



Australian Government

Australian Digital Health Agency

Connecting Australian Healthcare

National Healthcare Interoperability Plan 2023–2028

National Healthcare Identifiers Roadmap 2023–2028

Annual Progress Report
July 2025–June 2026

Issued 20 July 2026



Publication date: 20 July 2026

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Acknowledgements

The Australian Digital Health Agency is jointly funded by the Australian Government and all state and territory governments.

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Introduction

The [Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023–2028](#) (Interoperability Plan) is Australia's first national plan to deliver a connected healthcare system for more personalised holistic care and better health and wellbeing outcomes for all Australians.

The Interoperability Plan sets out a national vision to share consumer health information in a safe, secure and seamless manner and identifies 44 actions across five priority areas - identity, standards, information sharing (sending, receiving and finding the right information), innovation (initiatives that drive interoperability) and measuring benefits - and policy tools to support interoperability.

The Agency, in collaboration with the Department of Health, Disability and Ageing and Services Australia, has developed a [National Healthcare Identifiers Roadmap 2023–2028](#) (HI Roadmap) that includes 20 activities to drive uptake of the HI Service.

The Australian Digital Health Agency (the Agency) established the Council for Connected Care (the Council) as the key governance body to provide strategic advice, oversee implementation of the Interoperability Plan, and report on progress.

The Interoperability Plan was published on the Agency's website on 11 July 2023. This is the twelfth progress report against the 44 actions in the Interoperability Plan.



Council for Connected Care: A message from the Chair

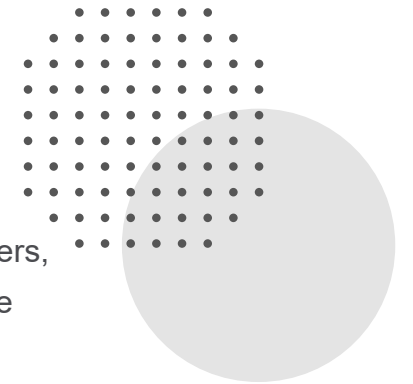
Conjoint Professor Anne Duggan

It has been another significant year for connected care in Australia. Through the continued collaboration of government, healthcare providers, consumers, researchers and the health technology sector, we have maintained strong momentum in implementing the National Healthcare Interoperability Plan and National Healthcare Identifiers Roadmap.

In 2025–26, we achieved important milestones, with 35 of the 44 (80%) Interoperability Plan actions now complete and continued progress across the HI Roadmap. Key achievements included advancing national interoperability standards, strengthening digital health infrastructure, embedding interoperability requirements into procurement processes, progressing healthcare identifier reforms, and supporting workforce capability through new education and training resources.

The Council's discussions throughout the year reinforced that connected care depends on more than technology alone. Through our focus on transitions of care and strong clinical governance, members highlighted the importance of high-quality data, human-centred design, strong governance and workforce capability to ensure digital health initiatives deliver meaningful outcomes for consumers and clinicians.

Looking ahead to 2026–27, the Council will continue to support national priorities including strengthening healthcare identifiers, advancing secure standards-based information exchange, improving national provider and service directories, and supporting future interoperability architecture and design. Delivering these priorities will require continued collaboration and alignment with broader national reforms, including the Share by Default legislative framework, the third edition of the National Safety and Quality Health Service Standards, and the development of Virtual Care Standards. Together, these efforts are intended to support a healthcare system where information can flow safely, securely and seamlessly and deliver better care for all Australians.



Summary of 2025–2026 progress



Legislative reform of the *Healthcare Identifiers Act 2010* (HID Act) passed in late 2025, setting clearer rules for health information and data standards, improving the Healthcare Provider Directory, and supporting initiatives such as [1800 Medicare](#) and the increased [use of My Health Record](#).



The Agency deployed [improvements to Provider Connect Australia](#) in November 2025 and May 2026 and launched the [Digital Health Implementer Hub](#) in February 2026 to make it easier for Health services, software developers and vendors to connect to Australia's national digital health systems.



Published the 2024–25 Annual Review for the [Council for Connected Care](#), the 2024–25 Annual Report [Interoperability Plan and HI Roadmap](#), and quarterly progress reports for the Interoperability Plan and the HI Roadmap covering [Q1 \(Jul – Sep 2025\)](#), [Q2 \(Oct – Dec 2025\)](#), and [Q3 \(Jan – Mar 2026\)](#).



The Agency continued [modernisation of national digital health infrastructure](#), partnering with Telstra Health to update My Health Record into a single, modern platform that uses Fast Healthcare Interoperability Resources (FHIR®) standards to better manage and share health data.



Published the [National Digital Health Standards Framework](#) in May 2026, and released resources to uplift interoperability capability, including the [Digital Health Foundation Series](#), [Introductory](#) and [Intermediate](#) Clinical Safety in Digital Health courses, eLearning for [health students and aged care workers](#), and [FHIR training](#) for clinical, technical and administrative audiences.



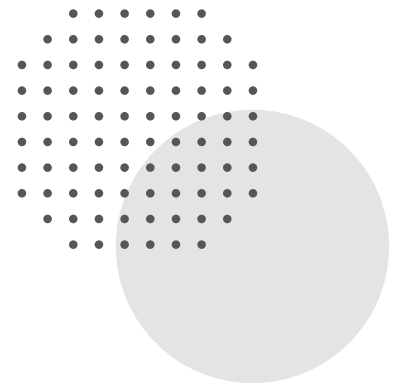
The [Council for Connected Care](#) met three times in 2025–26 covering themes such as transitions of care, system design and data interoperability. The [Australian Digital Standards Advisory Group](#) met twice over 2025–26 and addressed national standards initiatives and the National Digital Health Standards.

Looking ahead for 2026–27

Looking ahead to 2026–27, the Council will continue to support national activities to connect Australia’s healthcare system across the Interoperability Plan and the HI Roadmap, including:

- Accelerating the adoption and use of healthcare identifiers across Australia
- Working with States and Territories to leverage improved data quality and matching
- Helping health organisations to reap the benefits of strengthened Healthcare Provider Identifier – Organisation (HPI-O) and directory capability, and scaled API-enabled, FHIR-based information exchange
- Continuing to collaborate with jurisdictions and key stakeholders to embed information sharing
- Exploring impacts of changes to legislation and policy, ensuring that the voices of clinicians and consumers are heard
- Supporting the transition from foundational planning and reform activities to implementation and sector engagement

Together, these efforts will support the investment in Australia’s healthcare system and aid in delivering safe and secure connected care for all Australians.



