

Getting ready for MyMedicare

Guide on how to prepare

phn
DARLING DOWNS
AND WEST MORETON

An Australian Government Initiative



Local Integrated
Primary Health Care



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Requirements to get ready for MyMedicare

Service	Who is responsible	What’s needed	Links
Individual PRODA Account	All Staff – Owner/Director, Practice Manager, Health Practitioners – nurses, GPs, nurse practitioners, allied health, administrators	<ul style="list-style-type: none">Personal contact details + phone number and emailThree ID Documents – <i>Driver’s Licence, Medicare card, Birth Certificate or Australian Passport</i>	<ul style="list-style-type: none">PRODA LogonPRODA RegistrationPRODA Resources – Services Australia
Organisation PRODA Account	Owner/Director/Practice principal Practice Manager can be allocated access	<ul style="list-style-type: none">ABNOrganisation contact detailsNon-Public organisation details listed on ABR – <i>to answer 3 randomised questions</i>	<ul style="list-style-type: none">PRODA LogonPRODA Resources – Services Australia
Organisation PRODA Account - Adding Members/Managing Delegations	Owner/Director/Practice principal Practice Manager can be allocated access	<ul style="list-style-type: none">Members RA NumberMembers Surname	<ul style="list-style-type: none">PRODA LogonPRODA Resources – Services Australia
Linking an Organisation in PRODA to HPOS	Associate – Owner/Director Authorised Contact – Practice Manager/2IC	<ul style="list-style-type: none">ABNAssociate/Authorised Contact RA Number listed against ABR	<ul style="list-style-type: none">PRODA LogonPRODA Resources – Services Australia
Organisation Registration for MyMedicare	Associate – Owner/Director Authorised Contact – Practice Manager	<ul style="list-style-type: none">ABNAssociate/Authorised Contact RA NumbersOrganisation detailsHealth Practitioner Provider NumberBanking Details	<ul style="list-style-type: none">PRODA LogonOrganisation Register Resources – Services Australia
Linking a Subsidiary Organisation in PRODA to an Organisation Site	HPOS-Org-Admin – Associate/Authorised Contact HPOS-Org-Site-Admin – Authorised Contact	<ul style="list-style-type: none">Organisation Site IDAssociate/Authorised Contact RA NumbersOrganisation detailsHealth Practitioner Provider NumberBanking Details	<ul style="list-style-type: none">PRODA LogonSub Organisation Resources – Services Australia

What is PRODA?

PRODA stands for 'Provider Digital Access'

An Australian government online authentication system.

It enables secure access to various government services and portals such as Health Professional Online Services (HPOS) or Provider Connect Australia (PCA) for individuals and businesses.

PRODA issues unique credentials to users, allowing them to interact with government systems efficiently and safely.

Requirements for registration:

- Driver's Licence
- Medicare Card
- Australian Passport, or
- Australian Birth Certificate

And,

- Personal email
- Personal phone number

Refer to slides for list of identification applicable for registration.

PRODA Registration:

<https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>

My linked services



Available services



PRODA Individual account registration

How to register step-by-step

***PRODA individual account** is a PRODA account set up by an individual for themselves*

Step 1

Go to <https://proda.humanservices.gov.au/> and click on **Register now**

Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

Login

Do not have a PRODA account? **Register now**

or

Login using your Digital Identity

[Find out if this option is for you](#)

Click on **Register now** on the next screen

Register now

There are three steps to create a new account.

1 Create account



Provide your details, create a username and password, and verify your email address.

2 Verify documents



Verify 3 different [identity documents](#).

3 Match existing services



Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

+ Your right to privacy

Register now

Step 2

Enter your details:

- Title (Optional)
- First Name
- Additional names (such as middle names)
- Surname
- Gender (Male, Female, Non-Binary)
- Date of Birth



1 Create account



2 Verify documents



3 Match existing services

[< Back](#)

Your details

Title (Optional)

Mr

First name

James

Additional names

(Required if on any of your identity documents)

Tiberius

Surname

Kirk

Gender

Male

Date of birth

For example, 20 03 1976

22 / 03 / 1993

Next

Step 3

Create you login details

Create a Username

- Recommended to use a variation of your name:
- JKirk
- JamesKirk
- JTKirk
- JamesTKirk

Create a strong password that contains

- A minimum of 10 characters
- At least 1 uppercase letter, lowercase letter, and 1 number or special character
- Example password requirements:
w3Akpsswr!

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

Create your login details

Username

JKirk

Password

..... Show

Confirm Password

..... Show

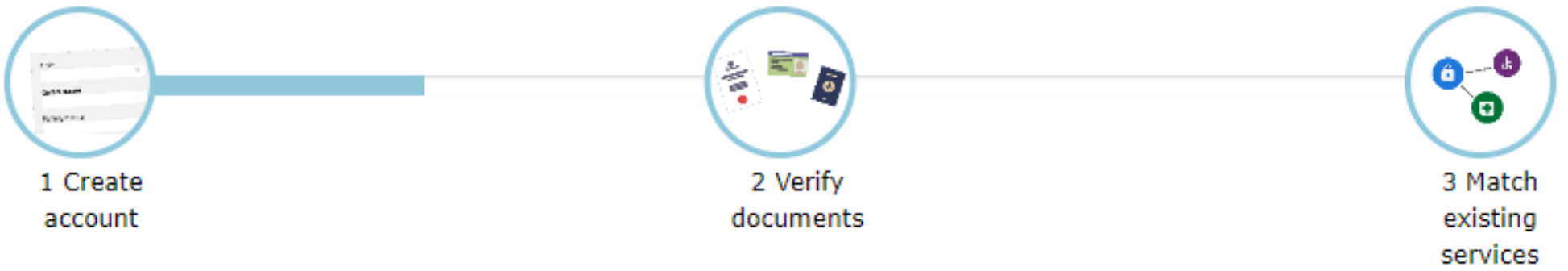
- ✓ At least 10 characters
- ✓ At least 1 uppercase letter
- ✓ At least 1 lowercase letter
- ✓ At least 1 number or [special character](#)

Next

Step 4

Select 3 Security questions
Enter in the answers only you would know

Keep these secure and private!



[< Back](#)

Your security questions

The following security questions and answers will help to recover your account if required.

Security question 1

What was my favourite place to visit as a child?

Answer 1

Iowa

Security question 2

What is my most memorable moment in my adult life?

Answer 2

Kobayashi Maru

Security question 3

What was my favourite subject at school?

