



Australian Government  
Australian Digital Health Agency

# Connecting Australian Healthcare

National Healthcare Interoperability Plan 2023–2028

National Healthcare Identifiers Roadmap 2023–2028

Quarterly Progress Report  
January 2026 – March 2026

Issued 24 April 2026



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Australian Digital Health Agency ABN 84 425 496 912,  
GPO Box 9942 Canberra ACT 2601 [digitalhealth.gov.au](http://digitalhealth.gov.au)  
Telephone 1300 901 001 or email [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

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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 eleventh progress report against the 44 actions in the Interoperability Plan.



# National Healthcare Interoperability Plan 2023–2028

**75%**  
actions complete

## Quarterly progress

2

actions completed in Q3 2025–26

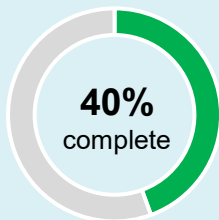
Actions completed in Q3 2025–26

2.3 HL7® FHIR® AU usage  
4.2 Interoperability workforce

## Identity



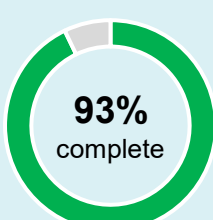
**PRIORITY AREA 1**  
Total actions: 10  
Complete actions: 4



## Standards



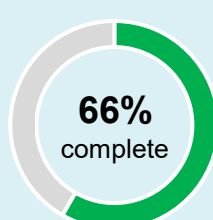
**PRIORITY AREA 2**  
Total actions: 14  
Complete actions: 13



## Information Sharing



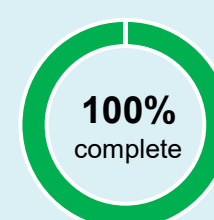
**PRIORITY AREA 3**  
Total actions: 12  
Complete actions: 8



## Innovation



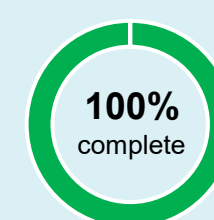
**PRIORITY AREA 4**  
Total actions: 3  
Complete actions: 3



## Benefits



**PRIORITY AREA 5**  
Total actions: 4  
Complete actions: 4



## Open actions 2026–27 delivery

1.6 Develop deeper network structures  
1.10 Integrating the NHSD and the Health Provider Directory (HPD)

2.12 API information exchange

3.9 Information-sharing model agreement

## Open actions 2027–28 delivery

1.1 Using healthcare identifiers  
1.2 Promoting healthcare identifiers  
1.4 Healthcare identifier matching  
1.7 Using the National Health Services Directory (NHSD)

3.2 API Gateway information exchange  
3.11 Consistent legislative health definitions  
3.12 Harmonising legislation

## Completed Actions

1.3 Healthcare Identifiers Roadmap  
1.5 Review Healthcare Provider Identifier (HPI-I) conformance  
1.8 Implementing the 2019 National Health Services Directory (NHSD) review  
1.9 Provider Connect Australia™

2.1 Terminology in digital health systems  
2.2 Develop specifications and standards  
2.3 HL7® FHIR® AU usage  
2.4 International standards participation  
2.5 Standards catalogue  
2.6 National Digital Health Standards Program (NDHSP)  
2.7 Standards guiding principles  
2.8 Standards gap analysis  
2.9 Engage standards stakeholders  
2.10 Including terminology in datasets  
2.11 National library of terminology mapping  
2.13 Develop a conformance framework  
2.14 Standards development cooperative

3.1 Interoperability in procurement  
3.3 Procurement guidance  
3.4 Online interoperability toolkit  
3.5 GP and aged care facility interoperability  
3.6 Consent Management  
3.7 Research international practice  
3.8 Care Management Network  
3.10 Publish-subscribe service

4.1 Interoperability innovation challenges  
4.2 Interoperability workforce  
4.3 Develop education content

5.1 Administer interoperability survey  
5.2 Publish annual report  
5.3 Assess digital health maturity models  
5.4 GDHP interoperability maturity model  
6.1 Review policy tools\*

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



# Identity



## Progress highlights

This quarter saw continued progress across Priority Area 1, with advancements in Identity and the Healthcare Identifiers (HI) Roadmap supporting national interoperability.

