



Australian Government

Australian Digital Health Agency

Media release

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**Industry insights sought to redefine Application Support and Maintenance
for digital health infrastructure**

The Australian Digital Health Agency (the Agency) today announced the release of a Request for Information (RFI) seeking industry insights to redefine Application Support and Maintenance (ASM) for Australia's digital health infrastructure, including the My Health Record system.

CEO Amanda Cattermole PSM, emphasised the importance of this initiative, stating, "As stewards of digital health in Australia, we are dedicated to building and sustaining national infrastructure that supports the secure, reliable, accessible sharing of health information for all Australians and healthcare providers, now and for the future."

The Agency seeks industry experts from all types of organisations, including small to medium enterprises, to provide their valuable insights on how best to deliver the support, maintenance, and enhancement of My Health Record and other applications. Input from the RFI will inform the Agency's planned market approach in 2025 to procure future ASM services. ASM services will likely involve collaboration with other vendors and solutions in line with tenders recently published by the Agency.

Ms. Cattermole said that "In a rapidly evolving sector this RFI represents a pivotal step towards supporting a modernised My Health Record system using the latest technological advances – helping to ensure that our digital health infrastructure is contemporary, adaptable and prepared for the future. This will be vital as we take appreciable steps towards a health information system that provides near real-time data sharing for all Australians and the healthcare providers who care for them."

The Agency's Chief Technology Officer, John Borch, urged vendors to contribute their expertise and vision, saying, "Our ambitious agenda to transform digital health infrastructure relies on the unique perspectives and extensive expertise of industry. The responses to this RFI will greatly influence our ongoing digital infrastructure strategy, although participation is not a prerequisite for future procurement opportunities."

The Agency will host a virtual industry briefing on 12 November 2024 to provide stakeholders with key details related to the RFI. Attendees are requested to [register](#) in advance to participate. The event will also be recorded and published on the Agency's website.

For more information on the RFI, please visit [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. 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 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: www.digitalhealth.gov.au.

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