



Australian Government  
Australian Digital Health Agency



Australian Digital Health Agency

# CORPORATE PLAN

2025–2026

*Our work means so much to so many*

# About this plan

The Australian Digital Health Agency commenced operations on 1 July 2016.

The Public Governance, Performance and Accountability (Establishing the Australian Digital Health Agency) Rule 2016 sets out the functions and governance of the Agency.

This corporate plan covers a 4-year reporting period, 2025–26 to 2028–29, as required under paragraph 35(1)(b) of the *Public Governance, Performance and Accountability (PGPA) Act 2013* and in accordance with Section 16E of the PGPA Rule 2014.

It reflects the Australian Government's ongoing investment in the Agency from 2025–26 and multi-year planning to continue and improve digital health.

## Australian Digital Health Agency

ABN 84 425 496 912, GPO Box 9942, Canberra, ACT, 2601

Telephone 1300 901 001 or email [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

[www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

## Acknowledgements

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

The Australian Digital Health Agency acknowledges and pays respect to Aboriginal and Torres Strait Islander peoples, whose ancestral lands and waters we live and work on throughout Australia. Our offices are located on the traditional lands of the Turrbal people in Brisbane, the Gadigal people of the Eora nation in Sydney and the Ngunnawal people in Canberra.

The **Turrbal people** are the Traditional Custodians of the land on which our Brisbane office is located. The Turrbal people's traditional lands extend over some 3,400 km<sup>2</sup> and lie across the Brisbane River.

The **Gadigal people** of the Eora nation are the Traditional Custodians of the land on which our Sydney office is located. The traditional lands of the Gadigal people stretch more than 700 km<sup>2</sup> from South Head to Petersham to Cooks River in the south.

The **Ngunnawal People** are the Traditional Custodians of the land on which our Canberra office is located. The Ngunnawal people's traditional lands are estimated to cover some 2,100 km<sup>2</sup>, extending from Queanbeyan to Yass, Tumut and Boorowa. We also recognise any other people or families with connection to the lands of the ACT and region.

We honour the wisdom of and pay respect to Elders past and present and acknowledge the cultural authority of Aboriginal and Torres Strait Islander peoples across Australia.

**Disclaimer**

The Australian Digital Health Agency (“the Agency”) makes the information and other material (“Information”) in this document available in good faith but without any representation or warranty as to its accuracy or completeness. The Agency cannot accept any responsibility for the consequences of any use of the Information. As the Information is of a general nature only, it is up to any person using or relying on the Information to ensure that it is accurate, complete and suitable for the circumstances of its use.

**Document control**

This document is maintained in electronic form and is uncontrolled in printed form. It is the responsibility of the user to verify that this copy is the latest revision.

**Copyright© 2025 Australian Digital Health Agency**

This document contains information which is protected by copyright. All rights reserved.

# Contents

<b>About this plan</b>	<b>2</b>
<b>Message from the Agency Chair</b>	<b>6</b>
<b>Message from the CEO</b>	<b>7</b>
<b>1 About the Australian Digital Health Agency</b>	<b>8</b>
1.1 Vision	8
1.2 Purpose	8
1.3 Values and behaviours	8
1.4 Role	8
1.5 Functions	9
1.6 Areas of focus	10
<b>2 Operating context</b>	<b>11</b>
2.1 Environment	11
2.2 Capabilities	12
2.2.1 Workforce culture	13
2.2.2 Diversity and inclusion	15
2.2.3 Flexible working and learning	16
2.2.4 Data governance	17
2.2.5 Clinical governance	17
2.2.6 Cyber security	19
2.2.7 Enterprise architecture	19
2.2.8 Digital health standards	20
2.2.9 Product management	20
2.2.10 Customer experience, research and evaluation	20
2.2.11 Procurement and contract management	22
2.2.12 Strengthening capability and business improvement	22
2.3 Key risks	23
2.4 Partners	24

Contents continued

Contents continued

2.5	Key activities	27
2.5.1	Drive information sharing	27
2.5.2	Accelerate digitally connected healthcare	29
2.5.3	Deliver national digital health infrastructure	33
3	Performance	37
3.1	Drive information sharing	37
3.2	Accelerate digitally connected healthcare	38
3.3	Deliver national digital health infrastructure	38
Appendix A: Agency Work Plan		40
Appendix B: Performance target alignment to Agency purpose		48

## Message from the Agency Chair



Digital health in Australia is undergoing a revolutionary transformation. The Australian Digital Health Agency is well positioned to steward this future through sustained progress, bold reforms and a commitment to co-designed, consumer-centred solutions in collaboration with governments, healthcare providers, industry leaders and consumers.

This Corporate Plan reflects the clarity of the purpose, strategic vision and collaborative strength that underpin the Agency's ability to achieve its ambitious goals. It is a roadmap for advancing digital health innovation in Australia, supported by strong partnerships and a shared commitment to building a connected and digitally enabled healthcare system that is equitable, efficient and secure. The Board is proud to steward the Agency in its mission to foster a collaborative environment that accelerates the adoption and use of innovative digital solutions, paving the way for a healthier future for all Australians.

The recently passed legislation that requires key health information to be shared by default reflects the power of collaboration across all sectors, driving seamless access to critical health information for Australians and healthcare providers alike. By mandating the automatic upload of information to My Health Record, this legislation will reduce unnecessary duplication, support better informed clinical decisions and strengthen connectivity across the healthcare ecosystem. With strong support across the country, it demonstrates that digital health is a collective national priority.

The Agency continues to deliver innovative solutions that support Australians and their healthcare providers. Products such as the **my health** app are empowering Australians to actively manage their healthcare and supporting collaboration among consumers and their multidisciplinary care teams. These advances pave the way for equitable access to healthcare, with a sharp focus on ensuring that vulnerable populations and rural communities benefit from these reforms.

Partnerships are critical to workforce readiness, ensuring that healthcare providers have the tools, resources and capacity to manage growing demands and deliver better care. By streamlining processes and fostering a connected healthcare environment, digital health is enhancing the productivity and impact of Australia's health workforce.

Looking to the future, the Agency remains focused on embedding lasting change, with investments in interoperability, cyber security and advanced digital tools fostering innovation across sectors, transforming ambitions into realities. The Agency's commitment to cyber security ensures the protection of sensitive health information, while its transformation agenda is driving the evolution of digital health. By integrating security into every aspect of its operations, the Agency is setting new standards for secure and modern healthcare solutions.

This Corporate Plan reflects the Board's unwavering confidence in the Agency's ability to deliver on its bold agenda. Through strategic partnerships and the dedication of its leadership team and collaborators, the Australian Digital Health Agency continues to demonstrate exceptional capability and commitment to advancing digital health for the benefit of all Australians. Together, we are shaping a healthcare system that is equipped to meet today's challenges and future opportunities.

**Ms Lyn McGrath**  
Chair



# Message from the CEO



The Corporate Plan 2025–2026 serves as a guiding beacon for the year ahead and for our ambitious goals, which build on the substantial progress of previous years. It reflects the Agency's commitment to driving innovation, collaboration and transformation in the digital health ecosystem to lay the foundation for a healthier Australia for all.

The past year has been marked by significant advances in healthcare delivery, evolving technologies and the ways in which health data is accessed, shared and used. These changes underscore the immense opportunity we have to build a more connected, equitable and sustainable health system that meets the needs of all Australians.

Guided by the National Digital Health Strategy 2023–2028, the Australian Digital Health Agency is leading a national effort to achieve digitally enabled, person-centred, inclusive and data-driven health system outcomes. With 80 initiatives across 12 priority areas, the Agency is laying the groundwork for long-term sustainability while meeting the contemporary expectations of Australians and their healthcare providers.

This past year has seen extraordinary progress in empowering Australians. The **my health** app, launched in early 2023, has given Australians secure access to their health information, where and when they need it, with over 666,000 downloads to date. A major upgrade in late 2024 introduced new features, enabling users to manage electronic prescriptions, update emergency contacts and log medications and allergies – driving greater engagement and empowering people to take control of their health journeys.

In parallel, the passage in early 2025 of the legislation that requires sharing by default represents a major milestone. It ensures that critical health information – starting with

pathology and diagnostic imaging reports – is available to consumers and healthcare providers. By fostering secure and timely data sharing, we are creating a more integrated and efficient healthcare system, equipped to support informed clinical decision-making and reduce unnecessary duplication.

We are also helping to streamline administrative processes and improve access to information, alleviating pressure on healthcare providers and enabling them to deliver more efficient, consumer-focused care. These changes are not just reshaping how healthcare is delivered – they are enabling clinicians to work to their full scope, enhancing productivity and collaboration.

As we move forward, equity and inclusion remain at the heart of our work. It's essential that all Australians, regardless of their location or circumstances, can access the benefits of digital health. We are actively addressing gaps through targeted initiatives to support vulnerable populations, including those in rural and remote areas, so no one is left behind.

Strengthening system integration remains a top priority. Investments in interoperability, standardisation and cyber security will enable multidisciplinary teams to work together seamlessly and deliver safe, high-quality, connected care across Australia. Through co-designed solutions and initiatives such as electronic prescribing and digital health education, we are embedding digital health into everyday practice and setting a strong foundation for the future.

Our goals are ambitious as we work to usher in a new era of digital healthcare for all Australians. Our ambition will be achieved with leadership, collaboration, listening to the needs of those we aim to support and taking bold steps when it is right to do so. It is a privilege to lead this transformation – with such an incredible, diverse, dynamic and passionate team – building a healthcare system that is more efficient, more equitable and more capable of meeting the challenges of tomorrow. Through sustained effort and shared vision, we will continue to deliver lasting change that empowers Australians and ensures our health system remains a global benchmark of excellence.

**Amanda Cattermole PS**  
CEO

# 1 About the Australian Digital Health Agency

## 1.1 Vision

A healthier future for all Australians through connected healthcare.

## 1.2 Purpose

Better health for all Australians enabled by connected, safe, secure and easy-to-use digital health services.

## 1.3 Values and behaviours

The Agency values are Collaborative, Respectful and Trusting, Transparent, Accountable, and Innovative, and they work in partnership with the Australian Public Service (APS) values. They set the standard of behaviour expected of Agency staff and are the foundation of everything we do. The values are brought to life through the Agency's Workforce Strategy 2021–26, which provides guidance and support to staff about expected behaviours and sets the framework for how we work together to create a positive, respectful, inclusive place to work. The values are reflected in the award categories of the Agency's Annual Awards event, honouring both individual and team efforts to bring the benefits of digital health to all Australians.

## 1.4 Role

As the population ages and the number of people experiencing chronic health conditions or mental health issues rises, the need for person-centred, connected healthcare has never been greater. Modernising and expanding digital health tools and services to effectively use data and share health information will empower Australians, improve individual health outcomes, ease pressure on the healthcare workforce, provide insights that inform individual and population health responses and support planning and future investment.

As the steward for digital enablement of Australia's health system, the Agency plays a lead role in the national effort to drive system-wide change, including through the National Digital Health Strategy.<sup>1</sup> The Agency partners with healthcare providers, the Australian Government, state and territory governments and industry to connect, promote and deliver digital technologies across the health ecosystem, including accessing, managing and sharing health information for the benefit of all Australians. The Agency delivers national products and services, including My Health Record, and supports healthcare providers and industry in using or connecting to these products and services to ensure the reliable, safe delivery of national digital health delivery systems.

---

1 <https://www.digitalhealth.gov.au/national-digital-health-strategy>



## 1.5 Functions

The Agency was established under the Public Governance, Performance and Accountability (Establishing the Australian Digital Health Agency) Rule 2016, and its functions are set out in section 9 of the Rule.<sup>2</sup> The Agency also plays key roles under the Intergovernmental Agreement on National Digital Health 2023–2027 (IGA) signed by all governments.

The Agency coordinates and delivers national and cross-jurisdictional priorities, as set out in the IGA and in the National Digital Health Strategy, which sets the vision for digital health transformation across Australia and guides the development of the national digital health environment, with people at the centre of their healthcare journey.

The Agency will leverage ongoing monitoring of the National Digital Health Strategy and its Delivery Roadmap to identify and respond to new and emerging benefits of digital health to ensure continuous improvement in connectivity, consumer care and data-driven decision-making in the healthcare system.

With the momentum in digital health innovation across Australia and the world, the opportunities are almost endless. This includes the opportunity to support the government's 5-pillar productivity reform agenda, by further harnessing data and digital technologies and connecting care to achieve more efficient delivery and better health outcomes for Australians.

To support the Agency in targeting its effort in line with our role and functions, we have set in place guiding principles:

**Person-centred:** we support Australians and their healthcare providers to have access to the information they need when and where they need it.

**Together is better:** co-design and partnership are central to our way of working.

**Safer, better care:** we apply a clinical lens to improve health outcomes.

**National consistency:** we take a national approach, to improve the safety, integration and productivity of healthcare, consistent with global healthcare standards.

**Scalability:** we provide secure technological foundations that are extensible across the health and care ecosystem to enable connections and avoid technical debt.

**System sustainability:** we take a long-term view for the future of the health system.

Based on those guiding principles, we choose to lead, support or align with opportunities to leverage existing solutions. We take a leading role when there is a clear gap that aligns with our core functions and strengths and that contributes to our vision.

The Agency also has a key role in supporting Australian Government priorities, including to improve productivity; strengthen Medicare; help to connect the broader

---

<sup>2</sup> Section 9, [Public Governance, Performance and Accountability \(Establishing the Australian Digital Health Agency\) Rule 2016n](#).

care team – including allied health with primary care; and better support Australian healthcare consumers and healthcare providers with access to the information they need at the point of care and as they transition between care settings.

The Agency is a strong contributor to and enabler of digital health innovation, partnering with governments and industry to incubate and test new ideas to enable health information sharing and digital transformation across the health sector. The Agency publishes roadmaps and workplans to help identify gaps and provide visibility of direction for the sector. We also engage across the globe to learn about other world-leading health innovations and to tell Australia's story in an international context.

## 1.6 Areas of focus

The Agency will continue to play a pivotal role in health policy reform, driving progress in digital health through key activities that support government priorities. These priorities are published in the Health Portfolio Budget Statements.<sup>3</sup> For 2025–26, they include:

**Drive information sharing:** drive use and uptake of national digital health products and services, including My Health Record, to improve sharing of information at the point of care and health outcomes for Australians, underpinned by a strong clinical governance focus.

**Accelerate digitally connected healthcare:** facilitate interoperability of the systems used by healthcare providers to improve the visibility and availability of health information to inform providers and support better health outcomes for Australians.

**Deliver national digital health infrastructure:** continue to transform national infrastructure and move to a contemporary, structured data-rich ecosystem capable of connecting systems across settings and supporting real-time access to information for the patient and the broader care team, anywhere, anytime.

In addition, the Agency will:

**Build a high-performing culture:** continue to build an Agency culture and leadership strength that supports clear accountability, staff engagement, capability growth and staff satisfaction.

---

3 [Health Portfolio Budget Statements](#), p. 179

## 2 Operating context

### 2.1 Environment

Australians are becoming more digitally savvy and are increasingly expecting services that offer convenience and easy access to healthcare. The Agency must continue to focus on ensuring that digital health solutions meet the needs and expectations of Australians and the healthcare providers who support them.

The broader healthcare ecosystem is undergoing significant transformation, driven by digital innovation. While this is enabling better data sharing and care coordination among healthcare providers operating in specific environments, interoperability across these environments remains a challenge. The Agency has a key role in this context, co-owning and supporting collaborations, devising digital solutions that connect disparate parts of the healthcare system, empowering Australians to take control of their health, offering real-time insights and breaking down geographical barriers to care.

The Agency partners with governments, Australians, healthcare providers and technological innovators to steward, drive and accelerate the transformation. Australian healthcare consumers now benefit from easy access to their key health information, reducing the need for repetitive health histories and tests. For older Australians, integrating Aged Care Support Plans into My Health Record enables more comprehensive, personalised care.

One of the most powerful collective movements in Australian health in 2025 – the Sparked program – brings together key national stakeholders, including CSIRO; the Department of Health, Disability and Ageing; the Agency; HL7 Australia; and industry leaders to strengthen Australia's health information framework, drawing on international best practice and tailoring it to Australian needs. Sparked is defining the critical data elements that healthcare practitioners exchange, ensuring seamless interoperability and a more connected, efficient healthcare system.

