



Australian Government

Australian Digital Health Agency

Council for Connected Care

Annual Review

2024-2025

Connecting Australian Healthcare
National Healthcare Interoperability Plan



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A message from the

Chair of the Council for Connected Care



Since its inception in June 2023, the Council for Connected Care (the Council) has continued to grow in both size and influence. Now comprising 37 members, the Council brings together a diverse and committed group of leaders from

government, healthcare consumers, providers, the health technology sector, system operators, and researchers to provide strategic advice on connecting care across Australia's health system and to support the implementation of the [Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028 \(Interoperability Plan\)](#) and [The National Healthcare Identifiers Roadmap \(HI Roadmap\)](#).

This expansion reflects the growing momentum and shared commitment to transforming how health information is connected and used to improve outcomes for all Australians.

Over the past year, we have seen continued and deepening collaboration across the sector. The Council remains a powerful coalition of the willing, united by a shared vision to create a more connected, person-centred healthcare system. The collective expertise and dedication of our members have been instrumental in driving progress and shaping the future of connected care in Australia.

In 2024-25, the Council convened targeted meetings to highlight the challenges people face during transitions of care within the healthcare system. These discussions focused on aged care, communities experiencing healthcare disadvantage, Aboriginal and/or Torres Strait Islander peoples, and rural and remote populations. These sessions brought together key experts for face-to-face discussions aimed at identifying barriers to achieving connected care. The contributions of Council members, guest speakers and participants were instrumental in

surfacing these challenges and reinforcing the importance of implementing the Interoperability Plan to address future health system needs.

Implementation of the 44 actions under the [Interoperability Plan](#) and 20 activities under the [HI Roadmap](#) to connect Australia's healthcare system has continued in earnest. Overall, 24 actions (55%) have been marked as complete in the Interoperability Plan

which is a significant milestone since the Plan's launch in 2023.

Over the last year, 15 action items have been completed. Some highlights include:

- The Sharing by Default law: passed on 12 February 2025 mandating the sharing of health information to My Health Record
- The rollout of Provider Connect Australia™
- The development and publication of educational resources and materials to support the adoption and implementation of healthcare identifiers, and work to develop common healthcare identifiers across health, aged care, and disability
- Improvements in Individual Healthcare Identifier (IHI) match rates which were also presented and discussed at the Council for Connected Care meeting on 12 June 2025
- Progress towards the Health Provider Directory transition from Services Australia to the Agency and Healthdirect's support to jurisdictional programs for the National Healthcare Service Directory (NHSD), including integration with Provider Connect Australia™ and Fast Healthcare Interoperability Resources (FHIR), and the development of an early draft FHIR Implementation guide to support Health Connect Australia.
- The Agency initiating the internal Australian Common Foundations for Interoperability (AU CFI) project to guide national data exchange
- Sparked Accelerator Program delivering key outputs including Pathology and Radiology Value Sets

- Active engagement to support the increase and usage of terminology priority areas for development, including assessments, patient-reported outcome measures (PROMs) and patient-reported experience measures (PREMs), interventions, and goals of care
- Sharing and adopting interoperability requirements in procurement processes to support the adoption of national digital health infrastructure and standards
- Completion of a research study on consent management and a report reviewing global standards, policies, regulations and guidelines to help inform international best practice for an Australian approach
- An Interoperability survey completed in June 2025 following the 2022 benchmark survey offering valuable insights into the evolution of interoperability across the sector
- Workforce development projects as part of the Capability Action Plan and strengthened tertiary and vocational education with targeted activities and collaborations.

In 2025-26, the Council will support the following national activities to connect Australia's healthcare system:

- Developing a business case for a national publish-subscribe service to support actions such as alerts for changes to an individual's health information and notification of acute episodes
- Collaborate with jurisdictions and key stakeholders to develop consistent definitions to support health information
- Undertake collaborative intergovernmental work on harmonising relevant jurisdiction legislation
- Develop a simplified guide to the Healthcare Identifiers Act
- Template policies and guidelines on healthcare identifier use
- Health Identifier data matching and data quality improvements by performing analysis and engagement with stakeholders to develop and implement a delivery plan of identified improvements

- Individual healthcare identifiers for newborns.
- Health identifier service architecture and future extensibility.

For further information on the Interoperability plan actions visit the Interoperability page for the [progress reports](#).

Every Australian deserves a healthcare system, where vital information flows safely, securely, and seamlessly to the right people at the right time. I'm inspired to keep driving this transformative journey forward, alongside the dedicated members of the Council for Connected Care, helping shape a future where care is smarter, more compassionate, and truly connected for all.



Conjoint Professor Anne Duggan
Chair





Section 1

About the Council for Connected Care

The Australian Digital Health Agency (the Agency) has established the Council for Connected Care to support implementation of the [Interoperability Plan](#) and the [HI Roadmap](#) providing strategic advice on matters related to connecting care.

The Council's objectives are to:

- identify opportunities to accelerate interoperability in various parts of the health system and ways to harness these opportunities
- facilitate and support the implementation of the Interoperability Plan
- promote and garner support for digital health initiatives that drive connected healthcare
- identify barriers to achieving interoperability and ways to overcome them.

The Council is responsible for

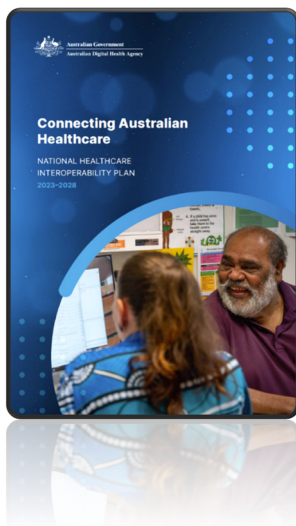
- providing strategic advice to the Agency on:
 - implementation of actions in the Interoperability Plan including risks, issues within the health technology sector and dependencies
 - key interoperability topics and promoting the adoption of interoperability standards by the health technology sector
 - key reports and research produced during the implementation of the Interoperability Plan.
- promoting digital health initiatives that connect healthcare and fostering stakeholder participation and engagement in these initiatives
- reviewing the annual workplan for the Interoperability Plan and annual review of progress against the actions prepared by the Agency.

