



Australian Government

Australian Digital Health Agency

Connecting Australian Healthcare

National Healthcare Interoperability Plan 2023–2028

National Healthcare Identifiers Roadmap 2023–2028

Quarterly Progress Report
July 2026 – September 2026

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Introduction

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

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

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

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

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



National Healthcare Interoperability Plan 2023–2028

80%
actions
complete

Quarterly progress 0 actions completed in Q1 2026–27	Identity PRIORITY AREA 1 Total actions: 10 Complete actions: 5 50% complete	Standards PRIORITY AREA 2 Total actions: 14 Complete actions: 14 100% complete	Information Sharing PRIORITY AREA 3 Total actions: 12 Complete actions: 8 66% complete	Innovation PRIORITY AREA 4 Total actions: 3 Complete actions: 3 100% complete	Benefits PRIORITY AREA 5 Total actions: 4 Complete actions: 4 100% complete
	Open actions 2026–27 delivery	1.6 Develop deeper network structures		3.9 Information-sharing model agreement	
	Open actions 2027–28 delivery	1.1 Using healthcare identifiers 1.2 Promoting healthcare identifiers 1.4 Healthcare identifier matching 1.7 Using the National Health Services Directory (NHSD)		3.2 API Gateway information exchange 3.11 Consistent legislative health definitions 3.12 Harmonising legislation	
Completed Actions	1.3 Healthcare Identifiers Roadmap 1.5 Review Healthcare Provider Identifier (HPI-I) conformance 1.8 Implementing the 2019 National Health Services Directory (NHSD) review 1.9 Provider Connect Australia™ 1.10 Integrating the NHSD and the Health Provider Directory (HPD)	2.1 Terminology in digital health systems 2.2 Develop specifications and standards 2.3 HL7® FHIR® AU usage 2.4 International standards participation 2.5 Standards catalogue 2.6 National Digital Health Standards Program (NDHSP) 2.7 Standards guiding principles 2.8 Standards gap analysis 2.9 Engage standards stakeholders 2.10 Including terminology in datasets 2.11 National library of terminology Mapping 2.12 API information exchange 2.13 Develop a conformance framework 2.14 Standards development cooperative	3.1 Interoperability in procurement 3.3 Procurement guidance 3.4 Online interoperability toolkit 3.5 GP and aged care facility interoperability 3.6 Consent Management 3.7 Research international practice 3.8 Care Management Network 3.10 Publish-subscribe service	4.1 Interoperability innovation challenges 4.2 Interoperability workforce 4.3 Develop education content	5.1 Administer interoperability survey 5.2 Publish annual report 5.3 Assess digital health maturity models 5.4 GDHP interoperability maturity model 6.1 Review policy tools*

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



Identity



Progress highlights

This quarter saw continued progress across Priority Area 1, with jurisdictions, the Australian Digital Health Agency (the Agency) and its partners advancing adoption of healthcare identifiers and strengthening the foundations required for connected care.

Jurisdictions reported progress through healthcare identifier integration, identity management initiatives, provider directory reforms and conformance programs. These activities continue to strengthen the use of healthcare identifiers within clinical workflows and support more consistent identification of healthcare consumers, providers and organisations.

Nationally, work continued to promote adoption of healthcare identifiers, improve data quality and matching outcomes, and support future healthcare provider organisation structures. Progress was also made to strengthen national directory services, with jurisdictions continuing to expand use of the National Health Services Directory (NHSD) and Provider Connect Australia (PCA) to support service discovery, referrals and provider information management.

