



---

## **My Health Record Software Vendor Support Contacts**

13 December 2023 v20231213  
Approved for external use  
Document ID: DH-3875:2023

### **Support contacts**

#### **Services Australia**

Services Australia has two points of contact for software vendors. Depending upon the situation the two options are below:

##### **Developer Liaison**

Developer Liaison supports new software vendors by distributing information e.g., agreements, developer's kit, documents, software, and notifications. They are also responsible for customer relationship management and liaising with the relevant business area.

##### **Online Technical Support (OTS) Helpdesk**

The OTS Helpdesk helps software vendors diagnose and resolve technical issues during the testing and production stages.

Operating hours: 8.30am-5.00pm Monday to Friday (AEST).

#### **Australian Digital Health Agency**

##### **Connections Team**

The Connections team at the Australian Digital Health Agency assist software vendors to develop products that connect to the My Health Record system. They provide expert advice regarding architectural and technical specifications for software products that transact with the My Health Record system.

##### **My Health Record System Operator**

The My Health Record Operations Management Team manages the day-to-day operational activities of the My Health Record System. They provide production access, manage production issues, and monitor transactions in the My Health Record system.

## Getting help

### Testing registration

If you require assistance with the process of registration for My Health Record testing, please contact Services Australia on:

Email: [developerliaison@servicesaustralia.gov.au](mailto:developerliaison@servicesaustralia.gov.au)  
Phone: 1300 550 115

### During testing

If you require technical assistance during the testing phase, please contact Services Australia (OTS) on:

Email:  
[myhealthrecord.otshelpdesk@servicesaustralia.gov.au](mailto:myhealthrecord.otshelpdesk@servicesaustralia.gov.au)  
Phone: 1300 550 115 (Business hours AEST)

### During development

If you require assistance with developing your software, please contact the Australian Digital Health Agency:

Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)  
Phone (in Australia): 1300 901 001

### In production – Business Hours

If you want to report a technical issue, the first point of contact is Services Australia OTS:

Email:  
[myhealthrecord.otshelpdesk@servicesaustralia.gov.au](mailto:myhealthrecord.otshelpdesk@servicesaustralia.gov.au)  
Phone: 1300 550 115

### In production – After Hours

If you need to report a serious issue impacting providers use of the My Health Record system where an error or other issue in the software will, or has the potential to, impact on the **operation, clinical safety (missing, incorrect, or misleading information), privacy, fraud, security, or reputation** of the My Health Record system call My Health Record Incident Support.

Phone: 1800 723 471 (Option 2)

## Participating as a Contracted Service Provider

Guidance about registering in the My Health Record system as a Contracted Service Providers can be found at:

<https://www.myhealthrecord.gov.au/for-healthcare-professionals/howtos/contracted-service-provider-registration>

## Contact summary

### Developer Liaison (new vendors)

Phone: 1300 550 115  
Fax: 02 6124 6633  
Email: [developerliaison@servicesaustralia.gov.au](mailto:developerliaison@servicesaustralia.gov.au)

### Australian Digital Health Agency (Development Assistance)

The My Health Record website also provides a link through to the website dedicated to developers of software that connects to the My Health Record system:

Software developers' resource centre  
(<https://www.digitalhealth.gov.au/implementation-resources>)

Phone: (in Australia): 1300 901 001

Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

### OTS Helpdesk (Technical Support Business hours AEST)

Phone: 1300 550 115  
Fax: 02 6143 7040  
Email:  
[myhealthrecord.otshelpdesk@servicesaustralia.gov.au](mailto:myhealthrecord.otshelpdesk@servicesaustralia.gov.au)

### OTS eCertificates

Phone: 1800 700 199 (Option 3)  
Fax: (02) 1300 134 590  
Email:  
[myhealthrecord.otshelpdesk@servicesaustralia.gov.au](mailto:myhealthrecord.otshelpdesk@servicesaustralia.gov.au)  
or [HI.OTS.HELPDESK@servicesaustralia.gov.au](mailto:HI.OTS.HELPDESK@servicesaustralia.gov.au)

## After Hours Support

For serious issues, please contact  
**My Health Record Incident Support:**

Phone: 1800 723 471 (Option 2)

## Provider enquiries for My Health Record system

The numbers noted above are specifically intended for use by software vendors and they are not appropriate contact points for Healthcare Providers. Healthcare Providers who require assistance with the My Health Record system should call:

Phone: 1800 723 471 (Option 2)

You may also find the Digital Health website useful:

<https://www.digitalhealth.gov.au/initiatives-and-programs/my-health-record>