



Sharing My Aged Care support plans to My Health Record:

Frequently asked questions for older people

From 9 December 2024, you can share new and updated support plans with your healthcare providers through My Health Record.

Support plan

What is a support plan?

Your support plan records what you discussed and agreed during your My Aged Care assessment such as your strengths, difficulties, goals, what you would like to achieve, and what preferences you have for your care services.

Your support plan shows what aged care services you are approved for at a point in time based on your needs and abilities – not what aged care services you are receiving.

How is my support plan used?

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

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

Your support plan records and identifies your:

- 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:

- your home care needs
- the services you will receive to meet those needs
- who will provide the services and when

Your support plan (not your care plan) is what will be shared to My Health Record, with your authorisation (consent).

My Health Record

What is My Health Record?

My Health Record is a secure online summary of your key health information. It may include clinical documents (such as allergies, medications and test results) and Medicare information (including Medicare claim history). It allows you and your healthcare providers to access your health information anytime and anywhere, helping to improve your care and coordination across different health services.

How do I access My Health Record?

You can sign in to your My Health Record through the myGov website: [**my.gov.au**](https://my.gov.au).

You can also download the **my health** app which is a secure and convenient way to access My Health Record (on your phone or tablet): [**digitalhealth.gov.au/myhealth**](https://digitalhealth.gov.au/myhealth).

How do I know if I have a My Health Record/ How do I set up a My Health Record if I don't have one?

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

You can apply online through myGov.

Who can access my information in My Health Record?

You have control over who can access information in your My Health Record.

Find out how to manage your My Health Record: digitalhealth.gov.au/initiatives-and-programs/my-health-record/manage-your-record/privacy-and-access.

You can add or remove nominated representatives at any time:

digitalhealth.gov.au/initiatives-and-programs/my-health-record/manage-your-record/privacy-and-access/nominated-representatives.

Sharing your support plan to My Health Record

How do I share my support plan to My Health Record?

From 9 December 2024, when you have an aged care assessment, your assessor will ask if you authorise (consent) to sharing your support plan to your My Health Record.

Your 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.

Who can view my support plan?

In My Aged Care: Your aged care service providers can view your support plan in the My Aged Care service and support portal. You and your representatives can view details of your support plan in your My Aged Care online account.

In My Health Record: If you have authorised having your support plan shared with My Health Record, your doctors and other authorised health professionals can view your support plan in My Health Record. You and your representatives will also be able to view your support plan in your My Health Record.

What is the benefit of sharing my support plan to My Health Record?

Sharing your support plan to My Health Record will give healthcare professionals a better understanding of your current aged care needs. It will help them to provide you with the most appropriate care, make informed decisions, and plan for your future health care.

How do I withdraw my authorisation (consent) to share my support plan to My Health Record?

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).

Withdrawing authorisation to share your support plan means that nobody can access it from My Health Record.

How do I give my authorisation (consent) to share my support plan to My Health Record?

If you did not authorise sharing your support plan to My Health Record during your aged care needs assessment, you can change your mind at any time.

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).

Can I print the support plan from My Aged Care online account and My Health Record?

Yes.

How is my privacy managed?

My Health Record is a safe and secure system, and you are in control of it.

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

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

Other

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 is the connection between Australian Digital Health Agency and MyGov?

Australian Digital Health Agency is the government agency that manages My Health Record.

MyGov is the government services online portal through which you securely log on to your My Health Record and other key government services such as Medicare and Centrelink.

You can sign in to your My Health Record through the MyGov website: my.gov.au.

For assistance

- **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](https://www.health.gov.au/resources/publications/sharing-my-aged-care-support-plans-to-my-health-record-fact-sheet-for-older-people).
- My Health Record: digitalhealth.gov.au/initiatives-and-programs/my-health-record.
- Your My Health Record, what's in it and how to access it: my.gov.au/en/services/health-and-disability/seeking-medical-help/accessing-your-medical-information/your-my-health-record.
- Link My Health Record to myGov: my.gov.au/en/about/help/mygov-website/link-services-to-your-account/link-my-health-record.
- If you're not eligible for Medicare, you can still get a My Health Record: digitalhealth.gov.au/initiatives-and-programs/my-health-record/getting-started/set-up-a-record-without-medicare-or-dva-benefits.
- My Aged Care website: myagedcare.gov.au.
- Questions about aged care assessments: myagedcare.gov.au/frequently-asked-questions/assessments-applying-aged-care.

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.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.