

The Next Horizon

From national reform to connected care

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Australian Government

Department of Health, Disability and Ageing

www.health.gov.au

ITAC 2026

Wednesday 6 May 2026

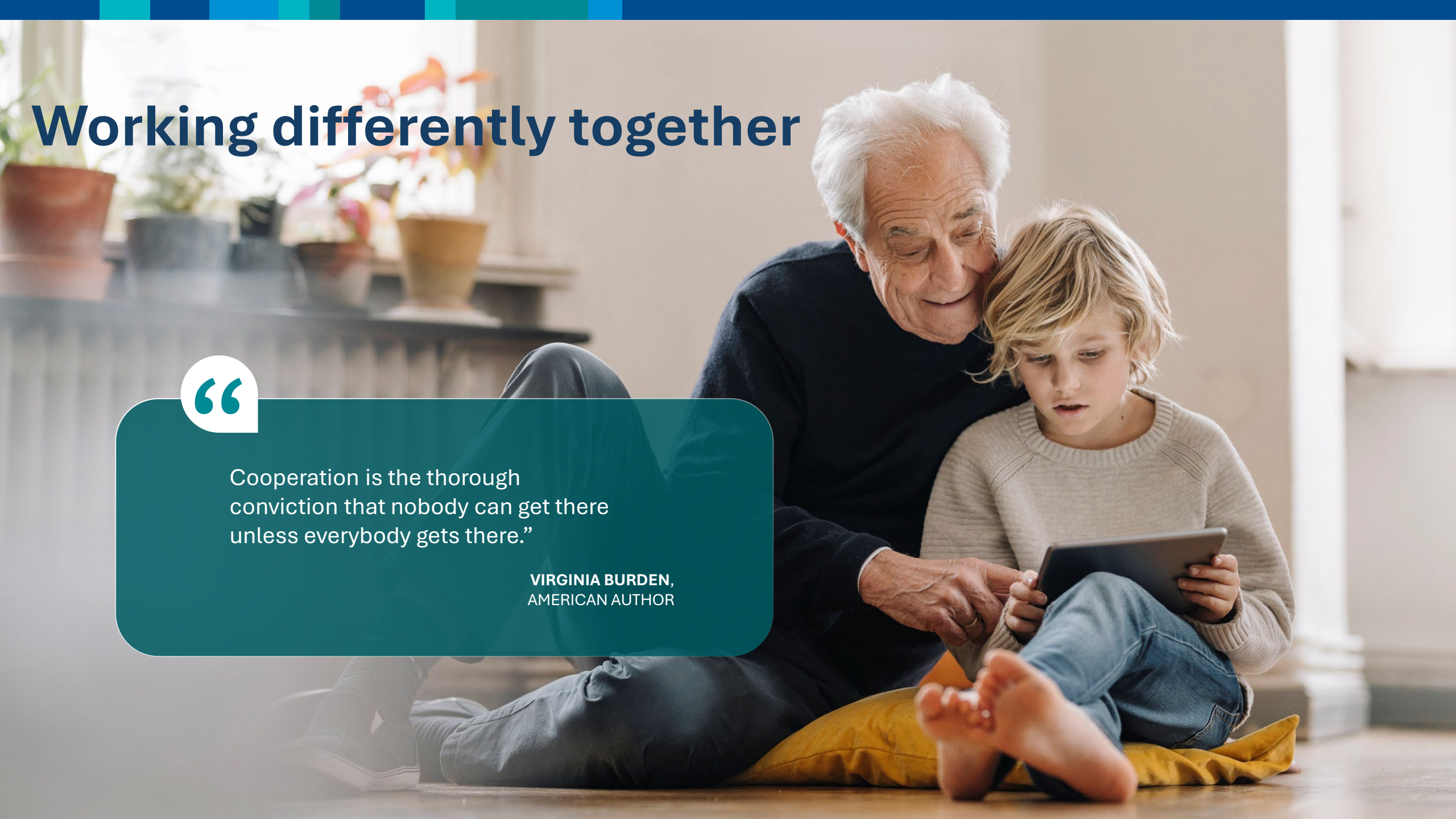
An aerial night view of a city skyline, likely Sydney, Australia, with the Sydney Harbour Bridge and numerous skyscrapers illuminated. The sky is a mix of orange, yellow, and blue, suggesting sunset or sunrise. The city lights are reflected in the water in the foreground.