Artificial intelligence (AI) is rapidly changing the digital health landscape, although adoption across the health sector varies. Working with governments and the health sector, the Agency is well placed to understand and balance support for innovation with a focus on safety, building public trust and enhancing care. As these technologies evolve, a digitally capable workforce – supported by appropriate standards, ethical guardrails and governance frameworks – will be essential to realising their full potential.

The Agency understands that transparency is critical to building trust that AI is used responsibly and that the broader impacts of AI systems are appropriately considered. The Agency's [Statement](#) on our corporate website about transparency in AI is aligned with the [Australian Government policy](#) for the responsible use of AI in government.

The Agency is supporting real-time data sharing following the introduction of share by default legislation. This initiative will ensure that crucial health information, such as pathology and diagnostic imaging reports, is automatically uploaded to My Health Record, making it universally accessible to consumers and care teams.

Despite these advances, there is still much to be done. While most GPs, pharmacies and public hospitals are connected to My Health Record, sectors like allied health and aged care need more support. The Agency will prioritise technical assistance to these sectors and the broader health workforce to integrate digital tools into daily practices.

Bridging the digital divide for equitable access and maintaining data privacy and security are also crucial. The National Digital Health Strategy and its Roadmap will continue to guide efforts towards secure, connected and inclusive healthcare, driven by data-led decisions.

The Agency's work is globally influenced, leveraging international partnerships to promote secure, interoperable digital health. Over 2025–26, we will continue to nurture these relationships, align with global health priorities, listen and learn as other nations take steps forward, and showcase Australia's leadership in digital health on the world stage through forums like the Global Digital Health Partnership.

## 2.2 Capabilities

The Agency is continuously evolving to ensure we can deliver on government priorities to build a healthier Australia through digitally connected care. Success will depend on commitment to good governance, understanding and embodying our values, supporting and developing our fabulous team, continuing to grow the capability of our leaders and creating strong relationships with all partners.

Our commitment to diversity and inclusion and flexible working and learning environments forms the foundation for nurturing a collaborative, high-performing and creative atmosphere essential for driving digital health initiatives. This is coupled with a focus on priority skill areas, including change management, digital and data capability, standards, customer experience, architecture, leadership, project management and delivery, procurement and contract management, cyber security and clinical governance. Together with visible, collaborative leadership, focus on these areas will propel the Agency forward to deliver on our vision for the future.

## 2.2.1 Workforce culture

The Agency's values and culture are fundamental to successful delivery of the forward work program. They reflect who we are, what drives us, what we stand for, how we work together and with others and our ethics. As a federal public sector organisation, the Agency embraces the APS values, delivered in conjunction with our own Agency values. These are embedded in the Workforce Strategy 2021–2026 and supported by our people-related policies that help define our organisational DNA (Figure 1).

### APS values

<b>I</b>	— Impartial
<b>C</b>	— Committed to service
<b>A</b>	— Accountable
<b>R</b>	— Respectful
<b>E</b>	— Ethical
<b>S</b>	— Stewardship

Figure 1: Organisational DNA

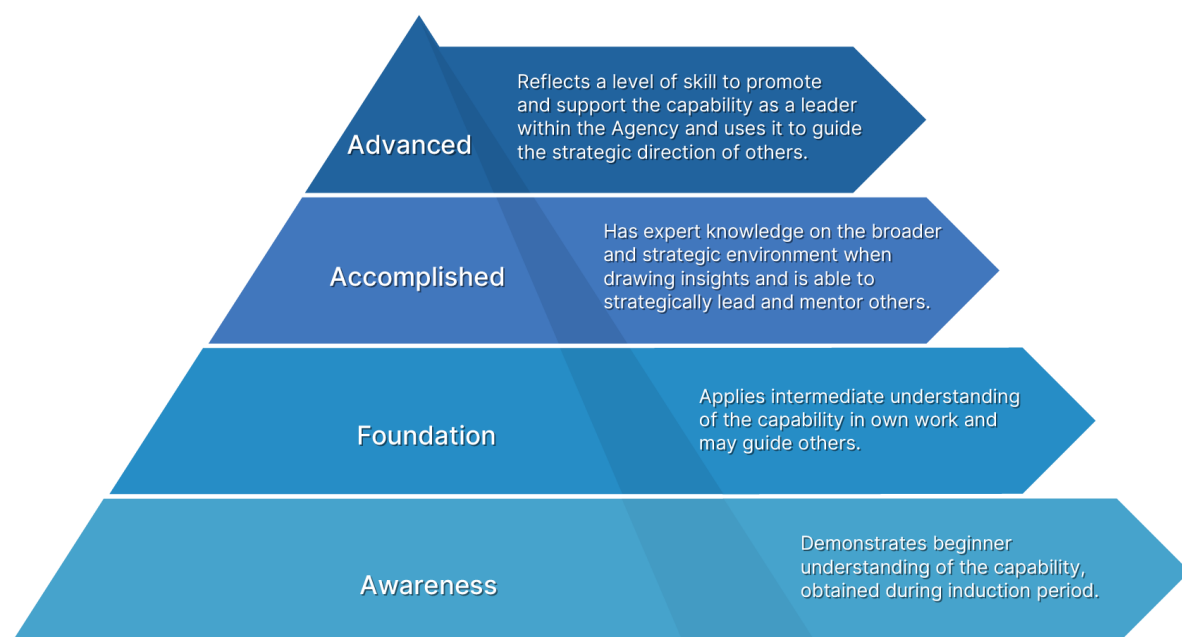


The Agency tests and revises the Workforce Strategy annually to identify and overcome any gaps between current and future workforce needs and to mitigate the risk of loss of technical expertise and those in mission critical positions. As we move into 2025–26, work has commenced on a new Workforce Strategy to lead the Agency on its next stage of the journey in an ever-changing digital health ecosystem.

The Workforce Strategy is supported by a leadership action plan that sets out the key priorities for 2025–26, in the following identified areas of leadership development: leading self, team and Agency performance; engaging people and building relationships; communicating with influence; systems thinking; achieving results; and managing change. A particular focus in 2025–26 is on ensuring that the Agency executive team is a nimble, collaborative, empowered and dynamic group of leaders who, together, can steward and deliver the Agency’s vision.

The Agency Learning and Development Strategy is core to Agency culture and is a key tool in futureproofing Agency capability and attracting and retaining a forward-thinking, flexible and motivated workforce. The strategy focuses on embedding 5 core capabilities across the Agency: leadership, project management, data, digital and clinical governance. These capabilities are developed over 4 levels (Figure 2). All staff need to demonstrate or be working towards achieving proficiency at the awareness and foundation levels across all core capabilities. Executive-level staff need to demonstrate or be working towards achieving proficiency at an accomplished level across all core capabilities, while those at a senior executive level will need to demonstrate an advanced level of proficiency.

**Figure 2: Core capabilities**





## 2.2.2 Diversity and inclusion

The Agency has set a clear imperative to be an employer of choice, and we are committed to being an inclusive and culturally sensitive workplace.

The Agency continues to invest in attracting, developing and retaining a diverse workforce, and we value the range of views and approaches diversity brings to the workplace. Our staffing profile evidences this commitment, with staff having more than 45 different countries of birth and more than 9% speaking English as a second language.

Our commitment to developing Agency-wide capability in diversity and inclusion is supported by the rollout of mandatory cultural learning programs for all staff, and all Agency policies are updated to meet the needs of our diverse workforce.

Reconciliation lies at the heart of our values. As a steward for digital health in Australia, we have a unique responsibility to contribute to closing the gap in health outcomes between Aboriginal and Torres Strait Islander people and other Australians and creating a more equitable and inclusive healthcare ecosystem. The Agency works together to implement the commitments we have made in our Innovate Reconciliation Action Plan (RAP), building on the strong foundations of our previous Reflect RAP and deepening relationships with community, staff and stakeholders. A second Innovate RAP is being developed that will be launched in April 2026 to ensure that we continue our journey of reconciliation while embedding our progress to date.

We recognise the importance of ongoing consultation and engagement with and feedback from Aboriginal and Torres Strait Islander communities, employees, stakeholders and experts in the field of health to ensure that digital health initiatives are culturally appropriate and effective and do not inadvertently grow digital or outcome divides.

These engagements have led to tangible outcomes. For example, our close collaboration with the National Aboriginal Community Controlled Health Organisation and its affiliates helps support Indigenous Data Sovereignty by enabling these organisations to retain ownership of their intellectual property and Aboriginal and Torres Strait Islander people to retain control over the data that impacts them. Our co-design work with Aboriginal and Torres Strait Islander partners in developing culturally appropriate education materials ensures that content reflects community language, imagery and experiences. We engage Aboriginal and Torres Strait Islander educators to lead education sessions, which are also shared as recordings to support broader access.

We contribute to the development of digital health solutions through our participation in project advisory and control groups alongside the Digital Health Cooperative Research Centre, with a focus on improving access to healthcare in remote Aboriginal and Torres Strait Islander communities, and we are actively working with NBN Co and other partners to improve digital and health literacy in Aboriginal and Torres Strait Islander communities.

Our refreshed Stakeholder Engagement Framework ensures our approach remains consistent, respectful and effective, and we are actively working to ensure the Agency panel of digital health advisers is fully representative of the diverse Australian community.

We invite all members of our organisation and the broader digital health community to join us on this journey of reconciliation, understanding and collaboration. Together, we can make a significant impact in addressing health disparities, promoting digital health literacy and advancing the health and wellbeing of Aboriginal and Torres Strait Islander Australians through the power of digital technologies.

### 2.2.3 Flexible working and learning

The Agency is a modern workplace with a flexible culture and work practices; a cohesive, collaborative leadership team; and a continuous improvement approach, including to better technology that supports our people to do their best work, whether remotely or in the office, together or independently.

We encourage and support staff, teams, managers and leaders to continuously learn and develop. All staff have access to a comprehensive and flexible range of development opportunities that enable our people to build their skills, expand their knowledge and achieve their career aspirations. The Agency's approach to learning goes beyond the classroom, providing tools and resources to support staff at any point in their career and wherever they are located. Using data helps us ensure that learning and development are targeted and aligned to our priority skill areas.

Our senior leaders are supported to extend their leadership capability through targeted leadership training, 360-degree feedback, executive coaching and SES forums, as well as mobility and acting opportunities.

The Agency partners with the APS Academy to access their courses, resources, expertise, governance and networks. At 30 June 2025, 268 staff had participated in 593 Academy courses to build core APS skills in areas such as effective writing, management, procurement and contract management and artificial intelligence. The Agency is a strong supporter of the APS Professions, including the data and digital streams. By joining these communities, we connect with peers across all levels of government, access targeted training programs and contribute to building a digitally ready workforce.

The Agency's Studybank scheme provides eligible staff with access to financial and leave support for approved courses of study. We continue to invest in future APS leaders by providing career pathways through our graduate program – with a focus on data, digital, generalist and STEM fields – and welcoming new graduates with a diverse range of skills, backgrounds and perspectives from across Australia.

## 2.2.4 Data governance

The Agency has robust data governance arrangements in place to ensure the security of the health information that we hold. In addition, we are driving continuous improvements in data management, governance and analytics capabilities to ensure secure and authorised access to and ethical, effective, appropriate and safe use and sharing of data. Through these efforts, the Agency can derive valuable insights to inform and contribute to better health and care outcomes, as well as more efficient and effective digital health and healthcare systems.

The Agency's data strategy aims to create a data-driven health system where data is readily available to inform decision-making at individual, community and national levels. By supporting the seamless exchange of health information across the system, the strategy enables individuals and healthcare providers to access a comprehensive overview of health history, including conditions, tests and treatments. Seamless, secure access to data enables more efficient information sharing across the ecosystem. Accessible and fit-for-purpose data can inform healthcare services and support outcomes for the benefit of individuals and healthcare providers alike. By leveraging real-time national health data, the Agency will shape long-term policies and address urgent health issues.

Implementation of the data governance framework goes beyond a focus on maintaining data quality, integrity and security across its life cycle – it will simultaneously prioritise data privacy by implementing stringent measures to protect personal information from unauthorised access, collection, use and disclosure. It will also support Australians by ensuring they have control over their personal data, enabling them to make informed decisions about its use and sharing. This dual focus on internal governance and consumer privacy will strengthen trust and support the delivery of high-quality, consumer-centred care.

## 2.2.5 Clinical governance

Driving a culture of safety, quality and continuous improvement in healthcare is at the heart of what we do as an Agency. The Agency's products and services can directly impact the delivery of care by health and care providers. We use a person-centred, systems approach to develop clinically safe and effective health technologies, a commitment that is embodied in the Agency's Clinical Governance Framework.

The framework is underpinned by 5 principles (Figure 3) that enable the support of health and care delivery in Australia through national products and services.

**Figure 3: Clinical governance principles**

The clinical governance principles are embedded in our day-to-day activities, and we support our workforce through providing resources for each of the principles, helping to ensure the Clinical Governance Framework resonates with our Agency team and is relevant, actionable and measurable.

A whole-of-system approach to clinical governance encompasses a clinical safety program; clinical incident management; continuous quality improvement; and an open, transparent performance review and reporting process through the Agency's Clinical Governance Committee. The Committee's membership includes 4 of the Agency's digital health advisers – a diverse group of practising clinicians, health service managers and Australian healthcare consumers and carers who bring their lived and professional experiences to the design and delivery of digital health priorities.

We continue to engage with the health and care sector to support clinical governance in digital health through a range of forums. This includes events such as the C3.0 Connect. Care. Confidence. Summit, which brings together industry experts to discuss the future of Australia's healthcare and focus on enhancing clinical governance to ensure high-quality, safe and effective healthcare delivery.

The Agency's annual Clinical Governance Performance report highlights how we partner with organisations, clinicians, consumers and carers to support the use of safe, evidence-based, continuously improved digital health products and services. Publishing the report is included as an annual performance target in the Health Minister's Portfolio Budget Statements 2025–26.<sup>4</sup>

## 2.2.6 Cyber security

Advanced cyber security capability lies at the heart of the Agency's ability to enable the secure delivery and protection of products and services. The Agency is also playing an increasing role in supporting the uplift of cyber security awareness across the entire healthcare ecosystem to build a resilient digital health environment.

The Agency is providing avenues for healthcare providers to learn how they can better protect the information and services in their care through programs such as the Digital Health Awareness eLearning course and cyber security webinars. The Agency's cyber security team partners with the healthcare sector to help mitigate potential impacts and ensure that healthcare providers are well prepared for cyber threats, including through knowledge sharing with trusted peak bodies and health organisations. The Agency's Cyber Champions Network, launched in 2024 and continuing to grow, is a platform for healthcare professionals to lead, share insights and drive positive cyber security culture and behaviours within their organisations.

## 2.2.7 Enterprise architecture

Enterprise architecture is a framework for digital transformation and will play a critical role in the modernisation of My Health Record by ensuring a structured approach to technology transformation, interoperability and system integration. Through the adoption of Fast Healthcare Interoperability Resources® (FHIR®) and health information exchange initiatives, enterprise architecture supports the seamless and secure exchange of health data, enhancing accessibility and efficiency across the healthcare ecosystem. By integrating FHIR®-based interoperability, healthcare organisations will facilitate real-time exchange of consumer data across systems, while information exchange services will enable secure and reliable accessibility across networks.

A cohesive architecture framework will align with national digital health strategies and regulatory requirements, ensuring compliance, security and strategic outcomes. Governance models will be essential in maintaining oversight while facilitating collaboration among government agencies, healthcare providers and technology partners. Standardisation efforts will drive consistency in data structures, ensuring healthcare applications and digital platforms can interoperate effectively.

Security and privacy remain paramount, requiring robust cybersecurity protocols to safeguard sensitive health data. Identity management, authentication and access controls will ensure that FHIR®-based transactions are secure, while privacy regulations will guide ethical data usage and consent management. These measures

---

4 [Health Portfolio Budget Statements](#), p. 180

are expected to build trust in digital health systems, reinforcing confidence among consumers and healthcare providers alike.

### 2.2.8 Digital health standards

All the Agency's core products are built on global digital health standards, and the Agency will continue working across the Australian digital health ecosystem to encourage the sustainable adoption of such standards. As we deliver modernised infrastructure and implement Health Connect Australia in the future, the importance of such standards will only increase further.

The Agency will also continue as a key delivery partner in Sparked, Australia's first FHIR® accelerator and the Australian capability for key digital health standards organisations such as openEHR and SNOMED International.