Action status

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

Priority Area 1 – Identity: Q1 2026 - 27 update

Action 1.1 Using healthcare identifiers	Lead(s)	Timeframe	Status
Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.	- The Agency - Services Australia - All Health Departments	Ongoing	On track
In the Q1 reporting period, progress towards national use of healthcare identifiers continues to develop. The Department of Health, Disability and Ageing (the Department), Services Australia and the Agency have progressed work across a number of the activities in the Healthcare Identifiers Roadmap (HI Roadmap) over the reporting period. To progress the work agreed under the 2026–2031 Addendum to the National Health Reform Agreement (NHRA), the Department and the Agency has commenced initial discussions with jurisdictions to inform jurisdictional priorities, challenges and opportunities associated with the adoption of key digital reforms including adoption of healthcare identifiers. Discussions will also focus on priority areas of mutual benefit across jurisdictions that will support development of roadmaps and enable safe and timely health information exchange. Services Australia’s work during the quarter focused on progressing existing healthcare identifier capabilities and supporting implementation activities aligned with the HI Roadmap and broader interoperability objectives. Services Australia has commenced analysis and assessment for the prioritisation of enhanced monitoring of HI Service, improved ABN validation for organisation records, geocoding for provider and organisation addresses, support for health technology providers, and improvements to the Individual Healthcare Identifier (IHI) registration process for non-Medicare consumers. The Agency continues to work closely with states, territories, and private health organisations to implement HPI-Is in clinical document uploads to My Health Record and provide temporary exemptions to some organisations while they transition to using HPI-Is. To date seven (7) organisations have successfully transitioned to uploading HPI-Is to the My Health Record and from December 2026, it is expected that most organisations will no longer require exemptions and will routinely include HPI in uploads to my health record. The Australian Capital Territory (ACT) has continued improving accuracy at public health services across the Territory by undertaking a project to ensure all Healthcare Provider Identifier – Individual (HPI-I) records stored within the Digital Health Record (DHR) have been validated and to retrieve HPI-Is for providers who have recently completed a discharge summary. This project is now in its final stages, with a Notice of Connection required to deactivate the relaxed discharge summary template. The ACT continues to use IHIs in its territory-wide EMR and is exploring investment opportunities to improve match rates and address issues relating to Department of Veterans’ Affairs (DVA) number accuracy. During the quarter, DVA number validation was implemented, with existing incorrect DVA numbers now being flagged and corrected as part of a broader approach to improve data accuracy and IHI match rates. New South Wales (NSW) proceeds to expand healthcare identifier implementation across the system and has extended the NSW Health Provider Directory (NHPD) to include Australian Health Practitioner Regulation Agency (AHPRA) data to obtain provider HPI-Is. Challenges remain where provider names are not unique, resulting in difficulties obtaining appropriate HPI-Is, and NSW has developed a workaround while the Single Digital Patient Record (SDPR) is implemented. Strategic discussions have also been undertaken with the Health Connect Australia team regarding future provider adoption requirements. NSW has also modified pathology upload processes to leverage Healthcare Information Provider Service (HIPS), increasing the inclusion of HPI-Is in My Health Record uploads. Until SDPR implementation is complete, pathology uploads will include HPI-Is where possible.			

Action 1.1 Using healthcare identifiers (Continued)	Lead(s)	Timeframe	Status
Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.	- The Agency - Services Australia - All Health Departments	Ongoing	On track
Queensland continues to strengthen adoption of Healthcare Identifiers (HIs) through key digital health initiatives, including ieMR Cloud enablement, the HIPS 9 Proof of Concept, enhancements to the Queensland Master Patient Index (QMPI), and development of the Transfer of Care Information (TOCI) solution. These initiatives are designed to support the use of HIs within clinical and administrative workflows and improve information sharing across care settings. In parallel, Queensland has progressed development of the draft Provider Information Management Blueprint and consultation on the Patient Identity Management Blueprint. Together, these strategic initiatives support development of trusted consumer and provider identity services and strengthen the foundations required for future interoperability outcomes. Queensland has also identified the need to evolve existing capabilities towards a broader Master Person Index model, including support for standards-based identity exchange and Fast Healthcare Interoperability Resources® (FHIR)-enabled identity services. South Australia (SA) has progressed with inclusion of IHIs in Sunrise EMR and the SA Health Enterprise Master Patient Index (EMPI), with implementation currently underway in non-production environments. Development of a FHIR Practitioner Directory solution incorporating SA HPI-Is is nearing feature completion, while planning is underway for integration with the CGOV credentialling system to obtain AHPRA registration numbers. SA Health organisations are also being increasingly registered through the HI Service under a network structure aligned to Local Health Networks, with major hospital facilities now registered with discrete HPI-Os. Victoria has made strong progress towards HPI-I conformance. As at 11 September 2026, 29 Victorian Public Health Services (VPHS) were fully HPI-I conformant, with a further 31 services expected to achieve conformance by December 2026. Twelve services are working towards implementation planning, while five services are expected to require an extension to June 2027 due to Laboratory Information System replacement and EMR rollout activities. Victoria is also progressing implementation of Schedule H reforms under the NHRA, including upgrades to HIPS 9.1 to improve IHI matching performance and continued implementation of HPI-O structures across health services. Western Australia's (WA) significant interoperability investment, including expansion of ePrescribing and eDispensing capabilities, integration of Real Time Prescription Monitoring, and upgrades to HIPS 9.1 to improve IHI discovery using mobile phone number and email address information is ongoing. WA is also progressing use of healthcare identifiers across contracted provider integrations, transfer of care between hospitals and residential aged care, and digital front door initiatives.			