Acknowledgement of country

Together we acknowledge the **Traditional Owners of Country** across Australia and recognise the continuing connection to lands, waters and communities.

We pay our respect to **Aboriginal and Torres Strait Islander cultures**; and to all Elders past, present and emerging, recognising their connection to Country and their role in caring for and maintaining it for many thousands of years.

Working differently together

A photograph of an elderly man with white hair and a young child with blonde hair sitting on a wooden floor. The man is wearing a dark blue sweater and the child is wearing a light grey sweater and blue jeans. They are both looking at a tablet held by the child. The man is pointing at the screen. In the background, there is a table with several potted plants.

“

Cooperation is the thorough conviction that nobody can get there unless everybody gets there.”

VIRGINIA BURDEN,
AMERICAN AUTHOR

A young man with dark hair and a beard, wearing a blue t-shirt, is sitting on a brown leather couch. He is holding a tablet and pointing at the screen with his right hand. An elderly woman with short white hair, wearing a white cardigan over a blue top, is sitting next to him. She is also smiling and looking at the tablet. The background is a bright, modern interior with large windows and a hanging lamp.

More than policy

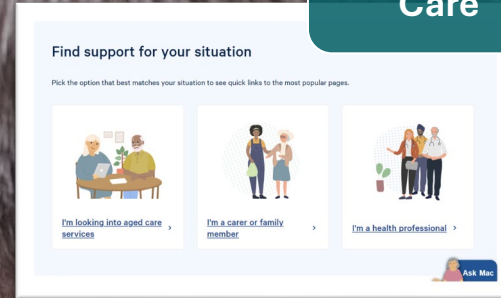
Digital reform underpinned complex legislative change

