



Australian Government

Australian Digital Health Agency

Connecting Australian Healthcare

National Healthcare Interoperability Plan 2023–2028

Annual Progress Report
July 2024 – June 2025



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Introduction

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

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

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

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



Council for Connected Care: A message from the Chair

Conjoint Professor Anne Duggan

It's been just over two years since the Council for Connected Care was established, and in that time, we have seen remarkable momentum in transforming Australia's healthcare system into one that is more connected, interoperable, and patient-centred.

In 2024–25, we accelerated progress under the National Healthcare Interoperability Plan, with over half of the 44 actions now complete. This includes major strides in healthcare identifier adoption, data sharing, and digital infrastructure each contributing to a future where Australians can rely on timely, secure, and seamless access to their health information.

We have driven real change, from the successful pass of the Sharing by Default legislation, to the development of educational resources, standards, and strengthening workforce capability, our collective efforts are laying the foundation for a digitally enabled healthcare system. The commencement of activities under the Healthcare Identifiers Roadmap further signals our commitment to building a robust, interoperable ecosystem. Our achievements are the result of deep collaboration across government, healthcare providers, consumers, health technology developers and researchers. I want to thank our Council members and all stakeholders for their dedication and expertise.

Looking ahead to 2025–26, the Council will continue to drive national initiatives from harmonising legislation and improving data quality to enabling newborn identifiers. Creating a system where health information flows securely and effortlessly is a goal worth striving for and I'm honoured to help make that vision a reality. Together, we are shaping a healthcare system that works better for everyone.

Summary of 2024–2025 progress



In February 2025, the *Modernising My Health Record (Sharing by Default) Act 2025* (SBD Act) passed, which mandates the secure sharing of health information to My Health Record for a more connected healthcare system.



Workforce capability in digital health was enhanced through the [Capability Action Plan \(CAP\) 2024–25](#), in collaboration with the [Australasian Institute of Digital Health](#) (AIDH), the [Digital Health Cooperative Research Centre](#) (DHCRC), and education sectors.



Published the [Conformance Framework](#) in July 2024, the [Aged Care Clinical Information System \(ACCIS\) Standards](#) in August 2024, the [Health Connect Australia Strategy, Architecture and Roadmap](#) and an early draft FHIR® Implementation guide is in development to support [Health Connect Australia](#), published Interoperability education resources including [Introduction to My Health Record integration for software developers](#) and [Integration with the Healthcare Identifiers Service](#)



Centralised resources, including in the [Connected Care education resources library](#), [Online Interoperability Toolkit](#), [Digital Health Developer Portal](#), online forum capability and the [Digital Health Standards Catalogue](#) (including the [National Terminology Mapping Library](#)) provide a central place for collaboration and building a knowledge base.



The [Council for Connected Care](#) met four times in 2024–25 covering themes such as aged care, health disadvantage and Aboriginal and Torres Strait Islander, rural and remote communities. The [Australian Digital Standards Advisory Group](#) met five times over 2024–25 and addressed topics such as clinical terminology adoption, inter-governmental collaboration, Health Connect digital health standards and terminology mapping.



The FHIR® Accelerator program continued through [Sparked](#), in partnership with CSIRO, HL7® Australia, and the Department of Health, Disability and Ageing (the Department). Achievements included the draft AU eRequesting FHIR® Implementation Guide and participation in Connectathons.



The Agency completed a research study on consent management in 2024–25 and completed an Interoperability Survey in June 2025.






Looking ahead for 2025–26

In 2025–26, the Council will support the following national activities to connect Australia's healthcare system across the Interoperability Plan and the HI Roadmap:

- 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.

National Healthcare Interoperability Plan 2023–2028

55%
actions
complete

<div>Annual progress</div> <div>6 actions completed in Q4 2024–25</div> <div>15 actions completed in FY 2024–25</div> <div>Actions completed in Q4 2024–25</div> <div>2.2 Develop specifications and standards</div> <div>2.11 National library of terminology mapping</div> <div>3.6 Consent Management</div> <div>3.7 Research international practice</div> <div>5.1 Administer interoperability survey</div> <div>5.4 GDHP interoperability maturity model</div>		<div>Identity</div> <div></div> <div>PRIORITY AREA 1</div> <div>Total actions: 10</div> <div>Complete actions: 2</div> <div>20% complete</div>	<div>Standards</div> <div></div> <div>PRIORITY AREA 2</div> <div>Total actions: 14</div> <div>Complete actions: 10</div> <div>71% complete</div>	<div>Information Sharing</div> <div></div> <div>PRIORITY AREA 3</div> <div>Total actions: 12</div> <div>Complete actions: 5</div> <div>42% complete</div>	<div>Innovation</div> <div></div> <div>PRIORITY AREA 4</div> <div>Total actions: 3</div> <div>Complete actions: 2</div> <div>67% complete</div>	<div>Benefits</div> <div></div> <div>PRIORITY AREA 5</div> <div>Total actions: 4</div> <div>Complete actions: 4</div> <div>100% complete</div>
<div>Open actions</div> <div>2026–27 delivery</div>		<div>1.4 Healthcare identifier matching</div> <div>1.5 Review Healthcare Provider Identifier – Individual (HPI-I) conformance</div> <div>1.6 Develop deeper network structures</div> <div>1.10 Integrating the NHSD and the Health Provider Directory (HPD)</div>	<div>2.10 Including terminology in datasets</div> <div>2.12 API information exchange</div>	<div>3.8 Care Management Network</div> <div>3.9 Information-sharing model agreement</div>		
<div>Open actions</div> <div>2027–28 delivery</div>		<div>1.1 Using healthcare identifiers</div> <div>1.2 Promoting healthcare identifiers</div> <div>1.7 Using the National Health Services Directory (NHSD)</div> <div>1.8 Implementing the 2019 National Health Services Directory (NHSD) review</div>	<div>2.1 Terminology in digital health systems</div> <div>2.3 HL7 FHIR@AU usage</div>	<div>3.1 Interoperability in procurement</div> <div>3.2 API Gateway information exchange</div> <div>3.10 Publish-subscribe service</div> <div>3.11 Consistent legislative health definitions</div> <div>3.12 Harmonising legislation</div>	<div>4.2 Interoperability workforce</div>	
<div>Completed Actions</div>		<div>1.3 Healthcare Identifiers Roadmap</div> <div>1.9 Provider Connect Australia™</div>	<div>2.2 Develop specifications and standards</div> <div>2.4 International standards participation</div> <div>2.5 Standards catalogue</div> <div>2.6 National Digital Health Standards Program (NDHSP)</div> <div>2.7 Standards guiding principles</div> <div>2.8 Standards gap analysis</div> <div>2.9 Engage standards stakeholders</div> <div>2.11 National library of terminology mapping</div> <div>2.13 Develop a conformance framework</div> <div>2.14 Standards development cooperative</div>	<div>3.3 Procurement guidance</div> <div>3.4 Online interoperability toolkit</div> <div>3.5 GP and aged care facility interoperability</div> <div>3.6 Consent Management</div> <div>3.7 Research international practice</div>	<div>4.1 Interoperability innovation challenges</div> <div>4.3 Develop education content</div>	<div>5.1 Administer interoperability survey</div> <div>5.2 Publish annual report</div> <div>5.3 Assess digital health maturity models</div> <div>5.4 GDHP interoperability maturity model</div> <div>6.1 Review policy tools*</div>

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



Identity



Progress highlights

The Agency has published the National Healthcare Identifiers Roadmap 2023–2028 (the Roadmap), a strategic plan devised in collaboration with the Department and Services Australia to drive uptake of the Healthcare Identifiers (HI) Service. Implementation of several activities in the Roadmap has already commenced relating to identifying legislative reforms and improving data matching and quality. Over 2024–25 there has been positive collaboration with key partners on the use and adopting healthcare identifiers for national digital health initiatives and how existing directories individually and collectively will support a future health information exchange.

