



Australian Government
Australian Digital Health Agency



Australian Government
Department of Health, Disability and Ageing

NATIONAL

ALLIED HEALTH DIGITAL UPLIFT PLAN



Australian Digital Health Agency

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Thank you to partners and contributors

Thank you to the partners, organisations, healthcare providers and Australians from all walks of life who contributed to the development of the National Allied Health Digital Uplift Plan. We appreciate all who gave their time, experience and expertise to contribute to Australia's digital health transformation journey.

Role of the Australian Digital Health Agency

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

The Agency has a key role in delivering the Intergovernmental Agreement on National Digital Health 2023–2027 (Intergovernmental Agreement), which has been signed by all Australian governments. The Agency delivers cross-jurisdictional priorities, as set out in the Intergovernmental Agreement.

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Executive summary

Australia's health and care system is undergoing significant digital transformation and is becoming more connected, inclusive and sustainable, with secure data sharing enabling personalised and high-quality care for all. In the next five years it is anticipated that being connected to digital health technologies will become a standard part of practice for all health and care providers, supporting safe, quality care in an environment where demands on workforce are increasing.

Allied health professionals (AHPs) collectively form the largest health workforce in primary care and the second-largest clinical workforce in Australia¹ and play a vital role in this evolving landscape. According to the 2024 Allied Health Digital Transformation Survey, while a significant proportion (70%) of AHPs recognise the value of access to digital health data, there is still low use and awareness of digital health tools like My Health Record and Provider Connect Australia (PCA)², highlighting significant gaps in digital readiness across the sector.³

Empowering the allied health sector to uplift its digital capability and confidently navigate the evolving digital health and care system is essential to building a more sustainable, integrated health system that delivers better health outcomes for all Australians.

Developed by the Australian Digital Health Agency (the Agency) in partnership with the Department of Health, Disability and Ageing (the Department) and with support from Allied Health Professions Australia, the National Allied Health Digital Uplift Plan (the Uplift Plan) sets out a coordinated pathway to uplift the sector for digital engagement. It is a five-year plan that will ensure AHPs are not just included in the digital future of healthcare but are empowered to work seamlessly as part of multidisciplinary care teams.

The Uplift Plan has been informed through consultation with over 220 AHPs, 60 peak bodies, and a broad range of consumers, software vendors and government stakeholders.

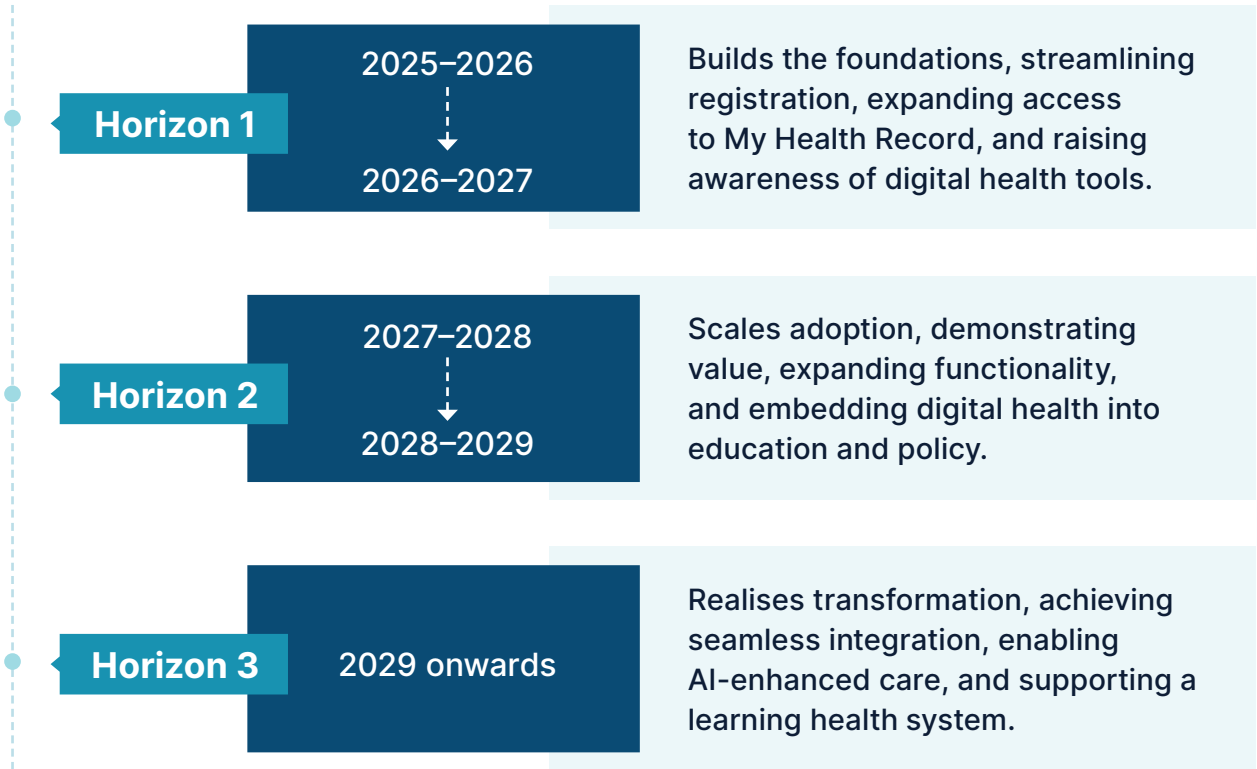
The Uplift Plan envisions a future across three time-horizons where the allied health sector is enabled to be more:

- **Digitally connected and ready**, with the right digital healthcare solutions, training and infrastructure to deliver safe, efficient care.
- **Collaborative** and integrated into multidisciplinary care teams through secure, interoperable systems.
- **Data-driven**, using timely, high-quality information to inform clinical decisions and improve outcomes.
- **Person-centred**, where health information centres around the consumer and flows seamlessly across settings and between healthcare providers, improving health outcomes and experiences.

1 Draft National Allied Health Workforce Strategy – Consultation Draft

2 Allied Health Digital Transformation Survey Report — Allied Health Professions Australia

3 Allied health digital readiness resources



This Uplift Plan is about more than technology – it’s about empowering every AHP to understand and embrace the tools needed to deliver person-centred care in a digitally connected health system for all Australians.

Clarification on terms

To ensure clarity and consistency throughout the Uplift Plan, the following definitions are provided for use throughout the document. The Glossary provides further definitions for other common terms.

Allied Health Professionals (AHPs)

There is no universally accepted definition of AHPs⁴. For the purposes of this Uplift Plan, all AHPs are encouraged to digitally uplift their capabilities, especially their digital health literacy, privacy and security.

Although the Uplift Plan is inclusive of all AHPs, it is important to note that AHPs will need to meet certain criteria to use national digital health infrastructure or services, such as:

- [My Health Record](#)
- [Healthcare Identifier Service](#)
- [GP Chronic Condition Management Plans](#)

AHPs work across a variety of settings, including primary care, aged care, disability support services, rehabilitation, Aboriginal Community Controlled Health Organisations and rural health, and deliver services that span prevention, diagnosis, treatment and rehabilitation, and have diverse roles. This diversity is a key consideration in the design and implementation of the Uplift Plan.

Consumers and Carers

The term “consumers and carers” refers to individuals who receive allied health services and those who support them, including family members, informal carers, and advocates. This terminology reflects an inclusive, person-centred approach and aligns with language used across acute care, aged care, disability services and community health sectors.

Consumers and carers capture terms like ‘patient’, ‘client’ and ‘resident’. Consumers are increasingly demanding of access to their health information to allow them to manage and contribute to their care through digital services and tools. Their experiences, preferences and needs are critical to shaping the delivery of safe, inclusive and effective allied healthcare.

⁴ Definitions of allied health vary across the sector, including those adopted by the [Department of Health, Disability and Ageing, Services Australia](#), and [Allied Health Professions Australia](#), whose positions are publicly available.

About the Uplift Plan

The Uplift Plan sets out a coordinated response to uplift and connect the allied health sector to the digital health and care system.

Vision

Connected allied health workforce, enabled through digital technology and data to support multidisciplinary care for Australians when and where they need it.

Outcome 1: Digitally connected and ready

Safe, secure and sustainable digital health technologies are integrated into allied health service delivery. AHPs and services have access to tools, training and infrastructure needed to deliver safe, efficient care, including in culturally diverse and remote settings.

Outcome 2: Collaborative

Integrate AHPs into multidisciplinary teams to work seamlessly with other clinicians and consumers. Secure, interoperable systems streamline information sharing and enable AHPs to work across care settings, including with community-controlled organisations, reducing pressure on the workforce and improving outcomes.

Outcome 3: Data-driven

Timely information sharing ensures that AHPs have access to high-quality information when and where they need it, driving informed clinical decisions, improved patient outcomes, supporting service planning, and informing public policy.

Outcome 4: Person-centred

Health information centres around the consumer and flows seamlessly across settings and between healthcare providers, improving health outcomes and experiences.

The Uplift Plan reflects a shared commitment from governments, peak bodies and professional associations, allied health professionals, healthcare provider organisations and the technology sector to invest in the digital capability of the allied health workforce. The Uplift Plan aligns with national priorities to expand access, modernise digital infrastructure, strengthen health and digital literacy, promote equity and ensure consumers retain control over their health information. It also complements broader efforts led by the Agency and the Department to drive investment, foster innovation and support local adoption of digital health solutions.

What is my role in allied health digital uplift?

The Uplift Plan outlines opportunities for all partners — including AHPs, organisations, peak bodies, professional associations, governments, primary health networks (PHN) and software vendors — to uplift the allied health sector and actively engage in the digital health and care system.

The allied health sector has a key role to play, including to:



Allied Health Professionals (AHPs)

- Understand the commitment and prioritisation of government to support allied health to digitally uplift.
- Identify the digital health needs, opportunities and gaps for your practice or setting.
- Use this plan and its resource list (see Appendix A) to identify next steps for your practice or setting, connect to the relevant support services and prepare for, and adopt, digital health initiatives.



Healthcare Provider Organisations

- Support AHP employees to securely connect with digital tools and systems such as My Health Record by adopting conformant clinical information systems.
- Ensure staff undertake appropriate training, update internal policies, and collaborate with vendors and government agencies to implement initiatives effectively.
- Integrate national digital health tools and services into service delivery.



Allied Health Peak Bodies and Professional Associations

- Support AHPs and their employers to engage with and adopt digital technologies.
- Co-design, develop and deliver tailored digital health education resources, tools and programs.
- Promote engagement with the Uplift Plan's initiatives and resources.
- Collaborate with other stakeholders to support implementation of digital solutions.
- Advocate for member needs in digital policy, reforms and programs.

“[allied health] practitioners report that increased digital tool adoption and automation is changing how they spend their time. They report freed up time for client interaction, improving the quality of the therapeutic relationship and client experience and better work/life balance”

Australian Digital Health Agency research (2025)⁵

Delivery partners provide the tools, training and frameworks required to deliver digital solutions. All delivery partners will help drive the vision by supporting the allied health sector to connect to the digital ecosystem in the following key areas:

Demonstrate the value and benefits of digital health

Build awareness of national digital health tools and services among AHPs by sharing practice-based insights and practical examples that build trust and drive engagement.

Build fit-for-purpose infrastructure

Invest in modern, reliable infrastructure to ensure national digital health tools and services like My Health Record and Provider Connect Australia are accessible, improve connectivity, and are relevant across all care settings.

Enable connected care across settings

Enable seamless, secure information sharing across systems and settings so AHPs can collaborate effectively in multidisciplinary teams and deliver coordinated, person-centred and connected care.

Make digital adoption easy and accessible




Remove friction from the adoption journey by simplifying registration, offering targeted support, and improving the user experience. Ensure cost, access and complexity are not barriers to participation.

Deliver tailored education and support

Equip AHPs with practical, profession-specific training, when and where they need it. Make resources easy to access, easy to apply, and relevant to real-world workflows. Embed digital health training in the foundations of AHPs' educational journey.

⁵ Between March and July 2025, the Agency conducted research with allied health professionals on digital tool adoption.

Delivery partner roles include to:

 <p>All governments</p>	<ul style="list-style-type: none"> • Support the development and delivery of secure national digital health infrastructure and digital solutions. • Work with AHPs, allied health peak bodies, PHNs and software vendors to drive change and deliver initiatives. • Engage stakeholders in co-design processes to gather insights that shape ongoing implementation and inform future initiatives.
 <p>Primary Health Networks</p>	<ul style="list-style-type: none"> • Enhance awareness of the critical role of AHPs in primary healthcare. • Raise awareness of digital solutions; educate, empower and support AHPs at the practice level to effectively and securely integrate digital health into care delivery. • Provide essential resources, training and support to ensure that AHPs can effectively utilise digital health tools.
 <p>Software vendors</p>	<ul style="list-style-type: none"> • Assess how digital products may be impacted and/or require updates to align with national priorities set out in this plan and apply this understanding to future product development. • Engage with the National Clinical Terminology Service to ensure that software developed captures and shares consistent information and supports the Australian health and care community. • Collaborate with government agencies to support effective implementation of initiatives set out in this plan.