The Council membership consists of 37 leaders across the health and care continuum and digital health technology sector. The Council's Terms of Reference and membership can be found on the Agency's [website](#).



Section 2

Year in review



National Interoperability Plan

Australia's [Interoperability Plan](#) sets the strategic direction and pathway to achieve a more connected healthcare system. The Plan aims to support information exchange between systems or products that is seamless and secure through the implementation of standards, strong governance, implementation of healthcare identifiers and stakeholder consultation. The Plan has five priority areas, including:

- Priority area 1: Identity
- Priority area 2: Standards
- Priority area 3: Information Sharing
- Priority area 4: Innovation
- Priority area 5: Benefits

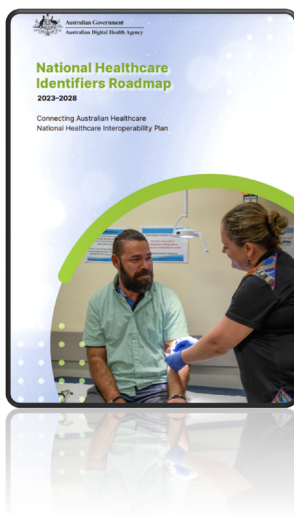
The Plan includes 44 actions and was developed in collaboration with key stakeholders, including the health technology sector. Engagement and collaboration are required across all co-leads and stakeholders to achieve a connected healthcare system, including the actions in the Plan. To ensure the Plan is on track, the Agency undertakes quarterly progress reporting on all the action items. These progress reports can be found on the Agency's Interoperability page [here](#)

Over the past year, significant progress has been made in advancing interoperability across the healthcare system. Overall, 24 actions (55%) have been marked as complete in the Interoperability Plan which is a significant milestone since the Plan's launch in 2023. 15 actions were completed in FY24/25.

In 2025, significant progress was made in advancing digital health interoperability in Australia. The Sharing by Default law, passed on 12 February, mandated the sharing of health information to My Health Record. Key initiatives included the rollout of Provider Connect Australia™, improvements in Individual Healthcare Identifier (IHI) match rates,

implementation of national digital health standards, and active participation in international standards bodies such as HL7, IHE, GS1, and SNOMED CT. A national terminology mapping library was published, and a standards development cooperative was established through the Sparked Program. Practical tools like an online interoperability toolkit and Connected Care Education Resources were developed to support implementation. Work also included a standards gap analysis, research into international best practices, and the development of a locally adapted interoperability maturity model. Ongoing efforts such as innovation challenges, consent management exploration, and annual reporting continue to drive momentum, supported by sector-wide engagement through surveys and education.

Healthcare Identifiers Roadmap



The [HI Roadmap](#) outlines Australia's strategic approach to enhancing use and adoption of healthcare identifiers in the healthcare identifiers (HI) Service. Developed in response to the 2018 Healthcare Identifiers Act and Service Review and the 2020 review of the My Health Records Act, the HI Roadmap was identified as a key action in the National Healthcare Interoperability Plan (action 1.3).

The HI Roadmap was published in June 2024 and was developed in collaboration with Services Australia and the Department of Health, Disability and Ageing. It includes 20 activities aimed at strengthening and improving the HI Service across four key areas, including:

- Legislation and policy including reforms to the Healthcare Identifiers Act 2010
- Healthcare Identifiers Service improvements in data matching and data quality
- Architecture and data standards
- Operational improvements to governance, directory services development, education and stakeholder communication and engagement.

Over 2024-25, HI Roadmap co-leads across the Department, Agency and Services Australia continued to work together to deliver Roadmap outcomes. Legislative reform and foundational policy development are progressing, and enhancements to the HI Service are underway to improve identifier matching. Implementation planning has also commenced for organisational structure identifiers, and conformance and assurance activities have been completed, with the updated HI Service Conformance Profile (v5.0) released in July 2025. Governance and engagement frameworks are being embedded through the development of new education resources, the establishment of a Healthcare Identifiers sub-committee, and ongoing monthly coordination via the Healthcare Identifiers Working Group.

The adoption and use of healthcare identifiers is critical to achieving a truly connected healthcare system, ensuring consumers receive their health information in a timely and seamless manner. Since quarter 1 of 2024-25, quarterly progress reports have also captured progress against activities in the HI Roadmap and can be found in the progress reports [here](#).

Council meetings 2024-2025

In the 2024–25 period, the Council convened on four occasions, three of which were targeted meetings to highlight the challenges people face during transitions of care within the healthcare system. Topics included, aged care, communities experiencing healthcare disadvantage, Aboriginal and/or Torres Strait Islander peoples, and rural and remote communities. Discussions primarily focused on the contributions and engagement of Council members, their respective organisations, and associated stakeholders.

‘The members are now really hitting their straps—there’s a sense of momentum and clarity in the Council’s direction.’

- Council Member

- 8 August 2024 – Annual Review & 24/25 Workplan
- 14 November 2024 – Aged Care & Older Australians
- 25 February 2025 – People experiencing health disadvantage
- 12 June 2025 – Aboriginal & Torres Strait Islander, rural & remote communities

Council meetings throughout the 2024–2025 period have seen strong and consistent participation from senior leaders across member organisations, reflecting the value and relevance of the Council’s work. This high level of engagement underscores a shared commitment to advancing collaborative initiatives and shaping outcomes across the sector. Encouragingly, interest in the Council’s work program continues to grow, with several new organisations expressing a desire to contribute to its strategic direction and activities.

We were pleased to welcome a number of new members to the Council, each bringing unique perspectives and expertise that will enrich our collective efforts. Recent additions include the Health Information Management Association of Australia, SANE Australia, the National Mental Health Commission, Public Pathology Australia, and the Medical Technology Association of Australia. Their involvement marks an exciting expansion of our membership base and strengthens our capacity to drive meaningful change across health and mental health systems.



To ensure transparency and foster collaboration, the Agency continues to publish all Council meeting communiqués on its website and actively shares them with key stakeholder groups. Since May 2024, agenda papers have also been consistently made available online, further reinforcing our commitment to openness and accountability.

