

## Consultation to inform the development of the National Allied Health Digital Uplift Plan

The Australian Government Department of Health, Disability and Ageing (the Department) is developing a phased plan to uplift the digital capabilities of the allied health sector in partnership with the Australian Digital Health Agency (the Agency) and Allied Health Professions Australia (AHPA).

### Health sector digital transformation

The Australian health system is undergoing significant digital transformation, guided by a suite of interlinked initiatives, strategies and plans that collectively aim to modernise the delivery of person-centred care. This transformation supports enhanced patient outcomes and provider collaboration and improves efficiency of the health system. It also supports integration of allied health services delivered in related sectors such as disability and aged care. While many Allied Health Professionals (AHPs) are adopting digital tools, significant barriers such as high costs, fragmented work settings, limited digital literacy, lack of tailored education and outdated infrastructure continue to pose significant challenges.

### National Allied Health Digital Uplift Plan

The development of the National Allied Health Digital Uplift Plan (the Uplift Plan) forms part of implementation of the [National Digital Health Strategy, 2023–2028 \(NDHS\) and Delivery Roadmap](#) and its vision of an inclusive, sustainable and healthier future for all Australians through a connected and digitally enabled health system. It also supports the [Commonwealth's Digital Health Blueprint and Action Plan 2023-2033](#) and vision which is centred on the use of digital and data to improve how health services are accessed, used and delivered to help consumers live healthier lives.

### Aim

The intended aim of the Uplift Plan is to provide a high-level, strategic and phased approach to assist the allied health sector across Australia embrace digital healthcare technology, increasing the sharing of information across the care continuum, improving health outcomes for consumers and supporting delivery of key government healthcare reforms.

### Purpose

The purpose of the Uplift Plan will be to inform and empower the allied health sector to harness the opportunities resulting from digital transformation and healthcare modernisation over the next 5 years and adopt them in their practice.

### Vision and outcomes

The Uplift Plan will present a national vision that focuses on delivering four objectives across three time-horizons. It will identify high-level initiatives to support uplift.

#### *Vision*

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

## Outcomes

1. **Digitally enabled and ready:** Safe, secure and sustainable digital health technologies are integrated into allied health service delivery. AHPs and services have access to information, education and training to support the use of digital technologies.
2. **Collaborative:** Digital tools support AHPs to effectively participate in and contribute to multidisciplinary care teams. Digital tools streamline information sharing and enables AHPs to work across care settings, reducing pressure on the workforce and improving patient outcomes.
3. **Data-driven:** Efficient and accurate digital information sharing ensures that AHPs have access to comprehensive, quality data when and where they need it. This facilitates informed clinical decision-making, enhances patient outcomes, supports service planning, and informs public policy.
4. **Person-centred:** Australians are empowered and supported to manage their care and can access their personal health information, when and where they need it. Transitions of care between providers are secure and seamless, with the patient at the centre of their care journey.

## Action plan to deliver allied health digital uplift

The Action Plan will form a core part of the Uplift Plan and will present a series of initiatives with clear objectives to address barriers and uplift digital maturity. Delivery of the initiatives is shared by federal, state and territory governments and agencies, peak bodies and organisations, healthcare organisations, allied health practitioners, software vendors and education institutions. The initiatives listed in the plan may be planned, underway, or proposed for future consideration.

## About This Consultation

Stakeholder feedback is a critical component of the development process of the Uplift Plan. This consultation paper was derived through extensive research and consultation with key stakeholders, including the allied health sector and key government agencies. The consultation paper outlines potential focus areas aligned with four key outcomes, and includes examples of current and proposed initiatives to guide development of an Action Plan.

We are seeking feedback from allied health professionals, peak bodies and professional associations, other health professionals, educators and training providers, technology vendors, service organisations who provide or support access to allied health care, consumers and carers, and federal, state and territory governments on this consultation paper to ensure the final Uplift Plan is genuinely grounded in sector input, giving it the credibility and relevance it needs to support long-term digital transformation.

