



Australian Government

Services Australia

# A2WS UPDATE

## Welcome to the new A2WS update November 2020

12

MONTHS

Time remaining for product certification

**Your software products must be upgraded to web services. If your customers aren't transitioned, they won't be able to transact with Services Australia from 13 March 2022.**

### You have 12 months to obtain product certification

We're concerned that you're running out of time.

A large number of developers have delayed development and plan on obtaining certification later in 2021.

This delay will result in a bottleneck of requests for certification which means some developers may miss out.

To allow time for products to be rolled out to sites and for integration testing to be completed, we're requesting all certification be completed by 30 November 2021.

This will also allow us time to troubleshoot any issues before March 2022.

**All software developers must obtain certification before 30 November 2021. We won't be able to accept bookings for product certification after this date.**

If you haven't already started developing web services or made a booking for product certification, you should do so now.

### Updated software developer lists on our website

The software developer list for Medicare Online has been updated on our website to now reflect developers who are web services ready.

This will assist end users who don't currently have a software developer.



Go to [servicesaustralia.gov.au/hpwebervices](https://servicesaustralia.gov.au/hpwebervices) and select *How to find a software developer* to view the updated list.

### Congratulations...

A huge congratulations to the following software developers who've successfully received certification and are now web services ready and transmitting for specific functions.

We look forward to seeing your customers' transition to web services.

**Daughterly Care**

**Heartbug Pty Ltd**

**Instant Consult**

**Provider Assist**

**Sapient Pty Ltd**

**The Clever Company**

**XtraMile Solutions**

**1st Group**

## Implementing web services to your customers

If you haven't already started planning, you must think about how much time you'll need to transition your customers to web services.

We recommend you review the key timings below to make sure you have enough time.

**Your customers must be operational before 13 March 2022.**

**You should allow enough time to troubleshoot any issues.**

If you only develop software for Medicare Online (including DVA and AIR):

You should have already started development and booked in for certification testing.

We anticipate there'll be a queue of developers requesting product certification testing and there may be delays in obtaining certification.

If you develop for ECLIPSE:

You should have already started developing the first groups that have been released, to minimise impacts and development work required later.

Specifications for the first three groups are already available in the Health Systems Developer Portal.

If you develop for PBS:

You can start developing now. All web services development material and documentation are available in the portal.

We anticipate there'll be a queue of developers requesting product certification testing and there may be delays in obtaining certification.

If you develop for Aged Care:

You should have already started development and booked in for certification testing.

We anticipate there'll be a queue of developers requesting product certification testing and there may be delays in obtaining certification.

## Communicating with your customers

We've already started communicating with your customers. We'll be accelerating our communication activity in coming months to ensure we reach as many health professionals as possible.

**Start contacting your customers now** to inform them of the need to upgrade and when you anticipate you'll have your products ready.

You can also direct them to the web services eKit to download the factsheets we've developed, so they can start preparing now.



Go to [servicesaustralia.gov.au/hpwebervices](https://servicesaustralia.gov.au/hpwebervices) and select *How to prepare for web services* to view the web services eKit.

## Key timings

### > NOVEMBER 2020

Contact your customers to let them know about the upgrade

Develop your software products

Obtain product certification (allow up to 2 months)

Transition your customers to web services

### > NOVEMBER 2021

Transition your final customers to web services

No further bookings for product certification

### > 13 MARCH 2022

Adaptors switched off

SHA-1 PKI will no longer work