Digital health adoption support for AHPs

AHPs across Australia are at different stages of digital health usage, from those just starting out to those already innovating with advanced digital tools. The delivery partners are here to make that journey easier. AHPs can get support from:

- the Agency's *Digital Adoption Support (DAS)* team, whose work supports AHPs in adopting new technologies, improving digital confidence, and embedding sustainable digital practices, including providing personalised registration support to help navigate key digital health systems and services; or
- the Agency's [website](#); or
- other delivery partners such as their PHN to explore dedicated, local support.

An extensive list of available resources and contact details for support services provided by delivery partners is provided in [Appendix A](#).

Delivering allied health digital uplift

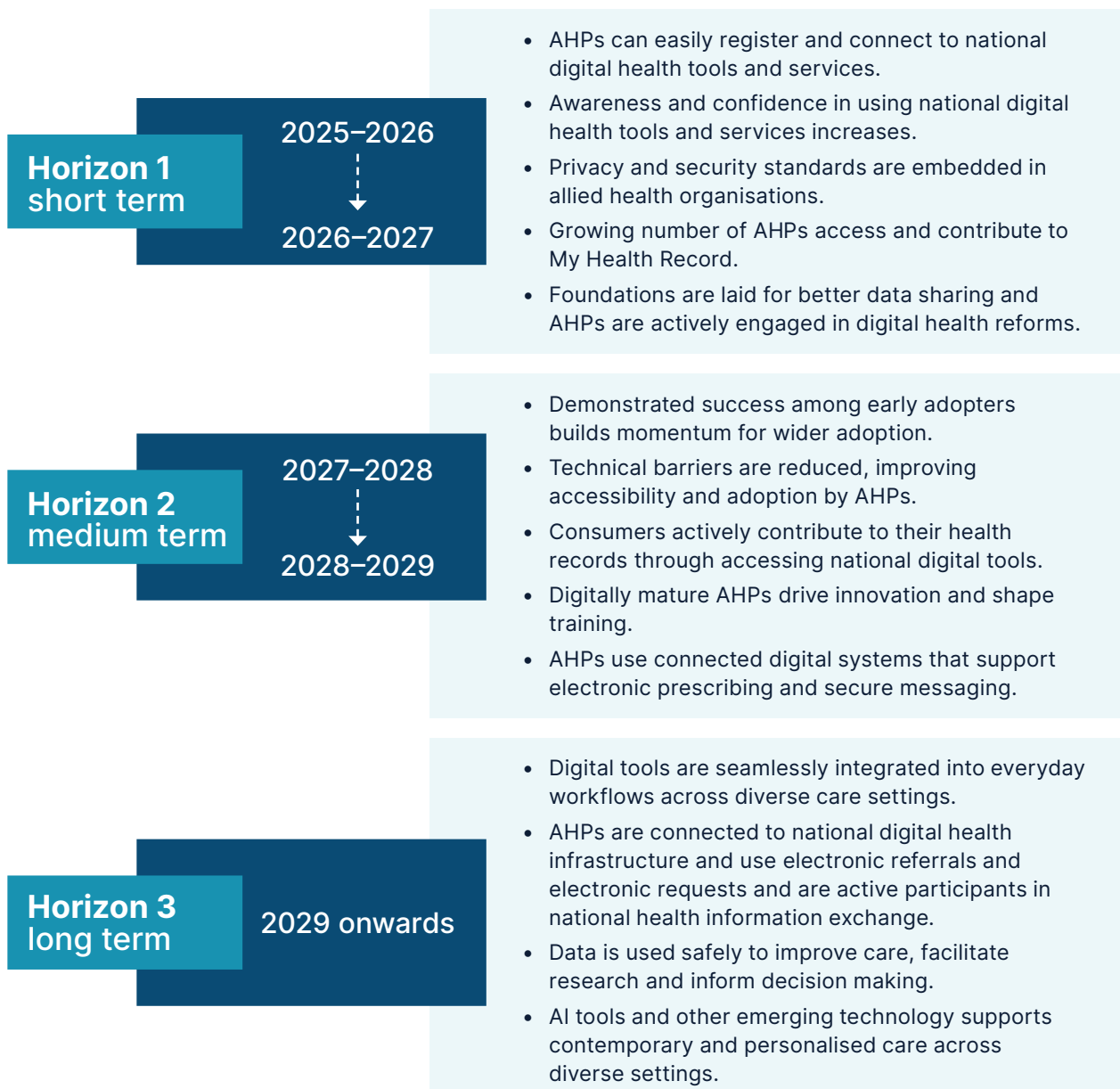
The Uplift Plan outlines the investment in digital solutions and describes how the allied health sector will be supported to navigate digital uplift and embrace evolving opportunities.

Governments at all levels are committed to building a more connected, equitable and robust digital health system, partnering with allied health peak bodies and the technology sector to deliver practical, interoperable solutions that meet the needs of AHPs and consumers.

Ongoing government investment is focused on improving core infrastructure, modernising digital health regulations and supporting digital capability development across the sector.

Active engagement from AHPs is essential to shaping the future of connected, person-centred care and realising the full potential of digital transformation.

Defining success across each horizon:



Uplift Plan timeline

	Horizon 1		Horizon 2		Horizon 3
	2025–26	2026–27	2027–28	2028–29	2029 – onwards
Digitally connected and ready	Connecting AHPs to provide better patient care				
	● Improve the registration process for the Healthcare Identifiers (HI) Service.				
	● Modernise the HI Service.				
	● Enhance education provided to AHPs to improve understanding and uptake of the HI Service.				
	■ Develop Allied Health Clinical Information System standards.				
	● Improve education, awareness and support for the My Health Record and PCA for AHPs to improve uptake.				
	● Deliver the Allied Health Industry Offer to increase availability of conformant clinical information systems (CIS) for AHPs.				
	Supporting clinical information to be protected, consistent and high quality				
		■ Support the allied health sector to embed and align digital health work practices with national cybersecurity frameworks and standards.			
	▶ Promote and engage AHPs in small and medium businesses to undertake cyber health checks.				
	● Engage allied health software vendors in interoperability standards training to future proof potential solutions for allied health.				
	■ Add and implement standard clinical terminology used in allied health via the National Clinical Terminology Service.				
	■ Develop compelling use cases for adopting FHIR® standards.				
	▶ Design fit-for-purpose solutions for allied health using modern technical standards, including FHIR®.				
	Making tailored and intuitive resources easily accessible				
	● Establish a National Allied Health Workforce Strategy.				
	▶ Explore opportunities for a central allied health hub that hosts education and resources for AHPs.				
	● Provide AHPs with tools to self-assess digital maturity.				
	■ Provide guidelines that support AHPs to select a conformant clinical information system.				
	● Embed digital health competencies in national healthcare reforms and policies.				
	▶ Formally embed digital health into tertiary health education.				
				▶ Deliver training to AHPs on the benefits of using a conformant clinical information system and adopting FHIR® tools.	
	◆ Deliver targeted cyber security training and education programs for AHPs.				
	◆ Increase education about digitisation and the safe use of AI among AHPs.				

- Initiatives are underway
- Planning commenced (initiatives have resources allocated or proposals to allocate resources)
- ◆ Initiatives are ongoing
- ▶ Future initiatives (initiatives have been identified for future consideration, with implementation dependent on existing work and consultation outcomes)

	Horizon 1		Horizon 2		Horizon 3
	2025–26	2026–27	2027–28	2028–29	2029 – onwards
Collaborative	Digital health tools and services that support connected, coordinated care				
	■ Explore interim solutions for allied health to better contribute to and utilise national digital health infrastructure.				
		▶ Design interim solutions for allied health to better contribute to and utilise national digital health infrastructure.			
			▶ Support development and delivery of national digital health infrastructure that supports secure and direct exchange of clinical information between clinicians.		
			■ Deliver digital technologies that support AHPs to communicate securely within multidisciplinary teams.		
	◆ Provide a consolidated directory of health services.				
Data-driven	Electronic requests and prescriptions are needed for effective and seamless collaboration				
	■ Support the expansion of AHP clinical information system functionality to enable electronic prescribing.				
	■ Develop targeted education modules to train relevant AHPs about electronic prescribing.				
				■ Support the expansion of AHP clinical information system functionality to enable imaging and pathology test requesting.	
	Supporting AHPs to make safe, high quality, evidence-based decisions				
Data-driven	● Develop a National Skills and Capability Framework and Matrix.				
	● Deliver technical solution to sharing of health information, such as pathology and diagnostic imaging reports, by default.				
		■ Continuation of Share by Default initiative.			
	■ Build a digital front door for healthcare professionals.				
		▶ Support the development of safe and effective Electronic Clinical Decision Support (eCDS) tools.			
	Clinical data that supports evidence-based policy development and service planning				
	● Connect to national digital health infrastructure to contribute clinical data to inform decision making, policy development and service planning.				
	● Identify options to improve data integration between health and disability systems.				
	Maintain awareness of innovations that will revolutionise care and embrace new technologies				
	● Uplift national and jurisdictional digital health infrastructure to flexibly accommodate AI, machine learning, deep learning technologies and genomics.				
Person-centred	● Monitor and identify emerging data sources and technology that support healthcare.				
	Consumers can access their health information anywhere, anytime, and are empowered to participate in their care				
	● Deliver improvements to chronic condition management arrangements for AHPs.				
	◆ Expand how consumers can contribute information to My Health Record.				
	◆ Develop education modules for consumers that focus on improving digital health literacy.				
Person-centred	● Expand scope of MyMedicare to allow AHP registration.				

- Initiatives are underway
- Planning commenced (initiatives have resources allocated or proposals to allocate resources)
- ◆ Initiatives are ongoing
- ▶ Future initiatives (initiatives have been identified for future consideration, with implementation dependent on existing work and consultation outcomes)



Outcome 1 – Digitally connected and ready

1.1 Connecting AHPs to provide better patient care

To deliver high-quality care, AHPs need timely access to clinical information and the ability to contribute to it. This will be enabled through the reforms to modernise My Health Record, including the [Sharing by Default](#) legislation, which ensures consumers and their healthcare professionals, including AHPs, can access a broader range of key health information when and where it is needed.

Investment is being made to remove administrative and technical barriers and support the uptake of digital health tools and services to improve connections.

Streamline and simplify registration processes for AHPs:

- Registration for government-led digital health services needs to be simple with minimal barriers for providers and non-duplicative. Systems should support seamless user experience across multiple organisations, enabling AHPs to be mobile and provide care across regional and remote areas to all Australians.
- The Department, the Agency and Services Australia are collaborating with allied health peak bodies to streamline and simplify Healthcare Identifier registration by July 2026 to align with Horizon 1. Legislative changes and registration processes will allow AHPs credentialed by recognised professional bodies to apply to register for a Healthcare Provider Identifier-Individual (HPI-I) either directly or via their professional body. This will not only simplify administrative workflows but also ensure that providers are digitally visible and interoperable across healthcare platforms. As My Health Record exemptions expire and digital health becomes standard practice, having an HPI-I will be increasingly critical for enabling continuity of care and supporting and participating in national health initiatives.

Connect allied health clinical information systems to My Health Record:

- Clinical information system (CIS) usage is widespread across the allied health sector with 88% of AHPs running at least one dedicated CIS⁶, however not all are conformant to My Health Record. Selection of a CIS is often influenced by the AHP's business model, digital maturity and their confidence with managing data migration risks.
- Software vendors, via the [Allied Health Industry Offer](#)⁷, are working to uplift their clinical information systems to meet My Health Record [conformance standards](#)⁸. This is essential to support AHPs to connect and share information to My Health Record.
- The Agency is partnering with select software vendors to deliver My Health Record conformant clinical information systems by July 2026 to align with Horizon 1, supported by communication strategies and adoption resources in the following months.
- A conformant CIS enables secure access to My Health Record, providing AHPs with timely information - such as medications, pathology, and diagnostic imaging reports - especially following Share by Default reforms. This enhances clinical decision-making, supports team-based care, and prepares practices to connect with other digital health services such as electronic prescribing and requesting.

Table 1.1 shows several initiatives planned or underway that will support the sector to deliver these benefits for AHPs and their patients.

⁶ Between March and July 2025, the Agency conducted research with allied health providers on CIS use.

⁷ The Allied Health Industry Offer aims to increase the number of compliant clinical information systems and/or mobile clinical information system products operating in the allied health sector that is connected to the Healthcare Identifiers (HI) Service, My Health Record and electronic prescribing.

⁸ A conformant clinical information system is a type of computer-based system used in healthcare to collect, store, manage, and share patient information in a way that follows specific standards and regulations. The term "conformant" means that the system meets certain rules or guidelines, such as those related to data privacy, security, and interoperability (the ability to work well with other systems).

Future outlook



Charlie, an occupational therapist, navigates multiple care settings throughout her day in a connected future state.

Charlie is an occupational therapist who delivers care across aged care, private practice, and NDIS settings, each with its own challenges, workflows, and expectations. Her day is fast-paced and varied, requiring her to make quick, informed decisions and collaborate with other healthcare professionals. By using digital health tools, such as conformant clinical information systems connected to My Health Record, throughout her day, Charlie improves continuity of care and feels connected to the broader care team, helping ensure that consumers receive the right support, in the right place, at the right time.