- New Aged Care Act
- New digital foundations
- New ways of working

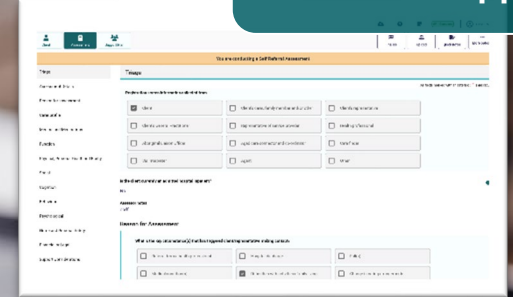
Manual to automated

Modernising health and aged care systems

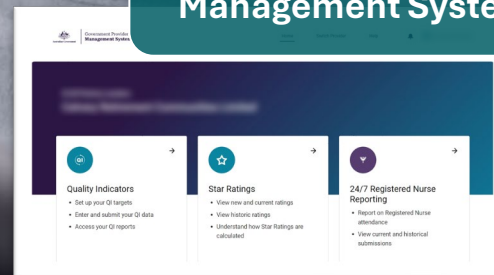
My Aged Care



Aged Care Assessor App

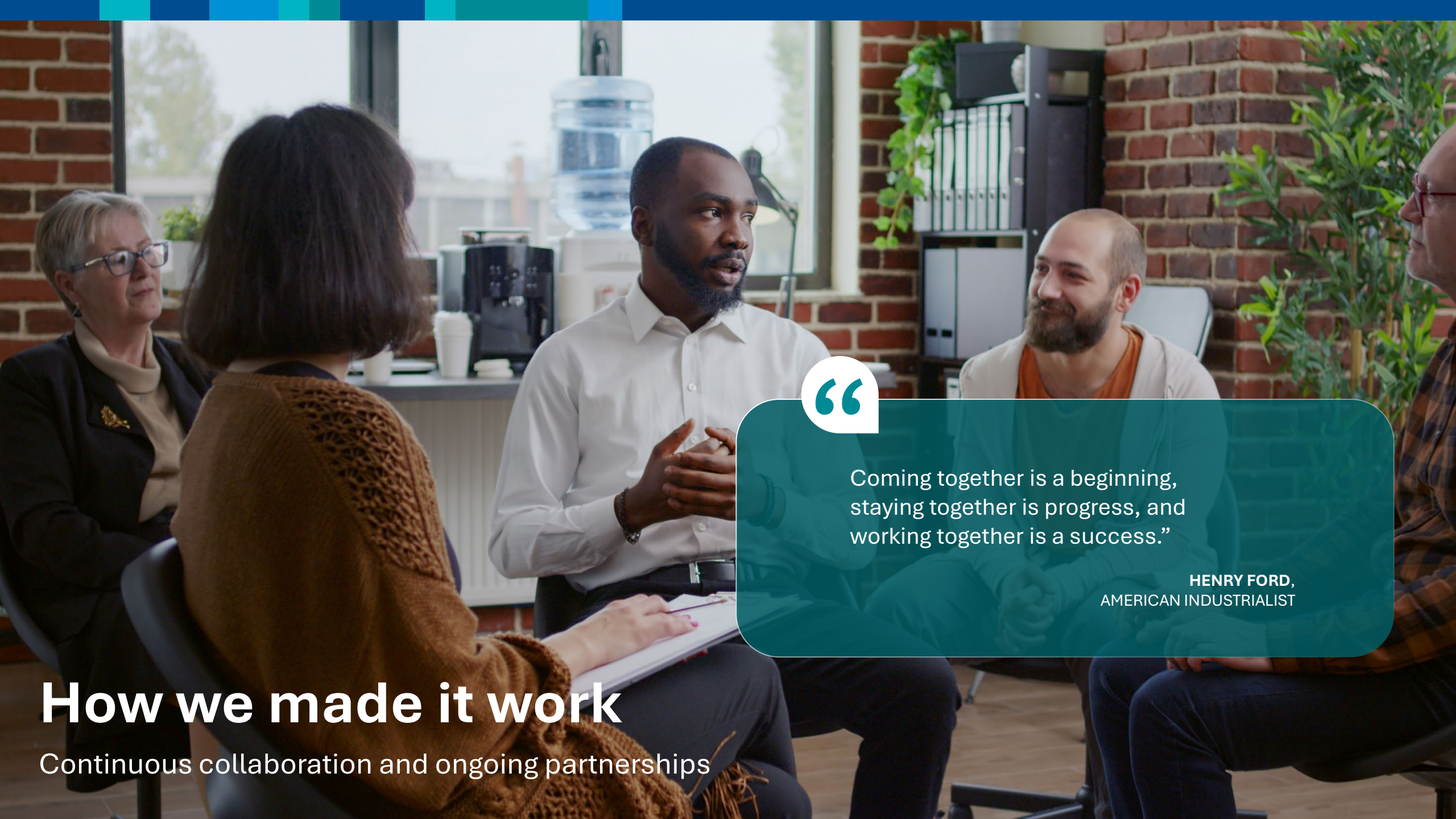


Government Provider Management System



Business to Government Gateway





“

Coming together is a beginning,
staying together is progress, and
working together is a success.”

HENRY FORD,
AMERICAN INDUSTRIALIST

How we made it work

Continuous collaboration and ongoing partnerships



Digital Transformation Tech Talks

Regular public webinars
that cover the latest on
digital transformation



Digital Transformation Sector Partners

Monthly meetings with
sector volunteers to
co-design digital solutions

Working together

Collaboration in action

Lessons learned

It's not always what you think

- Size $\neq$ capability
- One baseline doesn't fit all
- Tailored uplift matters
- Progression – not perfection – is the goal



Working smart and better

The enduring vision for aged care

- Administrative overhead is a major pain point
- Focus is enabling more time for direct care
- Automate the manual processes
- Level up and scale these efficiencies