National Healthcare Interoperability Plan 2023–2028

80%
actions
complete

Annual progress 2 actions completed in Q4 2025–26 10 actions completed in FY 2025–26 Actions completed in Q4 2025–26 1.10 Integrating the NHSD and the Health Provider Directory (HPD) 2.12 API information exchange	Identity  PRIORITY AREA 1 Total actions: 10 Complete actions: 5 50% complete	Standards  PRIORITY AREA 2 Total actions: 14 Complete actions: 14 100% complete	Information Sharing  PRIORITY AREA 3 Total actions: 12 Complete actions: 8 66% complete	Innovation  PRIORITY AREA 4 Total actions: 3 Complete actions: 3 100% complete	Benefits  PRIORITY AREA 5 Total actions: 4 Complete actions: 4 100% complete
	Open actions 2026–27 delivery	1.6 Develop deeper network structures		3.9 Information-sharing model agreement	
	Open actions 2027–28 delivery	1.1 Using healthcare identifiers 1.2 Promoting healthcare identifiers 1.4 Healthcare identifier matching 1.7 Using the National Health Services Directory (NHSD)		3.2 API Gateway information exchange 3.11 Consistent legislative health definitions 3.12 Harmonising legislation	
Completed Actions	1.3 Healthcare Identifiers Roadmap 1.5 Review Healthcare Provider Identifier (HPI-I) conformance 1.8 Implementing the 2019 National Health Services Directory (NHSD) review 1.9 Provider Connect Australia™ 1.10 Integrating the NHSD and the Health Provider Directory (HPD)	2.1 Terminology in digital health systems 2.2 Develop specifications and standards 2.3 HL7® FHIR® AU usage 2.4 International standards participation 2.5 Standards catalogue 2.6 National Digital Health Standards Program (NDHSP) 2.7 Standards guiding principles 2.8 Standards gap analysis 2.9 Engage standards stakeholders 2.10 Including terminology in datasets 2.11 National library of terminology Mapping 2.12 API information exchange 2.13 Develop a conformance framework 2.14 Standards development cooperative	3.1 Interoperability in procurement 3.3 Procurement guidance 3.4 Online interoperability toolkit 3.5 GP and aged care facility interoperability 3.6 Consent Management 3.7 Research international practice 3.8 Care Management Network 3.10 Publish-subscribe service	4.1 Interoperability innovation challenges 4.2 Interoperability workforce 4.3 Develop education content	5.1 Administer interoperability survey 5.2 Publish annual report 5.3 Assess digital health maturity models 5.4 GDHP interoperability maturity model 6.1 Review policy tools*

*This action item is included under Section 8 of the Interoperability Plan, Policy tools to support Interoperability.



Identity



Progress highlights

Over 2025–26, there has been strong national progress across the Identity priority area, with jurisdictions working to adopt healthcare identifiers and strengthening identity foundations for interoperability.

Legislative reforms and the Addendum to the National Health Reform Agreement (NHRA) are driving consistent use of identifiers, while platform enhancements and FHIR alignment are improving data quality and future readiness.

Jurisdictions are expanding Healthcare Provider Identifier – Individual (HPI-I) use in clinical workflows, with most exemptions to cease by December 2026. Targeted improvements to Individual Healthcare Identifier (IHI) matching are reducing identification risks and supporting safer information sharing.

In parallel, integration of the National Health Services Directory, Provider Connect Australia™ and the Health Connect Australia Provider Directory is progressing, with a national directory model established to enable a single, consolidated view of provider and service information.

Action status

5 actions have been marked as complete under the Identity priority area. As action 1.10 was completed in this reporting period, it has been included in this section. The Agency will no longer be reporting against completed action items.

Priority Area 1 – Identity: 2025–26 Annual Report

Action 1.1 Using healthcare identifiers	Lead(s)	Timeframe	Status
Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.	• The Agency • Services Australia • All Health Departments	Ongoing	On track
In 2025–26, significant progress towards national use of healthcare identifiers has been made. Services Australia has delivered several changes across FY2025–26 that supports adoption of Healthcare Identifiers (HI), while strengthening information sharing and interoperability, and ensuring compliance with recent amendments to the HID Act. Changes include: • Sensitive Indicators - Enhancement enabling sensitive information flags to be recorded against IHI records, improving visibility for My Health Record call centre staff. • Consolidated Identifiers design activity - to support ongoing engagement with ICT in defining and developing requirements for the introduction of a consolidated identifier. • HI Service Enhancements Renewal of Medicare Signing Certificate - upgrade the current Medicare signing certificate for the HI Service. • Healthcare Service Providers – adding Responsible Officer (RO) / Organisation Maintenance Officer (OMO) - updates to the Healthcare Support Service Provider (HSP) registration screens to capture RO/OMO details. • Amend Identifier Numbering for Entities - Introduction of partitioning within HI numbers to distinguish entity types e.g. HSP, Healthcare Administration Entity (HAE) and Portal Operators. • Allied Health Legislation changes - as a part of the legislation changes that came into effect 1 November 2025, some terminology changes have been made (“Professional Association” to “Professional Body” and “membership” to “credentialling”), and further changes are required to support new legislative requirements for a Professional Body. Services Australia will continue to promote initiatives that prioritise and strengthen interoperability across health, aged care, and disability programs.	The Australian Digital Health Agency (the Agency) continues to work with the Department of Health, Disability and Ageing (the Department) and Services Australia to deliver the HI Roadmap which aims to increase adoption and use of healthcare identifiers following the 2025 legislative reforms. Noting the differing local and regional contexts across Australia that shape the pace of implementation, progress across jurisdictions is broadly on track, with continued implementation of HIs, increased use of HPI-Is, and alignment with national interoperability priorities, including the Share by Default policy and commitments under the NHRA. Under the 2026–2031 Addendum to the NHRA, signed in February 2026, all parties committed to the adoption of national healthcare identifiers and interoperability standards to enable care coordination and underpin the consistent capture and exchange of health information. The Agency is working closely with states, territories, and private health organisations to implement HPI-Is in clinical document uploads to My Health Record, and provide temporary exemptions to some organisations while they transition to using HPI-Is. To date four (4) organisations have successfully transitioned to uploading HPI-Is to the My Health Record and from December 2026, it is expected that most organisations will no longer require exemptions and will routinely include HPI-Is in uploads to My Health Record.		