States and territories and private health organisations have shown commitment to the Healthcare Identifiers Service submitting, where required, transition timeline plans for adopting Healthcare Provider Identifiers – Individuals (HPI-Is). In June 2025, both UnitingCare and Healthscope joined WA Health and St John of God, which no longer require an exemption for uploading HPI-Is to My Health Record. From December 2025, several states and territories, and private health organisations are expected to follow. Additionally, significant progress has been made by the Department with the completion of all 2024–25 projects funded under the Strengthening Medicare Budget measures, each supporting connected care and the broader use of healthcare identifiers.

Action status

2 actions have been marked as complete under the Identity priority. The Agency will no longer be reporting against completed action items.

Priority Area 1 – Identity: Annual progress update

Action 1.1 Using healthcare identifiers	Lead(s)	Timeframe	Status
Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.	<ul style="list-style-type: none">The AgencyServices AustraliaAll Health Departments	Ongoing	On track
<p>In 2024–25, Services Australia successfully completed delivery of 2024–25 projects funded under the Strengthening Medicare Budget measures each supporting connected care and the broader use of Healthcare Identifiers (HIs). These include enabling access to the HI Service for new entity types including Healthcare Support Service Providers and Healthcare Administration Entities and streamlining Healthcare Provider Identifier – Individual (HPI-I) registration for allied health professionals not registered with the Australian Health Practitioner Regulation Agency (AHPRA).</p> <p>Additionally, discovery work confirmed the value of a common healthcare identifier across health, aged care, and disability programs to reduce data fragmentation and support seamless information exchange. A sub-committee of the Digital Health Oversight Committee (DHOC), comprising representatives from the Commonwealth, states, territories, and key partners, has been established to guide reforms. This group will ensure the legislative environment supports interoperability, share adoption progress, and address barriers to implementation across the health and care sectors.</p> <p>States and Territories are advancing the use and adoption of healthcare identifiers such as:</p> <ul style="list-style-type: none">New South Wales integration of the Australian Government Digital Identity System and Provider Digital Access (PRODA). New South Wales is ensuring the ongoing use of HIs and their use has been incorporated into the implementation of the Single Digital Patient Record.Victoria has collaborated with the Agency and public health services to promote the use of HPI-Is, including the development of a statewide transition timeline. Victoria has partnered with BreastScreen Victoria to enable the creation and direct upload of conformant mammographic screening reports to My Health Record, further supporting interoperability and connected care.	<ul style="list-style-type: none">Western Australia expanded use of healthcare identifiers by embedding HPI-Is in all document publishing workflows, eliminating the need for exemptions for documents uploaded to My Health Record. This foundational work has supported the rollout of ePrescribing and structured pathology sharing. Western Australia has also developed FHIR®-based systems that will use HIs to control access such as the implementation of a FHIR® server capability for the Western Australia health system.Northern Territory expanded HI usage across electronic medical records such as Acacia and CareSys, with ongoing improvements to ensure accurate clinical application.Tasmania has committed to implement the use of HI in its future electronic medical record and is participating in healthcare identifier reforms as part of its Bluegum Health Transformation Program and implementing a pilot HPI-Is within the Care@home program.Australian Capital Territory has advanced its digital health capabilities by expanding HI usage at Canberra Hospital, using standard templates for information releases to My Health Record, preparing to integrate the HIPS viewer into the ACT Digital Health Record, and improving HI accuracy to enhance clinical data uploads to My Health Record.Queensland is continuing to deliver work to understand how healthcare identifiers can be further implemented. This includes the work associated with the submission of Queensland Health’s Healthcare Provider Identifier-Individual (HPI-I) Transition Timeline Plan and Queensland Health’s Australian Digital Health Agency-funded project to determine how national provider infrastructure could support Queensland Health’s provider information management use cases.		

Action 1.2 Promoting healthcare identifiers		Lead(s)	Timeframe	Status
Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.		<ul style="list-style-type: none"> The Agency Services Australia 	Ongoing	On track
Over 2024–25 there was substantial progress made in promoting the use of Individual Healthcare Identifiers (IHIs), with a particular focus on early IHI allocation for newborns. Services Australia, in collaboration with the Agency and the Birth of a Child Program, explored the feasibility of assigning IHIs shortly after birth and assessed existing web services for this purpose. Although the current functionality of the Agency’s Healthcare Information Provider Service (HIPS) was found unsuitable for the IHI Newborn web service, this led to the identification of FHIR® as the preferred data standard moving forward, supporting alignment with government digital health standards.		Additionally, the Agency progressed initiatives under the National Healthcare Identifiers Roadmap, including the development and dissemination of educational and guidance materials, and coordinated efforts with Services Australia and the Department. Regulatory updates were also completed to enable broader use of HIs, such as in the Active Scripts List and the upcoming Chronic Wound Consumable Scheme. This approach reflects a strong, coordinated approach to embedding IHIs more deeply into healthcare delivery and the digital health eco-system.		
Action 1.4 Healthcare identifier matching		Lead(s)	Timeframe	Status
Develop and implement a program of improvements in healthcare identifier matching (especially IHIs), focusing on data quality, user interfaces, service improvements, enhancements and proactive efforts on IHI retrieval.		<ul style="list-style-type: none"> The Agency Services Australia 	Short	On track
Over 2024–25, the Agency and Services Australia have worked closely to progress healthcare identifier matching with a strong focus on improving data quality and matching rates in the HI Service. Stakeholder consultations have played a key role in shaping targeted improvements and feedback will be used to inform the development of an action plan.		The action plan will be used to optimise successful matches between health/aged care service data and HI Service data. The potential adoption of and transition to FHIR® as a data standard will support increase data accuracy and quality and improvement in IHI match rates.		
Action 1.5 Review Healthcare Provider Identifier – Individual (HPI-I) conformance		Lead(s)	Timeframe	Status
Review conformance requirements for using HPI-Is when uploading documents to the My Health Record system, recognising that providers are at different stages of use of HPI-Is.		<ul style="list-style-type: none"> The Agency 	Short	On track
The Agency continues to support states, territories and private health organisations to progress their transition timeline plans and support the implementation of HPI-Is in clinical document uploads to My Health Record. Over 2024–25, the Agency has received transition timeline plans from all jurisdictions and private health organisations.		In June 2025, both UnitingCare and Healthscope both joined WA Health and St John of God, which no longer require an exemption for uploading HPI-Is to My Health Record. From December 2025, several states and territories and private health organisations will also no longer require an exemption.		

