5 October 2026

Local initiative boosts digital health confidence across Gippsland

More than 400 Gippslanders have received support to access digital health services through a partnership between Gippsland PHN and Neighbourhood Houses Gippsland.

The initiative, originally developed to promote the Australian Government's 1800MEDICARE app, expanded to help community members overcome a range of barriers to accessing digital health and government services.

Across 20 Neighbourhood Houses and community centres, staff and volunteers delivered more than 250 hours of personalised assistance, supporting 416 people to navigate online health services.

While downloading the app was often the initial reason for seeking support, many participants required help recovering myGov accounts, completing Digital ID verification, linking Medicare to online accounts, resetting passwords and regaining access to email accounts before they could fully use digital health tools.

Common barriers included forgotten passwords, outdated email accounts, difficulties completing identity verification processes, concerns about privacy and security and uncertainty surrounding changes to digital health platforms.

Gippsland PHN Chief Executive Officer, Amanda Proposch said the project demonstrated that digital inclusion is important in the health care sector and programs like this help make sure that no one is left behind.

> *"As health care tools evolve, local support in a familiar environment can make a real difference when it comes to helping people overcome barriers and giving them the confidence to access digital health services,"* Ms Proposch said.
>
> *"The success of this initiative highlights the important role community organisations can play in improving access to health care options for our communities."*

Attendees reported a greater understanding of the digital health care options available to them, with one participant sharing, *"The session helped me understand when I should go to the hospital and when there are other options available."*

The one-on-one assistance was particularly valuable, helping participants overcome barriers to accessing their health information online. As one attendee explained, *"The one-on-one support made all the difference. I was able to set everything up and now know how to access my own health information."*

Another participant highlighted the importance of the tailored support, saying, *"I struggle with technology, but someone sat with me and helped me download the app. I wouldn't have been able to do it on my own."*

For more information about the Australian Government's range of digital health tools, visit the digitalhealth.gov.au website.

--ENDS—

Media contact

Natalie Kuczer
Communications Officer
Gippsland PHN
03 5175 5481
natalie.kuczer@gphn.org.au