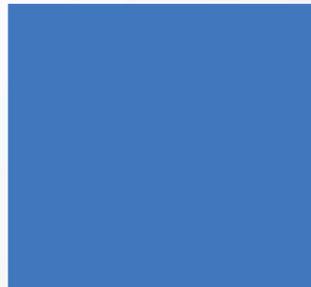
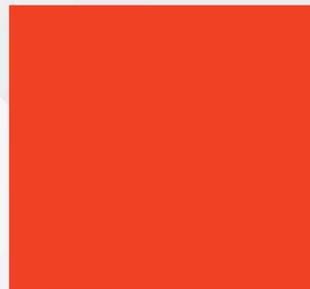
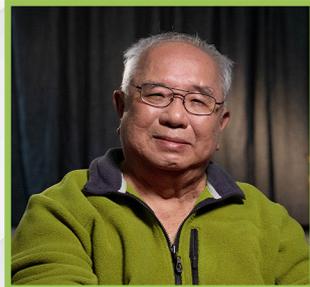


# NATIONAL DIGITAL HEALTH STRATEGY

2023-2028

Action & Impact Report  
2023-2025



## **Australian Digital Health Agency**

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

Telephone: 1300 901 001; Web: [www.digitalhealth.gov.au](http://www.digitalhealth.gov.au); Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

## **Acknowledgement of Country**

All partners acknowledge and respect Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Australia and their continuing connection to land, seas and community. We pay our respects to their cultures and to Elders past and present.

Aboriginal and Torres Strait Islander peoples should be aware that this document and the website where it is published may contain images of deceased persons.

## **Thank you to partners and contributors**

We thank the partners, organisations, healthcare providers and Australians from all walks of life who contributed to the research for this report and broader consultations. 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 the 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 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.

Along with our partners, the Agency is responsible for leading and coordinating the implementation of the strategy and maintaining a national view of its progress. The Agency is also responsible for some key elements of the strategy, including the continued expansion of My Health Record and other platforms that support the secure and safe use of digital health systems across the nation.

## Copyright

National Digital Health Strategy 2023-2028 Action and Impact Report 2023-2025. © Australian Digital Health Agency, 2025 licensed under CC BY-NC 4.0.



This work is copyright. In addition to any use permitted under the Copyright Act 1988 all material contained in this report is provided under a Creative Commons Attribution–NonCommercial 4.0 licence with the exception of:

- the Commonwealth Coat of Arms
- the Agency's logo
- any third-party material
- any material protected by trademark
- any images or photographs.

We request that use of all or part of this report include the following attribution: National Digital Health Strategy 2023-2028 Action and Impact Report 2023-2025. © Australian Digital Health Agency, 2025 licensed under CC BY-NC 4.0

## ISBN

978-0-6459861-9-8

## IHTSDO (SNOMED CT)

This material includes SNOMED Clinical Terms™ (SNOMED CT®), which is used by permission of the International Health Terminology Standards Development Organisation (IHTSDO). All rights reserved. SNOMED CT® was originally created by The College of American Pathologists. “SNOMED” and “SNOMED CT” are registered trademarks of the IHTSDO.

## HL7™ International

This document includes excerpts of HL7 International standards and other HL7 International material. HL7 International is the publisher and holder of copyright in the excerpts. The publication, reproduction and use of such excerpts is governed by the HL7 Intellectual Property Policy and the HL7 International License Agreement. HL7 and CDA are trademarks of Health Level Seven International and are registered with the United States Patent and Trademark Office.

## Disclaimer

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

## Document control

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

# Contents

<b>Introduction</b> .....	<b>1</b>
Agency role.....	2
What does this report do?.....	2
Identifying and understanding success.....	4
<b>Outcome 1: Digitally enabled</b> .....	<b>6</b>
What does 'digitally enabled' look like? .....	6
Summary of progress against Agency-led initiatives .....	7
Spotlight on Agency initiatives under Outcome 1.....	9
<b>Outcome 2: Person-centred</b> .....	<b>12</b>
What does 'person-centred' look like?.....	12
Summary of progress against Agency-led initiatives .....	13
Spotlight on Agency initiatives under Outcome 2 .....	16
<b>Outcome 3: Inclusive</b> .....	<b>20</b>
What does 'inclusive' look like?.....	20
Summary of progress against Agency-led initiatives .....	22
Spotlight on Agency initiatives under Outcome 3 .....	24
<b>Outcome 4: Data-driven</b> .....	<b>25</b>
What does 'data-driven' look like? .....	25
Summary of progress against Agency-led initiatives .....	26
Spotlight on Agency initiatives under Outcome 4 .....	28
<b>Conclusion</b> .....	<b>31</b>
<b>Appendix A: Roadmap initiatives progress update</b> .....	<b>32</b>

## Introduction

The [National Digital Health Strategy 2023-2028](#) (the strategy) is a world-leading e-health framework<sup>1</sup> developed by the [Australian Digital Health Agency](#) (the Agency) on behalf of all Australian governments to set a vision for an inclusive, sustainable and healthier future for all Australians through a connected and digitally enabled health system.

The strategy sets out 4 health system outcomes, with a focus on 12 priority areas to ensure the health system is digitally enabled, person-centred, inclusive and data-driven.

Delivery of the strategy is supported by the [National Digital Health Strategy Delivery Roadmap 2023-2028](#) (the roadmap). The roadmap includes 80 initiatives across the 12 priority areas to help achieve the strategy's vision.

As evidenced in this report, the strategy has driven rapid growth in digital health and helped shape the health ecosystem. Its outcomes and initiatives have been widely adopted, highlighting the value of a national approach with clear priorities for partner contributions. The Agency's leadership on a substantial number of the initiatives has created momentum and established the foundations for progress by other partners. At the 2-year mark of the strategy 47% of the initiatives the Agency is responsible for delivering are complete and the remaining 53% are in progress.

The strategy's influence can also be understood through the research, media and internet activity it has generated in Australia and around the world. For example, since release through to 31 July 2025, there have been over 89,000 views of the [National Digital Health Strategy](#) webpages from over 54,600 visitors (external to the Agency), with more than 12,000 downloads of the strategy document and almost 6,500 downloads of the roadmap. There have been more than 34 academic articles published referencing the strategy, and 141 Australian media mentions of the strategy.<sup>1</sup>

The strategy and roadmap are recognised as a world-leading e-health framework for the vision, objectives, methods of implementation, and monitoring and evaluation model; an international, peer reviewed research paper by Uppsala University, Sweden, which studied the eHealth strategies of 9 OECD countries, concluded:

"Australia's eHealth strategy stands out for its, in comparison, well-described development process together with description of partners and governance. The strategy is comprehensive in its integration with broader national health and digitalization goals, ensuring alignment with other national policies. In addition, the practical measures taken in Australia to measure performance will be based on the Quintuple Aim for Healthcare Improvement. ... This approach reflects a strong commitment to both innovation and evidence-based practice, ensuring that the implemented solutions are effective and scalable."<sup>2</sup>

---

1 Australian Digital Health Agency Corporate Reporting

2 K Palm, A Brantnell, M Peolsson, N Özbek and G Hedström, 'National eHealth strategies: a comparative study of nine OECD health systems', BMC Health Services Research, 2025, 25, 269.

### Agency role

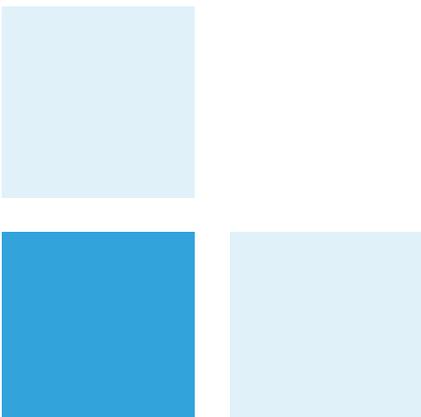
Of the 80 initiatives in the roadmap, the Agency is the lead for 32 — leading on 23 initiatives and co-leading on 9. These include the continued modernisation of My Health Record and other digital health infrastructure that support the secure and safe use of health information and digital health systems across the nation. The Agency is also a partner to many of the other 48 roadmap initiatives, responsible for creating the foundations, the environment or the means for other partners to deliver initiatives.

While the Agency oversees progress of the whole strategy on behalf of the Australian and state and territory governments, all partners to the strategy have responsibilities for delivering on the roadmap's initiatives. Partners include consumers, healthcare providers and organisations, researchers and the digital health industry (including technology vendors). Care providers – including aged care, residential aged care and disability service providers – are also important partners in the digital transformation of health and care.

### What does this report do?

This report shows the progress the Agency has made against the initiatives it leads or co-leads, and any assessable impact on the health system resulting from these actions.

The report also provides a summary of activity against all the roadmap initiatives, including those the Agency does not lead (Appendix A). In many areas where the Agency does not have a direct remit or responsibility, we are able to report on the work we've done to establish foundations or create a beneficial environment for our partners to pursue their digital health projects, tools and services. For example, establishing the platform for electronic prescribing, enabling states and territories to take up this innovative digital health service.



National Digital Health Strategy on a page

Partners and collaborators in the health ecosystem



Consumers & carers



Healthcare providers & organisations



Industry & technology vendors



Researchers



Governments

Change enablers



Policy and regulatory settings that cultivate digital health adoption, use and innovation



Secure, fit-for-purpose and connected digital solutions



Digitally ready and enabled health and wellbeing workforce



Informed, confident consumers and carers with strong digital health literacy

Strategy health system outcomes	Outcome priority areas
<p><b>1. DIGITALLY ENABLED</b></p> <p>Health and wellbeing services are connected, safe, secure, and sustainable</p>	<p>1.1 Connect care</p> <p>1.2 Enable a digitally ready workforce</p> <p>1.3 Enhance and maintain modern and integrated digital solutions</p>
<p><b>2. PERSON-CENTRED</b></p> <p>Australians are empowered to look after their health and wellbeing, equipped with the right information and tools</p>	<p>2.1 Support strong consumer digital health literacy</p> <p>2.2 Increase availability of health information</p> <p>2.3 Enhance consent management and flexible health information exchange</p>
<p><b>3. INCLUSIVE</b></p> <p>Australians have equitable access to health services, when and where they need them</p>	<p>3.1 Improve and expand virtual care</p> <p>3.2 Integrate personal devices</p> <p>3.3 Support equitable health access</p>
<p><b>4. DATA-DRIVEN</b></p> <p>Readily available data informs decision making at the individual, community and national levels, contributing to a sustainable health system</p>	<p>4.1 Use health information for research and public health purposes</p> <p>4.2 Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics</p> <p>4.3 Monitor and evaluate outcomes and progress</p>

The vision of the National Digital Health Strategy is  
*'an inclusive, sustainable and healthier future for all Australians through a connected and digitally enabled health system.'*

**Reporting purpose, design and approach**

The strategy and roadmap are designed around a theory of change as a process that defines the value proposition of digital health for the Australian health system over time:



Monitoring and reporting on progress towards the strategy’s outcomes is key to driving its success. Over the life of the strategy, the Agency will monitor and report activity and impact, where measurable, of each of the roadmap initiatives, which are organised around the strategy’s 4 outcomes and 12 priority areas.

While this report shows Agency progress over the first 2 years of the strategy, it also presents some of the activity against the other initiatives (Appendix A). Additionally, over the 5-year life of the strategy the Agency will aim to assess impact and change against the strategy’s 4 outcomes to inform our understanding of change over time.

**Identifying and understanding success**

In the roadmap the Agency committed to leveraging the [Quintuple Aim for Healthcare Improvement](#)<sup>3</sup> to demonstrate overarching success. The Quintuple Aim is the improvement of: population and individual health outcomes, sustainability, patient experience, provider wellbeing and experience, and equity. Progress across these areas will deliver social, economic and health system benefits to all Australians.

<b>DIGITALLY ENABLED</b>	<b>PERSON-CENTRED</b>	<b>INCLUSIVE</b>	<b>DATA-DRIVEN</b>
<b>Socio-Economic-Health Benefits</b>		<b>Measuring success</b>	
<p>The socio-economic-health benefits and disbenefits categories are:</p> <ul style="list-style-type: none"> <li>• <b>Social benefits</b> – Improvements in the lives of individual and/or communities.</li> <li>• <b>Economic benefits</b> – Improvements in the economic outcomes that can be measured at individual and national levels.</li> <li>• <b>Health benefits</b> – Health-system-derived benefits as aligned to the Quintuple Aim for Healthcare Improvement.</li> </ul>		<p>Measuring success using the social-economic-health benefits and disbenefits categories of the internationally recognised Quintuple Aim for Health Care Improvement:</p> <ul style="list-style-type: none"> <li>• <b>Health outcomes</b> – Improve outcomes for individual patients and the wider population.</li> <li>• <b>Sustainability</b> – Meet the overall sustainability of the health system.</li> <li>• <b>Patient experience</b> – Meet the individual needs of patients and provider improved access to services.</li> <li>• <b>Provider wellbeing and experience</b> – Increase the wellbeing and engagement of the workforce.</li> <li>• <b>Equity</b> – Address inequities in healthcare and ensure that a diversity of needs is being met.</li> </ul>	

3 S Nundy, LA Cooper, KS Mate, ‘The Quintuple Aim for Health Care Improvement: a new imperative to advance health equity’, Journal of the American Medical Association, 2022, 327:521–522, doi:10.1001/jama.2021.25181

The advantage of a framework such as the Quintuple Aim is that practitioners, healthcare leaders, consumers and policy makers can identify and pursue healthcare improvement purposefully by ensuring each element is included in their healthcare delivery and innovation.

This report examines progress made in the first 2 years of the strategy. The Agency will seek to understand measurable progress against the strategy's 4 outcomes over its 5-years, utilising the Quintuple Aim, to inform the development of the next National Digital Health Strategy.

All partners have a role in identifying the impacts of their respective initiatives and how they contribute to achieving the strategy's outcomes. The Agency is working with all partners to capture and understand both quantitative and qualitative benefits that digital health solutions bring to healthcare delivery.



# Outcome 1: Digitally enabled

## Health and wellbeing services are connected, safe, secure and sustainable

- Priority Area 1.1: Connect care
- Priority Area 1.2: Enable a digitally ready workforce
- Priority Area 1.3: Enhance and maintain modern and integrated digital solutions

Digitally enabling healthcare providers is critical in delivering efficient, responsive and effective healthcare.

Improving the integration and utility of digital solutions across care settings drives information sharing across whole care teams and improves the efficiency, productivity and sustainability of the healthcare system.

Investment in building the digital and data capacity, competency and maturity of the health and wellbeing workforce will benefit the whole health ecosystem: consumers will experience more personalised care, healthcare providers will have more time to engage with patients, and the health system, as a whole, will become more productive and sustainable.

Digitally enabled healthcare consumers are better equipped to engage with their healthcare team in the clinical decision-making process and to advocate for better health and care delivery.

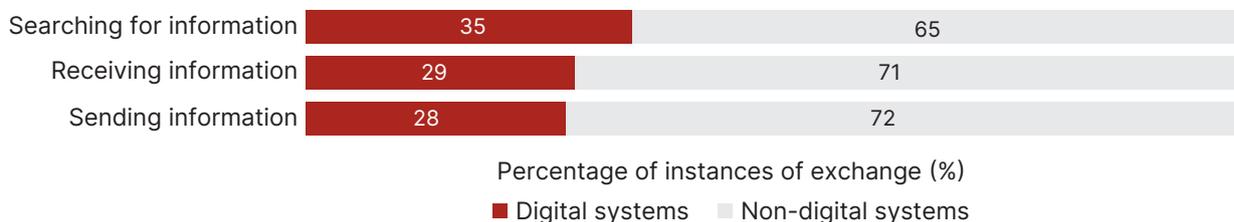
### What does 'digitally enabled' look like?

Productivity Commission research<sup>4</sup> highlights that improved interoperability to allow seamless digital integration of clinical information is needed to improve the transfer of patient information, noting that the benefits from electronic medical records are significant including supporting better patient care and reducing waste.

Outcome 1 of the strategy is about driving integration and utility across care settings to increase the amount of real-time information available to whole care teams. The fragmented nature of Australia's health system continues to pose challenges for information exchange, particularly sharing data across states and territories.

When the Agency conducted research among healthcare providers in 2024, we found that when they exchange clinical information outside their own organisation (that is, when they send, receive or search for information), they only used digital systems in about 1 in every 3 instances. Similarly, around 30% of healthcare providers told us they had a fully manual process of transferring information into their digital systems.<sup>5</sup>

### Systems used by healthcare providers when exchanging clinical information (N = 500)



The Agency is working to modernise national digital health infrastructure, including My Health Record, and is working across governments to progress the Health Connect Australia Strategy, Architecture and Roadmap,<sup>6</sup> which articulates the overall vision for creating a digital health ecosystem that enables secure, efficient and standardised information exchange across all health and care settings.

<sup>4</sup> Productivity Commission, *5-year Productivity Inquiry report: Australia's data and digital dividend*, Productivity Commission, Australian Government, 2023.

