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**The Hon Mark Butler MP
Minister for Health, Disability and Ageing**

Ref No: MS25-001209

Ms Lyn McGrath GAICD
Chair
Australian Digital Health Agency Board
GPO Box 9942
Canberra ACT 2001

Dear Ms McGrath

A handwritten signature in blue ink, appearing to read 'Lyn', written over the name 'Ms McGrath'.

This Statement outlines the Australian Government's expectations of the Australian Digital Health Agency (Agency). This details how the Agency is expected to achieve its vision, balance its strategic objectives, and respond to the Government's evolving digital health policy priorities.

Vision

Australia's health system delivers high-quality care, but is facing increasing pressures from workforce shortages, an ageing population, and rising rates of complex, chronic conditions. These challenges are straining our hospitals, primary care, disability, and aged care services.

Addressing these challenges requires strategic transformation to boost health and care service efficiency and deliver measurable improvements in health outcomes for Australians. This involves fostering innovation, streamlining care models, reducing unnecessary regulatory burden, and supporting sustainable system growth. All are essential for a more integrated, person-centred approach to health and wellbeing.

Digital health tools and technologies can connect consumers with the right supports at the right time. They equip our health workforce with timely information to promote safe and informed clinical decision making.

The Government is committed to developing and delivering modern, interoperable digital health technologies and services that enhance patient safety and care coordination to improve the health and wellbeing of all Australians. Efforts will be directed towards fit-for-purpose, proportionate initiatives that maintain strong protections for Australians, while supporting sector innovation, small business participation, and alignment with international standards to strengthen health and care system interoperability.

Reducing duplication and service inefficiencies is also critical to delivering on the Government's health reform agenda and to support increased productivity in our economy.

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By enabling more efficient, coordinated and collaborative care, digital health is driving improved experiences for both patients and health practitioners, leading to better health outcomes across a more productive, sustainable and growth orientated health and care system.

Role of the Agency

The Agency, funded by all governments of Australia and with independent Board oversight, drives coordination on national digital health priorities across the federated healthcare system.

The Agency is central to delivering the Government's digital health agenda through its stewardship, delivery and operation of national digital health infrastructure and services. This includes Australia's My Health Record system and other national services, such as the Real Time Prescription Monitoring System, Clinical Learning Australia, the national e-prescribing system and Provider Connect Australia.

The Agency also helps Australians, the health and care workforce and organisations to connect with and benefit from digital health tools.

I expect the Agency to fulfill its role in a way that delivers on its vision of “*a healthier future for Australians through connected healthcare.*” In doing this, I expect the Agency to:

- Uphold its responsibilities under the *Public Governance, Performance and Accountability (Establishing the Australian Digital Health Agency) Rule 2016*, the *My Health Records Act 2012*, the *Modernising My Health Record (Sharing by Default) Act 2025* and other relevant legislation.
- Provide an exemplar for clinical governance across the digital health ecosystem.
- Partner and engage effectively with governments and government agencies, industry, health professionals, academia and Australian healthcare consumers.
- Ensure risk management, governance and regulatory approaches remain efficient and balanced, while encouraging industry innovation and economic growth.
- Ensure safeguards are in place to protect the privacy and security of health data and promote equitable access to digital health services for Australians.
- Provide and enforce consistent, quality conformance, compliance and assurance activities for connecting to national digital health infrastructure, and leadership in use of international and national standards and terminologies.
- Take a risk-based approach to the continuous improvement of national digital health infrastructure and services to leverage new technologies to promote health information sharing, while building public trust in the systems it operates.
- Consider the three principles of regulator best practice as per the Resource Management Guide 128 Regulator Performance, *Public Governance, Performance and Accountability Act 2013* (PGPA Act), *Public Governance and Performance and Accountability Rule 2016* in the delivery of national digital health initiatives.
- Incorporate regulator performance reporting into the entity's reporting processes as per the Resource Management Guide 128 Regulator Performance, PGPA Act, *Public Governance and Performance and Accountability Rule 2014* to support greater transparency, accountability, and proportionate, outcomes-focused regulation.

My Health Record

The My Health Record system empowers consumers to actively engage in their health by providing them and their healthcare providers access to key health information.

As the System Operator of My Health Record, I expect the Agency to:

- Operate the consumer controlled My Health Record system in an efficient, transparent and accessible manner that safeguards the privacy of individuals.
- Continue to modernise the My Health Record system to meet the contemporary needs of an increasingly connected and interoperable health system.
- Increase health information availability for consumers and their healthcare providers to enhance shared decision making and strengthen care coordination, and to improve productivity across the health system.
- Work with my Department to implement further stages of the 'Share by Default' My Health Record agenda.
- Maintain robust and collaborative partnerships with the Office of the Australian Information Commission for ongoing privacy support, advice and regulatory oversight of the My Health Record system.

Connected Care

All Australian governments are committed to progressing national health information sharing for a more connected, clinically safe and efficient health system. Government has invested significantly to ensure health information can follow a patient wherever they present for care. This transformation improves clinical safety and continuity of care, reduces duplication, streamlines workflows, and enables faster, data-driven decision making.

To progress this agenda, I expect the Agency to:

- Support the digital transformation of Australia's health system, as outlined in the *Digital Health Blueprint 2023–2033*, the *National Digital Health Strategy 2023–2028*, and the *Intergovernmental Agreement for National Digital Health 2023–2027*.
- Ensure digital health initiatives are efficient, risk-proportionate and aligned with broader economic and productivity objectives.
- Support the establishment and adoption of nationally consistent and interoperable health information sharing capabilities to connect health information and data across all parts of the health and care system to support Australian's and their care.
- Act collaboratively with the Commonwealth, state and territory governments, digital health delivery partners and other key stakeholders on matters relating to digital health initiatives.

Relationship with Government

The Government expects to be fully informed in a timely manner about any emerging trends, issues or risks relevant to the Agency's operations, particularly those that may impact the Government's health reform agenda. I also expect the Agency to operate on a sustainable, economically resilient and ethical basis.

I look forward to the Agency's reply with a Statement of Intent outlining how it will implement these expectations. The Statement of Intent should be integrated into processes under the PGPA Act such as the corporate plan and annual report, demonstrating clear alignment with the Government's priorities for innovation, productivity and internationally consistent best practice.

Yours sincerely



Mark Butler

20 / 11 / 2025