2024/2025 Timeline

2024

AUGUST

Council Meeting 6 – Annual Progress Review 23/24 Period

OCTOBER

Q1 Progress Report for the Interoperability Plan published 31st Oct

NOVEMBER

Council Meeting 7 – Aged Care and Older Australians

2025

JANUARY

Q2 Progress Report for the Interoperability Plan published 28th Jan 2025

FEBRUARY

Council Meeting 8 – People experiencing health disadvantage

MAY

Q3 Progress Report for the Interoperability Plan published 6th May 2025

JUNE

Council Meeting 9 – Aboriginal & Torres Strait Islander, rural & remote communities



Section 3

Delivery against Council responsibilities

Provide strategic advice on connecting care

The Council convened on four occasions, three of which were targeted meetings to highlight the challenges people face during transitions of care within the healthcare system. Topics included, aged care, communities experiencing healthcare disadvantage, Aboriginal and/or Torres Strait Islander peoples, and rural and remote communities. A summary of the Council's deliberations is provided below for each meeting.

2023/24 Annual Review

The Council for Connected Care, chaired by Conjoint Professor Anne Duggan, held its sixth meeting virtually on 8 August 2024. Professor Duggan acknowledged the significant strides made in digital health interoperability since the Council's inception in June 2023 and commended members for fostering a collaborative and forward-thinking culture.

During the meeting, members reviewed key achievements from the [2023-24 Annual Progress Report](#), which included:

- The release of the National Healthcare Identifiers Roadmap 2023–2028
- Launch of a Digital Health Standards Catalogue for streamlined access to digital health standards
- Support for the adoption of FHIR and SNOMED CT through targeted education and testing resources
- Development of a conformance framework to ensure alignment with safety and interoperability standards
- Drafting of Digital Health Procurement Guidelines to guide ICT purchasing decisions
- Collaborative work on a national Health Information Exchange architecture
- Progress tracking via the 2022 Interoperability Benchmark Survey

The Council also reflected on its own performance through the 2023–24 Annual Review. Attendance remained strong throughout the year, and all survey respondents rated the Council as either very or somewhat effective.

Looking ahead, members endorsed the 2024–25 workplan, which featured a series of interactive, in-person sessions under the theme “Interoperability in Action.” These sessions aim to explore real-world challenges in healthcare journeys, particularly for vulnerable populations, to ensure inclusive progress in digital health.

The Aged Care and Community Provider Association (ACCPA) previewed these discussions by presenting its InnovAGEING strategy, highlighting initiatives across data insights, technology transformation, research, and capacity building to drive innovation in aged care.

Key outcomes from this meeting were published in a [communiqué](#).

Aged Care and Older Australians

On 14 November 2024, the Council for Connected Care convened its seventh meeting in Sydney. The meeting welcomed new member organisations—Public Pathology Australia and the Medical Technology Association of Australia—broadening the Council’s collaborative reach.

Members reviewed the [July–September 2024 Quarterly Progress Report](#) on the Interoperability Plan. Key updates included:

- Progress on national healthcare identifiers, supported by upcoming federal legislative reforms.
- Development of the Health Information Exchange provider directory
- A My Health Record data quality assessment by the Australian Institute of Health and Welfare, highlighting its value for research and public health.

The meeting focused on aged care and older Australians, with a deep dive into medication safety and transitions of care across public, private, residential, and in-home settings.

The Aged Care Quality and Safety Commissioner, shared compelling use cases from the COVID-19 pandemic, illustrating the risks of disconnected information systems. This sparked a robust discussion on the need for a digitally connected aged care system that empowers older people and enhances care outcomes.

Presentations from the Department of Health, Disability and Ageing, the Australian Digital Health Agency, and the Commission showcased recent digital health advancements, including:

- The Residential Care Transfer Summary
- Integration of My Aged Care plans into My Health Record

Ageing Population

Challenges

Gaps in care transitions and health information, fragmented systems, lack of data integrity, inconsistent terminology.



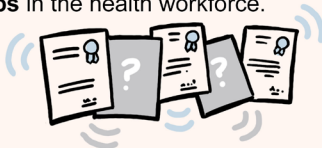
Communication challenges due to language and cultural barriers, decline in physical, cognitive and sensory functions in aged population.



Digital divide in healthcare access: coverage black spots, internet access issues, low digital and health literacy.



Communication and training gaps in the health workforce.



Funding challenges.



Challenges navigating digital health solutions that are not culturally or linguistically appropriate, complex navigation.



Workable Solutions / Recommendations

Health information sharing and management. Seamless information sharing and streamlined data transfer.



Education and support.

Provide education and support for aged care workers, healthcare providers, consumers, carers and families.



Education resources for aged care workforce.



Digital Maturity Uplift Toolkit for aged care



My Health Record registration support for aged care.

Community support and engagement. Culturally safe peer education, outreach programs, and pharmacist intervention.



Workforce development.

Enhance digital literacy training for aged care workers.



Funding and policy levers. Stronger mandates to ensure consistent data upload from providers.



Intuitive digital technologies. Systems designed to be simple, intuitive, user-friendly, inclusive, accessible and culturally appropriate.



Current Initiatives / Projects

Policy levers: Sharing by Default Act, Aged Care Act



Health information sharing and management.



Health Connect Australia Share by Default reform

Funding and incentives

Allied Health Aged Care Industry Offer



- Medicine Safety Program Electronic Prescriptions (EP) in Public Hospitals
- Medicine Safety Program - EP Implementation and Adoption

Digital Solutions

My Health Record - ongoing enhancements. my health app - ongoing enhancements. My Health Record on Fast Healthcare Interoperability Resources (FHIR®).



- Allied Health on Fast Healthcare Interoperability Resources (FHIR).
- Healthcare Information Provider Service (HIPS) Product - ongoing enhancements
- Provider Connect Australia (PCA) Product Delivery.
- My Aged Care support plans integration with My Health Record.
- Residential Care Transfer Summary with My Health Record.

Education and Support

Capability Action Plan (CAP)



Medication Safety

Medicine Safety Program.





A consumer panel offered powerful insights into improving transitions of care, emphasising:

- Access to accurate health information, especially medications
- The importance of digital inclusion, culturally appropriate services, and support for carers
- Suggestions for improving My Health Record, such as a front-page summary of essential care plans.

