

## Urgent Updates to online health services security

Services Australia is updating the security settings used to protect online health services on **5 May 2026**. This is in line with the latest advice from the Australian Signals Directorate. These updates will help ensure digital health services remain secure and continue to meet Australian Government security requirements.

### What this means for you

Your online system may need to be upgraded before **5 May 2026** to remain compatible. Most upgrades are provided by software developers as part of maintaining their systems.

If you use software to access any of the following digital health services:

- Medicare related services (online claiming, PBS Online and Aged Care)
- Australian Immunisation Register (AIR)
- Department of Veterans' Affairs (DVA)
- Healthcare Identifiers (HI) Service
- My Health Record
- Electronic Prescribing
- PRODA connected third-party services

### What you need to do

- Ensure your software is up to date before **5 May 2026**.
- If you're unsure, refer to communications from your software developer or support provider. They can confirm whether your system is up to date and apply any required upgrades.
- If you don't have a current support plan in place with a developer, please refer to Services Australia's website for information.

If no action is taken, you may no longer be able to transact with Services Australia through your practice software.

If you're unable to transact with Services Australia through your practice software from **5 May 2026**, you can continue to lodge your claims through Services Australia's online channel. Visit Health Professional Education Resources for help.

**AIR:** It's mandatory to record all COVID-19, National Immunisation Program (NIP) schedule and Japanese encephalitis virus (JEV) vaccinations you give on the AIR. It's important to record vaccine information within 24 hours (if practical), otherwise within 10 business days of administering a vaccine. If you cannot record the vaccination through your practice software, you will need to use the AIR site. Use the AIR Health Professional Education Resource to understand how you meet your legislative reporting requirements.

**PBS:** Manual claiming (paper-based) may be used; however, processing timeframes will be longer and this option is not suitable for high volumes. Claims can otherwise be held and submitted once your dispensing software is upgraded to TLS 1.2 or above and connection is restored.

**Medicare:** HPOS Web claiming or manual claims submission for bulk Bill and Patient Claims.

**ECLIPSE:** Manual claims submission to the Health Insurer.