<sup>5</sup> Australian Digital Health Agency research (unpublished)

<sup>6</sup> *Health Connect Australia Strategy, Architecture and Roadmap*

## Summary of progress against Agency-led initiatives

Outcome 1: Digitally enabled		
Status of Agency led initiatives		
<b>1.1 – Connect Care</b>		
1.1.01	Delivered and ongoing	<p><b>Develop and maintain a national secure messaging capability to enable the safe exchange of clinical documents</b></p> <p>Defined a national standard for a messaging solution implementable by clinical information and secure messaging systems.</p>
1.1.02	Delivered	<p><b>Rollout of Provider Connect Australia™ (PCA™)</b></p> <p>At August 2025, 4524 healthcare clinics, 42 business partner services using this product.</p>
1.1.03	In progress	<p><b>Assist software vendors to connect residential aged care facilities to My Health Record</b></p> <p>At August 2025, 48% of residential aged care homes had registered for My Health Record.</p>
1.1.07	In progress	<p><b>Assist software vendors to connect aged care providers to My Health Record and uptake the Aged Care Transfer Summary</b></p> <p>7 aged care software vendors achieved conformance (August 2025) and 6 vendors expected to achieve conformance by end November 2025.</p>
1.1.08	Delivered	<p><b>CIS standards for residential aged care facilities</b></p> <p><a href="#">Aged Care Clinical Information System (ACCIS) Standards</a> (August 2024).</p>
1.1.09	In progress	<p><b>Enhance and expand advance care planning documents to support end-of-life decisions, ongoing care and treatment preferences</b></p> <p>Discovery with all key stakeholders completed (June 2025) and future state recommendations under development.</p>
<b>1.2 – Enable a digitally ready workforce</b>		
1.2.01	In progress	<p><b>Implement the National Digital Health Capability Action Plan</b></p> <p><a href="#">Digital health education embedded into health degrees</a> (March 2025).</p>
1.2.03	Delivered	<p><b>Pilot and evaluate the national digital health capability framework and self-assessment tool to improve digital health skills of the health and care workforce in residential aged care facilities</b></p> <p><a href="#">Aged Care Clinical Information System (ACCIS) Standards</a> (August 2024).</p>

Summary of progress against Agency-led initiatives continued

Outcome 1: Digitally enabled

Status of Agency led initiatives

1.3 – Enhance and maintain modern and integrated digital solutions

1.3.01	In progress	<p><b>Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable</b></p> <p><a href="#">Health Connect Australia Strategy, Architecture and Roadmap</a> (June 2025).</p>
1.3.02	Delivered and ongoing	<p><b>Develop accurate terminology, interoperability standards and conformance for sustained and widespread use</b></p> <p>The Agency is leading the National Digital Health Standards Program, published the national digital health standards guiding principles in 2023 and the <a href="#">Digital Health Standards Catalogue</a> in 2024.</p>
1.3.03	In progress	<p><b>Develop Fast Health Interoperability (FHIR®) core standards that set the minimum requirements to support consistent capture and sharing of health information</b></p> <p>An early draft FHIR® Implementation Guide is in development to support Health Connect Australia.</p>



“[With electronic records] you’re able to [keep] on top of information... I can go back [to] the first admission and look at progress notes... you can see a pattern in all of that. It’s a whole lot quicker than flipping through a big, thick patient paper file - it’s all presented in a graph or a table. It’s a whole lot easier to see improvement and deteriorations and that sort of thing... medications that are really not working for a particular patient. Then you can act on it faster.”

Aged care nurse, regional Western Australia



## Spotlight on Agency initiatives

under Outcome 1

### Provider Connect Australia™

Roadmap Initiative 1.1.02: Continue rollout of Provider Connect Australia™ (PCA™) to ensure availability of up-to-date information about healthcare providers



Launched by the Agency in July 2023, PCA is a free government operated digital platform



PCA transforms how healthcare providers manage business relationships using a 'tell us once' approach



Healthcare organisations update their provider details in one place and can securely share this information with businesses, providers and consumers

#### BENEFITS:

- Enhances interoperability by sharing validated, complete, timely and up-to-date provider information
- Reduces administrative burden and improves accuracy of shared data
- Saves time, improves efficiency, avoids double handling
- Continuity of care ensures accurate provider data for better patient care

As at 21 August 2025, PCA has onboarded:

**42**

Business partners



- 5 healthcare directories, booking and review services
- 28 Government funded services
- 1 public health service
- 3 secure messaging & exchange services
- 5 professional bodies and associations

**3,829**

healthcare providers

**4,524**

clinics/locations

**8,994**

healthcare services

**42**

partner services



'I recently completed the Cyber Champion Network Program run by [the Agency], and I'm excited to now be part of this growing national network. It has given me practical insights into how I can better support my organisation in building cyber resilience. As someone working at the intersection of digital health and operations, I've always seen cybersecurity as shared responsibility and this program helped deepen that understanding... I highly recommend checking out this initiative. Thanks [to the Agency] for leading this important work.'

Healthcare sector operations professional, online feedback

## Capability Action Plan

### Roadmap initiative 1.2.01: Develop an online hub to host and connect curated digital health workforce content

The Agency, in close partnership with the Australasian Institute of Digital Health (AIDH), is delivering the National Digital Health Capability Action Plan (CAP) to strengthen and uplift the digital health capability of Australia's health workforce. Developed collaboratively with stakeholders, the CAP outlines targeted actions across four key themes:



Frameworks and Guidelines



Education and Training



Regulation



Collaboration

These actions aim to equip the current and future workforce with the skills and confidence to adopt digital technologies and deliver connected, person-centred care.

#### Initiatives include:



Collaborating with the University of Queensland and the Digital Health Cooperative Research Centre (CRC) to define and develop digital health education content for integration into vocational and higher education programs



Co-developing a gamified course with the Digital Health CRC to support digital capability in the aged care workforce



Partnering with La Trobe University to create a Digital Health Foundations for Nursing and Midwifery: Competency Preparation for Placement course

## Standards

### Roadmap Initiative 1.3.02: Develop accurate terminology, interoperability standards and conformance for sustained and widespread use

In July 2025, the Agency published the National Terminology Mapping Library to support interoperable health information exchange. Building on previous work establishing the Digital Health Standards Catalogue, this centralised repository provides publicly available access to curated concept maps and value sets aligned to recognised clinical terminologies.

By enabling consistent access to terminology maps, this initiative aims to strengthen the use and adoption of clinical terminology standards across the Australian healthcare system. It supports improved interoperability, ensuring that health information can be accurately and meaningfully exchanged between systems and providers.

To ensure the library meets national needs, the Agency facilitated a series of consultation workshops with members of the Australian Digital Health Standards Advisory Group, jurisdictional representatives, and terminology experts. These collaborative sessions informed the design and development of the library, ensuring national consistency in the way health information is recorded and exchanged.

## Sparked

### Roadmap initiative 1.3.03: Develop Fast Healthcare Interoperability Resources (FHIR®) core standards that set the minimum requirements to support consistent capture and sharing of health information

The HL7 FHIR® (Fast Healthcare Interoperability Resources) digital health standards guide the exchange of electronic healthcare information. Sparked is a new community dedicated to accelerating the creation of national FHIR® standards for Australia and encouraging their use throughout the country. Sparked is helping to make healthcare information, including clinical and administrative data, securely available to those who need to access it for the benefit of a patient receiving care.

The Sparked program commenced in July 2023. In the 2023-24 Budget the Australian Government allocated \$15.7 million over 2 years to progress national health information-sharing priorities. This included \$9.3 million over 2 years for a collaboration between CSIRO, the Agency, all Australian state and territory governments and the health technology industry to develop and adopt national FHIR® standards. An additional \$1.9 million was allocated in the 2024-25 federal Budget.

CSIRO has the overall responsibility for coordinating Sparked, with the Agency focusing on aspects of governance that enable increased development, implementation and use of FHIR® standards.

## Strengthening Cyber Resilience

### Roadmap initiative 1.3.04: Continue to implement standards and resilience measures to protect personal health information and digital health infrastructure from cyber-attack, natural disasters and climate events

In an era of escalating cyber threats and climate driven disruptions, protecting personal health information and digital infrastructure is more critical than ever. The Agency is driving this mission forward, ensuring the health sector remains resilient, secure, and adaptive.

#### Cyber Resilience Uplift: A Strategic Leap Forward

The Agency has delivered a targeted uplift in cyber capability, reinforcing resilience through:

- **24/7 Security Operations Centre (SOC):** Continuous cyber security monitoring, threat detection and rapid response to safeguard the Agency's national and corporate ICT infrastructure.
- **Threat Intelligence Briefings and Alerts:** Timely cyber security alerts and actionable intelligence to states, territories, and the healthcare community on emerging cyber threats in the health sector.
- **Cyber Champions Outreach and Training:** Empowering sector professionals with practical skills, awareness, and a culture of cyber vigilance to uplift the cyber maturity across the healthcare ecosystem.

#### Benefits Delivered

This initiative is not just about technology, it's about trust, agility, and proactive protection:

- **Real-Time cyber threat protection:** Around the clock monitoring reduces risk exposure and enables accelerated incident response to cyber incidents.
- **Intelligence-led decision making:** Actionable intelligence helps executives and leaders respond with confidence.
- **Future ready capability:** Vigilance and training prepare the sector for evolving technology and threats.
- **Stronger collaboration and trust:** Stronger partnerships across the agency and sector, across government and critical stakeholders built on shared knowledge and cyber awareness.

## Outcome 2: Person-centred

### Australians are empowered to look after their health and wellbeing, equipped with the right information and tools

- Priority Area 2.1: Support strong consumer digital health literacy
- Priority Area 2.2: Increase availability of health information
- Priority Area 2.3: Enhance consent management and flexible health information exchange

Many consumers want a central role in their own healthcare and to be actively involved in decision-making that is based on information shared between their healthcare providers. A modern, person-centred healthcare system empowers healthcare consumers with the digital skills to take advantage of digital health technologies and services.

Australia ranks highly in digital readiness compared to other countries and most Australians are digitally connected,<sup>7</sup> but there is a need to improve digital health literacy across Australia. Raising awareness of digital health technology and tools and improving access to these is essential, particularly for First Nations and vulnerable communities for whom reliable connectivity, community trust and the need for healthcare to be locally accessible is critical.

### What does 'person-centred' look like?

The PaRIS survey undertaken in 2023-24 by the OECD found Australia is a digital health leader among OECD countries and that most Australians, compared with other OECD nations, report positive experiences with their care, along with relatively good health outcomes. For example, 96% of Australian telehealth patients rated their quality of care positively – a similar rating to in-person care.<sup>8</sup>

Constantly improving consumer digital health literacy is essential to ensuring all Australians can navigate and access resources and opportunities to benefit from digital health tools and services. Increasing consumer awareness of digital health services provides an opportunity to increase consumers' engagement with their own healthcare.

Over 2024-25, more than 74,000 people participated in digital health literacy and awareness-related education events and training courses using Agency content. This strong engagement and delivery is, in part, attributed to an increase in the number of external organisations hosting the Agency's eLearning content on their own learning management system platforms.<sup>9,10</sup> This, in combination with a range of other activities, is having a noticeable impact on the health system, with consumer participation in the My Health Record growing in 2024-25, achieving a 47.6% increase, continuing a sustained upward trend. At 30 June 2025, there were nearly 131 million record views, up from 88.7 million since 30 June 2024, with steady growth observed across all age groups (except those under 20).<sup>11</sup> The **my health** app sustained its strong momentum in 2024-25, with the addition of over 417,000 onboarded users,<sup>12</sup> outperforming the Agency's 300,000 target.

7 Cisco, [Cisco Australia Digital Readiness Index 2022](#), Cisco, 2022.

8 OECD, [Does healthcare deliver? Results from the Patient-Reported Indicator Surveys \(PaRIS\)](#), OECD Publishing, Paris, 2025.

9 [Australian Digital Health Agency Annual Report 2024-25](#)

10 This number is almost more than four times the annual target of 20,000 participants. Australian Digital Health Agency (2025), Corporate Plan, Australian Digital Health Agency. p.33

11 [Australian Digital Health Agency Annual Report 2024-25](#)

12 [Australian Digital Health Agency Annual Report 2024-25](#)

Giving consumers control over their health information increases their confidence when engaging with technology. For example, the Agency’s research among consumers in 2024 found that a third of respondents said they were confident they could access, if they needed to, digital health services they were aware of but hadn’t yet used.<sup>13</sup> This suggests that as awareness of digital health services increases, consumers may be increasingly willing to access them for their healthcare needs.

Consumers are also more likely be open to digital health if they have positive experiences with healthcare professionals who use digital health technology and data in their service provision. The sustained integration of My Health Record with healthcare providers – including public hospitals and general practitioners – has further streamlined access and updates to health records, contributing to continued growth in consumer engagement.

Enhanced functionality of the **my health** app and commencement of the share by default changes, starting with pathology and diagnostic imaging reports, are providing opportunities to increase awareness and use of digital health services and technologies.

**Summary of progress against Agency-led initiatives**

Outcome 2: Person centred		
Status of Agency led initiatives		
<b>2.1 – Support strong consumer digital health literacy</b>		
2.1.01	Delivered and ongoing	<p><b>Co-design, deliver, promote and participate in consumer digital health literacy programs and integrate them with broader government digital literacy programs</b></p> <p>The Agency collaborated with consumer peak organisations to co-design, promote, and educate communities on the benefits of key digital health tools.</p>
<b>2.2 – Increase availability of health information</b>		
2.2.01	Delivered	<p><b>Develop a National Health Information Exchange Architecture and Roadmap that will establish the national technical infrastructure requirements and direction to enable consistent, secure, safe and discoverable near real-time sharing of health information across care settings, with consent, regardless of where the data is stored</b></p> <p><a href="#">Health Connect Australia Strategy, Architecture and Roadmap</a> (June 2025).</p>
2.2.02	Delivered	<p><b>Enable consumers, carers and healthcare providers to access key aged care information such as the aged care assessment summary in My Health Record</b></p> <p><a href="#">Sharing My Aged Care support plans to My Health Record</a></p>
2.2.03	Delivered	<p><b>Enable key health information to be made easily available to support the transfer of care between residential aged care and acute care settings</b></p> <p>Residential Care Transfer Summary technical build completed November 2023.</p>
2.2.04	Delivered	<p><b>Support Real Time Prescription Monitoring (RTPM) to provide clinical decision-making support for prescribers and dispensers</b></p> <p>Approximately 130,000 health practitioners registered with the system, including over 24,000 new registrations during the 2024–25 financial year. On average, 10,000 health practitioners’ access RTPM daily, demonstrating its critical role in routine patient care (as of June 2025).</p>

13 Australian Digital Health Agency research (unpublished); 34 % were confident, 61% were neutral, and 5% said they weren’t confident.

## Summary of progress against Agency-led initiatives continued

Outcome 2: Person centred		
Status of Agency led initiatives		
2.2 – Increase availability of health information continued		
2.2.06	In progress	<b>Support the use and expansion of electronic prescribing, including the delivery of operational support such as incident management for the Prescription Delivery Service</b>
2.2.07	Delivered	<b>Establish regulatory requirements and changes to national accreditation standards to require private and public healthcare providers to share information to My Health Record by default, starting with diagnostic imaging and pathology. This will include providing technical and registration support, education and training</b>  <a href="#">Health Legislation Amendment (Modernising My Health Record—Sharing by Default) Bill 2024 – Parliament of Australia</a>
2.2.08	Delivered	<b>Expand functionality and health information available in the my health app to better support consumers, such as structured pathology, electronic prescriptions, aged care transfer summaries and Medicare information</b>  Initiative includes e-scripts, residential care transfer summaries and My Aged Care support plans.
2.2.09	In progress	<b>Engage consumers in co-design and improvements to digital health solutions such as my health app and My Health Record</b>  Extensive consumer engagement in the Multidisciplinary Care Team project.
2.2.10	In progress	<b>Develop a roadmap to support the allied health sector and software vendors to upload clinical content to My Health Record</b>  Following consultation, a National Allied Health Digital Uplift Plan has been drafted for publication.
2.2.11	In progress	<b>Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations</b>  All partners continue to progress the National Healthcare Identifiers Roadmap 2023-2028.
2.2.12	In progress	<b>Connect hospital clinical information systems to <a href="#">Health Connect Australia</a> (formerly the National Health Information Exchange)</b>  The Agency is working with partners to deliver real-time, interoperable health solutions to empower Australian healthcare consumers and the healthcare providers who support them.
2.2.13	In progress	<b>Enable pregnancy and child health information to be shared through national digital health infrastructure</b>  The Agency is working with the midwifery sector to explore sharing information through national infrastructure.
2.2.14	In progress	<b>Uplift the Pharmacist Shared Medicines List (PSML) to enable structured medicines information to be discoverable and available in the My Health Record System</b>  The PSML has been renamed the Curated Medicines List (CML) and expanded to meet the needs of all healthcare providers.

“I feel like there can be a power dynamic between the patient and the doctor ... I think it gives power back to the patient when you have access to your own documents. Not all the knowledge is disseminated by the doctor, if that makes sense. That’s just how I feel.”

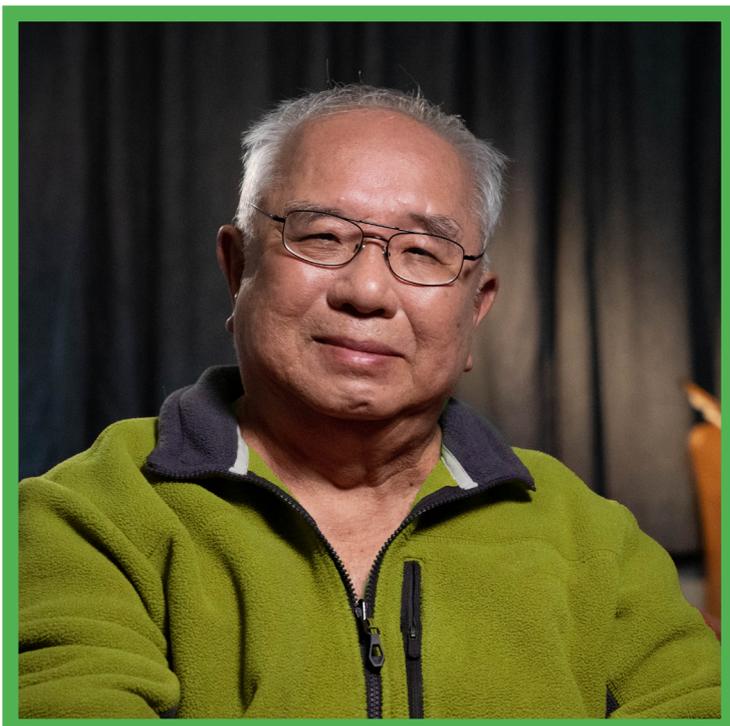


Consumer, 18–24 years, has a chronic condition, LGBTQIA+, New South Wales

“I know that I have that permission to share or not share. If I’m comfortable, and I have faith in the Australian Government that they’re working to keep our data secure so .... I have trust in that ... there’s that security and ... I have that power to control who sees it and who doesn’t.”



Consumer, 18–24 years, Aboriginal and/or Torres Strait Islander, metropolitan Queensland





## Spotlight on Agency initiatives

under Outcome 2

### Health Connect Australia Strategy, Architecture and Roadmap

**Roadmap Initiative 2.2.01: Develop a National Health Information Exchange Architecture and Roadmap that will establish the national technical infrastructure requirements and direction to enable consistent, secure, safe and discoverable near real-time sharing of health information across care settings, with consent, regardless of where the data is stored**



Published by the Agency on 30 June 2025, the Health Connect Australia Strategy, Architecture and Roadmap improves access to health information across the healthcare system.



This milestone marks a significant advancement in national digital health infrastructure, establishing foundational capabilities and standards to enable secure, efficient, and interoperable information sharing.



Developed in consultation with governments, industry, and peak bodies and informed by over 500 stakeholder inputs, the roadmap outlines a future-ready digital health ecosystem.