We are interested in understanding:

- If the proposed areas for action in the draft Action Plan offers real and practical assistance with increasing digital capability
- The supports and resources most likely to be used by AHPs to assist the uptake of digital health offerings
- If the proposed outcomes, focus areas and actions are clear, concise and provide sufficient guidance and direction
- If there are any missing or upcoming (government and non-government) initiatives that should be included in the Action Plan
- What would make the most impact in increasing digital maturity and capability of AHPs

### How to contribute

You can provide your feedback by completing the survey on the Department Consultation Hub which covers the 5 questions above.

Any questions about the consultation can be emailed to the Agency at:  
[strategy@digitalhealth.gov.au](mailto:strategy@digitalhealth.gov.au).

### **Why Your Views Matter**

Your views are crucial in shaping the future of allied health digital uplift. By participating in this consultation, you contribute to the development of a plan that supports AHPs in delivering high-quality, patient-centred care through digital health tools. Your feedback will help identify gaps, refine initiatives, and ensure the plan's success and sustainability.

## Action plan to deliver allied health digital uplift

Three time-horizons have been identified to form the action plan for the National Allied Health Digital Uplift Plan. While the digital health system is constantly evolving, there is a clear sequence of actions that are essential to support the successful uplift of the allied health sector.

Each horizon presents an overview of the anticipated future state of the health ecosystem.

**Horizon 1** sets the foundation required to drive the delivery of the benefits outlined in **Horizons 2 and 3**.

<b>Horizon 1 – short term</b> <b>2025-2026</b>	<ul style="list-style-type: none"><li>• The process for allied health professionals (AHPs) to connect with national digital tools and services is simplified.</li><li>• AHPs are supported and enabled to adopt digital health technologies, building confidence and competence with existing systems.</li><li>• Key activities include raising awareness among AHPs about digital tools and security, connecting more providers to My Health Record, and ensuring more clinical information is available to support patient care (e.g. through 'Share by Default'<sup>1</sup>).</li><li>• AHPs will be engaged in digital health reforms and the foundations will be set for improved connectivity and data sharing.</li></ul>
<b>Horizon 2 – medium term</b> <b>2027-2029</b>	<ul style="list-style-type: none"><li>• Early adopters of digital health tools will demonstrate the clear value of adoption, leading to more comprehensive health information available through My Health Record and generating momentum for other AHPs to engage.</li><li>• Data is available to inform future care delivery and system-level planning.</li><li>• Efforts to reduce technical barriers to connection will enable more AHPs to access and contribute digitally to patient care.</li><li>• Consumers will be supported to actively contribute to their health and wellness.</li><li>• Digitally mature AHPs will support the sector in exploring innovations and identifying gaps in systems, driving the development of relevant education and training programs to keep pace with evolving technology.</li></ul>
<b>Horizon 3 – long term</b> <b>2030 onwards</b>	<ul style="list-style-type: none"><li>• There will be widespread use and seamless integration of digital healthcare into allied health workflows across care settings.</li><li>• AHPs will be supported to participate in <a href="#">Health Connect Australia</a> and utilise electronic referrals, eRequests and exchange of clinical information where appropriate.</li><li>• With strong patient privacy safeguards, each patient interaction can support a learning health system by enabling responsible data use to improve care, research and clinical decision-making.</li><li>• AI-enhanced clinical information systems (CIS) will provide AHPs tools that generate predictive insights and enable proactive, coordinated care that adapts in real time to each patient's evolving needs.</li></ul>

<sup>1</sup> Modernising My Health Record—Sharing by Default Act 2025

## Outcome 1 - Digitally enabled and ready

### Digitally enabled and ready to embrace digital health tools and services

Digital health tools and services should be fit-for-purpose and able to support AHPs to deliver quality and safe care.

To foster digital adoption, all partners should create an environment that equips AHPs with the necessary tools to embrace change. Being prepared to adopt digital health tools and services allows AHPs to rethink their workflows and design their services to provide optimal care.

This section includes:

- 1.1 Connecting AHPs to provide better patient care*
- 1.2 Supporting clinical information to be protected, consistent and high quality*
- 1.3 Making tailored and intuitive resources easily accessible*

#### 1.1 Connecting AHPs to provide better patient care

For patients and clients to receive high quality care, AHPs need quick and easy access to clinical information and the ability to contribute to it. This will be supported through reforms to modernise My Health Record, including [share by default](#), which will ensure consumers and their healthcare providers, including allied health professionals, have better access to key health information when and where it is needed. A connected national digital health system needs to ease technical barriers to adoption, providing digital health tools and services that support seamless connection, access and contribution.

