



Australian Government

Australian Digital Health Agency

Media release

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Strengthening the foundations for a secure and modernised My Health Record

The Australian Digital Health Agency (the Agency) is continuing to build a safer, more connected and modernised My Health Record with the finalisation of an open market procurement to provide the Application Support and Maintenance (ASM) Services for Digital Health Infrastructure.

Following a rigorous open market procurement and evaluation process, Accenture Australia Pty Ltd has been selected to provide ASM services for the next 3 years.

Agency CEO Amanda Cattermole PSM said the contract would support My Health Record at a time of significant and growing use, with more than 25 million active records, around 207 million clinician uses in the past 12 months and around 30 million consumer views each month.

“Stable, secure and reliable services are vital for the healthcare providers and Australian healthcare consumers who rely on My Health Record,” Ms Cattermole said.

“This contract will support those services while providing a foundation for future transformation as the Agency works with governments, healthcare providers and technology partners on the progressive transition to a modernised FHIR®-based ecosystem.”

“The procurement outcome was shaped by the Agency’s comprehensive consultation with industry, informed by significant feedback received through a Request for Information put to the market in November 2024.”

Agency Chief Technical Officer John Borchio said the contract establishes a new operating model from previous arrangements, with the Agency leading the end-to-end service.

“The Agency sets priorities for national digital health infrastructure, including My Health Record, coordinates delivery across multiple suppliers and, of course, retains accountability for governance, assurance and decision-making,” Mr Borchio said.

The Request for Tender closed in October 2025. A rigorous tender evaluation process took place over several months considering the technical capability, delivery, commercial, value for money, legal, security and risk requirements of the tenders, supported by independent probity, legal and procurement assurance.

Accenture Australia Managing Director Health and Public Service, Mike Brennan, welcomed the opportunity to contribute to the Agency-led, multi-supplier operating model.

“We look forward to bringing our experience to support the secure and reliable operation of critical national digital health services and working alongside the Agency and its partners as Australia’s digital health system continues to evolve for the benefit of Australians and healthcare workers,” Mr Brennan said.

The Agency continues to advance safe, secure and connected digital health infrastructure that strengthens Australia's healthcare system and underpins connected care, enabling critical health information to be available when and where it is needed.

Further details of the procurement are available at [AusTender](#).

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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.

Better patient healthcare and health outcomes are possible when you have a 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: digitalhealth.gov.au

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