Answer 3

Physics

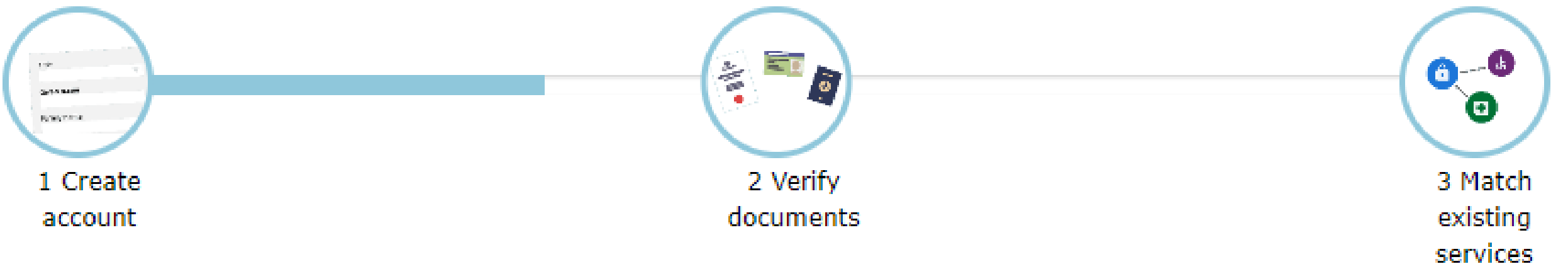
Next

Step 5

Enter your personal email address that you have access to.

A **verification code** will be sent to your email address.

Enter the verification code into the next screen




[< Back](#)

Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address

Confirm email address

Next

Step 6

Click **Next** button

Verifying your identity

You have successfully completed Step 1 of the PRODA account creation process.

You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.

1 Create account



Provide your details, create a username and password, and supply your email address.

2 Verify documents



Verify 3 different [identity documents](#)

3 Match existing services



Complete matching process for your existing user services

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).



Step 7

Verifying your identity

Select **one** document at a time

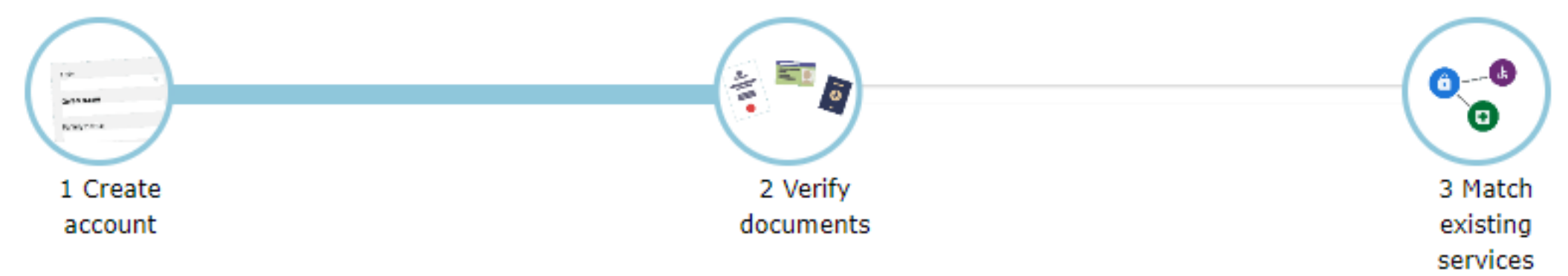
- Driver's Licence > Australian Passport > Medicare card

You can use 2 of the following documents:

- Medicare card
- Australian driver's licence
- ImmiCard
- Australian passport.

You can use 1 of the following documents:

- Australian passport
- Australian birth certificate
- ImmiCard
- Citizenship certificate
- Australian Visa, supported by a Foreign passport
- Certificate of registration by descent.



Verify your first document

- ☐ Australian passport
- ☐ Medicare card
- ☒ Australian driver's licence
- ☐ ImmiCard
- ☐ Australian birth certificate
- ☐ Australian Visa (supported by a foreign passport)
- ☐ Citizenship certificate
- ☐ Certificate of registration by descent
- ☐ I don't have any of these documents

Next

Step 7a

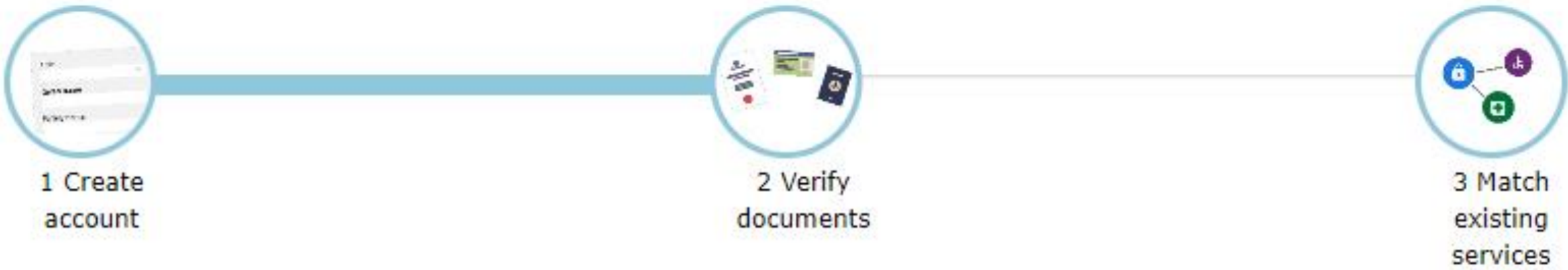
Driver's Licence Example

- Select the Australian state your driver's licence was issued in.

Name will be auto-populated into the correct fields

Enter in missing details

- Licence Number
- Card Number



[< Back](#)

Queensland driver's licence

First name
James

Additional names
Tiberius

Surname
Kirk

Licence number
101101101

Card number
FCC68114B9



QLD Licence - Front

[Back image](#)

Next

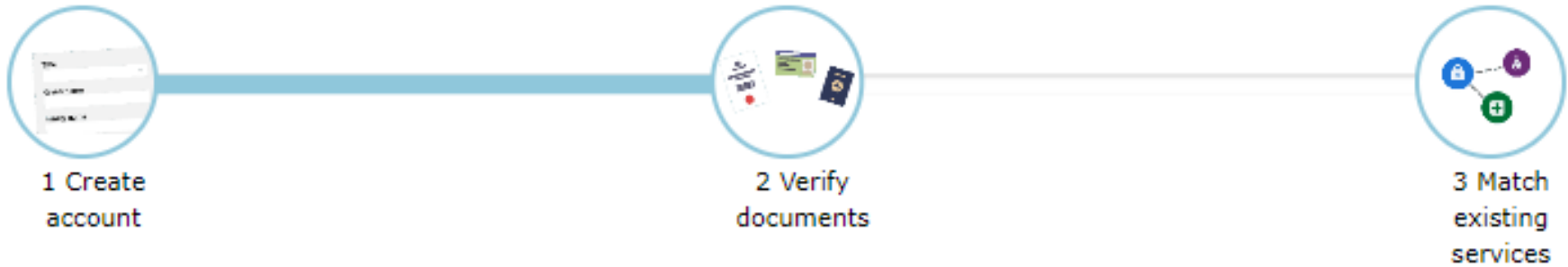
Step 7b

Medicare Card Example

Name will be auto-populated into the correct fields

Enter in missing details

- Medicare card number
- Individual reference number
- Card colour
- Expiry date



[< Back](#)