Immediate effort should be on two key areas to support the uptake of digital health tools and services.

#### **Streamline and simplify registration processes for AHPs:**

- Registration for government-led digital health services should be quick and hassle-free. The process needs to be simple, with clear steps and minimal barriers.
- The Department, the Agency and Services Australia, are working together to streamline and simplify registration, ideally by December 2025 to align with Horizon 1.

#### **Connect allied health clinical information systems to My Health Record:**

- The Agency has engaged several industry software vendors to uplift their clinical information systems to meet conformance standards through the Allied Health Industry Offer. This is essential to support AHPs to connect and share information to My Health Record.
- The Agency is working to assist software vendors to deliver My Health Record conformant clinical information system<sup>2</sup>s by July 2026 to align with Horizon 1, and support communication strategies and resources that enable adoption in the

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<sup>2</sup> A conformant Clinical Information System (CIS) is a type of computer-based system used in healthcare to collect, store, manage, and share patient information in a way that follows specific standards and regulations. The term "conformant" means that the system meets certain rules or guidelines, such as those related to data privacy, security, and interoperability (the ability to work well with other systems).

following months. Software vendors play a key role in the digital uplift of the allied health sector by supporting this work with the Agency to meet [conformance standards](#).

- A My Health Record conformant CIS will enable allied health professionals to securely connect to My Health Record, giving timely access to key patient information such as medications, pathology, and diagnostic imaging reports—especially with the introduction of Share by Default. This supports clinical decision-making, enhances team-based care, and prepares practices for connect with other digital health innovations such as electronic prescribing and electronic requesting, while also improving efficiency and patient trust through more coordinated care.

**Table 1** shows several initiatives planned or underway that will support the sector to deliver these benefits for AHPs and their patients:

Table 1 | Initiatives to connect AHPs to provide better patient care.

Initiative	Digital Uplift partners						Status	Intended outcome
	The Agency	The Department	Allied health peak	Software & IT vendors	Services Australia	Other		
Improve the registration process for the Healthcare Identifiers Service.	✓	✓	✓		✓	State and Territory Health Departments	Underway: Horizon 1 - 2025	An increase in the number of AHPs using the Healthcare Identifiers Service.
Modernise the Healthcare Identifiers Service to effectively address current and future healthcare needs.	✓				✓	State and Territory Health Departments	Underway: Horizon 1 - 2025	Use the Healthcare Identifiers Framework Project to deliver a robust framework that enables the Healthcare Identifiers service to effectively address current and future healthcare needs.
Enhance education provided to AHPs to improve understanding and uptake of the Healthcare Identifiers Service.	✓		✓	✓	✓	State and Territory Health Departments; Employers	Underway: Horizon 1 - 2025	More effective use of the Healthcare Identifiers Service will enable AHPs to access health records faster, improving care continuity and reducing errors.
Seamlessly integrate My Health Record and My Aged Care to improve care delivery in clinical workflows.	✓	✓		✓			Underway: Horizon 1 - 2025	A cohesive digital health ecosystem that offers healthcare providers accurate, up-to-date information to improve care coordination.
Develop Allied Health Clinical Information System standards to support clinicians to share and use data effectively.	✓		✓	✓		State and Territory Health Departments	Underway: Horizon 1 - 2026	Improved data sharing, clinical decision making and compliance through effective integration of systems with allied health.
Improve education about the benefits of Provider Connect Australia to increase AHP registration.	✓		✓				Underway: Horizon 1 - 2026	More effective use of Provider Connect Australia by AHPs to reduce administrative burdens and save time.
Expand education provided to AHPs about My Health Record to boost understanding and encourage responsible uptake.	✓		✓			State and Territory Health Departments	Underway: Horizon 1 - 2026	More effective utilisation of My Health Record will facilitate more efficient clinical decisions and improve patient outcomes.
Ensure effective execution of the Allied Health Industry Offer to increase availability of conformant allied health clinical information systems for AHPs.	✓			✓			Underway: Horizon 1 - 2026	An increase in the availability and uptake of conformant clinical information systems available to allied health organisations, including the upgrade of existing systems.