The Agency and its partners advanced adoption of healthcare identifiers, with coordinated work to embed Individual Healthcare Identifiers (IHI), Healthcare Provider Identifier - Individuals (HPI-I) and Healthcare Provider Identifier – Organisations (HPI-O) across priority programs and upcoming digital health initiatives.

Following the completion of major legislative reforms, Services Australia is enabling system features to support new entity types, including Healthcare Administrative Entity's (HAE) and Healthcare Support Organisations (HSO).

Data quality and matching improvements progressed, with updates to HI Service conformance requirements, enhancements to IHI search and matching and analysis of additional data elements to improve accuracy. Targeted work has been undertaken to improve identifier matching for Aboriginal and Torres Strait Islander peoples in partnership with sector stakeholders.

## Action status

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

# Priority Area 1 – Identity: Q3 2025-26 update

Action 1.1 Using healthcare identifiers	Lead(s)	Timeframe	Status
<p>Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.</p>	<ul style="list-style-type: none"> <li>• The Agency</li> <li>• Services Australia</li> <li>• All Health Departments</li> </ul>	Ongoing	On track
<p>During this period, the Department of Health, Disability and Ageing (the Department), Services Australia and the Agency have continued coordinated work across government to increase adoption of healthcare identifiers following the 2025 legislative reforms. Services Australia is advancing the adoption and integration of HI's through targeted forward planning. This will prioritise initiatives that will strengthen health information sharing and interoperability across health, aged care, and disability programs.</p>	<p>Services Australia is making further enhancements to better identify and support Healthcare Administrative Entity (HAE) and Healthcare Support Organisation (HSO). This builds on previous initiatives and ensures legislative compliance with changes made as part of October 2025 Omnibus bill.</p>		
Action 1.2 Promoting healthcare identifiers	Lead(s)	Timeframe	Status
<p>Promote the use of IHIs, including creating IHIs for newborns as soon as possible after birth.</p>	<ul style="list-style-type: none"> <li>• The Agency</li> <li>• Services Australia</li> </ul>	Ongoing	On track
<p>The Agency continued progressing deliverables under the HI Roadmap to promote the use of healthcare identifiers, supported by educational resources and guidance materials.</p> <p>As part of the My Health Record Rules 2026 (the Rules) all connections to My Health Record will require HI Service conformance as per the interoperability requirements for the My Health Record. This will be enacted as of 1 April 2026.</p>	<p>Services Australia is continuing with a foundational design and development activity to ensure it is well positioned to uplift the current IHI for Newborn web service to Fast Healthcare Interoperability Resources® (FHIR®) once pre-requisites are secured.</p> <p>Services Australia is collaborating with the Agency to deliver a myGov communication to promote the linkage of 1800Medicare to their myGov account to ensure consumers can view and access their health data.</p>		

Action 1.4 Healthcare identifier matching	Lead(s)	Timeframe	Status
<p>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.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	Short	On track
<p>Services Australia and the Agency are delivering a coordinated program of healthcare identifier (IHI) matching improvements across data quality, user interface and service enhancements.</p> <p>Delivery of Action 1.4 is supported through multiple HI activities (HIA-6, HIA-8, HIA-9, HIA-11, HIA-14, HIA-15 and HIA-19), with primary IHI matching improvements progressing under HIA 06 and HIA 08.</p> <p>Data quality actions include ongoing analysis of HI Service data matching trends, targeted stakeholder engagement to compare data quality review outcomes, and Services Australia is developing a Data Matching and Data Quality improvement plan to begin in FY2026/27.</p> <p>Targeted work is also underway with the Aboriginal Community Controlled Health sector to better understand and address factors affecting IHI matching for Aboriginal and Torres Strait Islander peoples.</p>		<p>User interface and service improvements include enhancements to HI Record search results to improve match accuracy and usability, reducing manual follow up and improving IHI retrieval for HI Service users.</p> <p>The Agency is also assessing national and international approaches to patient identification, including the feasibility and value of expanding identifying data elements used in IHI matching, and Services Australia is working in partnership with the Agency and key stakeholders on future use of all data elements and displayed in My Health Record via the HI Service.</p> <p>System integration and future service enhancements are progressing through planning for the HI Service transition to FHIR standards and improved visibility and use of IHIs across connected systems to support better matching and data consistency.</p>	