Medicare card

☐ The name on my Medicare card is displayed across multiple lines

First name

James

Additional names

Tiberius

Surname

Kirk

Medicare card number

3501803151

Individual reference number

6

Card colour

Green

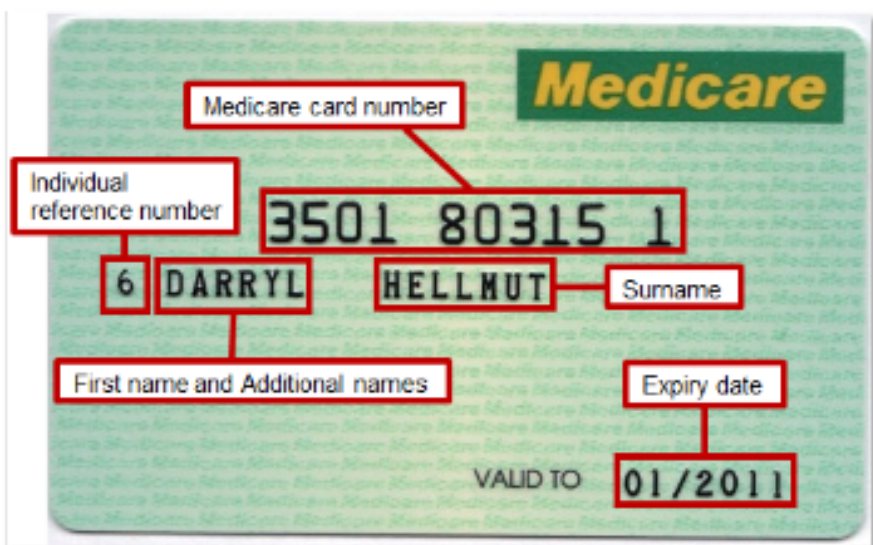
Expiry date(Green - MM/YYYY, Blue/Yellow - DD/MM/YYYY)

For example 16 03 2020 or 03 2020

01 / 2024

Next

Select a sample



Medicare card green

[Show all available samples](#)

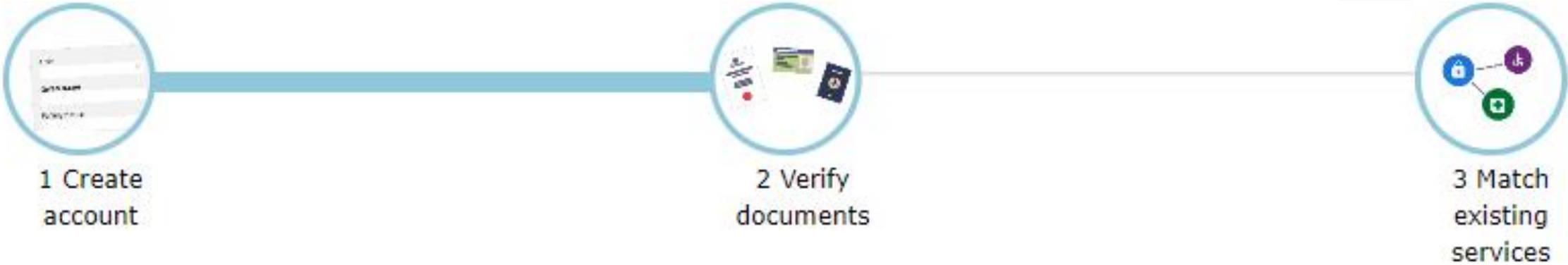
Step 7c

Australian Passport Example

Name will be auto-populated into the correct fields

Enter in missing details

- Document number



[< Back](#)

Australian passport

First name



James

Additional names

Tiberius

Surname

Kirk

Document number

M1234567



Next

Step 8

Verification Code Preference

Choose a method to have a verification code sent to you when you login into your PRODA account:

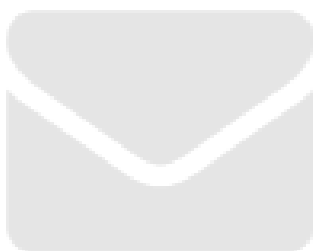
- Email
- Mobile App
- SMS

[< Back](#)

Update your verification code preference

To update your Verification code preference, please choose your preferred option below.

Email

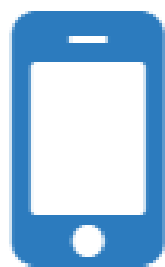


James.Kirk@example.com.au

Mobile App



Mobile phone (SMS)



0400 000 000

Next

Linking Healthcare Identifiers to HPOS

How to link step-by-step

This allows you to access HPOS functions

Step 1

Login to PRODA

- Enter Username
- Enter Password

An authentication code will be sent to your preference previously chosen:

- Email
- SMS
- PRODA app

Login

If you have already created your PRODA account, login below.

Username

JKirk

[Forgot your username?](#)

Password

••••••••

[Show](#)

[Forgot your password?](#)

Login

[<Back](#)

2-step verification

Enter the verification code from your SMS below.

If you cannot access your SMS at this time we can [send a code to a backup channel](#).

Enter Code

[Show](#)

[Didn't receive your code?](#)

Next

Step 2

Click **Link identifiers** button

Healthcare providers and administrators window will display

Select **Identifier type**

- HPI-O
- HPI-I
- RO/OMO
- AHPRA Medical Registration

Enter **Number of Identifier** chosen

Health Professional Online Services

Go to service **Link identifiers**

Healthcare providers and administrators

To add additional numbers or identifiers to your account use the search function below. If you haven't already entered your AHPRA Medical Registration number, we suggest adding it now as it has many other identifiers connected to it. Alternatively, you can search for other numbers, such as provider numbers.