Underway: these initiatives are underway

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

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

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

Digital health standards provide critical foundations for a safe and strong Australian healthcare system. Although they are often technical documents, in simple terms these standards guide processes, data structure, and methodology embedded within the technology we use in healthcare. They are often informed by clinical processes but are always developed with a focus on ensuring safety and consistency across the workflows of the health and care ecosystem.

Conformant clinical information systems (those that align with Australian digital health standards) will enable AHPs to use consistent terminology and ensure that the data that is needed to support care is available every time it is needed in a format that ensures it can be used.

### **Set and embed contemporary digital health standards:**

- AHPs' digital health services and tools need to enable standardised, high quality clinical documentation. This needs to be delivered through universal [SNOMED](#)<sup>3</sup> clinical terminology that has been developed to meet the diverse needs of AHPs, and adoption of [Fast Healthcare Interoperability Resources](#) (FHIR)<sup>4</sup> as a universal standard for exchanging healthcare information in an efficient and adaptable manner.
- The Agency is working to drive these standards across the sector, progressing this in Horizon 1 supports the delivery of conformant clinical information systems under the Allied Health Industry Offer.
- Clinical information must be securely protected to ensure patient confidentiality and data integrity. Robust cybersecurity measures aligned with Australia's Cyber Security Act should be implemented so that AHPs can uphold trust with patients and maintain professional responsibilities while utilising digital health tools.

**Table 2** shows several initiatives planned, underway or future initiatives that will support the sector to deliver these benefits for AHPs and their patients:

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<sup>3</sup> SNOMED CT is a comprehensive, computer-processable clinical terminology system used worldwide to describe and document clinical information

<sup>4</sup> FHIR (Fast Healthcare Interoperability Resources) is a healthcare data standard developed by HL7 International that defines how healthcare information can be exchanged between different computer systems

Table 2 | Initiatives to support clinical information to be protected, consistent and high quality

Initiative	Digital Uplift partners						Status	Intended outcome
	The Agency	The Department	Allied health peak bodies	Software & IT vendors	Services Australia	Other		
Support the implementation of the Cyber Security Act to protect clinical data.	✓	✓		✓		Australian Signals Directorate, Department of Home Affairs	Underway: Horizon 1 - 2025	Strengthened security across Australia's digital health infrastructure against cyber threats.
Engage with AHPs to develop clinical note document standards to improve data quality.	✓	✓	✓				Underway: Horizon 1 - 2025	More consistent and accurate documentation of patient care across different care settings.
Commence work with the allied health sector to expand SNOMED clinical terminology to meet the needs of AHPs.	✓	✓	✓			CSIRO (including Sparked), HL7 Australia	Underway: Horizon 1 - 2026	More reliable documentation, data sharing and care coordination across an expanded suite of allied health terminology.
Engage software vendors in FHIR training (including a technical bootcamp) to support FHIR adoption in digital health solutions.	✓			✓	✓	State and Territory Health Departments	Underway: Horizon 1 - 2026	Greater capability among software vendors to build FHIR conformant systems that enable secure, standardised exchange of healthcare data and an understanding of policy changes planned.
Implement modern technical standards, including FHIR, to better share and use data.	✓			✓	✓		Future initiative: Horizon 2 - 2028	Secure, standardised storage of detailed healthcare data that supports real-time data sharing and analysis across the Australian health system.
Develop compelling use cases for adopting FHIR standards to drive better understanding of the benefits among AHPs.	✓	✓	✓		✓		Planning commenced	Improved understanding of how health data is collected, accessed and shared (including an understanding of the benefits of FHIR adoption) among AHPs.

Underway: these initiatives are underway

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

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

### 1.3 Making tailored and intuitive resources easily accessible

More accessible and relatable resources will help AHPs be digitally ready and build digital confidence and competence.

