



Australian Government

Australian Digital Health Agency

# Connecting Australian Healthcare

National Healthcare Interoperability Plan 2023-2028

National Healthcare Identifiers Roadmap 2023 -2028

Quarterly Progress Report  
(October 2024 to December 2024)

Issued 28 January 2025





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# National Healthcare Interoperability Plan 2023-2028

## Introduction

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

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

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

The Interoperability Plan was published on the Agency's website on 11 July 2023. This is the fifth progress report against the 44 actions in the Interoperability Plan. The timeframes to initiate the 44 actions are categorised as:

- Immediate – within one year (2023-24)
- Ongoing – currently underway (2023-24 to 2027-28)
- Short term – one to three years (2024-25 to 2026-27)
- Medium term – three to five years (2025-26 to 2027-28).



# National Healthcare Interoperability Plan 2023-2028

## Status of actions – quarterly progress report (October – December 2024)

**14 actions completed**

- ✓ Actions 1.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.13, 2.14, 3.3, 3.5, 5.2, 5.3, 6.1\*

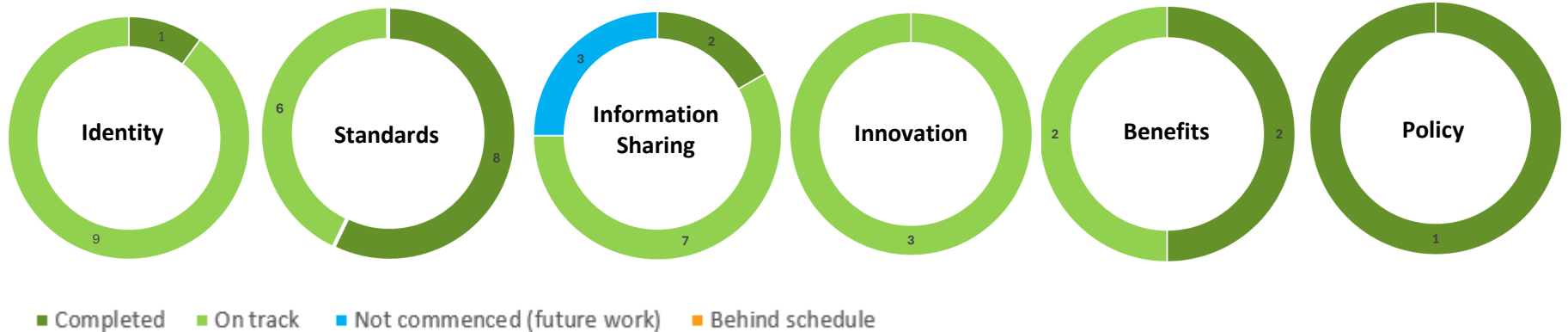
**27 actions on track**

- ✓ 16 immediate/ongoing actions
- ✓ 11 short/medium-term actions

**3 short or medium-term actions will commence later in 2024-25 or 2025-26 as per schedule**

**Progress since last quarter**

- ✓ **5 actions completed**
  - Actions 2.4, 2.6, 2.8, 2.14, 5.2
- ✓ **1 action commenced**
  - Action 2.11



**Completed actions:** Action 1.3 Healthcare Identifiers Roadmap; Action 2.4 International standards participation; Action 2.5 Standards catalogue; Action 2.6 National Digital Health Standards Program (NDHSP); Action 2.7 Standards guiding principles; Action 2.8 Standards gap analysis; Action 2.9 Engage standards stakeholders; Action 2.13 Develop a conformance framework; Action 2.14 Standards development cooperative; Action 3.3 Procurement guidance; Action 3.5 GP and aged care facility interoperability; Action 5.2 Publish annual report; Action 5.3 Assess digital health maturity models; Action 6.1 Policy review



# Identity



## Identity

Healthcare identifiers support information sharing by accurately identifying individuals, healthcare providers and healthcare provider organisations. This ensures information shared is for the right individual and improves the safety of care provided. It also gives individuals greater control over the level of access they provide to healthcare providers.

This priority area includes 10 actions to leverage the national Healthcare Identifiers Service and the National Health Services Directory:

- 2 actions are immediate (2023-24)
- 4 actions are ongoing (2023-24 to 2027-28)
- 4 actions are short (2024-25 to 2026-27).

## Progress highlights

Since the publication of the [National Healthcare Identifiers Roadmap 2023-2028](#) in June 2024, the Agency, Department of Health and Aged Care and Services Australia have continued to progress the 12 activities which commenced in FY 2024-25.

Progress is being made with Healthcare Provider Identifier - Individual (HPI-I) compliance when uploading clinical documents to the My Health Record (MHR) system. There are 2 organisations who are compliant, and several additional jurisdictions will achieve compliance by July 2025.

More than 5,900 healthcare services have now registered with Provider Connect Australia™ (PCA™) and the service has been enhanced to enable practitioner self service. Additional improvements to streamline the registration process are planned for release in Q4 2024/5.

The Agency commenced the Directory project on 1 July 2024. A draft Architecture Roadmap was released to provide details on the Directory solution and seek comment from key stakeholders by the end of December 2024.