AHPRA medical registration number

OR

Identifier type Identifier

Search

Back

Identifier type

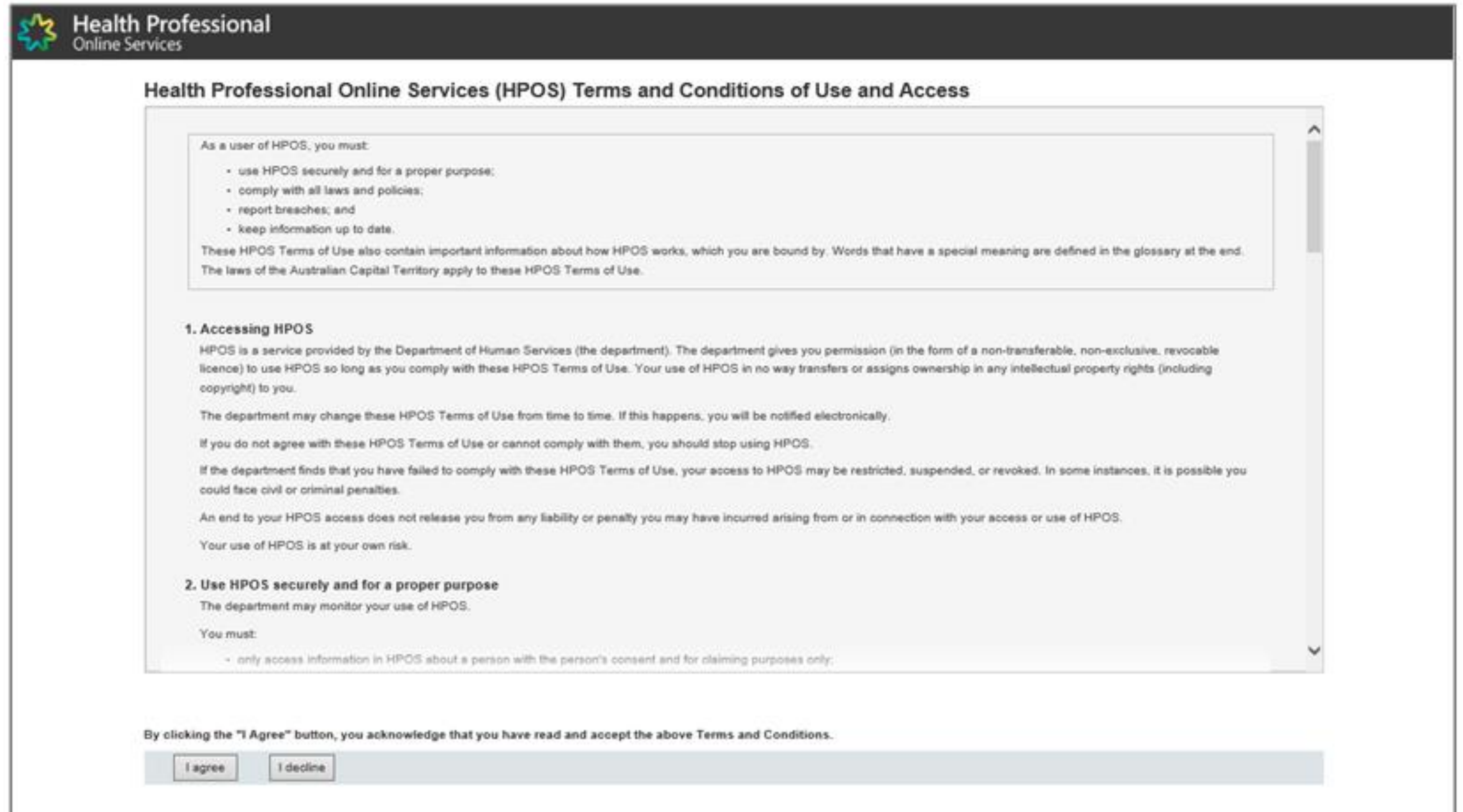
- HPI-O Number
- Medicare Provider Number
- HPI-I Number
- HPI-O Number**
- DVA Provider Number
- DVA Stem
- PBS Approved Prescriber
- RO/OMO Number

Back

Step 3

HPOS Terms and Conditions of Use and Access window will display

Click **I agree**



The screenshot shows a web browser window titled "Health Professional Online Services (HPOS) Terms and Conditions of Use and Access". The header includes the "Health Professional Online Services" logo and name. The main content area contains the following text:

As a user of HPOS, you must:

- use HPOS securely and for a proper purpose;
- comply with all laws and policies;
- report breaches; and
- keep information up to date.

These HPOS Terms of Use also contain important information about how HPOS works, which you are bound by. Words that have a special meaning are defined in the glossary at the end. The laws of the Australian Capital Territory apply to these HPOS Terms of Use.

1. Accessing HPOS

HPOS is a service provided by the Department of Human Services (the department). The department gives you permission (in the form of a non-transferable, non-exclusive, revocable licence) to use HPOS so long as you comply with these HPOS Terms of Use. Your use of HPOS in no way transfers or assigns ownership in any intellectual property rights (including copyright) to you.

The department may change these HPOS Terms of Use from time to time. If this happens, you will be notified electronically.

If you do not agree with these HPOS Terms of Use or cannot comply with them, you should stop using HPOS.

If the department finds that you have failed to comply with these HPOS Terms of Use, your access to HPOS may be restricted, suspended, or revoked. In some instances, it is possible you could face civil or criminal penalties.

An end to your HPOS access does not release you from any liability or penalty you may have incurred arising from or in connection with your access or use of HPOS.

Your use of HPOS is at your own risk.

2. Use HPOS securely and for a proper purpose

The department may monitor your use of HPOS.

You must:

- only access information in HPOS about a person with the person's consent and for claiming purposes only;

At the bottom of the window, there is a statement: "By clicking the 'I Agree' button, you acknowledge that you have read and accept the above Terms and Conditions." Below this statement are two buttons: "I agree" and "I decline".



Health Professional Online Services (HPOS)

is an online portal for healthcare providers to interact electronically with Services Australia



Registration Authority (RA) number is a unique identifier issued to individuals and organisations when they register for a PRODA account. This number moves with an individual across organisations.

Profile details

Name	James Kirk	 Update
Email	James.Kirk@gmail.com	 Update
Mobile phone number	0400 000 000	 Update
Username	JKirk	
Date of birth	22/03/2233	
Gender	Male	
RA number This number is required for HPOS delegation	1234567890	
Cancel PRODA account date		 Update

Organisation account registration in PRODA

How to register step-by-step

***PRODA organisation account** is a PRODA account set up by an authorised representative of an organisation*

What is a PRODA Organisation account?

- A PRODA organisation account is used for streamlined and secure access to Australian government services on behalf of an organisation or business.
- It allows authorised representatives to manage their organisation's interactions with government systems.
- Must be completed by an **owner or director or associate** they must be listed on the Australian Business Register (ABR).
- The PRODA organisation account ensures that only designated personnel can act on behalf of the organisation, maintaining confidentiality and data security.

The screenshot displays the PRODA (Provider Digital Access) interface for Health Professional Online Services (HPOS). The top navigation bar includes the Australian Government Services Australia logo, the PRODA Provider Digital Access title, and links for Profile, Services, Organisations, and Logout. The main content area is titled 'Health Professional Online Services (HPOS)' and contains a form for selecting an organisation. Below this, there is a 'Manage my organisation' section with a 'Back' link and a table of organisation details. The table lists fields such as Organisation Name, PRODA RA (Organisation), Status, ABN, Contact Email Address, and Contact Phone Number, each with its corresponding value and an 'Update' link. A 'Remove Organisation' button is located at the bottom of the table.

Organisation Details	
Organisation Name	Organisation 1
PRODA RA (Organisation)	1234512345
Status	Active
ABN	12 345 345 677
Contact Email Address	org1@orgmail.com Update Email
Contact Phone Number	Not supplied. Update Phone

[Remove Organisation](#)

Step 1

Login to PRODA

- Enter Username
- Enter Password

An authentication code will be sent to your preference previously chosen:

- Email
- SMS
- PRODA app

Login

If you have already created your PRODA account, login below.

Username

JKirk

[Forgot your username?](#)

Password

••••••••

[Show](#)

[Forgot your password?](#)

Login

[<Back](#)

2-step verification

Enter the verification code from your SMS below.

If you cannot access your SMS at this time we can [send a code to a backup channel](#).

