



Aged Care

Dependable, compliant IT infrastructure
for organisations delivering residential and
community care

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The Reality of IT in This Sector

Aged care providers operate in a highly regulated environment where the pressure on governance, compliance, and operational reliability has increased significantly following the Royal Commission. Technology infrastructure underpins clinical documentation, medication management, care planning, resident communication, and staff rostering. When systems are unavailable, the impact is felt immediately across the quality and safety of care. And when data is breached, the consequences extend to residents, families, regulators, and the organisation's reputation and funding.

The Pressure Points

- The Aged Care Quality Standards and the strengthened regulatory framework require robust documentation systems and demonstrable governance of data and technology
- Residential facilities and home care operations often run on legacy systems that were not built with modern security requirements in mind
- Staff include a mix of clinical, administrative, and care workers who need IT that is simple, reliable, and accessible across multiple locations and devices
- Medication management systems, clinical documentation platforms, and resident management tools are mission-critical and cannot tolerate extended downtime
- The aged care sector has been specifically targeted by ransomware groups who understand the pressure organisations face to restore systems quickly
- Many providers are operating with thin margins and cannot absorb the cost of a major IT incident or a regulatory response to a data breach

Why Standard IT Falls Short

Most IT providers who work in aged care provide helpdesk support and basic backup

Very few have the infrastructure depth to provide genuine ransomware protection, the compliance knowledge to advise on data governance under the aged care regulatory framework, and the local presence to respond quickly when something goes wrong. The sector needs more than a support agreement. It needs a technology partner who understands what is at stake.

What CMTG Brings to This Sector

1



RANSOMWARE PROTECTION AND RAPID RECOVERY:

CMTG's immutable backup architecture ensures that in the event of a ransomware attack, the organisation can recover to a known-clean state within the hour. No extended downtime. No ransom negotiation. Care resumes.

2



SECURE, RELIABLE INFRASTRUCTURE FOR CLINICAL SYSTEMS:

CMTG's sovereign cloud platform provides a dedicated, high-availability environment for clinical documentation and resident management systems. Consistent performance and 99.9% uptime mean systems are available when staff and residents need them.

3



PROACTIVE MONITORING AND LOCAL SUPPORT:

24/7 NOC monitoring with a Perth-based team means issues are caught before they become critical. A dedicated Technical Account Manager who understands the environment provides a consistent point of contact rather than an anonymous helpdesk.

4



DATA GOVERNANCE SUPPORT:

CMTG can assist providers in understanding and documenting their data governance obligations, implementing access controls, and maintaining an auditable record of how resident data is managed and protected.



What It Looks Like in Practice

A residential aged care provider managing multiple facilities engaged CMTG following a near-miss ransomware incident that highlighted significant gaps in their backup and recovery capability.

CMTG replaced the existing backup arrangement with its immutable cloud backup service, deployed Fortinet endpoint protection across all facilities, implemented NOC monitoring, and provided a quarterly review process that gave the provider clear visibility of their security posture. The next annual quality assessment noted improved technology governance as a strength.

Relevant Credentials

1



CYBER RESILIENCE:

IBM Safeguarded Copy immutable backup, tested quarterly, with sub-1-hour recovery capability

2



SECURITY:

Fortinet Advanced Partner with 20-plus years of deployment experience

3



COMPLIANCE SUPPORT:

Data governance advisory and access control implementation aligned to aged care regulatory requirements

4



LOCAL ACCOUNTABILITY:

Perth-based team with direct access to technical specialists and no offshore support queues

If your organisation has questions about whether your current backup would survive a serious cyber incident, or wants a clearer picture of its technology governance posture ahead of a quality assessment, CMTG can provide an honest assessment and a practical path forward.