1 Morning – Aged Care

At 8am, Charlie begins her day at a local aged care facility, where a resident has just returned from hospital following a fall.

Using My Health Record, Charlie reviews the discharge summary and quickly understands the resident's hospital journey. She accesses discharge recommendations and advises on appropriate mobility aids and environmental modifications to support recovery.

The facility uses a conformant clinical information system connected to My Health Record. Charlie documents her recommendations in the system for facility staff and publishes them to My Health Record, ensuring the resident's GP, other treating allied health providers and family or authorised representative can view the current care plan.

2 Midday – Private Practice

At 11am, Charlie sees a new patient with early-stage Parkinson's disease at her private practice to address emerging mobility issues.

Instead of chasing faxes or repeating assessments, Charlie accesses the patient's health history in My Health Record. She conducts a functional assessment and aligns her recommendations with the patient's neurologist and GP. Her report is uploaded to My Health Record via the practice's conformant system, ensuring the patient's physiotherapist can also access it.

Charlie feels reassured knowing the patient can stay on top of their care plan using the my health app.



3 Afternoon – NDIS

Later in the day, Charlie connects via telehealth with a consumer receiving support through the NDIS.

They discuss daily routines, kitchen safety tools, and strategies for maintaining independence. Charlie updates the consumer's functional progress report and uploads it to My Health Record, ensuring their GP and broader care team remain informed.

Table 1.1: Initiatives to connect AHPs to provide better patient care.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Improve the registration process for the Healthcare Identifiers Service.	<ul style="list-style-type: none"> • Services Australia • The Agency • The Department • Allied health peak bodies • State and territory health departments 	Underway: Horizon 1 - 2025–26	Simplify access to Healthcare Provider Identifier-Individual (HPI-I) and Healthcare Provider Identifier-Organisation (HPI-O) for AHPs and organisations, reducing onboarding time.	<ul style="list-style-type: none"> • Make digital adoption easy and accessible
Modernise the Healthcare Identifiers Service to effectively address current and future healthcare needs.	<ul style="list-style-type: none"> • Services Australia • The Agency • State and territory health departments 	Underway: Horizon 1 - 2025–26	Enable automatic HPI-I allocation for more AHPs, improving connectivity to national digital health tools and services.	<ul style="list-style-type: none"> • Make digital adoption easy and accessible • Build fit-for-purpose infrastructure
Enhance education provided to AHPs to improve understanding and uptake of the Healthcare Identifiers Service.	<ul style="list-style-type: none"> • The Agency • Services Australia • Allied health peak bodies • Software & IT vendors • State and territory health departments 	Underway: Horizon 1 - 2025–26	Help AHPs to register for and use healthcare identifiers, improving accuracy and patient safety when sharing health information with other healthcare providers.	<ul style="list-style-type: none"> • Demonstrate the value of digital health • Deliver tailored education and support
Develop Allied Health Clinical Information System standards to support clinicians to share and use data effectively.	<ul style="list-style-type: none"> • The Agency • Allied health peak bodies • State and territory health departments • Software & IT vendors 	Planning commenced: Horizon 1 - 2026–27	Support AHPs to document and share clinical information in a consistent, secure format that supports multidisciplinary care and reduces duplication.	<ul style="list-style-type: none"> • Enable connected care across settings

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Improve education, awareness and support for the My Health Record, and PCA for AHPs to improve uptake.	<ul style="list-style-type: none"> • The Agency • Allied health peak bodies • Primary Health Networks • State and territory health departments 	Underway: Horizon 1 - 2026–27	<p>Show AHPs how Provider Connect Australia can positively impact consumer experience and can save time by automating updates to service directories and reducing manual paperwork.</p> <p>Equip AHPs with practical knowledge to use My Health Record effectively, improving access to key health information and enhancing continuity of care.</p>	<ul style="list-style-type: none"> • Demonstrate the value of digital health • Deliver tailored education and support • Make digital adoption easy and accessible
Ensure effective delivery of the Allied Health Industry Offer to increase availability of conformant allied health clinical information systems for AHPs.	<ul style="list-style-type: none"> • The Agency • Software & IT vendors 	Underway: Horizon 1 - 2026–27	Increase the number of clinical systems that meet standards to connect with My Health Record, giving AHPs more choice and confidence in selecting tools that support safe, high-quality and efficient care.	<ul style="list-style-type: none"> • Make digital adoption easy and accessible • Build fit-for-purpose infrastructure

Legend

Delivery accountability: **Bold text** indicates the delivery lead(s).

Initiative status -

Underway: These initiatives are underway.

Planning commenced: These initiatives have resources allocated or proposals to allocate resources.

Future initiatives: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Ongoing: These initiatives are ongoing.

1.2 Supporting clinical information to be protected, consistent and high quality

Digital health standards provide critical foundations for a safe, consistent and interoperable health and care system. While often technical, in plain terms these standards guide processes, data structures and methodologies embedded in healthcare technology. They are often shaped by clinical workflows and designed to ensure safety, consistency, and useability across the health ecosystem.

The development of conformant clinical information systems that align with Australian digital health standards will enable AHPs to use consistent terminology and ensure that essential data is available, usable, and shareable at the point of care.

Set and embed contemporary digital health standards:

- [SNOMED](#)⁹ clinical terminology has been developed to meet the diverse needs of AHPs.
- [Fast Healthcare Interoperability Resources](#) (FHIR®)¹⁰ is used as a universal standard for exchanging healthcare information in an efficient and adaptable manner.
- [Sparked](#)¹¹ is a FHIR® accelerator program focused on delivering a core set of FHIR® standards tailored for Australian healthcare settings and developed collaboratively by the community.
- Upgrades to My Health Record (also referred to as modernisation of My Health Record) will improve relevance, quality and completeness of clinical information for AHPs.
- The Australian Institute of Health and Welfare (AIHW)¹² is aligning data standards across allied health, primary health and aged care to help improve the quality, relevance, consistency and availability of data.

The Agency is actively driving adoption of these standards across the sector, such as through the [National Clinical Terminology Service](#)¹³. Progress in Horizon 1 will support the delivery of conformant clinical information systems under the Allied Health Industry Offer.

Cyber security safeguards clinical information, ensuring confidentiality and integrity of data with measures aligned with the Agency's [Cyber Security Strategy](#) and the [National Cyber Security Strategy 2023–2030](#) that uphold professional obligations and patient trust in digital health.

Table 1.2 shows several initiatives planned, underway or future initiatives that will support the sector to deliver these benefits for AHPs and their patients.

9 SNOMED CT is a comprehensive, computer-processable clinical terminology system used worldwide to describe and document clinical information.

10 FHIR® (Fast Healthcare Interoperability Resources) is a healthcare data standard developed by HL7 International that defines how healthcare information can be exchanged between different computer systems.

11 Sparked brings together stakeholders across the healthcare ecosystem to collaboratively develop and support the adoption of prioritised national FHIR® standards, enabling seamless data exchange, better coordination between public and private health services nationwide, and safer, more effective care for all Australians. The Sparked community consists of government, domain experts, technology vendors, practitioners, provider organisations and peak bodies.

12 The AIHW has a range of data standards for the collection of health and care needs related information (including National Minimum Data Set standards for aged care). The metadata standards are information about how data are defined, structured and represented, and help improve the quality, relevance, consistency and availability of data ([METEOR Home](#)).

13 The National Clinical Terminology Service (NCTS), manages, develops, and distributes clinical terminologies and tools to support Australia's digital health needs. This includes serving as the Australian National Release Centre for SNOMED CT on behalf of [SNOMED International](#).

Table 1.2: Initiatives to support clinical information to be protected, consistent and high quality.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Support the allied health sector to embed and align digital health work practices with national cybersecurity frameworks and standards.	<ul style="list-style-type: none"> • The Department • The Agency • Software & IT vendors • Australian Signals Directorate • Department of Home Affairs 	Planning commenced: Horizon 1 - 2026–27	Safeguard patient information and maintain trust by ensuring digital health systems meet national cyber security standards.	<ul style="list-style-type: none"> • Make digital adoption easy and accessible • Deliver tailored education and support
Promote and engage AHPs in small and medium businesses to undertake cyber health checks.	<ul style="list-style-type: none"> • The Agency • The Department • Allied health peak bodies • Software & IT vendors • Department of Home Affairs 	Future initiative: Horizon 1 - 2025–26	AHPs who own or work in small to medium businesses are empowered to take control of their cyber security by accessing cyber security assessments and receiving tailored guidance.	<ul style="list-style-type: none"> • Deliver tailored education and support
Engage allied health software vendors in interoperability standards training to future proof potential solutions for allied health.	<ul style="list-style-type: none"> • The Agency • Services Australia • The Department • Software & IT vendors • State and territory health departments 	Underway: Horizon 1 - 2026–27	Greater capability among software vendors to build interoperable and/or FHIR® conformant systems that enable secure, standardised exchange of healthcare data. This also improves their understanding of planned policy changes.	<ul style="list-style-type: none"> • Enable connected care across settings • Make digital adoption easy and accessible
Add and implement standard clinical terminology used in allied health via the National Clinical Terminology Service.	<ul style="list-style-type: none"> • The Agency • The Department • Allied health peak bodies • CSIRO (including Sparked) • HL7 Australia 	Planning commenced: Horizon 2 - 2027–28	Address interoperability issues known to allied health to support accurate data capture at the point of care and facilitate health information exchange using structured and coded terminology.	<ul style="list-style-type: none"> • Enable connected care across settings • Make digital adoption easy and accessible

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Develop compelling use cases for adopting FHIR® standards to drive better understanding of the benefits among AHPs.	<ul style="list-style-type: none"> • The Department • The Agency • Allied health peak bodies • Services Australia • CSIRO (including Sparked) • HL7 Australia 	Planning commenced: Horizon 2 - 2028–29	Show AHPs how FHIR® can simplify data sharing and improve care coordination through real-world examples they can relate to.	<ul style="list-style-type: none"> • Demonstrate the value of digital health • Make digital adoption easy and accessible
Implement modern technical standards for My Health Record to improve data sharing and usability. Ensure standards are aligned with AIHW's national minimum data sets.	<ul style="list-style-type: none"> • The Agency • Software & IT vendors • Services Australia • CSIRO (including Sparked) • HL7 Australia • Australian Institute of Health and Welfare (AIHW) 	Underway: Horizon 1 - 2025–26 and ongoing	Enable secure, standardised storage and real-time sharing of detailed healthcare data across the Australian health system, while supporting AHPs in using systems that are more intuitive and flexible, making it easier to collaborate, reduce duplication, and access the clinical information they need to deliver safe, coordinated care.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings

Legend

Delivery accountability: Bold text indicates the delivery lead(s).

Initiative status -

Underway: These initiatives are underway.

Planning commenced: These initiatives have resources allocated or proposals to allocate resources.

Future initiatives: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Ongoing: These initiatives are ongoing.

1.3 Making tailored and intuitive resources easily accessible

Investment is being made to ensure that resources are fit-for-purpose, accessible and tailored to support AHPs connect to national digital health infrastructure. This investment recognises that AHPs operate across a wide range of clinical settings and disciplines, and that tailored, accessible resources are essential to meeting their varied needs and enabling meaningful engagement with digital health systems.

By providing well-designed, accessible training and support, these resources reduce barriers to adoption, promote digital inclusion, and build the skills and confidence AHPs need to integrate digital tools into patient care and participate meaningfully in national digital health initiatives.

Promote availability of existing resources:

- A wide range of resources are available to support AHPs improve digital literacy and adopt national digital health tools and services, particularly for connecting to My Health Record and accessing patient health records responsibly (see [Appendix A](#)). Examples include:
 - [Continuous professional development](#) provided by the Australasian Institute of Digital Health.
 - [Digital health resources](#) provided by Allied Health Professions Australia.
 - [Allied health courses](#) and [implementation support resources](#) provided by the Agency.
- The Agency will continue to partner with allied health peak bodies and registration bodies to raise awareness and use of these resources.

Develop new resources tailored to the diverse needs of AHPs:

- Resource developers should continue engaging with the sector to identify specific information and education needs. Collaboration with allied health peak bodies, as well as co-design with AHPs, will ensure resources are tailored to AHPs, sectors or settings, including the Aboriginal Community Controlled Health Organisation workforce. This work is supported by the [National Digital Health Capability Action Plan](#), which aims to build the digital health skills of the health and care workforce.

Increase cyber security awareness and skills:

- The sector faces an escalating cyber threat environment, with gaps in cyber hygiene leaving services and patient data vulnerable. The absence of consistent, enforceable standards compounds these risks by normalising insecure practices and placing confidence in digital health systems at risk. There is an ongoing focus across the digital health and care ecosystem to build a stronger cyber security posture.

Table 1.3 shows several initiatives planned, underway or future initiatives that will support the sector to deliver these benefits for AHPs and their patients.