# Identity progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
1.1 <b>Using healthcare identifiers</b> 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	<p>The Agency is working closely with several Jurisdictions and private health organisations to support the use of Healthcare Identifiers (HIs) in clinical documents uploaded to the My Health Record (MHR).</p> <p>The Department of Health and Aged Care continues work with stakeholders to raise the importance of healthcare identifiers to enable connected care and is progressing work to support use of healthcare identifiers in aged and disability care.</p> <p>Services Australia (SA) is on track to complete two technical projects within FY2024/25 funded under the Strengthening Medicare Budget measure:</p> <ul style="list-style-type: none"><li>• HI Service New Entity Types</li><li>• HI Service Allied Health HPI-I Registration Improvements</li></ul> <p>Both projects are enabled by the planned legislation changes and support adoption and use of healthcare identifiers in digital health initiatives.</p> <p>SA has successfully supported the upload of My Aged Care 'care and support plans' to MHR with a notable high success in data match rates. They are also collaborating with one jurisdiction on their implementation and use of HIs as a primary identifier.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Identity progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
<p>1.2 <b>Promoting healthcare identifiers</b> Promote the use of individual healthcare identifiers (IHIs), including creating IHIs for newborns as soon as possible after birth.</p>	The Agency Services Australia	Ongoing	On track	<p>The Agency is progressing a number of activities and deliverables within the Healthcare Identifiers Roadmap (HI Roadmap) to support the further promotion of healthcare identifiers, including looking to promote healthcare identifiers through education resources.</p> <p>Services Australia continues to engage with the Birth of a Child Program and work collaboratively with The Agency to assess viability of assigning IHIs to newborns as close as possible after birth.</p>
<p>1.3 <b>Healthcare Identifiers Roadmap</b> Develop a Healthcare Identifiers Roadmap that includes:</p> <ul style="list-style-type: none"> <li>• coordinating the response to recommendations from the 2018 Healthcare Identifiers Act and Service Review and the 2020 review of the My Health Records Act that relate to or affect healthcare identifiers</li> <li>• reviewing legislative impediments to the wider uptake of healthcare identifiers in the Healthcare Identifiers Act 2010</li> <li>• reporting on healthcare identifier adoption.</li> </ul>	The Agency Department of Health and Aged Care	Immediate	Complete	The Agency in collaboration with the Department of Health and Aged Care and Services Australia, published the <a href="#">National Healthcare Identifiers Roadmap 2023-2028</a> in June 2024. Updates against the 20 activities in the Healthcare Identifiers Roadmap can be found at the end of this report.
<p>1.4 <b>Healthcare identifier matching</b> Develop and implement a program of improvements in healthcare identifier matching (especially IHIs), focusing on data quality, user interfaces, service improvements, enhancements and proactive efforts on IHI retrieval.</p>	The Agency Services Australia	Short	On track	<p>Services Australia are working with the Agency to progress IHI match rates and data quality in the Healthcare Identifier Service. This includes data accuracy and completeness through data quality management, reduced matching errors and building a better customer experience.</p> <p>Planning is underway for stakeholder consultation on opportunities for further improvement of IHI match rates and data quality in the HI Service building on those delivered in June 2024.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Identity progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
<p>1.5 <b>Review Healthcare Provider Identifier – Individual (HPI-I) conformance</b> Review conformance requirements for using HPI-Is when uploading documents to the My Health Record system, recognising that providers are at different stages of use of HPI-Is.</p>	The Agency	Short	On track	<p>The Agency continues to work closely with states, territories and private health organisations to progress their transition timeline plans and support the implementation of HPI-Is in clinical document uploads to the My Health Record (MHR). Conformance requirements continue to be reviewed, and work to streamline conformance is being progressed.</p> <p>Several Jurisdictions and private health organisations will join Western Australia (WA) Health and St John of God from July 2025, as they no longer require an exemption for uploading HPI-Is to the MHR.</p>
<p>1.6 <b>Develop deeper network structures</b> Develop deeper Healthcare Provider Identifier – Organisation (HPI-O) network structures, including revising published guidance, to support enhancing online HPI-O network registration, and work with vendors to address software limitations.</p>	The Agency Services Australia	Short	On track	<p>The Agency has completed consultation on uses of Healthcare Provider Identifier – Organisations (HPI-Os) and national location identifiers, and recommendations will be finalised next quarter to inform future guidance.</p> <p>As part of Healthcare Identifier (HI) service legislation readiness, Services Australia is looking at expanded use of Healthcare Identifiers across health administration (including claims and payments), disability and aged care. This includes discovery into appropriate organisation structures within the HI service.</p>
<p>1.7 <b>Using the National Health Services Directory (NHSD)</b> Use the NHSD as the service directory for digital health programs. The NHSD should be a core data source for the Directory in the national Health Information Exchange (HIE), which will present a consolidated view of service information from NHSD alongside provider information sourced from other core data sources. Where this is not possible (such as for a specialised directory), jurisdictions will work with Healthdirect Australia and the Agency to support the required flow of information.</p>	All Health Departments	Ongoing	On track	<p>The Department of Health and Aged Care is progressing work on the legislative settings for directory services, including the NHSD, to support digital health programs and the secure and seamless flow of information.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).





# Identity progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
<p>1.8 <b>Implementing the 2019 National Health Services Directory (NHSD) review</b></p> <p>Healthdirect, in partnership with the Australian Government Department of Health and Aged Care and state and territory health departments, will implement the work packages developed in response to the 2019 AHMAC NHSD review, which include positioning the NHSD as core national infrastructure.</p>	Healthdirect	Ongoing	On track	<p>Healthdirect continues to support state and territory initiatives and has progressed the following activities in the second quarter of the 2024-25 financial year:</p> <ul style="list-style-type: none"><li>• Continued support for New South Wales (NSW) Health's rollout of their Engage Outpatient project, which uses the NHSD FHIR API to enable electronic referrals from General Practitioners (GPs) into NSW Health outpatient clinics.</li><li>• Completed check-point report to assess the progress of identified initiatives in the NHSD Data Strategy, and to reaffirm initiatives that are yet to be commenced.</li><li>• In collaboration with the Provider Connect Australia (PCA) team, Healthdirect is designing a broader FHIR Data Model framework to enable more refined searching to distinguish across similar health services.</li><li>• Healthdirect has identified 25 high priority service types based on analysis of consumer search behaviour and Healthdirect Helpline data.</li></ul> <p>Continuous quality improvement of directory data is an ongoing activity, linked to the PCA adoption program and through data sharing partnerships.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Identity progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
1.9 <b>Provider Connect Australia™</b> Roll out and support the implementation of Provider Connect Australia™.	The Agency	Immediate	On track	<p>As of 05 December 2024, 2,899 healthcare clinics comprised of 5,934 healthcare services have registered to Provider Connect Australia™ (PCA™) and 37 business partners been onboarded. The project continues to engage with Allied Health peak bodies, private health insurers and healthcare providing organisations to connect to PCA™.</p> <p>The PCA™ service has been upgraded to support practitioner self-service functionality allowing them to publish their own information such as qualifications to business partners. Additional product enhancements are scheduled for Q4 2025 to streamline the registration process and improve control over information received.</p>
1.10 <b>Integrating the NHSD and the Health Provider Directory (HPD)</b> Assess the feasibility of integrating the NHSD and the HPD to reduce duplication and rationalise the national directory infrastructure.	The Agency	Short	On track	<p>In October 2024, The Agency released the draft HIE Architecture and Roadmap document which provided details on the proposed Directory capability for key stakeholder feedback.</p> <p>In late December 2024 ministerial approval was provided to delegate the function to deliver the Healthcare Provider Directory (HPD) from Services Australia to the Agency. Delegation of the HPD will support current work by the Agency to develop a consolidated directory of healthcare providers, which is a key component of the modernised My Health Record and proposed national Health Information Exchange (HIE) architecture. Services Australia and The Agency are collaborating on design, data exchange and permissions to provision the data for the Directory.</p> <p>High level requirements have also been developed and shared with the Jurisdictional Advisory Group for review and feedback.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Standards