Enter Code

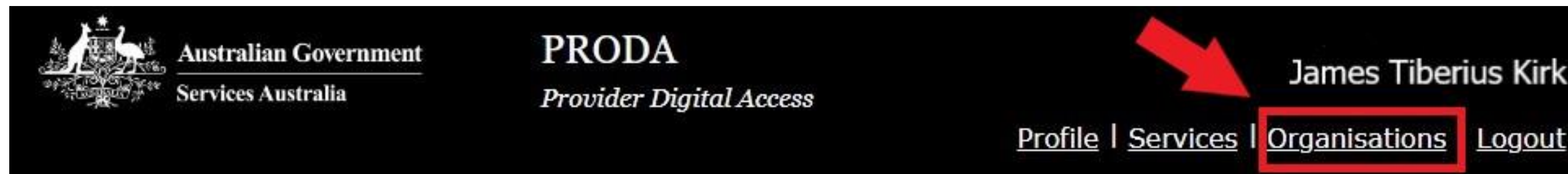
[Show](#)

[Didn't receive your code?](#)

Next

Step 2

Once logged in proceed to click on
Organisations button



Step 3

Click on [**Register New Organisation**](#)

My organisations

Not a member of any PRODA organisations yet.

If your organisation has an ABN and you are listed as an authorised person for that organisation on the Australian Business Register you can either join an existing registered organisation or register a new organisation in PRODA.

Join an Organisation



Register New Organisation



Step 4

Register New Organisation Details

Enter your organisation details:

- Organisation Name
- ABN
- Organisation Email
- Organisation Phone Number

[Back](#)

Register new organisation

PRODA authenticates an organisation's business information and your authority to act on its behalf via the Australian Business Register (ABR).

To avoid difficulties in registering your organisation make sure:

- the organisation's ABR details are up to date
- you are listed on the ABR as an authorised person for that organisation and your ABR listed name matches your PRODA name

Organisation Name

Organisation ABN

Organisation Contact Email Address

Confirm Organisation Contact Email Address

Organisation Contact Phone Number (Optional)

Cancel

Submit

Step 5

Verify Organisation Details

Answer the randomised verification questions.

The details must match the details on the ABR record exactly as listed.

Then select **Submit**.

Organisation has been successfully registered.

[Back](#)

Verify Organisation Relationship

Please answer the following questions about your organisation to verify your relationship. The answers will need to match the official ABN/ABR records.

- 1 What is the Contact business phone number for the organisation that you have entered?
- 2 What is the Contact all hours phone number for the organisation that you have entered?
- 3 What is the Suburb of the Service Notice Address for the organisation that you have entered?

[Back](#) [Submit](#)

Step 6

Verify Organisation Email

A verification code will be sent to the organisation email address.

If the email address is not correct, enter the correct email and confirm.

After this step registration will be successful!

< Back

Verify Organisation Email

We have sent a code to the organisation email address: frances.citizen@testemail.com at 25/07/2019 03:07:07 pm.

Enter verification code

Verify Resend Code

If you would like the code to be sent to a different email address, you will need to update the organisation contact email address.

Organisation Contact Email Address

Confirm Organisation Contact Email Address

Save and Send Code

Step 7

Registration Success

- A new screen will appear with **Organisation Contact email has been successfully verified**
- You'll receive a **confirmation email** that includes the Registration Authority (RA) number unique to your business.
 - The **Organisation RA** is different to your **Individual RA** number.
- Select **Back** to return to the **My Organisations** page.

Organisation Contact email has been successfully verified.

[← Back](#)

ABC123 PTY LTD

Organisation Details	
PRODA RA (Organisation)	0987654321
Status	Active
ABN	12 345 678 123
Contact Email Address	frances.citizen@testemail.com
Contact Phone Number	Not supplied.

Member Role			
PRODA RA (Individual)	1234567890	Name	Frances Citizen
Role	Director	Status	Active
Start Date	25/07/2019	End Date	-

[Remove Organisation](#)

Members ▾

Subsidiary Organisations ▾

Service Provider ▾

B2B Devices ▾

[Back](#)

Adding members to Organisation Account in **PRODA**

How to add step-by-step

*Adding members to **PRODA** organisation account by authorised representative of an organisation, allows the delegation of access to authorised members within the organisation.*

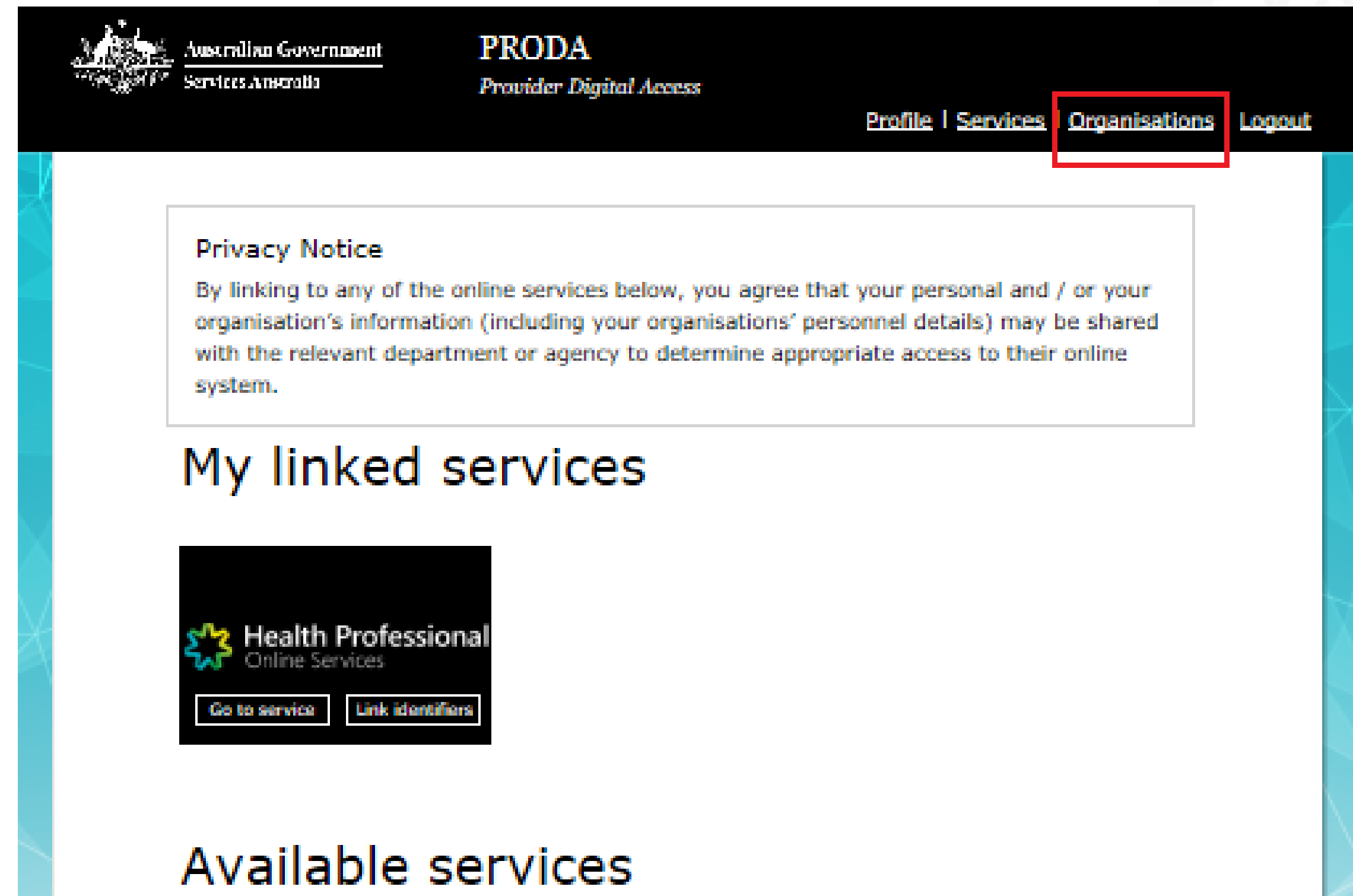
Step 1

PRODA

Login to PRODA

Enter Authentication Code

Then, Select Organisations




Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

 **Health Professional**
Online Services


[Go to service](#) [Link identifiers](#)

Available services

Step 2

Organisation

Select the **Organisation** you want to add a member to



Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

My organisations

You're a member of the organisations listed below.