Action 1.6 Develop deeper network structures	Lead(s)	Timeframe	Status
Develop deeper Healthcare Provider Identifier – Organisation (HPI-O) network structures, including revising published guidance, to support enhancing online HPI-O network registration, and work with vendors to address software limitations.	<ul style="list-style-type: none"> The Agency Services Australia 	Short	On track
In 2024–25, the Agency completed initial consultations on the use of Healthcare Provider Identifier – Organisation (HPI-Os) and national location identifiers and is now preparing further engagement to inform updated guidance and implementation approaches. Services Australia has advanced discovery work into the establishment of a common health identifier across organisations.	Collaborative efforts between the Agency, Services Australia and the Department have focused on integrating HPI-Os into health and aged care programs. These efforts are laying the foundation for enhanced online HPI-O network registration and more consistent use of identifiers across the healthcare ecosystem.		
Action 1.7 Using the National Health Services Directory (NHSD)	Lead(s)	Timeframe	Status
Use the NHSD as the service directory for digital health programs. Where this is not possible (such as for a specialised directory), jurisdictions will work with Healthdirect Australia and the Agency to support the required flow of information.	<ul style="list-style-type: none"> All Health Departments 	Ongoing	On track
<p>The Department has led significant efforts in analysing and consulting on the policy and legislative settings necessary to support the NHSD and Health Connect Australia as a key role in digital health programs.</p> <p>State and Territories continue to support the NHSD and improve interoperability with other care settings, including:</p> <ul style="list-style-type: none"> New South Wales has been collaborating with the NHSD to enhance its Provider and Services Directory, aiming to improve provider data quality and interoperability with primary care providers. Victoria continues to support the NHSD as its central service directory. Victoria has worked with Healthdirect Australia to include Australian Health Practitioner Regulation Agency (AHPRA) numbers in the NHSD's nightly Master File Notification (MFN) feed, enabling near-perfect matching with the Healthcare Identifier (HI) Service for Healthcare Provider Identifier – Individual (HPI-I) validation. The enriched MFN file, aligned with the NHSD's FHIR® data model, is distributed to Victorian Public Health Services to update their local provider directories, supporting improved data accuracy and interoperability. 	<ul style="list-style-type: none"> Western Australia has commenced planning to integrate with Provider Connect Australia™ (PCA) and NHSD and will adopt FHIR® as the clinical interoperability standard to support alignment with Health Connect Australia. Northern Territory is undertaking a Provider Directory Discovery Project which will map services and prepare for FHIR® sync with the NHSD. Tasmania's Digital Health Transformation Strategy (2022) is providing the strategic direction to leverage digital initiatives including digital health infrastructure. Work is continuing on the design of a health information exchange as part of the Bluegum Transformation. Queensland continues to utilise the National Health Services Directory as a service directory for digital health programs. Queensland is also continuing to collaborate with the Australian Digital Health Agency on the delivery of its Health Connect Australia and associated Directory programs of work and is a participant on the working group progressing Directory requirements. 		

Action 1.8 Implementing the 2019 National Health Services Directory (NHSD) review	Lead(s)	Timeframe	Status
<p>Healthdirect, in partnership with the Australian Government Department of Health and Aged Care and state and territory health departments, will implement the work packages developed in response to the 2019 AHMAC NHSD review, which include positioning the NHSD as core national infrastructure.</p>	<ul style="list-style-type: none"> Healthdirect 	Ongoing	On track
<p>In 2024–25, Healthdirect has focused on enhancing its role as a core element of national digital health infrastructure and supporting health system integration. Over the last 12 months, activities included:</p> <ul style="list-style-type: none"> Supporting jurisdictional initiatives such as the NSW Engage Outpatient Program to support electronic referrals from GP into NSW Health outpatient clinics, which is now well established and operational. Healthdirect continues to have ongoing collaboration to expand coverage for outpatient clinics in the NHSD to support this program. Expanding the coverage of Urgent Care Centres and Clinics across Australia, including booking capability where available and providing support for referral pathways to Queensland and Victoria virtual emergency medical services. 	<ul style="list-style-type: none"> Collaborating with the Agency's PCA™ to develop and implement an extended FHIR® Data Model framework to enable more refined searching across similar health types. The PCA-NHSD data pipeline will be enhanced to ingest this data in quarter 1 of 2026. Continuous quality improvement of directory data, as recommended through the review, is an ongoing activity. This is being addressed through the PCA™ adoption program, a focus on expanding data sharing partnerships, and a Data Sourcing Strategy outlining the priority areas to further the coverage and quality of data in the directory. 		
Action 1.10 Integrating the NHSD and the Health Provider Directory (HPD)	Lead(s)	Timeframe	Status
<p>Assess the feasibility of integrating the NHSD and the HPD to reduce duplication and rationalise the national directory infrastructure.</p>	<ul style="list-style-type: none"> The Agency 	Short	On track
<p>The Agency commenced the Directory project on 1 July 2024 and initiated the transition of the Health Provider Directory (HPD) from Services Australia to the Agency. Ministerial approval was granted to delegate HPD delivery from Services Australia to the Agency in quarter 2 of 2024-25. The Agency is working on Health Connect Australia Phase 1a, which will establish a single access point to provide a comprehensive view of healthcare providers identity, business and services information across Australia and draw information from existing sources which can be queried and utilised in real-time. It will also deliver an authentication and authorisation service that can be leveraged for future Health Connect Australia phases and is likely to form a key part of future My Health Record modernisation.</p>	<p>This initiative will address fundamental challenges such as lack of interoperability, inconsistent and outdated dates, incomplete entries, segregation and unverified information in current directories. The conceptual architecture for Health Connect Australia Phase 1a is currently under internal governance review. Discovery work for transitioning the HPD from Services Australia is progressing. Simultaneously, the Agency, the Department, and Services Australia are developing a formal instrument of delegation to specify the legislative provisions for the Agency to manage the HPD in accordance with the Healthcare Identifiers Act 2010.</p>		



Standards



Progress highlights

In June 2024, the Digital Health Standards Catalogue was published, consolidating national and international standards into a single reference point. The Conformance Framework was released outlining the strategic approach to the Agency's conformance processes, and the Agency's commitment over 2024–25 to enhance standards development and adoption. In June 2025, the Sparked FHIR® Accelerator program, a cooperative between the Agency, CSIRO, HL7 Australia and the Department, issued the first release of the Australian Core Data for Interoperability (AUCDI R1). This marked a major first step in enabling the standardised capture and exchange of healthcare data.