Table 1.3: Initiatives to increase the availability of tailored and intuitive resources that are easily accessible to AHPs.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Establish a National Allied Health Workforce Strategy to support allied health workforce sustainability.	<ul style="list-style-type: none"> • The Department 	Underway: Horizon 1 - 2025–26	A coordinated plan to strengthen the allied health workforce long-term, ensuring it meets future health system needs and enables safe and high-quality care.	<ul style="list-style-type: none"> • Deliver tailored education and support
Identify opportunities for a central allied health hub that hosts education and resources for AHPs.	<ul style="list-style-type: none"> • The Agency • The Department • Allied health peak bodies 	Future initiative: Horizon 1 - 2025–26	Provide AHPs a single location that hosts a wide range of education and resources to support digital uplift, improving accessibility and uptake.	<ul style="list-style-type: none"> • Make digital adoption easy and accessible • Deliver tailored education and support
Provide allied health professionals with an evidence-based tool to self-assess the digital maturity of their practice.	<ul style="list-style-type: none"> • The Agency 	Underway: Horizon 1 - 2026–27	Enable AHPs and organisations to evaluate their digital capabilities and identify practical steps to improve confidence and competence.	<ul style="list-style-type: none"> • Make digital adoption easy and accessible
Provide guidelines that support AHPs to select a conformant clinical information system that best suits their needs.	<ul style="list-style-type: none"> • The Agency • Allied health peak bodies • Australasian Institute of Digital Health (AIDH) 	Planning commenced: Horizon 1 - 2026–27	Help AHPs and organisations choose systems that align with their practice needs, reducing complexity and improving digital readiness.	<ul style="list-style-type: none"> • Make digital adoption easy and accessible
Embed digital health competencies in national healthcare reforms and policies.	<ul style="list-style-type: none"> • The Department • The Agency • Allied health peak bodies • AIDH 	Underway: Horizon 1 - 2026–27	Ensure AHPs' digital skills are recognised and supported through policy, enabling consistent standards and better integration across the sector.	<ul style="list-style-type: none"> • Demonstrate the value of digital health • Deliver tailored education and support

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Embed digital health education into formal health education to raise the digital maturity of AHPs from graduation and beyond.	<ul style="list-style-type: none"> The Agency Higher education institutions Allied health peak bodies 	Future initiative: Horizon 2 - 2027–28	Early career AHPs feel comfortable and confident using modern digital health tools after graduating from VET courses and/or health degrees.	<ul style="list-style-type: none"> Demonstrate the value of digital health Deliver tailored education and support
Deliver training to AHPs on the benefits of using a conformant clinical information system and adopting FHIR® tools.	<ul style="list-style-type: none"> The Agency Primary Health Networks 	Future initiative: Horizon 3 - 2029–30 onwards	Support AHPs to understand how modern systems and standards like FHIR® can improve care coordination and reduce administrative burden.	<ul style="list-style-type: none"> Demonstrate the value of digital health Deliver tailored education and support
Develop and deliver targeted cyber security training and education programs for AHPs focusing on real world scenarios, sector specific risks, and practical application to uphold the security and privacy of patient data.	<ul style="list-style-type: none"> The Agency Allied health peak bodies State and territory health departments Employers Primary Health Networks 	Ongoing	Equip AHPs with practical knowledge to safeguard patient information and meet professional responsibilities in digital environments.	<ul style="list-style-type: none"> Deliver tailored education and support

Legend

Delivery accountability: **Bold text** indicates the delivery lead(s).

Initiative status -

Underway: These initiatives are underway.

Planning commenced: These initiatives have resources allocated or proposals to allocate resources.

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Ongoing: These initiatives are ongoing.



Outcome 2 – Collaborative

2.1 Digital health tools and services that support secure information sharing

Secure information sharing is fundamental to delivering connected, high-quality care. Digital health tools and services that enable the secure exchange of clinical information allow AHPs and other health professionals to access and contribute to accurate, up-to-date records, support better collaboration, inform clinical decisions and reduce duplication. Ensuring that information shared securely builds trust, protects patient privacy, and strengthens compliance with data protection standards. It also enables more efficient, coordinated care by improving communication across care teams and settings.

To support seamless digital collaboration between AHPs and other health professionals, government agencies and software vendors are advancing the following:

AHPs are enabled to communicate securely with other health professionals:

- AHPs should be able to communicate securely with other healthcare professionals using digital tools embedded into everyday workflows. Planning is underway by the Agency, in partnership with software vendors, to support AHPs to communicate securely within multidisciplinary care teams in Horizon 2.

Reliable and secure clinical information exchange:

- Fast, secure exchange of clinical information ensures the right data reaches the right healthcare professional at the right time, while maintaining privacy and trust. The Agency is partnering with software vendors and the Department to progress this work aligned with Horizon 2. This will be supported through [Health Connect Australia's](#) program of work, which will provide a modern backbone for digital health tools and services to connect, share and access information.

Table 2.1 shows several initiatives planned, underway or future initiatives that will support AHPs to deliver more collaborative, coordinated care.

“I’d like to be able to see that X-ray or the results of blood tests that I can show to my dietitian.”

Consumer (Agency research, 2025)

Table 2.1: Initiatives that support secure information sharing.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Explore interim solutions for allied health to better contribute to and utilise national digital health infrastructure.	<ul style="list-style-type: none"> • The Agency • The Department • Allied health peak bodies 	Planning commenced: Horizon 1 - 2025–26	Engage with AHPs to identify opportunities to enable them to better contribute information to and utilise data in My Health Record, to support better connected care, before major technical infrastructure is available.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure
Design (and implement where possible) interim solution for allied health to better contribute to and utilise national digital health infrastructure like My Health Record.	<ul style="list-style-type: none"> • The Agency • The Department • Allied health peak bodies 	Future initiative: Horizon 2 - 2027–28	Develop preferred solution to enable AHPs to contribute to and utilise data in My Health Record, ensuring solutions are compatible with future facing and modernised national digital health infrastructure.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Make digital adoption easy and accessible
Support development and delivery of national digital health infrastructure that supports the secure and direct exchange of clinical information between clinicians.	<ul style="list-style-type: none"> • The Agency • The Department • Allied health peak bodies • Software & IT vendors • State and territory health departments 	Future initiative: Horizon 2 - 2028–29	Allow AHPs to securely request and share health information between healthcare professionals, improving continuity of care and reducing duplication.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Deliver digital technologies that support AHPs to communicate securely within multidisciplinary care teams.	<ul style="list-style-type: none"> • The Agency • Software & IT vendors • State and territory health departments 	Planning commenced: Horizon 2 - 2028–29	Enable AHPs to exchange patient information quickly and securely, reducing reliance on insecure methods like fax and phone calls. This also improves team-based care.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings
Provide a national provider directory that is simple to use and integrates seamlessly with systems.	<ul style="list-style-type: none"> • The Agency • Healthdirect Australia • The Department • Software & IT vendors • Services Australia • State and territory health departments 	Ongoing	Help AHPs find and connect with other healthcare professionals more easily, improving referrals, reducing delays, and supporting coordinated care across settings.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings

Legend

Delivery accountability: **Bold text** indicates the delivery lead(s).

Initiative status -

Underway: These initiatives are underway.

Planning commenced: These initiatives have resources allocated or proposals to allocate resources.

Future initiatives: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Ongoing: These initiatives are ongoing.

2.2 Electronic prescriptions and requests are needed for effective and seamless collaboration

Digital health tools that support electronic prescribing and requesting streamline clinical workflows, reduce administrative burden and improve the accuracy and timeliness of information exchange. They enable secure, direct communication with pharmacies, pathology, imaging and other providers, supporting safer, more coordinated care. By integrating these functions into daily practice, AHPs can collaborate more effectively and deliver more responsive, team-based care.

Government agencies and software vendors are doing the following to support AHPs to work to the full extent of their scope of practice:

Delivering electronic prescribing functionality, where appropriate:

- Electronic prescriptions improve medication safety, reduce errors, and improve communication between healthcare professionals. Authorised AHPs should be able to prescribe electronically using secure, integrated systems that offer a holistic view of a patient's medication regimen and include clinical decision support functions that alert AHPs to allergies and adverse reactions.
- The Agency, in partnership with software vendors and the Department, are undertaking work during Horizon 2 which will provide authorised AHPs access to clinical information systems which are conformant to the latest [Electronic Prescribing Conformance Profiles](#) published by the Agency and compliant with the underpinning [Commonwealth legislation](#) and [state and territory regulations](#).

Implementing electronic requesting:

- Electronic requesting reduces waste and duplication, streamlines communication and ensures requests include relevant clinical information. Collaboration between the Agency, software vendors and AHPs will develop fit-for-purpose workflows that embed electronic requesting seamlessly into health practices.

Table 2.2 shows several initiatives planned that will support the sector to deliver electronic requesting and prescribing functionalities to appropriate AHPs.

Table 2.2: Initiatives to deliver electronic prescribing and requesting.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Support the expansion of clinical information system functionality to enable electronic prescription generation by authorised AHPs as an alternative to paper prescriptions to provide a greater choice for consumers.	<ul style="list-style-type: none"> The Agency The Department Software and IT vendors 	Planning commenced: Horizon 2 - 2027–28	Allow authorised AHPs to issue electronic prescriptions, improving medication safety through a reduction in errors, and offering consumers a more convenient and secure way to access their medicines.	<ul style="list-style-type: none"> Build fit-for-purpose infrastructure Enable connected care across settings
Develop targeted education modules to train relevant AHPs on the use of electronic prescribing functionality.	<ul style="list-style-type: none"> The Agency Allied health peak bodies State and territory health departments 	Planning commenced: Horizon 2 - 2028–29	Equip authorised AHPs with the skills and confidence to use electronic prescribing tools effectively, supporting safer prescribing practices and better patient outcomes.	<ul style="list-style-type: none"> Demonstrate the value of digital health Deliver tailored education and support
Support the expansion of clinical information system functionality to enable imaging and pathology test requests for AHPs.	<ul style="list-style-type: none"> The Agency The Department Software and IT vendors 	Planning commenced: Horizon 3 - 2029–30	Enable eligible AHPs to request diagnostic tests electronically via conformant clinical information systems, improving timeliness of care, reducing paperwork, and ensuring relevant clinical information is shared with diagnostic teams.	<ul style="list-style-type: none"> Build fit-for-purpose infrastructure Enable connected care across settings

Legend

Delivery accountability: **Bold text** indicates the delivery lead(s).

Initiative status -

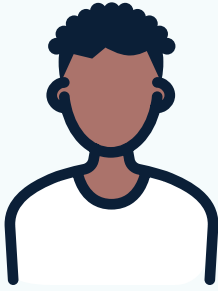
Underway: These initiatives are underway.

Planning commenced: These initiatives have resources allocated or proposals to allocate resources.

Future initiatives: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Ongoing: These initiatives are ongoing.

Current state



Michael is a 32-year-old living with chronic back pain. His care team includes a GP and several allied health professionals, but none use conformant clinical information systems or contribute to his My Health Record. Without access to up-to-date clinical information, managing his condition is frustrating, time-consuming, and often fragmented, for both Michael and his care team.

Current state – Supporting Michael with chronic backpain without digital health tools.

Michael's journey with back pain varies based on involvement with digital health services and tools.



Each time Michael sees a new health professional, he must retell his story. He finds this repetitive and exhausting, and often forgets to share key details. This leads to overlapping treatments, inconsistent advice, and missed opportunities for coordinated care.

Michael struggles to get regular physiotherapy with the same physiotherapist. After seeing multiple physiotherapists, he decides to see an osteopath. Without access to his recent treatment history, the osteopath does their best—but lacks insight into what has already been tried, what worked, and what didn't. The care could be more effective with a complete clinical picture.

When a physiotherapist suspects a new soft-tissue injury, they refer Michael for an ultrasound using a paper form. Michael chooses a different imaging team for convenience. After the scan, he returns for a follow-up—but the physiotherapist hasn't received the results. Without access to My Health Record, they ask Michael to rebook his physiotherapy appointment, delaying his care.

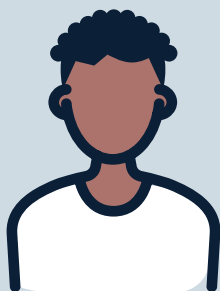


Michael also takes medication to manage his pain. He visits his GP regularly for prescriptions, relying on paper scripts. If a script is lost or forgotten, his treatment is interrupted.

One night, Michael experiences acute pain. Unable to find his prescriptions or clinic notes, he presents to the emergency department. The clinicians rely on Michael's limited memory to understand his medication history and discharge him with opioid pain relief. With access to his full medication record, they may have offered a more tailored and safer option.

Without access to up-to-date clinical information via the my health app, Michael struggles to keep track of his evolving care plan. He books a GP appointment hoping to get clarity—but even his GP doesn't have the full picture. Michael often forgets past treatments and feels increasingly dependent on overstretched healthcare professionals.

Future state



Michael is a 32-year-old man living with chronic back pain. He actively uses my health app, and his care team are connected to national digital health tools and services, including My Health Record and the Active Script List. With these tools in place, Michael is empowered to be actively involved in his care.

Future state – Michael receives connected care to optimally manage his chronic back pain.

Michael's journey with back pain varies based on involvement with digital health services and tools.