Select the organisation name to:

- view the organisation's details
- manage the organisation's devices
- add or remove the organisation's members
- add subsidiary organisations (for parent organisations only)

Name	ABN	Organisation Status	Role/Status
Organisation 1	12 345 345 677	Active	Director / Active
Organisation 2	12 345 345 678	Email Unverified	Director / Unmatched

1


2 records found

Step 3

Members

Select **Members** tab

Click **Add Member**



Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

[Back](#)

Manage my organisation

Organisation Details

Organisation Name	Organisation 1	
PRODA RA (Organisation)	1234512345	
Status	Active	
ABN	12 345 345 677	
Contact Email Address	org1@orgmail.com	Update Email
Contact Phone Number	Not supplied.	Update Phone

Remove Organisation

Members

Name	PRODA RA	Role	Status
John Citizen	9999999999	Director	Active

1103 records found

Add Member

Subsidiary Organisations

Service Provider

B2B Devices

Back

Step 4

Members Details

Enter the **RA Number (Individual)** of the person you wish to add

Enter their **Surname**

Click the box to confirm you have obtained consent of the person to add to the Organisation PRODA Account

Check User Details is correct person you are adding

Select an **End Date**

- Maximum 12-month period
- Recommend annual review and refresh of authorised members

Australian Government
Service Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

[Back](#)

Add a member to Organisation 1

Member Search

To add a person to your organisation, enter their details in the fields below and click search.

PRODA RA (Individual):

9999999991

Surname:

Citizen

☒ I confirm that I have obtained the consent of this individual to search or add them to my Organisation's PRODA account.

Search

User Details

PRODA RA (Individual)	9999999991
Name	Mary Citizen

End date 10/04/2021

Add this member

[Back](#)

Step 4a

Members Details

Click **Add This Member** button

A window will appear,

Confirm **Member Details** are correct

Click **Add This Member**

The screenshot shows the PRODA web interface. At the top, there is a header with the Australian Government Services Australia logo, the PRODA logo, and the text 'Provider Digital Access'. Navigation links for 'Profile', 'Services', 'Organisations', and 'Logout' are on the right. The main content area is titled 'Add a member to Organisation 1' and includes a 'Back' link. Below the title is a 'Member Search' section with a text input field and a 'Search' button. A 'Confirm' modal window is open in the center, displaying the following details: 'Please confirm these member details:', 'PRODA RA (Individual): 9999999991', 'Name: Mary Citizen', and 'Member Role: Personnel'. The modal has 'Close' and 'Add this member' buttons. The 'Add this member' button in the modal is highlighted with a red rectangle. Below the modal, there is a checkbox for confirming consent and a 'Search' button. Further down is a 'User Details' section with a 'PRODA RA (Individual) Name' field. At the bottom, there is an 'End date' field with the value '10/04/2021' and a calendar icon. A red rectangle highlights the 'Add this member' button at the bottom of the page. A 'Back' button is also visible at the very bottom.


Step 5

Member Added

A message will appear:

Member has been added to the Organisation

Member has been successfully added, you can add more members to the Organisation PRODA Account.



Australian Government
Service Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

[< Back](#)

Add a member to Organisation 1

Member Search

To add a person to your organisation, enter their details in the fields below and click search.

PRODA RA (Individual)s

9999999991


Surnames

Citizen

☒ I confirm that I have obtained the consent of this individual to search or add them to my Organisation's PRODA account.

Search

Member Added

 Member has been added to the organisation

PRODA RA (Individual)	9999999991	Name	MaryCitizen
--------------------------	------------	------	-------------

Back

Managing member Delegations in Organisation PRODA Account

How to manage delegations step-by-step.

Delegating attributes to certain members in **Organisation PRODA Account** allows the organisation to control member access.