Terminology was enhanced through collaboration with the Allied Health Professions Australia to identify 4,500 plus terminology gaps across 28 professions in SNOMED CT-AU, and a National library of terminology was established to provide a centralised repository of concept maps and value sets from clinical terminologies. The Agency published the Health Connect Australia Strategy, Architecture and Roadmap and an early draft FHIR® Implementation guide is in development to support Health Connect Australia. Standards will continue to play a critical role in achieving connected care by enabling consistent data exchange. Ongoing collaboration and standards development, adoption will enhance the ongoing work for a more connected, safe and efficient healthcare system.

Action status

10 actions have been marked as complete under the Standards priority. As actions 2.2 and 2.11 were completed since the previous quarter, they have been included at the end of this section. The Agency will no longer be reporting against complete action items.

Priority Area 2 – Standards: Annual progress update

Action 2.1 Terminology in digital health systems	Lead(s)	Timeframe	Status
Engage with the health technology sector and health departments to enhance digital health systems to integrate national terminologies and classifications natively.	• The Agency	Ongoing	On track
<p>The Agency actively engaged with stakeholders over 2024–25 to enhance terminology use, including significant collaboration with Allied Health Professions Australia (AHPA), which identified over 4,500 terminology gaps across 28 allied health professions related to problem/diagnosis and procedures within SNOMED CT-AU.</p> <p>Priority areas for development include assessments patient-reported outcome measures (PROMs) and patient-reported experience measures (PREMs), interventions, and goals of care. The Agency is working with CSIRO to address these gaps within SNOMED CT-AU.</p> <p>Additionally, progress has been made in medicinal cannabis terminology through the Medicinal Cannabis Terminology User Group (MCTUG), with a new terminology model agreed upon and updates planned for the Australian Medicines Terminology (AMT).</p>	<p>Key achievements across 2024-25 include the release and implementation of AMTv4, Australia onboarded to SNOMED International's Managed Service, national and jurisdictional workshops, and ongoing health technology sector engagement to support the adoption of national terminology standards.</p> <p>In May 2025, CSIRO and the Agency presented a session on a 'Deep Dive into AMT' at the Agency's Software Developer Forum. This session focussed on technical implementation information along with a case study presentation highlighting the clinical safety perspectives of terminology use.</p>		
Action 2.3 HL7 FHIR® AU usage	Lead(s)	Timeframe	Status
Develop and expand on HL7 FHIR® AU Core and AU Base for all Agency and Healthdirect digital health systems and services, including modifications and new systems.	<ul style="list-style-type: none"> • The Agency • Healthdirect 	Ongoing	On track
<p>The Agency made significant progress to develop and expand on HL7 Fast Healthcare Interoperability Resources (FHIR®) AU Base 2 by updating and developing new FHIR® implementation guides AU Core and AU Base content. The Agency completed work in the existing My Health Record FHIR® Implementation Guide (IG) to derive its profiles from the latest version of FHIR® AU Core and successfully worked with the Sparked community to introduce a new FHIR® Profile Healthcare Service in FHIR® AU Core Release 2.</p> <p>Healthdirect has continued to make significant advancements in prioritising the use of the FHIR® standards to drive interactions with the National Health Services Directory (NHSD), both in supporting internal usage of the NHSD by core Healthdirect services such as the Nurse On-Call service and Service Finder, as well as external usage by integrators such as secure messaging vendors and booking providers.</p> <p>In June 2024, FHIR® Application Programming Interface (API) interactions with the NHSD accounted for just 0.4% of all API interactions. In May 2025, this had increased to over 90% of all interactions being through the FHIR® APIs.</p>	<p>Healthdirect has made significant progress in advancing its digital health capabilities. It has finalised an agreement with a secure messaging provider, marking the first integration of FHIR® APIs in this space, with additional providers expected to join in the 2025–26 financial year. Collaborative efforts have continued with the Agency's PCA™ team to improve alignment between the NHSD and PCA™ FHIR® data models, particularly to incorporate health service offerings.</p> <p>In parallel, Healthdirect has undertaken design and development work to enhance NHSD's automated FHIR® data ingestion capabilities. This work builds on the secure messaging integration and aims to establish a scalable pipeline for future integrators.</p> <p>Additionally, planning has progressed with the Agency to transition the My Health Record app from a legacy API to a modern FHIR® API. Preparatory work on the NHSD side has been completed to ensure a seamless transition for the My Health Record app to the new API.</p>		

Action 2.10 Including terminology in datasets	Lead(s)	Timeframe	Status
Coordinate discussions on expanding minimum datasets to incorporate the use of SNOMED CT-AU, AMT and LOINC for data not currently collected in areas such as medications, adverse reactions, pathology and radiology.	• The Agency	Short	On track
<p>The Agency has continued its close collaboration with CSIRO through the National Clinical Terminology Service (NCTS), alongside key partners such as the Department and the Australian Institute of Health and Welfare (AIHW).</p> <p>These efforts have focused on expanding the use of standardised clinical terminologies, including SNOMED CT-AU, the Australian Medicines Terminology (AMT), and Logical Observation Identifiers Names and Codes (LOINC) across the health sector.</p> <p>The Sparked Accelerator Program has incorporated outputs such as the Clinical Data for Interoperability Release 2 (June 2025) and the Australian Core FHIR® Implementation Guide (AU Core FHIR® IG).</p>	<p>The program has also released Pathology Request Value Sets Release 1 (June 2025) and Radiology Referral Value Sets Release 1 (June 2025).</p> <p>With support from the Agency, work is continuing with the Allied Health Sector to ensure use of standardised terminologies within their datasets whilst work also continues in wider areas of adoption through education, outreach and partnerships with peak bodies such as the Australian College of Nurses.</p> <p>Further work will continue to be ongoing as part of the delivery of the NCTS with additional support from wider adoption and implementation activities.</p>		
Action 2.12 API information exchange	Lead(s)	Timeframe	Status
Engage with the health technology sector to enhance digital health systems to use HL7 FHIR®, OAuth and OpenID Connect for API information exchanges.	• The Agency	Short	On track
<p>The Department is developing an Authentication and Digital Identity Strategy in consultation with the Agency and Services Australia.</p> <p>The Agency has published the Health Connect Australia Strategy, Architecture and Roadmap which includes detail on the intent to leverage the AU Core Framework for Interoperability and Sparked products to underpin information exchange using standards including FHIR®.</p> <p>The Agency is extending the Authentication and Digital Identity Strategy being developed by the Department with an OAuth and OpenID Connect based authorisation model and enabling technology to support authorisation for national digital health interoperability.</p>	<p>The Health Connect Australia program is developing a digital health authorisation service that will support the authentication and Digital Identity Strategy.</p> <p>The Agency continues to collaborate with the digital health community to develop a standardised API framework model supporting discovery and access to information within digital health.</p>		