## Standards

To seamlessly exchange or access health information and ensure consistent understanding, it is essential to have agreed digital health standards, specifications and terminology.

This priority area includes 14 actions to drive effective leadership and a sustainable approach to standards governance:

- 5 actions are immediate (2023-24)
- 4 actions are ongoing (2023-24 to 2027-28)
- 5 actions are short (2024-25 to 2026-27).

## Progress highlights

The Sparked FHIR Accelerator program, a cooperative between the Agency, CSIRO, HL7 Australia and the Department of Health and Aged Care, continues to drive terminology adoption and implementation.

The Agency consulted with the Australian Digital Health Standards Advisory Group to develop a criteria and understand mapping attributes, and this work will support the identification of relevant terminology maps to be included in the National Library.

The [Digital Health Standards Catalogue](#) was published in June 2024, and 908 standards have been added to the catalogue.



# Standards progress update

Action	Lead	Timeframe*	Status	Update Q2 2024-25	
2.1	<b>Terminology in digital health systems</b> Engage with the health technology sector and health departments to enhance digital health systems to integrate national terminologies and classifications natively.	The Agency	Ongoing	On track	<p>The release of AMTv4 has successfully been implemented. The CSIRO Project team have continued to provide support as the transition occurred. The Agency and CSIRO team held a Jurisdictional workshop in October 2024. The workshop brought representatives from each jurisdiction together to understand each State's implementation, future terminology needs and requirements to drive adoption and implementation of terminology standards nationally. The information collected will be used to develop a terminology maturity model for Australia.</p> <p>Further engagement across the sector with aged care organisations, diagnostic industry, Clinical Information System vendors, clinical colleges and healthcare organisations around the adoption of the NCTS, Ontoserver and SNOMED CT remains ongoing as part of the adoption program.</p>
2.2	<b>Develop specifications and standards</b> Engage with the health sector on the development, selection, use and maintenance of specifications and standards that support the Agency's approved priorities. When required, Agency-developed specifications will be progressed to become standards through the appropriate standards development organisation and their balloting/development processes.	The Agency	Ongoing	On track	<p>The Agency published its <a href="#">Clinical Digital Architecture</a> (CDA) schema as FHIR logical models Implementation Guide (IG) on the Developer Portal on 29 August 2024. This IG will play a central role in FHIR-facade type use cases for the modernised My Health Record.</p> <p>The Agency continues its active participation in the Sparked Clinical and Technical Design Groups. A key focus area, currently, is to support the development of a Patient Summary specification.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Standards progress update

Action	Lead	Timeframe*	Status	Update Q2 2024-25	
2.3	<b>HL7 FHIR® AU usage</b> Develop and expand on HL7 FHIR® AU Base 2 for all Agency and Healthdirect digital health systems and services, including modifications and new systems.	The Agency Healthdirect	Ongoing	On track	<p>The Agency has continued to update its existing FHIR IGs to change their dependency from the HL7 AU Base FHIR IG to the HL7 AU Core FHIR IG, where viable, as part of monthly improvement sprints of work. An internal proof of concept was recently conducted to generate a conformant International Patient Summary (IPS) out of the My Health Record (MHR) using computational methods. The MHR IPS leveraged both AU Base and AU Core FHIR profiles.</p> <p>Healthdirect has made further progress to implement and align to the FHIR standard as follows:</p> <ul style="list-style-type: none"><li>• Completed the build and test activities to implement CSIRO's Ontoserver to enable the syndication of SNOMED terminology from the National Clinical Terminology Service and broader use within Healthdirect.</li><li>• Completed development to integrate with the Healthcare Identifier Service to enable the consumption of IHLs and the future upload of records to the My Health Record. This is underdoing HI Notice of connection testing and conformance testing expected to be completed by the end of December.</li><li>• Continued to onboard booking providers to the FHIR ingestion integration pipeline to support automated sharing of booking details.</li><li>• Completed the transition of Healthdirect's Service Finder and Symptom Checker products from the NHSD proprietary interface to the FHIR API, enabling the longer-term objective to decommission non-standards-based interfaces.</li></ul>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Standards progress update

Action		Lead	Timeframe*	Status	Update Q2 2024-25
2.3	<b>HL7 FHIR® AU usage (continued)</b>	The Agency Healthdirect	Ongoing	On track	<ul style="list-style-type: none"><li>Commenced engagement with The Agency's MyHealth app team to support the transition of the MyHealth App from the NHSD proprietary interface to the standards based FHIR API.</li></ul>
2.4	<b>International standards participation</b> Support Australian participation in international standards development.	The Agency AIHW	Ongoing	Complete	<p>The Agency continues to actively engage with HL7, IHE, GS1 and SNOMED-CT internationally through multiple channels and standards development work. Our ongoing participation in Standards Australia committees also enables us to continue our participation within the ISO work program. Expansion of these activities to encompass other standards organisations and standards development continues where it will support the Australian digital health agenda. Standards participation is an embedded part of the Digital Health Standards Program and engagement will be ongoing.</p> <p>Engagement with the Global Digital Health Partnership also provides a valuable opportunity to drive aligned global standards activities across multiple countries and the wider global standards community.</p> <p>The Australian Institute of Health and Welfare attended the WHO Family of International Classifications October Annual Meetings where improvements to the ICD-11 update process were endorsed and changes to the classification were approved. Work on the International Classification of Health Interventions is also moving toward global endorsement. Both WHO and SNOMED International have announced their intention to explore collaboration on aligning their standards for greater interoperability in the future.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Standards progress update