An expert panel addressed medication safety, underscoring the role of digital health standards, secure data sharing, and sector-wide capability building.

Council for Connected Care breakout session – 14 November 2024

The meeting concluded with an interactive workshop, where members explored the needs of Australians across four domains: navigating the system, medication safety, trust in information sharing, and digital inclusion.

The following issues were identified:

- Navigating the aged care and healthcare systems, with consumers often struggling to choose suitable providers due to overwhelming options and limited filtering tools. Technology must be simplified and accessible, considering users' lack of internet access or mobile devices, and aged care systems face financial constraints to update their systems.
- Medication safety, where low digital health literacy and poor system usage can lead to errors and reduced adoption. Improving communication, data quality, and education for all stakeholders is essential, especially in transitioning aged care from paper to digital systems.
- Trust and confidence, with information sharing such as data integrity and cybersecurity major concerns, requiring robust authentication and audit trails. Standardised terminology and comprehensive education on data management are needed.

- Digital inclusion and literacy, such as limited access to technology and the internet, especially among disadvantaged groups, is a barrier to digital participation. Solutions must be culturally appropriate, with better education on consent to access health records and application of accessibility requirements.

Outcomes from this breakout session are summarised on page 13 in Image 1: Ageing population.

These insights will shape future Council and Agency initiatives.

Key outcomes from this meeting were published in a [communiqué](#).

People experiencing health disadvantage

On 25 February 2025, the Council for Connected Care held its eighth meeting in Melbourne. The Council welcomed three new member organisations: Health Information Management Association of Australia, SANE Australia, and the National Mental Health Commission, further strengthening its cross-sector collaboration.

Members reviewed the [October–December 2024 Quarterly Progress Report](#), featuring updates from key national and state health agencies, including the Australian Digital Health Agency, Department of Health, Disability and Ageing, and the Australian Institute of Health and Welfare.

The meeting focused on the unique needs of people experiencing health disadvantage, with particular focus on culturally and linguistically diverse (CALD) communities. The Federation of Ethnic Communities' Councils of Australia (FECCA) highlighted key challenges such as language barriers, stigma, and limited access to support services. FECCA also shared the work of the Australian Multicultural Health Collaborative and the National Multicultural Consumer and Carer Network.

Presentations from sector leaders showcased innovative digital health initiatives:

- **South Western Sydney PHN** demonstrated how digital tools are improving access to primary care in socioeconomically disadvantaged areas.
- **National Disability Services (NDS)** discussed the benefits of small, supported residential group homes and the challenges faced by people with disabilities and their carers in navigating the health system without adequate digital support.
- **SANE Australia** introduced the **Digital Navigation Project**, a government-funded initiative enhancing access to mental health services through digital solutions.

'The variety of Council members, guests, and presenters provides a well-rounded view of digital health across the Australian healthcare landscape.'

- Council Member

Diversity and Inclusion

Challenges

Shared challenges faced by culturally and linguistically diverse communities.



Cultural and language barriers, Digital divide in healthcare access, financial burden



Aboriginal and Torres Strait Islander Communities

Having to retell health story, lack of culturally appropriate services, lack of access to health records with medical reports all over the place.



Disability

Workforce instability, fragmented care and lack of care coordination.



LGBTQIA+

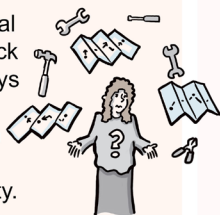
Confidentiality concerns, increasing mental health needs.



Population with socio-economic challenge, growing population of non-English speaking households, lower socio-economic indexes.

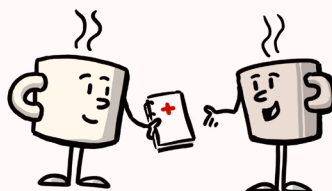


Population with mental health challenges. Lack of alternative pathways to connect people to services, proliferation of navigation tools adds to the complexity.



Workable Solutions / Recommendations

Health information sharing and management enabling warm referral and information sharing. Federated national mental health directory and information, taxonomy, standards, and information sharing.



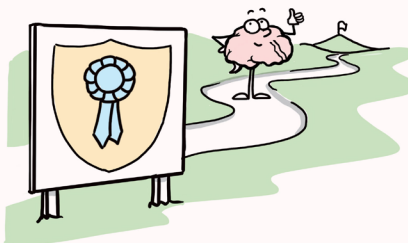
Technology and digital solutions

Codesign with patient cohorts/patient centred design, integrate accessibility as a core principle in digital solution design (e.g. features for vision and dexterity impairments, multilingual support), improve access to healthcare such as repeat prescriptions, electronic prescription, digital referral, and telehealth.



Education, support and community engagement

Culturally appropriate healthcare such as Aboriginal medical services (AMS). Education and support for health and digital literacy and service navigation, accessible digital health close to home e.g. community pharmacy.



Safe and High-Quality Care

Mental health connected care governance, quality assurance and quality measures, clear roadmap for medicines safety.

Current Initiatives / Projects

- National Clinical Terminology Service (NCTS)



- Australian Medicines Terminology version 4
- Tooling Uplift Project
- Health Connect Australia
- Real Time Prescription Monitoring (RTPM)



- Cross Border Data Sharing (XBDS)
- Provider Connect Australia (PCA) Engagement and Adoption
- Medicine Safety Program



- National Digital Health Capability Action Plan.
- Allied Health on Fast Healthcare Interoperability Resources (FHIR®).
- AU Patient Summary - Sparked - CSIRO.
- Comprehensive Health Assessment Form (CHAP Integration Project).



Education and Support

National Digital Health Capability Action Plan

A panel discussion, facilitated by Bettina McMahon (CEO, Healthdirect), brought together experts from SANE Australia, the Consumers Health Forum, FECCA, and Telstra Health. The conversation emphasised the importance of trust, empathy, culturally appropriate care, and carer access to health information in building a more inclusive and connected healthcare system.



Council for Connected Care breakout session – 25 February 2025

An interactive breakout session allowed members to explore barriers faced by disadvantaged populations and identify how digital health can help address these challenges. Key recommendations emphasised the importance of prioritising high-impact initiatives and fostering trust by acknowledging diverse lived experiences.