Michael's multidisciplinary team accesses up-to-date information about his health through My Health Record. They can access Michael's health history directly, reducing the need for him to recall and repeat past treatments. This means he receives coordinated and consistent care—even when he sees different physiotherapists due to availability.

When Michael decides to see an osteopath, his past and current treatment plans and imaging results are readily available. The osteopath tailors their treatment to complement Michael's existing regimen and avoids repeating previously trialled therapies. After the consult, the osteopath uploads an event summary via a conformant clinical information system to My Health Record, making it accessible to both Michael and his broader care team.

All of Michael's referrals and imaging requests are managed electronically, so he never has to worry about losing paperwork or missing appointments. When his physiotherapist suspects a new soft-tissue injury, the ultrasound request is sent electronically using a conformant clinical information system. The imaging team receives the request seamlessly, and the results are available to Michael's care team without delay.



Michael's prescriptions are managed through electronic prescribing, with his Active Script List accessible to his multidisciplinary team. When needed, his GP can issue repeat scripts via a telehealth consult, preventing treatment interruptions and supporting optimal care.



One night, Michael experiences acute back pain. He calls Healthdirect and is triaged by a registered nurse, who determines that GP care is clinically appropriate. Michael is offered a virtual GP consultation during the after-hours period and scheduled for a GP call back. Although this GP is not his regular GP, they are able to access Michael's medical history and Active Script List through My Health Record. This enables informed decision-making at the first appointment, allowing the GP to optimise Michael's therapy and recommend follow-up with his usual GP if symptoms persist. The consult is documented in My Health Record, ensuring continuity of care.

Using my health app, Michael tracks his appointments, prescriptions, and health history in one place. He feels confident managing his condition and less dependent on healthcare professionals to coordinate his care.



Outcome 3 – Data-driven

3.1 Supporting AHPs to make safe, high quality, evidence-based decisions

National digital health tools and services play a critical role in providing AHPs with access to high-quality, standardised clinical data¹⁴ and decision-support systems which inform clinical and operational decisions. A key enabler of this is the inclusion of allied health terminology in the [National Clinical Terminology Service \(NCTS\)](#), which supports the collection of consistent, quality, interoperable data to inform decision-making.

Relevant government agencies are working towards a data-driven approach which supports safer and more personalised care, enables continuous improvement, and contributes to a more sustainable health system.

¹⁴ For the purposes of this Uplift Plan, clinical data refers not only to patient health information but also to operational data that supports service delivery, evaluation, and system-level planning.

Making key health information available by default:

- The [Sharing by Default](#) legislation¹⁵ provides a framework for more essential health information being made available in My Health Record, improving access for consumers and their care team, including AHPs.
- Coordinated implementation by the Department and the Agency is occurring, starting with pathology and diagnostic imaging reports. This is a Horizon 1 priority, targeted for delivery in 2026, with planning also underway to explore what other health information should be shared with My Health Record by default in the future.

Supporting safe and effective clinical decision support tools:

- Clinical decision support tools help AHPs make informed, evidence-based decisions, reducing the risk of harm. These tools can assist with complex assessments and guide treatment pathways aligned with diagnostic criteria.
- Coordinated efforts from the Agency, software vendors, peak bodies and AHPs will facilitate the delivery of clinical decision support tools that are safe and reliable. Some clinical decision support tools can be progressed in the near future, but this is a long-term outcome that will evolve over time and is aligned with Horizon 3.

Table 3.1 shows several initiatives planned, underway or future initiatives that will support AHPs to make safe, high quality, evidence-based decisions.

To demonstrate how data can support decision making in practice, consider the following journey of a podiatrist looking to safely prescribe a medication for their patients:

¹⁵ Modernising My Health Record—Sharing by Default Act 2025

Future outlook



Zara, a podiatrist, is looking to safely prescribe medication for her patients.

As an endorsed podiatrist, Zara is qualified to prescribe a range of medicines for the treatment of podiatric conditions within her scope of practice.

Zara uses a conformant clinical information system which can access her patient's health information in My Health Record and provides electronic prescribing functionalities.



1 Clinical assessment and initial plan

During a routine appointment, Zara assesses her patient, Tania, and prepares to prescribe a commonly used antibiotic.

Zara had asked Tania about her allergies and was satisfied that it was safe to prescribe.

2 Using the My Health Record to support clinical decision making

Zara then reviewed Tania's My Health Record via conformant clinical software and noted Tania's allergy to the prescribed medicine.

Zara promptly discusses the allergy with Tania and identified that the reaction occurred during a previous hospital admission, and it had slipped her mind.



3 A safer, clinically appropriate plan

Thanks to the data available through My Health Record, Zara was able to safely prescribe a suitable alternative which met the needs of her patient.

She completed the electronic prescription, provided Tania with a unique QR code (also known as a token), and educated her on how to take the medication.



4 Review of prescription by a pharmacist

After her appointment, Tania presents to her usual pharmacy with a QR code to get her prescription filled.

When Tania presents the electronic prescription at their usual pharmacy, the pharmacist is initially surprised by the choice of medication for this condition.

However, after accessing Tania's My Health Record, the pharmacist sees the documented allergy and is comfortable with the rationale.



5 Dispensing and counselling



The pharmacist then confirms this information with Tania, makes updates within their dispensing software.

They use the QR code to dispense the medication and provide counselling on the safe use of the antibiotic.

Table 3.1: Initiatives to support AHPs to make safe, high quality, evidence-based decisions.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Develop a National Skills and Capability Framework and Matrix to guide the skill development of healthcare professionals.	<ul style="list-style-type: none"> The Department AIDH 	Completed: Horizon 1 - 2025–26	Offer AHPs a clear roadmap to build digital capabilities, supporting professional growth and readiness to adopt emerging technologies in practice.	<ul style="list-style-type: none"> Deliver tailored education and support
Deliver technical solutions that enable pathology and diagnostic imaging reports to be shared by default.	<ul style="list-style-type: none"> The Agency The Department Software and IT vendors State and territory health departments 	Underway: Horizon 1 - 2025–26	Give AHPs timely access to essential diagnostic information, supporting faster clinical decisions, reducing duplication, and improving continuity of care.	<ul style="list-style-type: none"> Build fit-for-purpose infrastructure Enable connected care across settings
Build a digital front door for healthcare professionals to simplify access to healthcare data and tools.	<ul style="list-style-type: none"> The Agency The Department Software and IT vendors AIHW 	Planning commenced: Horizon 3 - 2029–30 onwards	Provide AHPs with a central, easy-to-navigate platform to access digital health tools and clinical data, streamlining workflows and improving efficiency.	<ul style="list-style-type: none"> Build fit-for-purpose infrastructure
Support the development of safe and effective Electronic Clinical Decision Support (eCDS) tools that enable AHPs to deliver effective, high-quality care.	<ul style="list-style-type: none"> The Agency The Department Allied health peak bodies Software and IT vendors 	Future initiative: Horizon 3 - 2029–30 onwards	AHPs can access intelligent tools that provide real-time, evidence-based guidance, enhancing clinical decision-making, reducing risk, and improving patient outcomes.	<ul style="list-style-type: none"> Build fit-for-purpose infrastructure Enable connected care across settings

Legend

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Ongoing: These initiatives are ongoing.

3.2 Clinical data that supports evidence-based policy development and service planning

Clinical data is essential for continuous improvement – it helps to identify where services are delivering value and where improvements are needed, both for consumers and communities. It also enables benchmarking, supports equitable access and facilitates the sharing of best practices across multidisciplinary care teams. Standardising allied health terminology through the [National Clinical Terminology Service](#) ensures that consistent, quality data can be used to inform, planning and clinical practice.

There is a role for all partners to support the system-wide use of data.

Use clinical data to inform investment:

- Data should guide service planning and ensure that resource allocation aligns with clinical needs or operational priorities. Integrating AHP-generated clinical data into broader health datasets allows policymakers to better understand population needs and make more targeted, equitable decisions.
- The Department plays a key role in partnering with agencies like AIHW to embed AHP data into national datasets for targeted and impactful research.
- Embracing richer data to support decision making must also be balanced with community engagement and other inclusive strategies to ensure resource allocation appropriately reflects the needs of the community. Potential barriers that need focus include consumers with undiagnosed conditions, variable health and digital literacy or limited access to connected services.

Table 3.2 shows several initiatives planned, underway or future initiatives that will support AHPs to contribute and use clinical data that supports evidence-based policy development and service planning.

Table 3.2: Initiatives for clinical data that supports evidence-based policy development and service planning.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Connect to national digital health infrastructure to contribute clinical data to inform decision making, policy development and service planning.	<ul style="list-style-type: none"> • AHPs • The Agency • Allied health peak bodies • Software and IT vendors • Allied health professionals • AIHW 	Underway: Horizon 1 - 2025–26 and ongoing	Connecting allied health to national digital infrastructure supports high-quality, interoperable data sharing that strengthens clinical practice, informs policy and planning, and improves system-wide care coordination.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings
Identify options to improve data integration between health and disability systems.	<ul style="list-style-type: none"> • The Agency • The Department • Services Australia • Software and IT vendors • All governments • National Disability Insurance Agency 	Underway: Horizon 1 - 2025–26 and ongoing	AHPs will be able to identify and use integrated data across health and disability systems, supporting more coordinated and informed care—leading to better outcomes and experiences for the patients and carers they support.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings

Legend

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Initiative status -

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Ongoing: These initiatives are ongoing.

3.3 Maintain awareness of innovations that will revolutionise care and embrace new technologies

Ongoing monitoring and improvement of national digital health tools and services empowers AHPs to explore new, innovative ways of delivering care. Strengthening digital capability encourages communities of practice, supporting knowledge-sharing, experimentation, and the evolution of ideas.

Emerging technologies, such as artificial intelligence (AI), present significant opportunities to enhance care delivery and support AHPs in their practice. While AI raises important questions around ethics, privacy, safety and workforce impact, its potential to streamline workflows and reduce administrative burden, is widely recognised^{16,17}. All partners will benefit from collaboration and planning for new and emerging technologies, such as AI, to ensure ethical and safe use across the health system.

Table 3.3 shows several planned, underway or future initiatives that will empower AHPs to explore new, innovative ways of delivering care.

¹⁶ Leveraging digital technology in healthcare

¹⁷ Making the most of the AI opportunity - Research paper 1: AI uptake, productivity, and the role of government

Table 3.3: Initiatives that maintain awareness of innovations that will revolutionise care and embrace new technologies.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Uplift national and jurisdictional digital health infrastructure to flexibly accommodate AI, machine learning, deep learning technologies and genomics.	<ul style="list-style-type: none"> • The Agency • The Department • State and territory health departments 	Underway: Horizon 1 - 2025–26 and ongoing	Future-ready digital health infrastructure enables AHPs to harness emerging technologies for more connected, efficient, and patient-focused care.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Make digital adoption easy and accessible
Monitor and identify emerging data sources and technology that support healthcare.	<ul style="list-style-type: none"> • The Agency • The Department • Software and IT vendors • State and territory health departments 	Underway: Horizon 1 - 2025–26 and ongoing	Monitoring emerging data sources and technologies will support AHPs to identify and use innovative tools that improve care quality, efficiency, and collaboration.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Make digital adoption easy and accessible

Legend

Delivery accountability: **Bold text** indicates the delivery lead(s).

Initiative status -

Underway: These initiatives are underway.

Planning commenced: These initiatives have resources allocated or proposals to allocate resources.

Future initiatives: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Ongoing: These initiatives are ongoing.



Outcome 4 – Person-centred

4.1 Consumers can access their health information anywhere, anytime, and are empowered to participate in their care

National digital health tools and services should be designed with all users in mind. While these tools improve efficiency for providers, their greatest value lies in enhancing health outcomes, improving equity of access and empowering consumers and carers to actively participate in their care.

All partners have a role in delivering person-centred care through ensuring:

Consumers and carers have increasingly more control over their healthcare:

- By providing consumer-controlled digital solutions, such as My Health Record and my health app, consumers can access their health information and interact more confidently with their healthcare providers and gain a deeper understanding of their individual health needs.
- More access to health information through digital tools allows consumers to be more involved in decisions about their care.
- Active consumer and carer participation supports all members of the care team deliver more proactive, informed and personalised care.

Digital solutions are designed using a person-centred approach:

- Ethical design of digital solutions must prioritise autonomy, seek to 'do no harm', and support psychological safety, including culturally appropriate data governance and Indigenous data sovereignty.
- Where appropriate, digital tools should be designed to enhance coordination of multidisciplinary care, leading to more person-centred, proactive and efficient services. AHPs need to be supported to play an active role within these teams, particularly ones which support patients with chronic conditions. This must be underpinned by strong data governance, culturally safe practices and community-led approaches to information sharing and delivery of care.

50% of Australians had one or more chronic conditions in 2022 (an increase from 42% in 2007–08), with chronic conditions contributing to 90% of all deaths.

The ongoing challenge of chronic conditions in Australia, AIHW (July 2024)¹⁸

Table 4.1 shows several initiatives planned or underway that will support consumers to access their health information anywhere, anytime.