This year we will continue to evolve and develop core standards products, such as the delivery of FHIR® training, the Standards Catalogue and Procurement Guidelines, in addition to working with each of the relevant standard development organisations to localise their standards and encourage adoption of them throughout Australia.

All the work in this area will be guided by the leadership and expertise of the Council for Connected Care, which supports implementation of the Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023–28, and the Australian Digital Health Standards Advisory Group, which provides strategic and technical advice on the development, implementation and use of digital health standards.

### 2.2.9 Product management

Every digital enhancement is supported by robust product management processes that oversee the entire product lifecycle – from vision and roadmap development to delivery. This capability ensures that products are safe, conformant, interoperable and designed with the user in mind. A strong product management capability enables clear communication, prioritisation and strategic alignment, ensuring that product roadmaps continue to deliver customer-centred, outcome-driven advances in line with the National Digital Health Strategy.

### 2.2.10 Customer experience, research and evaluation

Our products and services are underpinned by human-centred design approaches, embodied in a formal manner in the Customer Experience (CX) Toolkit and principles and brought to life in the work we do in the Experience Centre, Dharug Place (Figure 4), partnering with healthcare professionals, consumers and their carers to co-design solutions that solve real-world problems. We support such discussions with simulations (including process-mapping and eye-tracking analysis), data analysis and service mapping to ensure that solutions deliver for consumers and clinicians, now and into the future.



Figure 4: Dharug Place



### 2.2.11 Procurement and contract management

The Agency's procurement and contract management policies support a coordinated and consistent approach to purchasing technology, emphasising interoperability and adherence to global standards. These policies ensure that technology acquisitions align with broader health objectives, fostering connected care across Australia.

By embedding digital health standards into procurement processes, the Agency will boost digital capability and ensure better access to accurate, timely data within the health system. This approach will continue to benefit healthcare providers, consumers and their carers by improving data sharing and system interoperability. Through these strategic partnerships, the Agency will help to enhance the efficiency and effectiveness of healthcare services, so that technological advances are seamlessly integrated, supporting continuous improvements in digital health services and empowering healthcare providers with the tools and information they need to deliver high-quality care.

### 2.2.12 Strengthening capability and business improvement

In October 2023, the Australian Public Service Commission released the APS Strategic Commissioning Framework with the goal that the core work of the APS be performed by its core workforce. Under the framework, the Agency committed to 19 conversion targets over 2024–25 focused on building internal capabilities in portfolio, program and project management, communications and service delivery work. The Agency converted 18 of the 19 targeted roles over 2024–25.

In 2025–26, the Agency will continue working to bring core work in-house in line with the APS Strategic Commissioning Framework. We expect our targets for 2025–26 to focus on reduced outsourcing of project and program management job families (groups of roles that are functionally similar and defined by the type of work performed).

The Agency has also embarked on an ambitious program of process improvement known as Streamlining Operations and Achieving Results (SOAR). The goal for the next year is to lift organisational excellence through strategic process simplification and automation, enabling staff to focus more effectively on core business objectives, unencumbered by excessive administration. These changes will be overseen by the Agency's Transformation Office, which will play a critical role in supporting change and uplifting change capability.

Building on efforts to date, the Agency will introduce a Target Operating Model to drive internal initiatives and strengthen overall effectiveness. This model will emphasise the integration of advanced digital tools and streamlined processes to improve internal workflows and foster a more agile and responsive organisational structure. It will also support the Agency's commitment to continuous improvement and innovation by ensuring that internal operations are aligned with the Agency's purpose and capable of adapting to the dynamic healthcare landscape.

## 2.3 Key risks

The Agency's Risk Management Framework complies with the Commonwealth Risk Management Policy, supports the requirements of Section 16 of the *Public Governance, Performance and Accountability (PGPA) Act 2013* and provides comprehensive guidance and information on Agency risk management processes and structures to help staff recognise and engage with risk every day.

Strategic risks for 2025–26 are identified in Table 1.

Table 1: Strategic risks and control measures for 2025–26

Strategic risk	Measures to control risk
<b>Clinical</b> – Failure to design and deliver products and services that are clinically appropriate.	Maintain and continuously improve user-centred design methodologies in product development. Conduct continual engagement with key stakeholders, maintain a strong communications posture and invest in community research tools. Maintain strong governance and program management structures, including clinical governance through a clinician-led Clinical Governance Committee. Implement effective resource acquisition arrangements, develop strong business cases, and manage critical infrastructure development and replacement.
<b>Data</b> – Failure to provide fit-for-purpose digital services that protect personal data and support safe and effective information sharing.	Maintain, continuously improve and assure a range of critical controls to minimise cyber, privacy, protective security and other data-related risks.  Embed effective data governance that clearly defines roles and responsibilities, data quality processes and ethical data-sharing practices.
<b>Delivery</b> – Products and services are not managed or updated in line with user expectations.	Ensure stakeholder feedback is actively sought and embedded into Agency products and services.  Maintain effective program governance, including key roles in the development of the National Digital Health Strategy and the IGA. Uplift data analytics capability.

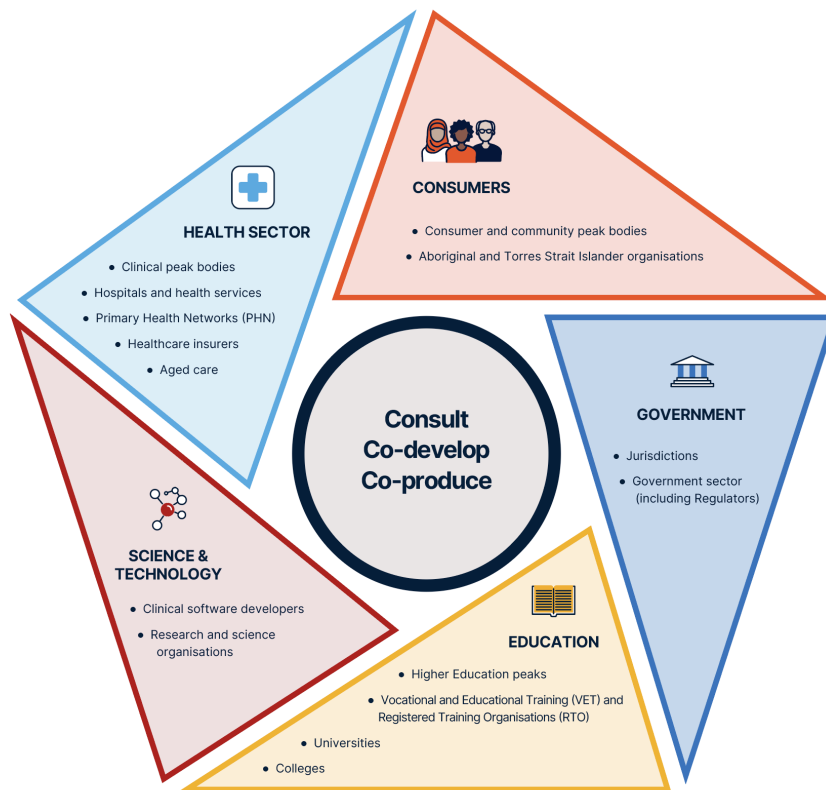
Table 1: Strategic risks and control measures for 2025–26 continued

Strategic risk	Measures to control risk
<b>Financial</b> – Ineffective management of Agency resources to ensure financial compliance, prevention of financial losses and the delivery of government priorities.	Maintain effective fiscal budgeting and management arrangements with strong systems of internal control. Continue to build on the Agency’s centralised procurement approach to lead high value high risk procurements and consistent assurance across all Agency investments.
<b>Workforce</b> – Inability to deliver a safe, inclusive and productive workforce to empower staff to act with integrity and achieve the Agency’s objectives.	<p>Develop and implement the Agency’s Strategic Workforce Strategy, with a focus on leadership, diversity and staff wellbeing to promote a high-performance culture.</p> <p>Maintain the Agency’s Integrity Unit focus on improving staff knowledge and compliance, including in relation to conflict of interest and gifts and benefits management and fraud and corruption control.</p>

2.4 Partners

The health sector comprises a broad range of organisations, from large multinationals to small-to-medium enterprises and startups. Progress in Australia’s digital health landscape will continue to depend on industry growth, the support of ongoing partnerships and enhancing policy and investment frameworks that drive collaboration across the sector. The entire health sector benefits when governments, healthcare providers, clinicians, researchers and consumer advocacy groups come together to share knowledge, resources and insights. The Agency will continue to collaborate with a diverse array of valued partners whose contributions are essential to the progress of digital health and the success of key programs and initiatives (Figure 5).

Figure 5: Strategic relationships



The Agency will also partner on sector-specific initiatives to close the digital gap across different communities and in different parts of Australia. The Agency is committed to supporting rural and remote areas by boosting connectivity and ensuring equitable access to health information – crucial for improving healthcare delivery. The Agency will continue close collaboration with the National Aboriginal Community Controlled Health Organisation and affiliates to ensure that health information for Aboriginal and Torres Strait Islander communities is accessible and integrated across healthcare services, to facilitate better health outcomes and culturally appropriate care.

Australia's National Digital Health Strategy supports all our partnerships by encouraging the sharing of digital expertise and information and promoting a culture of learning, transparency and accountability. By enhancing the integration of digital health solutions next year, the strategy will ensure that these partnerships continue to evolve and yield benefits for each of our stakeholders.

An example of collaborative effort with delivery partners is the continued integration of My Health Record with the Royal Flying Doctor Service, which will enable 2 systems to view and upload health information while transporting people to emergency care. Learnings from this partnership will be used to inform potential integration with other parts of the sector, such as state ambulance and community



services. Similarly, Primary Health Networks (PHNs) will continue to undertake localised education and awareness activities for Provider Connect Australia™ (PCA™) in their regions to drive meaningful use as a business partner.

A major focus this year is working with PHNs to embed My Health Record across the aged care sector, providing authorised healthcare teams with immediate access to a resident's key health information, supporting better continuity of care and improving consumer outcomes.

Jurisdictional partners will continue to work towards the collective objectives outlined in the IGA and the National Digital Health Strategy to enable interoperability and connected data across Australia's healthcare settings, supporting high-quality care and improving the efficiency and sustainability of the healthcare system.

The Agency will also continue to develop partnerships forged with the Australasian Institute of Digital Health (AIDH), the Digital Health Cooperative Research Centre, the Australian Council of Senior Academic Leaders in Digital Health, the tertiary education sector and other education providers to fulfil the objectives outlined in the National Digital Health Capability Action Plan. This plan builds the capability of the current and future health workforce by embedding digital health education into health-related degrees in Australia so that university graduates enter the workforce with an understanding of digital health systems and how they can be used to support clinical decisions and provide better care.

As outlined previously, the Agency remains a key partner in Sparked, a collaboration with CSIRO's Australian eHealth Research Centre; the Department of Health, Disability and Ageing; and HL7 Australia.

The Agency will also support the Department of Health, Disability and Ageing in leading engagement with key international bodies on matters relating to digital health, including the World Health Organization, Organisation for Economic Co-operation and Development and the G20.

The Agency is Australia's representative for SNOMED International and a member of Standards Australia's Health Informatics Committee (IT-014), which reviews standards produced by the International Organization for Standardization (ISO). The Agency will continue as Australia's representative on the Global Digital Health Partnership, building a shared focus on improved digital health services around the world.

The Agency's updated Strategic Engagement Framework will guide our stakeholder engagement approach. The framework reflects changes in the Agency's operating context, including leveraging multi-year procurement agreements with key partners to align with agreed priorities. By implementing the framework over the next few years, we will ensure our stakeholder activities are coordinated, proactive and strategically planned; support a clinically led agenda; and help deliver the Agency's strategic priorities.



## 2.5 Key activities

Building on initiatives begun in recent years and supporting the delivery of the National Digital Health Strategy, in 2025–26 the Agency will focus on 3 key areas.

### 2.5.1 Drive information sharing

This set of initiatives aims to create a seamless flow of health data that empowers healthcare providers, supports consumers and carers and informs decision-makers. By fostering a culture of openness, collaboration and trust the Agency seeks to ensure that data is treated as a shared asset, secured and used appropriately for the benefit of all Australians. The focus will be on implementing technology prepared for sharing by default and promoting reforms that facilitate data sharing, supporting the goals of the National Digital Health Strategy.

For 2025–26, the focus will be on the following initiatives.

#### **my health app**

The **my health** app will continue to evolve in response to consumer demands. Anticipated to show strong growth, the app supports Australians by ensuring that their health information is available where and when they need it, with their My Health Record accessible not just via desktop, but also on smartphones and tablet devices.

The Agency has outlined a roadmap for **my health** app enhancements for 2025–26 and beyond, aimed at supporting the National Digital Health Strategy's goals of digital enablement, inclusivity and person-centred and data-driven care. The vision is to create an integrated 'digital front door', providing Australians with a single access point for health information and services, informed by continuous user feedback.

Recent updates have focused on enhancing features such as electronic prescriptions and the Active Script List, as well as expanding capabilities to find and book health services. Users are now able to effortlessly view their medicines information history, pathology results, vaccination history and hospital discharge summaries. Any new health data will continue to be automatically synced with the app's interface as soon as it becomes available.

The app facilitates collaboration with government services like Healthdirect and Services Australia, ensuring existing services are accessible to Australians in one place. It is expected that features will include integration with MyMedicare so consumers can manage their provider relationships from the app and self-register for Active Script List. In future years it is expected that multidisciplinary care team registration will be incorporated.

At 30 June 2025 there were 666,339 downloads of the app, with an average of 7,702 daily active users.

## Improving information in My Health Record

A key priority for 2025–26 and beyond is implementation of the share by default legislative changes to the *My Health Records Act 2012*. This includes connection and registration support for healthcare providers; education; and support for the Department of Health, Disability and Ageing in developing and engaging on regulatory rules, compliance and reporting.

Education and awareness activities will also be critical to ensure Australians and their care teams benefit from the additional information that will be available to support their health outcomes, while reassuring them that My Health Record remains consumer-controlled and that the changes do not diminish strict privacy controls that already exist.

As these legislative reforms mandate registration and uploads to My Health Record, they represent a significant shift in the Agency's functions. The Agency will implement reforms using a best practice approach, working collaboratively and transparently with stakeholders to minimise burdens on the health sector, manage compliance risks proportionately and ensure continuous improvement opportunities. It is vital that the changes are delivered in a way that supports the pathology and diagnostic imaging sector to comply with the new requirements and promotes a best practice approach to managing any new requirements as they eventuate.

Building on the success that has come with Australians having immediate access to their test results in My Health Record over recent years – including COVID-19, respiratory, INR and HbA1C results – the Agency will work with clinical and consumer peak bodies, including through the Clinical Reference Group, to maximise the benefits and minimise any risks associated with faster access to pathology and diagnostic imaging results.

My Health Record has now been enabled to receive structured, machine-readable pathology reports, and we will pilot the upload of such reports from early-adopter jurisdictions. Structured data of this sort is a stepping stone towards minimising duplicate tests, as well as providing new clinical decision-support capabilities and the improved management of chronic diseases through longitudinal data comparisons. The Agency will explore the same approach for the pharmacist shared medicines list.

## Support for uptake of national digital health products

The Agency continues to provide support for the uptake of national digital health products. In turn, the increased use of products such as My Health Record and PCA™ supports increased information sharing throughout the health sector.

Building on the industry offers that were executed in 2024–25, the Agency will continue to work with software vendors to achieve conformance with My Health Record. Providers in allied health and aged care can expect to have greater choice of technology that enables them to readily connect to My Health Record.

The Agency will also continue to drive uptake by offering a range of wraparound support options directly to users. As use increases, the number of sectors being supported is also increasing. In 2025–26 support options will be made available to users from pathology and diagnostic imaging, allied health, aged care, general practice, specialists and community pharmacy. To drive uptake in a supported manner and understand future demand, the Agency will also work with partners including jurisdictions, peak bodies and PHNs.

### **Supporting policy development**

The Agency will continue to contribute to the development of policies and legislation that enable digital health to support national health reforms and health service delivery. This includes ongoing engagement in policy discussions, governance committees and whole-of-government forums.

The Agency will also continue to support the Department of Health, Disability and Ageing to further the government's priorities on digital health and demonstrate Australia's role as a global digital health leader. Opportunities through forums such as the SNOMED Business Meetings and the Global Digital Health Partnership enable the Agency to learn from the digital health expertise of other countries to support the effective implementation of initiatives in Australia, share best practice approaches and advance mutually beneficial outcomes.