Action 1.6 Develop deeper network structures	Lead(s)	Timeframe	Status
<p>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.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	Short	On track
<p>Extending from recent legislative amendments, further work is underway to align and optimise Healthcare Provider Identifier – Organisation (HPI-O) network structures.</p>			<p>Services Australia continues to work collaboratively with the Department and the Agency to progress an approach to strengthen HPI-O network structures, enhance online registration processes, and address software limitations in partnership with vendors</p>

Action 1.7 Using the National Health Services Directory (NHSD)	Lead(s)	Timeframe	Status
<p>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.</p>	<ul style="list-style-type: none"> <li>All Health Departments</li> </ul>	Ongoing	On track
<p>Good national progress is being made in the use and integration of the National Health Services Directory (NHSD). Most jurisdictions are already integrating with the NHSD, and all jurisdictions remain on track to complete integration later in 2026. The Agency is actively consuming NHSD data within national digital health products and services, including 1800MEDICARE, demonstrating significant adoption and value.</p> <p>Jurisdictions are being supported to connect to the Health Connect Australia Provider Directory (HCPD), which sources healthcare service information primarily from the NHSD and Provider Connect Australia™ (PCA™).</p> <p>NT Health has confirmed adoption of both the Provider Directory and PCA™, supporting their needs for accurate and reliable healthcare provider, organisation and service information to facilitate care delivery. Future jurisdictional adoption plans are being progressed through planned one to one consultations with jurisdictions between March and June 2026.</p>		<p>Jurisdictional representatives recently participated in a workshop covering PCA™, the NHSD and the HCPD. The session explored the roles, coexistence principles, operational overlaps and key dependencies across the three services, and will inform the joint strategic roadmap currently in development.</p> <p>To support this roadmap, the Agency and Healthdirect have agreed on a dual directory model, with the HCPD serving as a single point of access to consolidated practitioner, organisation and service information sourced from multiple systems, including the NHSD. This model enables jurisdictions to access NHSD service data through the HCPD while continuing to manage practitioner information locally, without creating dependencies on future roadmap deliverables.</p>	

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"> <li>The Agency</li> </ul>	Short	On track
<p>The Agency convened a cross-jurisdictional workshop with state and territory representatives to clarify roles, coexistence principles, operational overlaps, and key dependencies across PCA™, the NHSD and the Health Connect Australia Provider Directory (HCPD). Participants expressed strong support for the proposed future-state directory design, with several areas identified for refinement.</p>			<p>Work will continue through development of the joint strategic roadmap for NHSD, HCPD and PCA™, with NHSD integration planned post-pilot of the Health Connect Australia Health Provider Directory.</p>



## Standards



## Progress highlights

This quarter saw strong progress in uplifting interoperability and driving consistent adoption of national digital health standards.

The Agency and Healthdirect completed development and expansion of HL7® FHIR® AU Core and AU Base across digital health systems, marking Action 2.3 as complete. Work will continue on FHIR® Implementation Guides to strengthen consistency across national digital health infrastructure, using an Adopt, Adapt, Create methodology to promote greater interoperability through consistent standards.

Healthdirect is progressing alignment of the National Health Services Directory (NHSD) with AU Core and AU Base as part of business-as-usual activities.

The Agency progressed its FHIR® Framework through internal governance in preparation for stakeholder engagement and work advanced on strengthening secure API-based information exchange, including OAuth authorisation profiles and the Health Connect Authorisation Service.

### Action status

13 actions have been marked as complete under the Standards priority area. As action 2.3 was completed in this reporting period, it has been included in this section. The Agency will no longer be reporting against completed action items.