¹⁸ The ongoing challenge of chronic conditions in Australia

Table 4.1: Initiatives to support consumers to access their clinical information anywhere, anytime.

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Deliver improvements to chronic condition management arrangements for AHPs to improve care coordination and patient outcomes.	<ul style="list-style-type: none"> • The Department • The Agency • Health and aged care organisations • State and territory health departments 	Underway: Horizon 1 - 2026–27	GP chronic condition management plans are shared via My Health Record, supporting AHPs to deliver more coordinated care for consumers with chronic conditions. This improves outcomes through better access to shared health information and multidisciplinary care team planning.	<ul style="list-style-type: none"> • Enable connected care across settings
Continue to enhance the ways consumers can contribute information to My Health Record to support evidence-based care.	<ul style="list-style-type: none"> • The Agency • Software and IT vendors • State and territory health departments 	Underway: Horizon 1 - 2025–26	Consumers are empowered to manage their health information, building trust with healthcare professionals and improving the personalisation of care.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings

Initiative	Digital Uplift partners	Status	Intended value and benefit	Purpose
Develop education modules for consumers that focus on improving digital health literacy.	<ul style="list-style-type: none"> • The Agency • Consumer peak bodies • State and territory health departments 	Ongoing	Resources are made available to AHPs to share with their consumers, to support them to be well-informed about digital health processes, their purpose and how their health information is managed.	<ul style="list-style-type: none"> • Demonstrate the value of digital health • Deliver tailored education and support
Expand scope of MyMedicare to allow AHP registration.	<ul style="list-style-type: none"> • Services Australia • The Agency • The Department 	Ongoing	Enable AHPs to be formally recognised in care teams, improving continuity of care and visibility across primary care settings.	<ul style="list-style-type: none"> • Build fit-for-purpose infrastructure • Enable connected care across settings

Legend

Delivery accountability: Bold text indicates the delivery lead(s).

Initiative status -

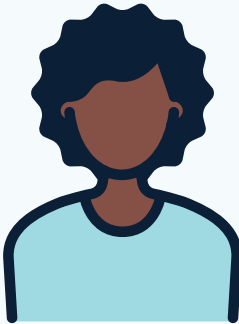
Underway: These initiatives are underway.

Planning commenced: These initiatives have resources allocated or proposals to allocate resources.

Future initiatives: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Ongoing: These initiatives are ongoing.

Future outlook



Eva is a speech pathologist who owns her practice but also works as a contractor across several residential aged care facilities. As a part of Eva's practice she is required to work with different multidisciplinary teams and use a range of clinical information systems.



Eva has received an electronic referral for an in-person consultation with a new resident, Harvey, at one of the aged care facilities Eva contracts to.

Prior to scheduling an appointment, Eva uses her conformant clinical information system to view Harvey's health summary in My Health Record. From the summary, Eva can see that Harvey has Chronic Obstructive Pulmonary Disorder (COPD). Additionally, Eva reviews Harvey's latest event summary which captures notes from Harvey's nurses at the aged care facility. The event summary documents worsening dysphagia (poor swallow) and increasing episodes of choking during mealtimes.

Eva schedules an in-person and telehealth appointment to meet with Harvey, his nurse and his daughter

As part of the in-person consultation, Eva also uses telehealth so that Harvey's daughter Natalie can join the review and contribute to the discussions. Natalie expresses that her dad has always been a fussy eater and will likely not cope with too many changes to his diet.

During the consultation, Eva conducts a swallow assessment with Harvey. From the assessment, Eva observed optimal tolerance noted on minced/moist diet (International Dysphasia Diet Standardisation Initiative (IDDSI level 5) and thin fluids (IDDSI level 0).



Eva uses her clinical information systems to update Harvey's health summary in My Health Record

Harvey's nurses use Harvey's updated health summary in My Health Record to make adjustments to the meals he receives.

As part of Harvey's multidisciplinary team, Raj a dietitian, gets notified that there has been an update to Harvey's health summary in My Health Record. Raj reviews the information and determines he needs to have a consult with Harvey and his care team to ensure Harvey's nutritional needs are met under his new diet.

A few weeks later Eva receives a notification on her conformant clinical information system of Harvey's further updated health summary

Eva can see that the dietitian has visited Harvey and recommended the use of a supplement regime and the inclusion of smaller daily snacks to increase nutritional support and prevent weight loss.

Using My Health Record, Eva also reviews the nurses notes from the aged care facility which show no new observations of choking since the IDDSI dietary changes.



*Note: consent from Harvey was provided for the electronic referral which also outlined who Harvey wanted in attendance for his consult.

Connecting allied health to Australia's evolving digital health and care system

“We have an ethical obligation to give our patients a better experience, and ... if we don't use the technology that's available to us, that we know improves patient outcomes and experience ... then we are actually doing a disservice to our patients.”

Healthcare professional¹⁹

Australia's health and care system is undergoing a major digital transformation. Historically fragmented and reliant on paper-based records, it is now shifting toward a connected, inclusive and sustainable health and care system - where data flows securely, care is coordinated and every Australian has access to personalised, high-quality support.

Australia's ageing population and rising chronic disease rates are also increasing demand for a more efficient and sustainable health workforce, enabled by digital solutions.

This transformation is being guided by national strategies and reforms that aim to improve health outcomes of all Australians, enhance collaboration across the health and care systems, increase system-wide efficiency and improve equity. Central frameworks include the [National Digital Health Strategy 2023–2028](#), [Digital Health Blueprint and Action Plan 2023–2033](#), [Strengthening Medicare](#) and the [National Agreement on Closing the Gap](#). These efforts are supported by digital infrastructure expansion²⁰, legislative reforms²¹, workforce development²² and innovation in areas like telehealth, electronic health records, and interoperability standards, collectively strengthening connectivity and enabling timely, secure exchange of health information across the health and care system.

¹⁹ Ten Big Ideas for healthcare reform | Health Services Daily

²⁰ For example, [Health Connect Australia Strategy, Architecture and Roadmap](#)

²¹ For example, [Improved sharing by default](#)

²² For example, [National Allied Health Workforce Strategy](#)

AHPs collectively form the largest health workforce in primary care and the second-largest clinical workforce in Australia²³. They are pivotal to the nation's digital health transformation and, as multidisciplinary team working expands and demand for care grows due to an ageing population and increasing rates of chronic disease, it is essential that AHPs are digitally connected across all care settings. This connectivity will enhance care delivery, improve communication and support sector-wide integration and collaboration. With access to secure, interoperable digital solutions, AHPs will be able to access and share health information, work seamlessly with other professionals and deliver care that is timely, coordinated and tailored to consumer needs.

This plan is intended to support the allied health sector embrace digital transformation and prepare them to adopt digital tools and practices into routine care delivery.

Digital innovations such as telehealth, digital therapeutics and remote monitoring are transforming healthcare delivery and enabling patients to access care from the comfort of their own homes. Reduced travel time from greater use of telehealth is delivering consumer gains of around \$895 million per year.

Australian Productivity Leveraging Digital Technology in Healthcare Report (May 2024)²⁴

²³ Draft National Allied Health Workforce Strategy – Consultation Draft

²⁴ <https://www.pc.gov.au/inquiries-and-research/digital-healthcare/>

The value of a more connected future

Consumers & carers



By putting consumers at the centre of care and enabling data to flow across settings, health outcomes and experiences improve.

"I feel like it makes the patient feel safe from day dot. Rather than... 'Oh well, she doesn't know anything about me and I've got to start from step one again.'"



Exercise physiologist

- **Seamless, connected care:** Consumers and carers no longer need to repeat their story at every appointment. Their health history and treatment plans are securely accessible to all their healthcare professionals, ensuring everyone is on the same page and care is consistent.
- **Timely care:** National digital health tools and services enable quicker interventions and referrals, helping consumers stay healthy and active. Up-to-date information means consumers can find the right healthcare professional at the right time, reducing delays and avoidable complications.
- **Empowerment and engagement:** Consumers and carers can view their health information, track progress, and participate in shared decision-making. They are empowered to take control of their care and make informed choices.
- **Continuity of care:** As consumers move between services or as their needs change, their care remains coordinated and connected. This ensures holistic, person-centred support - no matter where they are in the system.
- **Privacy and security:** Consumers and carers can trust that their personal health information is protected by robust privacy and security measures. Only authorised AHPs can access their records, and all data sharing is governed by strict standards to ensure confidentiality and a maintenance of trust.

The value of a more connected future

Allied Health Professionals



Connecting the AHPs to digital health and care system improves care delivery, boosts efficiency, and enhances collaboration across teams.

"It took me years to switch from paper notes to electronic... I remember...I would have spent a decade of...staying up hours and hours, writing letters back to the GP. And now it's...Press of a button and it's done."



Dietitian

- **Seamless access to clinical information:** Digital health and care systems support evidence-based clinical decisions by making relevant information available at the point of care, reducing errors and duplication.
- **Effective multidisciplinary communication:** Up-to-date contact information and secure, real-time messaging tools replace time-consuming phone calls and insecure faxes. This streamlines communication, reduces delays, and ensures everyone is appropriately informed.
- **Coordinated, holistic care:** National digital health tools and services enable AHPs to deliver truly coordinated care across sectors, including Department of Veteran's Affairs, disability and aged care. This empowers consumers to be active participants and fosters a collaborative relationship between professionals.
- **Professional empowerment and growth:** Digital uplift supports ongoing learning, professional autonomy, and the ability to contribute meaningfully to multidisciplinary teams. It enables AHPs to focus on what matters most - delivering high-quality care.
- **Privacy and security:** AHPs benefit from systems designed with robust privacy and security, ensuring compliance and building trust with consumers and colleagues. Modern platforms, including those that are cloud-based, increasingly incorporate advanced cybersecurity and ongoing updates to safeguard sensitive information.

The value of a more connected future

Health and care system



Connecting AHPs strengthens the health and care system by enhancing multidisciplinary care, improving efficiency, and enabling continuous, data-informed improvement.

Digital technology has a role in improving healthcare delivery, including for allied health services.

It is estimated that better digital integration is estimated to save over \$5 billion annually and ease system pressures. Additionally, utilising electronic medical records could save up to \$5.4 billion by reducing hospital stays and \$355 million by minimising duplicated tests.

**Australian Productivity Commission
Leveraging Digital Technology in
Healthcare Report (May 2024)**

- **Reduced duplication and waste:** Integration of health information reduces redundant tests, missed referrals, and unnecessary documentation, saving time and resources.
- **Lower costs and better outcomes:** Preventive, comprehensive care reduces avoidable hospitalisation and complications, saving a significant amount of money and time annually and improving health outcomes. Integrated data collection underpins clinical decision support tools, enabling care that is adaptive, evidence-based, and economically sustainable over the long term.
- **Stronger collaboration and less fragmentation:** Digital tools connect previously siloed professionals, enabling cohesive, person-centred multi-disciplinary care and making the roles AHPs more visible and valued across the care continuum.
- **A learning health system:** Connecting AHPs to the broader health and care system enables secure use of data to inform care, decision making policy and continuous improvement – supporting benchmarking across services and professions, helping identify best practices, evolving trends and areas for development.
- **System resilience and innovation:** Digital integration enables rapid response to emerging challenges, supports innovation, and ensures the health system can adapt and thrive into the future.

Examples of connecting with digital health tools and services

Allied health professional at the beginning of their digital journey

Who they are: A sole practitioner working in private practice or community settings who currently uses paper-based records or basic digital tools. They have limited awareness of national digital health systems and are unsure where to begin.

Short-term goals

- Understand core components of national digital health tools and services available.
- Connect to My Health Record through the National Provider Portal.
- Complete foundational digital health training.

Medium-term goals

- Implement a conformant clinical information system in their practice.
- Integrate national digital health tools and services into everyday practice.

Next steps

1. Connect with the Digital Adoption Support Team on 02 6223 0741 or email digitaladoptionsupport@digitalhealth.gov.au, or your local Primary Health Network (PHN) to explore support options.
2. Register for a HPI-I²⁵ and HPI-O, with support from your support service or using online resources, see [Register for Healthcare Identifiers \(HI\) Service - Health professionals - Services Australia](#).
3. Register and setup access to the My Health Record with support from your support service or using online resources, see [implementing My Health Record](#).
4. Undertake necessary [training](#) prior to using My Health Record.
5. Login to the [National Provider Portal](#) to support provision of care.
6. Seek assistance from your support service or review the Agency's [register of conformity](#) which lists software products that have been assessed for conformance with national digital health requirements.

A practice manager for a small, allied health organisation

Who they are: A practice manager overseeing a small multidisciplinary team in a community or private setting. The practice uses a mix of non-My Health Record conformant digital and paper-based systems, with limited integration. Staff have varying levels of digital literacy, and the organisation is not yet connected to national digital health platforms.

Short-term goals

- Understand digital capability of practice staff and course of action needed.
- Implement a conformant clinical information system in their practice.
- Connect to My Health Record.
- Upskill staff in digital health.

Medium-term goals

- Integrate national digital health tools and services into everyday practice.
- Internal workflows support consistent, secure use of digital health tools.
- Foster digital health culture and literacy in the practice.