During the breakout session, participants highlighted the need to enhance consumer-centred design, establish consistent quality indicators and standards, and improve information sharing across the system. Barriers such as limited health literacy, stigma, and concerns around consent and privacy were identified as significant challenges.

The complexity of the health system—particularly for individuals born overseas—was recognised as a major obstacle. Personalised navigation pathways were proposed as a potential solution to improve accessibility and support.

Outcomes from this breakout session are summarised on page 16 in Image 2: Diversity and inclusion.

Key outcomes from this meeting were published in a [communiqué](#).

Aboriginal & Torres Strait Islander, rural & remote communities

The Council for Connected Care held its ninth meeting in Mparntwe (Alice Springs) on 12 June 2025, beginning with a traditional smoking ceremony led by Elders Joyce Ampetyane Palmer and Sherry Lowah, honouring the cultural significance of Arrernte Country.



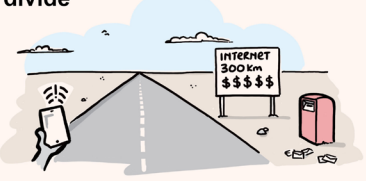


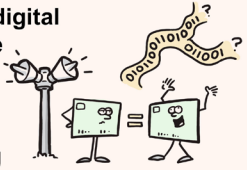

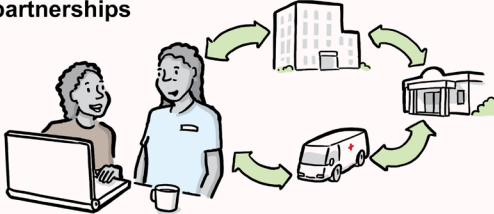


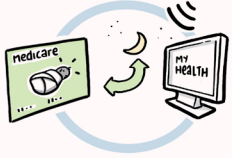
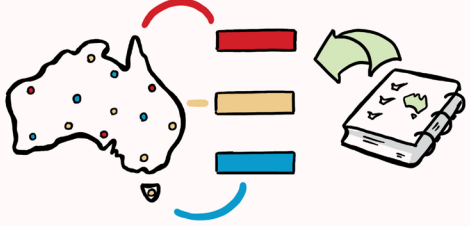




Chair, Conjoint Professor Anne Duggan, welcomed attendees and introduced new member Dr Andrew Bell (NT Health), while expressing gratitude to Professor Wendy Chapman for her significant contributions over the past two years.

The meeting focused on the realities of healthcare access in rural, remote, and Aboriginal and Torres Strait Islander communities, starting with a visit to the Royal Flying Doctor Service (RFDS) facility. Members explored how digital innovation including virtual care, AI, and My Health Record, is supporting care delivery in remote areas.

A powerful video produced by the Australian Digital Health Agency showcased lived experiences from rural and remote communities, followed by a Q&A with featured individuals. Discussions emphasised the importance of connectivity, trust, affordability, and local access to care, reinforcing the Council's commitment to equity in healthcare.

Presentations from Aboriginal Medical Services Alliance NT (AMSANT), the National Rural Health Commissioner, Central Australian Aboriginal Congress and discussions throughout the day from peak organisations and rural and remote professionals underscored the urgent need to address digital inequities in rural and remote healthcare. Key challenges included digital literacy gaps, limited connectivity, and digital poverty, particularly affecting Aboriginal and Torres Strait Islander communities. Speakers emphasised the importance of culturally appropriate, affordable digital tools with offline functionality, alongside sustainable funding and workforce support.

Rural and Remote Communities

Challenges	Workable Solutions / Recommendations	Current Initiatives / Projects
<p>Lack of affordability and digital divide</p>  <p>Poor connectivity, infrastructure gaps and geographic isolation. Digital exclusion due to affordability, access and digital literacy.</p> <p>Systemic and cultural barriers</p>  <p>Lack of cultural competency, such as tertiary-qualified Aboriginal health professionals, common need for repeated storytelling due to language barriers and fragmented systems, limited interpreter access.</p> <p>Workforce challenges</p>  <p>Inadequate housing for healthcare workers in remote areas, high staff turnover, burnout and professional isolation among rural clinicians.</p> <p>Fragmented digital infrastructure and data integrity challenges</p>  <p>Data matching errors in Healthcare identifiers, alarm fatigue, data overload, cybersecurity and data sovereignty</p> <p>Funding and governance issues</p>  <p>Underfunded Aboriginal and Torres Strait Islander workforce, administrative burden stifling innovation in emergency care systems, accreditation not equating to effective governance.</p>	<p>Community-based educational programs and partnerships</p>  <p>Digital mentors and education programs to boost digital literacy and collaboration with other organisations e.g. Northern Territory Health.</p> <p>Delivering culturally appropriate care</p>  <p>Co-design of care models with Aboriginal and Torres Strait Islander communities and integration of Aboriginal governance and workforce into healthcare delivery. Yarning rooms and culturally safe spaces for mental health support.</p> <p>Strengthening internet and mobile connectivity</p>  <p>Community Wi-Fi and mesh networks. Universal mobile service obligation and child-friendly mobile tech.</p> <p>Seamless care integration using digital health technology</p>  <p>Early Medicare enrolment for newborns, expanded after-hour services, use of My Health Record, teleconsultation, Digital ID systems, transition to FHIR standards, satellite internet, remote dispensing, culturally appropriate tools with offline access.</p> <p>Governance and policy reform</p>  <p>National clinical governance model, Tiered governance models tailored to local contexts, Omnibus Bill to streamline digital registration and data sharing. Recognition of “very remote” category in Medicare for equitable funding.</p>	<p>Health Information Management</p>  <ul style="list-style-type: none"> • Healthcare Identifiers Roadmap • Health Connect Australia. • my health app ongoing enhancements. • Allied Health on Fast Healthcare Interoperability Resources (FHIR®). <p>Education and Support Capability Action Plan (CAP)</p>  <p>Health Programs and Projects</p>  <ul style="list-style-type: none"> • SANE's Yarning Space - Culturally safe online peer support • Remote Kidney Dialysis • HI-TIDE Project - Building an integrated digital health ecosystem in regional Western Australia • Medical Incapacity Ecosystem Review - Streamlining medical data sharing across agencies <p>Partnerships and Collaborations</p>  <ul style="list-style-type: none"> • Royal Flying Doctors Service and Aboriginal Community Controlled Health Organisations • Thirrili and SANE Australia

Success stories from community-controlled clinics highlighted the value of local leadership and called for expanded education pathways to grow the Aboriginal health workforce.