### Share by default

**Roadmap Initiative 2.2.07: Establish regulatory requirements and changes to national accreditation standards to require private and public healthcare providers to share information to My Health Record by default, starting with diagnostic imaging and pathology**



The Agency supported the Department of Health, Disability and Ageing with the development of the *Modernising My Health Record (Sharing by Default) Act* in February 2025. The legislation provides a framework for mandating which providers and which information must be shared to My Health Record by default.



When healthcare professionals lack access to important medical information, they often need to order additional tests or ask patients to repeat their health history.



The intent to introduce a mandate was first announced as part of the Strengthening Medicare Reforms in May 2023, with the initial focus being on pathology and diagnostic imaging information. Since then, the Agency has been helping pathology and diagnostic imaging providers connect to My Health Record and begin sharing by default even before the mandate comes into effect. Many of the largest providers in Australia in both the public and private sectors are now sharing by default.

#### IMPACT:

**In the 2024-25 financial year, 44 million more pathology reports and 6 million more diagnostic imaging reports were uploaded to My Health Record than in the previous year.**

## my health app

**Roadmap initiative 2.2.09: Engage consumers in co-design and improvements to digital health solutions such as my health app and My Health Record**

The Agency launched the **my health** app, a secure mobile app that Australians can use to access their My Health Record accounts, in early 2023. Since its release, the app has quickly become a trusted tool for thousands of Australians, helping people take greater control of their health and wellbeing by making important health information accessible at their fingertips.

**As at August 2025, more than 702,000 Australians have downloaded the app, with active daily users climbing to 10,300 and over 22.78 million page views and 3.6 million documents viewed over the 6 months prior to August 2025.**



A co-design approach was integral to development of the app, ensuring it offers a seamless, secure, and user-friendly experience. Co-design with consumers continues to drive change and improvement to the app.

Recent upgrades have expanded functionality of the app. In addition to accessing their health information through My Health Record, users can now:

- manually import an electronic prescription barcode from an SMS or email and view the information available for that prescription
- view a consolidated digital list of their active prescriptions through the Active Script List system
- add emergency contact information
- add medicine, allergy and adverse reaction information to their personal health summary
- make text-only changes to organ donor information.

This new functionality offers consumers greater autonomy over their health journey, empowering them to engage with their health journey through adding their own health information. Between December 2024, when these features were made available, and March 2025, over 9,000 individuals added their medications and over 5,000 added their allergies.





“It’s [electronic prescribing] a great example I think of where it was done rapidly, partly by necessity, because, you know, we had COVID interrupting normal operations... so digitising things was... hugely useful for everyone... it just forced everybody to make it work as quickly as possible, and it did. And I think from an industry point of view, we’re actually very happy with the way that was run, because it was so quick and so that was great. I think [something] we wouldn’t want going forward is... quite so many conformance profile versions.”

Digital health industry vendor

## Connecting Allied Health

### Roadmap initiative 2.2.10: Develop a roadmap to support the allied health sector and software vendors to upload clinical content to My Health Record

**The national digital health landscape is experiencing a significant uplift, with a range of recent initiatives accelerating allied health connections to My Health Record.**

In partnership with the Department of Health, Disability and Ageing and informed by the allied health sector, the recent National Allied Health Digital Uplift Plan public consultation demonstrated the Agency’s commitment to inclusive, sector-wide engagement. Submissions have supported the development of an uplift plan to drive meaningful progress toward improved digital connectivity and capability across the allied health sector.

The Agency facilitated the completion of FHIR education and co-design activities in June 2025, delivered in partnership with 5 allied health associations and the 16 Industry Offer vendors, equipping stakeholders with the knowledge and tools to standardise data exchange and enhance interoperability.

The Agency is collaborating with allied health software vendors through the Allied Health Industry Offer to improve the availability and functionality of Clinical Information Systems (CIS) so they can seamlessly connect to the Healthcare Identifiers (HI) Service, My Health Record, electronic prescribing and the National Prescription Delivery Service (NPDS), further enhancing consumer access to safe, coordinated and efficient care.

Of the 16 vendors participating as at 31 August 2025:

- 37% are connected to the HI Service (6 of 16) with the remainder in progress.
- 25% are connected to My Health Record (5 of 16), with 69% in progress.
- Over half (9 of 16) are seeking to connect to the NPDS, with 4 vendors already connected to ePrescribing.

**Together, these initiatives are continuing to uplift digital capabilities across the allied health sector, ensuring providers are better connected and enabled to contribute to Australia’s connected health future.**

### National Healthcare Identifiers Roadmap

#### **Roadmap Initiative 2.2.11: Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations**

The National Healthcare Identifiers Roadmap (HI Roadmap) is a five-year plan that provides the strategic steps and milestones to support the wider uptake of healthcare identifiers and associated benefits to the HI Service.

The National HI Roadmap 2023-2028 continues to progress with strong coordination between the Department of Health, Disability and Ageing, the Agency and Services Australia. Significant progress has been made on the Healthcare Identifier Activities (HIAs) across all four focus areas.

Of the 20 HIAs within the HI Roadmap, 17 are in progress and on track. The remaining three activities are set to commence in FY26/27.

Each quarter, a progress report is published against the 20 activities in the National Healthcare Identifiers Roadmap. The Annual progress report 2024-25 for the HI Roadmap was published on the Agency's website on 31 July 2025.



## Outcome 3: Inclusive

### Australians have equitable access to health services, when and where they need them

- Priority area 3.1: Improve and expand virtual care
- Priority area 3.2: Integrate personal devices
- Priority area 3.3: Support equitable health access

Timely, equitable and flexible access to healthcare is essential for all Australians. To ensure equitable access, the Agency is working to remove the barriers that some Australians face when accessing health services.

Digital health tools can help consumers navigate the health system, connect to and communicate with healthcare providers and share information. The strategy has a strong focus on virtual care, which can connect consumers with healthcare providers remotely and enable them to receive personalised and timely healthcare when and where it's needed.

Digital health tools can enable healthcare practitioners to provide a higher standard of care, provide more virtual care and monitor patient-generated data over time. The recent [Scope of Practice review](#)<sup>14</sup> identified that health workforce shortages are impacting the availability and quality of care for consumers and that digital technologies are a mechanism to achieve positive change, including enabling multidisciplinary team-based care and underpinning the effective functioning of the primary healthcare system.

### What does 'inclusive' look like?

Consumer uptake of virtual care technologies is heavily influenced by the use and promotion of these technologies by healthcare providers. Agency research among healthcare providers and consumers in 2024 showed there is potential both to use virtual care technologies more frequently and expand the type of virtual care services they provide or access, including online referrals, electronic prescribing, online pathology reports and telehealth phone and video appointments.<sup>15</sup>

The healthcare providers who participated in Agency research reported using telehealth phone appointments with an average of 15% of their patients. Only about 1 in 5 healthcare providers in the research said they were satisfied with the level of healthcare they provided virtually, and about the same number of consumers – 1 in 5 – said they were satisfied with the level of healthcare they accessed virtually.

### Consumer satisfaction with the level of healthcare received virtually (N = 2034)



Note: percentages may not add up to 100 due to rounding

### Healthcare provider satisfaction with the level of healthcare provided virtually (N = 500)



Note: percentages may not add up to 100 due to rounding

High numbers – around 3 in 4 – of both healthcare providers and consumers gave a neutral response, indicating the need and significant opportunity to grow virtual healthcare and delivery.<sup>16</sup>

<sup>14</sup> Department of Health, Disability and Ageing (DHDA), [Unleashing the potential of our health workforce – Scope of Practice review final report](#), DHDA, Australian Government, 2024.

<sup>15</sup> Australian Digital Health Agency research (unpublished).

<sup>16</sup> Ibid.

Understanding the virtual care needs and preferences of healthcare consumers and providers is important to enable the growth of virtual care services. For example, a recent national cross-sectional survey of 1,069 Australian adults found that, given the option and their experience to date, consumers prefer telephone when consultations were short and related to prescriptions or test results, and their previous experience with video conference consultations increased consumer preference for using video for future consultations.<sup>17</sup>

Among 500 healthcare providers who participated in Agency research in 2024, more than half agreed that digital technologies improved the quality of care they provided, demonstrating that there is a clear opportunity to increase their satisfaction with and provision of virtual care technologies.<sup>18</sup> Recent research and statistics show:



In the 4 years from May 2020, which marked the beginning of the nationwide roll out of electronic prescribing, to April 2024, over 219 million electronic prescriptions were issued by more than 85,958 prescribers.<sup>19</sup> In the last year, 2024-25, electronic prescribing has achieved exponential growth with a 29.8% increase in the volume of electronic prescriptions used to supply Pharmaceutical Benefits Scheme (PBS)/ Repatriation Pharmaceutical Benefits Scheme (RPBS) medicines to consumers. The benefit and utility of electronic prescriptions as a secure and convenient alternative to paper prescriptions is clear, with a total of more than 360 million PBS/RPBS electronic prescriptions issued between May 2020 to 30 June 2025.<sup>20</sup>

In Agency research of 1,104 consumers, 469 had used electronic prescriptions. Of those who had used electronic prescriptions, 72% were satisfied with the service, 24% were neutral and 4% were dissatisfied. About half of all 1,104 respondents preferred electronic prescriptions, especially when linked to telehealth, as it meant they didn't have to visit a healthcare provider to get a prescription.<sup>21</sup>



Healthcare providers used **telehealth (audio only)** with (on average) **15% of patients**. Analysis of federal Government data shows the proportion of services by telehealth in 2022-23 was 20% for GPs, 11% for non-GP specialists, 12% for allied health and 3% for other clinicians.<sup>22</sup>



Healthcare providers used **telehealth (video calls)** with (on average) **12% of patients**. Department of Health, Disability and Ageing research shows that allied health and non-GP specialists are the highest users of video, making up 75% and 48% of all telehealth consultations in 2022-23, respectively. GPs are using video the least, at 5% of GP telehealth consultations in 2022-23.<sup>23</sup>

17 CL Snoswell, HM Haydon, JT Kelly, EE Thomas, LJ Caffery and AC Smith, 'How do consumers prefer their care delivered: In-person, telephone or videoconference?' *Journal of Telemedicine and Telecare*, 2024 30(10):1555-1562.

18 Australian Digital Health Agency research (unpublished).

19 [Electronic prescribing for prescribers](#)

20 [Australian Digital Health Agency Annual Report 2024-25](#)

21 Australian Digital Health Agency (Agency), [Exploring prescriber, dispenser and consumer use of electronic prescriptions: an Australian snapshot](#), Agency, 2024 p. 10.

22 MBS Review Advisory Committee, [Telehealth Post-Implementation Review Final Report](#), Department of Health and Aged Care, Australian Government, 2024.

23 *ibid*

This data highlights the vast opportunities for digital healthcare technologies to improve healthcare access, inclusion and affordability for all Australians.

One of the health consumer groups that will benefit from increased inclusion and equitable access to digital health technologies is Aboriginal and Torres Strait Islander peoples. The Agency's Council for Connected Care (CCC),<sup>24</sup> a body established to provide strategic advice on interoperability and support the implementation of the National Healthcare Interoperability Plan,<sup>25</sup> met in June 2025 in Alice Springs to explore and understand digital health from the perspective of Aboriginal and Torres Strait Islander peoples.<sup>26</sup> The CCC is committed to fostering an environment of support, partnership, listening, learning and understanding, ensuring that the voices of Aboriginal and Torres Strait Islander communities are truly heard, valued, and sit at the heart of decision making in all matters that impact them.

The *National Digital Health Strategy Delivery Roadmap* details many initiatives led by multiple partners to address inclusion through greater access to digital health technologies. The roadmap aligns with the health strategies, plans and activities of federal, state, territory and Coalition of Peaks Closing the Gap Implementation Plans<sup>27</sup> (Roadmap initiative 3.3.5).

As well as creating culturally appropriate resources for Aboriginal and Torres Strait Islander people, the Agency has published resources in multiple languages for culturally and linguistically diverse communities. These resources aim to improve engagement and access for those who speak languages other than English. For all Australians, infrastructure modernisation will improve near-real-time information availability to support virtual care for anyone who is less able to access face-to-face care.

### Summary of progress against Agency-led initiatives

#### Outcome 3: Inclusive

#### Status of Agency led initiatives

#### 3.3 – Improve and expand virtual care

3.3.06	In progress	<p><b>Engage consumers who experience barriers to healthcare access, and peak health and community organisations to uptake, access, use and co-design digital health solutions</b></p> <p>The Agency is working closely with consumer peak organisations to co-design materials for increased engagement with digital solutions including My Health Record and electronic-prescriptions.</p>
--------	-------------	--

<sup>24</sup> Council for Connected Care

<sup>25</sup> Australian Digital Health Agency (Agency), *Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028*, Agency, Australian Government, 2023.

<sup>26</sup> Council for Connected Care, *Communique*, 12 June 2025.

<sup>27</sup> Each party to the *Closing the Gap National Agreement* has developed their own *Implementation Plan* and report annually on their actions to achieve the outcomes of the Agreement. Plans have been developed and will be delivered in partnership with Aboriginal and Torres Strait Islander partners. The *Coalition of Peaks* is made up of more than 80 Aboriginal and Torres Strait Islander community-controlled peak and member organisations across Australia, that represent some 800 organisations.



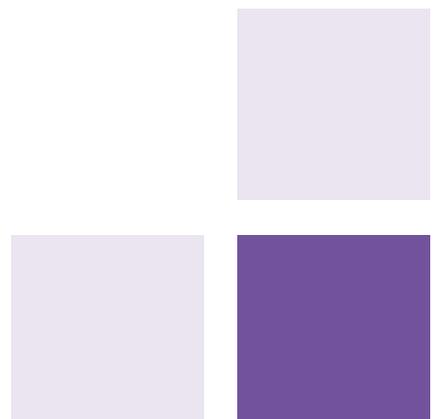
"I mean, in some ways I prefer to do it online or digitally. Firstly, you don't have to leave home. You can just do it anytime, anywhere sort of thing and you're not hanging around in a waiting room. You're just sitting at home waiting for a call ... at least if it's online and he's late, it doesn't really matter... you can just relax at home until you receive that call."

Consumer, 60–69 years, has a chronic condition, metropolitan South Australia



"I'm a time poor person and it saves an additional hour [to] hour and a half depending on the traffic, not having to make the drive to see her in person. I don't have a whole lot of support with the kids and it's a lot easier to be able to set them up with a movie... and go up the other end of the house and have the appointment than it is to find care for them."

Consumer, 30–34 years, LGBTQIA+, has a disability and is a parent of a child under 12, metropolitan Western Australia





## Spotlight on Agency initiatives

under Outcome 3

### Co-design of digital health solutions

**Roadmap initiative 3.3.06: Engage consumers who experience barriers to healthcare access, and peak health and community organisations to uptake, access, use and co-design digital health solutions**



#### **ACTION:**

The Agency, in close partnership with consumer peak organisations, is co-designing and developing targeted materials and resources addressing key barriers to digital health engagement. Focus on improving inclusivity, accessibility, and cultural and demographic relevance to support increased uptake and meaningful use of digital health solutions, including My Health Record.

#### **Key Initiatives include:**

- Federation of Ethnic Communities' Councils of Australia (FECCA): Delivered four "Train the Trainer" sessions for members, addressing specific challenges faced by culturally and linguistically diverse (CALD) communities in accessing and using My Health Record.
- Council on the Ageing (COTA): Co-designed two "Train the Trainer" sessions for older Australians.
- People with Disability Australia (PWDA): Delivered "Introduction to My Health Record" webinar, co-designed to ensure communication was accessible and inclusive.
- Aboriginal Community Controlled Health Organisation (ACCHO) Affiliates: Collaborating with ACCHO affiliates across Australia, with formal agreements in place in NT, WA, NSW, and Vic. Co-development of digital health resources, focused on creating sector-specific materials that reflect the unique needs of Indigenous health services and communities.

#### **IMPACT:**

- Delivered practical strategies to overcome and promote informed engagement
- Highlighted benefits of My Health Record to support health management and continuity of care for elderly individuals
- Increased awareness of the benefits of My Health Record to improve care quality for people with disabilities, individuals with complex health needs, and their carers
- Addressed consumer privacy and security concerns related to My Health Record, providing clarity and reassurance around data protection and consumer rights
- Designed resources using culturally responsive frameworks, including the "8 Ways of Learning" pedagogy, which integrates Aboriginal learning principles such as narrative-driven knowledge sharing, community collaboration, and visual learning. This approach ensures digital health materials are relevant and respectful and effective in supporting Aboriginal and Torres Strait Islander people to engage with My Health Record and other digital health tools.

## Outcome 4: Data-driven

### Readily available data informs decision-making at the individual, community and national levels, contributing to a sustainable health system

- Priority area 4.1: Use health information for research and public health purposes
- Priority area 4.2: Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics
- Priority area 4.3: Monitor and evaluate outcomes and progress

The Connecting Australian Healthcare – National Healthcare Interoperability Plan<sup>28</sup> identifies a connected health system as one that supports safe, secure, efficient and quality care; a system in which providers conveniently and seamlessly share high-quality data with easily understood meaning. Accurate and higher quality health information can be used to inform clinical practice and clinical decision support, as well as government policy development and planning, exploratory and simulation research and the delivery of sustainable and equitable healthcare.

The Agency's research shows that all partners, in different ways, are actively preparing for – and in some areas, already integrating – cutting-edge technologies like AI (traditional machine learning as well as generative AI), quantum technology and big data analytics. These advances are capable of supporting greater system efficiencies, quality improvement, early intervention and prevention if effectively integrated into healthcare workflows and systems. Governments are currently working on developing appropriate regulatory frameworks to ensure Australians can confidently leverage the benefits of these emerging healthcare technologies and be able to trust that technologies are safe and secure.

### What does 'data-driven' look like?

Data availability and mature data analytics are transforming the way health information is used, improving health outcomes and enabling a more efficient, responsive health system. There is a shift towards greater use and reuse of data in the wider digital health ecosystem, and this has seen an increase in the use of AI and predictive analytics for clinical decision-making, population health monitoring and the ability of near real-time data to support a greater suite of operational and research opportunities. For example, the implementation of the Learning Health System<sup>29</sup> would establish the governance framework to support the reuse of My Health Record data for research and public health purposes, and the Government's agenda for the independent Australian Centre for Disease Control (Australian CDC) will leverage health data insights to inform public policy that protects Australia from future public health threats.

Using data for public policy and research helps refine priorities, identify better models of care and helps governments allocate resources to where they're needed most. The Australian Government, together with Aboriginal and Torres Strait Islander communities and the First Nations Digital Inclusion Advisory Group, has developed the *First Nations Digital Inclusion Roadmap: 2026 and beyond*<sup>30</sup> to close the gap in digital inclusion as a national priority. This roadmap is intended to promote improved data sovereignty, better opportunities for employment, more social connectedness and greater access to vital services such as digital health services.