Next steps

1. Complete a practice-wide [digital readiness assessment](#) and develop an action plan.
2. Connect with the Digital Adoption Support Team on 02 6223 0741 or email digitaladoptionsupport@digitalhealth.gov.au, or your local PHN to explore support options.
3. Seek assistance from your support service or review the Agency's [register of conformity](#) which lists software products that have been assessed for conformance with national digital health requirements.
4. Commence planning to implement a conformant clinical information system.
5. With support from your support service, register with a HPI-O and support all clinical staff to register for a HPI-I or using online resources, see [Register for Healthcare Identifiers \(HI\) Service - Health professionals - Services Australia](#).
6. Find resources to help you and your staff feel confident using digital health technologies. See [education and training resources](#), [webinars](#), the [online learning portal](#), [podcasts](#) or email education@digitalhealth.gov.au to arrange a tailored My Health Record training session for your staff.

²⁵ If you are registered with the Australian Health Practitioner Regulation Agency (AHPRA), you likely already have an HPI-I. You can find it on the AHPRA website or by contacting them on 1300 419 495. Alternatively, you can call the HI Service enquiry line on 1300 361 457 and request your HPI-I. If you are not registered with AHPRA, you will need to apply for one through the Healthcare Identifiers Service using Health Professional Online Services (HPOS).

Allied health professional with growing digital capability

Who they are: An AHP who is confident using a conformant clinical information system, accesses and contributes to My Health Record regularly. They are interested in expanding digital capabilities such as electronic prescribing and advanced data sharing, and may work in a team-based setting or independently.

Short-term goals

- Implement electronic prescribing (where appropriate) in daily practice.
- Connect to [Provider Connect Australia](#).
- Complete training on advanced digital health tools.

Medium-term goals

- Use decision support tools and contributes to sector-wide feedback and innovation efforts.
- Support peers in adopting digital health tools.
- Explore emerging technologies, such as AI tools, and how they could be used in the practice.

Next steps

1. Assess your [digital health capabilities](#) to identify areas for further development and growth.
2. Connect with the Digital Adoption Support Team on 02 6223 0741 or email digitaladoptionsupport@digitalhealth.gov.au, or your local PHN to explore support options to support you to register with Provider Connect Australia and electronic prescribing.
3. Undertake necessary [training](#) prior to using electronic prescribing.
4. Seek opportunities for further education in digital health or [informatics](#) to progress towards becoming a digital health leader.
5. Engage with digital health communities of practice to share experiences, exchange ideas, and explore opportunities for innovation and quality improvement.

Connecting to digital health solutions

Connect with a digital health support service

Digital Health Adoption Service (available 8.30am – 5pm (AEST) Monday – Friday)

- Phone: 02 6223 0741
- Email: digitaladoptionsupport@digitalhealth.gov.au

Primary Health Network (PHN)

- Find your [local PHN](#)

Check your software or find and implement conformant clinical software

Seek assistance from your support service or review the Agency's [register of conformity](#) which lists software products that have been assessed for conformance with national digital health requirements.

Register with the Healthcare Identifier (HI) Service

The Digital Health Adoption Service or local PHN can support you to register for the HI Service.

An organisation will need to register for a Healthcare Provider Identifier-Organisation (HPI-O), see [Set up Healthcare Identifiers for your organisation - Health professionals - Services Australia](#).

All healthcare providers will need to register for a Healthcare Provider Identifier-Individual (HPI-I). Alternately see, [Healthcare Identifiers \(HI\) Service for individual health care providers - Health professionals - Services Australia](#).

Register and setup access to the My Health Record (MHR)

In most healthcare settings, access to the My Health Record system is via conformant clinical software, the [National Provider Portal](#), or hospital applications.

The Digital Health Adoption Service or local PHN can support you to register and setup access to My Health Record. Alternatively, see Implementing My Health Record in your healthcare organisation.

Register for Provider Connect Australia (PCA)

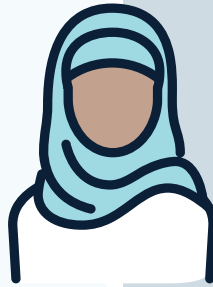
The Digital Health Adoption Service or local PHN can support you to register and setup access to Provider Connect Australia. Alternatively, see [Provider Connect Australia](#).

Undertake necessary training before using

Find resources to help you feel confident using digital health technologies. See [education and training resources](#), [webinars](#), [the online learning portal](#), [podcasts](#) or email education@digitalhealth.gov.au to arrange a tailored MHR training session for your staff.

Value of digital health

Aisha, a 57-year-old woman living with type 2 diabetes, relocates to a new state to be closer to family. Before moving, she received coordinated care from a local team of healthcare professionals. After settling into her new home, Aisha begins looking for new healthcare professionals to support her diabetes management.



How national digital health tools and services support more connected care?

Aisha is connecting with a new team of clinicians to support her management of type 2 diabetes.



Aisha uses Healthdirect service finder tool to locate and schedule an appointment with a local GP. Before her visit, she completes an online intake form and receives an automated SMS reminder to confirm her booking.

At the appointment, Aisha's new GP accesses her My Health Record to review her medical history, current medications, and recent pathology results. The GP updates her chronic disease management plan and refers her to a Credentialed Diabetes Educator, dietitian, and podiatrist at a nearby multidisciplinary clinic.

Aisha meets with the Credentialed Diabetes Educator, who builds on the GP's recommendations by helping her refine her blood glucose monitoring technique and review her self-management goals. She assesses Aisha's current medication regimen to support her in managing her diabetes. She also sees the clinic's dietitian, who helps her establish her meal plan to meet her dietary needs, and the podiatrist, who assesses and manage her foot health.



Healthcare identifiers enable Aisha's healthcare professionals to accurately identify and access her information, and securely share it with other members of her care team.



Cross-border information sharing is secure and compliant with privacy, legislative, and consent requirements, supporting continuity of care when consumers relocate.



My Health Record, accessed via conformant clinical information systems, ensures Aisha's medical history, including records from another state, is available to inform assessments and treatment plans. This reduces delays, avoids duplication, and fills gaps in patient records.



Digital sharing of referrals, assessments, and test results supports holistic, collaborative care. This is enabled by conformant clinical information systems, electronic referrals, and Health Connect Australia.



Active Script List streamlines electronic prescribing, allowing authorised healthcare professionals to view all active prescriptions with Aisha's consent, reducing the need for repeat visits and improving medication safety.



Over the following months, Aisha continues to build her care network. She books a session with an exercise physiologist, who uses data from her wearable

devices and My Health Record information to develop a personalised exercise plan.

The stress of relocating and managing a chronic condition prompts Aisha to book a telehealth psychology appointment. With access to her My Health Record, the psychologist is able to provide more targeted and personalised support.

Prompted by a reminder from her previous clinic, Aisha books an appointment with a local optometrist to undertake her annual eye assessment. Although the optometrist's contact details had recently changed, communication remains seamless and updated thanks to Provider Connect Australia's functionality.



Integrated clinical information systems allow professionals to document care and share updates via My Health Record, enhancing quality, safety, and consistency across settings.



Telehealth expands access to timely, personalised care by enabling remote consultations that support convenience and continuity.



Provider Connect Australia automates updates to national directories and systems, improving data accuracy and enhancing efficiency for healthcare organisations.



Digital sharing of key health information, including care plans, through integrated systems ensures that all members of Aisha's care team, including her GP, can provide informed, coordinated care.



As Aisha settles into her new routine, she continues to expand her support network. She visits a physiotherapist for knee pain and receives a

personalised set of strengthen exercises through an app connected to their clinical system, which integrates with My Health Record. The physiotherapist sends a referral to an orthotist for review to further manage her knee pain.

Meanwhile, an orthotist adjusts Aisha's footwear to offload pressure on high-risk areas, using past treatment information from My Health Record to guide care.

Each healthcare professional uses a secure clinical information system integrated with My Health Record to document progress and coordinate care.

Throughout her journey, Aisha stays informed via the my health app and Active Script List, while her GP monitors coordinated updates from her care team through My Health Record, supporting timely, informed decision-making.



Secure messaging platforms enable safe, seamless communication between healthcare professionals, reducing reliance on outdated methods like fax or paper.



my health app provides Aisha with secure, real-time access to her health information, empowering her to manage her care and stay informed.



Onboarding support - including educational resources and consumer-friendly interfaces - help Aisha and her healthcare professionals confidently adopt and use digital health tools.



Consumer consent and control are central to Aisha's experience. She can manage who accesses her information, reinforcing trust and supporting person-centred care.

Continuous improvement and activity to sustainably support uplift

Strengthening the digital health connectivity and capability of the allied health sector is an ongoing focus for government. Through increased sector awareness, stronger engagement and collaboration from government, and delivery of targeted, fit-for-purpose national digital health tools and services, AHPs will be empowered to confidently engage with and embrace Australia's evolving digital health ecosystem.

Continuous improvement activities by the Department and the Agency will be used to help identify emerging government priorities, guide future investment and ensure digital health initiatives remain responsive to sector needs and are strategically aligned to deliver sustainable uplift and long-term impact.

Insights to inform our understanding will be drawn from how digital health tools and services are being accessed and used, including:

- The uptake of national digital health tools and services by AHPs, including conformant clinical information systems, My Health Record and Provider Connect Australia
- Improvements in digital maturity and literacy, confidence, and competence among AHPs, informed by training participation, surveys, and feedback
- Enhanced relevance and utility of digital health tools and services, based on user experience and sector feedback
- Evidence of digital health integration into workforce planning, education, and professional development, supporting long-term capability uplift and
- Feedback from AHPs, including success stories, case studies, and lessons learned, to support a learning health system.

Sharing this information with the sector transparently will be vital to reform practices where necessary and to support continuous learning, improvement and innovation, which ultimately translates to better health outcomes for all Australians.

Glossary

Term	Meaning
Chronic conditions	A diverse group of diseases/ conditions, such as heart disease, cancer and arthritis, which tend to be long lasting and persistent in their symptoms or development. Although these features also apply to some communicable diseases, the term is usually confined to non-communicable diseases.
Clinical information system (CIS)	A system that is used by a healthcare provider to manage patient and practice records. It may include a software component connected to the My Health Record system.
Continuity of care	Processes that ensure that everyone who cares for a consumer knows, and has information about their care and service needs, choices and preferences. Helps to ensure that there are no gaps when the responsibility for the delivery of care and services is transferred between individuals within an organisation or different organisations.
Cyber security	How people, processes and technology protect information kept in digital formats from being taken, damaged, modified, or exploited.
Data	Any information in a form capable of being communicated, analysed or processed (whether by an individual or by computer or other automated means).
Data sharing	Providing controlled access to public sector data to the right people for the right reasons with safeguards in place.
Diagnostic imaging report	A diagnostic imaging (or radiology) report is primarily a written communication between the radiologist interpreting the imaging study (eg X-ray, MRI) and the clinician who requested the examination.
Digital health standards	Digital health standards are the foundations of interoperability and connected care. Although they are often technical documents, in simple terms these standards guide processes, data structure, and methodology embedded within the technology we use in healthcare.

Term	Meaning
Digital health tools	<p>Digital health tools encompasses systems, software and products based on information and communications technology that can be used to treat patients and collect and share a patient's health information. Digital health tools in Australia has a broad scope, and includes (but is not limited to):</p> <ul style="list-style-type: none"> • mobile health and applications (such as SMS reminders via mobile messaging, wellness apps, my health app and Medicare Online) • digital medicines including electronic prescribing and electronic medication charts • healthcare identifiers • electronic health records (including My Health Record) • telehealth and telemedicine • wearable devices (such as fitness trackers and monitors) • robotics and artificial intelligence • electronic referrals.
Digital maturity	<p>The digital maturity of a healthcare organisation is the extent to which its health IT is an enabler of high-quality care through supporting improvements to service delivery and patient experience. Digital maturity is multi-faceted, and encompasses not only technology, resource and capability but also the digital literacy, ability and motivation of staff and patients to use new technologies</p>
Digital uplift (health)	<p>The targeted improvement of digital capabilities, infrastructure, systems and workforce readiness across the healthcare sector to enable safe, connected and person-centred care.</p>
Electronic Clinical Decision Support (eCDS)	<p>This software supports clinical decision making within the health care system. Within primary health care, eCDS software can be used as an input into GP/patient interactions, providing notifications and recommendations at the point of care. eCDS can be used as a stand-alone software or as a built in/add on component within PMS. The key inputs into eCDS used in primary health care are clinical guidelines, de-identified images/results and de-identified primary health care data.</p>
Electronic prescribing	<p>Electronic prescribing is a system that allows healthcare providers and consumers to use electronic prescriptions instead of paper ones.</p>
Electronic referrals (eReferral)	<p>Electronic referrals support the seamless exchange of significant patient information from one treating healthcare provider to another via a national system of creating, storing and sharing referral reports.</p>

Term	Meaning
Fast Healthcare Interoperability Resources (FHIR®)	A standard for exchanging healthcare information electronically.
Health Connect Australia	A national health information exchange program designed to enable the sharing of health information between healthcare participants quickly and securely.
Healthdirect	A government-funded service, providing quality, approved health information and advice.
Health information	The information that relates to the individual's physical or psychological health and includes the dispensing of medicines and the provision of aged care, palliative care, and care for a person with a disability.
Health Professional Online Services (HPOS)	The service that provides Services Australia services to health professionals through a secure online channel. Services accessed through HPOS include application for My Health Record registration and the ability for an HPI-O to link to a CSP.
Healthcare provider	A person who is involved in or associated with healthcare delivery. For the purposes of the My Health Record system, a healthcare provider is a person who has an HPI-I and is authorised by a registered healthcare provider organisation to access the My Health Record system on their behalf.
Healthcare Identifiers Service (HI Service)	A national system for uniquely identifying healthcare providers and individuals, which makes sure the right health information is associated with the right individual.
Healthcare Identifiers Act (HI Act)	The <i>Healthcare Identifiers Act 2010</i> , which establishes the healthcare identifiers service (HI Service) and regulates related matters.
Healthcare Provider Identifier – Individual (HPI-I)	Uniquely identifies an individual healthcare provider who provides healthcare, such as general practitioners, allied health professionals, specialists, nurses, dentists and pharmacists, among others.
Healthcare Provider Identifier – Organisation (HPI-O)	A unique 16-digit number used to identify organisations that deliver healthcare in the Australian healthcare setting.