Panel sessions and roundtable updates explored innovative models of care, including culturally led co-design of digital systems, improved clinical governance, and peer-led mental health support. Initiatives such as remote dialysis, lung cancer screening, and telehealth support demonstrated the potential of technology to improve access and outcomes. Across all sessions, key themes emerged: the need for culturally safe care close to Country, community-led digital health governance, stronger connectivity infrastructure, and better healthcare identifiers to support data accuracy and continuity of care.

Members also reviewed quarterly updates from the Australian Digital Health Standards Advisory Group and the National Healthcare Interoperability Plan (Jan–Mar 2025).

The Council reaffirmed its commitment to listening, learning, and partnering with Aboriginal and Torres Strait Islander communities, ensuring their voices remain central to all decisions impacting their health and wellbeing.

Key outcomes from this meeting were published in a [communiqué](#) and are summarised on page 19 in Image 3: Rural and remote communities.

Council for Connected Care breakout session – 12 June 2025

The Australian Commission on Safety and Quality in Health Care facilitated a breakout session to support the development of a new national clinical governance model. Designed to replace the Commission's original 2017 National Model Clinical Governance Framework, the new model aims to provide clear, relevant and up-to-date guidance for health services on aligning leadership, systems and culture to achieve high-quality care. The model is for public and private health service board members and executives in the acute sector, including day procedure services.

The Commission provided members with an overview of the needs analysis and explained how the findings informed the development of the six foundations of high-quality care in the draft model. Small group discussions focused on each of the foundations of high-quality care, the challenges in developing and sustaining best practice clinical governance in rural and remote settings and the appropriate use of digitally enabled care.

Workforce challenges in rural and remote areas emerged as a predominant theme from the discussions, specifically workforce shortages and turnover, fewer senior staff and professional isolation. Robust governance was identified as critical to ensure the appropriate use of digitally enabled care.

Members emphasised that clinical governance systems and frameworks need to harness the benefits of digitally enabled care while safeguarding the safety and quality of care for patients. There was also discussion about active engagement with Aboriginal and Torres Strait Islander people and communities to design digitally enabled care that is culturally safe.

Feedback from the discussions will inform the development of resources to support health services to implement the clinical governance model.

The Commission distributed the draft national clinical governance model to members in July 2025 to seek their feedback as part of a broader consultation process. The final model will be released in early 2026.

Promote and foster stakeholder participation and engagement in initiatives that drive connecting care

'Absolute transparency is critical to engender trust, and the Council's online publication of papers supports that.'

- Council Member

Council members play a vital role in championing initiatives that strengthen connected care across the health and mental health sectors. Their efforts to foster participation and engagement extend well beyond formal meetings, reaching deep into their stakeholder networks through a variety of key channels.

By actively distributing meeting communiqués, embedding Council priorities into strategic documents, policies, and programs, and promoting initiatives at industry forums, through newsletters, and across social media platforms, members help amplify the Council's work and broaden its reach. Their commitment is further demonstrated through hands-on involvement in workshops such as the Sparked program, direct participation in the rollout of digital health initiatives, and even restructuring internal teams to better support collaboration and integration.

These actions reflect a shared dedication to driving meaningful change and ensuring that the Council's vision for connected care is not only communicated but embedded in practice across diverse organisational settings.

Monitor progress against actions in the Interoperability Plan

To ensure transparency and maintain momentum on the Interoperability Plan, progress reports are published quarterly, a practice that began in October 2023. These reports provide a clear view of how actions are tracking and highlight the collaborative efforts driving digital health transformation across the country.

Council members, including the Australian Digital Health Agency, the Department of Health, Disability and Ageing, state and territory health departments, Services Australia, the Australian Institute of Health and Welfare, Healthdirect, and the Australasian Institute of Digital Health, contribute regular updates on their respective areas of responsibility. This collective input ensures that the reports reflect a comprehensive and accurate picture of national progress.

At each Council meeting, members are provided with an update on the interoperability plan progress, as well as a copy of the most recent progress report, reinforcing a shared commitment to accountability and continuous improvement. The most recent milestone in this process was the publication of the [Annual Progress Report on 15 August 2025](#), marking a significant step in tracking achievements and identifying opportunities for further collaboration.



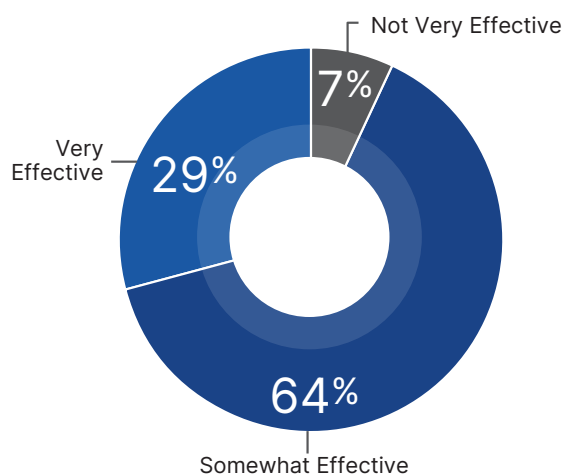
Section 4

Annual review by members

Effectiveness of meetings

A survey was sent on 26 June 2025 to Council members seeking feedback on the performance of the Council. There were 16 responses to the survey, giving a response rate of 43% (from a total of 37 members external to the Agency). The majority of responses (93%) rated the Council as somewhat or very effective. Responses to the specific Terms of Reference questions are outlined below

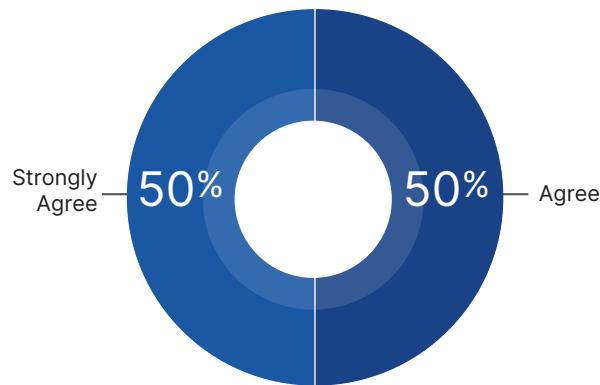
Figure 1: How would you rate the overall effectiveness of the Council meetings?