### **Improving workflow**

It is an Agency priority to deliver a seamless end-to-end experience for software developers, healthcare providers and industry in connecting to national infrastructure. To do this requires timely review and redesign of the connections and conformance pipeline, simplifying processes and accelerating the delivery of connections for developers and healthcare providers.

These aspirations lie at the heart of the Agency's Streamlining of Implementation for Conformance and Connection (SLICC) project. To achieve them, key activities are underway to improve business processes and workflows, reducing administrative burden, duplication of effort and time to complete. In turn, this will result in better use of the Developer Portal as a 2-way developer engagement and support streamlining and harmonising the delivery of connections and conformance services.

## **2.5.2 Accelerate digitally connected healthcare**

The Agency is leading efforts to build a connected healthcare system that enables real-time data exchange and seamless collaboration across the sector. Central to this is implementation of the *Connecting Australian Healthcare – National Healthcare Interoperability Plan*. The plan sets out the vision, principles and 44 coordinated actions across 5 priority areas – identity, standards, information sharing, innovation and benefits – to achieve nationwide interoperability by 2028. This work supports the National Digital Health Strategy, the Australian Government Digital Health Blueprint and state and territory digital health strategies.

In 2025–26, the Agency will continue to implement actions in the Interoperability Plan relating to:

- governance arrangements that include the Council for Connected Care to support implementation of the plan, and quarterly progress reporting
- sharing of resources in central locations, including the Agency's Online Interoperability Toolkit and Developer Portal, and developing the online forums capability to facilitate collaboration
- implementation of the Healthcare Identifiers Roadmap to increase the adoption and use of national healthcare identifiers in health and care settings
- establishment of a coordinated, collaborative and consistent approach to standards development and implementation through the Australian Digital Health Standards Advisory Group, National Digital Health Standards Catalogue and FHIR® Accelerator program
- harmonisation of interoperability requirements in procurement
- development of an information-sharing model that includes active consent management
- building of the digital health capability of the workforce through assessment tools, education materials and training on FHIR®
- measurement of digital maturity and publicly reporting on progress.

## **Provider Connect Australia™**

PCA™ is a key piece of national digital infrastructure built by the Agency to help healthcare organisations streamline their relationships with their business partners and take the administrative grind out of maintaining business and personnel information. It reduces the administrative burden on healthcare providers that comes with regular updates to practice details and supports healthcare providers with near-to-real-time publishing of this information to the National Health Services Directory. Rollout of PCA™ connections continues in 2025–26, with an extended target of 5,000 clinics and 50 partner services onboarded, as published in the Health Portfolio Budget Statements 2025–26.<sup>5</sup>

## **Medicines safety**

The Agency will continue to leverage digital technologies and initiatives to drive medicines safety, in line with the National Medicines Policy, supporting safe, simple, personalised and connected digital medicine management for everyone. Electronic prescribing and real-time prescription monitoring (RTPM) are already making significant contributions to medicines safety through reducing the risk of dispensing errors and fraudulent alteration of prescriptions, and they are supporting the policy approach to harm minimisation set out in the National Drug Strategy 2017–2026. These will remain a key priority.

The conformance and assurance process for electronic prescribing products and services will also continue to be modernised to further enhance safety and

security of the electronic prescribing ecosystem and to better support accessibility and usability of electronic prescriptions. The Agency will release an uplifted, contemporary conformance framework to support the rollout of standardised electronic medication charts across a broad range of clinical settings, including acute, non-acute, specialised and residential settings. In addition, the Agency will continue to work closely with states and territories to progress the rollout of electronic prescribing in public hospital settings. Electronic prescribing use is increasing, driving a continuing need for national coordination of incident management arrangements and for education and support activities in partnership with peak bodies.

The software industry will continue to be supported to implement enhancements to the Active Script List (ASL), enabling consumer self-registration on mobile devices through mobile applications. The ASL empowers consumers to be in greater control of medicines self-management by reducing SMSs or emails that are needed to manage scripts, decreasing the risk of losing or deleting them.

Following the transition of the national RTPM system's governance and management from the Department of Health, Disability and Ageing to the Agency, and under the auspices of the IGA, the Agency will work to ensure continued, maintained and stable access to a national RTPM system by all jurisdictions and relevant healthcare providers.

Key priorities now are improved data quality, stronger integration with clinical software and secure, real-time information sharing. To support these improvements, the program is embedding streamlined processes that will also enable future cross-jurisdictional data sharing in line with national digital health standards. Adoption and use activities will support clinicians to effectively use RTPM to inform clinical decision-making and supporting optimal clinical outcomes.

## **Workforce engagement**

The Agency will continue to work with the Australasian Institute of Digital Health and other key stakeholders to deliver the priorities identified in the workforce Capability Action Plan (CAP).

The CAP sets out priority actions that are required to effectively build digital health capability across the health workforce to respond to the needs of Australians now and in the future. It has been built in partnership with key stakeholders from across the health ecosystem and reflects a shared position on actions that are high impact in driving capability uplift and achievable in the current health environment. These include the development of standard capability frameworks, guidelines, resources and tools identified through previous work; planning; and ongoing sector consultation, to equip Australia's current and future health workforce for a connected, digitally enabled future.

The Agency is partnering with educational organisations and peaks to develop content and courses that will increase the digital health skills of the future health workforce. Embedding these skills into the foundational training of future healthcare

professionals is part of a broader strategy to build a more capable and digitally proficient health workforce across Australia.

The Agency is delivering digital health clinical safety eLearning training modules, creating a nationally aligned curriculum. The course development is supported by training materials shared by the National Health Service in the United Kingdom, contextualised for the Australian health sector and workforce.

Scoping has begun on the introduction of an online community forum to support greater engagement with and across the sector, including in clinical governance, standards and cyber security. The platform would seek to dismantle silos in the healthcare sector and share information, leveraging artificial intelligence and analytics. It aims to host a dynamic digital community environment for stakeholders, addressing the fragmentation of professional networks across the health sector and facilitating collaborative discussions on future healthcare needs. It can also serve as a virtual space for collaboration, support and knowledge sharing among stakeholders in the digital health ecosystem.

## **System enhancement**

We will complete the digitisation of the paper-based Comprehensive Health Assessment Program (CHAP) tool. This clinically proven health assessment tool helps GPs to identify the unmet health needs of people with intellectual disability and to develop an appropriate action plan. We are leveraging modern technical standards to convert this tool into a digitised 'smartform' that can save time and be integrated seamlessly into clinical information systems with minimal technical effort. Enabling greater uptake of the CHAP tool will help improve the quality of care and health outcomes for a vulnerable group within the Australian community.

As part of delivering this solution, we will stand up new national digital infrastructure that can be leveraged by similar smartform projects being developed by government. This will reduce the cost and complexity of bringing such smartform solutions to market and could be used to support other government priorities such as the health and mental health of Aboriginal and Torres Strait Islander people.

We will continue to work with peak bodies to develop and deliver support to help transition the aged care sector to a digital future, including a digital maturity assessment framework, and will pilot a digital self-assessment tool for the sector.

As part of the Healthcare Identifiers Roadmap, we will work with the software industry and governments on ways to increase healthcare identifier match rates to improve connectivity across the healthcare system.

We will work with clinical peak bodies, the software industry and governments to develop a 5-year roadmap for the adoption of modern authentication methods that leverage the new Australian Government Digital Identity System. This will simplify access to digital health systems for consumers and their representatives, clinicians and administrative staff. Throughout the transition we will continue to support the existing National Authentication Service for Health.



## Digital health standards

A modern, connected health system is built on strong digital, standards-based foundations. The seamless transfer of health information and ability to use this data anywhere, in any system, requires health information to be consistent, emphasising the need for standardised data models, terminologies, identifiers, classifications, code sets and transport methods. Wide adoption and implementation of standards within the ecosystem of care reduces redundancy and accelerates innovation, enabling us to harness the latest technologies and respond to changing needs while still ensuring we leverage the strengthened national infrastructure.

Our Digital Health Standards Program supports this work, encompassing standards products and development, strategy, governance, adoption and implementation. The program reflects the needs of the diverse health community in capacity building and capability uplift, while also ensuring that the transformation of the Agency's own infrastructure is supported.

The Agency's standards products – including the Standards Catalogue, Procurement Guidelines and National Clinical Terminology Service (NCTS) – support easy access to the information needed across the sector. Standards training and education, including for FHIR®, ensure that we are building capacity through development of knowledge and skills, crucial to enabling the future vision. We are working in partnership with standards organisations and the stakeholder community to ensure that standards are fit for purpose for Australia, widely tested and evolve to our needs. The Standards Advisory Group, which provides advice to the Council for Connected Care, ensures key stakeholders are represented and provide direction.

Continuing to support the sector through this program over the coming years is critical to our success in empowering Australians, enabling clinicians and supporting system-wide data sharing capability. We will deliver a Standards Hub via a microsite that will bring together all the information, products, training and stakeholders to enable governance and access to expert advice and ensure that we build an active community to support the future.

### 2.5.3 Deliver national digital health infrastructure

One of the ongoing key activities of the Agency is to transform national digital health infrastructure in Australia into a modern, data-rich ecosystem supporting real-time access to information. This includes work to transform the My Health Record system into a contemporary, FHIR®-enabled, personal health record and the first steps towards Health Connect Australia, the national health information exchange.

By modernising the infrastructure, we aim to enhance the quality and safety of care, reduce duplication and inefficiency and empower consumers to access and manage their own health data. This involves improving the connectivity, security and usability of the systems that enable the exchange of health information across different settings and platforms.

The following areas will be our primary focus over 2025–26.

## My Health Record on FHIR®

My Health Record on FHIR® uses a standard format that supports improved interoperability in the Australian healthcare ecosystem. This will make sharing health information with healthcare providers easier, leading to safer, more secure, more efficient and higher quality healthcare.

The new FHIR®-based repository is being procured by the Agency in 2025 to store health and health-related information using the internationally accepted FHIR® standard. The FHIR® repository will perform the function of the National Repositories Service as required under the *My Health Records Act 2012*. It is a key enabling function for a range of other initiatives that will be rolled out over the next 2 years to unlock atomised data and deliver benefits to different types of users of the My Health Record system.

This new repository will support future improvements and greater interoperability of systems that may not currently interact with the My Health Record system. It will offer real-time access to a bigger range of data to enable Australians and their healthcare providers to make more informed decisions.

The new set of FHIR®-based APIs use atomic data and will reduce the reliance on PDF-based documents. This will enable advanced searching capabilities, so consumers and healthcare providers can find the information they need.

The basis of the system is allowing authorised healthcare providers to find information by indexing and being able to search a wider range of information sources. This gives a more holistic view of health information and enables healthcare providers to work as a team, actively managing the healthcare of their patients. It is anticipated that FHIR®-based APIs will also support device integrations to share data from fitness apps, wearables and remote monitoring solutions.

The ability to integrate and coordinate more sources of information will give healthcare providers real-time access to data that supports multidisciplinary teams to make informed decisions about healthcare. Privacy and security of all health data is maintained through robust access management controls, secure connections to devices and systems and strong authentication mechanisms.

This new technology offers improved granularity of the data that can be analysed. The increased visibility and analytical capabilities will inform policy decisions and funding allocations and will measure the impact of investments in modernising national digital health infrastructure. The improved analytics will contribute to ensuring the sustainability of the health system by supporting people with chronic and complex conditions, rural and remote communities, carers and families through more connected and coordinated care, while also addressing the growing need for access to health services required by an ageing population.

## Health Connect Australia

The second key capability that the Agency is focused on implementing this financial year is Health Connect Australia, a national health information exchange comprising capabilities and services that support the delivery of better health outcomes by standardising and making it easier to share clinical information.

Today, adoption and usage of digital health systems and associated information are ubiquitous around the globe. This is also the case in Australia, where large-scale investments at state and territory level have proceeded at pace, along with broader digital health systems across primary and community care settings. Nationally, since 2012, the My Health Record system has made considerable progress in overcoming information gaps for healthcare providers. There is also significant consumer and provider support for and momentum to continue transformational digital health initiatives such as telehealth adoption that occurred in Australia as a result of the COVID-19 global pandemic.

Good progress has been made over the last year, and opportunities remain to harness the full potential of the benefits of digital health adoption. The Agency is focused on ensuring any barriers to adoption are being addressed, including those of a technical, policy or legislative nature.

Global research highlights the need to continue work to develop and support the sector to adopt interoperable standards and technologies to better facilitate the movement and exchange of health information. These are also core areas of focus of the National Digital Health Strategy and the National Interoperability Plan.

From a legislative and policy perspective, streamlining national frameworks for effective health information sharing across care settings and locations continues to be a fundamental requirement. The work the Agency is undertaking, with its partners, will enable healthcare providers to confidently access and share information where appropriate.

The national solution will complement and expand on the work occurring at a jurisdictional level and via PHNs by supporting cross-border information sharing. This work will support safe and effective transitions of care, shared care journeys, streamlined sharing of health information and the ability for Australians to control their health information.

Health Connect Australia will serve as a secure, interoperable and consumer-centric information-sharing network, enabling the efficient exchange of data, promoting better health outcomes and empowering consumers to actively manage their health.

Over 2024–25, the Agency worked closely with all states and territories under the current IGA to deliver a future state architecture and a roadmap. This will support government decision-making over the long term and a phased investment approach designed to achieve the intended objectives of the program.

In 2025–26, the Agency will focus on delivering the foundational capability identified and endorsed as a priority by the IGA's Digital Health Oversight Committee. These include consolidation of data from multiple provider directories into a single access point that will surface accurate and reliable information about healthcare provider individuals and organisations and provision of the foundational authentication and authorisation capabilities that enable the secure sharing of health information between providers using Health Connect Australia into the future.

## Service delivery

To deliver the full range of benefits from advanced technologies, the Agency will update its service delivery model, expanding the sources of health information available to providers and consumers and making it easier to exchange this information. To support this the Agency is implementing System Integration (SI) and Service Integration and Management (SIAM) initiatives.

**Systems Integration (SI)** is understanding the technology and business changes required from a project and developing an integrated system to manage the end-to-end technical project delivery process into operational deployment. This capability is being developed in-house.

**Service Integration and Management (SIAM)** is a methodology that applies multiple IT frameworks for integrated service management across multiple service providers, supporting the shift already made to a multi-vendor environment – which underpins the continued modernisation of national infrastructure – and ensuring all component systems and service providers are coordinated as part of an end-to-end solution. This is so that healthcare consumers and providers have a seamless digital health experience and access to information, whenever and wherever it is needed.

The Agency is also implementing advanced technologies that can provide end-to-end, real-time monitoring to track and manage system performance and strengthen security. This means Australians can have even greater confidence that real-time health information will be available to them and their providers.

### 3 Performance

Performance information enables the Australian Parliament and the public to measure our success over the life of the Corporate Plan and year by year. The performance targets were first published in the Health Minister’s Portfolio Budget Statements 2025–26 and are repeated below.

The Agency is also accountable to the Board and the Digital Health Oversight Committee for delivery against the 2025–26 Work Plan, which comprises activities funded by the Australian Government and by all jurisdictions under the IGA. The Board approved the Work Plan on 18 June 2025, and the Digital Health Oversight Committee approved the IGA elements within it on 20 June 2025. A copy of the Work Plan is at **Appendix A**.

**Appendix B** is a copy of the annual targets in support of the Work Plan deliverables; clarification of when those targets are met, partially met or not met; and the rationale for their selection – how they align with each performance measure, key activities and the Agency’s purpose.

There are 3 performance measures and 9 targets for the 2025–26 reporting year.