28 Australian Digital Health Agency (Agency), [Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028](#), Agency, Australian Government, 2023. [Quarterly Progress Reports on the implementation of the Interoperability Plan](#) are available on the Agency website.

29 Department of Health, Disability and Ageing (DHDA), [Digital Health Blueprint 2023-2033](#), Outcome 3, DHDA, Australian Government, 2023.

30 First Nations Digital Inclusion Advisory Group DHDA, [First Nations Digital Inclusion Roadmap](#), DHDA, Australian Government, 2023. Department of Infrastructure, Transport, Regional Development, Communications and the Arts, Australian Government, 2024.

The Agency's work with the Department of Health, Disability and Ageing (DHDA) on Health Connect Australia is a long-term vision, coupled with overall modernisation of Australia's digital health infrastructure, aims to improve the quality of health system data and improve the near-real-time availability of health data to support tools such as AI applications and system planning. Interoperability across the system will also support effective data sharing. In turn, with appropriate controls, effective data sharing will support all types of decision-making and quality improvements – from clinical decision-making to population-level policy development.

### Summary of progress against Agency-led initiatives

#### Outcome 4: Data-driven

#### Status of Agency led initiatives

#### 4.1 – Use health information for research and public health purposes

4.1.03	In progress	<p><b>Deliver a data analytics capability and implement analytics programs to leverage identified data including for research and public health use once necessary governance and legislative arrangements are established</b></p> <p>The <a href="#">Digital Health Standards Catalogue</a> released in June 2024.</p>
4.1.05	Delivered and ongoing	<p><b>Australia is to continue international cooperation to advance secure and interoperable digital health as a core focus of the Global Digital Health Partnership (GDHP) and organisations including WHO, OECD, APEC and G20</b></p> <p>The Agency plays a leadership role at GDHP and SNOMED International.</p>

#### 4.2 – Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics

4.2.03	In progress	<p><b>Monitor and identify emerging data sources and technology that support healthcare</b></p> <p>The Agency published its <a href="#">Artificial Intelligence Transparency Statement</a> in February 2025.</p>
4.2.06	In progress	<p><b>Support the implementation of data sharing frameworks for data such as genomics and for My Health Record</b></p> <p>Procurement activities are underway for the building of FHIR data sharing frameworks within My Health Record.</p>

#### 4.3 – Monitor and evaluate outcomes and progress

4.3.01	Delivered and ongoing	<p><b>Measure, monitor and report on changes in digital health maturity, adoption, meaningful use and benefits to inform national and local planning</b></p> <p>Regular publication of <a href="#">Interoperability Plan reports and updates</a>.</p>
4.3.03	Delivered and ongoing	<p><b>Support increased digital health maturity, adoption and meaningful use through increased awareness of digital health benefits among consumers and healthcare providers</b></p> <p>The Agency, working closely with partners, developed digital health education content for vocational and higher education programs.</p>



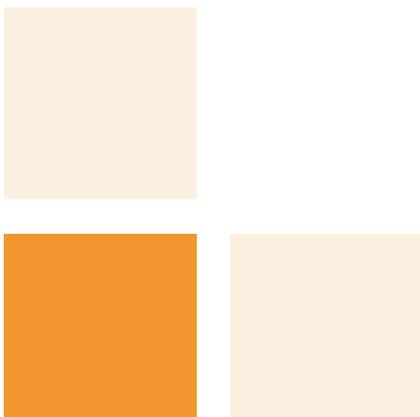
“You need large amounts of data to find signals for problems ... when the COVID vaccines ... came out, people were reporting the adverse effects and you had to have sort of millions of these before you could pick up some of the more subtle effects. So I think large data analytics have a very valid role in medical research.”

GP, regional Victoria



“The growing interest in AI for enhancing the value of data and increasing efficiency requires further investigation and the development of guardrails, noting the existing use of AI in the interpretation of diagnostic imaging and the emerging use of AI for summarising patient-provider discussions. I think we’re starting to cause patient harm by not embracing AI ... so this is where privacy legislation blocks us from doing this, we can’t even share interjurisdictionally ... [For rare conditions, AI can] cut out two or three years of diagnosis journey for the patient ... The difference between even rural and metropolitan outcomes, like patients with access to specialist care, are we causing harm to patients by not having AI trawling through the data? But then as a citizen, that also concerns me about what does that look like, but this is where guardrails become important, right?”

Pharmacy, Canberra





## Spotlight on Agency initiatives

under Outcome 4

### Data for research and public health

**Roadmap initiative 4.1.03: Deliver a data analytics capability and implement analytics programs to leverage identified data including for research and public health use once necessary governance and legislative arrangements are established**

In a significant step forward for data-driven decision making, the Agency, working closely with the Department of Health, Disability and Ageing and the Australian Institute of Health and Welfare has begun laying the groundwork for health data to be safely and effectively reused for research and public health.

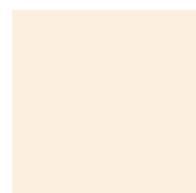


The Learning Health System program is a collaborative effort focused on developing the governance, policy settings and public communications required to enable the secondary use of data collected during healthcare delivery, starting with My Health Record.



As the volume and quality of data available in the digital health ecosystem grows through enhancements to national infrastructure, improved interoperability and uplifted digital literacy amongst healthcare providers and consumers, the value of this data for research and planning purposes increases.

**This initiative reflects Government's shared commitment to leveraging available health information and data to produce better research outcomes, inform policy and, ultimately, enhance the quality and efficiency of care for all Australians.**



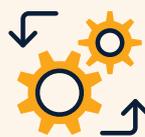
## Harmonise global standards

**Roadmap initiative 4.1.04: Australia to participate in discussions to harmonise global aligned standard on health technology exports and reduce costs associated with customising imported global products**

**Australia plays a strategic role in enabling opportunities to lower the cost of global digital health products by engaging in international standards development and harmonisation efforts.**



The Agency's active participation in global forums such as HL7, IHE, GS1, SNOMED International and the GDHP helps Australia shape and adopt internationally aligned standards like FHIR, SNOMED CT-AU, and AMT. This reduces the need for costly customisation of imported digital health solutions and supports integration with national systems like My Health Record.



By promoting consistent standards-based infrastructure, Australia enhances interoperability, reduces implementation and maintenance costs and improves scalability of local solutions in global markets. It also enables easier adoption of international products with limited local demand, avoiding duplicative investment.



These efforts rely on collaboration across government, industry, and non-government organisations to ensure that agreed standards are practical and implementable. Australia's leadership in standardisation ensures that digital health solutions are not only cost-effective but also future-proof, enabling sustainable innovation and global collaboration.



## International cooperation

**Roadmap initiative 4.1.05: Australia is to continue international cooperation to advance secure and interoperable digital health as a core focus of the Global Digital Health Partnership and organisations including WHO, OECD, APEC and G20**



**Australia plays a pivotal role in shaping the global digital health landscape through strategic international cooperation and leadership across key multilateral forums.**

Central to this effort is Australia's active engagement in the Global Digital Health Partnership (GDHP). The Agency played a seminal role founding the partnership in 2018, serving as its inaugural chair, and has since maintained a strong leadership presence across the various workstreams and interest groups. This sustained involvement fosters global collaboration and knowledge exchange, enabling Australia to co-design interoperable digital infrastructure that supports sustainable, patient-centred care.

Australia also maintains a strong presence in SNOMED International. As a founding member nation, the Agency contributes to the organisation's strategic direction through its role on the General Assembly. This ongoing engagement ensures Australia remains at the forefront of global efforts to standardise clinical terminology and enhance data interoperability across health systems. Australia's successful bid to host the SNOMED International Business Meeting and Expo in October 2026 further highlights its leadership and commitment to advancing digital health standards.

Beyond GDHP and SNOMED, the Agency actively contributes to broader policy dialogue and regional cooperation through its participation in multilateral forums such as the WHO, OECD, APEC and G20. These platforms enable Australia to align its digital health priorities with global trends and advocate for inclusive, resilient health systems.



"We have a Tasmanian data linkage unit within the Menzies Institute of Medical Research at the University of Tasmania. The Tasmanian Data Linkage Unit (TDLU) prepares linked data for research projects. The TDLU has worked closely with Primary Health Tasmania to develop a research ready dataset – TasLink Health."

Tasmanian Department of Health



"I think once we've got information, it'll really be helpful, especially if it's digitised, extractable information, it'll be much easier to develop policies and procedures around it looking at that data ... it has to go through ethics always to make sure that it is done in good faith for improvement of services."

Oncologist, regional New South Wales

## Conclusion

This Action and Impact Report shows the remarkable depth and reach of the digital health enablement activity being achieved by all partners to the *National Digital Health Strategy 2023-2028*. It also provides insights into how Australians currently experience digital health as part of the broader healthcare system.

Australian healthcare providers and consumers are benefitting through digital health tools and services. The Agency is working closely with all partners to drive innovation, transformation and integration across the healthcare system. By implementing effective policies and delivering safe, secure and fit-for-purpose digital solutions the strategy's vision of 'an inclusive, sustainable and healthier future for all Australians through a connected and digitally enabled health system' is closer to becoming reality.

Progress since the release of the strategy and roadmap means better connected data across different parts of the healthcare system, shifting from siloed clinical document repositories to near real-time data exchange, making it easier to share health information securely. Enhanced access to health information is enabling more efficient, safer clinical decision-making and team-based care. For example, there has been a 285% increase in the number of weekly clinician views of pathology reports and a 390% increase in the number of weekly clinician views of diagnostic imaging reports between May 2023, when the Share by Default policy was announced, to August 2025.

The Agency leads or co-leads 32 of the 80 initiatives set out in the strategy's roadmap. With 47% of these complete and 53% in progress, the Agency is driving the health system to become digitally enabled, person-centred, inclusive and data-driven. These initiatives include electronic prescribing, increased functionality of the **my health** app and modernisation of My Health Record – including Sharing by Default of pathology and diagnostic imaging reports. This ensures healthcare providers and consumers have greater access to health data when and where it's needed.

We are continuing to enhance and maintain modern and integrated digital solutions – as delivered through the Interoperability Plan – including driving the use of standards and terminology required to support the secure and accurate sharing of information. The Agency's work is helping to build the digital and data capacity, competency and maturity of Australia's health and wellbeing workforce, as well as driving the digital uplift of the allied health sector to support multidisciplinary care. The Health Connect Australia program brings all these innovation elements together, ultimately delivering a system that sustainably supports the health and wellbeing of Australians through timely access to their health and care information.

Notwithstanding these achievements, this report covers only the initial two years of the strategy and roadmap, and many implementation and adoption challenges remain. Over the next 3 years the Agency will maintain a national view of progress and work closely with all partners to ensure delivery of the remaining roadmap initiatives.



## Appendix A: Roadmap initiatives progress update

This table provides an update on some of the work that is completed, underway or in the planning stage for each roadmap initiative. For initiatives where there are multiple leads (e.g. 'all governments' or 'all health departments') a single example is provided to illustrate the type of work that is underway. The information in this table presents just a highlight and is not exhaustive of the depth and breadth of all the digital health activity and its impact across the Australian health sector.

### Outcome 1

Priority area 1.1: Connect care				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Target	Current Status
1.1.01	Develop and maintain a national secure messaging capability to enable the safe exchange of clinical documents	<p><b>The Agency</b></p> <p>All health departments, Government agencies, Industry and technology vendors, Healthcare providers, Australian Centre for Disease Control</p>	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The National Secure Messaging Network (NSMN) project has delivered a set of standards that can be implemented via the Health Connect Roadmap, which will progress secure directed information sharing. Knowledge, artefacts and lessons learnt from the NSMN journey will be used to inform and support Health Connect.</p> <p><b>Impact</b> The NSMN (closed in May 2025) defined a national standard for a messaging solution implementable by clinical information and secure messaging systems to enable secure, reliable and interoperable exchange of messages between Australian healthcare providers. NSMN capability will now be delivered as part of Health Connect Australia.</p>			

Priority area 1.1: Connect care continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Target	Current Status
1.1.02	Continue roll out of Provider Connect Australia to ensure availability of up-to-date information about healthcare providers	<b>The Agency</b> Services Australia, All health departments, Healthcare providers	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The rollout of Provider Connect Australia™ (PCA™) is complete, including promoting the update among key stakeholders. Over 2024-25, PCA was upgraded to support connection of clinical and practice management software through SMART on FHIR interface; practitioner self-service functionality and partner services configurations to align with the National Health Services Directory.</p> <p><b>Impact</b> A range of adoption and change activities have also been delivered to stakeholders including showcasing the PCA value proposition, Fact Sheets, training documentation and engagement activities.</p> <p>As at August 2025, PCA registrations are as follows:</p> <ul style="list-style-type: none"> <li>• 3829 Providers</li> <li>• 4524 Clinics/locations</li> <li>• 8994 Healthcare Services</li> <li>• 42 Business Partners: 5 healthcare directories, booking and review services, 28 government-funded services, 1 public health service, 3 secure messaging and exchange services and 5 professional bodies and associations.</li> </ul>			
1.1.03	Assist software vendors to connect residential aged care facilities to My Health Record	<b>The Agency</b> DHDA, Industry and technology vendors, Healthcare and aged care providers	Delivery by 2025	<b>In progress</b>
	<p><b>Action</b> The Agency is supporting residential aged care providers to register to My Health Record, in line with recommendations of the Royal Commission into Aged Care Quality and Safety. The Agency is facilitating this through a collaboration with aged care software vendors through the two Aged Care Industry Offers, which will increase the availability of conformant clinical information systems operating in the residential aged care sector.</p> <p><b>Impact</b> As at August 2025, 48% of residential aged care homes and all multi-purpose services registered to My Health Record. As at August 2025, two Aged Care Industry Offers have delivered 16 My Health Record conformant products, 10 of which are clinical information software.</p>			

Priority area 1.1: Connect care continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Target	Current Status
1.1.04	Connect multiple government services to newborn enrolment information by rolling out the Birth of a Child project nationally	<p><b>ACT Government</b></p> <p>All governments, The Agency, Consumers, Digital Transformation Agency, Healthcare providers, Registries of Births Deaths and Marriages, Services Australia</p>	Initiate planning by 2023	<b>In progress</b>
	<p><b>Action</b> The Medicare and Centrelink Newborn Enrolment Trial (NET) is part of the Birth of a Child (BoC) project. The ACT has trialled electronic proof of birth data from consenting mothers who give birth at a trial hospital for Medicare newborn enrolment, Centrelink family payment purposes, and registration of birth. Extensive and continued improvements have been made to ensure consent is available, prompted and completed at point of hospital discharge for all eligible families; provide frequent education of Canberra Health Services (CHS) administrative and clinical staff on how to discuss and capture consent; ensure transmission of consent to Services Australia via the existing digital pathways including upgrades requested by Services Australia; and remediate instances where consent was not captured correctly or at all.</p> <p><b>Impact</b> From initial reporting updates, Canberra Health Services (CHS) Maternity Hospitals have increased enrolments from roughly 1 in 4 of all births in August 2024, to 1 in 2 of all births in June 2025.</p>			
1.1.05	Advance the use of electronic referrals, transfers of care and discharge summaries as business as usual	<p><b>Healthcare providers</b></p> <p><b>Healthcare organisations</b></p> <p>All health departments, Consumers</p>	Adoption from 2025 to 2027	<b>In progress</b>
	<p><b>Electronic Referrals</b></p> <p><b>Action</b> Many Australian states and territories are actively using electronic or digital referral systems for outpatient services, for example, NSW (eReferrals), and South Australia (Statewide Referral Management System) have state-wide e-referral initiatives. Queensland's Smart Referrals integrates with practice management systems to streamline for GPs the referral process to Qld public hospitals. ACT uses the Healthlink Smart forms integrated to their DHR for referrals to the ACT publicly provided services.</p> <p><b>Impact</b> In FY23-24 only 12 electronic referrals were uploaded to My Health Record. However, in FY24-25 the number jumped to 802 and the trend is growing in FY25-26. At a state level, eHealth NSW at the end of June 2024 had over 40,000 referrals processed through the electronic Referral Management System (eRMS), from more than 3,000 GP practices.</p>			

Priority area 1.1: Connect care continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Target	Current Status
1.1.05 continued	<p><b>Transfers of care and discharge summaries</b></p> <p><b>Action</b> States and territories have demonstrated strong commitment to improving transitions of care and have outlined a clear future state vision: a digitally enabled, person-centred, and nationally consistent discharge process. This includes timely distribution of discharge summaries, integration with My Health Record, and standardised documentation aligned with national safety and quality standards. Jurisdictions have also identified critical enablers to support this reform, including the rollout of Electronic Medical Records (EMRs), adoption of secure messaging platforms, and successful pilot programs such as nurse-led discharge summaries and AI-supported discharge planning. To support implementation, the Commonwealth has a central role in coordinating system-wide reform. A phased national approach was agreed to in principle by jurisdictions, which includes targeting delivery of discharge summaries within 24 hours of discharge and real-time delivery at the point of discharge. Jurisdictions and the Commonwealth will need to agree implementation timeframes to reflect current readiness, resourcing, and system capability. This will ensure that the national approach remains achievable, sustainable, and aligned with broader aged care and digital health reforms.</p> <p><b>Impact</b> In FY23-24 there were 5,223,524 discharge summary uploads to My Health Record. In FY24-25 the number grew to 5,255,655. In NSW there was a 23% increase in discharge summaries uploaded to My Health Record between April 2024–April 2025.</p>			
1.1.06	Update healthcare provider systems to strengthen and support electronic prescribing	<p><b>All health departments</b></p> <p>Healthcare providers</p> <p>Industry and technology vendors</p>	Update by 2025	<b>In progress</b>
	<p><b>Action</b> The Agency released version 3.7 of the Electronic Prescribing Technical Framework in June 2025. The framework includes: clarifications around Evidence of Prescription (EoP) requirements and updated conformance profiles for Medication Chart Prescribing Systems, General Prescribing Systems, and Active Script List Registry. The Agency has integrated token-based ePrescriptions and Active Script Lists (ASLs) into clinical workflows, allowing patients to choose between a token or ASL for prescription access. Features are also available in <b>my health</b> app, enabling consumers to manage their electronic prescriptions on their phones. Educational resources are provided to help healthcare providers implement electronic prescribing and understand related standards and legislative requirements. The Agency maintains the Electronic Prescribing Conformance Register, listing compliant software products to ensure safety and alignment with national standards, which was updated 8 July 2025.</p> <p><b>Impact</b> At June 2025 over 360 million electronic prescriptions had been issued since May 2020, by more than 116 thousand prescribers. In 2025, 25% of total PBS prescriptions are electronically prescribed.</p>			