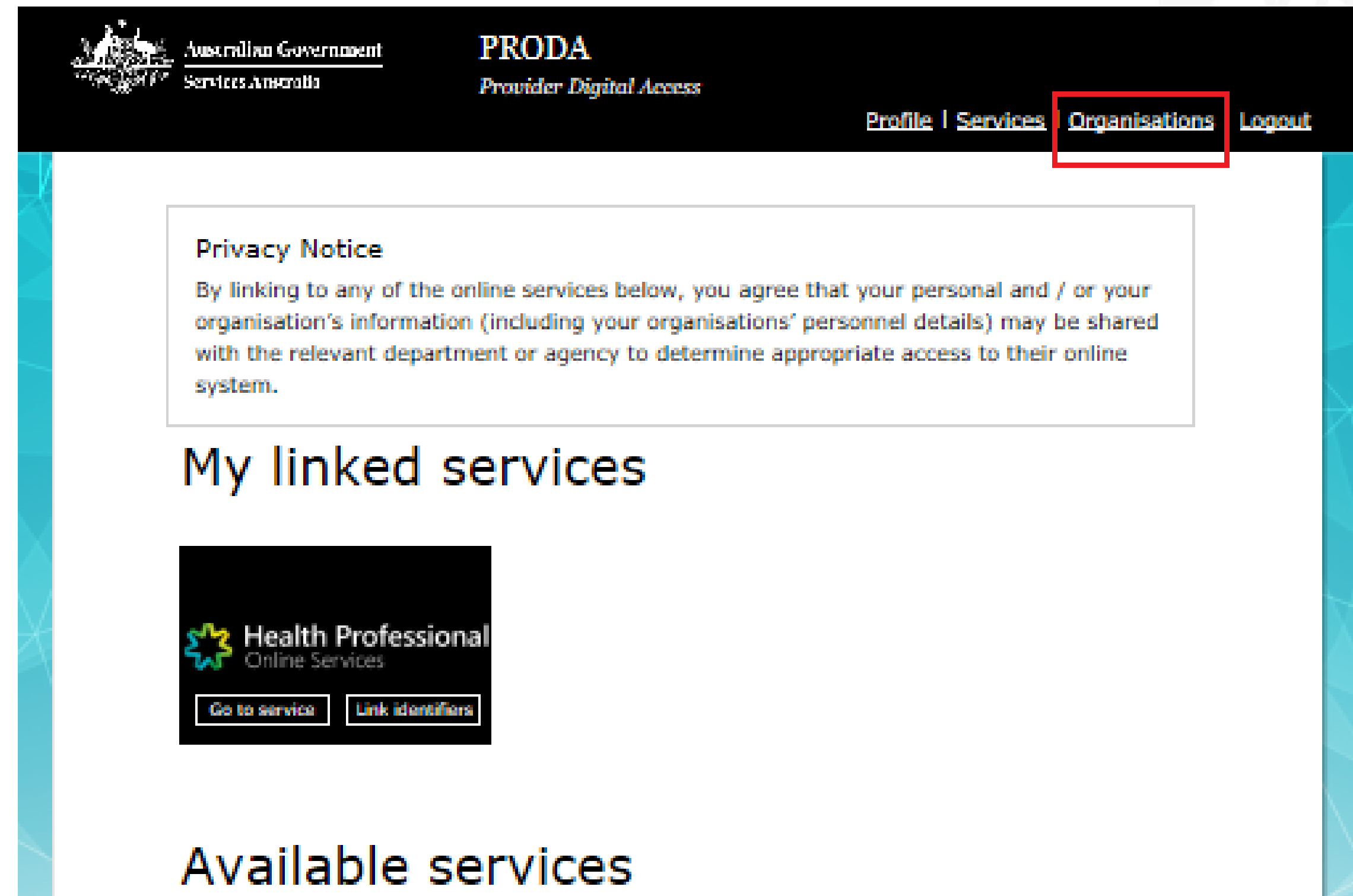
Step 1

PRODA

Login to PRODA

Enter Authentication Code

Then, Select Organisations




Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

 Health Professional
Online Services


[Go to service](#) [Link identifiers](#)

Available services

Step 2

Organisation

Select the **Organisation** you want to add a member to



Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

My organisations

You're a member of the organisations listed below.

Select the organisation name to:

- view the organisation's details
- manage the organisation's devices
- add or remove the organisation's members
- add subsidiary organisations (for parent organisations only)

Name	ABN	Organisation Status	Role/Status
Organisation 1	12 345 345 677	Active	Director / Active
Organisation 2	12 345 345 678	Email Unverified	Director / Unmatched

1


2 records found

Step 3

Members

Select **Members** tab

Click on the **Member** you want to manage



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Manage my organisation

Organisation Details

Organisation Name	Organisation 1	
PRODA RA (Organisation)	1234512345	
Status	Active	
ABN	12 345 345 677	
Contact Email Address	org1@gmail.com	Update Email
Contact Phone Number	Not supplied.	Update Phone

Remove Organisation

Members

Name	PRODA RA	Role	Status
Mary Citizen	999999999	Director	Active

1103 records found

Add Member

Subsidiary Organisations

Service Provider

B2B Devices


Back

Step 4

Attribute Delegations

Select **Attribute Delegations**

Click **Delegate To This Member**

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Manage Mary Citizen for
Organisation 1

Member details

PRODA RA (Individual)	9999999991
Role	Personnel
Member Status	Active
Start Date (DD/MM/YYYY)	09/04/2020
End Date (DD/MM/YYYY)	10/04/2021 

Remove this member

Delegations

Attribute Delegations

Name	Service Provider	Can Be Delegated
no record found		

1 10

Delegate To This Member

Nominee Delegations From Other Members

Nominee Delegations To Other Members

Back

Step 4a

Understanding Management Attributes

Attribute ▴	Permissions ▴
Owner Access	This assigns you all attributes and functions of a Director in PRODA.
Org Owner	This lets you access or perform a particular function with the Service Provider associated to the attribute.
Ident	This lets you access service providers as a nominee acting on behalf of another member of the organisation in PRODA.
Sub-Org Management	This lets you add, remove or update Subsidiary Organisations (sub orgs).
Service-Link Management	<div>This lets you:</div> <ul style="list-style-type: none">• add and link the organisation in PRODA to a Service Provider• remove a Service Provider from the organisation in PRODA.
Employee Management	<div>This lets you:</div> <ul style="list-style-type: none">• add or remove members• manage membership end dates.
Device Management	<div>This lets you:</div> <ul style="list-style-type: none">• add, remove or update B2B devices• manage B2B device activation end dates.



Step 4b

Attribute Delegations

Select **Delegation** you want to attribute to the member

If you want them to be able to re-delegate the attribute to other members, select **Delegable**

Enter **To Date**

- Maximum 12-month period
- Recommend annual review and refresh of authorised members

Click **Delegate** button

Delegations

Attribute Delegations

Name Service Provider Can Be Delegated

1 10 no record found

Delegate To This Member

New Delegation To This Member

To grant additional delegations to this member select the appropriate delegation from the list below and click Delegate.

Member

Organisation 1

Delegation

- ☐ CCBOS : CCBOS-Org-Owner
- ☐ CCCS : CCS-Org-Owner
- ☐ PRDDA : Device-Management
- ☐ PRDDA : Employee-Management
- ☐ PRDDA : Owner-Access
- ☐ PRDDA : Service-Link-Management
- ☐ PRDDA : Sub-Org-Management

Delegable

☐ Yes ☒ No

To Date

10/04/2021

Delegate

Step 5

Attribute Delegations

You've delegated an attribute to your member.

You'll see their **Name** and **Attribute** in **Attribute Delegations**

Delegations

Attribute Delegations

Name	Service Provider	Can Be Delegated
CCBOS-Org-Owner	Business Hub	No

1

10

1 record found

Delegate To This Member

New Delegation To This Member

To grant additional delegations to this member select the appropriate delegation from the list below and click Delegate.

Delegation of CCBOS-CCBOS-Org-Owner attribute was successful.

Member

JIRA-428

Delegation

☐ CCBOS : CCBOS-Org-Owner

☐ PRODA : Device-Management

☐ PRODA : Employee-Management

☐ PRODA : Owner-Access

☐ PRODA : Service-Link-Management

☐ PRODA : Sub-Org-Management

Delegable

☐ Yes ☒ No

To Date

10/04/2021

Delegate


Step 6

Managing Attribute Delegations

You can **Remove** a member's **Delegation**

Or,

Change their **End Date** in their Attribute delegation details.



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Attribute delegation details

Attribute	CCBOS-Org-Owner	Service Provider	Business Hub
Delegated To	Mary Citizen	Delegable	No
Start Date	09/04/2020	End Date	<div>10/04/2021</div>

Remove this Delegation

Back

Linking an Organisation in PRODA to HPOS

How to link step-by-step.

Step 1

Login to PRODA

- Enter Username
- Enter Password

An authentication code will be sent to your preference previously chosen:

- Email
- SMS
- PRODA app

Login

If you have already created your PRODA account, login below.

Username

JKirk

[Forgot your username?](#)

Password

••••••••

[Show](#)

[Forgot your password?](#)

Login

[<Back](#)

2-step verification

Enter the verification code from your SMS below.

If you cannot access your SMS at this time we can [send a code to a backup channel](#).

Enter Code

[Show](#)

[Didn't receive your code?](#)

Next

Step 2

Once logged in proceed to click on **Organisations** button



Step 2

My Organisations

Select the organisation you're acting on behalf of

My organisations

You're a member of the organisations listed below.