Action 2.2 Develop specifications and standards	Lead(s)	Timeframe	Status
<p>Engage with the health sector on the development, selection, use and maintenance of specifications and standards that support the Agency's approved priorities. When required, Agency-developed specifications will be progressed to become standards through the appropriate standards development organisation and their balloting/development processes.</p> <p>The Agency has made strong progress in developing specifications and standards with the digital health sector. An early draft FHIR® Implementation Guide (IG) is in development to support Health Connect Australia to ensure digital health standards can be adopted in a consistent and effective way nationally. This early draft IG is being used to facilitate more interactive and targeted discussions with stakeholders.</p> <p>The Agency initiated the Australian Core Framework for Interoperability (AU CFI) project, which is an Agency led initiative in response to the need to maximise the use of common interoperability patterns, standards profiles, platforms, infrastructure, and processes, when delivering digital health solutions.</p> <p>AU CFI will be developed in consultation with the digital health community and will provide:</p> <ul style="list-style-type: none"> • Frameworks that guide and constrain the solution specification development processes for digital services • Conceptual architectures that define common interoperability • Services specifications aligned with conceptual architectures 	<ul style="list-style-type: none"> • The Agency 	Ongoing	Complete
<p>Action 2.11 National library of terminology mapping</p> <p>Develop a national “library” of resources that provide translation mapping from national terminologies to other popular terminologies.</p> <p>The Agency has established a successful National library of terminology to support interoperable health information exchange by providing a centralised repository of concept maps and value sets from clinical terminologies. By providing access to a national library of terminology maps, the aim is to strengthen use and adoption of clinical terminology standards.</p> <p>The Agency facilitated a series of consultation workshops with members of the Australian Digital Health Standards Advisory Group, jurisdictional representatives and terminology experts on developing a national library of terminology maps.</p> <p>The Agency used criteria from ISO 21564 Health Informatics – Terminology resource map quality measures (MapQual) 20219 to identify mature, established and clinical safe terminology maps.</p>	<ul style="list-style-type: none"> • The Agency 	Short	Complete



Information Sharing



Progress highlights

In 2024–25, the Agency and all Health Departments made significant progress embedding interoperability into procurement processes. The development of a National Digital Health Standards Strategy will play a critical role in embedding the adoption and implementation of standards which support information exchange and sharing. Key achievements and progress over 2024–25 includes state and territory adoption of interoperability in procurement, several feature releases and improvements to the functionality of my health app and progress under the Sharing by Default program to improve access to health information to My Health Record.

Action status

5 actions have been marked as complete under the Information Sharing priority. As actions 3.6 and 3.7 were completed since the previous quarter, they have been included at the end of this section. The Agency will no longer be reporting against complete action items.

Priority Area 3 – Information Sharing: Annual progress update

Action 3.1 Interoperability in procurement	Lead(s)	Timeframe	Status
<p>The Agency, health departments and Services Australia will specify interoperability requirements in procurement requests where they meet business objectives. This will leverage existing national infrastructure, terminology and standards.</p>	<ul style="list-style-type: none"> The Agency All Health Departments Services Australia 	Ongoing	On track
<p>Over 2024–25, the Agency and all Health Departments have focused on embedding interoperability requirements into procurement processes to support consistent adoption of national digital health infrastructure, terminology and standards.</p> <p>The Agency is developing a National Digital Health Standards Strategy that outlines a shared vision and recommendations for supporting and implementing digital health standards. Informed by a series of workshops with the Australian Digital Health Standards Advisory Group, the strategy identifies key enablers and barriers to adoption and highlights the continued use of the Agency's Procurement Guidelines as a critical tool for driving interoperability through procurement. A targeted communication and stakeholder engagement plan is being developed to ensure the strategy reaches relevant audiences and supports widespread implementation of digital health standards.</p> <p>States and territories have adopted interoperability into their procurement, including:</p> <ul style="list-style-type: none"> New South Wales continues to explore opportunities on procurement to align with industry standards and encourage interoperability. Victoria included interoperability in their Policy and Funding guidelines for health services. Queensland is continuing with the delivery of work to understand where there may be requirements to incorporate interoperability specifications into procurement processes. 	<ul style="list-style-type: none"> Western Australia implemented FHIR® server capability, included interoperability as a core non-functional requirement in its new Electronic Medical Record (EMR), and embedded healthcare identifiers in ePrescribing and Structured Pathology. Northern Territory has embedded interoperability in Acacia program vendor contracts and future ePrescribing system planning as part of incorporating interoperability in procurement. Tasmania included interoperability standards and requirements in its Request for Proposal and Request for Tender procurement phases for the electronic medical record and Ambulance electronic Patient Care Record (AePCR). Australian Capital Territory has incorporated interoperability and security standards (including future adoption of FHIR®) in procurement with digital hospital infrastructure. Non-Functional Requirement Specifications have been shared with healthcare partners, including Canberra Health Services, to establish consistent standards for procurement processes. These specifications include a dedicated section on integration and interoperability, as well as broader guidelines covering security and compliance requirements. 		
Action 3.2 API Gateway information exchange	Lead(s)	Timeframe	Status
<p>Promote the use of the API Gateway to support interoperable information exchange, including development of a service catalogue.</p>	<ul style="list-style-type: none"> The Agency 	Ongoing	On track
<p>Over 2024–25, the Integrated Developer Platform (IDP) initiative has progressed through two key phases delivering national digital health infrastructure. Phase 1 laid the foundations with the implementation of the Producer Portal (a developer experience and container deployment platform). This phase established core components such as identity and integration with the API Gateway. It also introduced the CHAP (Comprehensive Health Assessment Program) as the first SMART on FHIR® application template and delivered reusable technology templates for Conformance Automation to support standardised development.</p>	<p>Phase 2 expanded capabilities by testing the production pathway for CHAP deployment into SVT and PRD environments, delivering foundational components for national SMART forms, and implemented a reusable Terminology Service to support standards adoption and interoperability across digital health platforms.</p>		