# Priority Area 2 – Standards: Q3 2025-26 update

Action 2.3 HL7® FHIR® AU usage	Lead(s)	Timeframe	Status
<p>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.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>Healthdirect</li> </ul>	Ongoing	Complete
<p>Over the past several years, the Agency in collaboration with Healthdirect, have been working to develop and expand the use of HL7® FHIR® AU across all health systems and services.</p> <p>The Agency is committed to continue to develop its FHIR® Implementation Guides (IG) in a manner that maximises the use of existing HL7® standards, such as FHIR® AU Core and FHIR® AU Base. The Agency follows an approach of Adopt / Adapt / Create to the utilisation of standards in its IGs:</p> <ul style="list-style-type: none"> <li>Adopt existing standards as much as possible</li> <li>Adapt existing standards in consultation with the community when there is a specific need that is not met by existing standards</li> <li>Create standards in consultation with the community only when they do not exist</li> </ul>		<p>This approach promotes greater interoperability and consistency across the national digital health infrastructure.</p> <p>Healthdirect will align any FHIR® based capabilities within its systems in alignment with existing HL7® standards such as FHIR® AU Core and FHIR® AU Base. The NHSD, which currently uses FHIR® for information exchange, is in the process of aligning to these standards as part of a BAU activity to ensure its Implementation Guide is current and fit-for-purpose.</p> <p>As systems and processes have been established and operationalised, this action has been reported complete. BAU activities will continue to ensure that the Agency and Healthdirect systems and services continue to leverage the most current and appropriate HL7® FHIR® standards.</p>	

Action 2.12 API information exchange	Lead(s)	Timeframe	Status
<p>Engage with the health technology sector to enhance digital health systems to use HL7® FHIR®, OAuth and OpenID Connect for API information exchanges.</p>	<ul style="list-style-type: none"> <li>The Agency</li> </ul>	Short	On track
<p>In this period, the Agency progressed work to strengthen secure API-based information exchange, continuing the development of common authorisation profiles (OAuth) and the Health Connect Authorisation Service.</p>			<p>The Agency also advanced its FHIR® Framework, progressing through internal governance review in preparation for final governance approvals and external stakeholder engagement and consultation.</p>



## Information Sharing



## Progress highlights

This quarter saw solid progress in strengthening the policy, legislative and technical settings needed for nationally consistent health information sharing.

The Agency launched a national program designed to make it faster and easier for digital health organisations to connect to Australia’s digital health systems. Health services, software developers and vendors will benefit from improved tools and clarity to accelerate the delivery of secure, innovative digital health solutions.

As part of these enhancements the Agency’s Developer Portal has been renamed the [Digital Health Implementer Hub](#) reflecting the breadth of organisations connecting with national digital health infrastructure.

In parallel, the Department progressed the information-sharing authorisation framework to support the national health information exchange.

Work continued to align legislative definitions and review the My Health Record framework to support cross-jurisdictional interoperability, and early work began to support legislative harmonisation drawing on progress from related policy activities.

### Action status

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

# Priority Area 3 – Information Sharing: Q3 2025-26 update

Action 3.2 API Gateway information exchange	Lead(s)	Timeframe	Status
Promote the use of the API Gateway to support interoperable information exchange, including development of a service catalogue.	<ul style="list-style-type: none"> <li>The Agency</li> </ul>	Ongoing	On track
<p>The Agency progressed service design for the Health Connect Australia Marketplace and Service Catalogue, with the service design approach and workshops scoped and a vendor engagement plan developed.</p> <p>A co-design workshop series has been planned to support discovery and design, with users and software providers being identified to participate.</p> <p>Concept sketches have also commenced to articulate Marketplace functions and its relationship to existing portals.</p>	<p>The team continues to engage with the sector, attending the HL7® Australia FHIR® Sydney Connectathon in March.</p> <p>Planning for FY2026/27 is underway. Several scope items identified during service design, including delivery of Service Catalogue capabilities and a Smart on FHIR® library, are being considered for the coming 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"> <li>The Department</li> </ul>	Short	On track
<p>The Department commenced targeted consultation on the proposed information-sharing authorisation framework to test and refine the underpinning principles, with work progressing in parallel with analysis under action 3.11.</p> <p>Following consultation, the Share by Default Rules for pathology and diagnostic imaging results were formally made by the Minister on 9 December 2025 and will commence on 1 July 2026.</p> <p>Any organisations requiring additional time to comply can request an extension on the <a href="#">Agency's website</a>.</p>	<p>The Department also progressed Faster Access settings, with diagnostic imaging reports for limbs (arms and legs) viewable immediately and other diagnostic imaging reports viewable after 5 days (reduced from 7 days).</p> <p>In addition, the Government announced it will implement requirements to ensure medicines-related information from online prescribers is made available through My Health Record, with a discussion paper to be released for consultation in April 2026.</p>		
Action 3.11 Consistent legislative health definitions	Lead(s)	Timeframe	Status
Collaborate with jurisdictions and key stakeholders to develop consistent definitions and legislative and regulatory settings to support cross jurisdictional health information sharing, leveraging Commonwealth legislation.	<ul style="list-style-type: none"> <li>The Department</li> </ul>	Medium	On track
The recent legislative amendments to the HI Act provide a strong foundation for national information sharing.	<p>The Department has commenced analysis of the My Health Record legislative framework, ensuring that My Health Record Act (2012) remains appropriate and enables broader health information sharing and interoperability.</p>		