#### 3.1 Drive information sharing

Digital health products and services are adopted and used.<sup>6</sup>

2025–26 targets	2026–29 targets
<p><b>Pathology and diagnostic imaging uploads:</b> 20% increase in pathology and diagnostic imaging reports shared with My Health Record.</p> <p><b>Use of Agency products and services:</b> Increased use of key digital services:</p> <ul style="list-style-type: none"><li>• 20% annual increase in consumer use of My Health Record</li><li>• 15% annual increase in provider use of My Health Record</li><li>• 25% annual increase of <b>my health</b> app downloads</li><li>• 25% of total PBS prescriptions are electronically prescribed</li></ul> <p><b>my health app user experience:</b> Achieve a ‘positive’ evaluation (&gt;0.8) of user experience of <b>my health</b> app.</p>	<p>As per 2025–26.</p>

## 3.2 Accelerate digitally connected healthcare

### Digital health products and services are safe, secure and connected.<sup>7</sup>

2025–26 targets	2026–29 targets
<p><b>Clinical governance guidance:</b> Publish an annual Clinical Governance Performance Report.</p> <p><b>Digital health standards uptake:</b> Establish a standards microsite and online forum to support the uptake of global digital health standards across the health sector.</p> <p><b>Conformance assessment schemes:</b> Develop a case study through the refresh of 2 conformance assessment schemes to support health sector connection to national infrastructure.</p> <p><b>Cyber awareness:</b> 10% increase in participation in cyber security awareness activities conducted by the Agency across the health sector through and for Australian healthcare consumers.</p>	As per 2025–26.

## 3.3 Deliver national digital health infrastructure

### Digital health infrastructure supports healthcare.<sup>8</sup>

2025–26 targets	2026–29 targets
<p><b>Availability of products and services:</b> Agency products and services meet or exceed the planned availability target of 99.9%:</p> <ul style="list-style-type: none"> <li>• National Consumer Portal</li> <li>• National Provider Portal</li> <li>• <b>my health</b> app</li> </ul>	As per 2025–26.
<p><b>Partnership value index:</b> Report on the Agency's National Infrastructure strategic partners' contractual relationships through the Partnership Value Index.</p>	

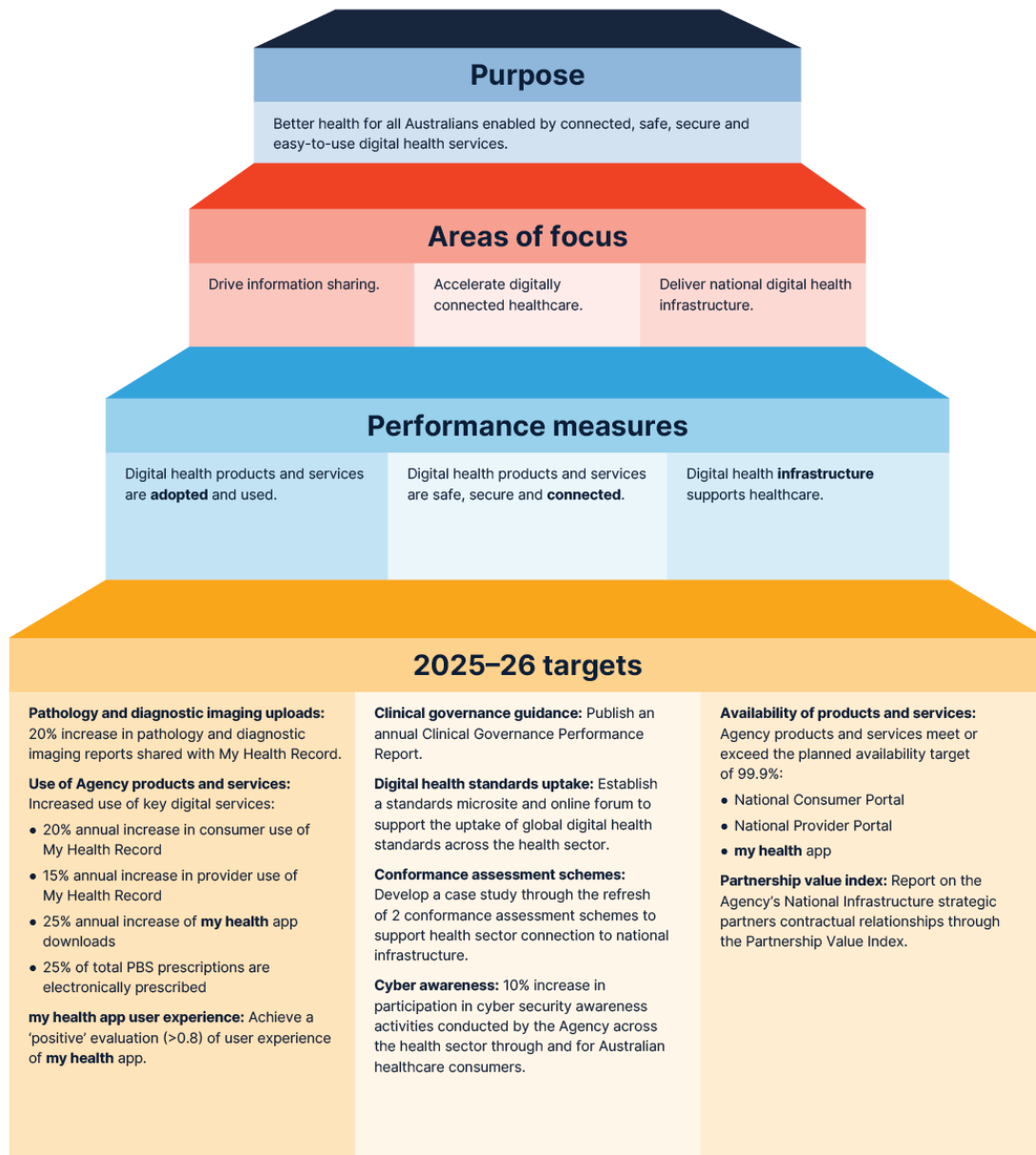
<sup>7</sup> [Health Portfolio Budget Statements 2025–26](#) p. 182

<sup>8</sup> [Health Portfolio Budget Statements 2025–26](#) p. 183



Figure 6 illustrates how each of the 2025–26 targets map to the Agency’s purpose:

Figure 6: Alignment to purpose



## Appendix A: Agency Work Plan



Australian Government  
Australian Digital Health Agency

---

# AUSTRALIAN DIGITAL HEALTH AGENCY WORK PLAN

2025–26 update

---

OFFICIAL

# Background

The Australian Digital Health Agency (the Agency) is a corporate Commonwealth entity supported by all Australian governments to accelerate adoption and use of digital services and technologies across the Australian health ecosystem, as set out under the Public Governance, Performance and Accountability (Establishing the Australian Digital Health Agency) Rule 2016 (Agency Rule). The Agency Rule was created under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). Under the Agency Rule, the Agency is charged with delivering digital health strategy and investments at the national level for Australia.

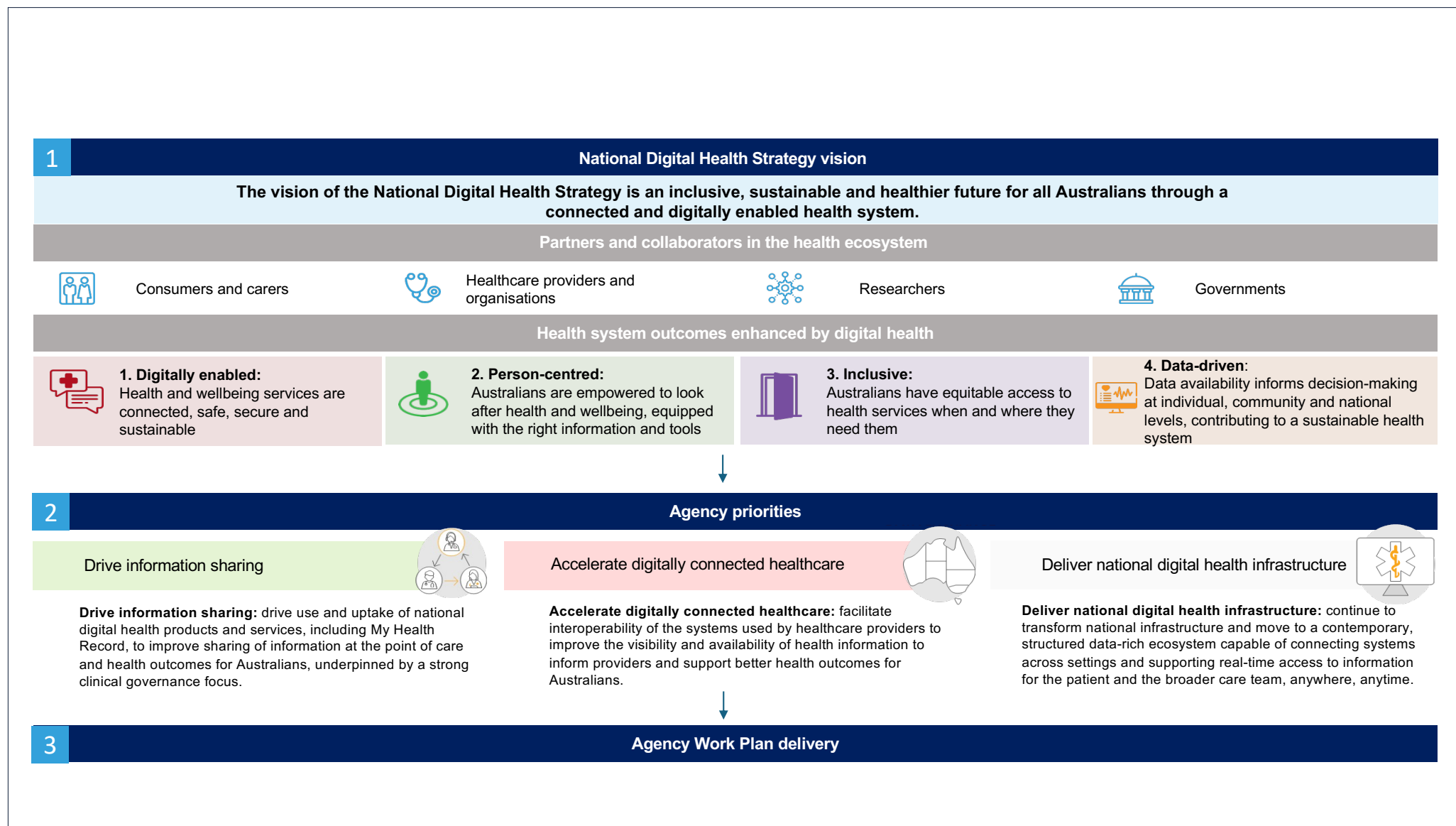
The Agency Work Plan delivers key elements and priorities including government directives, Intergovernmental Agreement on National Digital Health 2023–2027 (IGA) including the implementation of Foundation Services, National Services and Strategic Priority Projects in alignment with the National Digital Health Strategy 2023–2028 (Strategy) and the Strategy Delivery Roadmap (roadmap).

This Work Plan covers financial year 2025–26. The prioritisation of investments results from extensive consultation at all levels of the Australian health system with investments prioritised based on:


1. contribution and value to the Strategy outcomes and government directives
2. time criticality to deliver against committed timelines
3. enablement of other strategies, including Interoperability Plan actions.

The Australian Digital Health Agency Work Plan is funded by:






# Drive information sharing – programs and projects

Agency priorities																																	
<div><h2>1. Drive information sharing</h2><p>Drive use and uptake of national digital health products and services, including My Health Record, to improve sharing of information at the point of care and health outcomes for Australians, underpinned by a strong clinical governance focus.</p></div>																																	
	<table><tr><th></th><th>FY25 completed</th><th>FY26 proposed focus</th><th>Primary NDHS action</th></tr><tr><td>Capability Action Plan</td><td><ul style="list-style-type: none"><li>✓ Procurement for enhancing Digital Health Workforce website</li><li>✓ Development of clinical safety for digital health intermediate course</li><li>✓ Uplift of digital health learning simulator environment</li></ul></td><td>Enhance the Digital Health Workforce website and building digital health skills of future workforce</td><td><div>Digitally enabled</div><ul style="list-style-type: none"><li>1.2.1 Implement National Digital Health Capability Action Plan.</li><li>1.2.3 Pilot and evaluate the national digital health capability framework and self-assessment tool to improve the digital health skills of the health and care workforce in residential aged care facilities</li></ul></td></tr><tr><td>HIPS Product and Ongoing Enhancements</td><td><ul style="list-style-type: none"><li>✓ Delivery of a modern and secure clinician interface (HealthViewer v1.0 and 1.1)</li><li>✓ Release of a pathology adaptor for SA and WA Health,</li><li>✓ Launch HIPS v9.0 – the first cyber security conformant CIS with multiple enhancements</li></ul></td><td>Modernise health information exchange through FHIR adoption, enhancing clinician tools like HealthViewer, improving identity matching via HI Service upgrades, and streamlining implementation via microservices and advanced audit capabilities</td><td><div>Digitally enabled</div><ul style="list-style-type: none"><li>1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</li></ul></td></tr><tr><td>National Authentication for Health Service SHA-2</td><td><ul style="list-style-type: none"><li>✓ Mobility Application Programming Interface (API) has been fully transitioned to SHA-2</li></ul></td><td>Complete SHA-1 full decommissioning</td><td><div>Digitally enabled</div><ul style="list-style-type: none"><li>1.1.1 Develop and maintain a national secure messaging capability to enable the safe exchange of clinical documents</li><li>2.2.11 Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations</li></ul></td></tr><tr><td>Pathology and Diagnostic Imaging Upload Mandate</td><td><ul style="list-style-type: none"><li>✓ Supported drafting process of Sharing by Default legislation and pathology and diagnostic imaging providers in advance of mandate coming into force</li><li>✓ Supported providers through education, registration support and establishing My Health Record connectivity</li><li>✓ Clinical Reference Group finalised its recommendation regarding Faster Access, removing or shortening the delayed access to diagnostic reports</li></ul></td><td>Support healthcare providers and the department in implementing the Sharing by Default legislation through rule development, provider enablement, Faster Access reform and an extensions process for non-compliant providers</td><td><div>Person-centred</div><ul style="list-style-type: none"><li>2.2.7 Establish regulatory requirements requiring private and public healthcare providers to share information to My Health Record by default</li></ul></td></tr><tr><td>Update Health Information (HI) Service Conformance Profiles</td><td><ul style="list-style-type: none"><li>✓ Completed industry engagement for HI conformance profile v5 with feedback incorporated and conformance profile v5 baselined</li></ul></td><td>Review, update and publish the HI Service conformance profiles including analysing new risks, engaging industry for feedback to enable developers to conform to new FHIR interface or connect to upgraded Health Provider Directory</td><td><div>Person-centred</div><ul style="list-style-type: none"><li>2.2.11 Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations</li></ul></td></tr><tr><td>Allied Health</td><td><ul style="list-style-type: none"><li>✓ Laid foundational infrastructure for national digital uplift through industry engagement, standards development, pilot programs, and strategic planning across education, technology and change adoption</li></ul></td><td>Improve primary care services by driving national digital transformation through strategic planning, system integration and targeted engagement to accelerate use of digital technology among allied health professionals</td><td><div>Person-centred</div><ul style="list-style-type: none"><li>2.2.10 Develop a roadmap to support the allied health sector and software vendors upload clinical content to My Health Record</li></ul></td></tr><tr><td>Real Time Prescription Monitoring (RTPM) management and governance of the national system</td><td><ul style="list-style-type: none"><li>✓ Agreement between Agency and state/territory that underpin national RTPM contract framework executed</li><li>✓ Data Quality Remediation rollout (key control to manage RTPM risk)</li></ul></td><td>Strengthen national oversight by embedding a 3-tiered governance model, clarifying Agency roles and responsibilities and continuously enhancing system quality.</td><td><div>Person-centred</div><ul style="list-style-type: none"><li>2.2.4 Support Real Time Prescription Monitoring (RTPM) to provide clinical decision-making support for prescribers and dispensers</li></ul></td></tr></table>		FY25 completed	FY26 proposed focus	Primary NDHS action	Capability Action Plan	<ul style="list-style-type: none"><li>✓ Procurement for enhancing Digital Health Workforce website</li><li>✓ Development of clinical safety for digital health intermediate course</li><li>✓ Uplift of digital health learning simulator environment</li></ul>	Enhance the Digital Health Workforce website and building digital health skills of future workforce	<div>Digitally enabled</div> <ul style="list-style-type: none"><li>1.2.1 Implement National Digital Health Capability Action Plan.</li><li>1.2.3 Pilot and evaluate the national digital health capability framework and self-assessment tool to improve the digital health skills of the health and care workforce in residential aged care facilities</li></ul>	HIPS Product and Ongoing Enhancements	<ul style="list-style-type: none"><li>✓ Delivery of a modern and secure clinician interface (HealthViewer v1.0 and 1.1)</li><li>✓ Release of a pathology adaptor for SA and WA Health,</li><li>✓ Launch HIPS v9.0 – the first cyber security conformant CIS with multiple enhancements</li></ul>	Modernise health information exchange through FHIR adoption, enhancing clinician tools like HealthViewer, improving identity matching via HI Service upgrades, and streamlining implementation via microservices and advanced audit capabilities	<div>Digitally enabled</div> <ul style="list-style-type: none"><li>1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</li></ul>	National Authentication for Health Service SHA-2	<ul style="list-style-type: none"><li>✓ Mobility Application Programming Interface (API) has been fully transitioned to SHA-2</li></ul>	Complete SHA-1 full decommissioning	<div>Digitally enabled</div> <ul style="list-style-type: none"><li>1.1.1 Develop and maintain a national secure messaging capability to enable the safe exchange of clinical documents</li><li>2.2.11 Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations</li></ul>	Pathology and Diagnostic Imaging Upload Mandate	<ul style="list-style-type: none"><li>✓ Supported drafting process of Sharing by Default legislation and pathology and diagnostic imaging providers in advance of mandate coming into force</li><li>✓ Supported providers through education, registration support and establishing My Health Record connectivity</li><li>✓ Clinical Reference Group finalised its recommendation regarding Faster Access, removing or shortening the delayed access to diagnostic reports</li></ul>	Support healthcare providers and the department in implementing the Sharing by Default legislation through rule development, provider enablement, Faster Access reform and an extensions process for non-compliant providers	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.7 Establish regulatory requirements requiring private and public healthcare providers to share information to My Health Record by default</li></ul>	Update Health Information (HI) Service Conformance Profiles	<ul style="list-style-type: none"><li>✓ Completed industry engagement for HI conformance profile v5 with feedback incorporated and conformance profile v5 baselined</li></ul>	Review, update and publish the HI Service conformance profiles including analysing new risks, engaging industry for feedback to enable developers to conform to new FHIR interface or connect to upgraded Health Provider Directory	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.11 Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations</li></ul>	Allied Health	<ul style="list-style-type: none"><li>✓ Laid foundational infrastructure for national digital uplift through industry engagement, standards development, pilot programs, and strategic planning across education, technology and change adoption</li></ul>	Improve primary care services by driving national digital transformation through strategic planning, system integration and targeted engagement to accelerate use of digital technology among allied health professionals	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.10 Develop a roadmap to support the allied health sector and software vendors upload clinical content to My Health Record</li></ul>	Real Time Prescription Monitoring (RTPM) management and governance of the national system	<ul style="list-style-type: none"><li>✓ Agreement between Agency and state/territory that underpin national RTPM contract framework executed</li><li>✓ Data Quality Remediation rollout (key control to manage RTPM risk)</li></ul>	Strengthen national oversight by embedding a 3-tiered governance model, clarifying Agency roles and responsibilities and continuously enhancing system quality.	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.4 Support Real Time Prescription Monitoring (RTPM) to provide clinical decision-making support for prescribers and dispensers</li></ul>
	FY25 completed	FY26 proposed focus	Primary NDHS action																														
Capability Action Plan	<ul style="list-style-type: none"><li>✓ Procurement for enhancing Digital Health Workforce website</li><li>✓ Development of clinical safety for digital health intermediate course</li><li>✓ Uplift of digital health learning simulator environment</li></ul>	Enhance the Digital Health Workforce website and building digital health skills of future workforce	<div>Digitally enabled</div> <ul style="list-style-type: none"><li>1.2.1 Implement National Digital Health Capability Action Plan.</li><li>1.2.3 Pilot and evaluate the national digital health capability framework and self-assessment tool to improve the digital health skills of the health and care workforce in residential aged care facilities</li></ul>																														
HIPS Product and Ongoing Enhancements	<ul style="list-style-type: none"><li>✓ Delivery of a modern and secure clinician interface (HealthViewer v1.0 and 1.1)</li><li>✓ Release of a pathology adaptor for SA and WA Health,</li><li>✓ Launch HIPS v9.0 – the first cyber security conformant CIS with multiple enhancements</li></ul>	Modernise health information exchange through FHIR adoption, enhancing clinician tools like HealthViewer, improving identity matching via HI Service upgrades, and streamlining implementation via microservices and advanced audit capabilities	<div>Digitally enabled</div> <ul style="list-style-type: none"><li>1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</li></ul>																														
National Authentication for Health Service SHA-2	<ul style="list-style-type: none"><li>✓ Mobility Application Programming Interface (API) has been fully transitioned to SHA-2</li></ul>	Complete SHA-1 full decommissioning	<div>Digitally enabled</div> <ul style="list-style-type: none"><li>1.1.1 Develop and maintain a national secure messaging capability to enable the safe exchange of clinical documents</li><li>2.2.11 Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations</li></ul>																														
Pathology and Diagnostic Imaging Upload Mandate	<ul style="list-style-type: none"><li>✓ Supported drafting process of Sharing by Default legislation and pathology and diagnostic imaging providers in advance of mandate coming into force</li><li>✓ Supported providers through education, registration support and establishing My Health Record connectivity</li><li>✓ Clinical Reference Group finalised its recommendation regarding Faster Access, removing or shortening the delayed access to diagnostic reports</li></ul>	Support healthcare providers and the department in implementing the Sharing by Default legislation through rule development, provider enablement, Faster Access reform and an extensions process for non-compliant providers	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.7 Establish regulatory requirements requiring private and public healthcare providers to share information to My Health Record by default</li></ul>																														
Update Health Information (HI) Service Conformance Profiles	<ul style="list-style-type: none"><li>✓ Completed industry engagement for HI conformance profile v5 with feedback incorporated and conformance profile v5 baselined</li></ul>	Review, update and publish the HI Service conformance profiles including analysing new risks, engaging industry for feedback to enable developers to conform to new FHIR interface or connect to upgraded Health Provider Directory	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.11 Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations</li></ul>																														
Allied Health	<ul style="list-style-type: none"><li>✓ Laid foundational infrastructure for national digital uplift through industry engagement, standards development, pilot programs, and strategic planning across education, technology and change adoption</li></ul>	Improve primary care services by driving national digital transformation through strategic planning, system integration and targeted engagement to accelerate use of digital technology among allied health professionals	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.10 Develop a roadmap to support the allied health sector and software vendors upload clinical content to My Health Record</li></ul>																														
Real Time Prescription Monitoring (RTPM) management and governance of the national system	<ul style="list-style-type: none"><li>✓ Agreement between Agency and state/territory that underpin national RTPM contract framework executed</li><li>✓ Data Quality Remediation rollout (key control to manage RTPM risk)</li></ul>	Strengthen national oversight by embedding a 3-tiered governance model, clarifying Agency roles and responsibilities and continuously enhancing system quality.	<div>Person-centred</div> <ul style="list-style-type: none"><li>2.2.4 Support Real Time Prescription Monitoring (RTPM) to provide clinical decision-making support for prescribers and dispensers</li></ul>																														


# Drive information sharing – programs and projects

Agency priorities																													
	<h2>2. Accelerate digitally connected healthcare</h2> <p>Facilitate interoperability of the systems used by healthcare providers to improve the visibility and availability of health information to inform providers and support better health outcomes for Australians.</p>																												
	<table><tr><th>Programs and projects</th><th>FY25 completed</th><th>FY26 proposed focus</th><th>Primary NDHS action</th></tr><tr><td>Aged Care Standards</td><td><ul style="list-style-type: none"><li>✓ Foundations established to support aged care digital standards, including engagement, governance, education resources, technical specifications, and architecture planning for interoperable Substitutable Medical Applications and Reusable Technologies (SMART) on Fast Healthcare Interoperability Resources (FHIR) assessments</li></ul></td><td>Build on Aged Care Clinical Information System standards roadmap implementation through updated adoption and communication plans, enhanced clinical terminology display in Residential Aged Care Homes and National Minimum Data Set alignment; and develop Comprehensive Health Assessment Program (CHAP) aligned SMART on FHIR form for standardised, interoperable and secure data capture</td><td><div>Digitally enabled</div><p>1.1.8 Finalise clinical information system standards for residential aged care facilities</p></td></tr><tr><td>Electronic Prescribing Conformance &amp; Medication Charts</td><td><ul style="list-style-type: none"><li>✓ Advanced national digital prescribing safety and standards by modernising electronic prescribing conformance profiles and test specifications</li><li>✓ Initiated stakeholder consultations to support full vendor transition to uplifted conformance profiles</li></ul></td><td>Strengthen national digital prescribing standards by publishing updated electronic prescribing conformance profiles, solution architecture and conformance assessment scheme aligned with the national framework to support safer, interoperable electronic medication chart systems across all care settings</td><td><div>Digitally enabled</div><p>1.1.6 Update healthcare provider systems to strengthen and support electronic prescribing</p></td></tr><tr><td>Electronic Prescribing in Public Hospital</td><td><ul style="list-style-type: none"><li>✓ Project shifted from a vendor-focused approach to supporting jurisdictions with tailored implementation packages, enabling progress across 6 states and territories, educational outreach and foundational data collection to inform national adoption planning</li></ul></td><td>Deliver a nationally standardised technical solution and cost impact analysis to support jurisdictional integration into the National Prescription Delivery Services, while piloting innovative trials and progressing scalable benefits realisation for electronic prescribing in hospitals</td><td><div>Digitally enabled</div><p>1.1.6 Update healthcare provider systems to strengthen and support electronic prescribing</p></td></tr><tr><td>Electronic Prescribing Implementation and Adoption (EPIA)</td><td><ul style="list-style-type: none"><li>✓ Support adoption of conformance profile v3.0.1 and v3.0.2 to enhance electronic prescribing to provide consumers with greater choice in management of their medicines. This includes sunseting Electronic Prescribing Conformance Profile versions 2.2.1 and 2.3</li></ul></td><td>Support software industry's transition to updated electronic prescribing conformance profiles, collaborate with consumer and clinical peaks to drive adoption of electronic prescribing by consumers and healthcare providers, deliver implementation and sunset roadmaps to advance digital medication management, including chemotherapy</td><td><div>Person-centred</div><p>2.2.6 Support the use and expansion of electronic prescribing, including the delivery of operational support such as incident management for the Prescription Delivery Service</p></td></tr><tr><td>Standards Capability Uplift (formally FHIR Training - Phase 2)</td><td><ul style="list-style-type: none"><li>✓ Initiated training and education needs analysis and survey</li><li>✓ Delivery of standards training, awareness and education</li></ul></td><td>Delivery of existing and new course developed and additional training delivery including FHIR Training, with over 6 new course content. Training delivery expected to be in excess of 70 sessions and 2,000 attendees</td><td><div>Digitally enabled</div><p>1.2.1 Implement the National Digital Health Capability Action Plan</p></td></tr><tr><td>Aged Care B2G Gateway Conformance Service</td><td><ul style="list-style-type: none"><li>✓ Established foundational conformance profile and test specifications for foundational APIs, formalised collaboration between the department and the Agency, and delivered key documentation to support future procurement and integration</li></ul></td><td>Supporting vendor conformance assessments and establishing operational processes for incident, query and audit management, while progressing assessment of candidate APIs</td><td><div>Digitally enabled</div><p>1.1.7 Assist software vendors to connect allied health providers to My Health Record 1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</p></td></tr></table>	Programs and projects	FY25 completed	FY26 proposed focus	Primary NDHS action	Aged Care Standards	<ul style="list-style-type: none"><li>✓ Foundations established to support aged care digital standards, including engagement, governance, education resources, technical specifications, and architecture planning for interoperable Substitutable Medical Applications and Reusable Technologies (SMART) on Fast Healthcare Interoperability Resources (FHIR) assessments</li></ul>	Build on Aged Care Clinical Information System standards roadmap implementation through updated adoption and communication plans, enhanced clinical terminology display in Residential Aged Care Homes and National Minimum Data Set alignment; and develop Comprehensive Health Assessment Program (CHAP) aligned SMART on FHIR form for standardised, interoperable and secure data capture	<div>Digitally enabled</div> <p>1.1.8 Finalise clinical information system standards for residential aged care facilities</p>	Electronic Prescribing Conformance & Medication Charts	<ul style="list-style-type: none"><li>✓ Advanced national digital prescribing safety and standards by modernising electronic prescribing conformance profiles and test specifications</li><li>✓ Initiated stakeholder consultations to support full vendor transition to uplifted conformance profiles</li></ul>	Strengthen national digital prescribing standards by publishing updated electronic prescribing conformance profiles, solution architecture and conformance assessment scheme aligned with the national framework to support safer, interoperable electronic medication chart systems across all care settings	<div>Digitally enabled</div> <p>1.1.6 Update healthcare provider systems to strengthen and support electronic prescribing</p>	Electronic Prescribing in Public Hospital	<ul style="list-style-type: none"><li>✓ Project shifted from a vendor-focused approach to supporting jurisdictions with tailored implementation packages, enabling progress across 6 states and territories, educational outreach and foundational data collection to inform national adoption planning</li></ul>	Deliver a nationally standardised technical solution and cost impact analysis to support jurisdictional integration into the National Prescription Delivery Services, while piloting innovative trials and progressing scalable benefits realisation for electronic prescribing in hospitals	<div>Digitally enabled</div> <p>1.1.6 Update healthcare provider systems to strengthen and support electronic prescribing</p>	Electronic Prescribing Implementation and Adoption (EPIA)	<ul style="list-style-type: none"><li>✓ Support adoption of conformance profile v3.0.1 and v3.0.2 to enhance electronic prescribing to provide consumers with greater choice in management of their medicines. This includes sunseting Electronic Prescribing Conformance Profile versions 2.2.1 and 2.3</li></ul>	Support software industry's transition to updated electronic prescribing conformance profiles, collaborate with consumer and clinical peaks to drive adoption of electronic prescribing by consumers and healthcare providers, deliver implementation and sunset roadmaps to advance digital medication management, including chemotherapy	<div>Person-centred</div> <p>2.2.6 Support the use and expansion of electronic prescribing, including the delivery of operational support such as incident management for the Prescription Delivery Service</p>	Standards Capability Uplift (formally FHIR Training - Phase 2)	<ul style="list-style-type: none"><li>✓ Initiated training and education needs analysis and survey</li><li>✓ Delivery of standards training, awareness and education</li></ul>	Delivery of existing and new course developed and additional training delivery including FHIR Training, with over 6 new course content. Training delivery expected to be in excess of 70 sessions and 2,000 attendees	<div>Digitally enabled</div> <p>1.2.1 Implement the National Digital Health Capability Action Plan</p>	Aged Care B2G Gateway Conformance Service	<ul style="list-style-type: none"><li>✓ Established foundational conformance profile and test specifications for foundational APIs, formalised collaboration between the department and the Agency, and delivered key documentation to support future procurement and integration</li></ul>	Supporting vendor conformance assessments and establishing operational processes for incident, query and audit management, while progressing assessment of candidate APIs	<div>Digitally enabled</div> <p>1.1.7 Assist software vendors to connect allied health providers to My Health Record 1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</p>
Programs and projects	FY25 completed	FY26 proposed focus	Primary NDHS action																										
Aged Care Standards	<ul style="list-style-type: none"><li>✓ Foundations established to support aged care digital standards, including engagement, governance, education resources, technical specifications, and architecture planning for interoperable Substitutable Medical Applications and Reusable Technologies (SMART) on Fast Healthcare Interoperability Resources (FHIR) assessments</li></ul>	Build on Aged Care Clinical Information System standards roadmap implementation through updated adoption and communication plans, enhanced clinical terminology display in Residential Aged Care Homes and National Minimum Data Set alignment; and develop Comprehensive Health Assessment Program (CHAP) aligned SMART on FHIR form for standardised, interoperable and secure data capture	<div>Digitally enabled</div> <p>1.1.8 Finalise clinical information system standards for residential aged care facilities</p>																										
Electronic Prescribing Conformance & Medication Charts	<ul style="list-style-type: none"><li>✓ Advanced national digital prescribing safety and standards by modernising electronic prescribing conformance profiles and test specifications</li><li>✓ Initiated stakeholder consultations to support full vendor transition to uplifted conformance profiles</li></ul>	Strengthen national digital prescribing standards by publishing updated electronic prescribing conformance profiles, solution architecture and conformance assessment scheme aligned with the national framework to support safer, interoperable electronic medication chart systems across all care settings	<div>Digitally enabled</div> <p>1.1.6 Update healthcare provider systems to strengthen and support electronic prescribing</p>																										
Electronic Prescribing in Public Hospital	<ul style="list-style-type: none"><li>✓ Project shifted from a vendor-focused approach to supporting jurisdictions with tailored implementation packages, enabling progress across 6 states and territories, educational outreach and foundational data collection to inform national adoption planning</li></ul>	Deliver a nationally standardised technical solution and cost impact analysis to support jurisdictional integration into the National Prescription Delivery Services, while piloting innovative trials and progressing scalable benefits realisation for electronic prescribing in hospitals	<div>Digitally enabled</div> <p>1.1.6 Update healthcare provider systems to strengthen and support electronic prescribing</p>																										
Electronic Prescribing Implementation and Adoption (EPIA)	<ul style="list-style-type: none"><li>✓ Support adoption of conformance profile v3.0.1 and v3.0.2 to enhance electronic prescribing to provide consumers with greater choice in management of their medicines. This includes sunseting Electronic Prescribing Conformance Profile versions 2.2.1 and 2.3</li></ul>	Support software industry's transition to updated electronic prescribing conformance profiles, collaborate with consumer and clinical peaks to drive adoption of electronic prescribing by consumers and healthcare providers, deliver implementation and sunset roadmaps to advance digital medication management, including chemotherapy	<div>Person-centred</div> <p>2.2.6 Support the use and expansion of electronic prescribing, including the delivery of operational support such as incident management for the Prescription Delivery Service</p>																										
Standards Capability Uplift (formally FHIR Training - Phase 2)	<ul style="list-style-type: none"><li>✓ Initiated training and education needs analysis and survey</li><li>✓ Delivery of standards training, awareness and education</li></ul>	Delivery of existing and new course developed and additional training delivery including FHIR Training, with over 6 new course content. Training delivery expected to be in excess of 70 sessions and 2,000 attendees	<div>Digitally enabled</div> <p>1.2.1 Implement the National Digital Health Capability Action Plan</p>																										
Aged Care B2G Gateway Conformance Service	<ul style="list-style-type: none"><li>✓ Established foundational conformance profile and test specifications for foundational APIs, formalised collaboration between the department and the Agency, and delivered key documentation to support future procurement and integration</li></ul>	Supporting vendor conformance assessments and establishing operational processes for incident, query and audit management, while progressing assessment of candidate APIs	<div>Digitally enabled</div> <p>1.1.7 Assist software vendors to connect allied health providers to My Health Record 1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</p>																										