Action 3.8 Care management network	Lead(s)	Timeframe	Status
Investigate opportunities to build capability to identify and manage individuals within a consumer's formal and informal care management network.	<ul style="list-style-type: none"> • The Agency • All Health Departments • Services Australia 	Short	On track
<p>In 2024–25, the Agency made important improvements to the my health app to help Australians take more control of their healthcare.</p> <p>One soon to be released feature enables people to choose and register their preferred GP and clinic, and the Agency is working with the Department of Health, Disability and Ageing to decide when this will be available.</p> <p>Another major focus in 2024–25 has been the introduction of Multidisciplinary Care Team functionality, which will allow consumers to nominate and manage their care providers within the app.</p>	<p>This aims to improve continuity of care by centralising clinical information, care team details, and service data in one accessible location. The discovery phase for this feature has been completed, with detailed consumer and provider journeys mapped out, and a high-fidelity prototype tested to ensure it meets user needs.</p> <p>A business requirements document is currently being developed to guide updates to the my health app, My Health Record, and PCA™, with solution design continuing into the new financial year.</p>		
Action 3.9 Information-sharing authorisation framework	Lead(s)	Timeframe	Status
Collaborate with jurisdictions and other stakeholders to develop a legislative and policy framework that sets out the authorisations and prohibitions for the collection, use and disclosure of health information through a national health information exchange. The framework will address healthcare provider roles and responsibilities, patient control and consent and a regulatory approach to standards, privacy, audit, compliance and security.	<ul style="list-style-type: none"> • The Department 	Short	On track
<p>The Department has worked with states and territories to consider and prioritise work on the settings that will be needed to support national information sharing capabilities. There have been significant developments to improve the availability and accessibility of health information for consumers and healthcare providers.</p> <p>The Sharing by Default (SBD) program undertook foundational work to mandate the sharing of key health information to My Health Record. The passage of the SBD Act on 12 February 2025 marked a foundational milestone for improving health information accessibility for consumers and healthcare providers. Pathology and diagnostic imaging providers will be the first healthcare providers required to share test results to My Health Record.</p>	<p>The Department is progressing SBD Rules with consultation in 2025. Bilateral discussions with states and territories have been ongoing to address barriers to sharing key health information to My Health Record to enable a nationally consistent approach to improve interoperability across Australia's healthcare system. Since the announcement of SBD, the Agency has been proactively supporting public and private pathology and diagnostic imaging providers across states and territories, including through engagement with software vendors. The Agency has established a Clinical Reference Group to review the current 7-day delay to consumers accessing their diagnostic reports to provide faster access, with ongoing consultation and consideration of circumstances where delays may still be necessary to support clinical safety and consumer wellbeing. The Department is also exploring options to expand the scope to include other health services, such as medication management, highlighting the value of flexible implementation.</p>		

Action 3.10 Publish–subscribe service	Lead(s)	Timeframe	Status
Develop a business case for a national publish–subscribe service to support actions such as alerts, changes to an individual’s health information and notifications of acute episodes. This would be available to individuals, healthcare providers and healthcare provider organisations.	<ul style="list-style-type: none"> The Agency 	Medium	Not commenced
This medium-term action will be progressed in the 2025-26 financial year.			
Action 3.11 Consistent legislative health definitions	Lead(s)	Timeframe	Status
Collaborate with jurisdictions and key stakeholders to develop consistent definitions to support health information sharing.	<ul style="list-style-type: none"> The Department 	Medium	Not commenced
This medium-term action will be progressed in the 2025–26 financial year.			
Action 3.12 Harmonising legislation	Lead(s)	Timeframe	Status
Undertake collaborative intergovernmental work on harmonising relevant jurisdiction legislation, drawing on outcomes from Action 3.11.	<ul style="list-style-type: none"> All Health Departments 	Medium	Not commenced
This medium-term action will be progressed in the 2025–26 financial year.			

Action 3.6 Consent Management		Lead(s)	Timeframe	Status
Engage with consumers to investigate options for enabling individuals to grant consent to access all their health information, including in My Health Record. Options will include making it easier to choose which healthcare providers are authorised, and the types of information they can access.		• The Agency	Short	Completed
<p>The Agency has completed a research study on consent management, informed by discussions and research across various work streams related to consent. The Agency continues to undertake collaboration activities on consent with the Department, Data Governance Board Chair and Australian Institute of Health and Welfare.</p> <p>The Department will establish the Strategic Advisory Committee to provide expertise supporting the establishment of governance arrangements for research and public health use of My Health Record system data.</p>		As this has been marked complete in the 2024-25 annual progress report, no further progress reporting will be provided for this action item.		
Action 3.7 Research international practice		Lead(s)	Timeframe	Status
Assess the UK national minimum standards for digital health technologies and similar international policies to inform consultation on Australian approaches.		• The Agency	Short	Completed
<p>The Agency has finalised a report that reviews international literature on standards, policies, regulations, and guidelines. The report will help inform consultations on Australian approaches for standards in digital health technologies.</p> <p>The analysis will be used to inform the Digital Health Standards Program, and the research will be published in the first half of financial year 2026.</p>		As this has been marked complete in the 2024-25 annual progress report, no further progress reporting will be provided for this action item.		



Innovation



Progress highlights

The Capability Action Plan (CAP) 2024–2025 work program is well underway, with activities focused on strengthening workforce capability and enhancing interoperability awareness across tertiary and vocational education sectors over 2024–25. The Agency continues to maintain and expand the Connected Care Education Resources, with new content continually being developed and added. Over 2024–25, the Agency developed and reviewed animation scripts for educational resources related to My Health Record registration (seed/network), hosted Connectathons and continued to engage across the sector to foster innovation and collaboration. The Agency will continue to work across the digital health sector with partners such as the Australasian Institute of Digital Health (AIDH), the Digital Health Cooperative Research Centre (DHCRC), the Australian Council of Senior Academic Leaders in Digital Health, the VET sector and the higher education sector.

Action status

2 actions have been marked as complete under the innovation priority. The Agency will no longer be reporting against complete action items.

Priority Area 4 – Innovation: Annual progress update

Action 4.2 Interoperability workforce	Lead(s)	Timeframe	Status
Implement the National Digital Health Workforce and Education Roadmap to support the workforce required to progress interoperability.	<ul style="list-style-type: none">The AgencyAustralasian Institute of Digital Health	Ongoing	On track
<p>The Agency has advanced the Capability Action Plan (CAP) through a structured program of digital health workforce uplift initiatives.</p> <p>Activities focused on strengthening capability across tertiary and vocational education sectors, with key achievements including the commencement of workforce development projects and the creation of digital health education content to enhance interoperability awareness and understanding.</p>	<p>The Agency has worked closely with the Australasian Institute of Digital Health (AIDH), the Digital Health Cooperative Research Centre (DHCRC), the Australian Council of Senior Academic Leaders in Digital Health, the VET sector and the higher education sector.</p> <p>Project work with NACCHO has also prioritised culturally appropriate education for Aboriginal and Torres Strait Islander people. Collectively, these activities support the CAP's long-term goal of enhancing digital health capability across Australia's health workforce.</p>		



Benefits



Progress highlights

Over 2024–25, the [Council for Connected Care](#), the national governance body for the Interoperability Plan, met four times to discuss some of the significant health challenges to connected care in Australia, with a focus on aged care, health disadvantage and Aboriginal and Torres Strait Islander, rural and remote communities. The Council brought together subject matter experts, service providers, and community representatives for face-to-face discussions and collaboration. These forums were designed to surface systemic barriers and identify opportunities to improve the delivery of connected, person-centred care across diverse settings. Meeting papers can be found on the Council’s webpage [here](#).

The Agency has undertaken an Interoperability Survey in June 2025. This marks a key milestone following the initial benchmark conducted in 2022, providing valuable insights into the evolution of interoperability across the sector. The survey will provide an understanding of the extent to which interoperability and the Interoperability Plan have gained traction in the wider health sector and help identify areas for targeted improvement and future focus. A locally adapted Global Digital Health Partnership (GDHP) interoperability maturity model has also been developed and completed which is currently undergoing a review by member countries.