Action 3.12 Harmonising legislation	Lead(s)	Timeframe	Status
Undertake collaborative intergovernmental work on supporting and implementing national information sharing settings and framework, drawing on outcomes from Actions 3.9 and 3.11.	<ul style="list-style-type: none"> <li>All Health Departments</li> </ul>	Medium	On track
<p>The work required to deliver the objectives of this action will be considered and dependent on the consultation and analysis activities currently underway for:</p> <ul style="list-style-type: none"> <li>Action 3.9 Information-sharing authorisation framework and,</li> <li>Action 3.11 Consistent legislative health definitions.</li> </ul>			



## Innovation



## Progress highlights

In the last quarter, the Agency released new resources to uplift digital health capability and support interoperability including:

- **Digital Health Train the Trainer Toolkit**

Released in February 2026, and co designed with academic, clinical and digital health experts, the toolkit helps educators embed digital health, interoperability and integration content into curricula.

- **Digital Health Foundations eLearning course for nursing and midwifery**

Developed with La Trobe University, this five-module course aligns with the National Nursing and Midwifery Digital Health Capability Framework and prepares students for digitally enabled clinical practice, including use of systems such as My Health Record.

The strategic objectives of action 4.2 within the Interoperability Plan have been completed, so the action has been reported complete. Further progress to support interoperability uplift across the health workforce will continue through the Agency's routine operations.

## Action status

All 3 actions are complete under the innovation priority. As action 4.2 was completed in this reporting period, it has been included in this section. The Agency will no longer be reporting against completed action items.

# Priority Area 4 – Innovation: Q3 2025-26 update

Action 4.2 Interoperability workforce	Lead(s)	Timeframe	Status
<p>Implement the National Digital Health Workforce and Education Roadmap to support the workforce required to progress interoperability.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>Australasian Institute of Digital Health</li> </ul>	Ongoing	Complete
<p>The Agency continued delivery of the National Digital Health Workforce and Education Roadmap, with the launch of two new education resources to build digital health capability and support interoperability across the health workforce.</p> <p>In February 2026, the Agency launched the developed with the Australian Council of Senior Academic Leaders in Digital Health and co-designed by academic leaders, clinical educators and digital health experts. The Toolkit supports educators to embed digital health within curricula, including core content on interoperability and integration. <a href="#">New resource launched to help educators build a digitally capable healthcare workforce.</a></p> <p>Quarter 3 also saw the release of the, developed in collaboration with La Trobe University. The course comprises five modules aligned to the National Nursing and Midwifery Digital Health Capability Framework and is designed to prepare students for digitally enabled clinical placements and practice, including effective use of systems such as My Health Record. <a href="#">Strengthening digital health capability of nursing and midwifery students.</a></p>			<p>The work undertaken through the National Digital Health Workforce and Education Roadmap (the NDHWE Roadmap) has delivered a range of significant outputs, providing a strong foundation for digital health workforce uplift to progress, and achieving the strategic objectives of Action 4.2.</p> <p>While these achievements represent the completion of the action within the Interoperability Plan, the ongoing enhancement of digital health capability remains a long-term objective, and continued progress under the NDHWE Roadmap will now be maintained as part of the Agency’s core operational activities to support interoperability uplift across the health workforce.</p>



## Benefits



## Progress highlights

The Council for Connected Care (the *Council*) provides governance for the Interoperability Plan, providing strategic advice on national priorities that strengthen connected care across the health system and ensuring that investments in interoperability deliver measurable benefits for Australians.