Action 1.1 Using healthcare identifiers (continued)	Lead(s)	Timeframe	Status
Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.	• The Agency • Services Australia • All Health Departments	Ongoing	On track
Alongside national priorities, each jurisdiction is progressing its own digital health transformation programs, which support more connected, coordinated care and enable practical implementation of national standards.	Strategic identity work, including the Provider Information Management Blueprint and Patient Identity Management Blueprint, is establishing a consistent approach to identity management and enabling future interoperability initiatives. Adoption timelines remain linked to broader digital transformation priorities, with HIs to be embedded progressively as programs mature.		
Australian Capital Territory (ACT) has progressed a project to validate all HPI-Is stored within the Digital Health Record (DHR) against the HI Service, improving data accuracy across public health services. This work supports removal of existing exemptions and the phased retirement of relaxed HPI-I document requirements for My Health Record. Testing is underway for HealthViewer integration with DHR to improve clinician access to national records.	South Australia commenced platform builds to incorporate IHIs into the Enterprise Master Patient Index and to establish FHIR-based patient and practitioner repositories, including HPI-Is. These developments will support My Health Record conformance. Expansion of HI Service registrations has ensured Local Health Networks and major hospitals are covered under HPI-O structures.		
New South Wales (NSW) Health continues to expand HI implementation across its ecosystem and has extended the NSW Health Provider Directory to all Australian Health Practitioner Regulation Agency (AHPRA) boards in line with Single Digital Patient Record (SDPR) requirements. Improvements have been realised in HPI-I use for My Health Record uploads, including pathology, radiology, and discharge summaries. The SDPR implementation will continue across Local Health Districts through to 2028–2029.	Western Australia continues significant interoperability investment, including expansion of ePrescribing (~90,000 scripts/month), increased My Health Record usage (over 30,000 daily views), and HPI-I upload improvements. Infrastructure upgrades support FHIR® standards and HealthConnect readiness. Additional initiatives include Real-Time Prescription Monitoring integration, digital requesting for pathology and imaging, and enhanced discharge interoperability with aged care.		
Victoria has implemented a HPI-I lookup tool via Statewide Healthcare Information Provider Service (HIPS) for validating internal and external provider identifiers and enriching NHSD notification feeds. Conformance progress shows a staged trajectory toward full compliance by June 2027. Executive briefings and ongoing support are enabling health services to implement HPI-I capture within clinical systems in line with legislative requirements.	Northern Territory is progressively expanding IHI usage across Patient Administration and Clinical Systems, including implementation in the new Acacia EMR. Current work is focusing on ensuring My Health Record compliance and implementation in legacy systems.		
Queensland is progressing HI adoption through key digital health initiatives, including eMR Cloud, HIPS 9 Proof of Concept, Queensland Master Patient Index (QMPI) enhancements, and advancement of the Transfer of Care Information (TOCI) solution, which will incorporate HIs into clinical documentation to support cross-jurisdiction information sharing. Current efforts focus on building foundational capability and integrating HIs into core workflows rather than standalone deployments.	Tasmania is progressing HI adoption through broader digital transformation, with a future EMR (planned for 2028) expected to enable full integration. A limited HPI-I implementation supports the Care@home program, though it is not yet scalable. Current work includes HPI-I discovery, stakeholder engagement, and incorporation of HI requirements into EMR and Health Information Exchange (HIE) design.		

Action 1.2 Promoting healthcare identifiers	Lead(s)	Timeframe	Status
Promote the use of IHLs, including creating IHLs for newborns as soon as possible after birth.	- The Agency - Services Australia	Ongoing	On track
During FY2025–26, the Agency continued progressing deliverables under the HI Roadmap to promote the use of IHLs. This included regulatory changes to the HID Act to enable broader use across aged care, disability, and health services, supported by educational resources and guidance materials. From 1 April 2026, the My Health Record Rules 2026 require all system connections to the My Health Record to meet HI Service conformance, strengthening interoperability requirements and reinforcing the consistent use of healthcare identifiers. In parallel, Services Australia progressed a range of activities under the HI Roadmap to support increased adoption and use of IHLs, including initiatives aimed at enabling the timely creation of IHLs for newborns. Services Australia continued foundational design and development activities to uplift the IHI for newborn web service to align with FHIR standards. This work is intended to ensure the service remains fit for purpose and supports the reliable creation and retrieval of IHLs for newborns, including reducing the risk of duplicate records and supporting the inclusion of clinical information in a consumer's My Health Record from an early stage.	Preparation work has commenced to enhance the functionality of the newborn IHI service, including the introduction of additional data elements (such as authorised parent/guardian information) to strengthen record linkage and improve the integrity of newborn identification processes. Services Australia has collaborated with the Agency to deliver targeted myGov communications to encourage consumers to link their digital health services, supporting greater visibility and use of healthcare identifiers in accessing health information. Collectively, these activities have strengthened the enabling environment for earlier and more consistent assignment of IHLs, including for newborns, while supporting broader adoption of healthcare identifiers across the digital health ecosystem. Overall, implementation remains on track, with continued alignment to the HI Roadmap and interoperability objectives.		

Action 1.4 Healthcare identifier matching	Lead(s)	Timeframe	Status
Develop and implement a program of improvements in healthcare identifier matching (especially IHIs), focusing on data quality, user interfaces, service improvements, enhancements and proactive efforts on IHI retrieval.	- The Agency - Services Australia	Short	On track
The Agency and Services Australia progressed a coordinated program to improve IHI matching, including analysis of best practice approaches and implementation of updated HI Service conformance requirements. Monitoring of match rates continues alongside targeted refinements, with improvements focused on technical solutions, business processes, and stakeholder engagement. Services Australia continues to focus on maintaining high quality, reliable identifier data that remains fundamental to the safe use of digital health services. Activities include: - targeted data quality analysis to enhance the accuracy, completeness, and consistency of HI Service records - analysis and insights on HI Service data quality and matching rates for Aboriginal and Torres Strait Islander peoples to inform a deeper understanding of factors impacting matching outcomes	- system and process improvements to support more reliable healthcare identifier matching, particularly for individuals with complex or incomplete demographic information - reclassified email as an Identifier Search to enhance the HI Service search functionality so that email-based searches for IHIs apply the same soft matching rules used for ID Number Search - development of a framework for identifying future enhancements that support increased data quality and match rates. These activities help reduce mismatch risk and support safer information sharing across connected health systems, including for people in remote and regional communities. The outcomes of these activities will inform a plan of prioritised improvements for HI Service data quality and data match rates that is aligned to government priorities, including HI Service uplift to FHIR.		
Action 1.6 Develop deeper network structures	Lead(s)	Timeframe	Status
Develop deeper Healthcare Provider Identifier – Organisation (HPI-O) network structures, including revising published guidance, to support enhancing online HPI-O network registration, and work with vendors to address software limitations.	- The Agency - Services Australia	Short	On track
Over FY2025–26, collaboration has focused on ensuring HPI-O seed and network structures support multiple digital health use cases and can be sustained by national systems. Services Australia has worked collaboratively with the Department and the Agency to develop an approach that will align and optimise HPI-O network structures following legislation amendments, with a focus on: - strengthening HPI-O network structures - enhancing online registration processes - addressing software limitations in partnership with vendors	This work will lay the foundation for enhanced online HPI-O network registration and a more consistent use of identifiers across the healthcare ecosystem. The Agency has developed a draft of proposed future network structures. Further discovery work in conjunction with the Department on expanded use of healthcare identifiers is planned in 2026–27 to enable the finalisation of the future state proposal.		