Action	Lead	Timeframe*	Status	Update Q2 2024-25
<b>2.5 Standards catalogue</b> Develop and implement a national digital health standards catalogue as a user-friendly access point for digital health standards.	The Agency	Immediate	Complete	<p>Following the publication of the initial version of the <a href="#">Digital Health Standards Catalogue</a> in June 2024 further content has continued to be added to enhance the initial functionality and foundational elements. Work is commencing in November 2024 to define initial use cases for the planned curated content.</p> <p>To date, 908 standards have been published. Additional standards will continue to be published on an ongoing basis to enrich the content available to users.</p>
<b>2.6 National Digital Health Standards Program (NDHSP)</b> Implement the NDHSP to develop a dynamic, comprehensive and collaborative digital health standards environment. This program will inform the need for and scope of national governance arrangements for standards.	The Agency	Ongoing	Complete	<p>The Agency is responsible for national stewardship, leadership and coordination of a dynamic, comprehensive and collaborative Digital Health Standards ecosystem. Core to this work is engaging with standards development organisations and industry experts to shape how the digital health standards community delivers the tools needed to support healthcare in a connected digital future.</p> <p>All workstreams of the NDHSP have been established and continue to evolve in consultation with the sector to meet the needs and increasing levels of maturity. Program areas include Standards Governance, Standards Products, Standards Development, Standards Adoption and Implementation and capacity uplift streams.</p> <p>The Agency continues to lead and coordinate collaboration and engagement within the standards community to enable Australian healthcare interoperability.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Standards progress update

Action	Lead	Timeframe*	Status	Update Q2 2024-25
2.7 <b>Digital health standards guiding principles</b> Develop and publish a set of national guiding principles for those developing or implementing digital health standards in Australia, in partnership with standards development organisations and the health technology sector.	The Agency	Immediate	Complete	The Agency published national digital health standards guiding principles on its <a href="#">Digital Health Developer Portal</a> in June 2023. The seven principles were developed in consultation with our partners in standards and interoperability.
2.8 <b>Standards gap analysis</b> Complete a gap analysis to prioritise the digital health standards that are required most urgently to accelerate the interoperability agenda.	The Agency	Immediate	Complete	An initial gap analysis to identify digital health standard improvement work has been completed, and programs to prioritise the Standards Roadmap, the Standards Catalogue and Procurement Guidelines have been initiated. While the initial work has been completed, the Agency will continue to assess sector priorities and identify gaps to accelerate the interoperability agenda. Tooling proposed to support the Gap Analysis process continues to be refined in line with the changing needs of the sector. Critical work on local standards development continues within the 'Sparked' program where further requirements are also being identified and addressed, alongside other international standards development activities.
2.9 <b>Engage standards stakeholders</b> Develop and maintain strong partnership ties with the health technology sector, standards development organisations and other key standards bodies.	The Agency	Immediate	Complete	Strengthening of partnerships with key Standards Development Organisations continues as The Agency works to ensure partnership agreements and joint work plans are in place to support wider program outcomes. The Agency has continued to encourage collaboration among standards stakeholders through the Australian Digital Health Standards Advisory Group. The Agency also holds regular meetings with a wide range of stakeholder groups to ensure that Agency work in the National Digital Health Standards Program is well informed and relevant to the wider sector.

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).





# Standards progress update

Action	Lead	Timeframe*	Status	Update Q2 2024-25
2.10 <b>Including terminology in datasets</b> Coordinate discussions on expanding minimum datasets to incorporate the use of SNOMED CT-AU, AMT and LOINC for data not currently collected in areas such as medications, adverse reactions, pathology and radiology.	The Agency	Short	On track	<p>The Agency and CSIRO continue to drive terminology adoption and implementation through the Sparked Accelerator Program. An initial release of the Radiology Reference Set (RRS) is expected to be published later this year on the National Clinical Terminology Service (NCTS).</p> <p>In addition, The Agency and the Department of Health and Aged Care are working together on the Aged Care Clinical Information System Standards to drive the adoption and implementation of SNOMED CT into national aged care data sets. This project is in the scoping stage and will progress in the 2025/26 financial year. Terminology breakouts are a regular feature of the HL7 AU Connectathons to support industry in adoption SNOMED CT as part of AU Core and eRequest IGs.</p>
2.11 <b>National library of terminology mapping</b> Develop a national “library” of resources that provide translation mapping from national terminologies to other popular terminologies.	The Agency	Short	On track	<p>The Agency has consulted with the Australian Digital Health Standards Advisory Group (SAG) to develop a criteria and understand mapping attributes, to support the identification of relevant terminology maps to be included in the National Library. The criteria includes considerations on national relevance, maturity and maintenance and clinical safety.</p> <p>The Agency will continue its consultation work and plans to publish a summary, use-case example and link to the relevant map on the <a href="#">Digital Health Standards Catalogue</a> by June 2025.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Standards progress update

Action	Lead	Timeframe*	Status	Update Q2 2024-25
2.12 <b>API information exchange</b> Engage with the health technology sector to enhance digital health systems to use HL7 FHIR®, OAuth and OpenID Connect for API information exchanges.	The Agency	Short	On track	<p>The Department of Health and Aged Care is developing an Authentication and Digital Identity Strategy together with the Australian Digital Health Agency and Services Australia. Options for authentication are being developed for stakeholder consultation in the coming quarter.</p> <p>The Agency is collaborating with the digital health community to develop a standardised API framework model supporting discovery and access to information within the digital health ecosystem.</p>
2.13 <b>Develop a conformance framework</b> Engage with stakeholders to develop a conformance framework and associated conformance rules for national digital health systems and services.	The Agency	Short	Complete	<p>The Agency published its <a href="#">Conformance Framework</a> in July 2024. The Conformance Framework provides a strategic overview of the purpose and function of conformance and how the Agency develops, operationalises, assesses, and maintains conformance schemes, profiles and artefacts.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Standards progress update