The twelfth Council for Connected Care meeting was held virtually on 12 March 2026, focusing on the theme of Data and Design. Members explored how well-designed systems and integrated data can streamline digital workflows and strengthen interoperability. The Council's work aims to support health technologies that are easier for clinicians to use and better connected across care settings.

By improving design and data integration, these efforts will help enable more timely information sharing, reduced administrative burden, and safer, more coordinated care as digital health systems continue to mature.

Further progress has been made to ensure My Health Record remains a reliable and comprehensive national health information repository. The Share by Default Rules for pathology and diagnostic imaging will require reports to be automatically uploaded to a patient's My Health Record, supporting improved care coordination, reducing duplicate tests, and empowering patients. These rules come into effect on 1 July 2026.

## Action status

All actions are complete under the Benefits priority area.



Australian Government

Australian Digital Health Agency

# National Healthcare Identifiers Roadmap

## Quarterly Progress Report

### January 2026 – March 2026

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



# Introduction

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

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

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



## Identity

Health information  
associated with  
the right people

# National Healthcare Identifiers Roadmap 2023–2028

Quarterly progress  
1

activity completed in  
Q3 2025–26

Activities completed in  
Q3 2025–26

HIA-01 Legislative reform program

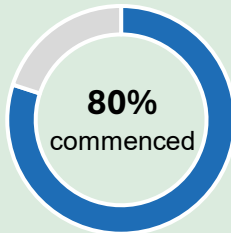
## Legislation and Policy

### Category 1

Total activities: 5  
Commenced activities: 4  
Completed activities: 1

#### 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.



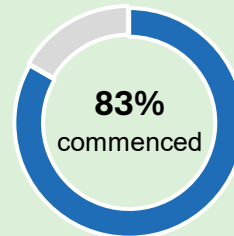
## HI Service Improvement

### Category 2

Total activities: 6  
Commenced activities: 5  
Completed activities: 0

#### Key outcomes include:

- HI Service integrated to enable visibility of Healthcare Identifiers (IHIs) to clinical and administrative users within patient administration and clinical systems
- Improved data quality and error resolution rates
- Increased data match rate returns



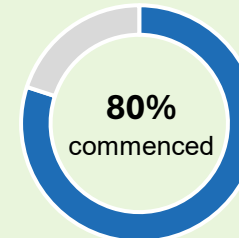
## Architecture and Data Standards

### Category 3

Total activities: 5  
Commenced activities: 4  
Completed activities: 1

#### Key outcomes include:

- IHIs, Healthcare Provider Identifiers – (HPI-Is) and Healthcare Provider Identifiers - Organisation (HPI-Os) are integrated into all systems supporting clinical workflows
- IHIs, HPI-Is and HPI-Os are available for any form of clinical communication or handover



## Operational Improvement

### Category 4

Total activities: 4  
Commenced activities: 4  
Completed activities: 1

#### Key outcomes include:

- Identifier matching errors are minimised
- Effective and streamlined management of healthcare identifiers
- Processes in place for managing healthcare identifiers across the lifecycle from birth to death.



## Commenced Activities

HIA-02 Australian Government policy position for HI Service adoption  
HIA-03 Development of a simplified guide to the HI Act  
HIA-04 Template policies and guidelines on HI use

HIA-06 Data matching and data quality improvements  
HIA-07 Review existing messages and responses  
HIA-08 Improvements to data matching for Aboriginal and Torres Strait Islander people  
HIA-09 Enhanced search considerations  
HIA-10 Individual Healthcare Identifiers for newborns

HIA-12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures  
HIA-14 Update technical standards  
HIA-15 HI Service architecture and future extensibility

HIA-18 Development of education materials for HI Service  
HIA-19 HI support model and future operational requirements  
HIA-20 Enhanced governance