Action 1.7 Using the National Health Services Directory (NHSD)	Lead(s)	Timeframe	Status
Use the NHSD as the service directory for digital health programs. Where this is not possible (such as for a specialised directory), jurisdictions will work with Healthdirect Australia and the Agency to support the required flow of information.	All Health Departments	Ongoing	On track
National progress has been made in the use and integration of the NHSD, with most jurisdictions already integrating and all jurisdictions on track to complete integration by 2026. The NHSD continues to be used as the core service directory for digital health programs, supported by collaboration with Healthdirect and the Agency. Healthdirect and the Agency have advanced a joint strategic roadmap to align the NHSD with the Health Connect Australia Provider Directory (HCPD). This roadmap supports a dual-directory model, enabling HCPD to act as a single access point for consolidated practitioner, organisation, and service information sourced from the NHSD and Provider Connect Australia™ (PCA™). Progress and Implementation Momentum has continued, supported by national workshops and jurisdictional consultations that have informed a more unified approach to interoperability, directory alignment, and coexistence across NHSD, PCA™, and HCPD. The Agency is actively consuming NHSD data within national services, including 1800MEDICARE, demonstrating increasing adoption and value. Jurisdictions are being supported to connect to the HCPD, which primarily sources information from the NHSD and PCA™. The ACT is currently working with NHSD to improve service and provider data quality and delivery. Planning has commenced to identify requirements for integration with PCA™ to promote interoperability. NSW Health has collaborated with Provider Connect to ensure that the operational requirements for the success of the directory can be realised, including the incorporation of Medicare Provider Numbers (MPNs), which further improve the quality of the NSW Health Provider Directory and support enhanced use of HPI-Is. Ongoing discussions with the PCA™ team are also focused on reviewing existing legislation. Victoria continues to utilise the NHSD as its central directory service. In addition, many health services maintain local directories that draw on the NHSD for updates. Discussions with the PCA™ team are continuing to explore ways for Victoria to contribute healthcare provider information to the NHSD.	Queensland continues to utilise the NHSD across existing digital health solutions, including Smart Referrals and targeted use cases, while exploring broader adoption opportunities. The Service Finder has been integrated into the Open Hospitals website, with the Virtual Emergency Care Service deployed behind both the Symptom Checker and Service Finder, leveraging NHSD data to connect consumers with appropriate services and improve access to accurate information. Implementation is progressing within a complex environment of legacy systems and parallel directories, with a staged approach based on capability and alignment. Future expansion will be guided by digital health modernisation, the Consumer Sub-strategy, and ongoing collaboration with national partners. South Australia has progressed foundational work, including system configuration, data sharing agreements, and initial integration activities, and overall delivery of NHSD integration is progressing through a staged implementation approach. Tasmania has completed initial NHSD system integrations in FY2025–26. Planning and discovery activities aligned with broader HIE and EMR initiatives are expected to further expand the use of NHSD. Northern Territory is working with the Agency to undertake the HCPD NT Pilot Implementation Project which will leverage the NHSD to build a comprehensive HCPD solution for the publishing, maintenance, and consumption of provider information. Work includes collaboration with GPs and Aboriginal Community Controlled Health Organisations in increasing uplift and maintenance of service details to PCA™ and NHSD.		

Action 1.10 Integrating the NHSD and the Health Provider Directory (HPD)	Lead(s)	Timeframe	Status
Assess the feasibility of integrating the NHSD and the HPD to reduce duplication and rationalise the national directory infrastructure.	The Agency	Short	Complete
In 2025–26, the Agency progressed the transition of the HPD from Services Australia and advanced the HCPD as a foundational national directory capability. Feasibility assessment for integrating the NHSD and HPD has been completed and confirmed, with integration incorporated into the Health Connect Australia conceptual architecture and planned for post pilot implementation. The Agency continued HPD transition activities and progressed development of HCAPD, with HPD established as the initial data source. In collaboration with Healthdirect, a joint strategic roadmap for NHSD, HCAPD, and PCA™ was developed, defining complementary roles to improve efficiency and minimise duplication across the national directory infrastructure.	Principles for a dual directory model were endorsed, positioning HCAPD as a single access point providing a comprehensive, near real time view of provider information. As the objectives have been achieved, the action is now considered complete. Feasibility scoping confirmed alignment across technical, regulatory, and operational domains. A cross jurisdictional workshop clarified roles and dependencies and indicated support for the proposed future state, with areas for refinement identified. Integration of NHSD is planned post pilot of HCAPD, commencing late 2026, with the Agency proposed to assume HPD operator responsibilities from February 2027.		



Standards



Progress highlights

Strong progress was achieved across 2025–26, with 4 actions completed during the reporting period culminating in all actions in the Standards priority area being completed.

Work focused on advancing interoperability, strengthening standards adoption, and enabling secure information exchange across the digital health ecosystem. The implementation of national clinical terminologies progressed through the National Clinical Terminology Service (NCTS), strengthening foundations for terminology adoption.

The continued expansion of HL7® FHIR® AU Core and AU Base supported consistent, standards-based integration across systems, and the release of updated FHIR Implementation Guides improved uniformity across national infrastructure.

The completion of Action 2.12 established a secure API-based information exchange capability. The Agency delivered core artefacts under the AU Core Framework for Interoperability, including the FHIR Framework-Operations and Governance, identity and authorisation architecture, and specifications for consumer and record sharing.

Development of the Digital Health Authorisation Service and OAuth profiles further strengthened secure, scalable access. These capabilities have transitioned to business-as-usual, supporting ongoing interoperability uplift.

Action status

14 actions have been marked as complete under the Standards priority area. As action 2.12 was completed in this reporting period, it has been included in this section. The Agency will no longer be reporting against completed action items.

Priority Area 2 – Standards: 2025–26 Annual Report

Action 2.12 API information exchange	Lead(s)	Timeframe	Status
Engage with the health technology sector to enhance digital health systems to use HL7® FHIR®, OAuth and OpenID Connect for API information exchanges.	The Agency	Short	Complete
In 2025–26, the Agency established an internal project to facilitate consistent technology adoption across authentication domains. The AU Core Framework for Interoperability project oversaw the development of key artefacts to support secure API-based information exchange, ensuring interoperability across Identity, Authentication & Authorisation, and Record Sharing domains. In the reporting period, key architectural artefacts have been developed, refined and finalised: - the FHIR Framework-Operations and Governance, including associated technical policies, has been approved. - the Identity, Authentication and Authorisation Conceptual Architecture has been completed, providing guidance for implementation across My Health Record on FHIR and Health Connect Australia. - Consumer and Record Sharing Services logical architectures and specifications have also been completed, supporting consistent and interoperable information sharing across systems.	The artefacts have been handed over to business-as-usual arrangements for ongoing operational use, and the AU Core Framework for Interoperability project closes in June 2026. The FHIR Framework-Operations and Governance is being finalised for external publication and will be published on the Agency's Implementer Hub to support stakeholder awareness. In parallel, the Agency progressed the development of the Digital Health Authorisation Service to implement common OAuth authorisation profiles, commencing with the Health Connect Provider Directory and My Health Record FHIR repository.		