Action 1.1 Using healthcare identifiers (Continued)	Lead(s)	Timeframe	Status
Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.	- The Agency - Services Australia - All Health Departments	Ongoing	On track
The Northern Territory advanced planning and preparation for implementation of IHI capability across existing clinical and administrative systems and progressed integration activities associated with the Acacia Electronic Medical Record program. While no technical system changes have yet been implemented, work remains focused on strengthening healthcare identifier compliance, supporting My Health Record integration requirements, improving consistency and quality of patient identification, and progressing EMPI planning to support Schedule H implementation activities under the NHRA. Tasmania has progressed engagement with the Agency regarding approaches to HPI-I implementation and management, alongside preliminary consideration of jurisdictional barriers, opportunities and future priorities relating to HI adoption as part of the NHRA digital reform agenda.			

Action 1.2 Promoting healthcare identifiers	Lead(s)	Timeframe	Status
Promote the use of IHIs, including creating IHIs for newborns as soon as possible after birth.	- The Agency - Services Australia	Ongoing	On track
Throughout the reporting period there has been a strong focus on the promotion of healthcare identifier education materials, including the HI webpage, the Digital Health Foundation video series and developer eLearning content, which is supporting broader awareness and adoption of healthcare identifiers. Services Australia continued activities to support adoption and use of healthcare identifiers, including ongoing work related to IHI for newborns. Services Australia has received funding under the 2026-27 Thriving Kids Budget measure to uplift the IHI for Newborn webservice to FHIR which will support the creation of a National Digital Child Health Record in My Health Record and ensure health records for newborns are seamlessly integrated into the healthcare system from birth. Collaboration with partner agencies supported consistent use of healthcare identifiers across the digital health ecosystem.			

Action 1.4 Healthcare identifier matching	Lead(s)	Timeframe	Status
Develop and implement a program of improvements in healthcare identifier matching (especially IHIs), focusing on data quality, user interfaces, service improvements, enhancements and proactive efforts on IHI retrieval.	- The Agency - Services Australia	Short	On track
Progress on this action is being advanced through analysis and targeted activities to improve healthcare identifier matching and data quality. Services Australia is conducting analysis of HI Service data to identify patterns associated with lower data effectiveness and test practical interventions with selected provider organisations. Work remains focused on understanding matching performance, identifying opportunities for improvement, and supporting broader interoperability and information-sharing objectives. The Agency directly engaged individual vendors to support HI Service data quality uplift in response to Services Australia’s analysis.			

Action 1.6 Develop deeper network structures	Lead(s)	Timeframe	Status
Develop deeper Healthcare Provider Identifier – Organisation (HPI-O) network structures, including revising published guidance, to support enhancing online HPI-O network registration, and work with vendors to address software limitations.	- The Agency - The Department - Services Australia	Short	On track
Discovery work is ongoing on the proposed HPI-O seed and network structures. Testing of proposed future HPI-O structures against a range of digital health and other use cases has been undertaken to inform future-state planning and broader stakeholder consultation activities expected to commence in Q2. Services Australia is collaborating with the Department and the Agency on activities supporting future healthcare provider organisation structures. Work during the quarter remained focused on refining approaches that support consistent and sustainable use of organisational identifiers across digital health systems.			