Action status

All 4 actions have been marked as complete under the Benefits priority. As actions 5.1 and 5.4 were completed since the previous quarter, they have been included at the end of this section. The Agency will no longer be reporting against complete action items.

Priority Area 5 – Benefits: Annual progress update

Action 5.1 Administer interoperability survey	Lead(s)	Timeframe	Status
Undertake an interoperability survey of hospital, pharmacy, GP, allied health, specialist and aged care organisations periodically to measure overall progress on interoperability, starting with a baseline survey in 2022.	<ul style="list-style-type: none"> The Agency 	Ongoing	Complete
The 2022 Interoperability Benchmark Survey results are published on the Agency's website. The 2025 Interoperability Progress Survey has now been completed, and the Agency is currently preparing a report for publication.	As this has been marked complete in the 2024-25 annual progress report, no further progress reporting will be provided for this action item.		
Action 5.4 GDHP interoperability maturity model	Lead(s)	Timeframe	Status
Work with the Global Digital Health Partnership to develop and apply the Global Interoperability Maturity Model.	<ul style="list-style-type: none"> The Agency 	Ongoing	Complete
The Evidence & Evaluation workstream of the Global Digital Health Partnership (GDHP), in collaboration with the Interoperability workstream, has developed a locally adapted GDHP Digital Health Maturity Model. This model includes key categories such as interoperability, cybersecurity, policy environments, and clinical and human engagement. The white paper has been completed and is currently under review by GDHP member countries.	As this has been marked complete in the 2024-25 annual progress report, no further progress reporting will be provided for this action item.		



Australian Government

Australian Digital Health Agency

National Healthcare Identifiers Roadmap

Annual Progress Report July 2024 – June 2025

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



Introduction

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

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

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

This is the first annual progress report against the 20 activities in the Healthcare Identifiers Roadmap.



Identity

Health information
associated with
the right people

National Healthcare Identifiers Roadmap 2023–2028

	Legislation and Policy	HI Service Improvement	Architecture and Data Standards	Operational Improvement
	Category 1 Total activities: 5 Commenced activities: 2	Category 2 Total activities: 6 Commenced activities: 3	Category 3 Total activities: 5 Commenced activities: 3	Category 4 Total activities: 4 Commenced activities: 4
	Key outcomes include: Legislative reform to support all parties to manage the health sector effectively and efficiently, and research and evaluation to support continued improvements to outcomes for patients. Use of national healthcare identifiers to identify a consumer, healthcare provider individual or healthcare provider organisation. 	Key outcomes include: HI Service integrated to clinical and patient administration systems display IHLs to administrative and clinical users. Meaningful error messages for failed transactions are returned in real time to the individual registering the patient at a health service or providing the clinical service. 	Key outcomes include: IHLs, HPI-Is and HPI-Os are integrated into all systems supporting clinical workflows. IHLs, HPI-Is and HPI-Os are available for any form of clinical communication or handover. 	Key outcomes include: Identifier matching errors are minimized. Effective and streamlined management of healthcare identifiers. 
Commenced Activities	HIA-01 HI legislative reform program HIA-02 Australian Government policy position for HI Service adoption	HIA-06 Data matching and data quality improvements HIA-07 Review existing messages and responses HIA-08 Improvements to data matching for Aboriginal and Torres Strait Islander people	HIA-12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures HIA-13 HI Service conformance review and update HIA-14 Update technical standards	HIA-17 Develop and implement HI stakeholder engagement and communication plan HIA-18 Development of education materials for HI Service HIA-19 HI support model and future operational requirements HIA-20 Enhanced governance
Future Activities	HIA-03 Development of a simplified guide to the HI act HIA-04 Template policies and guidelines on HI use HIA-05 HI use in consumer applications	HIA-09 Enhanced search considerations HIA-10 Individual Healthcare Identifiers for newborns HIA-11 Consumer empowered matching	HIA-15 HI Service architecture and future extensibility HIA-16 Clinical systems architecture and design	

HI Roadmap – Legislation and Policy: Annual progress update

HIA 1 HI legislative reform program	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Department 	2023–2024	On track
<p>Consultation and analysis on the drivers and barriers to healthcare identifiers adoption and implementation continued over 2024–25. This included analysis of the impacts of different reform options that could contribute to enhanced and widespread use of healthcare identifiers.</p> <p>Amendments to the Healthcare Identifiers Regulations were made in 2025 to support the use of healthcare identifiers to enable consumers to access an Active Script List which brings all their prescriptions together in one place, making the management of medication dispensing easier, particularly for people managing chronic illness and multiple medications. Other amendments provide for the use of healthcare identifiers in programs that facilitate the delivery of healthcare to consumers.</p>	<p>The Commonwealth-funded Chronic Wound Consumables Scheme will leverage these amendments, facilitating eligible providers to order wound care products so they can be delivered directly to their patients, particularly benefitting patients in remote and rural locations and those with mobility and access issues. The Department is also working closely with the Agency and Services Australia to ensure the identification and analysis of any legislative settings needed to support the Health Connect program of work.</p>		
HIA 2 Australian Government policy position for HI Service adoption	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Department 	2023–2024	On track
<p>Work has progressed to identify key policy areas and drivers to uplift the use of healthcare identifiers. The Department's Healthcare Identifiers sub-committee, established in 2024–25, will provide a forum to identify the drivers and barriers for healthcare identifiers implementation.</p>	<p>This will assist to inform decisions on where and how healthcare identifiers should be incorporated into emerging programs and system requirements to support efforts to deliver an interoperable health system.</p>		
HIA 3 Development of a simplified guide to the HI act	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Department 	2025–2026	Not commenced
<p>This activity will be progressed in the 2025-26 financial year.</p>			

HIA 4 Template policies and guidelines on HI use	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency The Department 	2025–2026	Not commenced
This activity will be progressed in the 2025–26 financial year.			
HIA 5 HI use in consumer applications	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency 	2026–2027	Not commenced
This activity will be progressed in the 2026–27 financial year.			

HI Roadmap – HI Service Improvement: Annual progress update

HIA 6 Data matching and data quality improvements	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2024–2025	On track
Over 2024–25, the Agency and Services Australia laid the foundations for data matching and data quality improvements in collaboration with the digital health sector. The Agency is now developing an action plan involving multiple stakeholders, focusing on education, vendor guidance, and conformance considerations to support consistent and accurate data use.	Concurrently, Services Australia continues to monitor IHI match rate performance and is identifying opportunities to enhance data quality, which will shape a broader improvement plan.		
HIA 7 Review existing messages and responses	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2024–2025	On track
Over 2024–25, the Agency and Services Australia have focused on reviewing existing error messages in the Healthcare Identifier (HI) Service.	Services Australia did an initial analysis which will be used to inform potential adoption of and transition to FHIR® as a data standard.		