Information Sharing



Progress highlights

In 2025–26, the Agency, Department, and jurisdictions made strong progress advancing interoperable information sharing, with momentum across procurement reform, legislative change, and national infrastructure.

Across states and territories, interoperability requirements are increasingly embedded in procurement processes, aligned to national standards and Digital Health Procurement Guidelines. These approaches are being applied in major initiatives, with growing adoption of HL7 FHIR, APIs, and Healthcare Identifiers.

At the national level, significant progress has been made establishing legislative and policy foundations for secure, scalable information sharing. The first Share by Default Rules under the *Health Legislation Amendment (Modernising My Health Record – Sharing by Default) Act 2025* will commence from 1 July 2026 for pathology and diagnostic imaging. Further reforms are underway to expand this framework, supported by consultation and budget investment.

The Department has progressed a nationally consistent authorisation framework, alongside enhancements to the Healthcare Provider Directory and a review of the *My Health Records Act 2012*, strengthening provider identification, access, and consent. In parallel, aligning legislative definitions and standards across jurisdictions is improving matching of individuals, providers, and organisations across the health and care sectors.

Complementing these reforms, the Agency has advanced key technical enablers, including delivery of the first SMART on FHIR application (Comprehensive Health Assessment Program (CHAP) form), establishment of a National Service for SMART Apps and Forms, and progress on the Health Connect Australia Marketplace and Service Catalogue to support a scalable interoperable ecosystem.

Action status

8 actions have been marked as complete under the Information Sharing priority area. The Agency will no longer be reporting against completed action items.

Priority Area 3 – Information Sharing: 2025–26 Annual Report

Action 3.2 API Gateway information exchange	Lead(s)	Timeframe	Status
Promote the use of the API Gateway to support interoperable information exchange, including development of a service catalogue.	• The Agency	Ongoing	On track
Significant progress has been made in promoting the use of the API Gateway to support interoperable information exchange. The Agency delivered the first Smart on FHIR form – a CHAP form – which is an evidence-based tool for conducting annual health assessments for people with intellectual disability in Australia. To support future integration for clinical information systems, a National Service for SMART Apps and Forms has been established, supported by a baseline operating model, providing a scalable foundation to accelerate future deployments.	The Agency has also invested in enabling infrastructure, including the Red Hat Developer Hub, to streamline interoperable solution delivery. Service design for the Health Connect Australia Marketplace and Service Catalogue is underway, including co-design workshops with software vendors and the HL7 Sparked community. This work will support an ecosystem of interoperable digital health solutions and surface a catalogue of SMART on FHIR applications and FHIR APIs.		

Action 3.9 Information-sharing authorisation framework	Lead(s)	Timeframe	Status
Collaborate with jurisdictions and other stakeholders to develop a legislative and policy framework that sets out the authorisations and prohibitions for the collection, use and disclosure of health information through a national health information exchange. The framework will address healthcare provider roles and responsibilities, patient control and consent and a regulatory approach to standards, privacy, audit, compliance and security.	• The Department	Short	On track
The 2025–26 year saw the first set of Share by Default Rules made by the Minister for Health and Ageing under the framework established by the <i>Health Legislation Amendment (Modernising My Health Record – Sharing by Default) Act 2025</i>. The first Share by Default Rules, commencing 1 July 2026, will apply to pathology and diagnostic imaging services. In January 2026, the Australian Government also announced plans to expand the Share by Default framework to require medicines-related information to be shared to My Health Record to improve standards of care and strengthen medicines safety. A first phase of reforms, to be in place by the end of 2026, will require medicines-related information from online prescribers to be shared to My Health Record. Targeted consultation commenced in quarter 4 to inform these requirements and a public consultation process commenced in June 2026.	The 2026–27 Budget provided further investment to expand Share by Default requirements to information on all prescribed and dispensed medicines and GP chronic conditions plans. Consultation to inform the expansion to all medicines-related information and chronic condition management plans will proceed over the coming financial year. Over 2025–26 the Commonwealth also led targeted consultations on the principles to inform an authorisation framework that will support emerging national information sharing capabilities. In parallel with that work, amendments to the HPD provisions in the HID Act were progressed to position the HPD as a comprehensive directory of all healthcare providers and organisations. The HPD will be central to supporting future health information exchange and authorisation of access to national digital health capabilities. Budget 2026–27 also includes investment over two years to review and enhance the <i>My Health Records Act 2012</i> to ensure it supports contemporary health service workflows and dynamic consumer controls.		

Action 3.11 Consistent legislative health definitions	Lead(s)	Timeframe	Status
Collaborate with jurisdictions and key stakeholders to develop consistent definitions and legislative and regulatory settings to support cross jurisdictional health information sharing, leveraging Commonwealth legislation.	The Department	Medium	On track
Over the 2025–26 period, in consultation with states and territories, the Department progressed the development of consistent rules, principles, and legislative settings to support cross-jurisdictional health information sharing. The Commonwealth led a series of reforms to the HI legislative framework. The amendments establish a foundation for interoperability and will ensure healthcare identifiers are positioned to support accurate and consistent matching of individuals, healthcare professionals and organisations across all parts of the health and care sectors, including expansion to aged care and disability services. Amendments also provide a power for the Secretary of the Department of Health, Disability and Ageing to make and publish data standards to underpin the interoperability of health digital solutions and systems.	The Commonwealth will continue to work with the states and territories to embed national healthcare identifiers and standards across the sector, including identification of use cases where these should become mandated requirements. In December 2025, the Minister for Health and Ageing made rules to require the sharing of pathology and diagnostic imaging reports to My Health Record, unless exceptions apply. These requirements will commence on 1 July 2026. These important amendments over the 2025–26 period are the enablers and drivers that will help to shift Australia’s current siloed approach to healthcare towards a future where information is accurately and efficiently made available to consumers and their healthcare providers, by default and in near real-time.		