Action	Lead	Timeframe*	Status	Update Q2 2024-25
2.14 <b>Standards development cooperative</b> Establish a cooperative of developers working to expedite the development of new digital health standards, with a suitable operating model.	The Agency	Short	Complete	<p>The <a href="#">Sparked Program</a> is in its second year of operation, after being established in 2023 to develop national digital health data standards.</p> <p>Following the first release of the Australian Core Data for Interoperability (AUCDI R1) in June 2024, Sparked has continued work to develop release 2 with public comment in release 2 open from December until January 2024.</p> <p>Draft AU eRequesting FHIR Implementation Guide (0.1.0) has now been published with work continuing within both Clinical and Technical groups.</p> <p>Initial workshops have been undertaken through the Sparked Program to support development of a localised/Australian version of the International Patient Summary (Australian Patient Summary). The initial focus will be identifying priority use cases and understanding data requirements related to Reason for Encounter and Chronic Disease Management.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Information sharing



## Information sharing

The sharing of information between healthcare providers and consumers requires information to be discoverable and accessible within a framework of trust, safety, consent, privacy and data quality.

This priority area includes 12 actions to increase the safe, secure and seamless sharing of information with the right people at the right time:

- 3 actions are immediate (2023-24)
- 2 actions are ongoing (2023-24 to 2027-28)
- 4 actions are short (2024-25 to 2026-27)
- 3 actions are medium (2025-26 to 2027-28).

### Progress highlights

Stage 1 of the Producer Portal was delivered in November 2024, delivering API Gateway technology stack integration, along with foundational identity and orchestration capabilities.

Additional functionality, including a pipeline for build promotion and integration with National Clinical Terminology Service to support standards adoption, is already underway and planned for future release.

The Agency is preparing a new my health app feature for release in March 2025. The feature enables consumers who are 14 years old and over to register their preferred GP practice and practitioner.

The Agency has drafted a report reviewing international literature on standards, policy, regulations, and guidelines. The report is currently being reviewed and refined.



# Information sharing progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
<b>3.1 Interoperability in procurement</b> The Agency, health departments and Services Australia will specify interoperability requirements in procurement requests where they meet business objectives. This will leverage existing national infrastructure, terminology and standards.	The Agency All Health Departments Services Australia	Ongoing	On track	<p>The Agency has embedded the consideration of standards and interoperability requirements within their procurement processes.</p> <p>The implementation of Digital Health Procurement Guidelines will assist health provider organisations to embed interoperability principles into their procurement processes.</p>
<b>3.2 API Gateway information exchange</b> Promote the use of the API Gateway to support interoperable information exchange, including development of a service catalogue.	The Agency	Ongoing	On track	<p>The Australian Digital Health Agency's (ADHA) Health API Gateway is envisioned to become the central hub for accessing digital health systems and services across the digital health ecosystem. Clinical Information Systems (CIS) and other systems will access these services through application programming interfaces (APIs). Foundational capability that supports this goal is a Producer Portal that allows for building and deploying of FHIR APIs, SMART on FHIR forms and other applications.</p> <p>Phase 1 of the Producer Portal was delivered in November 2024, delivering API Gateway technology stack integration, along with foundational identity and orchestration capabilities.</p> <p>In addition it,also laid the initial foundations for conformance automation and leveraged a test of the Comprehensive Health Assessment Program ( CHAP - a best practice tool for improving the uptake of annual health assessments for people with intellectual disabilities) SMART on FHIR use case, to demonstrate the value and capability of the Producer Portal.</p> <p>Phase 2 planning has commenced and is expected to include the build of a non-prod to production pipeline and integration with National Clinical Terminology Service to support standards adoption.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



## Information sharing progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
3.3 <b>Procurement guidance</b> Establish an intergovernmental working group to harmonise procurement and use of standards, based on best-practice approaches to interoperability requirements for information and communications technology system procurement.	The Agency	Immediate	Complete	<p>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>Work under this action is expected to continue, expanding guideline content to cover as many technology platforms and procurement processes as possible.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Information sharing progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
<b>3.4 Online interoperability toolkit</b> Develop and maintain an online interoperability toolkit that provides practical guidance, lessons learned, case studies, data dictionaries, terminologies, common specifications, frameworks and a library of exemplars and reusable components, including implementation guides.	The Agency	Immediate	On track	<p>The Agency is considering a range of options to support an online community forum, as part of a project to expand the scope of the online interoperability toolkit to improve online engagement with the digital health community.</p> <p>The online platform will provide information and enable discussion topics for specific communities across software developers, healthcare providers and industry to enhance collaboration.</p>
<b>3.5 GP and aged care facility interoperability</b> Assess the current interoperability between GP and residential aged care facility systems, identifying issues, requirements and potential solutions to resolve issues.	The Agency	Immediate	Complete	<p>The Agency has assessed the interoperability between GP and residential aged care facility systems and made recommendations that will inform future work on clinical information systems (CIS) information exchange standards pertinent to both aged care and GP systems.</p> <p>In August 2024, the Agency published the Aged Care Clinical Information System (ACCIS) Standards – a list of recommended minimum software requirements for CIS including electronic Medication Management (EMM) used in residential aged care homes.</p>
<b>3.6 Consent Management</b> Engage with consumers to investigate options for enabling individuals to grant consent to access all their health information, including in My Health Record. Options will include making it easier to choose which healthcare providers are authorised, and the types of information they can access.	The Agency	Short	On track	<p>Discussions on consent management are ongoing within the Agency to align the various work streams related to consent, including an internal Working Group being established. A consent management study is underway, with completion expected in Q3 2025.</p> <p>In early 2025, consent for research and public health collaboration activities are expected to re-convene and include the Agency, the Department of Health and Aged Care, the Data Governance Board Chair and the Australian Institute of Health and Welfare.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Information sharing progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
3.7 <b>Research international practice</b> Assess the UK national minimum standards for digital health technologies and similar international policies to inform consultation on Australian approaches.	The Agency	Short	On track	The Agency has drafted a report reviewing international literature on standards, policy, regulations, and guidelines. The report is currently being reviewed and refined.
3.8 <b>Care management network</b> Investigate opportunities to build capability to identify and manage individuals within a consumer's formal and informal care management network.	The Agency	Short	On track	<p>The Agency is preparing a new my health app feature for release in March 2025. The feature enables consumers who are 14 years old and over to register their preferred GP practice and practitioner.</p> <p>In Q1 FY25-26, a feature that enables the authorised representative of consumers under 14 years of age to register their preferred GP practice and practitioner is planned for release.</p> <p>Additional my health app capabilities are being planned to enable a consumer to create and manage a personalised care team, as part of the MyMedicare Care Team Registration. Initially, this feature will assist persons with specific chronic conditions and allow them to add registered healthcare providers to support treatment. For those consumers who do not access My Health Record, assisted registration functionality is being explored. The work is in the early stages of discovery and development work is targeted in FY25-26.</p>
3.9 <b>Information-sharing model agreement</b> Collaborate with stakeholders on the development of a model agreement to be used by organisations holding personal health information. This will specify the terms and conditions for sharing, discovering and acquiring information from other organisations. It will cover privacy, security, access controls, patient data rights, technical specifications and intellectual property rights.	Department of Health and Aged Care	Short	On track	The Department of Health and Aged Care is progressing policy development work for various foundational elements of the HIE legislative and policy framework including an authorisation framework, regulating FHIR standards and legislation underpinning the HIE provider directory capability.