# Drive information sharing – programs and projects

Agency priorities



2. Accelerate digitally connected healthcare

Facilitate interoperability of the systems used by healthcare providers to improve the visibility and availability of health information to inform providers and support better health outcomes for Australians.

FY25 completed	FY26 proposed focus	Primary NDHS action
<div>Integrated Developer Platform</div> <div><div>✓ Procurement of necessary technology components and deployment of producer portal (Developer Hub product)</div><div>✓ Deployment of terminology service</div></div>	<div>Provide developers with an integrated experience for API development to support adoption of Agency's products and services via a developer hub and API service catalogue including Comprehensive Health Assessment Program (CHAP) application; API &amp; SMART form catalogue, enhanced portal to support My Health Record on Fast Healthcare Interoperability Resources and Health Connect Australia</div>	<div>Digitally enabled</div> <div>1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</div>
<div>National Clinical Terminology Service (NCTS) Base Operations</div> <div><div>✓ Delivery of NCTS Australian Medicines Terminology v4 and tooling addressing prior limitations</div><div>✓ Management of monthly release cycle and service level agreements</div></div>	<div>Management of NCTS services including ongoing governance meetings, monthly updates and contract management with CSIRO, including contract review process Tooling enhancements, implementation and education support</div>	<div>Digitally enabled</div> <div>1.3.2 Develop accurate terminology, interoperability standards and conformance for sustained and widespread use</div>
<div>Provider Connect Australia™ (PCA™) Product and Engagement and Adoption</div> <div><div>✓ PCA™ expanded its practitioner self-service capabilities and delivered new features aligned with stakeholder priorities, while continuing its rollout – especially in the allied health sector – across 29 Primary Health Networks</div><div>✓ The initiative also earned international recognition from BMC Health Services Research</div></div>	<div>Continue to enhance PCA™ functionality and usability to support healthcare providers and improve quality of health service information, enable practitioner consent for team-based care, pilot bulk data uploads, strengthen stakeholder engagement, and positioning itself as the front door to manage the Health Connect Provider Directory</div>	<div>Digitally enabled</div> <div>1.1.2 Continue roll out of Provider Connect Australia to ensure availability of up-to-date information about healthcare providers</div>
<div>Digital Health Standards Catalogue &amp; Standards Gap Analysis (formerly National Digital Health Standards Catalogue)</div> <div><div>✓ Additional content added and now available in Standards Catalogue. Increased visits to the catalogue since additions in December 2025. Over 1,400 standards summaries included in the catalogue</div></div>	<div>Continue and publish Standards Gap Analysis framework &amp; tooling Develop catalogue curation layer, further release plan, UX/UI enhancements, and quality assurance</div>	<div>Digitally enabled</div> <div>1.3.2 Develop accurate terminology, interoperability standards and conformance for sustained and widespread use</div>
<div>Standards Procurement Guidelines</div> <div><div>✓ Delivery of subsequent versions of Standards Catalogue and procurement guidelines in accordance with plans</div></div>	<div>Support connected care and interoperability of systems and data by developing resources to support the adoption of standards such as Standards Catalogue, procurement guidelines and gap analysis framework</div>	<div>Digitally enabled</div> <div>1.3.3 Develop Fast Health Interoperability (FHIR®) core standards that set the minimum requirements to support consistent capture and sharing of health information</div>

# Drive information sharing – programs and projects

## Agency priorities




## 2. Accelerate digitally connected healthcare

Facilitate interoperability of the systems used by healthcare providers to improve the visibility and availability of health information to inform providers and support better health outcomes for Australians.

	FY25 completed	FY26 proposed focus	Primary NDHS action
<b>Streamlining Implementations, Conformance and Connections (SLICC) - Phase 2</b>	<ul style="list-style-type: none"> <li>✓ Enhancements of digital conformance and integration by implementing a ServiceNow engine for HI and MHR, streamlining technical specification processes, and initial integration of the developer portal with ServiceNow</li> </ul>	Enhancements of the developer portal's UX/UI and its integration with ServiceNow will enable new conformance tools, document management, educational resources and the launch of electronic prescribing capabilities, advancing digital health connectivity through broader platform integrations	<b>Digitally enabled</b> <b>1.3.2</b> Develop accurate terminology, interoperability standards and conformance for sustained and widespread use
<b>Curated Medicines List (CML)</b>	<ul style="list-style-type: none"> <li>✓ Laying the groundwork for a future shared medicines record by leading a nationwide consultation and developing a validated survey tool to assess sector readiness and needs for interoperable medicines data sharing</li> </ul>	Finalise national consultation, define FHIR-based requirements and identify a modern, interoperable solution to support safe and connected medicines information sharing across Australia	<b>Person-centred</b> <b>2.2.14</b> Uplift the Pharmacist Shared Medicines List to enable structured medicines information to be discoverable and available in the My Health Record System
<b>Healthcare Identifiers (HI) Roadmap</b>	<ul style="list-style-type: none"> <li>✓ Delivery and implementation of 12 of 20 activities in the Health Identifiers Roadmap</li> <li>✓ Implement governance framework for HI Roadmap delivery</li> </ul>	Continue delivery and implementation of activities in the Health Identifiers Roadmap	<b>Person-centred</b> <b>2.2.11</b> Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations
<b>Real Time Prescription Monitoring (RTPM): Cross Border Data Sharing (XBDS)</b>	<ul style="list-style-type: none"> <li>✓ Planning RTPM Cross Data Border Sharing project</li> </ul>	Review of current state and gap analysis and commence technical feasibility of solution options to enable the sharing of patient information between jurisdictions, providing a national history of monitored medicines	<b>Person-centred</b> <b>2.2.4</b> Support Real Time Prescription Monitoring (RTPM) to provide clinical decision-making support for prescribers and dispensers
<b>Comprehensive Health Assessment (CHAP) Integration Program</b>	<ul style="list-style-type: none"> <li>✓ Delivery of the Solution Architecture, Business Requirements Documents, and Detailed Design to the department</li> </ul>	Complete integration of CHAP tool into GP clinical information systems (CIS) to improve accessibility and usability to encourage uptake of annual health assessments and health outcomes for people with intellectual disability	<b>Inclusive</b> <b>3.3.2</b> Identify options to improve data integration between the health and disability systems.
<b>Interoperability Plan</b>	<ul style="list-style-type: none"> <li>✓ Council for Connected Care governance, communication and engagement activities</li> <li>✓ Delivery of interoperability survey, consent and care management networks</li> </ul>	Progress and delivery of HPI-I exemptions, interoperability toolkit, community forum platform and education resources Interoperability plan quarterly progress report and Council for Connected Care governance, communication and engagement activities	<b>Data-driven</b> <b>4.3</b> Monitor and evaluate outcomes and progress

# Modernise National Infrastructure – Programs and projects

Reviewed by PM  
Sent to PM for review  
Reviewed by PM

Agency priorities		FY25 completed	FY26 proposed focus	Primary NDHS action
<div><b>3. Modernise national infrastructure</b></div> <div>Continue to transform the national infrastructure, building on the new API Gateway and transition to the cloud, to move to a contemporary, structured, data rich health information ecosystem capable of supporting real-time access to information anywhere, anytime.</div>	<b>My Health Record on FHIR (MoF)</b>	<div>✓ Project established and progressed planning and conducting FHIR server solution request for tender</div> <div>✓ Preparation for new vendor onboarding and planning for technical delivery phase</div>	Establish a new, data rich National FHIR Service capability to improve the My Health Record system by using a modernised, scalable service aligned with the contemporary, international health industry FHIR data standard	<div>Digitally enabled</div> <div>1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</div>
	<b>ARO &amp; Quarkus Proof of Concept (PoC)</b>	<div>✓ N/A – New FY26 Project</div>	Complete PoC to support MoF and the deployment of components within DXC tenancy using Azure Red Hat OpenShift (ARO). This will assess support structure, scalability and risk mitigation of ARO, while exploring cost savings and operational efficiencies of converting Java APIs to Quarkus	<div>Digitally enabled</div> <div>1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</div>
	<b>AU-Core Framework for Interoperability (AU-CFI)</b>	<div>✓ Project establishment</div>	Deliver the framework for the development of specifications by the Agency for digital health services that are based on common standards, profiles, patterns and governance processes	<div>Digitally enabled</div> <div>1.3.2 Develop accurate terminology, interoperability standards and conformance for sustained and widespread use</div>
	<b>Health Connect Australia Program (including Phase 1A – Directory and authorisation services)</b>	<div>✓ Laid foundations for national collaboration and transition by delivering Health Connect Australia architecture and roadmap v1.0 with requirements and high-level proposed architecture for pilot Consolidated National Provider Directory</div>	Deliver a secure, production-ready provider directory by consolidating data sources; building essential authorisation service capabilities; and progressing technical design, jurisdictional deployment and assurance activities	<div>Digitally enabled</div> <div>1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</div>

## Appendix B: Performance target alignment to Agency purpose



Australian Government  
Australian Digital Health Agency

---

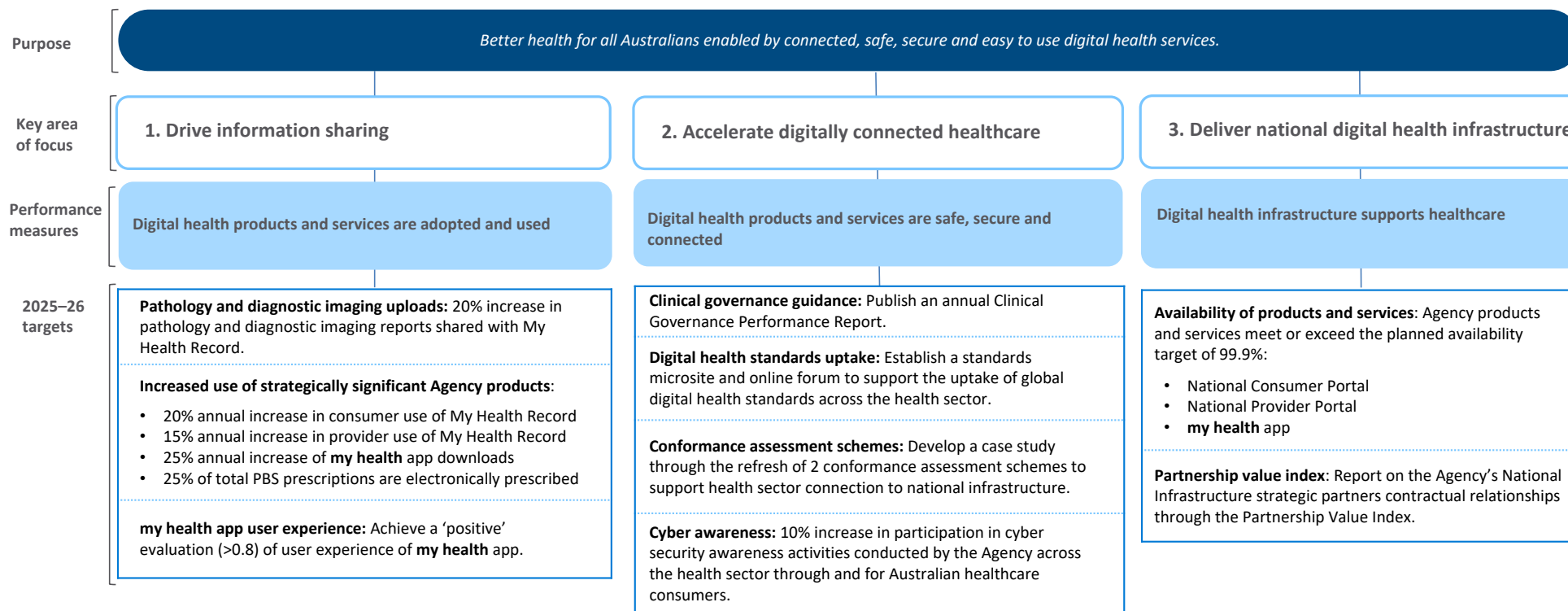
# PERFORMANCE TARGET ALIGNMENT TO AGENCY PURPOSE

2025–26 update

---

OFFICIAL

## Performance target alignment to Agency purpose



Performance Measure 1	Digital health products and services are adopted and used.
2025–26 target: 1 of 9	<b>Pathology and diagnostic imaging uploads:</b> 20% increase in pathology and diagnostic imaging reports shared with My Health Record.
Key focus area	Drive information sharing
Alignment to purpose	Measuring the increased usage of strategically significant Agency products aims to demonstrate how the Agency designs, delivers and manages infrastructure, solutions and initiatives that provide access to and promote adoption of secure digital health services. Measuring usage also demonstrates the Agency's ability to facilitate access to digital health solutions across the healthcare system through new channels and services. This result is a direct measure of Agency products and health services and also indirectly measures the adoption of new channels and services, which leads to increased usage of Agency products and services.
Target base	Quantitative – providing a good indication of overall use of the My Health Record system.
Target classification	Output measure directly managed by the Agency.
Target rationale	The result is about the increase in use of strategically significant Agency products. Use metrics are defined relevant to each product and its intended role in achieving health system outcomes. The target percentages are based on estimated uptake models reflecting continued delivery of additional My Health Record functionality for both consumers and providers, including interoperability investments, and efforts by the Agency to connect more healthcare providers to My Health Record. Agency strategically significant products are those which are either considered part of national infrastructure or play a visible role in the delivery of digital health services to consumers, and which contribute to the improvement in healthcare outcomes as defined by the Benefits Framework.
Target calculation	$\% \text{ increased use} = \frac{\# \text{ of times MHR used: current FY} - \text{previous FY}}{\# \text{ of times MHR used: previous FY}}$
Target achievement	<b>Target met</b> = 100% of target achieved (20% of reports shared) <b>Target partially met</b> = at least 50% of target achieved (10% shared) <b>Target not met</b> = less than 50% of target achieved (under 10% shared)