Action 3.12 Harmonising legislation	Lead(s)	Timeframe	Status
Undertake collaborative intergovernmental work on supporting and implementing national information sharing settings and framework, drawing on outcomes from Actions 3.9 and 3.11.	All Health Departments	Medium	On track
During FY2025–26, the approach to harmonising legislation under Action 3.12 was refined to support a national information-sharing framework. This will enable healthcare providers to access and share information more easily and safely, supporting improved continuity and quality of care across Australia. Building on the Department’s work under Action 3.9 (Information Sharing Authorisation Framework) and Action 3.11 (Consistent Legislative Health Definitions), representatives from Commonwealth agencies and state and territory health departments progressed foundational policy settings through the HealthConnect Legal and Policy Working Group. This included early consideration of potential amendments to the HID Act and the legal authority required to establish and support national health information and data standards for interoperability. These amendments have now passed, providing a strengthened legislative foundation to create, publish, and support the adoption of national standards across the health system. Across jurisdictions, there are varying levels of legislative readiness for cross-border information sharing. Tasmania’s preliminary review indicates that existing legislation can support appropriate sharing of health information, subject to consent and privacy safeguards. The ACT identified inconsistencies in cross-jurisdictional privacy legislation as a key barrier to alignment, noting that greater national consistency would facilitate more connected care.	Queensland continues to work with jurisdictional partners to better understand the legislative, policy and operational changes required to support future interoperability. Current efforts focus on identifying implementation challenges, informing policy development, and establishing shared reform priorities, providing a strong foundation for legislative harmonisation and support of national interoperability frameworks. The Northern Territory is reviewing data and information sharing agreements between organisations, and is reviewing current NT legislation, towards improving sharing of health information between providers. Victoria and South Australia are continuing to consider future legislative and policy approaches, while New South Wales and Western Australia continue to engage in national discussions through relevant forums.		



Innovation



Progress highlights

Over 2025–26, the Agency released new courses and supporting resources to uplift digital health capability and support interoperability including:

1. [Clinical Safety in Digital Health - Introductory course](#)
2. [Clinical Safety in Digital Health - Intermediate course](#)
3. [Digital Health in Healthcare: Understanding My Health Record](#)
4. [Supporting Quality Aged Care with My Health Record](#)
5. [Digital Health Foundations eLearning course for nursing and midwifery](#), developed with La Trobe University
6. [Digital Health Train the Trainer Toolkit](#)
7. [Digital Health Foundation video series](#) focussed on use of HI Service

The Agency will continue to support interoperability uplift across the health workforce as part of routine operations.

Action status

All actions are complete under the Innovation priority area.



Benefits



Progress highlights

The Council for Connected Care (the Council) provides a strategic, governance focused forum for senior digital health leaders and experts to discuss national digital health priorities, challenges and opportunities. By facilitating informed and collective decision making, the Council strengthens system wide oversight and coordination, enabling more effective connected care across Australia's diverse health care landscape.

During the 2025–26 period, the Council met three times to review progress in connected care and explore opportunities to enhance interoperability in support of improved transitions of care. The Council also considered how well-designed systems and integrated data can streamline digital workflows and strengthen connected care, helping to further support clinicians in delivering high-quality patient outcomes.

As part of the Global Digital Health Partnership Evidence and Evaluation workstream, the Agency contributed to a [Digital Health Maturity Assessments](#) white paper. This work, updated in March 2026, examined how maturity assessments support local digital transformation strategies, identified key evaluation domains, and emphasised the importance of selecting context-appropriate models to inform investment, planning, and system improvement.

Action status

All actions are complete under the Benefits priority area.



Australian Government

Australian Digital Health Agency

National Healthcare Identifiers Roadmap

Annual Progress Report July 2025–June 2026

Delivered as part of the National Healthcare
Interoperability Plan 2023–2028



Introduction

The Agency, in collaboration with the Department of Health, Disability and Ageing and Services Australia, has developed a [National Healthcare Identifiers Roadmap 2023–2028](#) (HI Roadmap) that includes 20 activities to drive uptake of the HI Service.

Healthcare identifiers are fundamental to a connected healthcare system. They support information sharing by accurately identifying the healthcare recipient, provider and organisation, ensuring information is shared for the right individual to the right provider. This improves the quality, safety and efficiency of care provided and puts Australians even more firmly at the centre of their own healthcare experience.

The HI Roadmap is an action in [the Connecting Australian Healthcare – National Interoperability Plan 2023–2028](#) that is governed by the [Council for Connected Care](#) and is critical for progressing national digital health programs, including Share by Default for pathology and diagnostic imaging reports, electronic prescribing, electronic requesting, MyMedicare and Health Connect Australia.



Identity

Health information
associated with
the right people

National Healthcare Identifiers Roadmap 2023–2028

Annual progress 1 activity completed in Q4 2025–26 4 activities completed in FY 2025–26	Legislation and Policy Category 1 Total activities: 5 Commenced activities: 4 Completed activities: 1 20% complete	HI Service Improvement Category 2 Total activities: 6 Commenced activities: 5 Completed activities: 0 0% complete	Architecture and Data Standards Category 3 Total activities: 5 Commenced activities: 4 Completed activities: 1 20% complete	Operational Improvement Category 4 Total activities: 4 Commenced activities: 4 Completed activities: 2 50% complete
	Activities completed in Q4 2025–26			
	HIA-18 Development of education materials for HI Service			
Commenced Activities	HIA-02 Australian Government policy position for HI Service adoption HIA-03 Development of a simplified guide to the HI Act HIA-04 Template policies and guidelines on HI use	HIA-06 Data matching and data quality improvements HIA-07 Review existing messages and responses HIA-08 Improvements to data matching for Aboriginal and Torres Strait Islander people HIA-09 Enhanced search considerations HIA-10 Individual Healthcare Identifiers for newborns	HIA-12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures HIA-14 Update technical standards HIA-15 HI Service architecture and future extensibility	HIA-19 HI support model and future operational requirements HIA-20 Enhanced governance
Future Activities	HIA-05 HI use in consumer applications	HIA-11 Consumer empowered matching	HIA-16 Clinical systems architecture and design	
Completed Activities	HIA-01 Legislative reform program		HIA-13 HI Service conformance review and update	HIA-17 Develop and implement HI stakeholder engagement and communication plan HIA-18 Development of education materials for HI Service



Identity



Progress summary

- HIA-1 (Completed Q3): Legislative reform was finalised, with amendments to the Healthcare Identifiers Act 2010 passed in September and November. These changes expand the use of healthcare identifiers across aged care, disability, and broader health services, while strengthening authorisation arrangements, directories, and data standards.
- HIA-13 (Completed Q1): HI Service Conformance Profile v5.0 released July 2025, enhancing IHI matching, search and update capabilities, strengthening validation requirements, and introducing a 3-year conformance validity framework.
- HIA-17 (Completed Q1): 2024–25 engagement informed a redesigned and finalised stakeholder engagement and communications plan, with implementation established in 2025 including an operational stakeholder register for coordinated collaboration.
- HIA-18 (Completed Q4): Education and awareness enhancements delivered, including a standalone HI webpage, revised resources, updated My Health Record checklist, and a four-part HI Service microlearning video series launched June 2026.

Activity status

4 activities have been marked as complete under the HI Roadmap. As activity 18 has been completed since the previous quarter progress report, this has been included at the end of this section.

