



Sharing My Aged Care support plans to My Health Record: Frequently asked questions for healthcare providers

From 9 December 2024, My Aged Care support plans can be shared with healthcare providers through My Health Record.

What is a My Aged Care support plan?

The support plan records what was discussed and agreed during a person's My Aged Care assessment such as their strengths, difficulties, goals, what they would like to achieve, and what preferences they may have for aged care services.

Their support plan sets out the care and services that will best help them. This support may be available from service providers, or it may already be available to access in their community. It may also be things that help them regain confidence and ability to resume daily activities.

What is the benefit of having My Aged Care support plans available in My Health Record?

Having access to your patient's support plan in My Health Record will give you a better understanding of your patient's current aged care needs. It will help you provide them with more appropriate care, make informed decisions, and plan for their future health care.

Your patient and their representatives can also access their support plan in My Health Record.

How do people share their My Aged Care support plan to My Health Record?

From 9 December 2024, when a person has an aged care assessment, the assessor will ask if they authorise sharing their support plan to My Health Record.

Their decision to authorise can be withdrawn or changed at any time.

Support plans created before 9 December 2024 cannot be made available in My Health Record.

What is the difference between a support plan and a care plan?

The support plan records and identifies the person's:

- areas of concern regarding care
- goals to address these concerns
- any recommendations for services or actions to achieve the identified goals

A care plan outlines:

- a person's home care needs
- the services they will receive to meet those needs
- who will provide the services and when

The support plan (not the care plan) is what will be published to My Health Record, with the person's authorisation.

What if a person doesn't have or doesn't know if they have a My Health Record?

They should contact the **My Health Record help line on 1800 723 471** (option 1), available 24 hours a day, 7 days a week.

Why are My Aged Care support plans being made available in My Health Record?

The Royal Commission into Aged Care Quality and Safety made recommendations for developing information technology systems to enable better services for older people. In response, the Minister for Health and Aged Care launched the Aged Care Data and Digital Strategy 2024-2029 in July 2024. This includes the integration of My Aged Care with My Health Record.

The Department of Health and Aged Care is working closely with the Australian Digital Health Agency and Services Australia to integrate My Aged Care with My Health Record.

What if the client has general questions about Aged Care Assessments?

Guide the client to the My Aged Care website for answers to their questions:
myagedcare.gov.au/frequently-asked-questions/assessments-applying-aged-care.

For assistance

- My Aged Care service provider and assessor help line: 1800 836 799

For assistance (older people)

- My Health Record help line: 1800 723 471 (option 1)
- My Aged Care contact centre: 1800 200 422

Useful links

- Fact sheet for older people: health.gov.au/resources/publications/sharing-my-aged-care-support-plans-to-my-health-record-fact-sheet-for-older-people.
- 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 – Information for healthcare providers and organisations: digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record.
- My Health Record National Provider Portal: provider.ehealth.gov.au/login.html.
- My Aged Care Service and Support Portal: health.gov.au/resources/apps-and-tools/my-aged-care-service-and-support-portal.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrs.call.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.