HIA 8 Improvements to data matching for Aboriginal and Torres Strait Islander peoples	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> • The Agency • The Department • Services Australia 	2024–2025	On track
<p>Over 2024-25, targeted efforts have been made to improve data matching for Aboriginal and/or Torres Strait Islander people within the Healthcare Identifier (HI) Service. Initial discovery work identified key challenges, particularly in remote communities, and informed broader planning under national data matching initiatives.</p> <p>A culturally aligned Stakeholder Engagement and Communications Plan was developed, guided by the Cultural Respect Framework, to support meaningful engagement with Aboriginal and/or Torres Strait Islander communities and health services.</p> <p>Services Australia implemented technical enhancements allowing flexible input of alternative names and dates of birth, aimed at improving match rates. Ongoing analysis continues to evaluate the impact of these changes. The Engagement Plan has been refined through targeted consultation, with a strong focus on culturally appropriate communication and tools to support data quality.</p>	<p>Services Australia is now developing an Insights Report to assess current match rates and guide future engagement and improvement planning, in collaboration with healthcare providers and the Agency.</p> <p>On 12 June 2025, the Council for Connected Care met in Mparntwe (Alice Springs) for its ninth meeting, focusing on realities of accessing healthcare from rural and remote and Aboriginal and Torres Strait Islander communities. A discussion on the use of Healthcare Identifiers for successful data matching was led by Services Australia who reported improved match rate statistics across vendors, software products and organisations in rural and remote regions. More information about this meeting can be found in the meeting papers and published communiqué.</p>		

HIA 9 Enhanced search considerations	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2025–2026	Not commenced
This activity will be progressed in the 2025–2026 financial year.			
HIA 10 Individual Healthcare Identifiers for newborns	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2025–2026	Not commenced
This activity will be progressed in the 2025–2026 financial year.			
HIA 11 Consumer empowered matching	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency The Department Services Australia 	2026–2027	Not commenced
This activity will be progressed in the 2026–2027 financial year.			

HI Roadmap – Architecture and Data Standards:

Annual progress update

HIA 12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2024–2025	On track
In 2024–25, initial external consultations were conducted to gather feedback on the use of Healthcare Provider Identifier – Organisations (HPI-O) seed and network structures, with findings reviewed and used to inform the development of an implementation approach.	The Agency is preparing for further consultation to shape future guidance, while Services Australia continues internal analysis and active engagement with the Agency and the Department to support the establishment of a common health identifier across organisations. Collaborative efforts are underway to integrate HPI-Os into broader health and aged care programs.		
HIA 13 HI Service conformance review and update	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency 	2024–2025	On track
Significant progress has been made in reviewing and updating the Healthcare Identifier (HI) Service conformance requirements to support safer and more consistent implementation of improved IHI data matching. Early in 2024–25, risk assessment workshops with Services Australia informed key updates to HI Service conformance requirements.	The Agency focused on streamlining conformance processes to improve vendor experience, issuing a draft update for industry consultation and hosting an information session to support engagement. External consultation concluded in quarter 3 of 2024–25, with feedback now being integrated into the final version of the HI Service Conformance Profile. The Agency intends to publish the updated HI Service Conformance Profile and associated documents in July 2025.		
HIA 14 Update technical standards	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2024–2025	On track
The update technical standards activity continues with the potential adoption and transition to FHIR® as a data standard which will align with Government strategic direction for National FHIR® standards in healthcare information exchange.	The Agency completed a draft FHIR® implementation guide early in the first quarter of 2024–25 while Services Australia initiated discovery work to assess the feasibility and benefits of transitioning the HI Service to FHIR® with implementation targeted for 2025–26. This transition is expected to enhance data accuracy, consistency, and interoperability across the digital health ecosystem.		

HIA 15 HI Service architecture and future extensibility	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2025–2026	Not commenced
This activity will be progressed in the 2025–26 financial year.			
HIA 16 Clinical systems architecture and design	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency 	2026–2027	Not commenced
This activity will be progressed in the 2026–27 financial year.			

HI Roadmap – Operational Improvement: Annual progress update

HIA 17 Develop and implement HI stakeholder engagement and communication plan	Lead(s)	Start date	Status
	• The Agency	2023–2024	On track
Over 2024–25, significant engagement and consultation has informed the development of a Healthcare Identifier (HI) stakeholder engagement and communication plan. The Agency, Department, and Services Australia have strengthened the draft plan through a redesign which is currently being finalised.	The Agency, Department and Services Australia will continue to reflect on the communication plan to ensure it meets its objectives and informs ongoing work and activities.		
HIA 18 Development of education materials for HI Service	Lead(s)	Start date	Status
	• The Agency	2023–2024	On track
<p>The Agency has made significant progress over 2024–25 in expanding the Connected Care education resources to support interoperability and the use of healthcare identifiers, including:</p> <ul style="list-style-type: none"> Healthcare Identifiers and Healthcare Identifiers Service resources. Education resources for developers were added to the Digital Health Developer Portal including Introduction to My Health Record integration for software developers and Integration with the Healthcare Identifiers Service and A standalone resource Healthcare identifiers and the Healthcare Identifiers Service which went live in January 2025 	<p>Many of the education resources can be found on the Connected Care education resources library and Agency eLearning courses. An interactive My Health Record registration resource for healthcare providers is progressing and planning for a single source of Healthcare Identifiers and Healthcare Identifiers Service material.</p> <p>Over 2024–25, the Agency has consistently updated existing resources, addressed content gaps, and engaged with stakeholders to ensure the education materials meet the evolving needs of both healthcare professionals and the health technology sector. The Agency will continue to develop education materials and engagement activities that support this activity for the HI Service.</p>		

HIA 19 HI support model and future operational requirements	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency Services Australia 	2023–2024	On track
Over 2024–25, the Agency and Services Australia focused on reviewing and enhancing the Healthcare Identifier (HI) Service support model and preparing for future operational requirements. The current support and operations model was documented to establish a baseline for improvements. Work has been undertaken between Services Australia and Agency to review and update data reporting requirements for implementation for reports from 1 July 2025.	Services Australia continues to collaborate with the Agency on the transition of the Health Provider Directory, with anticipated transition in 2026. An agreed approach between the Agency and Services Australia aims to strengthen the HI Service's operational foundation and ensure its alignment with evolving needs of the digital health community and sector.		
HIA 20 Enhanced governance	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> The Agency The Department Services Australia 	2024–2025	On track
Over 2024–25, governance supporting the National Healthcare Identifiers Roadmap has been strengthened. The establishment of the Healthcare Identifiers Working Group (HIWG) has enabled consistent intergovernmental collaboration between the Agency, Services Australia and the Department with monthly meetings.	In 2024–25, the HIWG met 12 times. The Digital Health Oversight Committee (DHOC) was assigned oversight of Healthcare Identifier (HI) reforms and adoption. All relevant stakeholders are now participating in the now established Healthcare Identifiers sub-committee which will consult and drive reforms on the Healthcare Identifiers framework.		

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



Australian Government

Australian Digital Health Agency