The Agency will no longer be reporting against these completed action items: HIA-1, HIA-13, HIA-17 and HIA-18

HI Roadmap – Legislation and Policy: 2025–26 Annual Report

HIA 2 Australian Government policy position for HI Service adoption	Lead(s)	Start date	Status
	The Department	2023–2024	On track
A series of significant reforms to the Healthcare Identifiers legislative framework were progressed over 2025–26. The Department focused on aligning legislative amendments with broader digital health objectives, including mapping dependencies across related legislation and standards and supporting expansion of healthcare identifier use in aged care and disability services. Ongoing analysis of policies and programs identified opportunities to increase adoption of the HI Service and embed healthcare identifiers by design in future initiatives, supported by inclusion in FHIR AU Core data standards.	Further consultation will inform implementation of new legislative provisions. The Department and the Agency will support the sector to update systems and workflows to enhance use of healthcare identifiers, strengthen connectivity across health and care sectors, and position systems to leverage emerging national digital health capabilities.		

HIA 3 Development of a simplified guide to the HI Act	Lead(s)	Start date	Status
	The Department	2025–2026	On track
In response to amendments to the HID Act, passed on 4 September 2025, the Department progressed development of resources to support implementation and adoption across the sector. The Department has drafted a simplified, accessible guide to support improved understanding among healthcare providers, technology vendors, and policy stakeholders. The guide is designed as a dynamic resource, supporting consistent interpretation, compliance, and adaptation to future legislative and digital health developments.	Complementing the guide, the Department has maintained a series of Frequently Asked Questions to inform stakeholders of legislative changes and support timely dissemination of information. These resources collectively aim to facilitate awareness, clarity, and effective uptake of reforms within the Healthcare Identifiers framework.		

HIA 4 Template policies and guidelines on HI use	Lead(s)	Start date	Status
	- The Agency - The Department	2025–2026	On track
During the reporting period, work focused on establishing a comprehensive baseline to support the development of standardised HI policy templates and guidance materials. This included a detailed review of the HID Act, associated regulatory instruments, recent legislative amendments, and existing policy frameworks, alongside an environmental scan of comparable resources. A consolidated baseline report outlining key requirements and dependencies for a HI policy template was completed and progressed through final approvals.	Building on this foundation, a structured gap analysis was undertaken to assess alignment between the current HID Act, existing resources, and requirements arising from legislative reform. This work identified priority updates, new inclusions, and areas requiring further clarification to support consistent HI use across the sector. This information will be used to develop a draft, practical set of policies, guidelines, and supporting resources that reflect updated HI legislative reform requirements that can be readily adopted by healthcare organisations.		

HIA 5 HI use in consumer applications	Lead(s)	Start date	Status
	The Agency	2026–2027	Not commenced
This activity will be progressed in the 2026–27 financial year.			

HI Roadmap – HI Service Improvement: 2025–26 Annual Report

HIA 6 Data matching and data quality improvements	Lead(s)	Start date	Status
	- The Agency - Services Australia	2024–2025	On track
Following strong foundations established in 2024–25, the Agency and Services Australia continued work to improve data matching and data quality. Across the reporting period, the Agency progressed changes to HI Service conformance requirements aligned with data matching improvement recommendations. Services Australia continues to monitor IHI match rate performance and identify opportunities to improve match rates and data quality that focus on several themes including technical solutions, business process, education, and engagement.	Key activities include: - detailed analysis of data matching trends to identify irregularities and enhance system efficiency through targeted engagement - improvements to HI record search usability, and exploration of additional identifying data elements to improve accuracy - ongoing refinement of validation and reconciliation processes. The outcomes of these activities have identified opportunities that will inform a plan of prioritised improvements scheduled for implementation in FY2026–27.		

HIA 7 Review existing messages and responses	Lead(s)	Start date	Status
	- The Agency - Services Australia	2024–2025	On track
During FY2025–26, Services Australia progressed activities to review and improve existing HI Service messages and responses to support usability, consistency and alignment with future interoperability requirements. This included targeted analysis of current error messages and response structures within HI Service web services to identify opportunities for improvement as part of broader system enhancements. These activities were progressed under the HI Service improvement agenda (including HIA-7), with a focus on ensuring messages are clear, consistent and support effective use by healthcare providers and system integrators.	The review was undertaken in parallel with preparatory work for the transition of HI Service web services to FHIR standards. This approach ensures that refinements to messages and responses are aligned with future state service design, minimising rework and supporting a more consistent developer and user experience across both existing and uplifted services. The Agency has reviewed outputs and provided feedback on messaging and response insights. Further refinement will focus on ensuring messages are clear, consistent, and fit for purpose, subject to resourcing considerations.		

HIA 8 Improvements to data matching for Aboriginal and Torres Strait Islander peoples	Lead(s)	Start date	Status
	- The Agency - The Department - Services Australia	2024–2025	On track
During the reporting period, the Agency continued to progress this HI activity by investigating factors influencing IHI data matching for Aboriginal and Torres Strait Islander peoples, in close collaboration with the Aboriginal Community-Controlled Health sector. The Agency, alongside Services Australia and the Department undertook a range of consultation activities to better understand the current state of IHI usage within the sector. This included working with the sector to develop a survey to gather quantitative insights, as well as participation in focus groups, workshops, and digital health forums to capture qualitative data and lived experiences. These engagements reinforced the importance of healthcare identifiers as a key enabler of safe and effective care.	Ongoing engagement has focused on identifying systemic and operational factors impacting IHI matching accuracy. Insights gathered through this consultation will inform the development of a targeted improvement plan, which is being progressed by Services Australia. Services Australia has completed data analysis to support wider data matching improvements, including planned targeted engagement with organisations and providers that support Aboriginal and Torres Strait Islander peoples in FY2026–27.		

HIA 9 Enhanced search considerations	Lead(s)	Start date	Status
	- The Agency - Services Australia	2025–2026	On track
Jointly led by the Agency and Services Australia, work commenced in 2025–26. The Agency has progressed work to enhance HI record search results and improve match rate accuracy through the development of a report examining national and international approaches to individual identification.	As an output of this work, the Agency and HI Roadmap co-leads will assess the feasibility and value of expanding the identifying information used within the IHI matching process. The activity is on track and expected to be finalised in Q1 2026–27.		