## Future Activities

HIA-05 HI use in consumer applications

HIA-11 Consumer empowered matching

HIA-16 Clinical systems architecture and design

# HI Roadmap – Legislation and Policy: Q3 2025-26 update

HIA 1 Legislative reform program	Lead(s)	Start date	Status
	• The Department	2023–2024	Complete
The HI legislative reform program has overseen the delivery of multiple legislative amendments, including changes to the Healthcare Identifiers Act 2010 (HI Act) and corresponding changes to the regulatory framework authorising provider directories to use healthcare identifiers.	The finalisation of these legislative and regulatory changes signals the completion of a significant suite of HI reforms, and this activity has been reported closed and complete.		
HIA 2 Australian Government policy position for HI Service adoption	Lead(s)	Start date	Status
	• The Department	2023–2024	On track
During the period, the Department continued analysis of existing policies and programs to identify opportunities to boost adoption of the HI Service and embed healthcare identifiers by design in future initiatives.	This work is supported by the inclusion of healthcare identifiers as a key data element in the FHIR® AU Core data standards, which will underpin future health information sharing.		
HIA 3 Development of a simplified guide to the HI Act	Lead(s)	Start date	Status
	• The Department	2025–2026	On track
The Department continued development of the simplified guide to the HI Act, incorporating recent legislative reforms to support clearer and more accessible guidance for stakeholders.  The HI Act guide is expected to be ready for initial release by mid-2026.			

HIA 4 Template policies and guidelines on HI use	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>The Department</li> </ul>	2025–2026	On track
<p>During the most recent quarter, work under this HI activity has centred on establishing a comprehensive baseline through a detailed review of the HI Act, alongside associated regulatory instruments and existing policy frameworks.</p> <p>The key deliverable for this phase, a consolidated baseline report outlining requirements and dependencies to inform the development of a standardised HI policy template and supporting guidance materials, has now been fully drafted and is progressing through final approvals.</p>	<p>With the baseline work concluding, the next phase will focus on undertaking a structured gap analysis to assess alignment between the current HI Act, existing resources, and the requirements emerging from the HI legislative reform.</p> <p>This work will identify priority updates, required new inclusions, and areas where further clarification or guidance is needed to support consistent HI usage across the sector.</p>		

HIA 5 HI use in consumer applications	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> </ul>	2026–2027	Not commenced
<p>This activity will be progressed in the 2026–27 financial year.</p>			

# HI Roadmap – HI Service Improvement: Q3 2025-26 update

HIA 6 Data matching and data quality improvements	Lead(s)	Start date	Status
<p>The Agency is progressing changes to the HI Service conformance requirements as part of the plan of action recommendations to improve data matching.</p> <p>Services Australia is continuing with analysis of data-matching trends and in collaboration with the Agency are undertaking targeted engagement activities to compare a series of data quality reviews with identified stakeholders.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2024–2025	On track
			<p>The development of a Data Matching and Data Quality Improvements Plan for delivery in FY2026/27 is being progressed by Services Australia. This will be supported by a framework and process for ongoing identification of future enhancements and continuous improvement activities. The framework and plan will be finalised in collaboration with the Department and the Agency.</p>
HIA 7 Review existing messages and responses	Lead(s)	Start date	Status
<p>Services Australia has developed a consolidated catalogue of HI Service error messages, which continues to be refined to reflect recent technical updates. Early analysis has identified common themes across message types and opportunities to improve clarity and consistency. Initial data insights have been shared with the Agency to help inform future conformance and guidance updates.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2024–2025	On track
			<p>This work supports preparation for the transition to the FHIR® standard, which is expected to streamline some validation processes and reduce the need for certain client-side error messages.</p> <p>The Agency is reviewing outputs and providing feedback to support Service Australia’s efforts. Further review will focus on ensuring remaining messages are clear, consistent, and fit for purpose.</p>
HIA 8 Improvements to data matching for Aboriginal and Torres Strait Islander peoples	Lead(s)	Start date	Status
<p>Work on this HI activity continues to investigate factors influencing data matching for Aboriginal and Torres Strait Islander peoples in collaboration with the Aboriginal Community-Controlled Health sector.</p> <p>Further engagement with the sector was achieved through attendance at a digital health forum, where discussions highlighted the importance of healthcare identifiers as a key enabler of safe and effective care.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>The Department</li> <li>Services Australia</li> </ul>	2024–2025	On track
			<p>Services Australia is progressing this work through continued analysis and engagement with internal stakeholders to gather input and information for the broader Data Matching and Data Quality Plan of Improvements.</p>

