



Media release

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Another step towards transforming national digital health infrastructure: Application Support and Maintenance Services for Digital Health Infrastructure Request for Tender

The Australian Digital Health Agency (the Agency) has published a Request for Tender (RFT) via [AusTender](#) to secure Application Support and Maintenance Services for Digital Health Infrastructure which includes My Health Record and marks a key step forward in the Agency's transformational agenda.

Agency CEO Amanda Cattermole PSM encouraged organisations to respond to the RFT which calls for a new and innovative approach to providing application, support, maintenance and product enhancement services for national digital health infrastructure.

"The Agency has been on a journey to evolve how our systems are supported. As the organisation responsible for accelerating the digital enablement of Australia's healthcare system, we are now working closely with all involved in the healthcare ecosystem to deliver a modern, seamlessly connected system," Ms Cattermole said.

"The ASM RFT is a significant milestone towards enabling better coordinated care for Australians, and for healthcare providers to be able to collaborate and share information more easily across a wide variety of settings and geographical locations.

"The ASM services are a cornerstone of the Agency's ongoing transformation journey, supporting our current suite of digital health products and paving the way for innovative solutions. New ideas and approaches are essential as we advance towards a future-ready, connected healthcare system."

Agency Chief Technology Officer John Borchì said the scope of the upcoming tender was shaped by valuable feedback delivered through a Request for Information (RFI) process that began in November 2024.

"In a rapidly evolving sector, the Agency is grateful for the broad and extensive array of insights delivered through RFI contributions, which underscored the need for a holistic, scalable, adaptable, stable and highly secure operation," Mr Borchì said.

"It is also important to emphasise that participation in the upcoming RFT is not contingent on having contributed to the RFI.

"This tender represents a critical opportunity to contribute to Australia's digital health landscape, ensuring we remain a global leader in innovation and healthcare. The RFT will enable the delivery of modern systems and provide support for the fast-changing digital health ecosystem."

Organisations interested in tendering for the ASM are invited to attend an [Industry Briefing](#) on 7 August which will provide further information on the procurement.

As ASM services are procured and developed in 2025–26, the continued, secure, reliable operation and maintenance of the My Health Record system will be supported by a transition contract with the incumbent supplier. This is a critical underpinning as the Agency moves towards

modernised national digital health infrastructure products and services that, together, provide real-time access to health information for Australians and care teams anytime, anywhere.

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About the Australian Digital Health Agency

When it comes to improving the health of all Australians, the role of digital innovation and connection is a vital part of a modern, accessible healthcare system. Against the backdrop of COVID-19, digital health has seen exponential growth in relevance and importance, making it more pertinent than ever for all Australians and healthcare providers.

Better patient healthcare and health outcomes are possible when you have health infrastructure that can be safely accessed, easily used, and responsibly shared.

To achieve this, the [National Digital Health Strategy](#) is establishing the foundations for a sustainable health system that constantly improves. It underpins and coordinates work that is already happening between governments, healthcare providers, consumers, innovators, and the technology industry.

For further information: www.digitalhealth.gov.au.

The Australian Digital Health Agency is jointly funded by the Australian Government and all state and territory governments.