Action 1.7 Using the National Health Services Directory (NHSD)	Lead(s)	Timeframe	Status
Use the NHSD as the service directory for digital health programs. Where this is not possible (such as for a specialised directory), jurisdictions will work with Healthdirect Australia and the Agency to support the required flow of information.	All Health Departments	Ongoing	On track
Implementation and use of the NHSD progresses across jurisdictions, supporting service discovery, referrals, provider information management and interoperability initiatives. Work during the quarter has focused on improving directory quality, strengthening integration with national provider directory services, and progressing future adoption pathways through PCA and broader interoperability programs. The ACT is currently working with NHSD to improve service and provider delivery. Planning has commenced to discover requirements for integration with PCA to promote interoperability. Victoria continues to use the NHSD as its primary directory service. In addition, many Victorian Public Health Services maintain local directory solutions that are regularly updated using information sourced from the NHSD. Victoria is working collaboratively with Healthdirect and health services to improve the currency, completeness and accuracy of information held within the NHSD to support interoperability outcomes and strengthen information available to healthcare providers and consumers. South Australia (SA) is progressing foundational work to support broader adoption of the NHSD. A data analysis comparing NHSD Production with the SA-only directory known as Summit Health HPRy will inform a transition plan to establish the NHSD as the authoritative source for service and practitioner discovery external to SA Health. Healthdirect Service Finder has also been successfully embedded on the SA Health website to support Emergency Department avoidance programs. WA is expanding the use of data sourced from the NHSD via PCA to support transfer of care between hospitals and external providers, as well as digital front door initiatives. This work has a specific focus on enabling secure real-time information sharing supported by effective consent management. The Northern Territory maintained delivery of the Health Connect Australia Provider Directory Pilot in partnership with the Agency. Work progressed on provider directory design, governance arrangements and integration planning. Engagement with general practices, Aboriginal Community Controlled Health Organisations and other healthcare providers continued to improve the completeness and quality of information held within PCA and the NHSD. Tasmania remains engaged with the Agency regarding the potential use of the HIPS Local Directory Solution during the pilot phase. The NHSD has been utilised to support recent eReferral program upgrades, while directory services continue to be considered through broader interoperability and target-state architecture planning activities. Queensland is using the NHSD in targeted digital health initiatives, including Smart Referrals, the Open Hospitals Service Finder and Virtual Emergency Care pathways. These services leverage NHSD content to support consumer access to accurate health service information. Queensland has advised that broader adoption remains dependent on future digital health modernisation initiatives, investment decisions, alignment with enterprise identity capabilities and progression of the Provider Information Management Blueprint. Future adoption will continue to be guided through interoperability planning and collaboration with Healthdirect Australia and the Agency. NSW has leveraged the NSW Health Provider Directory to support provider identification and referrals, including expansion of provider information and secure messaging capabilities. NSW Health continues to collaborate with PCA to support operational requirements and future testing activities. Following the Single Digital Patient Record Tranche A, go-live, several gaps in provider data were identified and the status of this action has changed from On Track to Delayed while these issues are investigated.			



Information Sharing



Progress highlights

This quarter saw sustained progress in strengthening the legislative, policy and governance settings required to support nationally consistent health information sharing. The first Share by Default Rules for pathology and diagnostic imaging services commenced on 1 July 2026, supporting increased sharing of health information through My Health Record and laying the foundation for anticipated reductions in duplicate testing and associated Medicare Benefits Schedule claims.

Consultation was also undertaken on the proposed expansion of Share by Default requirements for medicines-related information generated through online prescribing services. Feedback demonstrated broad support for improved access to medicines information through My Health Record, with consultation outcomes and clinical advice now informing policy options and broader medicines information-sharing reforms, including development of a National Medicines Record.

Work progressed on reviewing the *My Health Records Act 2012* to ensure the legislative framework remains fit for purpose to support emerging information-sharing capabilities and cross-border exchange. In parallel, jurisdictions contributed to national discussions on legislative, policy and operational settings required to support future health information sharing, with a particular focus on privacy, governance and interoperability considerations associated with cross-jurisdictional care.

Action status

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

Priority Area 3 – Information Sharing: Q1 2026 - 27 update

Action 3.2 API Gateway information exchange	Lead(s)	Timeframe	Status
Promote the use of the API Gateway to support interoperable information exchange, including development of a service catalogue.	The Agency	Ongoing	On track
The past quarter has been heavily focused on discovery and service design of the HealthConnect Marketplace concept. This involved running 5 workshops with Industry and 3 with jurisdictions to document problems and frame opportunities. The workshops tested Agency capabilities against these challenges and opportunities. A research report has been generated, with findings being considered for the product roadmap and backlog.			

