Sharing My Aged Care support plans to My Health Record

Fact sheet for older people

Purpose

To provide you with information about a change to the aged care assessment process from 9 December 2024:

- When you have an aged care needs assessment, you will be asked if you authorise sharing your My Aged Care support plan to your My Health Record.

This change applies to new and updated support plans only.

Support plans created before 9 December 2024 cannot be shared with My Health Record.

Benefits

Your support plan records what you discussed during your assessment and sets out the care and services that will best help you.

Having your support plan available in your My Health Record will allow healthcare professionals, such as doctors, nurses and allied health workers, to see your support plan. This will help them to give better care.

My Health Record is a safe and secure place to keep your key health information. You and your healthcare professionals can access your My Health Record at any time, including in an emergency.

You can access your My Health Record from your **myGov** account (my.gov.au) to view or update who can see your support plan.

You can register for a My Health Record if you do not already have one by calling the **My Health Record help line: 1800 723 471** (option 1) or applying online through myGov.

Sharing your My Aged Care support plan with My Health Record is voluntary.

You can choose to start or stop sharing your My Aged Care support plan at any time by calling the **My Aged Care Contact Centre**: **1800 200 422**.

You do not need a My Health Record to access your My Aged Care support plan. You can access your My Aged Care support plan at any time by calling the **My Aged Care Contact Centre**: **1800 200 422**.

Privacy

My Health Record is a safe and secure system, and you are in control of it. Your privacy matters to us, and we understand the importance of maintaining control over your personal health information.

Read the updated privacy policies to understand how your personal information is managed by My Aged Care and My Health Record:

- My Aged Care: myagedcare.gov.au/privacy
- My Health Record: digitalhealth.gov.au/about-us/policies-privacy-and-reporting/privacy-policy#mhr-privacy-policy

Background

The Minister for Health and Aged Care has committed to the integration of My Aged Care with My Health Record. The integration responds to recommendations from the Royal Commission into Aged Care Quality and Safety for developing IT systems to enable better services for older people.

More information

Department of Health and Aged Care

- **Frequently asked questions for older people:** health.gov.au/resources/publications/sharing-my-aged-care-support-plans-to-my-health-record-frequently-asked-questions-for-older-people.

My Health Record

- **My Health Record**: digitalhealth.gov.au/initiatives-and-programs/my-health-record.
- **My Health Record help line: 1800 723 471 (option 1)** - available 24 hours a day, 7 days a week.

My Aged Care

- For support and technical assistance, access to your My Aged Care support plan outside of My Health Record or to start or stop sharing your support plan, call the **My Aged Care contact centre: 1800 200 422** - Monday to Friday, 8 am to 8 pm, and Saturday, 10 am to 2 pm, local time across Australia.

- Information about aged care assessments: myagedcare.gov.au/frequently-asked-questions/assessments-applying-aged-care.