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).





# Information sharing progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
3.10 <b>Publish-subscribe service</b> Develop a business case for a national publish-subscribe service to support actions such as alerts, changes to an individual's health information and notifications of acute episodes. This would be available to individuals, healthcare providers and healthcare provider organisations.	The Agency	Medium	Not commenced	This medium-term action will be progressed in the 2025-26 financial year.
3.11 <b>Consistent legislative health definitions</b> Collaborate with jurisdictions and key stakeholders to develop consistent definitions to support health information sharing.	The Agency	Medium	Not commenced	This medium-term action will be progressed in the 2025-26 financial year.
3.12 <b>Harmonising legislation</b> Undertake collaborative intergovernmental work on harmonising relevant jurisdiction legislation, drawing on outcomes from Action 3.11.	All Health Departments	Medium	Not commenced	This medium-term action will be progressed in the 2025-26 financial year.

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Innovation



## Innovation

Developing innovative digital products and services and building a workforce that can confidently use digital technologies will encourage and make it easier to connect to and derive value from new digitally enabled models of care that place individuals at the centre of their healthcare experience.

This priority area includes 3 actions to drive innovation and digital health capability:

- 1 action is immediate (2023-24)
- 2 actions are ongoing (2023-24 to 2027-28).

## Progress highlights

[The Capability Action Plan \(CAP\) 2024-2025](#) work program is progressing with activities to build health sector workforce capability and enhance interoperability awareness and understanding in the higher education and vocational training sectors.

The Agency continues to review and maintain the [Connected Care Education Resources](#), expanding existing education content to inform and build knowledge on key interoperability themes of privacy, controls and safety when using healthcare identifiers.

As part of continued engagement with consumer and clinical peak bodies, The Agency held a webinar on 28 November 2024 with the Consumer Health Forum to build awareness of interoperability themes among health consumers.



# Innovation progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
4.1 <b>Interoperability innovation challenges</b> Run interoperability innovation challenges and “connectathons” to encourage interoperability.	The Agency	Ongoing	On track	Multiple events, workshops and Connectathons were held in 2024. The Sparked program and Standards Development organisations are working to schedule in activities to continue to ensure continued innovation and accelerated adoption of standards.
4.2 <b>Interoperability workforce</b> Implement the National Digital Health Workforce and Education Roadmap to support the workforce required to progress interoperability.	The Agency Australasian Institute of Digital Health	Ongoing	On track	<p>The Capability Action Plan (CAP) 2024-2025 work program has been divided into four program areas with eight projects to be undertaken by external stakeholders to support the Agency to meet the delivery of the key actions of the CAP by 2028.</p> <p>Several health sector workforce capability projects have commenced in the tertiary and vocational education sector, along with work on an Intermediate Clinical Safety course and an upgrade of our On Demand Training environment.</p> <p>In 2025, several projects are planned including a course designed specifically for Aboriginal and Torres Strait Islander people, and the delivery of the Digital Health Workforce (Hub).</p> <p>The Agency will continue to advocate for interoperability in tertiary and vocational education courses.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



# Innovation progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
4.3 <b>Develop education content</b> Develop education content in partnership with users to increase awareness of interoperability.	The Agency	Immediate	On track	<p>The Agency continues to review and maintain the <a href="#">Connected Care education resources</a> library, expanding existing education content to inform and build knowledge on key interoperability themes of privacy, controls and safety when using healthcare identifiers.</p> <p>As part of continued engagement with consumer and clinical peak bodies, The Agency held a webinar on 28 November 2024 with the Consumer Health Forum to build awareness of interoperability themes among health consumers.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



## Benefits



### Benefits

Measuring digital health maturity – including the interoperability of the healthcare system – will help identify areas for investment and track progress for continuous improvement.

This priority area includes 4 actions to continuously measure digital health maturity:

- 1 action is immediate (2023-24)
- 2 actions are ongoing (2023-24 to 2027-28)
- 1 action is short (2024-25 to 2026-27).

### Progress highlights

The Council for Connected Care, the national group established to govern the Interoperability Plan, met for the seventh time on 14 November 2024 and discussed a range of important factors to support the health of older Australians, including transitions in and out of aged care and medication safety.

The next Council for Connected Care meeting will be held on 25 February 2025. This meeting will discuss interoperability in the context of vulnerable communities.

The fifth report on progress against the 44 actions in the Interoperability Plan was published on 31 October 2024.