Priority area 1.1: Connect care continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Target	Current Status
1.1.07	Assist residential aged care software vendors to be conformant to My Health Record and uptake the Aged Care Transfer Summary	<p><b>The Agency</b></p> <p>All governments, DHDA, Industry and technology vendors, Residential aged care providers and facilities</p>	Delivery by 2026	<b>In progress</b>
	<p><b>Action</b> The Agency is assisting vendors through the Second Aged Care Industry offer, launched in July 2023. Of the 13 contracts with aged care software vendors (as at 31 August 2025):</p> <ul style="list-style-type: none"> <li>• 7 vendors have achieved conformance</li> <li>• 6 vendors are expected to achieve conformance by end November 2025</li> </ul> <p>Of those that have achieved conformance:</p> <ul style="list-style-type: none"> <li>• 1 vendor has deployed their conformant software</li> </ul> <p>Of those not yet conformant:</p> <ul style="list-style-type: none"> <li>• 6 are planned to deploy by end Oct 2025, with the remaining 6 by end Mar 2026</li> </ul> <p><b>Impact</b> The Second Aged Care Industry Offer aims to increase the number of clinical information systems conformant to HI Service, My Health Record and the Residential Care Transfer Summary to better support transitions of care for older Australians from residential aged care homes to acute care settings.</p> <p><a href="#">More compliant software products needed to help create better-connected and continuous care for older Australians.</a></p>			

Priority area 1.1: Connect care continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Target	Current Status
1.1.08	Finalise clinical information system standards for residential aged care facilities	<p><b>The Agency</b></p> <p>All governments, DHDA, Industry and technology vendors, Residential aged care providers and facilities</p>	Delivery by 2025	<b>Completed</b>
	<p><b>Action</b> The Agency conducted a comprehensive assessment of interoperability between general practice (GP) and residential aged care facility systems and made recommendations to inform future standards development.</p> <p><b>Impact</b> The Agency published the <a href="#">Aged Care Clinical Information System (ACCIS) Standards in August 2024</a>.</p>			
1.1.09	Enhance and expand advance care planning documents to support end-of-life decisions, ongoing care and treatment preferences	<p><b>The Agency</b></p> <p>Healthcare and aged care providers, Consumers, Government</p>	Future initiative	<b>In progress</b>
	<p><b>Action</b> The Agency has completed discovery with DHDA and key stakeholders (June 2025), with future state recommendations under development for Government consideration to support a more coordinated and person-centred experience for all Australians.</p> <p><b>Impact</b> The discovery work has helped to identify barriers in documenting, managing, and accessing advance care planning documents for consumers and healthcare providers to support end-of-life decisions, ongoing care and treatment preferences.</p>			

Priority area 1.2: Enable a digitally ready workforce				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.2.01	Implement the <i>National Digital Health Capability Action Plan</i>	<p><b>The Agency</b> Australasian Institute of Digital Health, Healthcare and aged care providers, All health departments, Industry and technology vendors, Consumers</p>	Implement by 2028	<b>In progress</b>
	<p><b>Action</b> The Agency is implementing the <a href="#">Capability Action Plan</a>, with a key focus for 2025-26 on building the future health workforce digital capability through the Vocational Education and Training and Higher Education sectors. The Agency is collaborating with the Australian Council of Senior Academic Leaders in Digital Health to support the embedding of digital health education into health degrees.</p> <p><b>Impact</b> Increasing digital health capability of the future health workforce and digital health education embedded into health degrees.</p>			
1.2.02	Develop a digital health workforce readiness framework for organisations to self-assess and plan their digital health workforce development	<p><b>AIDH</b> The Agency, Healthcare and aged care providers, Industry and technology vendors</p>	Implement by 2025	<b>Complete</b>
	<p><b>Action</b> The Agency and the Australasian Institute of Digital Health (AIDH) worked closely to complete and publish the digital health workforce self-assessment tool for organisations.</p> <p><b>Impact</b> Publication of the '<a href="#">Assess your organisational readiness - Digital Health Workforce</a>', enabling healthcare organisations to better understand and plan their digital health workforce development.</p>			

Priority area 1.2: Enable a digitally ready workforce continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.2.03	Pilot and evaluate the national digital health capability framework and self-assessment tool to improve digital health skills of the health and care workforce in residential aged care facilities	<b>The Agency</b> Australasian Institute of Digital Health, DHDA, Healthcare and aged care providers	Complete by 2024	<b>Complete</b>
	<p><b>Action</b> The Agency and partners worked closely to complete and deliver the final report on the national digital health capability framework and self-assessment tool, which was presented to the DHDA in June 2024.</p> <p><b>Impact</b> Tools are available to improve the digital health skills and capabilities of the health and care workforce in residential aged care facilities.</p>			
1.2.04	Develop guidelines and resources for digital health learning, education and practice	<b>AIDH</b> The Agency, Education providers, Industry and technology vendors	Implement by 2025	<b>In progress</b>
	<p><b>Action</b> Projects are underway to build the digital health capability of the current and future health workforce through the Vocational Education and Training and Higher Education sectors, and the Australasian Institute of Digital Health (AIDH) developing new training materials and e-learning courses.</p> <p><b>Impact</b> Improvement of the digital health skills and capabilities of the health and care workforce. The learning, education and practice resources can be found here <a href="https://training.digitalhealth.gov.au/">https://training.digitalhealth.gov.au/</a></p>			
1.2.05	Develop an online hub to host and connect curated digital health workforce content	<b>AIDH</b> The Agency, Healthcare and aged care providers, Industry and technology vendors	Implement by 2024	<b>In progress</b>
	<p><b>Action</b> Under the Capability Action Plan (CAP) enhancements to the Digital Health Workforce Hub will build the digital health capability of the health workforce. Technical enhancements of the Hub will include personalisation for individuals' professional development and career pathways, as well as uplift of functionality to support organisations in building workforce digital health capability.</p> <p><b>Impact</b> Improvement of the digital health skills and capabilities of the health and care workforce. The Digital Health Hub - Digital Health Workforce can be found here <a href="https://digitalhealthworkforce.org.au/">https://digitalhealthworkforce.org.au/</a></p>			

Priority area 1.2: Enable a digitally ready workforce continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.2.06	Uplift digital health capabilities in primary care to improve interoperability between systems and streamline and simplify data access	<p><b>DHDA</b>                      Primary Health Networks, Healthdirect Australia, Healthcare providers, Industry and technology vendors, All health departments</p>	Future initiative	<b>In progress</b>
<p><b>Action</b> The Sparked FHIR Accelerator continues to build on the core set of FHIR standards for use in Australian settings, developed by and for the community, including further releases of:</p> <ul style="list-style-type: none"> <li>• Australian (AU) Core FHIR implementation guide (IG) to support the consistent exchange of patient health interaction information and reuse across the Australian Healthcare system;</li> <li>• the Australian Clinical Data for Interoperability (AUCDI) supporting the recording and sharing of consistent data across the Australian Healthcare system in line with National FHIR standards</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>• an Australian eRequesting (AUeRequesting) FHIR IG, building on the AU Core to provide a data exchange foundation that will support a future Australian national eRequesting capability.</li> <li>• an Australian Patient Summary (AU PS) FHIR IG, aligned to the AU Core IG and International Patient Summary IG, supporting the consistent sharing of key patient health information nationally and internationally.</li> </ul> <p>In addition, the Agency is developing an Australian Common Foundation for Interoperability (AUCFI) for setting the foundations and standards for connections into the national infrastructure.</p>				

Priority area 1.2: Enable a digitally ready workforce continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.2.06 continued	<p><b>Impact</b></p> <ul style="list-style-type: none"> <li>the Australian Clinical Data for Interoperability (AUCDI) R2 was published in June 2025 incorporating Patient Summary and Chronic Conditions Management data element. Scoping has commenced for R3 from the backlog of items published on the website that will support priority use cases and community requirements.</li> <li>AU Base FHIR implementation guide (IG) ballot is scheduled for ballot in August 2025 through the HL7 Australia voting process, with the working standards publication targeted for February 2026</li> <li>the AU Core FHIR Implementation Guide (IG) was published in January 2025. The second release is scheduled for ballot in August 2025 through the HL7 Australia voting process, with the working standard publication targeted for February 2026</li> <li>the AU eRequesting R1 FHIR IG is scheduled for ballot in August 2025 through the HL7 Australia voting process, with the working standard publication targeted for February 2026</li> <li>the AU Patient Summary R1 FHIR IG draft for comment is scheduled for ballot in August 2025 through the HL7 Australia voting process, ahead of a final ballot in early 2026 and a move to publishing in June/July 2026.</li> </ul> <p>Membership of the Sparked community has grown to: Clinical Design Group (CDG) over 900 members; AU Core Technical Design Group (TDG) over 750 members; AU eRequesting Technical Design Group (TDG) at nearly 650 members; Community expert hours is exceeding 21,600 across 24 face-to-face events and 152 online meetings and webinars.</p>			
1.2.07	Develop and operate digital solutions that support the career and learning pathways of healthcare providers and their mobility across the sector	<p><b>DHDA</b></p> <p>All health departments, The Agency</p>	Future initiative	<b>In progress</b>
	<p><b>Action</b></p> <p>Clinical Learning Australia (CLA) is an ePortfolio that records the development, training and assessment of Postgraduate prevocational doctors across all states and territories in Australia. CLA delivers a consistent approach to prevocational training and assessment in line with the National Framework for Prevocational Medical Training and is managed by Australian Medical Council, governed by the National ePortfolio Project Board.</p> <p>CLA has completed its pre-transition due diligence. The Agency is awaiting funding, finalisation of governance arrangements and confirmation of contract execution before transition of CLA can formally commence.</p> <p><b>Impact</b></p> <p>CLA enables a harmonised approach to recording learning outcomes for prevocational doctors, supporting assessments over the Postgraduate prevocational years and mobility across jurisdictions.</p>			

Priority area 1.3: Enhance and maintain modern and integrated digital solutions				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.3.01	Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable	<p><b>The Agency</b></p> <p>Industry and technology vendors, All health departments, Consumers, Healthcare providers, Researchers</p>	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> Development and publication of the Health Connect Australia Strategy, Architecture and Roadmap completed June 2025. Delivery of a Minimum Viable Product for Provider Directory and Authorisation services to enable health information sharing via national infrastructure. Development and implementation of the foundations, directed information exchange, discovered information and enhanced services as part of Health Connect Australia.</p> <p>Uplift of the existing My Health Record infrastructure to utilise FHIR standards to capture and transfer atomic level data within My Health Record.</p> <p><b>Impact</b> Health Connect Australia will create a digital health ecosystem that enables secure, efficient and standardised information exchange across Australia's healthcare sector.</p>			
1.3.02	Develop accurate terminology, interoperability standards and conformance for sustained and widespread use	<p><b>The Agency</b></p> <p>Industry and technology vendors, Healthcare providers, All health departments, Government agencies</p>	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The Agency actively engaged with stakeholders over 2024-25 to enhance terminology use. Within the Allied Health program, feedback identified over 4,500 terminology gaps across 28 allied health professions. The Agency is working with CSIRO to address these gaps within SNOMED CT-AU.</p> <p><b>Impact</b> Strengthening consistent adoption of digital health standards, specifications, information models and terminology is foundational to achieving interoperability and access to information across systems, in a safe, secure, and reliable way. The National Clinical Terminology Service (NCTS), manages, develops, and distributes clinical terminologies and tools to support Australia's digital health needs. Harmonisation and implementation of new SNOMED CT AU terms for Allied Health will unlock information sharing within the Allied Health professions and across broader care teams with consistent meaning, empowering healthcare providers to deliver informed care and improve consumer experience and outcomes.</p>			

## Priority area 1.3: Enhance and maintain modern and integrated digital solutions continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.3.03	Develop Fast Healthcare Interoperability (FHIR®) core standards that set the minimum requirements to support consistent capture and sharing of health information	<p><b>The Agency, CSIRO, DHDA, HL7 Australia</b></p> <p>All health departments, Industry and technology vendors, Healthcare providers</p>	Initiate planning by 2023	<b>In progress</b>
	<p><b>Action</b> The Agency has made progress in developing specifications and standards with the digital health sector. An early draft FHIR® Implementation Guide (IG) is in development to support Health Connect Australia to ensure digital health standards can be adopted in a consistent and effective way nationally.</p> <p>DHDA note that the Sparked FHIR® Accelerator will continue to build on the core set of FHIR® standards for use in Australian settings over the next two years, developed by and for the community. This work is underway with ongoing development and implementation from 2023 to 2027.</p> <p><b>Impact</b> The early draft IG is being used to facilitate more interactive and targeted discussions with stakeholders.</p> <p>DHDA note that AU Core R1 has been published, meeting the development aspect of this initiative. However, there is consideration of implementation as well, hence 2027 as a projected date that seeks to include My Health Record On FHIR® and other initial Health Connect Australia aspects.</p>			

## Priority area 1.3: Enhance and maintain modern and integrated digital solutions continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.3.04	Continue to implement standards and resilience measures to protect personal health information and digital health infrastructure from cyber-attack, natural disasters and climate events	<p><b>All governments</b></p> <p>All health departments, Healthcare providers, Industry and technology vendors</p>	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> The Australian Government has pursued measures to ensure digital health data and infrastructure is protected and secure, including: the Australian Government released the <a href="#">2023-2030 Australian Cyber Security Strategy</a> in November 2023, the Agency's cyber security strategy is undergoing a refresh expected to be completed in 2025; DHDA is developing a cyber uplift report to determine the cyber maturity challenges across the health, disability and aged care sectors.</p> <p>The Agency is working closely with other federal agencies including the Department of Health, Disability and Ageing (DHDA), and National Security Agencies such as the Department of Home Affairs and the Australian Cyber Security Centre to uplift the security of the digital health ecosystem.</p> <p><b>Impact</b> The Australian Cyber Security Strategy strengthens foundations and addressed critical gaps in cyber shields, built better protections for most vulnerable citizens and businesses, and supported cyber maturity uplift across the region. Further it will scale maturity across the whole economy and make further investments in the broader cyber ecosystem, continuing to scale up Australia's cyber industry and grow a diverse cyber workforce while advancing the global frontier of cyber security and lead development of emerging critical technologies capable of adapting to new risks and opportunities across the cyber landscape.</p> <p>The Agency has successfully built an advanced cyber security capability on a strong foundation and will continue to enhance internal cyber resilience to protect and continually harden the Agency's most critical assets, while adapting to the changing threat, risk and regulatory landscape.</p>			

Priority area 1.3: Enhance and maintain modern and integrated digital solutions continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.3.05	Co-design technical, clinical terminology and exchange standards for a national electronic requesting capability for diagnostic imaging and pathology	<b>DHDA, CSIRO</b> Healthcare providers, Consumers, Industry and technology vendors	Developed by 2025	<b>In progress</b>
	<p><b>Action</b> Publication of National Clinical Terminology reference sets for radiology and pathology, including in June 2025 the publication of SNOMED CT ValueSet/s to support the standardised, electronic requesting of Pathology tests, guided by the professional peak body The Royal College of Pathologists of Australasia (RCPA) and the SNOMED CT ValueSet/s to support the standardised, electronic requesting of radiology procedures guided by the professional peak body, Australia New Zealand College of Radiology (RANZCR) for implementing across Australia.</p> <p><b>Impact</b> Progression of the development of a national electronic requesting capability for diagnostic imaging and pathology.</p>			
1.3.06	Embed interoperability in procurement in accordance with national interoperability procurement guidelines	<b>All governments</b> Industry and technology vendors, Healthcare providers	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The initial version of the <a href="#">Digital Health Procurement Guidelines</a> was published in June 2024 with the support of the Australian Digital Health Standards Advisory Group and Procurement Reference Group. Input from health departments and government agencies at state and federal levels and software developers has been integral to the development of the guidelines.</p> <p><b>Impact</b> The implementation of Digital Health Procurement Guidelines will assist health provider organisations to embed interoperability principles into their procurement processes. Engagement and consultation within the process to complete the Guidelines is already seeing increased focus on including interoperability (aka standards) within procurement processes with further work to continue.</p>			

Priority area 1.3: Enhance and maintain modern and integrated digital solutions continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
1.3.07	Mandate electronic prescribing for medicines that are high cost and/or high risk through updates to technology, standards and regulation	<p><b>DHDA</b></p> <p>All health departments, Healthcare providers, Consumers, Industry and technology vendors</p>	Initiate planning by 2024	<b>Planning</b>
	<p><b>Action</b> Following environmental analysis completed to inform implementation of the new policy aiming to mandate EP for high-risk and high-cost medicines, a technical review of the digital medicines ecosystem architecture including upstream and downstream systems and integrations will be conducted to contemporise the national digital medicines infrastructures and solutions required to support policy implementation, improve interoperability and health information exchange, and optimise consumer and healthcare provider experience.</p> <p><b>Impact</b> Engagement and analysis on the mandate is drawing to a close. Options are being developed for further consideration.</p>			
1.3.08	Increase digital maturity to enable efficient data collection and analysis, and use of national clinical quality registries in line with the <i>Framework for Australian clinical quality registries</i>	<p><b>All health departments</b></p> <p>Healthcare organisations, Australian Commission on Safety and Quality in Health Care The Agency</p>	Initiate planning by 2024	<b>In progress</b>
	<p><b>Action</b> The Agency is progressing interoperability enablers, data quality safeguards and governance alignment with the ACSQHC to support efficient, secure, standards based exchange of health data. The Agency has been represented on ACSQHC's Clinical Quality Registries Framework Review Advisory Group, so national digital health initiatives are reflected in data quality and improvement work.</p> <p><b>Impact</b> This work is expected to support appropriate use of national clinical quality registries and enable timelier, risk adjusted feedback to clinicians that improves safety and quality over time. The Agency's National Healthcare Interoperability Plan 2023-2028 supports increased access to high quality data for application across priority registry use cases, consistent with the 2024 Framework's principles on governance, data and reporting.</p>			