Performance Measure 1	Digital health products and services are adopted and used.
2025–26 target: 2 of 9	<b>Increased use of strategically significant Agency products:</b> <ul style="list-style-type: none"> <li>• 20% annual increase in consumer use of My Health Record</li> <li>• 15% annual increase in provider use of My Health Record</li> <li>• 25% annual increase of <b>my health</b> app downloads</li> <li>• 25% of total PBS prescriptions are electronically prescribed</li> </ul>
Key focus area	Drive information sharing
Alignment to purpose	Measuring the increased usage of strategically significant Agency products aims to demonstrate how the Agency designs, delivers and manages infrastructure, solutions and initiatives that provide access to and promote adoption to secure digital health services. Measuring usage also demonstrates the Agency's ability to facilitate access to digital health solutions across the healthcare system through new channels and services. This result is a direct measure of Agency products and health services and also indirectly measures the adoption of new channels and services, which leads to increased usage of Agency products and services.
Target base	Quantitative – providing a good indication of overall use of the My Health Record system and of PBS-listed electronic prescribing.
Target classification	Output measure directly managed by the Agency.
Target rationale	The result is about the increase in use of strategically significant Agency products. Use metrics are defined relevant to each product and its intended role in achieving health system outcomes. The target percentages are based on estimated uptake models reflecting continued delivery of additional My Health Record functionality for both consumers and providers, including interoperability investments, and efforts by the Agency to connect more healthcare providers to My Health Record. Agency strategically significant products are those which are either considered part of national infrastructure or play a visible role in the delivery of digital health services to consumers, and which contribute to the improvement in healthcare outcomes as defined by the Benefits Framework.
Target calculation	$\% \text{ increased use} = \frac{\# \text{ of times MHR used: current FY} - \text{previous FY}}{\# \text{ of times MHR used: previous FY}}$ $\% \text{ increased use} = \frac{\# \text{ of PBS-listed EP dispenses: current FY} - \text{previous FY}}{\# \text{ of total PBS-listed dispenses: previous FY}}$
Target achievement	<b>Target met</b> = all sub-targets achieved <b>Target partially met</b> = at least 2 sub-targets achieved <b>Target not met</b> = no sub-targets achieved



Performance Measure 1	Digital health products and services are safe, secure and connected.
2025–26 target: 3 of 9	<b>my health app user experience:</b> Achieve a ‘positive’ evaluation (>0.8) of user experience of <b>my health</b> app.
Key focus area	Drive information sharing
Alignment to purpose	Measuring the user experience of My Health Record and electronic prescribing aims to demonstrate the usability, fit-for-purpose nature of infrastructure developed, operated and designed by the Agency and of digital health initiatives managed by the Agency.
Target base	Quantitative – the first year (2022–23) was qualitative as it reported on the establishment of an approach and baseline for the appropriate measures for user experience. Outer years (2023–24 onward) will yield quantitative results.
Target classification	Effectiveness – producing a baseline was a measure of output in the first year (2022–23) and an effectiveness measure from 2023–24 onwards.
Target rationale	This result aims to demonstrate how effective the Agency has been in delivering and improving the usability of digital health infrastructure and initiatives.
Target calculation	The <a href="#">User Experience Questionnaire</a> (UEQ) was used to establish a baseline in 2022–23, and the target is calculated by averaging specific UEQ scale items such as valuable, clear, supportive, secure and meets expectations.
Target achievement	<b>Target met</b> = positive evaluation (above 0.8) <b>Target partially met</b> = neutral evaluation (between -0.8 and 0.8) <b>Target not met</b> = negative evaluation (below -0.8)



Performance Measure 2	Digital health products and services are safe, secure and connected.
2025–26 target: 4 of 9	<b>Clinical governance guidance:</b> Publish an annual Clinical Governance Performance Report.
Key focus area	Accelerate digitally connected healthcare
Alignment to purpose	Clinical governance aligns with the Agency’s purpose by providing a framework for accountability and continuous improvement, ensuring that digital health services are consistently safe, effective and user-friendly for all Australians.
Target base	Qualitative – providing observations on the Agency’s clinical governance support for patient safety and quality of care in national digital health initiatives.
Target classification	Output measure – the production of a report that offers a current state analysis, aimed at enhancing clinical governance performance through ongoing monitoring and improvement efforts.
Target rationale	An annual clinical governance performance report plays a crucial role in ensuring that Agency projects and programs support safe, effective and high-quality care to their patients. It not only allows for monitoring of performance but will also help ensure that digital health initiatives are aligned with best practice standards. It will also assist the Agency to identify areas of strength and weakness in its clinical governance approach. This will enable the Agency to make targeted improvements and interventions to projects and programs that will support better patient outcomes and overall healthcare quality.
Target calculation	The report will examine the Agency’s contribution to clinical governance support for Agency digital health projects and programs.
Target achievement	<b>Target met</b> = report published <b>Target partially met</b> = report produced but not published <b>Target not met</b> = report not produced



Performance Measure 2	Digital health products and services are safe, secure and connected.
2025–26 target: 5 of 9	<b>Digital health standards uptake:</b> Establish a standards microsite and online forum to support the uptake of global digital health standards across the health sector.
Key focus area	Accelerate digitally connected healthcare
Alignment to purpose	Measuring access to and engagement with the initiative provides an indicator of the increasing digital maturity of the health sector. The community platform will also offer direct insights into the challenges and solutions within standards adopting areas including jurisdictions.
Target base	Quantitative – using metrics collected directly from the platform.
Target classification	Output and effectiveness measure – establishing the standards microsite will be a measure of output in the first year (2025–26) and a measure of effectiveness, as online resource utilisation metrics will reflect the level of consumption of the published resources and engagement within the community.
Target rationale	The standards microsite and online forum will serve as a centralised, user-focused platform for accessing critical digital health standards information, which is currently distributed across multiple national and international sources. This initiative aims to streamline access to these resources, enhancing usability for stakeholders across the Australian health sector. In addition to improving access, the platform will foster communities of practice that support knowledge exchange, build implementation capability and encourage collaboration. By enabling jurisdictions and other digital health stakeholders to share insights and address common challenges, the initiative will contribute to more consistent adoption of global standards and support the sector's ongoing digital transformation.
Target calculation	Performance assessment will draw on utilisation metrics from the standards website, including the number of visits, downloads and interactions recorded via the digital health communities' platform.
Target achievement	<b>Target met</b> = both the standards microsite and the online forum are established <b>Target partially met</b> = either the standards microsite or the online forum is established (but not both) <b>Target not met</b> = neither the standards microsite nor the online forum is established



Performance Measure 2	Digital health products and services are safe, secure and connected.
2025–26 target: 6 of 9	<b>Conformance assessment schemes:</b> Develop a case study through the refresh of 2 conformance assessment schemes to support health sector connection to national infrastructure.
Key focus area	Accelerate digitally connected healthcare
Alignment to purpose	Updating the conformance assessment schemes for My Health Record and electronic prescribing allows the Agency to strengthen software conformance and support safer, more reliable data exchange and helps providers and consumers improve connectivity and access to health information.
Target base	Qualitative – drawn from stakeholder feedback provided through consultations, workshops and written review cycles.
Target classification	Output measure directly managed by the Agency through its conformance assessment schemes.
Target rationale	The updated My Health Record conformance assessment scheme will support the implementation of the <i>Modernising My Health Record (Sharing by Default) Act 2025</i> by ensuring systems can safely share pathology and diagnostic imaging results in accordance with legislative requirements. This will enable healthcare providers and consumers to view a more complete and up-to-date record of these results in My Health Record, improving clinical decision-making and continuity of care.
Target calculation	Performance will be measured by the successful delivery of the updated conformance assessment schemes for My Health Record and electronic prescribing. Key indicators include the number of stakeholders engaged through consultation, completion of consultation activities, documented feedback received, meeting of milestones and formal endorsement of the final schemes by accountable program areas. These measures ensure alignment with the broader conformance framework.
Target achievement	<b>Target met</b> = case study developed <b>Target partially met</b> = case study in process of development <b>Target not met</b> = case study not developed



Performance Measure 2	Digital health products and services are safe, secure and connected.
2025–26 target: 7 of 9	<b>Cyber awareness:</b> 10% increase in participation in cyber security awareness activities conducted by the Agency across the health sector through and for Australian healthcare consumers.
Key focus area	Accelerate digitally connected healthcare
Alignment to purpose	The security performance target aligns with the Agency’s purpose by enhancing digital health security awareness, which is crucial for maintaining a safe and secure digital health ecosystem.
Target base	Quantitative, though as reporting matures there may be opportunities to derive qualitative insights by analysing the impact of training events.
Target classification	Output measure directly managed by the Agency through its security awareness and training activities.
Target rationale	The security performance target is in support of securing the digital health ecosystem. Engaging participants in digital health security awareness webinars will build a broad base of security-conscious professionals and a robust foundation for cyber security hygiene and best practice knowledge within the sector, which is crucial for maintaining the safety of connected health services. This widespread education effort ensures that cyber security practices are consistently followed across the sector, enhancing the overall safety and security of digital health services. Ultimately, these initiatives support the goal of better health for all Australians by creating a secure digital health environment and preserving the confidentiality, integrity and availability of digital health systems.
Target calculation	All security awareness education events are included in this reporting, including events co-delivered with clinical peaks, industry and other organisations.
Target achievement	<b>Target met</b> = 100% of target achieved (10% increase) <b>Target partially met</b> = at least 50% of target achieved (minimum 5% increase) <b>Target not met</b> = less than 50% of target achieved (below 5% increase)



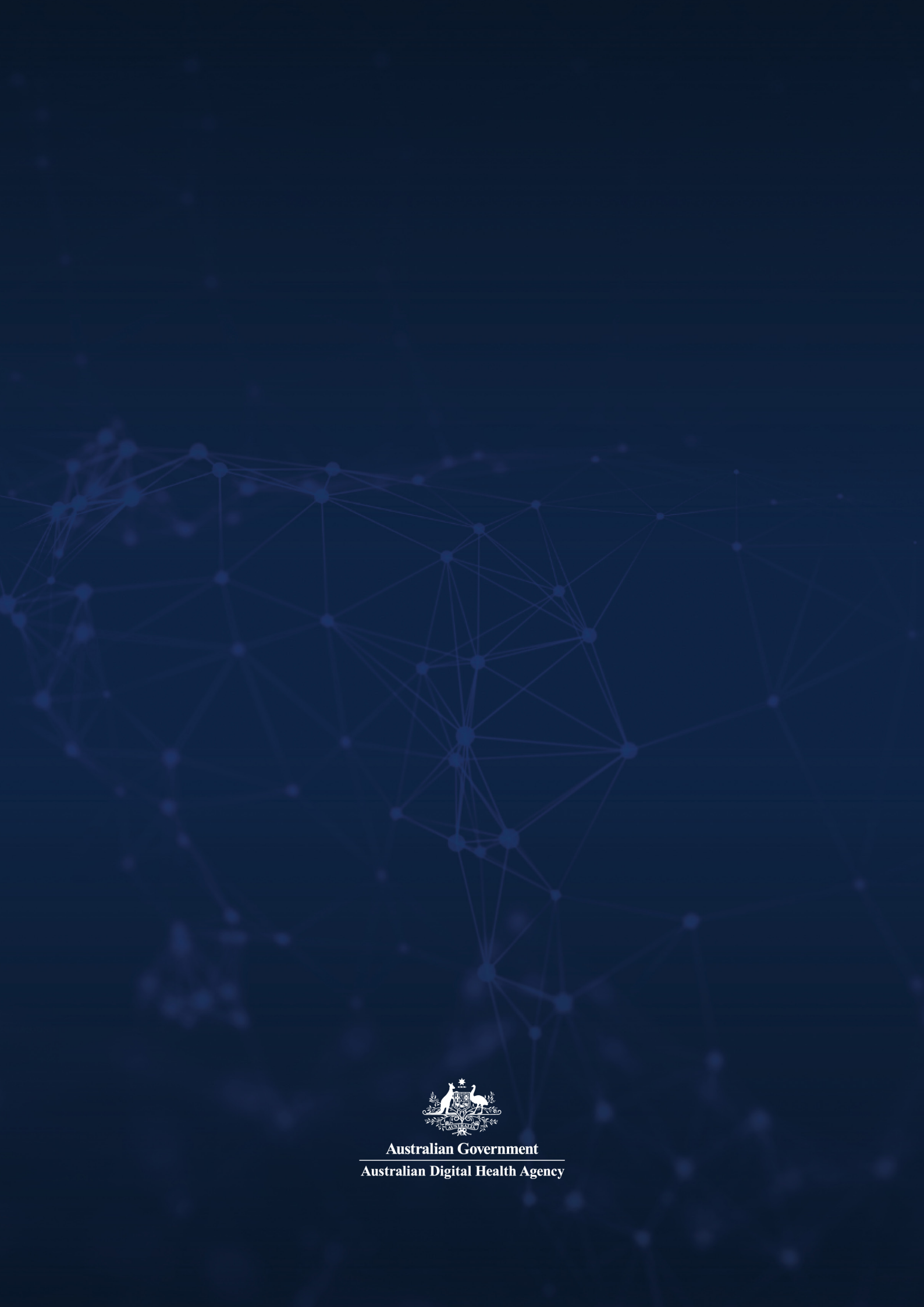


Performance Measure 3	Digital health infrastructure supports healthcare
2025–26 target: 8 of 9	<b>Availability of products and services:</b> Agency products and services meet or exceed the planned availability target of 99.9%: <ul style="list-style-type: none"> <li>• National Consumer Portal</li> <li>• National Provider Portal</li> <li>• <b>my health</b> app</li> </ul>
Key focus area	Deliver national digital health infrastructure
Alignment to purpose	Measuring whether Agency products meet or exceed their planned availability targets aims to demonstrate the Agency's ability in maintaining a secure and stable national digital health infrastructure. The Agency directly contributes to this result because it is responsible for maintaining infrastructure security and enhancing infrastructure stability.
Target base	Quantitative – shedding light on whether the Agency is meeting or exceeding planned availability targets for significant Agency products.
Target classification	Output measure directly managed by the Agency.
Target rationale	<p>It is appropriate to measure the percentage of significant Agency products meeting or exceeding their planned availability targets.</p> <p>The baseline planned target for significant Agency products that surround My Health Record data is 99.9% availability, excluding planned maintenance. Products that surround My Health Record include the National Consumer Portal and the <b>my health</b> app. My Health Record targets were set during contract negotiations between the Agency and its delivery partner. The target is based on industry standards at the time of negotiation for availability of a system of this nature.</p>
Target calculation	$\text{Number of hours available per year (planned)} = \frac{\text{Total uptime (significant Agency products)}}{\text{Total planned available hours in the year}}$
Target achievement	<b>Target met</b> = all sub-targets achieved <b>Target partially met</b> = at least 2 sub-targets achieved <b>Target not met</b> = no targets achieved



Performance Measure 3	Digital health infrastructure supports healthcare.
2025–26 target: 9 of 9	<b>Partnership value index:</b> Report on the Agency’s National Infrastructure strategic partners’ contractual relationships through the Partnership Value Index.
Key focus area	Deliver national digital health infrastructure
Alignment to purpose	By reporting on contractual relationships with national infrastructure operators, this report aims to demonstrate the Agency’s ability to maintain a cost-effective digital health infrastructure.
Target base	Mixed results (both quantitative and qualitative) – the partnership value index will yield mixed results in a way that allows the Agency to monitor partner performance improvements against a set of objective quantitative and qualitative criteria. The set of criteria will be designed to provide a comprehensive view of the Agency’s partners’ performance and their value to the Agency. At a minimum, the Partnership Value Index will be designed to measure key elements of a partner balanced scorecard, including customer satisfaction and relationship, operational performance, costs and value for money and performance and process improvements and innovation.
Target classification	Effectiveness – this result aims to demonstrate how effective the Agency is in delivering digital health infrastructure that benefits healthcare.
Target rationale	This result aligns to the key focus of the Agency in designing strategies for innovative, sustainable and cost-effective digital health solutions. Other agencies also contribute to this outcome through maintenance of digital health infrastructure in cost-effective ways.
Target calculation	The Partnership Value Index will combine measures of varying variability (e.g. SLA performance), captured monthly, and customer satisfaction (measured less frequently).
Target achievement	<b>Target met</b> = report covers all relationships, giving key metrics and insights <b>Target partially met</b> = report covers all relationships, but does not give key metrics and insights <b>Target not met</b> = report does not cover all relationships, nor give key metrics and insights





Australian Government  
Australian Digital Health Agency