There are three areas that are key to supporting AHPs to build digital maturity:

#### **Promote availability of existing resources:**

- Valuable resources are available to help AHPs increase digital literacy and adopt digital health tools, enabling them to connect to My Health Record and responsibly access patient health records.
  - Examples include [continuous professional development](#) provided by the Australasian Institute of Digital Health, [digital health resources](#) provided by AHPA, and [allied health courses](#) and [implementation support resources](#) provided by the Agency.
- The Agency currently partners with peak bodies and registration bodies to proactively engage the sector and raise awareness of existing resources through continuing professional development, in alignment with Horizon 1.

#### **Develop new resources tailored to the diverse needs of AHPs:**

- Those developing resources should continue to engage with the sector to identify specific information and education needs, collaborating with peak bodies to develop tailored resources from AHP, sector or scenario perspectives. These resources will enhance digital literacy and maturity. This will also be supported through delivery of the [National Digital Health Capability Action Plan](#) which aims to build the digital health skills of future workforce.
- Resource needs should be identified collaboratively by AHPs and all partners, with effective feedback channels in place. Immediate focus should be on establishing these mechanisms and developing tailored resources during Horizon 1.

#### **Targeted education to increase cybersecurity awareness and skills:**

- Digital uplift needs to enhance the standard of cybersecurity in the sector. Education and communication could focus on cyber awareness, risks, and expectations. This needs to reach all areas of the sector, especially solo or small practices. Direct marketing of applications or products which do not meet industry standards has led to the increased use of unregulated and insecure applications to share patient records.

**Table 3** shows several initiatives planned, underway or future initiatives that will support the sector to deliver these benefits for AHPs and their patients:

Table 3 | Initiatives to increase the availability of tailored and intuitive resources that are easily accessible to AHPs

Initiative	Digital Uplift partners						Status	Intended outcome
	The Agency	The Department	Allied health peak bodies	Software & IT vendors	Services Australia	Other		
Establish a National Allied Health Workforce Strategy to support allied health workforce sustainability.		✓					Underway: Horizon 1 - 2025	A coordinated plan to strengthen the allied health workforce long-term, ensuring it meets future health system needs and enables high-quality care.
Enhance education about cybersecurity and privacy risks for AHPs to protect patient data.	✓		✓			State and Territory Health Departments; Employers	Underway: Horizon 1 - 2025	AHPs are equipped with the skills to understand privacy and security requirements in an allied health context.
Increase education about digitisation and the safe use of AI among AHPs to support safe and effective innovation.			✓	✓		State and Territory Health Departments	Underway: Horizon 1 - 2026	Improved ability to critically evaluate, understand and utilise AI technologies among AHPs.
Embed digital health education into formal health education to raise the digital maturity of AHPs.	✓					Higher education institutions	Future initiative: Horizon 2 - 2027	Early career AHPs feel comfortable and confident using modern digital health tools after graduating from VET courses and/or health degrees.
Provide tools that support AHPs to select a conformant clinical information system that best suits their needs.	✓						Planning commenced	Allied health organisations can select a conformant clinical information systems using a simple and intuitive tool.
Provide AHPs with evidence-based tools to self-assess digital maturity.	✓						Planning commenced	Allied health organisations and professionals can effectively assess their digital maturity against established standards.
Deliver training to AHPs on the benefits of using a conformant clinical information system and adopting FHIR tools.	✓		✓				Planning commenced	AHPs understand the importance and practical uses of FHIR and conformant clinical information systems.
Expand access to the Product Demonstration Platform to AHPs.	✓						Planning commenced	Improved understanding of digital health benefits and use cases among AHPs.
Embed digital health competencies in national healthcare reforms and policies.	✓	✓	✓		✓	AIDH	Planning commenced	Digital health competencies are included in national healthcare reforms and inform allied health workforce policies.

Underway: these initiatives are underway

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

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

## Outcome 2 - Collaborative

### Facilitate seamless, multidisciplinary and coordinated care

Collaborative care from AHPs offers patients a more effective and efficient path to their health goals. When AHPs share data and work in multidisciplinary care teams, they can provide more personalised care that leads to a more seamless journey for patients and clients, and ultimately better outcomes.