Action 3.9 Information-sharing authorisation framework	Lead(s)	Timeframe	Status
Collaborate with jurisdictions and other stakeholders to develop a legislative and policy framework that sets out the authorisations and prohibitions for the collection, use and disclosure of health information through a national health information exchange. The framework will address healthcare provider roles and responsibilities, patient control and consent and a regulatory approach to standards, privacy, audit, compliance and security.	The Department	Short	On track
The first Share by Default Rules for pathology and diagnostic imaging services commenced on 1 July 2026, supporting increased sharing of health information through My Health Record. Increased sharing of pathology and diagnostic imaging reports is expected to reduce duplicate testing and associated Medicare Benefits Schedule claims, resulting in indicative savings of \$146.3 million over two years During the quarter, the Department, in partnership with the Agency, undertook public consultation on expanding Share by Default requirements for medicines-related information generated through online prescribing services. The Department also sought advice from the National Clinical Governance Committee for Digital Health and its Expert Advisory Groups. Consultation feedback showed broad support for improving access to medicines information through My Health Record to support safer, more coordinated care and address gaps in medicines histories. Consultation outcomes and clinical advice are now informing policy options and broader medicines information-sharing reforms, including development of a National Medicines Record.			

Action 3.11 Consistent legislative health definitions	Lead(s)	Timeframe	Status
Collaborate with jurisdictions and key stakeholders to develop consistent definitions and legislative and regulatory settings to support cross jurisdictional health information sharing, leveraging Commonwealth legislation.	The Department	Medium	On track
Work is progressing on the review of the <i>My Health Records Act 2012</i> to assess whether the current legislative framework remains fit for purpose to support emerging health information sharing capabilities and cross-border information exchange. The review is expected to progress in phases over the next two years, with the initial phase focused on identifying targeted reforms to strengthen privacy, safety, governance, usability and appropriate health information sharing, while maintaining public confidence in the My Health Record system.			

Action 3.12 Harmonising legislation	Lead(s)	Timeframe	Status
Undertake collaborative intergovernmental work on supporting and implementing national information sharing settings and framework, drawing on outcomes from Actions 3.9 and 3.11.	All Health Departments	Medium	On track
Work to support nationally consistent legislative, policy and information-sharing settings continues across jurisdictions, informed by broader consultation and reform activities underway across the interoperability program. During this reporting period the Department maintains to work on this action, subject to the consultation and analysis being undertaken in response to Actions 3.9 and 3.11. Across jurisdictions, efforts are being made to better understand the legislative, policy and operational settings required to support future health information sharing. Queensland is progressing foundational work to support improved cross-border health information sharing through stakeholder engagement, planning activities and alignment with national interoperability initiatives. Reviews undertaken to date have identified variation in digital maturity, interoperability capability, data standards and governance arrangements across Hospital and Health Services. Queensland's federated service delivery model adds further complexity, requiring a staged approach that supports information sharing across organisational boundaries while reflecting local operating arrangements. Queensland continues to work with jurisdictional partners to better understand the legislative, policy and operational changes required to support future interoperability. Current activities are focused on identifying implementation challenges, informing policy development and establishing a shared understanding of national reform priorities. Queensland recognises that achieving longitudinal patient records and effective cross-jurisdiction information sharing will require not only legislative harmonisation, but also alignment of identity, governance and interoperability capabilities across participating organisations. The ACT highlighted differing privacy legislation across jurisdictions as a challenge for cross-border information sharing. While the Territory-wide Digital Health Record supports interoperability and information sharing across jurisdictions, the ACT notes that greater national consistency in privacy and information-sharing legislation would support a more connected approach to care delivery across borders. WA is working to further support national engagement on consistent cross-border information-sharing legislation and policy. WA has established several Information Sharing Agreements with Commonwealth agencies under existing legislative arrangements to facilitate reciprocal information sharing. The <i>Privacy and Responsible Information Sharing (PRIS) Act 2024</i> has also introduced provisions to support information sharing with Commonwealth and state agencies for permitted purposes, while providing greater consistency with comparable Commonwealth and state privacy frameworks. WA notes that while the PRIS Act is not a complete solution, it represents an important step towards promoting responsible information sharing.			

Action 3.12 Harmonising legislation (Continued)	Lead(s)	Timeframe	Status
Undertake collaborative intergovernmental work on supporting and implementing national information sharing settings and framework, drawing on outcomes from Actions 3.9 and 3.11.	All Health Departments	Medium	On track
NSW maintains momentum to support legislative reform where possible, noting its current strategic focus remains on implementation of the Single Digital Patient Record and review of policy settings where cross-jurisdictional legislation does not align. NSW also continues to participate in national discussions through relevant forums. Victoria will consider the implications of national legislative reforms as part of future state legislative, policy and implementation activities. Tasmania continues to monitor national information-sharing reform activities and has commenced preliminary consideration of policy, governance and information-sharing implications associated with implementation of NHRA digital reforms. Tasmania remains committed to participating in collaborative national work to inform local planning as the Bluegum program progresses. The Northern Territory is actively working to identify opportunities to strengthen information-sharing arrangements between healthcare providers while maintaining appropriate privacy, security and clinical governance safeguards. Current work includes exploring legal options for sharing information with external providers within existing Northern Territory legislative frameworks and Information Privacy Principles. Outcomes from this work will inform future policy development and support participation in emerging national health information-sharing initiatives. SA has advised that there is currently no activity underway relating to harmonising legislation.			