## Outcome 2

Priority area 2.1: Support strong consumer digital health literacy				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.1.01	Co-design, deliver, promote and participate in consumer digital health literacy programs and integrate them with broader government digital literacy programs	<b>The Agency</b> Consumers, All governments, Healthcare providers, Researchers	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The Agency collaborated with consumer peak organisations to co-design, promote, and educate communities on the benefits of key digital health tools, including My Health Record, <b>my health</b> app, electronic prescriptions, and telehealth services. The Agency prioritises sector-specific, plain language, and accessible resources across all educational content development, to ensure inclusivity and relevance for all Australians. The Agency worked with the following consumer group peaks to co-design, deliver, and promote digital health literacy: Federation of Ethnic Communities' Councils of Australia (FECCA); Council on the Ageing (COTA); LGBTIQ+ Health Australia (LHA); Consumers Health Forum of Australia (CHF); People with Disability Australia (PWDA); Chronic Conditions Peak Organisations.</p> <p><b>Impact</b> Through consultation tailored materials and resources were developed to address knowledge gaps and counter misinformation, enhancing digital health literacy and empowering consumers to engage confidently with their health information.</p>			
2.1.02	Use guidelines, such as the Assessment Framework for mHealth Apps, when developing consumer-facing digital health products that meet a range of consumer needs and levels of digital health literacy	<b>Industry and technology vendors</b> The Agency, DHDA, Consumers, Healthcare providers	Develop and implement from 2024 to 2028	<b>In progress</b>
	<p><b>Action</b> The Agency has made the Assessment framework for mHealth apps available on the Agency website. This framework provides guidance to health app developers to support the development of safe, secure, and accessible mHealth apps. A recent DHDA project, led by the Australasian Institute of Digital Health (AIDH), evaluated the Framework's validity and options for revision and implementation. The Agency also applies the Government's Digital Service Standard when designing and delivering its digital products.</p> <p><b>Impact</b> Applying and promoting guidelines supports the delivery of person-centred, safe, effective, and secure products and services including health apps.</p>			

## Priority area 2.1: Support strong consumer digital health literacy continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.1.03	Undertake research and evaluate the effectiveness of digital health literacy programs to inform program development	<b>Researchers</b> The Agency, All health departments, Consumers	Future initiative	<b>In progress</b>
	<p><b>Action</b> In 2025 the Agency conducted research with digital health literacy experts, consumers and healthcare providers to better understand the current state of digital health literacy across Australia and to explore opportunities for ways to improve measurement to support uplift in digital health literacy across all stakeholder groups and guided by the recently published <a href="#">Digital Health Literacy Toolkit</a>.</p> <p><b>Impact</b> With ongoing research and evaluation the effectiveness of digital health literacy programs to inform program development will be assessed.</p>			
2.1.04	Consider digital health literacy in national safety and quality standards	<b>Australian Commission on Safety and Quality in Health Care</b> Consumers, DHDA, Healthcare providers	Future initiative	<b>In progress</b>
	<p><b>Action</b> The Commission has undertaken an initial round of consultation regarding the third edition of the National Safety and Quality Health Service (NSQHS) Standards. Stakeholder feedback has shown strong support for digitally enabled care to feature throughout the third edition, including digital health literacy, for both healthcare providers and consumers.</p> <p><b>Impact</b> Unique opportunity to embed digital health literacy within the third edition of the NSQHS Standards, to drive ongoing quality improvement across the acute care sector.</p>			

Priority area 2.2: Increase availability of health information				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.01	Develop a National Health Information Exchange Architecture and Roadmap that will establish the national technical infrastructure requirements and direction to enable consistent, secure, safe and discoverable near real-time sharing of health information across care settings, with consent, regardless of where the data is stored.	<p><b>The Agency</b> <b>DHDA</b></p> <p>Consumers, Healthcare providers</p>	Initiate planning by 2024	<b>Completed</b>
	<p><b>Action</b> Developed and published <a href="#">Health Connect Architecture and Roadmap</a> to support implementation of a contemporary architecture.</p> <p><b>Impact</b> The publication of the Health Connect Architecture and Roadmap will progress the implementation of a contemporary architecture to enable consistent, secure, safe and discoverable near real-time sharing of health information.</p>			
2.2.02	Enable consumers, carers and healthcare providers to access key aged care information such as the aged care assessment summary in My Health Record	<p><b>The Agency</b> <b>DHDA</b></p> <p>Consumers, Healthcare and aged care providers, Industry and technology vendors, All governments</p>	Implement by 2025	<b>Completed</b>
	<p><b>Action</b> Delivery of the foundation for interoperability went live on 9 December 2024, providing the healthcare sector with visibility of an individual's aged care assessment via My Health Record for the first time.</p> <p><b>Impact</b> As at 03 August 2025, 165,876 My Aged Care Support Plans are available in My Health Record, providing consumers, carers and healthcare providers with improved access to key aged care information. <a href="#">Sharing My Aged Care support plans to My Health Record: Frequently asked questions for older people.</a></p>			

Priority area 2.2: Increase availability of health information continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.03	Enable key health information to be made easily available to support the transfer of care between residential aged care and acute care settings.	<p><b>The Agency</b> Industry and technology vendors, Residential aged care providers and facilities, All governments</p>	Initiate planning by 2024	<b>Completed</b>
	<p><b>Action</b> The technical build for the Residential Care Transfer Summary (RCTS), (previously Aged Care Transfer Summary), was completed November 2023. The RCTS includes reason for transfer, health summary and medicines information from aged care clinical information systems to be uploaded to My Health Record. This functionality is being deployed through conformant software in the Second Aged Care Industry Offer.</p> <p><b>Impact</b> A combined total of 978 documents have been uploaded to My Health Record through the RCTS mechanism by Residential Aged Care Homes, including 326 Residential Care Transfer Reasons (31 July 2025). This functionality was first available within Residential Aged Care Homes in April 2025. The RCTS is a new consolidated My Health Record document view to support the transfer of care from residential aged care homes to acute care settings.</p>			
2.2.04	Support Real Time Prescription Monitoring (RTPM) to provide clinical decision-making support for prescribers and dispensers	<p><b>The Agency</b> Healthcare providers, All health departments</p>	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The Agency in collaboration with the states and territories and industry has delivered key priorities of the RTPM system. Achievements include the successful national deployment of Data Quality Remediation (DQR) release, marking the first major upgrade to the national RTPM system since initial implementation. This milestone has resolved data quality issues resulting in more accurate and reliable information to support health practitioners in making informed decisions. There has also been co-ordination and development of several small national system enhancements to uplift the user experience and engagement with the national RTPM system.</p> <p><b>Impact</b> Approximately 130,000 health practitioners registered with the system, including over 24,000 new registrations during the 2024-25 financial year. On average, 10,000 health practitioners’ access RTPM daily, demonstrating its critical role in routine patient care (as of June 2025).</p>			

## Priority area 2.2: Increase availability of health information continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.05	Deliver a Prescription Delivery Service that supports the ongoing uptake of electronic prescribing, the expanded use of electronic medication charts and the use of electronic prescribing for high-risk and high-cost medicines	<p><b>DHDA</b></p> <p>All health departments, Australian Commission on Safety and Quality in Health Care, The Agency, Healthcare providers, Industry and technology vendors, Services Australia</p>	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The transition to the National Prescription Delivery Services is complete.</p> <p><b>Impact</b> The NPDS is providing reliable and safe access to prescription information to health consumers and clinicians.</p>			
2.2.06	Support the use and expansion of electronic prescribing, including the delivery of operational support such as incident management for the Prescription Delivery Service	<p><b>The Agency</b></p> <p>DHDA, Industry and technology vendors</p>	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> The Agency is working with partners to co-design and implement the nationally standardised middleware to streamline implementation of electronic prescribing across Australian hospitals. To ensure consistent operational support across jurisdictions, the Agency is establishing the national contractual framework that will underpin the expansion of electronic prescribing in hospitals.</p> <p><b>Impact</b> This standardised middleware will simplify jurisdictional integration with the National Prescription Delivery Service and will provide a robust platform for future national digital health advancements, enabling the integration of new functionalities and supporting the evolution of Australia's digital health strategy.</p>			

Priority area 2.2: Increase availability of health information continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.07	Establish regulatory requirements and changes to national accreditation standards to require private and public healthcare providers to share information to My Health Record by default, starting with diagnostic imaging and pathology. This will include providing technical and registration support, education and training	<p><b>DHDA</b> <b>The Agency</b></p> <p>Consumers, Healthcare and aged care providers, Industry and technology vendors</p>	Implement by 2025	<b>Complete and ongoing</b>
	<p><b>Action</b> The <i>Modernising My Health Record (Sharing by Default) Act 2025</i> (SBD Act) was passed in Parliament on 12 February 2025 and received Royal Assent on 14 February 2025, establishing requirements for prescribed healthcare services to share key health information with My Health Record by default. Rules are being drafted defining what health information must be shared and by which healthcare providers. Requirements to share by default will initially apply to pathology and diagnostic imaging providers and rules setting out the details of the providers impacted, what information needs to be uploaded and in what timeframes are currently being developed. Consultation on the rules occurring in the second half of 2025.</p> <p><b>Impact</b> The sharing by default program is continuing to engage with pathology and diagnostic imaging providers to ensure their readiness ahead of rules coming into place. In February 2025, the Agency reported over 1 million consumer weekly views of My Health Record pathology reports for the first time. Over 4 million pathology and diagnostic imaging reports are being uploaded by providers each week. The Agency has reported the following changes in My Health Record usage from the time the policy was announced in May 2023 to August 2025:</p> <ul style="list-style-type: none"> <li>• 153% increase in the number of weekly consumer views of pathology reports.</li> <li>• 178% increase in the number of weekly consumer views of diagnostic imaging reports.</li> <li>• 285% increase in the number of weekly clinician views of pathology reports.</li> <li>• 390% increase in the number of weekly clinician views of diagnostic imaging reports.</li> </ul>			

## Priority area 2.2: Increase availability of health information continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.08	Expand functionality and health information available in the <b>my health</b> app to better support consumers, such as structured pathology, electronic prescriptions, aged care transfer summaries and Medicare information.	<b>The Agency</b> Consumers, Healthcare providers, Industry and technology vendors	By 2024	<b>Completed</b>
	<p><b>Action</b> Completed initiatives in 2024-25 included Consolidated Medical Conditions View, Aged Care Support at Home, Electronic Prescription (token management &amp; ASL), Management of emergency contacts &amp; personal health summary.</p> <p><b>Impact</b> Enhancements have improved <b>my health</b> app's functionality and contributed to its growing popularity and sustained engagement across Australia.</p> <ul style="list-style-type: none"> <li>Over 2024-25, the platform recorded 324,029 downloads.</li> <li>Throughout 2024-25, the app continued to attract new users and expand its user base, averaging 507 onboarded users per day.</li> <li>As at 30 June 2025, there were 666,329 cumulative my health downloads; 417,969 onboarded users actively engaging with the platform, with approximately 7,700 active users each day.</li> </ul>			
2.2.09	Engage consumers in co-design and improvements to digital health solutions such as <b>my health</b> app and My Health Record	<b>The Agency</b> Consumers, Healthcare providers, Industry and technology vendors	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> Consumers and Digital Health Advisors (DHAs) are continuously engaged as part of the Agency's service design process to validate design and workflow changes in <b>my health</b> app and My Health Record. Extensive user engagement undertaken as part of the Multi-disciplinary Care Team project to identify consumer challenges in managing chronic conditions using digital health solutions.</p> <p><b>Impact</b> Consumers have been engaged in co-design and improvements to the <b>my health</b> app and My Health Record.</p>			

Priority area 2.2: Increase availability of health information continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.10	Develop a roadmap to support the allied health sector and software vendors to upload clinical content to My Health Record	<p><b>DHDA</b> <b>The Agency</b></p> <p>Industry and technology vendors, Healthcare providers</p>	Develop by end of 2024	<b>In progress</b>
	<p><b>Action</b> Extensive consultation and research with allied health sector to develop the draft the National Allied Health Digital Uplift Plan (formerly roadmap). Public consultation on the draft Uplift Plan completed in July 2025, with strong engagement: 71 participants across 5 focus groups and 396 participants shared their views via the DHDA Consultation Hub. Following consultation an Uplift Plan has been drafted for publication.</p> <p>In addition to the development of the Uplift Plan, the Agency is collaborating with allied health software vendors through the Allied Health Industry Offer, launched in September 2024. Of the 16 software vendors engaged (as at August 2025):</p> <ul style="list-style-type: none"> <li>• 6 vendors are connected with the Healthcare Identifiers (HI) Service and 10 have commenced the connection process</li> <li>• 4 vendors are connected to the My Health Record system and 11 have commenced the connection process.</li> </ul> <p><b>Impact</b> Publication of the Uplift Plan will <a href="#">support the allied health sector to increase uploads of clinical content to My Health Record</a> and improve overall healthcare interoperability.</p> <p>Increasing numbers of clinical information systems operating in the allied health sector conformant with the HI Service, My Health Record and Electronic Prescription.</p>			

## Priority area 2.2: Increase availability of health information continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.11	Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations	<p><b>DHDA</b>  <b>The Agency</b>  <b>All governments</b></p> <p>Services Australia, Healthcare providers, Industry and technology vendors</p>	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> National Healthcare Identifiers Roadmap 2023-2028 continues to progress with strong coordination between the DHDA, the Agency and Services Australia. Significant progress has been made on the Healthcare Identifier Activities (HIAs) across all four focus areas. Of the 20 HIAs within the Roadmap, 17 are in progress and on track. The remaining three activities are set to commence in FY26/27. Foundational work continues by DHDA on legislative reform, including amendments to the HI Act. HI Service enhancements to support improved Individual Healthcare Identifier (IHI) matching (HIA-6, HIA-7, HIA-8) are progressing, with operational improvements and targeted engagement with the Aboriginal and Torres Strait Islander health services ongoing.</p> <p>Architecture and conformance uplift is also advancing (HIA-13), with the HI Service Conformance Profile v5.0 released in July 2025. Implementation planning has commenced for organisation structure identifiers (HIA-12), and educational and stakeholder resources (HIA-17 and HIA-18) are being developed.</p> <p>The Annual Progress Report 2024-25 for the Interoperability Plan and the HI Roadmap was published on the Agency's website on 31 July 2025.</p> <p><b>Impact</b> Governance arrangements have matured through the formation of the Healthcare Identifiers Working Group (HIWG), monthly coordination meetings, and the establishment of a dedicated Healthcare Identifiers Sub-Committee. This structured approach is ensuring transparency, collaboration, and a timely delivery of activities.</p>			

Priority area 2.2: Increase availability of health information continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.12	Connect hospital clinical information systems to <a href="#">Health Connect Australia</a> (formerly the National Health Information Exchange)	<b>The Agency</b> All health departments, Healthcare providers, Industry and technology vendors	Future initiative	<b>In progress</b>
	<p><b>Action</b> Health Connect Australia (formerly National Health Information Exchange) is the national program enabling secure, interoperable sharing of health information. The Health Connect Australia Strategy, Architecture and Roadmap was released in June 2025. The foundational capabilities in progress include:</p> <ul style="list-style-type: none"> <li>• National Provider Directory – a trusted, real-time source of provider information; business requirements endorsed July 2025; production deployment June 2026; jurisdiction pilots from September 2026.</li> <li>• Authorisation Service – secure, consistent framework for cross-system data exchange; business requirements finalised November 2025; pilot implementation targeted late 2026.</li> </ul> <p>Industry engagement includes HL7 FHIR Provider Directory implementation guide and the December 2025 Connectathon to support adoption. Future phases will include the groundwork underway for diagnostic image access and sharing between hospitals and with the private sector.</p> <p><b>Impact</b> These capabilities, delivered under the Intergovernmental Agreement on National Digital Health 2023–27, will underpin interoperability between hospitals, primary care, aged care and other services.</p>			
2.2.13	Enable pregnancy and child health information to be shared through national digital health infrastructure	<b>The Agency</b> All health departments, Healthcare providers	Future initiative	<b>In progress</b>
	<p><b>Action</b> The Agency continues to work with the midwifery sector and explore further opportunities to share health information through national digital infrastructure.</p> <p><b>Impact</b> Enabling midwives to access and contribute to information in My Health Record.</p>			

Priority area 2.2: Increase availability of health information continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.2.14	Uplift the Pharmacist Shared Medicines List to enable structured medicines information to be discoverable and available in the My Health Record System	<b>The Agency</b> Healthcare providers, Industry and technology vendors	Future initiative	<b>In progress</b>
	<p><b>Action</b> The Pharmacist Shared Medicines List has been renamed as the Curated Medicines List (CML). The change reflects the holistic model of care delivered by collaborative, multi-disciplinary healthcare teams. The Agency completed a coordinated, nationwide consultation to assess future needs for a national shared medicines record and to understand the evolving landscape of health and care sectors, evolving medical software industry and consumer expectations.</p> <p><b>Impact</b> The Agency better understands the availability, experiences and challenges, including maturity and readiness, related to current, planned and future medicines data sharing. The validated surveys for the CML project were released in August 2025.</p>			
2.2.15	Share information by default to support multidisciplinary care, including aged care plans and GP management plans	<b>Healthcare and aged care providers</b> Industry and technology vendors, The Agency, DHDA	Future initiative	<b>In progress</b>
	<p><b>Action</b> Pathology and diagnostic imaging results will be shared by default from mid-2026, with plans to introduce similar requirements for other types of health information currently under consideration.</p> <p><b>Impact</b> Strengthening the continuity of care by ensuring diagnosis, treatments and medications are visible across all healthcare providers. This reduces duplication, improves patient safety and provides a clear record of episodic care.</p>			

Priority area 2.3: Enhance consent management and flexible health information exchange				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.3.01	Support secure information sharing by enhancing authentication services	<p><b>Services Australia</b> All health departments, Healthcare providers, Industry and technology vendors</p>	Ongoing implementation to 2028	<b>In progress</b>
	<p><b>Action</b> Services Australia, DHDA and the Agency are undertaking exploratory work to determine a fit-for-purpose whole of health authentication solution. Work is being undertaken through cross agency working groups with a whole of government provider authentication strategy being developed.</p> <p><b>Impact</b> Once exploratory work is completed and a whole of government health authentication solution for providers finalised, collaboration with industry and partner agencies will commence to develop and implement the solution anticipated late 2028.</p>			
2.3.02	Identify options to develop a national health legislative framework authorising health information sharing across care settings and borders	<p><b>DHDA</b> The Agency, All health departments, Consumers, Healthcare providers, Industry and technology vendors</p>	Developed by June 2025	<b>In progress</b>
	<p><b>Action</b> DHDA has established a dedicated Health Connect Legal and Policy Working Group with representatives from states and territories and key Commonwealth delivery partners to promote cross-jurisdictional collaboration on policy options.</p> <p><b>Impact</b> The Working Group is currently examining different regulatory settings needed to support foundational Health Connect capabilities, including reforms to support a national provider directory and a consent and authorisation framework, needed to support national information sharing which will inform options for consideration by government.</p>			