This section includes:

*2.2.1 Digital health tools and services that support connected, coordinated care*

*2.2.2 Electronic requests and prescriptions are needed for seamless collaboration*

#### 2.1 Digital health tools and services that support connected, coordinated care

Seamless digital collaboration between AHPs and other health professionals means more coordinated and holistic care, leading to a smoother, more integrated healthcare journey and better recovery, well-being, and achievement of their individual health goals.

Relevant government agencies and software vendors can support the following initiatives that are essential to connecting AHPs:

##### **Enable AHPs to communicate securely with other health professionals:**

- AHPs should be able to utilise digital technologies to communicate securely with other healthcare providers. These tools should seamlessly embed into workflows so that older communication methods eventually become obsolete.
- Planning is underway and the Agency, in partnership with software vendors, aims to deliver secure messaging in Horizon 2.

##### **Support reliable and secure information exchange:**

- Fast and secure communication is vital to make sure the right information gets to the right provider when it's needed. Digital health systems provide more reliable ways to share information while protecting patient privacy and maintaining trust in the healthcare system.
- The Agency is working to partner with software vendors, the Department and Services Australia to make progress and align with Horizon 2. This will be supported through platforms such as [Health Connect Australia](#) which will provide a new way for providers to connect so they can share patient information.

**Table 4** shows several initiatives planned, underway or future initiatives that will support AHPs to deliver connected, coordinated care.

Table 4 | Initiatives that support connected, coordinated care

Initiative	Digital Uplift partners						Status	Intended outcome
	The Agency	The Department	Allied health peak bodies	Software & IT vendors	Services Australia	Other		
Deliver digital technologies that support AHPs to communicate securely within multidisciplinary care teams.	✓			✓			Planning commenced	Healthcare providers can communicate privately in a way that supports patient privacy and accountability.
Provide a consolidated directory of health services that is simple to use and integrates seamlessly with systems.	✓	✓		✓	✓	State and Territory Health Departments	Underway: Horizon 1 - 2026	A comprehensive and consolidated directory of health services and provider information that is underpinned by a simple registration process.
Deliver technical solutions that support the secure and direct exchange of clinical information between clinicians.	✓	✓	✓	✓		State and Territory Health Departments	Future initiative: Horizon 2- 2027	Providers can securely request and share health information between providers (including diagnostic tests and results).

Underway: these initiatives are underway

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

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

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

Digital health tools and services need to enable AHPs to work to the top of their scope of practice. For example, software can support authorised health practitioners, such as podiatrists and optometrists, to use electronic prescribing to further streamline service delivery.

There should be focus by relevant government agencies and software vendors on two key areas that will further support authorised AHPs to utilise electronic requesting and prescribing.

### **Implement electronic requesting:**

- Electronic requesting will support multidisciplinary teams to reduce waste and duplication. It streamlines communication and should ensure requests are accompanied with relevant clinical information.
- Collaboration by the Agency, software vendors and AHPs will support the development of fit-for-purpose workflows.

### **Deliver electronic prescribing functionality where appropriate:**

- Electronic prescriptions reduce errors, save time, and streamline communication between healthcare providers, while supporting safe medication management for patients. Authorised AHPs should be enabled to prescribe electronically using secure, integrated systems. These systems should provide a holistic view of a patient's medication regimen and include clinical decision support functions that alert AHPs to precautions and contraindications.
- The Agency, in partnership with software vendors and the Department can support authorised AHPs to adopt CIS conformant to the latest [Electronic Prescribing Conformance Profiles](#) published by the Agency and compliant with the underpinning [Commonwealth legislation](#) and [State and Territories regulations](#). These enhancements should be integrated into clinical information systems during Horizon 2 to ensure secure and efficient prescribing practices.

**Table 5** shows several initiatives planned that will support the sector to deliver electronic requesting and prescribing functionalities to appropriate AHPs.

