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## My Health Record Software Vendor Support Contacts

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### 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 Enterprise Operations 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

## Participating as a Contracted Service Provider

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

[Apply for NASH PKI for Contracted Service Provider \(CSP\) and General Supporting Organisation \(GSO\) - Health professionals - Services Australia](#)

## 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://implementer.digitalhealth.gov.au>

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)