# Benefits progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
5.1 <b>Administer interoperability survey</b> Undertake an interoperability survey of hospital, pharmacy, GP, allied health, specialist and aged care organisations periodically to measure overall progress on interoperability, starting with a baseline survey in 2022.	The Agency	Ongoing	On track	The survey results from the 2022 Interoperability Benchmark Survey can be found on the Agency's <a href="#">website</a> . Planning continues for the next survey to be conducted in late January/ early February 2025. In the interim, a sub-set of Interoperability Benchmark Survey questions are administered on a quarterly basis to monitor change.
5.2 <b>Publish annual report</b> Publish an annual report on progress of the National Healthcare Interoperability Plan.	The Agency	Ongoing	Complete	<p>The first annual report (2023-24) was published on 1 August 2024.</p> <p>This is the sixth report on progress against the 44 actions in the Interoperability Plan.</p> <p>The Agency has 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. The Council met for the seventh time on 14 November 2024. A range of important factors were discussed to support the health of older Australians, including transitions in and out of aged care and medication safety. The meeting outcomes can be found on the Council's <a href="#">webpage</a>.</p>

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



## Benefits progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25	
5.3	<b>Assess digital health maturity models</b> Collaborate with jurisdictions to assess digital health maturity models.	The Agency	Immediate	Complete	The Agency has undertaken a review of national digital maturity assessments in healthcare, with a focus on models relevant to interoperability. The review is being used to inform Action 5.4.
5.4	<b>GDHP interoperability maturity model</b> Work with the Global Digital Health Partnership to develop and apply the Global Interoperability Maturity Model.	The Agency	Short	On track	Through the Evidence & Evaluation workstream of the Global Digital Health Partnership (GDHP), and in collaboration with the Interoperability workstream, a GDHP Digital Health Maturity Model is being considered. Categories within the model may include interoperability, cybersecurity, policy environments, and clinical and human engagement. Member countries are currently being surveyed and a paper will be presented to the GDHP summit in late January 2025. The build and implementation of the Digital Health Maturity Model is expected to commence in early 2025.

\* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



## Policy tools



### **Policy Tools**

Governments have many policy tools that could be used to support and accelerate interoperable solutions and standards. This priority area includes 1 immediate (2023-24) action to review policy tools.

### **Progress highlights**

This action is completed as reported in the first quarterly progress report.





## Policy tools progress update

Action	Lead(s)	Timeframe*	Status	Update Q2 2024-25
6.1 <b>Review policy tools</b> Engage collaboratively with health departments and key stakeholders to review the effectiveness of current policy tools and assess the additional mechanisms required to support and accelerate interoperability.	The Agency	Immediate	Completed	In 2022 the Agency undertook an evidence review of policy tools to promote digital health system interoperability. The findings were shared with the Australian Government who committed to explore options to legislate information sharing in the 2023-24 Budget.



# National Healthcare Identifiers Roadmap

Quarterly progress report (October 2024 to December 2024)

Delivered as part of the *National Healthcare Interoperability Plan 2023-2028*

Issued 28 January 2025



# National Healthcare Identifiers Roadmap 2023-2028

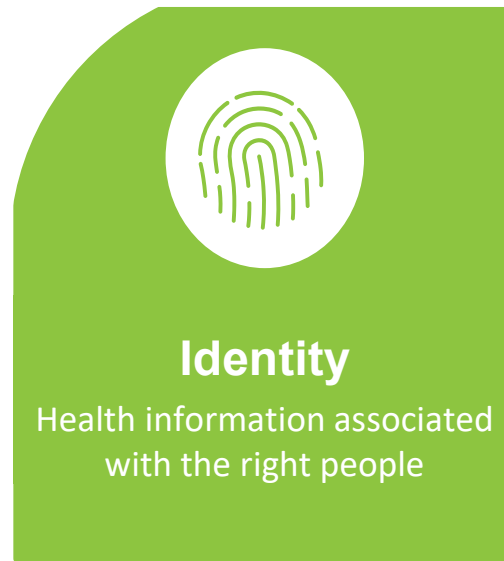
## Introduction

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

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

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

This is the second quarterly progress report against the 20 activities in the Healthcare Identifiers Roadmap.



# National Healthcare Identifiers Roadmap 2023-2028

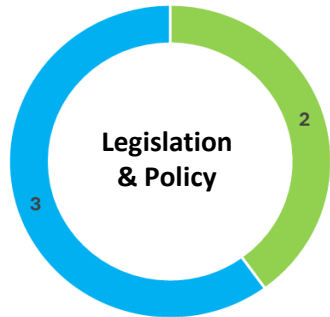
## Status of actions – quarterly progress report (October – December 2024)

**12 activities** on track:

HIA-1, HIA-2, HIA-6, HIA-7, HIA-8, HIA-12, HIA-13, HIA-14, HIA-17, HIA-18, HIA-19, HIA-20

**8 activities** will commence in 2025-26 or 2026-27 as per schedule

HIA-3, HIA-4, HIA-5, HIA-9, HIA-10, HIA-11, HIA-15, HIA-16



■ Completed ■ On track ■ Not commenced (future work) ■ Behind schedule

### Category 1 Legislation and Policy

Key outcomes include:

- Legislative reform to support all parties to manage the health sector effectively and efficiently, and research and evaluation to support continued improvements to outcomes for patients.
- Use of national healthcare identifiers to identify a consumer, healthcare provider individual or healthcare provider organization.