Table 5 | Initiatives to deliver electronic requesting and prescribing

Initiative	Digital Uplift partners						Status	Intended outcome
	The Agency	The Department	Allied health peak bodies	Software & IT vendors	Services Australia	Other		
Support the expansion of clinical information system functionality to enable imaging and pathology test requests for AHPs.	✓	✓		✓			Planning commenced	Eligible AHPs can order pathology tests through participating laboratories using a conformant clinical information system.
Support the expansion of clinical information system functionality to enable electronic prescription generation by authorised AHPs as an alternative to paper prescriptions to provide a greater choice for consumers.	✓	✓		✓			Planning commenced	Eligible AHPs can provide electronic prescriptions to patients through conformant clinical information systems.
Develop targeted education modules to train relevant AHPs on the use of electronic prescribing functionality.	✓		✓			State and Territory Health Departments	Planning commenced	Eligible health professionals can confidently and effectively use electronic prescribing functionality.

Underway: these initiatives are underway

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

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

## Outcome 3 – Data-driven

### Data-driven decision-making will create more efficiencies for the allied health sector and ensure safer care

Digital health tools and services allow AHPs to access high-quality, standardised clinical data to inform their clinical and operational decisions and those of the patient's wider care team.

This data-driven approach will support safe, personalised and contemporary practices. This will facilitate the delivery of optimal patient care, adoption of clinical decision support tools, continuous improvement and contribute to a more sustainable health system.

This section includes:

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

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

*3.3 Lay the foundation for future innovation that may revolutionise care and can embrace artificial intelligence and other advanced technologies*

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

Clinical care needs to be evidence-based and informed, with digital health tools and services playing an essential supporting role. To enable AHPs to provide the best possible care for their patients, they need access to reliable data and tools that support its optimal use. This information forms the building block for the digital uplift of AHPs and drives greater utility and impact.

Relevant government agencies can contribute to two key areas that are important for enabling evidence-based decision making.

##### **Make key health information available by default:**

- The Share by Default legislation<sup>5</sup> will ensure there is more key health information available in My Health Record. [Sharing by default](#) will ensure consumers and their healthcare providers, including allied health professionals, have better access to key health information when and where it is needed.
- Coordinated efforts from the Department and the Agency is needed to support this, starting with pathology and diagnostic imaging reports. This is a priority and will be delivered in 2026 to align with Horizon 1.

##### **Support safe and effective clinical decision support tools:**

- Clinical decision support tools can assist AHPs to make safe, evidence-based decisions, protecting patients from harm. This could include supporting the complex assessment of a patient and recommending treatment pathways that meet pathology and diagnostic imaging criteria.
- Coordinated efforts from the Agency, software vendors, peak bodies and AHPs will facilitate the delivery of clinical decision support tools that are safe and reliable.

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<sup>5</sup> Modernising My Health Record—Sharing by Default Act 2025

Some clinical decision support tools can be progressed in the near future, but this is a long-term outcome which will evolve over time and is aligned with Horizon 3.

**Table 6** shows several initiatives planned, underway or future initiatives that will support AHPs to make safe, high quality, evidence-based decisions.

Table 6 | Initiatives to support AHPs to make safe, high quality, evidence-based decisions

Initiative	Digital Uplift partners						Status	Intended outcome
	The Agency	The Department	Allied health peak bodies	Software & IT vendors	Services Australia	Other		
Deliver technical solutions that enable pathology and diagnostic imaging reports to be shared by default.	✓	✓		✓		State and Territory Health Departments	Underway: Horizon 1 - 2025	Improved access to pathology and diagnostic imaging reports for healthcare professionals.
Support the development of safe and effective Electronic Clinical Decision Support (eCDS) tools that enable AHPs to deliver effective, high-quality care.		✓	✓	✓			Future initiative: Horizon 3 - 2030 onwards	Develop tailored tools for adoption by AHPs that enhance clinical decision-making and reduce errors by providing real-time, evidence-based guidance.
Build a digital front door for healthcare professionals to simplify access to healthcare data and tools.	✓	✓		✓		AIHW	Planning commenced	AHPs can access a secure, central platform that consolidates healthcare data and services into one place and can be navigated with ease.
Develop a National Skills and Capability Framework and Matrix to guide the skill development of healthcare professionals.		✓					Planning commenced	A standardised approach for identifying, measuring and developing the digital skills and capabilities of all health professionals across different professions.

Underway: these initiatives are underway

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

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

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

Clinical data is important to all levels of the health system. It can highlight where services are delivering benefits for patients and communities and identify areas for improvement.