Purpose, objectives and responsibilities

All respondents (100%) agreed or strongly agreed that the Council's purpose, objectives, and responsibilities outlined in the Terms of Reference are clear and appropriate. This marks a 20% increase compared to responses from previous years.

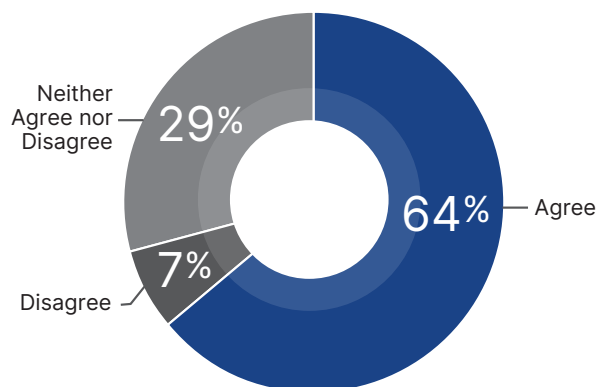
Figure 2: The Council's purpose, objectives and responsibilities in the Terms of Reference are clear and appropriate



Governance pathways

Sixty-four percent (64%) of responses agreed that the current structure, with only the Standards Advisory Group reporting to the Council, was appropriate for effectively fulfilling the Council's responsibilities. This reflects an increase from 53% in the previous review.

Figure 3: Is the current structure, with only the Standards Advisory Group reporting to the Council, appropriate for effectively fulfilling the Council's responsibilities?



Membership

Seventy-nine percent (79%) of respondents agreed or strongly agreed that the Council has the right number of members, up from sixty percent (60%) in the previous review. Additionally, ninety-three percent (93%) agreed or strongly agreed that members possess the right skills and experience, consistent with the previous review's result of ninety-three percent (93%).

Figure 4: The Council has the right number of members

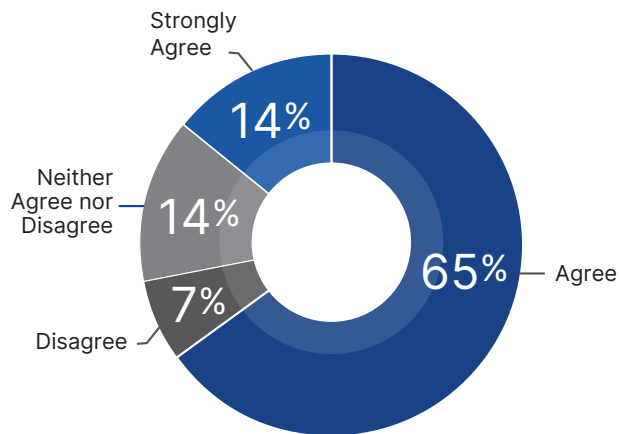
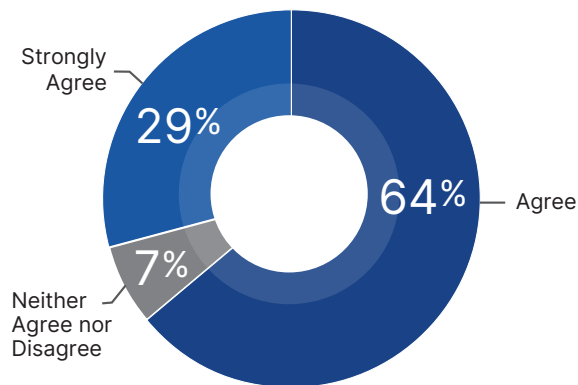


Figure 5: The Council has members with the right skills and experience



Meetings frequency

Ninety-three percent (93%) agreed or strongly agreed that the quarterly meeting cadence was appropriate, and all respondent (100%) agreed or strongly agreed that the time allocated to meetings and the format was appropriate.

Figure 6: The quarterly meeting cadence is appropriate

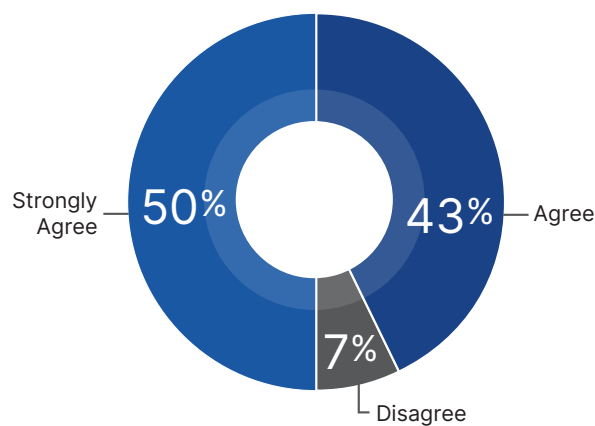
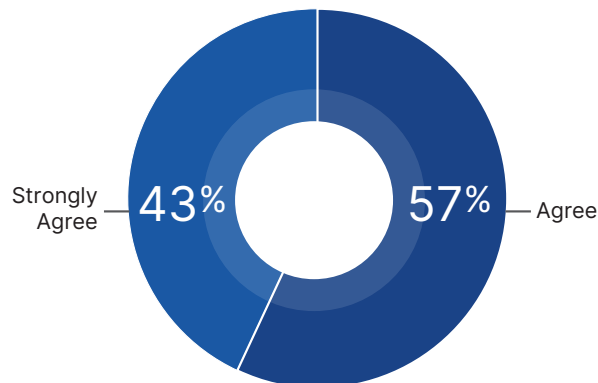


Figure 7: The time allocated to meetings and the format is appropriate



Meeting papers and communiqués

All respondents agreed or strongly agreed that the Council agendas and meeting packs were relevant and clear with an appropriate level of detail to prepare for meetings and eighty-six percent (86%) of responses agreed or strongly agreed that Council communiqués were relevant and clear with an appropriate level of detail.

