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New year, new progress

Message from the Director of Connecting Care - Dr Vineesh Khanna



Firstly, happy new year! I hope you were able to take a well-earned break over the holiday season and are back feeling refreshed and energised for the year ahead.

As we enter 2026, our focus remains on strengthening statewide sharing of clinical information and supporting better, faster and safer care. This newsletter highlights the upcoming priorities as we move into the next phase of the statewide rollout.

I want to also thank all of you who completed the CareSync Operational Report Feedback Survey. Your responses will help shape our first annual summary report along with informing future improvements to the system and implementation processes.

Finally, the wider CareSync Exchange project team and I thank you for your continued support and we all look forward to working with you in the year ahead.

As always, if you have any questions or feedback, please email HIEProgram@health.vic.gov.au and the team will be able to assist.

Kind regards,

Dr Vineesh Khanna
Director of Connecting Care
Department of Health

What's ahead for 2026

Several exciting milestones are set for the year ahead as CareSync Exchange continues to be rolled out across Victoria. These milestones are pivotal to driving the growth of the system, but to also continue providing transparency.



Engagement with **Gippsland Local Health Service Network (LHSN)** and **Bayside Health Peninsula** commenced last year. Both LHSNs are progressing with onboarding activities including data analysis, clinical engagement and implementation planning. Both networks are expected to go live in the first half of this year.



Austin Health, Alfred Care Group, Eastern Health and Northern Health will expand access to CareSync Exchange beyond their emergency departments to an organisation-wide rollout. This broader rollout will give clinicians across these hospitals a richer view of shared patient information and support continuity of care. While timing is still being finalised, the rollout is planned for the first half of this year.

Additional clinical information including **radiology reports, allergies and procedures** will be introduced throughout the year. These updates directly reflect clinician feedback on what information is most valuable at the point of care when using CareSync Exchange



The first **annual summary report** on CareSync Exchange for consumers will be released in early 2026. This report will provide insights into system usage, clinical impact, statewide adoption progress and key achievements from the past year. It will also outline future priorities and planned improvements, helping consumers understand how CareSync Exchange is supporting safer, more connected care



The independent **review into the enabling legislation** will commence this year, with the panel expected to be appointed by end of March 2026. Consultation with stakeholders to planned to begin in the second quarter of the year. The independent panel will be responsible for conducting a comprehensive review of the Act's operation, privacy safeguards, and system performance.

Clinical Design Advisory Group update

We would like to acknowledge and thank Joe D'Agostino, Cathy Carolan, and Donna McNally for their invaluable contributions to the Clinical Design Advisory Group. Their insights have significantly shaped the development of CareSync Exchange. While they are stepping back from formal membership, we may continue to call on their expertise from time to time!



We are also pleased to welcome Christine Ting, Chief Pharmacy Informatics Officer from Austin Health to the group. We look forward to the expertise and perspective she will bring as we enter the next phase of implementation.

