australia NASH changes



Gwynneth McLeod

Director
Digital and Identity Division
Services Australia

UNOFFICIAL

Australian Government

Services Australia

Continuation of NASH PKI

Gwynn McLeod, Director NASH PKI

Identity Branch | Digital and Identity Division

UNOFFICIAL

National Authentication Service for Health (NASH) Public Key Infrastructure (PKI)

• Nash Transition Project

- Services Australia, Department of Health, Disability and Ageing and the Australian Digital Health Agency recently worked together to upgrade and secure ongoing provision of NASH PKI under a new managed service arrangement.
- NASH PKI infrastructure is machine-to-machine digital authentication and allows secure access to electronic prescriptions, My Health Record, and the Healthcare Identifiers Service.
- Security systems that support the new NASH PKI certificates, under the new managed service arrangement, were upgraded in August 2026 with no known impact on vendors and providers.
- The project delivered the same look and feel as the current NASH PKI certificates. Providers do not have to do anything different to request or renew a NASH PKI certificate.
- All certificates issued under the previous chain of trust, hardware, and software will remain valid until their natural expiry date and providers will receive standard communications to advise of imminent expiry and the need to request a new certificate.
- Key ICT enhancements included:
    - Introduction of a new Root Certificate Authority (RCA)
    - Introduction of a new Organisation Certificate Authority (OCA)
    - Updates to Organisation Unit (OU) structures
    - Implementation of new Certificate Revocation List (CRL) and Online Certificate Status Protocol (OCSP) endpoints

Learning Byte



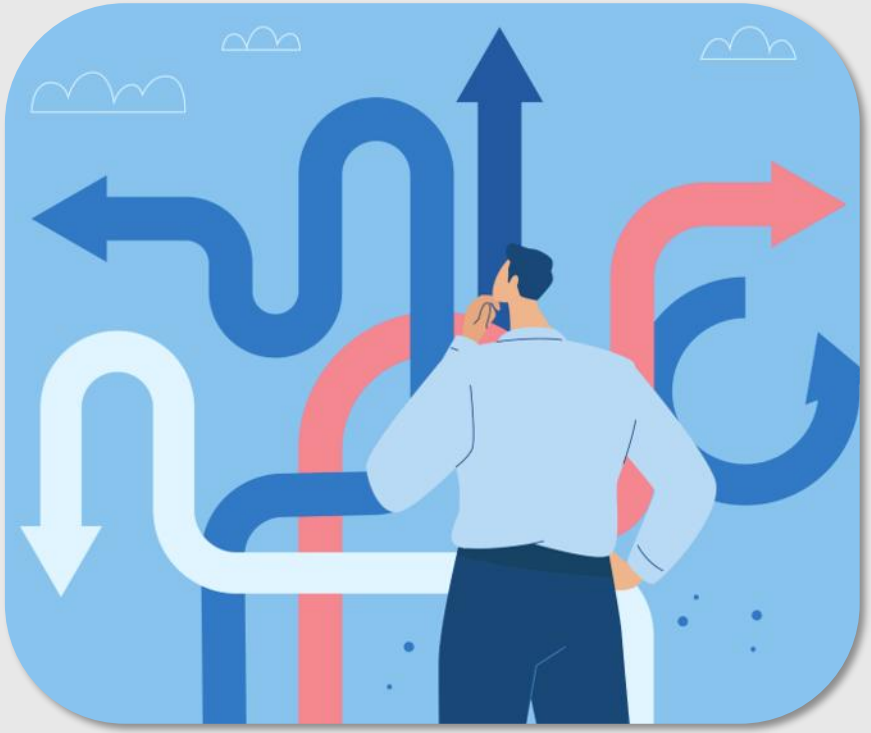
Emily Simlat

Acting Director
Digital Business and Adoption Branch
Department of Health, Disability and Ageing

Learning Byte

Where to start with AI

Your AI journey



Tips & guidelines

AI adopt centres

Resources: ai.gov.au

Where to start with AI



AI adopt centres

Provide free support to eligible organisations

Support includes:

- one-on-one AI advice
- training courses
- demonstrations of AI tools
- adoption roadmaps and guidance on safe use.