Figure 8: Council agendas and meeting packs were relevant and clear with an appropriate level of detail to prepare for meetings

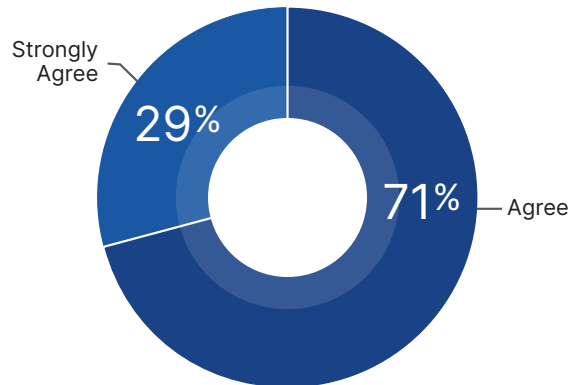
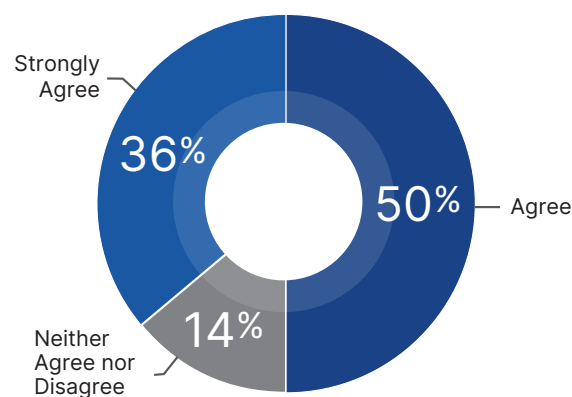


Figure 9: Council communiqués are relevant and clear with an appropriate level of detail



Meeting attendance

Since the commencement of the Council in June 2023, there has been a consistent growth in membership as additional key stakeholders have been added to the membership, increasing from 25 to 35 members in June 2025. The table below shows member and proxy attendance for each Council meeting. The meetings have been well attended with a range from 80% to 100% of all member organisations in attendance.

	Meeting 6 – August 2024	Meeting 7 – November 2024	Meeting 8 – February 2025	Meeting 9 – June 2025
Member attendees	25	20	25	21
Member apologies	4	11	10	14
Proxies	4	9	4	6
Total attendees (No.)	29	29	29	27
Total Membership	29	31	35	35
Total attendees (% of membership)	100%	94%	94%	80%

Member Survey Feedback

As part of the Annual Council survey, members were asked to provide additional feedback, along with their responses to the standard survey questions, below is a snapshot of members thoughts.

Governance & Structure

- “The Council is very well run and supported, with good agendas and relevant content that are delivered efficiently.”
- “The members are now really hitting their straps—there’s a sense of momentum and clarity in the Council’s direction.”
- “I feel like the Council is starting to fulfil its charter over the past couple of meetings.”

Membership & Expertise

- “The variety of Council members, guests, and presenters provides a well-rounded view of digital health across the Australian healthcare landscape.”
- “There is huge value in this diverse group coming together to share broad and differing perspectives on connected care.”

Meetings & Collaboration

- *“In addition to the formal program, the opportunity to meet informally with CCC members has been incredibly useful.”*
- *“The time together is important—while virtual meetings are practical, face-to-face interactions add real depth to the discussions.”*
- *“I look forward to contributing to the agenda over the coming 12 months.”*

Transparency & Communication

- *“Absolute transparency is critical to engender trust, and the Council’s online publication of papers supports that.”*
- *“Clear, easy-to-find and shareable information helps build credibility and keeps stakeholders informed.”*





Section 5

Looking forward – 2025-26 Priorities

Looking ahead to 2025–26, the Council will continue to support national activities to strengthen connected care across Australia’s healthcare system, with a focus on:

- Monitoring and reporting on implementation progress of national interoperability initiatives, with a focus on identifying and addressing areas of slow progress.
- Deepening engagement at the interface of health, aged care, and the broader care and support economy.
- Highlighting what is working well, exploring the real-world impact of connected care for Australians managing chronic conditions outside of vulnerable groups. Focusing on Transitions of Care.
- Strengthening alignment between Council work and major reforms in health and aged care, including:
 - Legislative reforms on consent and information sharing
 - Viable cross-sector and cross-jurisdictional use cases
 - Integration of foundational supports such as disability services
- Exploring the role of AI in interoperability—its opportunities, limitations, and implications for trust, safety, and productivity.
- Advancing interoperability through workforce development, with a practical focus on identifying and overcoming barriers.
- Increasing transparency and engagement in Council meetings, with more interactive discussions, dynamic panels, and opportunities for all members to contribute.
- Continuing to showcase on-the-ground innovation through site visits as a feature of face-to-face meetings.

- Exploring the use of My Health Record in clinical settings, and expanding focus to include allied health, community care, and population health, in collaboration with external agencies.

Date	Location	Key Topics/Focus Areas
12 November 2025	Canberra	<ul style="list-style-type: none"> • Transitions of care • Benefits of digital transformation (ACT Health) • Innovative workforce initiatives • Health Connect Australia • Adoption and implementation of interoperability standards (Standards Week)
12 March 2026	Adelaide (Proposed)	<ul style="list-style-type: none"> • Virtual care • Cross-hospital data/reporting. • Data and digital health advancements. • Real-world impact of connected care • Ambulance Care
23 July 2026	Virtual	<ul style="list-style-type: none"> • Annual review • 2026/27 work plan

In 2025–26, Council meetings will continue to be more participatory and action-oriented. Members will be encouraged to bring forward their own ideas, experiences, and proposals for discussion, helping to shape the agenda and drive collective action. This shift aims to foster a more dynamic and participatory environment where diverse perspectives inform national priorities and accelerate progress on interoperability.

Thank you to partners and contributors

This plan is the result of extensive consultation.

Thank you to all the governments, agencies, organisations and individuals who provided their time, expertise and advice during its development.



Australian Government

Australian Digital Health Agency