HIA 10 Individual Healthcare Identifiers for newborns	Lead(s)	Start date	Status
	- The Agency - Services Australia	2025–2026	On track
Commencing in 2025–26, this HI Activity initially focussed on planning with the Agency and Services Australia co-developing a comprehensive activity plan aligned to intended outcomes. Over the reporting period, Services Australia progressed a range of initiatives to strengthen the creation and use of IHIs for newborns, with a focus on improving timeliness, data quality and interoperability. Key activities included progressing the IHI for newborn web service uplift to FHIR standards, ensuring the service is aligned with contemporary digital health requirements and capable of supporting reliable identifier creation at, or shortly after, the point of care. This work is intended to improve the ability for newborns to be assigned an IHI and have their health information appropriately linked within national digital health systems.	Enhancements were also initiated to strengthen the quality and integrity of newborn IHI records. This includes the introduction of additional data elements, such as authorised parent or guardian information, to support improved record linkage and reduce the likelihood of duplicate identifiers being created. The Agency is working with Services Australia to develop updates to the HI Service conformance profile and developer guidance in support of IHI for newborns. In preparation for the start of the new financial year, the Agency, the Department, and Services Australia are finalising detailed planning for the FHIR uplift. Pre-requisite arrangements have been established, and work activities are scheduled to commence in Q1 2026–27.		

HIA 11 Consumer-empowered matching	Lead(s)	Start date	Status
	- The Agency - The Department - Services Australia	2026–2027	Not commenced
This activity will be progressed in the 2026–2027 financial year.			

HI Roadmap – Architecture and Data Standards: 2025–26 Annual Report

HIA 12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures	Lead(s)	Start date	Status
	- The Agency - Services Australia	2024–2025	On track
The Agency, the Department, and Services Australia have continued to collaborate to ensure that changes to healthcare provider organisation structures within the HI Service support diverse digital health use cases while remaining compatible with national systems. Throughout 2025–26, stakeholder consultation and feedback have informed the development of a target state approach. Services Australia has progressed internal analysis and engagement with the Agency and the Department to help shape organisation structures that support the establishment of a common healthcare identifier across organisations.	As the HI Service policy owner, the Department is leading the development of a target state for HPI-O seed and network structures, informed by recent legislative amendments. Services Australia continues to support this work. In parallel, the Agency has developed a draft of proposed future network structures. Further discovery work, in conjunction with the Department, on the expanded use of healthcare identifiers is planned for 2026–27 to support finalisation of the future state proposal.		

HIA 14 Update technical standards	Lead(s)	Start date	Status
	- The Agency - Services Australia	2024–2025	On track
The Agency and Services Australia are working together to progress the uplift of the HI Service to FHIR, including the Agency's development of a draft implementation plan and FHIR Implementation Guide (IG). Services Australia has developed a successful proposal to commence this uplift in FY2026–27. This work will replace legacy search capabilities with standards-based APIs, enabling more efficient, consistent, and interoperable access to identity information. It will support real-time retrieval of IHI data by healthcare providers and software vendors, while improving scalability, security, and alignment with national interoperability objectives.	This activity represents a critical enabler for broader HI Roadmap priorities, underpinning several initiatives, including HIA-10 – IHI for newborns.		

HIA 15 HI Service architecture and future extensibility	Lead(s)	Start date	Status
	- The Agency - Services Australia	2025–2026	On track
Services Australia has completed internal analysis of current and projected HI web service traffic to inform modelling of future infrastructure and service needs. The analysis indicated that existing capacity remains appropriate at current volumes, with ongoing monitoring to track HI Service performance as usage increases.	The Agency has reviewed this analysis and provided input into the future state assessment, supporting a coordinated approach to planning for scalability and performance.		

HIA 16 Clinical systems architecture and design	Lead(s)	Start date	Status
	The Agency	2026–2027	Not commenced
This activity will be progressed in the 2026–27 financial year.			

HI Roadmap – Operational Improvement: 2025–26 Annual Report

HIA 18 Development of education materials for HI Service	Lead(s)	Start date	Status
	• The Agency	2023–2024	Complete
The Agency continued to strengthen education and awareness of the HI Service through the development, refresh, and expansion of educational materials. Activities focused on improving clarity, accessibility, and usability for a broad audience, particularly healthcare professionals and technology partners. Work progressed across the year to transform existing resources into more contemporary and engaging formats, building on the Digital Health Foundation webinar series. Materials were updated to reflect current requirements and align with broader objectives to support connected care and digital health capability. Key Activities and Outputs • Redevelopment of Digital Health Foundation webinars into a four-part microlearning video series, focused on effective use of the HI Service, delivered in June 2026. • Enhancement of HI educational resources, including an updated Healthcare Identifiers webpage to improve accessibility and user understanding.	• Update of the My Health Record Organisation Registration Checklist, outlining registration requirements, governance roles, security policies, and the use of healthcare identifiers (HPI-O, HPI-I, IHI) to support accurate identification and secure access. • Revision of the HI eLearning module for developers, incorporating updates to HI types, diagrams, and terminology. Throughout the reporting period, the Agency worked with stakeholders to ensure materials were practical, relevant, and aligned to user needs. The Agency completed enhancements to HI Service education materials, delivering a suite of updated and new resources tailored to diverse user groups. These outputs support improved understanding and more effective use of the HI Service. With delivery of the planned activities, this initiative is complete. Ongoing maintenance and future updates will be managed through business-as-usual operations.		
HIA 19 HI support model and future operational requirements	Lead(s)	Start date	Status
	• The Agency • Services Australia	2023–2024	On track
An updated HI Service Program Services Schedule has been endorsed following a phased, collaborative review by Services Australia and the Agency. The revised schedule strengthens inter-agency communication and supports improved operational performance.	Building on this, Services Australia has undertaken initial stakeholder engagement to inform future reporting and operational requirements. In parallel, Services Australia and the Agency have commenced joint work to review and enhance guidance and operational materials, ensuring alignment and consistency across both organisations.		

HIA 20 Enhanced governance	Lead(s)	Start date	Status
	- The Agency - The Department - Services Australia	2024–2025	On track
The Department, through the Digital Health Oversight Committee (DHOC), continues to progress key national digital health initiatives under the Intergovernmental Agreement (IGA) 2023–2027. Following the completion of major legislative changes to the HI framework in 2025, DHOC endorsed the closure of the Healthcare Identifiers Sub-Committee, which had played a central role in consultation and reform development. The focus will now shift to implementation, embedding HIs into health systems and clinical workflows. DHOC will maintain oversight of this transition, including monitoring commitments under the Addendum to the NHRA to support connected care.	The Healthcare Identifiers Working Group continues to meet monthly, providing a consistent forum for operational implementation, technical alignment, and cross-agency coordination of HI initiatives. Comprised of HI Roadmap co-leads and subject matter experts, the group has supported priority alignment, progressed key actions, and ensured a coordinated approach to delivery throughout the reporting period. Services Australia has completed an analysis of the current-state governance model, informing the development of a strengthened governance framework that improves oversight and clarifies roles and responsibilities in the ongoing management of the HI Service.		

Thank you to the Council for Connected Care
and to all governments and organisations who
provided input to this report.



Australian Government

Australian Digital Health Agency