Priority area 2.3: Enhance consent management and flexible health information exchange continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.3.03	Implement system changes to store and manage individual and organisational healthcare provider details	<b>All health departments</b> Healthcare providers, Industry and technology vendors The Agency	Implement by 2026	<b>In progress</b>
	<p><b>Action</b> The Agency is developing the Health Connect Australia Provider Directory as the comprehensive directory of healthcare providers and services to support referral management and clinical information exchange. The Agency has also developed <a href="#">Provider Connect Australia (PCA)</a> to transform how healthcare providers manage business relationships using a 'tell us once' approach. Healthcare organisations update their provider details in one place and can securely share this information with businesses, providers and consumers.</p> <p><b>Impact</b> As adoption grows, an increasing number of practices are using PCA to streamline their updates to healthcare directories, PHNs, communication services and professional bodies. This is uplifting the accuracy and completeness of information available to consumers through the <a href="#">National Health Services Directory</a> and laying the foundation for the quality and accuracy of the information in the Health Connect Australia Provider Directory when it is released in 2026.</p>			
2.3.04	Progress integration between the national digital identity solution and healthcare systems	<b>DHDA</b> Department of Finance The Agency Industry and technology vendors	Initiate planning by 2023	<b>In progress</b>
	<p><b>Action</b> The Agency is developing the architecture and detailed design for Health Connect Australia Authorisation Service that will leverage Digital Identity to manage access to health information by consumers and providers.</p> <p><b>Impact</b> The Authorisation Service will provide a common approach for systems to authenticate with PKI and Digital Identity when accessing health information across the healthcare ecosystem.</p>			

## Priority area 2.3: Enhance consent management and flexible health information exchange continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
2.3.05	Review and implement regulatory requirements for consent management for access and use of patient health information	<b>DHDA</b> Healthcare providers, Industry and technology vendors, All health departments	Future initiative	<b>In progress</b>
	<p><b>Action</b> Work is underway on a consent and authorisation framework. Consent management research has been completed, and this will be supported by the Health Connect Australia Legal and Policy Working Group and cross-jurisdiction consultation with states and territories.</p> <p><b>Impact</b> Initial impact will ensure the views and requirements of all jurisdictions are reflected in a future review and implementation of regulatory requirements for consent management.</p>			
2.3.06	Ensure service provider details in healthcare provider directories are accurate and kept up to date	<b>Healthdirect Australia</b> Services Australia, Healthcare providers, All health departments, The Agency	Future initiative	<b>In progress</b>
	<p><b>Action</b> The National Health Service Directory (NHSD), operated by Healthdirect provides a comprehensive, reliable and accurate directory of health and related services, enabling consumers to make informed choices when seeking care, and supporting healthcare provider communication and information exchange. Healthdirect has undertaken several process and technology improvement initiatives: Process improvements underway include: Campaign Optimisation, Service Type Definition &amp; Analysis, Data Sourcing Strategy Implementation.</p> <p>Technology improvements include: Standards alignment, Booking provider automation, Secure Messaging automation, ABR integration, PCA/NHSD Roadmap and FHIR API search enhancements.</p> <p><b>Impact</b> As at June 2025</p> <ul style="list-style-type: none"> <li>• Tier 1 (hospitals, GPs, urgent care, pharmacies) data quality is high; Conformity is 99.8% and Completeness is 99.8%, while currency of Tier 1 services (i.e. those updated/validated within the past 6 months) is at 90.4%, significantly higher than the 76.87% in the last reporting period.</li> <li>• Tier 2 (allied health, specialists) data quality remains lower than tier 1 but still high; Conformity is 94.3% and Completeness is 100%. Currency has increased slightly from 13% in the last reporting period to 15%.</li> <li>• Overall directory currency has increased from 22.2% in the last reporting period to 28.8% while Conformity is at 96.8%, and Completeness is at 99.9%.</li> </ul>			

## Outcome 3

Priority area 3.1: Improve and expand virtual care				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
<b>3.1.01</b>	Provide digital solutions to support the expanded delivery of home-based care, such as hospital services delivered in the home and services provided in residential care facilities	<b>All Health Departments</b> Healthcare providers, Industry and technology vendors, Care providers	Ongoing to 2028	<b>In progress and ongoing</b>
	<p><b>Action</b> Each Australian state and territory is delivering a program/s of home-base care. Home-based care, for example Hospital in the Home programs and telehealth, provide healthcare utilising highly skilled staff, hospital technologies, equipment, medication, and safety and quality standards, to deliver care at a person's place of residence (housing or residential care facility) or preferred (non-hospital) treatment location.</p> <p><b>Impact</b> Digital tools and services are supporting the delivery of home-based care, offering benefits including enhanced patient comfort and reduced stress, a lower risk of hospital-acquired infections, shorter lengths of stay, faster recovery times in a familiar environment, and greater family involvement and control over care.</p>			

Priority area 3.1: Improve and expand virtual care continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.1.02	Evaluate virtual care models, policy tools and mechanisms that support team-based, multidisciplinary primary and specialist care and identify opportunities for further investment	<b>All Health Departments</b> Researchers, Industry and technology vendors, Consumers, Healthcare providers	Review by 2027	<b>In progress</b>
	<p><b>Action</b> In June 2024 DHDA published the <i>MBS Review Advisory Committee (MRAC): Telehealth Post-Implementation Review Final Report</i>. The post-implementation review of MBS telehealth services advised on the scope, patient eligibility and optimal use of MBS telehealth services.</p> <p>Virtual care evaluations include the Independent Health and Aged Care Pricing Authority’s (IHACPA) Virtual Care Project – Final Report (February 2025) examining the current state of virtual care, funding in Australia and internationally, new and emerging trends in virtual care, and opportunities to adapt the national pricing model. The report gives recommendations to inform the improved integration of virtual care into the broader Australian health system.</p> <p><b>Impact</b> The MRAC report made 10 recommendations to guide MBS telehealth policy and align MBS items with contemporary clinical practice. The recommendations of the IHACPA report are intended to improve the integration of virtual care into pricing and funding models and develop a national virtual care strategy.</p>			

## Priority area 3.1: Improve and expand virtual care continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.1.03	Identify, design and build digital capabilities to improve and scale virtual care, particularly in rural and remote areas	<b>Industry and technology vendors</b> All health departments, Healthcare providers	Future initiative	<b>In progress</b>
	<p><b>Action</b> The Australian Government is working closely with industry, researchers and healthcare providers to design, expand and deliver virtual care capabilities in rural and remote areas. Examples of recent initiatives include the Australian Government's investment in April 2024 of \$5 million to research how telehealth can achieve positive health outcomes for Australians, particularly in rural and remote areas. Similarly, the Medical Research Future Fund (MRFF) provided \$500,000 in funding in April 2025 to support Aboriginal and Torres Strait Islanders living with chronic disease in rural areas to use remote monitoring devices in their homes providing improved healthcare access.</p> <p><b>Impact</b> Telehealth and other virtual care technologies have become permanent features of the health system, as both patients and providers enjoy its convenience and potential to remove the tyranny of distance that can make health service delivery challenging for rural and remote Australia.</p>			

Priority area 3.2: Integrate personal devices				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.2.01	Develop and design capabilities that support sharing of health information from personal devices	<b>Industry and technology vendors</b> Consumers, Healthcare providers	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> Real-time data integration encourages safe, agile and responsive healthcare delivery. The integration of wearable healthcare devices (real time, non-invasive biosensors) into healthcare is still emerging. In survey research conducted by the Agency in 2024, healthcare providers reported using data generated from consumers' personal devices – such as smartwatches and smart blood pressure monitors – with an average of 9% of their patients. This shows that there is potential to increase healthcare provider use of data from consumer personal devices, enabling increased virtual care. Recent research published in Healthcare - Applications of Digital Technology in Comprehensive Healthcare, found 94% of people who use wearable activity trackers are open to sharing their data with their healthcare providers.</p> <p><b>Impact</b> Governments and the digital health industry are actively working towards developing and designing capabilities, as well as standards and governance frameworks, that support the sharing of health information from personal devices (see roadmap initiatives 3.2.02, 3.2.03 and 3.2.04).</p>			
3.2.02	Develop capabilities to enable healthcare provider systems to collect and display health information from personal devices	<b>Industry and technology vendors</b> Healthcare providers, All health departments, Consumers	Development by 2028	<b>Planning</b>
	<p><b>Action</b> There are <a href="#">five areas of activity that need to progress</a> to achieve routine integration of wearable healthcare devices (real time, non-invasive biosensors) into existing models of disease prevention: data accuracy, interoperability, data familiarity, equity and accessibility, and implementation. This initiative will be progressed through the work of the National Digital Health Strategy partners, each contributing in their area of expertise to ensure implementation.</p>			
3.2.03	Incorporate standards and develop infrastructure to support the sharing of health information from personal devices with healthcare providers	<b>All health departments</b> Industry and technology vendors	Development by 2028	<b>In progress</b>
	<p><b>Action</b> Development and publication of National Digital Health Standards is underway through the Sparked FHIR Accelerator, which continues to build on the core set of FHIR standards for use in Australian settings, developed by and for the community (see roadmap initiative 1.2.06).</p> <p><b>Impact</b> The inclusion of wearable healthcare devices (real time, non-invasive biosensors) into healthcare participation and delivery enables continuous monitoring of the user providing opportunities for enhanced patient-centred healthcare and interventions.</p>			

## Priority area 3.2: Integrate personal devices continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.2.04	Establish governance and a framework to support adoption, use of personal devices and sharing of personal information	<b>All health departments</b> Industry and technology vendors	Development by 2028	<b>Planning</b>
	<b>Action</b> This initiative will be progressed through the work of the National Digital Health Strategy partners, each contributing in their area of expertise to ensure implementation.			

## Priority area 3.3: Support equitable health access

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.3.01	Support the design, development, and enhancement of digital infrastructure to enable integrated mental healthcare screening, assessment, navigation, referral and treatment	<b>DHDA</b> Healthcare providers, Industry and technology vendors, Consumers	Development by 2025	<b>In progress</b>
	<b>Action</b> The DHDA is reviewing SANE Australia's Digital Navigation Project report [Link: <a href="https://www.sane.org/digitalnav">https://www.sane.org/digitalnav</a> ], which outlines four recommendations to achieve a more connected and robust digital mental health navigation solution, including proposals to enable and support sector owned, operated and managed mental health digital system navigation solution/s, including transition of the existing national digital system navigation tool. The DHDA anticipates suitable organisations to lead the implementation of SANE Australia's recommendations will be determined via open and competitive processes, with the exact mechanism to be decided by Government.			
	<b>Impact</b> The DHDA has engaged with the Department of the Prime Minister and Cabinet, the Digital Transformation Agency, and the teams responsible for the SPARKED Accelerator and the National Early Intervention Service (NEIS) programs to determine the optimal policy position which will achieve the Australian Government's agenda.			

Priority area 3.3: Support equitable health access continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.3.02	Identify options to improve data integration between the health and disability systems	<b>DHDA</b> All governments, Department of Social Services, National Disability Insurance Agency	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> Development and publication of the Health Connect Australia Strategy, Architecture and Roadmap completed June 2025. Delivery of a Minimum Viable Product for Provider Directory and Authorisation services to enable health information sharing via national infrastructure. Development and implementation of the foundations, directed information exchange, discovered information and enhanced services as part of Health Connect Australia.</p> <p>Uplift of the existing My Health Record infrastructure to utilise FHIR standards to capture and transfer atomic level data within My Health Record (see initiative 1.3.01)</p> <p><b>Impact</b> Health Connect Australia will create a digital health ecosystem that enables secure, efficient and standardised information exchange across Australia's healthcare sector.</p>			
3.3.03	Enhance digital systems and services that support team-based care for consumers registered with MyMedicare	<b>Services Australia</b> DHDA, Department of Veterans' Affairs, The Agency, Industry and technology vendors	Development by 2026	<b>In progress</b>
	<p><b>Action</b> Services Australia has implemented the core foundational registration and payments capabilities for the MyMedicare Program the General Practice in Aged Care Incentive (GPACI). Services Australia is currently implementing the Bulk Billing Practice Incentive that will leverage MyMedicare foundational capabilities to improve access to general practice care for all Australians.</p> <p>Services Australia has supported the Agency and DHDA on the '<b>my health</b> app – Care Teams' project that was supported under measures in the 2024-25 Federal budget.</p> <p><b>Impact</b> Digital systems and services that support team-based care are a focus for development to improve the healthcare experience for consumers registered with MyMedicare.</p>			

Priority area 3.3: Support equitable health access continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.3.04	Support the development of new digital health standards with a focus on priority use cases and emerging technologies	<b>DHDA</b> All health departments, Healthcare and aged care providers	Development by 2027	<b>In progress</b>
	<p><b>Action</b> Development and publication of National Digital Health Standards is underway through the Sparked FHIR Accelerator. The DHDA is finalising a FHIR roadmap that will outline the FHIR investment strategy over the coming years, categorising activities into horizons, funded initiatives, pending decisions, and sequential use cases. It is scheduled to be released in November 2025 and aims to clarify policy goals and national priorities, guiding industry and government investment in line with digital health objectives (see initiative 1.2.6).</p> <p><b>Impact</b> Standards support the development and integration of new and emerging technologies through enabling interoperability and conformance.</p>			
3.3.05	Align digital health plans and activities with actions in national, state, territory and Coalition of Peaks Closing the Gap Implementation Plans	<b>All governments</b> Healthcare organisations, Aboriginal Community Controlled Health Organisations, Aboriginal Medical Services	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> Each party to the National Agreement has developed their own Implementation Plan, reporting annually on their actions to achieve the outcomes of the Agreement. Plans have been developed and will be delivered in partnership with Aboriginal and Torres Strait Islander partners. Each Implementation Plan sets out how policies and programs are aligned to the National Agreement and what actions will be taken to achieve the Priority Reforms and outcomes, including information on funding and timeframes for actions. The Commonwealth Closing the Gap 2024 Annual Report and 2025 Implementation Plan were released in February 2025. The 2024 Annual Report assesses the Commonwealth’s delivery against actions outlined in the 2024 Implementation Plan. The 2025 Implementation Plan is forward looking, outlining the Commonwealth’s strategic priorities for Closing the Gap over the next year.</p> <p><b>Impact</b> Digital health plans and activities are aligning with Closing the Gap priorities.</p>			

Priority area 3.3: Support equitable health access continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
3.3.06	Engage consumers who experience barriers to healthcare access, and peak health and community organisations to uptake, access, use and co-design digital health solutions	<p><b>The Agency</b> Peak health and community organisations, Healthcare providers, Industry and technology vendors, All health departments</p>	Future initiative	<b>In progress</b>
	<p><b>Action</b> The Agency is co-designing materials with consumer peak organisations to address barriers to digital health engagement, focusing on inclusivity, accessibility, and cultural relevance for My Health Record. Key initiatives include “Train the Trainer” sessions for CALD communities by the FECCA, sessions for older Australians co-designed and delivered by COTA, an “Introduction to My Health Record” webinar co-designed and delivered by PWDA, and digital health resources for Indigenous communities developed in collaboration with ACCHO Affiliates.</p> <p><b>Impact</b> The initiatives have promoted informed engagement, highlighted the benefits of My Health Record for elderly and disabled individuals, addressed privacy and security concerns, and used culturally responsive frameworks, including “8 Ways of Learning”, to ensure digital health materials are relevant, respectful and effective in supporting all Australians to engage with My Health Record and other digital health tools.</p>			

## Outcome 4

Priority area 4.1: Use health information for research and public health purposes				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.1.01	Undertake and share research into digital health models of care to inform public health decisions and the translation of the models into clinical practice	<b>Researchers</b> Industry and technology vendors, Governments, Healthcare providers	Ongoing to 2026	<b>In progress</b>
	<p><b>Action</b> The DHDA's work on Innovative Models of Care is detailed on its Innovative Models of Care (IMOC) Program website. The IMOC Program objectives are to:</p> <ul style="list-style-type: none"> <li>• trial new multidisciplinary primary care models designed to reduce chronic workforce shortages and improve patient access in a range of locations (including remote towns)</li> <li>• learn from trials that are under way and incorporate learnings into new trials</li> <li>• evaluate trials to discover which models work, where they work and whether they are financially sustainable.</li> </ul> <p>The Australian Commission on Safety and Quality in Health has developed A Model of Care Standard for Digital Mental Health and a Fact Sheet on Developing a Model of Care for a Digital Mental Health Service</p> <p>The Productivity Commission report, Leveraging Digital Technology in Healthcare, notes that ACCHOs have developed innovative telehealth-based models of care.</p> <p><b>Impact</b> Improved models of care and access to models of care information across the digital health system.</p>			
4.1.02	Collect and share patient reported experience and outcomes data to inform decision making, shared care planning and care improvements	<b>Healthcare Providers</b> Governments, Researchers	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> There is a range of examples of Australian federal and state government collection, analysis and sharing of patient reported experience and outcomes data. Some examples include: <a href="#">Patient-Reported Measures (PRMs)</a> available on the Australian Commission on Safety and Quality in Health Care and also from the Australian Institute of Health and Welfare; the NSW Patient Reported Measures Program gives patients the opportunity to provide direct, timely feedback about their health-related experiences and outcomes at the point of care and helps drive improvements in care across the NSW health system; and, in South Australia the Patient Reported Measures Research Collaborative provides a forum for clinical researchers and clinicians across SA to come together and share knowledge and the benefits of PRMs research and clinical practice.</p> <p><b>Impact</b> Improved patient experience and outcomes based on patients feedback and timely access to data.</p>			

