


Aged Care Web Services

Our digital health and aged care channels are being upgraded to web services technology.

By 13 March 2022, web services compatible software will need to be used to access aged care digital channels.

The authentication technology Public Key Infrastructure (PKI) currently used to submit claims and data to Services Australia is also being replaced.

Current PKI security will be replaced with our own authentication system called Provider Digital Access (PRODA).

 For more information about the upgrades go to servicesaustralia.gov.au/hpwebservices

Aged Care Web Services

Aged Care Web Services is a new digital channel that will be used to submit claims and data to Services Australia across all aged care programs:

- Residential Care
- Home Care, and
- Flexible Care (Short Term Restorative Care and Transition Care)

Your next steps

You don't need to do anything yet.

If your organisation uses software to transmit information to Services Australia, new web services enabled software products are currently being developed.

We're working with software developers so software products are ready before the change to web services on 13 March 2022.

In the meantime, you can continue to use your current software product until it's upgraded or by 13 March 2022, whichever is earlier.