



Quarterly newsletter

September 2025

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(Minister of Health, Mary-Anne Thomas MP (third from left) with Austin Health and Department of Health representatives.)

Minister of Health officially launches CareSync Exchange

Last month, Minister for Health Mary-Anne Thomas MP officially launched the statewide rollout of CareSync Exchange at Austin Health – marking a major milestone in building a more connected health system.

The launch featured a live demonstration of the system's capabilities, followed by conversations with Emergency Department teams about its real-world impact. Dr Ruth Osborne, Austin Health Emergency Physician, described the system as **"a real game changer for us."**

Minister Thomas emphasised the importance of the rollout, saying **"CareSync Exchange will break down barriers, safeguard privacy, and give healthcare workers more time to focus on what matters most – caring for patients."**

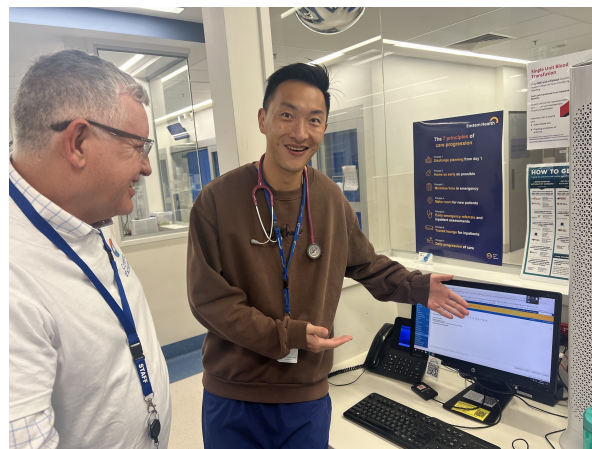
Media were also in attendance, with 9News Melbourne being given exclusive access- view the [news clip here](#).

The full Premier's media release on the visit is available to [view here](#).

Austin Health, Eastern Health and Northern Health go live

In June 2025, Emergency Department clinicians at Austin Health became the first to use CareSync Exchange, followed by Eastern Health in July, where it is also live in the Emergency Department. Northern Health went live in September, and clinicians working in its Emergency Department, Victorian Virtual Emergency Department, and Urgent Care Centre can access the system.

Since the beginning of the rollout, we have had over 1,000 clinicians using CareSync Exchange. Clinicians across these services can now securely and promptly access patient data from Austin Health, Eastern Health, Northern Health and Monash Health, marking a major milestone in information sharing.



A huge thank you to the teams at Austin Health, Eastern Health and Northern Health for their commitment throughout the lead-up to go-live and post-implementation phases. Their leadership as early adopters have been

instrumental in refining our rollout approach and improving readiness for the next health services coming on board.

Project rollout update

The three live services, along with Monash Health, are currently contributing data to CareSync Exchange.

Work is underway with Peter MacCallum Cancer Centre, The Royal Children's Hospital, The Royal Melbourne Hospital, The Royal Women's Hospital and The Alfred to enable their data to be sent to CareSync Exchange. These services along with Monash Health will commence using the system by the end of this year.

Keep informed about the ongoing rollout [here](#)



CareSync Exchange featured at HIC Conference

The Health Innovation Community (HIC) Conference, held from 18–20 August 2025, brought together digital health leaders from across the sector to share ideas, spark innovation and strengthen partnerships.

The Department of Health showcased CareSync Exchange, highlighting the importance of engaging consumers and clinicians from the outset to ensure the system is fit for purpose.

Michelle Vu (Clinical Engagement Lead) presented on the project's consumer engagement approach, showing how

meaningful collaboration helped shape the Privacy Management Framework and guided the development of clear, accessible materials for consumers.

Bronwyn Taylor (Manager, Health Information Sharing) emphasised the vital role of clinician engagement in the design and configuration of CareSync Exchange, ensuring it aligns with clinical priorities and workflows.

Together, their presentations demonstrated that genuine partnerships built on trust, transparency and shared purpose lead to better outcomes for patients, clinicians and the health system.

NEW consumer resources

To support consumers with understanding the benefits of CareSync Exchange, we have created consumer posters and a video to clearly explain the system and what it means for them.

These materials have been translated into Arabic, Chinese - Simplified, Chinese - Traditional, Greek, and Vietnamese.

These resources have been developed in consultation with consumers.

Where possible, we encourage you to use these resources within your health service and when engaging with consumers in discussions about the system.

View resources [here](#)