Source: ai.gov.au

Catering for your organisation

AI adopt centres



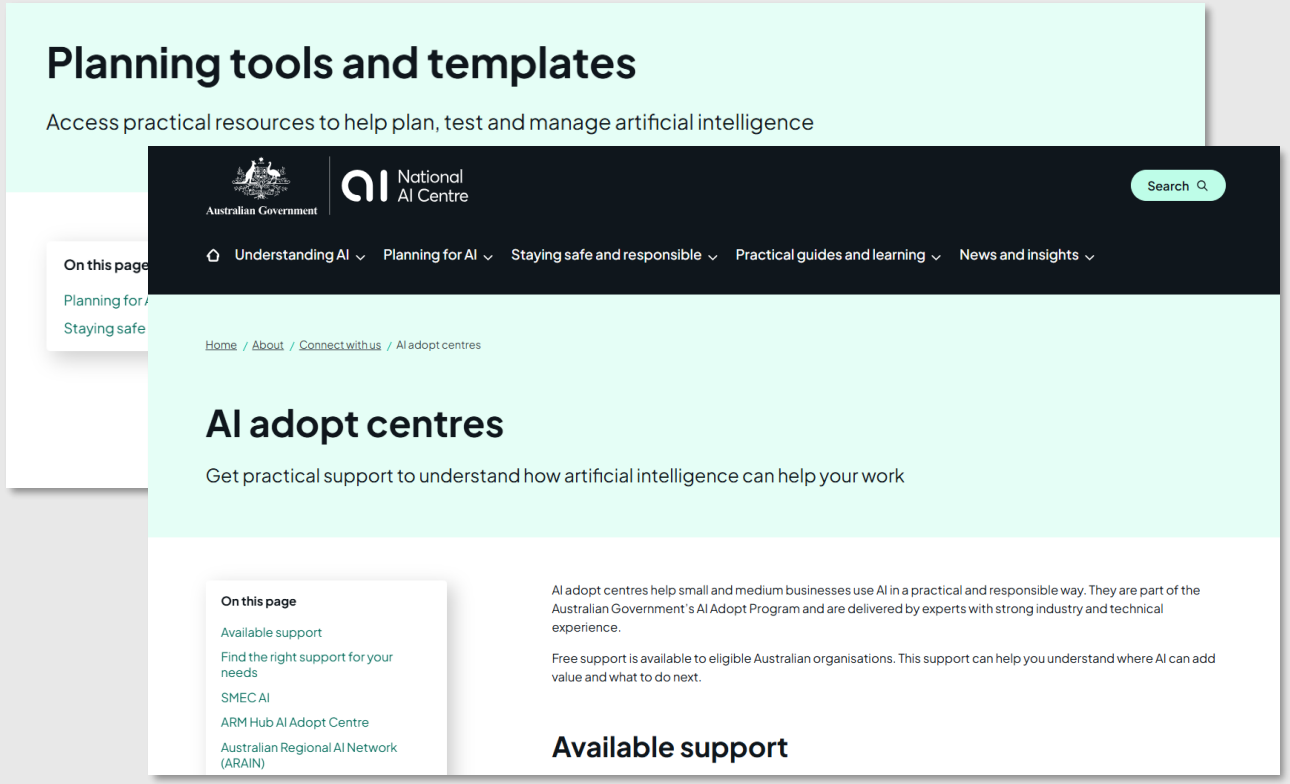
Every organisation starts from a different point

- Support is tailored to different levels of digital maturity.
- Helping you move from awareness → action.

Source: cyber.gov.au

Resources

AI adopt centres



National AI Centre –
AI adopt centres

National AI Centre –
Planning tools and templates

Source: cyber.gov.au

Q&A

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Media enquiries:
news@health.gov.au

Australian Government
Department of Health, Disability and Ageing



Thank you!



See you next year!

DigitalServicesSectorEngagement@health.gov.au

Australian Government
Department of Health, Disability and Ageing

Watch previous Tech Talks

Digital Transformation Tech Talk webinars | Australian Government Department of Health, Disability and Ageing