Australian Government

Australian Digital Health Agency

National Healthcare Identifiers Roadmap

Quarterly Progress Report July 2026 – September 2026

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



Introduction

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

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

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



Identity

Health information
associated with
the right people



Legislation and Policy



HI Service Improvement



Architecture and Data Standards



Operational Improvement

Progress highlights

Implementation of the HI Roadmap advanced during the quarter, with work progressing across legislation, policy, governance and implementation support activities. This included ongoing sector engagement, refinement of guidance materials, and completion of foundational policy analysis to support greater consistency in the use and management of HIs across the health system.

Progress was also made to improve HI matching, data quality and service performance. Targeted engagement, research and analysis activities were undertaken to better understand identity matching challenges and identify opportunities to strengthen HI data quality, supporting more reliable and effective use of the HI Service.

Significant work progressed to support future interoperability and digital health capabilities. This included progressing future HPI-O structures, commencing the HI Service FHIR uplift, and advancing planning and design activities that will support modern, standards-based HI services.

Operational and governance initiatives also continued to mature during the reporting period. Cross-agency collaboration remained strong through established governance forums, with work underway to strengthen oversight arrangements, improve operational support models, and ensure the HI project remains well-positioned to deliver future roadmap outcomes.

Action status

6 activities have been marked as complete under the HI Roadmap. As HIA-9 and HIA-15 were completed in this reporting period, they have been included in this section. The Agency will no longer be reporting against completed HIAs.

National Healthcare Identifiers Roadmap 2023–2028

30%
activities
complete

Quarterly progress 2 activities completed in Q1 2026–27 Activities completed in Q1 2026–27 HIA-09 Enhanced search considerations HIA-15 HI Service architecture and future extensibility	Legislation and Policy Category 1 Total activities: 5 Commenced activities: 4 Completed activities: 1 20% complete	HI Service Improvement Category 2 Total activities: 6 Commenced activities: 5 Completed activities: 1 16% complete	Architecture and Data Standards Category 3 Total activities: 5 Commenced activities: 3 Completed activities: 2 40% complete	Operational Improvement Category 4 Total activities: 4 Commenced activities: 2 Completed activities: 2 50% complete
	Commenced Activities HIA-02 Australian Government policy position for HI Service adoption HIA-03 Development of a simplified guide to the HI Act HIA-04 Template policies and guidelines on HI use HIA-05 HI use in consumer applications	HIA-06 Data matching and data quality improvements HIA-07 Review existing messages and responses HIA-08 Improvements to data matching for Aboriginal and Torres Strait Islander people HIA-10 Individual Healthcare Identifiers for newborns HIA-11 Consumer empowered matching	HIA-12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures HIA-14 Update technical standards HIA-16 Clinical systems architecture and design	HIA-19 HI support model and future operational requirements HIA-20 Enhanced governance
	Completed Activities HIA-01 Legislative reform program	HIA-09 Enhanced search considerations	HIA-13 HI Service conformance review and update HIA-15 HI Service architecture and future extensibility	HIA-17 Develop and implement HI stakeholder engagement and communication plan HIA-18 Development of education materials for HI Service

HI Roadmap – Legislation and Policy: Q1 2026 - 27 update

HIA 2 Australian Government policy position for HI Service adoption	Lead(s)	Start date	Status
	The Department	2023–2024	On track
Work on this activity is on-going. The Department and the Agency are working to support the sector to update systems and workflows to enhance use of healthcare identifiers and strengthen connectivity across health and care sectors. Further updates will be provided in future reporting periods.			

HIA 3 Development of a simplified guide to the HI Act	Lead(s)	Start date	Status
	The Department	2025–2026	On track
The Department continues to maintain and refine resources supporting implementation of the Healthcare Identifiers legislative framework, including the simplified guide to the HI Act and supporting Frequently Asked Questions. Further updates will be provided in future reporting periods as work continues.			

