

Media Release

The Hon Mary-Anne Thomas MP

Leader of the House

Minister for Health

Minister for Ambulance Services



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DELIVERING MORE CONNECTED CARE ACROSS OUR HEALTH SYSTEM

The Allan Labor Government is delivering faster, safer care for Victorians – making it easier for healthcare workers to access vital patient information by cutting duplication and paperwork.

Minister for Health Mary-Anne Thomas today visited Austin Health to launch CareSync Exchange – a secure, centralised system that allows public hospitals and health services across Victoria to instantly share patient information at the point of care.

Already operating at Austin Health and Eastern Health, CareSync Exchange is providing clinicians fast access to more than 2.3 million patient records, including past test results, discharge summaries and hospital visit history – without the delays of phone calls, faxes or repeat testing.

Seven more health services, including Northern Health, Alfred Health and Monash Health, will join by the end of 2025, with a full rollout to all public hospitals to be completed by 2028 – benefitting more than seven million Victorians.

CareSync Exchange means that no matter where Victorians live — in the city, regions or rural areas — they will receive safer, faster and more connected world class care.

Replacing outdated, fragmented information sharing systems with one secure platform will improve continuity of care, reduce the risk of medical errors and free up valuable time for healthcare workers to focus on patients.

Protecting patient privacy is a key priority, with CareSync Exchange incorporating advanced security measures such as firewalls, data encryption and unauthorised access detection. A robust privacy framework will guide the responsible use of information and ensure privacy.

The system itself was co-designed with clinicians to ensure it meets the practical needs of those using it every day in real healthcare settings.

In addition, the *Victorian Budget 2025/26* is investing more than \$35 million to upgrade digital systems across health services and Ambulance Victoria – protecting patient data from cyber threats and replacing outdated technology.

Quotes attributable to Minister for Health Mary-Anne Thomas

"With CareSync Exchange in place at more hospitals, our dedicated healthcare workers will have the right information at their fingertips – no delays, no duplication – just safer, faster care for every Victorian."

"CareSync Exchange will break down barriers, safeguard privacy, and give healthcare workers more time to focus on what matters most – caring for patients."

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