### Category 2 HI Service Improvement

Key outcomes include:

- HI Service integrated to clinical and patient administration systems display IHIs to administrative and clinical users
- Meaningful error messages for failed transactions are returned in real time to the individual registering the patient at a health service or providing the clinical service

### Category 3 Architecture and Data Standards

Key outcomes include:

- IHIs, HPI-Is and HPI-Os are integrated into all systems supporting clinical workflows.
- IHIs, HPI-Is and HPI-Os are available for any form of clinical communication or handover

### Category 4 Operational Improvement

Key outcomes include:

- Identifier matching errors are minimised
- Effective and streamlined management of healthcare identifiers



# Legislation and Policy progress update

Activity	Lead(s)	Start date	Status	Update Q2 2024-25	
1	HI legislative reform program	Department	2023-24	On track	Work to progress priority amendments is continuing with proposed legislative reforms to progress, subject to decisions of Government, in 2025.
2	Australian Government policy position for HI Service adoption	Department	2023-24	On track	Work is continuing on building in the use of healthcare identifiers to key programs and in support of digital health initiatives, such as ePrescribing.
3	Development of a simplified guide to the HI act	Department	2025-26	Not commenced	This activity will be progressed in the 2025-26 financial year.
4	Template policies and guidelines on HI use	Department Agency	2025-26	Not commenced	This activity will be progressed in the 2025-26 financial year.
5	HI use in consumer applications	Agency	2026-27	Not commenced	This activity will be progressed in the 2026-27 financial year.



# HI Service Improvement progress update

Activity	Lead(s)	Start date	Status	Update Q2 2024-25	
6	Data matching and data quality improvements	Agency Services Australia	2024-25	On track	<p>The Agency has commenced planning for stakeholder consultation on opportunities for further improvement of IHI match rates and data quality in the HI Service building on those delivered in June 2024.</p> <p>Services Australia is progressing the development of a program of improvements to increase Healthcare Identifier data quality and matching improvements.</p>
7	Review existing messages and responses	Agency Services Australia	2024-25	On track	<p>The updates in the HI Service June 24 release enabled improvements with Retired IHI status response, and this was deployed in a 'switched off' state pending industry engagement.</p> <p>Services Australia has commenced engagement with industry to support software developers moving forward with the improvement of Retired IHI status responses.</p> <p>Services Australia continues discovery into the adoption of and transition to FHIR as a data standard and as a web service protocol with implementation planned for 2025-26.</p>
8	Improvements to data matching for Aboriginal and Torres Strait Islander peoples	Department Agency Services Australia	2024-25	On track	<p>The Agency is continuing to develop and finalise a Stakeholder Engagement and Communications Plan (the Engagement Plan) which ensures alignment to the Australian Health Ministers Advisory Council "Cultural Respect Framework 2016-2026 for Aboriginal and Torres Strait Islander Health- A National Approach to Building a Culturally Respectful Health System".</p> <p>Once finalised, the Engagement Plan will be used to guide interoperability initiatives and inform the development of culturally appropriate engagement tools to assist in Data Matching and Data Quality Improvement programs.</p> <p>Services Australia have completed a project to support improved data matching for Aboriginal and Torres Strait Islander peoples, providing flexibility for healthcare providers to input alternative date of birth and name to improve data matching of IHIs. Services Australia continues to review data matching rates to assess the benefits of these improvements.</p>



# HI Service Improvement progress update

Activity	Lead(s)	Start date	Status	Update Q2 2024-25	
9	Enhanced search considerations	Agency Services Australia	2025-26	Not commenced	This activity will be progressed in the 2025-26 financial year.
10	Individual Healthcare Identifiers for newborns	Agency Services Australia	2025-26	Not commenced	This activity will be progressed in the 2025-26 financial year.
11	Consumer empowered matching	Department Agency Services Australia	2026-27	Not commenced	This activity will be progressed in the 2026-27 financial year.





# Architecture and Data Standards progress update

Activity	Lead(s)	Start date	Status	Update Q2 2024-25	
12	Healthcare Provider Identifier – Organisations: Guidance on appropriate structures	Agency Services Australia	2024-25	On track	The Agency has completed consultation on uses of HPI-Os and national location identifiers and recommendations will be finalised next quarter to inform future guidance.
13	HI Service conformance review and update	Agency	2024-25	On track	<p>The Agency is continuing to review opportunities to streamline conformance, with a focus on vendor experience.</p> <p>In collaboration with Services Australia, The Agency issued a draft update to the HI Service conformance requirements for industry consultation and conducted an industry information session on the draft changes. The draft conformance Profile was open for external consultation until 24 Dec 2024.</p>
14	Update technical standards	Agency Services Australia	2024-25	On track	Services Australia continues discovery and analysis into the adoption of and transition to FHIR as a data standard and as a web service protocol with implementation planned for 2025-26. This will ensure technical specifications are in place that meet new interfaces based on FHIR standards.
15	HI Service architecture and future extensibility	Agency Services Australia	2025-26	Not commenced	This activity will be progressed in the 2025-26 financial year.
16	Clinical systems architecture and design	Agency	2026-27	Not commenced	This activity will be progressed in the 2026-27 financial year.



# Operational Improvement progress update

Activity	Lead(s)	Start date	Status	Update Q2 2024-25	
17	Develop and implement HI stakeholder engagement and communication plan	Agency	2023-24	On track	The Agency, in consultation with the Department of Health and Aged Care and Services Australia have developed an initial draft of the Stakeholder Engagement and Communications Plan for consultation with key stakeholders.
18	Development of education materials for HI Service	Agency	2023-24	On track	<p>The Agency is continuing to update and publish new resources in the <a href="#">Connected Care education resources</a> library.</p> <p>Additional educational resources are being developed to build awareness and address key themes of safety and security when using healthcare identifiers.</p>
19	HI support model and future operational requirements	Agency Services Australia	2023-24	On track	<p>The Agency has established a new position under its wider SIAM Organisational Structure to overlook and lead the operations work aligned to HIA-19.</p> <p>The Agency and Services Australia have commenced a review of the existing support and operation model to identify gaps and potential improvements.</p>
20	Enhanced governance	Department Agency Services Australia	2024-25	On track	<p>The Digital Health Oversight Committee has assumed responsibility for the governance of the next phases of healthcare identifier reform and has agreed to establish a sub-committee to drive healthcare identifiers reform work. The Healthcare Identifiers Sub-committee (HISC) will provide support for legislative amendments and ensure that the healthcare identifiers framework is a strong foundation for healthcare ecosystem interoperability.</p> <p>The Healthcare Identifiers Working Group continues to meet monthly to facilitate intergovernmental collaboration between the Department of Health and Aged Care, the Australian Digital Health Agency, and Services Australia.</p>

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