HIA 4 Template policies and guidelines on HI use	Lead(s)	Start date	Status
	- The Agency - The Department	2025–2026	On track
During the reporting period the gap analysis of HI policy artefacts and legislative reforms has been completed and approved. This will strengthen the baseline assessment of existing resources and identifying opportunities to support greater consistency and alignment across the program. This work provides a foundation for the development of template policies, guidelines and supporting resources to assist healthcare provider organisations in the appropriate handling of healthcare identifiers. As work progresses, stakeholders will be engaged throughout development to ensure the materials are practical and usable, with consideration also given to training opportunities, implementation support, and ongoing maintenance and review arrangements. This work will progress in line with development of the simplified guide to the Healthcare Identifiers Act 2010 (HID Act), taking account of recent legislative reforms.			

HIA 5 HI use in consumer applications	Lead(s)	Start date	Status
	- The Agency - The Department	2026–2027	On track
This activity, jointly led by the Agency and the Department, commenced in July 2026. An activity plan has been developed, and work has commenced to identify settings that support the safe and secure use of healthcare identifiers in consumer applications. During the quarter, a review of materials associated with the Health Technology Provider consultation, led by the Department, was undertaken to support development of potential safeguards. The Department commenced work to identify settings to support the safe and secure use of healthcare identifiers in consumer applications. Analysis and consultation planning has progressed, with broader consultation expected to commence in Q2. Work is also continuing to identify future updates to the HI Service conformance profile to support the use of healthcare identifiers in consumer applications.			

HI Roadmap – HI Service Improvement: Q1 2026 - 27 update

HIA 6 Data matching and data quality improvements	Lead(s)	Start date	Status
	- The Agency - Services Australia	2024–2025	On track
Work is progressing to support ongoing improvements in healthcare identifier data matching and data quality. Services Australia has commenced activity for inclusion in the FY2026/27 plan of improvements, with a focus on data standards, conformance, data quality review analysis and targeted engagement. The Agency has led direct engagement with individual vendors to support HI Service data quality uplift in response to analysis of HI Service data.			

HIA 7 Review existing messages and responses	Lead(s)	Start date	Status
	- The Agency - Services Australia	2024–2025	On track
Services Australia continues to review and refine activities relating to HI Service messages and responses. Analysis of error messages within the HI Service has been undertaken to identify areas of improvement and inform discussions on future enhancements to error message handling. Work remains focused on working collaboratively with all relevant stakeholders to determine the future approach, aligned with the broader interoperability and digital health agenda. Feedback from the Agency on clinical safety considerations when updating messages and responses has also been provided.			

HIA 8 Improvements to data matching for Aboriginal and Torres Strait Islander peoples	Lead(s)	Start date	Status
	- The Agency - The Department - Services Australia	2024–2025	On track
Stakeholder engagement activities with the Aboriginal Community Controlled Health Sector are nearing completion, with surveys and focus groups now delivered. Outcomes from this work have informed understanding of sector-specific challenges and opportunities relating to HI use and IHI matching. Services Australia is undertaking targeted analysis to better understand data quality issues and explore different avenues to improve matching outcomes for Aboriginal and Torres Strait Islander peoples. In collaboration with the National Aboriginal Community Controlled Health Organisation (NACCHO), Services Australia is undertaking a targeted improvement program focused on analysing healthcare search data to identify practical opportunities for improvement and develop evidence-based recommendations for future action. Ongoing engagement with the sector will remain ongoing to support collaboration and initiatives aimed at improving IHI match rates and healthcare identifier data quality.			

HIA 9 Enhanced search considerations	Lead(s)	Start date	Status
	- The Agency - Services Australia	2025–2026	Complete
During the reporting period, the Agency and Services Australia have continued to progress this activity, with the completion of a report examining national and international approaches to individual identification to enhance HI record search results and improve match rate accuracy. The report has now been finalised, completing this activity. Findings from the report will provide a reference point for future consideration of changes to the information used to establish and maintain healthcare identifiers, including potential enhancements to the identifying information used within the IHI matching process, should policy, operational or system changes be pursued in the future.			

