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A huge thank you



Firstly, I just want to say what an incredible year it has been.

This year kicked off the statewide CareSync Exchange rollout. Since the Minister of Health, the Hon. Mary-Anne Thomas MP, officially launched CareSync Exchange earlier this year in August, nine metropolitan health services are sharing data, benefiting nearly 3.5 million patients, half of Victoria's population! That is 1.7 million discharge summaries and over 17 million pathology results, with clinicians already reporting faster and better care.

This achievement reflects the collective efforts of our advisory groups, working groups, and teams across every participating health service, including clinicians, technical teams, and senior leaders. I deeply appreciate your commitment, patience, and dedication as we implemented CareSync Exchange. I also want to acknowledge the outstanding team behind the scenes who work tirelessly to ensure the system operates smoothly and continues to meet your needs.

In early 2026, additional health services from Bayside Local Health Service Network (including Peninsula Health) and Gippsland Local Health Service Network are set to join CareSync Exchange, and several exciting milestones are also planned, which are highlighted in this newsletter.

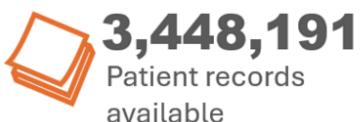
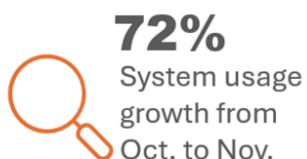
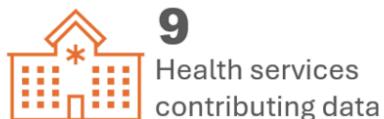
In the meantime, please encourage authorised users of CareSync Exchange to complete their privacy and security eLearn, provide any feedback on improvements that could be made, and use the system as part of their clinical care. By doing so, we can continue to deliver better, faster, and safer care across Victoria.

Finally, I want to wish you a healthy holiday season!

Dr Vineesh Khanna
Director - Connecting Care
Department of Health

Project status

The project achieved its 2025 target of 9 health services joining CareSync Exchange: Austin Health went clinically live in June, Eastern Health in July, and Northern Health went live in September. Parkville Precinct (Peter MacCallum Cancer Centre, The Royal Children's Hospital, The Royal Melbourne Hospital, and The Royal Women's Hospital) followed in October, with Alfred Health and Monash Health in November. A snapshot of key statistics since these health services have gone live:



So, what's happening in 2026?



Rollout progress

Engagement with Bayside and Gippsland Local Health Service Networks is currently underway to ensure the smooth implementation of the system across their respective health services in 2026. Alfred Health, Austin Health, Eastern Health and Northern Health will also expand CareSync Exchange beyond their respective emergency departments.

The CareSync Project Team has heard from clinicians about the need for more types of patient information to be made available in the system. As a result, please look forward to additional clinical data, such as imaging reports, allergies, specialist letters, and medications to be made available for viewing for all clinical users of CareSync Exchange over the course of 2026.

You can keep up with the current status of the project on the [Clinicians Health Channel](#). A dynamic table will also be available on this page in late January 2026 that will display the types of information that each health service is contributing.



First annual operational report preparations

The first operational report for CareSync Exchange is scheduled to be released in March 2026 and we need assistance from participating health services.

Senior Responsible Officers and project managers recently received an email with a link to a survey. This survey will be used for collation of data and information that will support the development content within the

operational report. The survey will take approx. 10-15 minutes to fill out, so please complete this by **16 January 2026**.

The report will provide an overview of the system's implementation and impact across the participating health services. It will cover key milestones achieved during the rollout, adoption rates, feedback from clinical and health service leadership. Other areas covered in the report will also outline lessons learned, upcoming enhancements, and future goals for the system.

The report will be publicly available on the Department of Health's website.

Independent review

An independent review of the enabling legislation will commence in 2026 to assess the operation and impact of CareSync Exchange.

Part 6C of the Health Services Act 1988 (Vic) was introduced through the Health Legislation Amendment (Information Sharing) Act 2023, which came into effect on 7 February 2024. This

amendment established the legal framework for the Victorian Electronic Patient Health Information Sharing System, known as CareSync Exchange. This amendment requires the Minister of Health to ensure an independent review of the Act which includes the [Privacy Management Framework](#).

The review will be conducted by a panel of experts who will obtain input from stakeholders such as clinicians, health service providers, and patients, analyse system data, and identify areas for further improvement. Preparations for the review are currently underway. The outcomes and recommendations from the review will be presented to the Minister in late 2026.

Further information regarding opportunities for participation and contribution will be provided as planning progresses.

Christmas and New Year contact

Your first point of contact regarding any technical issues will be your service's IT team.

For all other queries, you can contact
HIEProgram@health.vic.gov.au.



*Thank you all for your continued support.
We wish you a very happy, healthy and safe holiday season!*

-CareSync Exchange Project Team