Term	Meaning
Healthcare provider organisation	An organisation, or a part of an organisation, that has conducted, conducts, or will conduct, healthcare.
Individual Healthcare Identifier (IHI)	A 16-digit unique number used to identify individuals who receive or may receive healthcare in the Australian health system.
Interoperability	The ability of a system or product to transfer the meaning of information within and between systems or products without special effort on the part of the user. Interoperability is made possible by the implementation of standards.
Learning health system	An environment in which knowledge generation processes are embedded into daily clinical practice to continually improve the quality, safety and outcomes of healthcare delivery.
Multidisciplinary care	Involves different healthcare providers collaborating on different aspects of an individual's health needs. This can include doctors, nurses and allied health professionals.
My Health Record	<p>The record of information created and maintained by the System Operator in relation to the individual, and information that can be obtained by means of that record, including the following:</p> <ul style="list-style-type: none"> • information that relates to the individual in the record relating to the individual's registration; • health information connected in the My Health Record system to the individual, including information included in a record accessible through the index service; • other information connected in the My Health Record system to the individual, such as information relating to auditing access to the record; and • back-up records of such information.
My Health Records Act 2012	The <i>My Health Records Act 2012</i> provides the critical components of the My Health Record system, while the operational detail is contained in the subordinate legislation. The My Health Records Act establishes the role of the My Health Record System Operator, a registration framework for consumers and participants, a privacy and security framework, penalty provisions, a research and public health framework and common mechanisms associated with the transparency and scrutiny of the Act.
National Provider Portal (NPP)	The interface through which healthcare provider organisations can access the My Health Record system and view an individual's My Health Record without having to use a clinical information system. The National Provider Portal is a view only service.
Pathology report	A pathology report contains the findings of test results on samples of body fluid/waste or tissue material. Doctors and other healthcare providers use this information for diagnosis and treatment of diseases and other conditions.

Term	Meaning
Point of care	The time and location of an interaction between a patient and a healthcare provider for the purpose of delivering health care.
Primary care	Primary care is health care people seek first in their community, such as GPs, pharmacies and allied health professionals.
Provider Connect Australia (PCA)	A service to connect healthcare provider organisations with their business partners to streamline updates of the services they provide and the practitioners that provide them. The PCA also creates unique identifiers for healthcare services, service delivery locations and practitioners' service delivery roles, allowing these to be reliably identified and linked across the healthcare system.
Provider Digital Access (PRODA)	Services Australia service that allows a healthcare provider with an HPI-I to access the My Health Record National Provider Portal for read-only purposes.
Telehealth	Consultation with a healthcare provider by phone or video call.
Workforce	All people working in a healthcare service, including healthcare providers and any other employed or contracted, locum, agency, student, volunteer or peer workers. The workforce can be members of the healthcare.

Appendix A: Resources

As at December 2025

Support services	Contact details
My Health Record	Phone: 1800 723 471 (available 24 hours a day, 7 days a week) Online: Complete the Australian Digital Health Agency Contact form
Healthcare identifiers (HPI-Is, HPI-Os, IHIs)	Phone: 1300 361 457 (available 8.30am - 5pm (AEST), Monday-Friday) Email: healthcareidentifiers@servicesaustralia.gov.au
eBusiness Service Centre	Phone: 1800 700 199 (available 8am - 5pm (AEST), Monday-Friday) Email: ebusiness@servicesaustralia.gov.au
PRODA	Phone: 1800 700 199 (available 8am - 5pm (AEST), Monday-Friday) Email: proda@servicesaustralia.gov.au
Health Professional Online Services (HPOS)	Phone: 132 150 (option 2, available 24 hours a day, 7 days a week) Health Professional Online Services (HPOS) - Health Professional Education Resources
Australian Digital Health Agency	Phone: 1300 901 001 (available 8am - 5pm (AEST), Monday-Friday) Email: help@digitalhealth.gov.au
Digital Adoption Support Team	Phone: 02 6223 0741 (available 8.30am - 5pm (AEST), Monday-Friday) Email: digitaladoptionssupport@digitalhealth.gov.au
Local PHN	Find your local PHN

Guidance on registering for digital platforms and using digital tools

Resource	Description	Source
My Health Record for Allied Health Professionals	Guidance to support healthcare organisations to register and use My Health Record. It includes registering for healthcare identifiers, and policy templates.	The Agency
Implementing My Health Record in your organisation	Provides information for healthcare providers and organisations wanting to register with the Healthcare Identifiers (HI) Service and the My Health Record system, along with key points to consider before and after registration.	The Agency
Register for Healthcare Identifiers (HI) Service	Provides guidance for how healthcare professionals and organisations can register for and use the HI Service.	Services Australia
Register for Provider Connect Australia™	Provides guidance on how to register with Provider Connect Australia and instructions on how to create a PRODA account.	The Agency

Education and training

Resource	Description	Source
Digital health self-assessment tools		
Digital Health Capability Self-Assessment	Provides health and care workers across Australia with a mechanism to self-assess their own digital health readiness and plan ongoing development.	AIDH
Agency training		
Australian Digital Health Agency's Online Learning Portal (Allied Health)	Offers eLearning modules to support allied health professionals in integrating digital health tools into their practice, including but not limited to introductions to My Health Record, guidance on registering with My Health Record (including setting up a Security and Access Policy), and digital health security awareness training.	The Agency
Digital Health training for Allied Health	Resource to support 'train the trainer' style learning, delivered through AHPA or PHNs.	The Agency

Resource	Description	Source
Electronic Prescribing training and support	An overview of and introduction to using electronic prescription tokens, and the benefits for the consumer.	The Agency
FHIR® Training Courses	Suite of training courses to enable the Australian health technology workforce to understand FHIR® standards.	The Agency
Healthcare Identifiers Course: Health Identifiers and the Healthcare Identifiers Service	Healthcare identifiers and the Healthcare Identifiers Service online learning.	The Agency
Online e-learning module for digital health security awareness	Digital Health Security Awareness online learning.	The Agency
Online eLearn Module Introduction to My Health Record for Healthcare Providers	Introduction to My Health Record for healthcare professionals.	The Agency
Online eLearn module – Developing a My Health Record Security and Access Policy for your Organisation	Developing a My Health Record Security and Access Policy for your Organisation - online training.	The Agency
Online eLearn module – My Health Record security, privacy and access	My Health Record security, privacy and access online training.	The Agency
Online eLearn module – Using My Health Record in allied healthcare	Using My Health Record in allied healthcare - online training.	The Agency
My Health Record recommended training list	Healthcare provider organisations must provide staff with My Health Record training before they are authorised to use the system. This list provides a list of required training and information on how to access a tailored training session for your organisation.	The Agency
Using My Health Record via the National Provider Portal	Educational video on using My Health Record via the National Provider Portal for healthcare professionals.	The Agency
my health app introduction	Educational video on using my health app.	The Agency

Resource	Description	Source
What is SNOMED CT? video	Educational video outlining in plain language the challenges faced when patient data cannot be easily shared with other healthcare professionals and how the healthcare world is trying to solve that problem through the international standard of SNOMED-CT.	SNOMED International
My Health Record educational storybook for Aboriginal and Torres Strait Islander people	An educational storybook on My Health Record for Aboriginal and Torres Strait Islander people.	Aboriginal Health & Medical Research Council
Podcasts - for everyone	Searchable webpage with a list of podcasts encompassing various topics such as My Health Record, cyber security, electronic prescriptions, telehealth and more.	The Agency
Webinars (on-demand) for Digital Health Foundations with Steps to Register	Webinar repository for healthcare professionals.	The Agency
Other training		
AIDH Digital Health Continuing Professional Development (CPD) Platform	Paid online courses that provides an introduction to digital health and coverage of the ethical consideration and impact of AI in healthcare.	AIDH
Services Australia Hub: Education resources for healthcare professionals	Includes health professional education resources, including HPOS and MyMedicare.	Services Australia
Formal education courses		
Australian digital health (university) course directory	Compilation of courses that support best practice competence in delivering digital health and care using digital technologies and data.	Digital Health CRC
Allied Health Clinical Educator Training	Range of online, self-paced micro credential courses designed to enhance professional skills in healthcare, particularly for allied health clinical educators.	Western Sydney University
Student Telehealth Program - Monash School of Primary and Allied Health Care	Supports health professional students to learn how to conduct telehealth services.	Monash University
Digital Health courses – Australian Catholic University	A suite of courses in digital health designed for graduates to advance patient-centred health care through the application of advanced knowledge.	Australian Catholic University

Resource	Description	Source
Digital Health courses – La Trobe University	Provides undergraduate and postgraduate study options focused on digital health systems, innovation and improving healthcare delivery through technology.	La Trobe University
Master of Digital Health and Data Science – University of Sydney	Offers a postgraduate program combining computer science, digital health, and data science to prepare students for roles in health technology and informatics.	The University of Sydney
Centre for Digital Transformation of Health, University of Melbourne	Focuses on research, education, and partnerships to drive digital transformation in healthcare and improve health outcomes.	The University of Melbourne
Graduate Certificate in Digital Health – University of Tasmania	An online postgraduate course aimed at developing foundational knowledge in digital health for professionals across health and IT sectors.	The University of Tasmania
Graduate Certificate in Digital Health - Australian College of Nursing	Tailored for nurses, this course builds leadership and technical skills to support digital health implementation and innovation in clinical settings.	Australian College of Nursing
NSW Health - Digital Health and Data Pathway – Allied Health	Allied Health Digital Health and Data Learning Pathway. Flyer available for more information.	NSW Health

Other useful resources

Resource	Description	Source
My Health Record resource hub	My Health Record hub with a range of content, including clinical information system and National Provider Portal summary sheets.	The Agency
National Clinical Terminology Service Document Library	A central repository for documentation and resources related to the implementation and use of national clinical terminology standards in Australia.	The Agency
My Health Record participation obligations	Guidance to help healthcare professionals understand their obligations before accessing My Health Record.	The Agency
AIDH Digital Health Hub	An online repository which hosts relevant digital health workforce content to support educators, employers, peak bodies and individuals in the development of digital health capability.	AIDH
AHPA Digital Health Hub	Digital health resources hub page, including digital health toolkits.	AHPA
AHPA's digital health resources	Provides tools, guides, and templates to help allied health professionals adopt and implement digital health technologies like My Health Record, secure messaging, and telehealth.	AHPA
Queensland Digital Health Centre (QDHeC)	Provides access to digital health training, collaborative research opportunities, and tools like the SMART Hub for ethical data use.	The University of Queensland
Primary Health Network (PHN) resources		
Primary Health Network (PHN) locator	A tool to find the location, boundaries and contact details of Primary Health Networks (PHNs).	The Department
National Allied Health Practice Engagement Toolkit	A comprehensive resource to support AHPs in working in primary care. Chapter 5: <i>Digital health and information systems</i> provides links to tools and resources to support AHPs and practices on their digital health journey.	PHN Cooperative

Resource	Description	Source
Central and Eastern Sydney PHN Digital Health	Offers guidance to help allied health professionals implement and optimise digital health technologies like My Health Record, secure messaging, and telehealth in their practice.	Central and Eastern Sydney PHN
Darling Downs and West Moreton PHN Digital Health Services	A practical support resource for allied health professionals offering tools, training, and one-to-one assistance to implement digital health technologies.	Darling Downs and West Moreton PHN
Western Victoria PHN Digital Health for health professionals	Provides informative articles on a range of health topics including, digital health, electronic prescriptions, Provider Connect Australia, telehealth, secure messaging and My Health Record.	Western VIC PHN
Gold Coast PHN Digital health	Offers guidance, information and links to reputable resources on digital health technologies such as My Health Record, electronic prescriptions and telehealth.	Gold Coast PHN
Hunter New England Central Coast PHN Health-e Together for Allied Health	The 'Health-e Together for Allied Health' digital care toolbox provides change management support through digital health technologies and systems for AHPs at different levels of digital health readiness.	Hunter New England Central Coast PHN