HIA 9 Enhanced search considerations	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2025–2026	On track
<p>The Agency progressed work to enhance HI record search results and improve match rate accuracy by drafting a report examining national and international approaches to patient and individual identification.</p> <p>As an output of the report, the Agency is seeking to assess the feasibility and value of expanding the identifying information used within the IHI matching process.</p>			
HIA 10 Individual Healthcare Identifiers for newborns	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2025–2026	On track
<p>Services Australia is continuing with a foundational design and development activity to ensure it is well positioned to uplift the current Individual Healthcare Identifiers (IHIs) for Newborn web service to FHIR® standards once pre-requisite arrangements are secured.</p>			
HIA 11 Consumer-empowered matching	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>The Department</li> <li>Services Australia</li> </ul>	2026–2027	Not commenced
<p>This activity will be progressed in the 2026–2027 financial year.</p>			

# HI Roadmap – Architecture and Data Standards: Q3 2025-26 update

HIA 12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2024–2025	On track
<p>Services Australia continues to work collaboratively with the Department and the Agency to finalise the approach for a target state for organisational structures that is informed by stakeholder consultation and feedback.</p>			
HIA 14 Update technical standards	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2024–2025	On track
<p>Services Australia is collaborating with the Department to identify and refine fiscally responsible funding paths for transitioning the HI Service to FHIR® standards once pre-requisite arrangements are secured.</p>			

HIA 15 HI Service architecture and future extensibility	Lead(s)	Start date	Status
<p>Services Australia has progressed its review of current and projected HI Service web service traffic volumes, with key findings being refined to inform the final report.</p> <p>Emerging insights are helping to validate growth assumptions and highlight areas where proactive monitoring and early engagement on planned initiatives will support effective demand management.</p> <p>This work will inform future planning and ensure the HI Service remains well positioned to respond to changing system use.</p>	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2025–2026	On track

HIA 16 Clinical systems architecture and design	Lead(s)	Start date	Status
<p>This activity will be progressed in the 2026–27 financial year.</p>	<ul style="list-style-type: none"> <li>The Agency</li> </ul>	2026–2027	Not commenced

# HI Roadmap – Operational Improvement: Q3 2025-26 update

HIA 18 Development of education materials for HI Service	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> </ul>	2023–2024	On track
<p>The Agency is progressing the development and enhancement of its educational materials, ensuring they are aligned to the needs of a broad range of users, with particular emphasis on healthcare professionals and technology partners using the HI Service.</p>		<p>The Digital Health Foundation video series continues to be developed as an engaging four-video microlearning series. These videos will have a strong focus on the effective use of the HI Service and are expected to be launched in June 2026.</p>	

HIA 19 HI support model and future operational requirements	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>Services Australia</li> </ul>	2023–2024	On track
<p>Work continues on the Agency’s review of the HI Service future operational support model. Services Australia continues to progress activities in line with the agreed Activity Plans.</p>			

HIA 20 Enhanced governance	Lead(s)	Start date	Status
	<ul style="list-style-type: none"> <li>The Agency</li> <li>The Department</li> <li>Services Australia</li> </ul>	2024–2025	On track
<p>The Department continues to advance key governance and implementation activities across the HI reform program.</p> <p>With major legislative changes to the HI framework now complete, the Digital Health Oversight Committee (DHOC) has endorsed closing the Healthcare Identifiers Sub-Committee and agreed that HIs will no longer be a standing agenda item. This acknowledges the progress which has been made and the shift from implementation and ongoing monitoring.</p>		<p>The Healthcare Identifiers Working Group (HIWG) continues to meet on a monthly basis, supporting operational implementation, technical alignment and cross-agency coordination.</p> <p>Services Australia has completed current state analysis identifying key roles and is drafting a Governance Framework to be shared with partner agencies.</p>	

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**