A learning health system approach can use clinical data to inform service development and clinical service planning. There will be opportunities to benchmark service delivery, supporting equity of access, and enable easy sharing of best practices among AHPs and with primary healthcare/multidisciplinary care teams.

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

#### **Use clinical data to inform investment**

- Data is essential to service planning and should be used to ensure resource investment is aligned with clinical need or operational improvements. By integrating clinical data from AHPs into broader health datasets, policymakers can better understand population needs and allocate resources more effectively and equitably.
- The Department plays a key role in partnering with agencies like AIHW to integrate AHP clinical data into broader health datasets for targeted and impactful research.

### 3.3 Lay the foundation for future innovation that will revolutionise care and embrace new technologies

Regular monitoring and continuous improvement of digital health tools empowers AHPs to think about novel ways to provide care. As digital maturity increases and the use of digital health tools becomes widespread, communities of practice should form to provide an environment where innovations and ideas can be shared, improved and evolve.

There are concerns among AHPs about the impact of artificial intelligence (AI) and associated concerns like deepfakes (which could be used to impersonate AHPs and spread misinformation). AHPs, however, are generally positive about the benefits of AI in supplementing and enhancing care. AHPs must adapt to the widespread and rapid adoption of AI products in other parts of the health system and learn from innovation in other industries.

All partners will benefit from collaboration and planning for new and emerging technologies, such as AI, to ensure ethical and safe use across the health system.

## Outcome 4 – Person-centred

### Enabling AHPs to deliver world class person-centred care

Digital health tools should make it easier to respond to the unique needs of each person. While digital tools can deliver significant efficiency gains, the most valuable benefits will be related to health outcomes for their patients and clients.

This section includes:

#### *4.1 Consumers can access their health information anywhere, anytime*

### 4.1 Consumers can access their health information anywhere, anytime

Digital tools can improve the coordination of multidisciplinary care, leading to more proactive, efficient and person-centred care.

Two key areas that are essential to supporting person-centred care:

#### **Better chronic disease management:**

- Chronic disease management often involves consumers being supported by a multidisciplinary care team to improve their health outcomes. AHPs are valuable contributors to achieving positive patient outcomes.
- The Department is leading work with other government agencies and care providers to deliver changes to chronic disease management arrangements.

#### **Patients and clients have increasingly more control over their healthcare:**

- Patients have increasing access to health information through digital tools and are therefore empowered to actively contribute to their health record and care. This growing trend supports AHPs to make informed decisions for the care of their patients and clients and to increase the utility of digital tools and services.
- The Agency is leading several initiatives in this space and should continue to support patients to actively contribute to their health record and care.

**Table 7** shows several initiatives planned or underway that will support consumers to access their health information anywhere, anytime

Table 7 | Initiatives to support consumers to access their health information anywhere, anytime

Initiative	Digital Uplift partners						Status	Intended outcome
	The Agency	The Department	Allied health peak bodies	Software & IT vendors	Services Australia	Other		
Deliver improvements to chronic disease management arrangements for AHPs to improve care coordination and patient outcomes.	✓	✓			✓	Health and aged care providers State and Territory Health Departments	Underway: Horizon 1 - 2025	Enhanced effectiveness and accessibility of care for patients with chronic conditions.
Enable consumers to access Consumer Medicine Information within My Health Record.	✓						Underway: Horizon 1 - 2025	Support consumers to understand their medication, leading to improved medication safety and more holistic care.
Continue to enhance the ways consumers can contribute information to My Health Record to support evidence-based care.	✓			✓		State and Territory Health Departments	Underway: Horizon 1 - 2025	Consumers are empowered to manage their health information, building trust with healthcare providers and improving the personalisation of care.
Expand scope of MyMedicare to allow AHP registration.	✓	✓			✓		Underway: Horizon 1 - 2025	Patients can identify and register allied health providers in their primary care teams, facilitating better continuity of care.
Develop education modules for consumers that focus on improving digital health literacy.	✓					Consumer peak bodies State and Territory Health Departments	Planning commenced	Consumers are well-informed about digital health processes, their purposes and how their health information is managed.

Underway: these initiatives are underway

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

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