Priority area 4.1: Use health information for research and public health purposes continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.1.03	Deliver a data analytics capability and implement analytics programs to leverage identified data including for research and public health use once necessary governance and legislative arrangements are established	<p><b>DHDA</b> <b>The Agency</b> All health departments, Researchers, Industry and technology vendors</p>	Ongoing to 2028	<b>In progress</b>
<p><b>Action</b> Foundational systems and structures are being established, including the following:</p> <p>Digital Health Standards Catalogue - the initial version of the Digital Health Standards Catalogue was published in June 2024, and additional standards will continue to be published on an ongoing basis to enrich the content available to users. Terminology adoption and implementation - the Agency and CSIRO continue to drive terminology adoption and implementation through the Sparked Accelerator Program.</p> <p>DHDA is currently working to develop a roadmap and advice to Government on establishing a multi-year, staged implementation of research and public health use of My Health Record data. Alongside the roadmap, DHDA is working with Professor Mark Taylor as Interim Chair of the Data Governance Board to refresh and update the 2018 Framework to guide the secondary use of My Health Record system data, which will include proposed legislative amendments and a My Health Records Rule for research and public health use of My Health Record data. This is being developed in close partnership with the Agency, as the My Health Record System operator, and the Australian Institute of Health and Welfare, as the My Health Record Data custodian.</p> <p>The Agency Data Maturity Program includes the development of a data extraction engine and a unified data analytics platform, which will provide infrastructure to support analytics capabilities and research and public health use of My Health Record data. DHDA is seeking expert advice on requirements to establish the Program, including robust governance and stakeholder engagement and consultation, including through establishing a time-limited Strategic Advisory Committee (SAC), of the Program. This will also inform the development of advice to Government seeking authority and funding for the Program.</p> <p><b>Impact</b> Appropriate governance arrangements and infrastructure to enable research or public health use of My Health Record data as authorised under the My Health Records Act 2012.</p>				

Priority area 4.1: Use health information for research and public health purposes continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.1.04	Australia to participate in discussions to harmonise globally aligned standards on health technology exports and reduce costs associated with customising imported global products	<b>DHDA</b> <b>The Agency</b> Therapeutic Goods Administration, Department of Industry, Science and Resources	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> The Agency oversees that SNOMED CT-AU and the Australian Medicines Terminology (AMT) are continuously updated and maintained by the National Clinical Terminology Service (NCTS) with regular releases and enhancements. The Agency will host the SNOMED International Business Meeting and Expo in October 2026 which will bring together global experts to collaborate on terminology standards.</p> <p><b>Impact</b> Ensures digital health systems across Australia can access accurate, standardised and up-to-date clinical terminology in an Australian context, enhancing interoperability, patient safety and data quality.</p>			
4.1.05	Australia is to continue international cooperation to advance secure and interoperable digital health as a core focus of the Global Digital Health Partnership and organisations including WHO, OECD, APEC and G20	<b>DHDA</b> <b>The Agency</b>	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> The Agency represents Australia at the Global Digital Health Partnership (GDHP), demonstrating leadership as co-chair of the Evidence and Evaluation workstream and founder and co-chair of the Clinical Governance Digital Health Interest Group (DHIG). The Agency also actively participates in additional workstreams on interoperability, cyber security and policy environments, and regularly attends bi-annual GDHP Summits to collaborate and exchange knowledge with the 42 member countries and the World Health Organization (WHO). The Agency represents Australia on international standards bodies including SNOMED International as a General Assembly member, Health Level 7 (HL7) and International Health Enterprise (IHE) to harmonise global standards and improve interoperability. Through multilateral engagement with WHO, the Organisation for Economic Co-operation and Development (OECD), Asia-Pacific Economic Cooperation (APEC) and Group of Twenty (G20), the Agency supports DHDA in representing Australia's strategic interests in global health forums, shaping the international digital health agenda.</p> <p><b>Impact</b> Australia's participation and leadership in international partnerships like the GDHP enables the Agency to adopt and influence global best practices in digital health and strengthen national capabilities in priority areas like interoperability and standards, cyber security, data governance and more. This increased knowledge and expertise ultimately improves Australian healthcare delivery and contributes to better patient outcomes.</p>			

Priority area 4.1: Use health information for research and public health purposes continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.1.06	Develop mechanisms to ensure Aboriginal and Torres Strait Islander communities have access to data held by government and other relevant entities to support local planning and decision making	<b>All governments</b> Healthcare providers, Researchers, Aboriginal Community Controlled Health Organisations (NACCHO and ACCHO)	By 2027	<b>In progress</b>
	<p><b>Action</b> Recognising the importance of data for self-determination, the Framework for Governance of Indigenous Data (the Framework) was published in 2024 by the Department of Health, Disability and Ageing. The Framework provides a stepping stone towards greater awareness and acceptance by Australian Government agencies of the principles of Indigenous Data Sovereignty. The Framework aims to provide Aboriginal and Torres Strait Islander people greater agency over how their data are governed within the Australian Public Service (APS) so government held data better reflects their priorities and aspirations.</p> <p>The Australian Cancer Plan was published in 2023 by Cancer Australia. The Plan states: “Aboriginal and Torres Strait Islander people should be provided with every opportunity to control information and data that relates to their health, knowledge, personhood, and culture through mechanisms related to Aboriginal and Torres Strait Islander data sovereignty and governance. This includes the right of Aboriginal and Torres Strait Islander people to govern the collection, ownership and application of all cancer and health data about Aboriginal and Torres Strait Islander people.” 4.2.4: Establish Aboriginal and Torres Strait Islander-led initiatives which strengthen Indigenous Data Sovereignty and governance of cancer data. - Australian Cancer Plan</p> <p><b>Impact</b> The Framework and the Australian Cancer Plan acknowledge the importance of Aboriginal and Torres Strait Islander peoples’ data rights, recognising better outcomes are achieved if Aboriginal and Torres Strait Islander people have a genuine say in matters affecting them, including use of data to inform policy-making in government.</p>			
4.1.07	Support the use of exploratory and simulation research activities to evaluate digital health solutions	<b>All health departments</b> Industry and technology vendors, Healthcare providers	Future Initiative	<b>In progress</b>
	<p><b>Action</b> The ability to rapidly test ideas, designs and concepts to improve safety and implementation of digital health innovations is essential. A few of the many current examples include the Agency’s Digital Health Experience Centre for co-designing, evaluating and validating the Agency’s digital health products and benefits realisation; eHealth NSW’s Health Prototyping Centre for testing health innovations; and, the University of Melbourne’s ‘Validitron’, a digital health ‘SimLab’ at the Centre for Digital Transformation of Health.</p> <p><b>Impact</b> Exploratory and simulation research activities are being supported to evaluate digital health solutions.</p>			

## Priority area 4.1: Use health information for research and public health purposes continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.1.08	Harmonise relevant policy and legislation across jurisdictions to support the safe and secure use of and access to health information	<b>All governments</b> Industry and technology vendors, Healthcare providers	Future Initiative	<b>Planning</b>
	<p><b>Action</b> This initiative is supported by two initiatives in the <i>Connecting Australian Health Care – National Healthcare Interoperability Plan 2023-2028</i> (the Interoperability Plan): 3.11 Consistent legislative health definitions - Collaborate with jurisdictions and key stakeholders to develop consistent definitions to support health information sharing (DHDA is the lead); and 3.12 Harmonising legislation - Undertake collaborative intergovernmental work on harmonising relevant jurisdiction legislation, drawing on outcomes from Action 3.11 (all health departments are the lead).</p>			

## Priority area 4.2: Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.2.01	Develop plans for emerging and highly dimensional data such as AI, image analysis and genomics	<b>All governments</b> Industry and technology vendors, Healthcare providers, Researchers	Ongoing development to 2028	<b>In progress</b>
	<p><b>Action</b> The DTA published a policy for the responsible use of AI in Government which took effect in Sept 2024. In compliance with the requirements of this policy, the Agency and DHDA have appointed an AI accountable official and published AI Transparency Statements. DHDA published a review report in July 2025: <a href="#">Safe and Responsible Artificial Intelligence in Health Care – Legislation and Regulation Review: Final Report</a>. The Therapeutic Goods Administration (TGA) published a review report on <a href="#">Clarifying and Strengthening the Regulation of Medical Device Software including Artificial Intelligence</a> (AI) in July 2025. The Australian Commission on Safety and Quality in Healthcare published the <a href="#">AI Clinical Use Guide</a> in August 2025. DHDA is responsible for the <a href="#">Genomics Health Futures Mission</a>, which is investing over \$500 million in genomic research to improve testing and diagnosis for many diseases and help personalise treatment options to better target and improve health outcomes. It will also reduce unnecessary interventions and health costs.</p> <p><b>Impact</b> The impact of these activities is a growing body of knowledge of the challenges, risks, and safe practices relating to new and emerging technologies in healthcare allowing governments and regulatory bodies to best manage their application and use in healthcare. These plans are also contributing to a clearer understanding of community expectations and preferences regarding the role of artificial intelligence in healthcare, helping to define what is considered acceptable and desirable by those accessing healthcare.</p>			

Priority area 4.2: Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.2.02	Uplift national and jurisdictional digital health infrastructure to flexibly accommodate AI, machine learning, deep learning technologies and genomics	<b>All health departments</b> The Agency, Industry and technology vendors, Healthcare providers, Researchers	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> As part of My Health Record modernisation and Health Connect Australia activities the Agency, DHDA and partners are developing architecture and a roadmap to support new and emerging technologies. The actual initiatives to uplift technology will be progressed based on future focused funding to implement the architecture designs.</p> <p><b>Impact</b> The Health Connect Architecture and Roadmap will allow data-sharing, reduce duplication and enhance coordination, so that providers can deliver safer, smarter healthcare while empowering Australians with greater control over their health data.</p>			
4.2.03	Monitor and identify emerging data sources and technology that support healthcare	<b>The Agency</b> All health departments, Industry and technology vendors, Researchers	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> The Agency monitors and identifies emerging data sources (quantitative and qualitative) that support healthcare on an ongoing basis. The Agency monitors rapidly developing technologies, including the use of artificial intelligence and data generated from wearable devices. The experience and service design area of the Agency has as part of its remit to ensure awareness of new and emerging technology opportunities to inform their experience and service design work. The Agency and other areas of government actively monitor and develop plans for emerging data and technology (see roadmap initiative 4.2.01).</p> <p><b>Impact</b> The Agency and the Australian Government are at the forefront of monitoring and identifying emerging data sources and digital technologies that support healthcare.</p>			

Priority area 4.2: Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.2.04	Identify healthcare related opportunities and risks arising from broader, whole-of-economy approaches to the regulation of AI	<b>DHDA</b> The Agency, All partners	Future initiative	<b>Complete</b>
	<p><b>Action</b> Government has consulted on the safe and responsible use of AI in healthcare, under broader whole of economy consultations. The Australian Government's report into Safe and Responsible Use of AI In Healthcare was released in July 2025.</p> <p><b>Impact</b> The impact of these activities is improved knowledge of the opportunities and risks arising from AI and appropriate regulation around safe practices relating to the use of AI in healthcare.</p>			
4.2.05	Support the adoption of and regulate new medical technology including bioinformatics, AI and mixed reality in settings such as radiology, ophthalmology and triaging	<b>Industry and tech vendors,</b> <b>All governments</b> Healthcare providers, Therapeutic Goods Administration	Future initiative	<b>In progress</b>
	<p><b>Action</b> This initiative is identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation. Please refer to Initiative 4.2.01.</p> <p><b>Impact</b> The Agency and the Australian Government are at the forefront of identifying and supporting emerging data sources and digital technologies and supporting their regulation for use in healthcare.</p>			
4.2.06	Support the implementation of data sharing frameworks for data such as genomics and for My Health Record	<b>DHDA</b> <b>The Agency</b> States and territories, Healthcare providers, Researchers	Future initiative	<b>In progress</b>
	<p><b>Action</b> Adopting contemporary standards and frameworks within national products (e.g., My Health Record). The My Health Record on FHIR project is allowing for the building of frameworks underpinned by FHIR within the My Health Record. The DHDA is continuing work to support the implementation of data sharing frameworks. Please refer to Initiative 4.2.01.</p> <p><b>Impact</b> The Agency and the Australian Government are at the forefront of supporting implementation of data sharing frameworks for data such as genomics and for My Health Record.</p>			

Priority area 4.3: Monitor and evaluate outcomes and progress				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.3.01	Measure, monitor and report on changes in digital health maturity, adoption, meaningful use and benefits to inform national and local planning	<p><b>The Agency</b> All health departments, Researchers, All governments, Healthcare providers, Consumers, Industry and technology vendors</p>	Ongoing to 2028	<b>Complete and ongoing</b>
	<p><b>Action</b> This Activity and Impact Report monitors and reports on changes in digital health maturity and adoption across the 80 initiatives set out in the National Digital Health Strategy Roadmap 2023-2028 to inform national and local planning, including the next National Digital Health Strategy.</p> <p>Since the publication of the Interoperability Plan the Agency conducted a 3-year follow-up Interoperability Survey in the first half of 2025; work on a draft report is underway. In the interim, a sub-set of Interoperability Benchmark Survey questions are administered on a quarterly basis to monitor change. Completed work against the Interoperability Report includes the first annual report (2023-24) published on 1 August 2024, which is the 6th report on progress against the 44 actions in the Interoperability Plan. Additionally, a review of national digital maturity assessments in healthcare has been completed, with a focus on models relevant to interoperability. The review is being used to inform Interoperability Plan item Action 5.4.</p> <p>The Agency established the Council for Connected Care as the key governance body to provide strategic advice, oversee implementation of the Interoperability Plan and report on progress.</p> <p>The Evidence &amp; Evaluation workstream of the Global Digital Health Partnership (GDHP), in collaboration with the Interoperability workstream, has developed a GDHP Digital Health Maturity Model Framework, which the Agency is adapting for local use. The framework categories include: interoperability, cybersecurity, policy environments, and clinical and human engagement. White paper completed and currently under review by GDHP member countries ahead of publication.</p> <p><b>Impact</b> The Agency measures, monitors and reports on changes in digital health maturity, adoption, meaningful use and benefits, that will support international, national and local planning.</p>			

Priority area 4.3: Monitor and evaluate outcomes and progress continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.3.02	Participate in evaluations and provide feedback on experiences of digital health	<b>Consumers</b> Researchers, Industry and technology vendors, All health departments	Ongoing to 2028	<b>In progress</b>
	<p><b>Action</b> The Agency Board benefits from the expertise of several Advisory Committees and the Council for Connected Care (CCC). One of the advisory groups is the Consumer Advisory Committee (CAC) which has the following functions:</p> <ul style="list-style-type: none"> <li>• to provide advice to the Board about how to ensure key messages about digital health are communicated effectively to relevant stakeholders and health consumer groups</li> <li>• to provide advice and recommendations to the Board about recognising the interests of minority and special interest groups so as to ensure that their interests are taken into account in the design and implementation of digital health systems</li> <li>• to provide advice to the Board about establishing and maintaining collaboration with health consumers and providers in relation to digital health systems.</li> <li>• to provide advice and recommendations to the Board about recognising the interests of broader consumer representation so as to ensure that their interests are taken into account in the design and implementation of digital health systems</li> <li>• to provide advice and recommendations to the Board to ensure that digital health systems facilitate the use, usability and utility requirements of consumers and clinicians, and enhance efficiency and effectiveness of clinical care.</li> </ul> <p><b>Impact</b> The Agency benefits from consumer feedback on experiences of digital health and the review and input into Agency’s projects, activities and broader work by various committees.</p>			

Priority area 4.3: Monitor and evaluate outcomes and progress continued				
Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.3.03	Support increased digital health maturity, adoption and meaningful use through increased awareness of digital health benefits among consumers and healthcare providers	<b>The Agency</b> Researchers, All health departments, Healthcare providers, Consumers, Industry and technology vendors	By 2025	<b>Complete and ongoing</b>
	<p><b>Action</b> Ongoing Agency work includes advancing the Capability Action Plan (CAP) through a structured program of digital health workforce uplift initiatives. Activities focused on strengthening capability across tertiary and vocational education sectors, with key achievements including the commencement of workforce development projects and the creation of digital health education content to enhance interoperability awareness and understanding.</p> <p>The Agency has worked closely with the Australasian Institute of Digital Health (AIDH), the Digital Health Cooperative Research Centre (DHCRC), the Australian Council of Senior Academic Leaders in Digital Health, the VET sector and the higher education sector. Project work with NACCHO has also prioritised culturally appropriate education for Aboriginal and Torres Strait Islander people. Agency completed work includes developing and publishing a wide range of educational resources in collaboration with users and stakeholder groups. Key achievements include:</p> <ul style="list-style-type: none"> <li>• Publication of comprehensive library of interoperability education content</li> <li>• With HL7 Australia, delivered a series of FHIR training courses (over 915 participants completing training across four course types since 2023)</li> <li>• Launched Using My Health Record in Allied Health - resource supporting clinical use of the National Provider Portal</li> <li>• Developed education materials to support My Health Record registration, covering PRODA, HPOS, CSP linking</li> <li>• Hosted webinar with Consumer Health Forum (Nov 2024) to raise awareness of interoperability themes among health consumers</li> <li>• Partnered with People with Disability Australia (PWDA) (Feb 2025) to deliver privacy and security webinar on My Health Record</li> <li>• Engaged Federation of Ethnic Communities' Councils of Australia (FECCA) to deliver 4 Train the Trainer sessions (2025). Their trainers then conducted 56 sessions reaching 1,488 participants online and over 4,800 online via Zoom - empowering community leaders with digital health knowledge</li> </ul> <p><b>Impact</b> CAP activities support the long-term goal of enhancing digital health capability across Australia's health workforce, while educational resources raise awareness and understanding of interoperability across the digital health sector.</p>			

## Priority area 4.3: Monitor and evaluate outcomes and progress continued

Initiative #	Initiative	Lead/s (bold) and Partners	Initial Roadmap Target	Current Status
4.3.04	Increase access to and integration of clinical quality registries in the broader digital health ecosystem to support patient-centred care and clinical practice improvement	<b>DHDA</b> Australian Commission on Safety and Quality in Health Care, Healthcare providers, Industry and technology vendors	Future initiative	<b>In progress</b>
	<p><b>Action</b> The Australian Government is investing \$40 million over 4 years to set up a <a href="#">National Clinical Quality Registry Program</a>. Clinical quality registries (CQRs) are organisations that monitor the quality of healthcare by collecting information from patients who undergo certain medical procedures. The program will support CQRs to track the safety and performance of treatments and devices and improve performance reporting for clinicians and hospitals. It will also support the implementation of the National Strategy for Clinical Quality Registries and Virtual Registries 2020-2030.</p> <p><b>Impact</b> Increased access to and integration of CQRs in the broader digital health ecosystem will support patient-centred care and clinical practice improvement.</p>			



**NATIONAL**  
**DIGITAL HEALTH**  
**STRATEGY**

2023-2028

Action & Impact Report  
2023-2025

Developed by the Australian Digital Health Agency on behalf of the Commonwealth, state and territory governments in collaboration with industry, researchers, healthcare providers and consumers across Australia.

---

To find out more visit:  
[nationalstrategy.digitalhealth.gov.au](https://nationalstrategy.digitalhealth.gov.au)