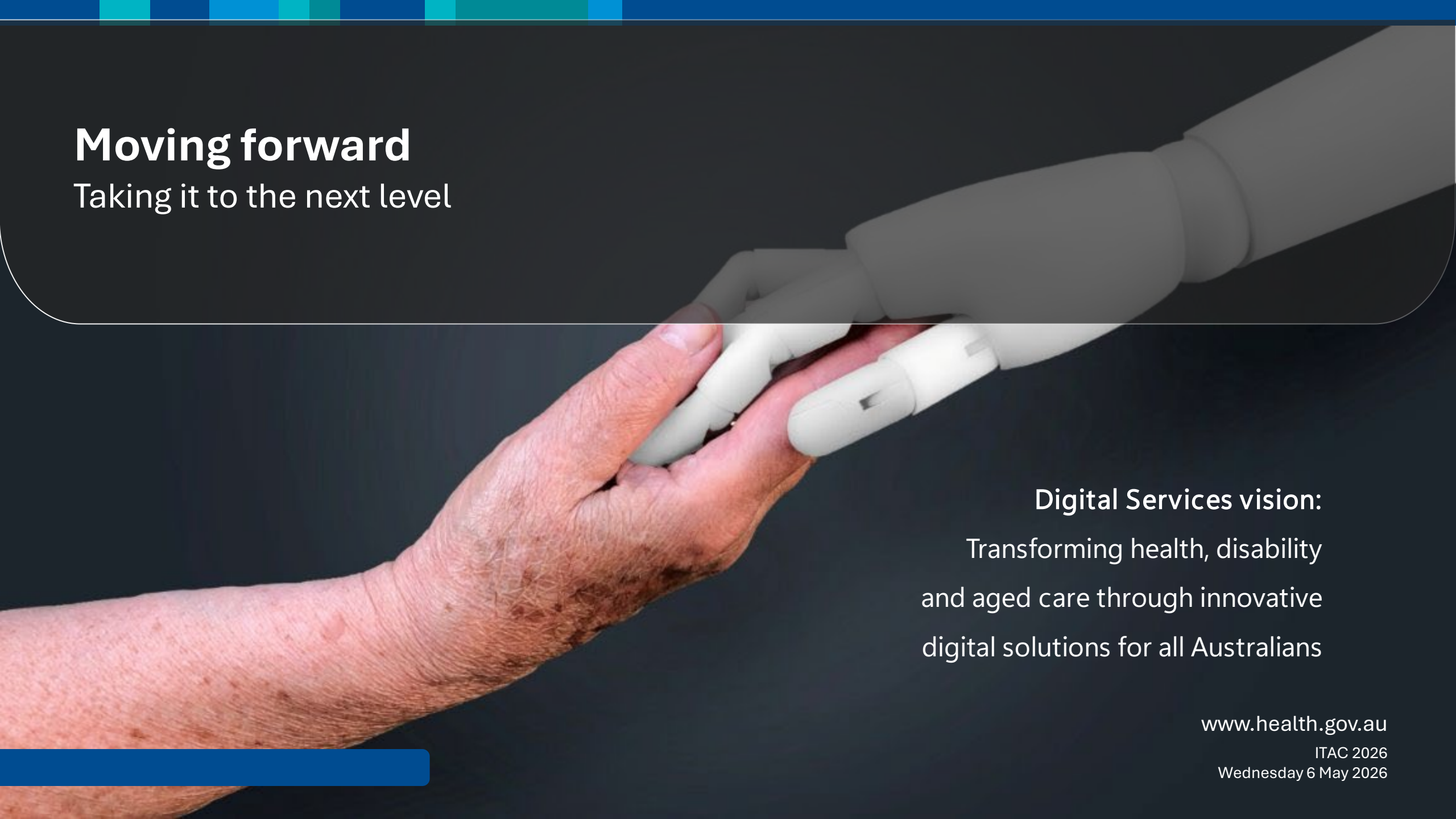
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Scaling what worked



There is nothing like a dream to
create the future.”

VICTOR HUGO,
FRENCH AUTHOR

A close-up photograph of a white, articulated robotic hand gently holding a human hand. The human hand is aged, with visible wrinkles and a reddish-pink hue. The background is dark and out of focus. The image is partially covered by a dark blue banner at the top and a blue bar at the bottom.

Moving forward

Taking it to the next level

Digital Services vision:
Transforming health, disability
and aged care through innovative
digital solutions for all Australians

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