HIA 10 Individual Healthcare Identifiers for newborns	Lead(s)	Start date	Status
	- The Agency - Services Australia	2025–2026	On track
Progress on this activity continued during the reporting period, jointly led by the Agency, Services Australia and the Department, with an Activity Plan developed and agreed by the Healthcare Identifiers Working Group (HIWG). The agreed Activity Plan establishes the approach and priorities for progressing improvements to the assignment and management of IHIs for newborns and aligns with broader work underway through the Thriving Kids initiative. Services Australia furthered activities supporting future enhancement of IHI processes for newborns, with work during the quarter focused on progressing planned activities and supporting alignment with broader interoperability initiatives. Collaboration on data mapping to support the new FHIR IHI for Newborn webservice also continued. Work is ongoing to identify future updates to the HI Service conformance profile to support IHI for newborns. In 2026-27, Services Australia will prioritise the build and deployment of FHIR-based APIs for IHI for newborns and IHI search as part of ongoing interoperability improvements.			

HIA 11 Consumer-empowered matching	Lead(s)	Start date	Status
	- The Agency - The Department - Services Australia	2026–2027	On track
Jointly led by the Department, the Agency and Services Australia, progress on this activity commenced in July 2026. An activity plan was developed and endorsed by the HIWG. The Activity Plan establishes the scope, approach and key deliverables for the activity. Work has commenced to map potential options for consumers to manage information associated with their healthcare identifier, including identifying benefits, risks and opportunities for improved matching while maintaining the integrity of the healthcare identifiers framework.			

HI Roadmap – Architecture and Data Standards: Q1 2026 - 27 update

HIA 12 Healthcare Provider Identifier – Organisations: Guidance on appropriate structures	Lead(s)	Start date	Status
	• The Agency • The Department • Services Australia	2024–2025	On track
Throughout the reporting period, the Agency, Services Australia and the Department have worked closely to determine future healthcare provider organisation structures and associated healthcare identifier arrangements Discovery on proposed HPI-O seed and network structures has progressed and testing of proposed future HPI-O structures against a range of digital health and other use cases has occurred to inform planning for broader consultation expected in Q2 FY26–27. Activities remained focused on informing a future-state approach that supports interoperability objectives.			

HIA 14 Update technical standards	Lead(s)	Start date	Status
	• The Agency • Services Australia	2024–2025	On track
Ongoing progress on this activity has been made during the reporting period. Services Australia has commenced activity on the uplift of the HI Service to FHIR, with the FY2026/27 scope consisting of a FHIR Facade and four HI search web services. The Agency and Services Australia also maintained their collaboration on data mapping to support the new FHIR IHI for Newborn webservice. This work will inform the FHIR implementation guide.			

HIA 15 HI Service architecture and future extensibility	Lead(s)	Start date	Status
	- The Agency - Services Australia	2025–2026	Complete
During this reporting period, Services Australia has completed current and future state infrastructure assessments and will monitor projected figures against actual transactions to ensure projections remain within acceptable boundaries.			

HIA 16 Clinical systems architecture and design	Lead(s)	Start date	Status
	The Agency	2026–2027	On track
This activity commenced during the reporting period, led by the Agency, with an activity plan developed to support delivery and provide a structured approach to achieving the intended outcomes. Work on this activity will continue to progress in line with agreed timeframes.			

HI Roadmap – Operational Improvement: Q1 2026 - 27 update

HIA 19 HI support model and future operational requirements	Lead(s)	Start date	Status
	• The Agency • Services Australia	2023–2024	On track
The HI Service Services Schedule is undergoing further review to support the transition of the Healthcare Provider Directory to the Agency. Additionally, a review of existing Agency education resources was completed to inform development of a cross-Agency support model. Services Australia has consolidated findings and is developing a recommendations report to inform future operational and reporting requirements.			

HIA 20 Enhanced governance	Lead(s)	Start date	Status
	• The Agency • The Department • Services Australia	2024–2025	On track
The Agency, the Department and Services Australia continue to advance key governance and implementation activities across the Healthcare Identifiers reform program. The HIWG continued to meet monthly, providing a consistent forum for operational implementation, technical alignment and cross-agency coordination of Healthcare Identifiers initiatives. The group has supported the coordination and progression of roadmap activities, facilitated information sharing, and enabled the timely resolution of implementation issues. Following completion of the current-state analysis, Services Australia is collaborating with the Agency and the Department to further develop and refine the governance framework. This work aims to strengthen oversight, clarify roles and responsibilities, and support effective governance of the HI Service into the future.			

Thank you to the Council for Connected Care
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Australian Government

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