Select the organisation name to:

- view the organisation's details
- manage the organisation's devices
- add or remove the organisation's members
- add subsidiary organisations (for parent organisations only)


Name	ABN	Organisation Status	Role/Status
New Organisation	35 52 197 696		
		Active	Director / Active
1			1 record found
Join an Organisation			
Register New Organisation			

Step 3

Manage My Organisations

Expand the Service Provider menu

Select **Add Service Provider**



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[Back](#)

Manage my organisation

[0 membership\(s\) expiring within 30 days](#)
[0 attribute\(s\) expiring within 30 days](#)

Organisation Overview

Organisation Details

Organisation Name	New Organisation
PRODA RA (Organisation)	5024039511
Status	Active MOCK Verified
ABN	35 152 197 696
Contact Email Address	SHN247@servicesaustralia.gov.au Update Email
Contact Phone Number	Not supplied. Update Phone

Remove Organisation

Members

Subsidiary Organisations

Service Provider

Name	Status
Health Professional Online Services (HPOS)	Pending
PRODA	Active

1

10

2 records found

Add Service Provider

Step 4

Select **Health Professional Online Services** (HPOS)

Click **Add Service Provider**


- ☒ Health Professional Online Services (HPOS)
- ☐ Medicare Online/ECLIPSE/DVA/AIR
- ☐ NDIS API
- ☐ NDIS Partner Portal
- ☐ National Redress Scheme
- ☐ DI - Oversight Authority Response System
- ☐ OTS Software Vendor Portal
- ☐ PBS Online
- ☐ Transforming the Collection of Student Information
- ☐ Health Professional Management Services

Add Service Provider

Step 5

The status will be **Pending** until linking is completed.

Status will then change to **Active** once complete



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Manage my organisation

[0 membership\(s\)](#) expiring within 30 days
[0 attribute\(s\)](#) expiring within 30 days

Organisation Overview

Organisation Details

Organisation Name	New Organisation
PRODA RA (Organisation)	5024039511
Status	Active MOCK Verified
ABN	35 152 197 696
Contact Email Address	SHN247@servicesaustralia.gov.au Update Email
Contact Phone Number	Not supplied. Update Phone

Remove Organisation

Members

Subsidiary Organisations

Service Provider

Name	Status
Health Professional Online Services (HPOS)	Pending
PRODA	Active

1

102 records found

Add Service Provider

Step 6

Terms and Conditions

PRODA connects the user to the Provider Linking System (PLS)

The Organisation Linking screen will appear

Read the **T&C's**

Select the tick box for **declaration** and **agree** and **understand** the T&C's

Click on **Accept**

Organisation Linking - Terms and Conditions

Application

Effective on and from 18/04/2020

Set out below are the terms and conditions of my agreement with Services Australia in respect of my interactions in relation to:

- a. Online claiming for Medicare through third party software (including Medicare Online, ECLIPSE, the Australian Immunisation Register (AIR) and Department of Veterans' Affairs (DVA) claiming)
- b. Online claiming for the Pharmaceutical Benefits Scheme (PBS) through third party software
- c. Immunisation Notifications to the AIR, through the AIR site (secure portal)
- d. Health Professional Online Services (HPOS)
- e. Any other systems owned or hosted by Services Australia, as notified in writing to you (collectively referred to as "Agency Online Systems").

Interpretation

A reference to a party denoted by "I", "me", "my", "you" includes that party, any persons under that first party's direction or control, another party acting on that first party's behalf or another party who the first party acts on behalf of. Any persons under the direction or control of that first party or acting on behalf of that first party shall be deemed to be authorised by that first party.

A reference to "Services Australia" includes Services Australia, and the Department of Veterans' Affairs or the Department of Health as relevant in relation to their corresponding respective Agency Online Systems.

1. Accuracy and completeness

Declaration

I declare that:

- ☒ I am the person authorised to act on behalf of my organisation and/or any organisation I represent to accept all terms and conditions on behalf of my organisation or the one I represent.
- ☒ The information I have provided is complete and correct.

I agree with:

- ☒ The terms and conditions of this agreement.

I understand that:

- ☒ Giving false or misleading information is a serious offence.
- ☒ By accepting these terms, I agree to all of the above.

Accept

Decline

Step 7

Organisation Linking – Create Relationships

Once the HPOS Service has been added, the **Create Relationships** screen will appear

Select **ABN** as the identifier

The organisation **ABN** will pre-populate the Identifier box

Click **Next**

Organisation Linking

Organisation Linking - Create Relationships

Identifying your organisation

*Please provide an identifier that has been issued for the organisation

Identifier type

Identifier

ABN

35152197696

Your Australian Business Number (ABN) will be used to access the Organisation Register in HPOS - Your ABN was issued to you by the Australian Business Register (ABR) and has been pre-populated from your PRODA Organisation.

Next

Step 8

Confirmation

A confirmation message will verify linking relationship with HPOS

Click **Next**

The next screen confirms that the organisation in PRODA can access HPOS services.

Click **Finish**

Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:

Health Professional Online Services (HPOS) for ABN 35152197696



Next

Organisation Linking - Next Steps

You can now access HPOS services based on the identifiers you have used to link.

Select **Go to service** on the **Health Professional Online Services** tile in **PRODA - My services**.

Select the organisation you have linked

First time access:

- The HPOS terms and conditions will display, you must read them and select **I agree**
- Provide an email address and select **submit**

The **HPOS home page** opens.

To return to your PRODA account from HPOS select **Manage logon account** from the main menu.

Go to My services page in PRODA by clicking [Here](#).

Finish

Step 9

Return to PRODA main menu

Click Go to Service on the HPOS tile


Select the organisation you are acting on behalf of in HPOS

Continue as Your Organisation

Privacy Notice


By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

Health Professional
Online Services

Go to service

Link identifiers

Australian Government
Services Australia

PRODA
Provider Digital Access

Robert Watson

Profile

Services

Organisations

Logout

Health Professional Online Services (HPOS)

Organisation

Please choose an organisation to act on behalf of:

☐ No Organisation - Proceed as an individual only

☒ New Organisation


Cancel

Continue

phn

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Step 10

Terms and Conditions

When you access HPOS as your organisation, you will have the Terms and Conditions of Use and Access appear.

Read **T&C's**

Click **I Agree** button

 **Health Professional**
Online Services

Health Professional Online Services (HPOS) Terms and Conditions of Use and Access

As a user of HPOS, you must:

- use HPOS securely and for a proper purpose;
- comply with all laws and policies;
- report breaches; and
- keep information up to date.

These HPOS Terms of Use also contain important information about how HPOS works, which you are bound by. Words that have a special meaning are defined in the glossary at the end. The laws of the Australian Capital Territory apply to these HPOS Terms of Use.

1. Accessing HPOS

HPOS is a service provided by the Services Australia (the agency). The agency gives you permission (in the form of a non-transferable, non-exclusive, revocable licence) to use HPOS so long as you comply with these HPOS Terms of Use. Your use of HPOS in no way transfers or assigns ownership in any intellectual property rights (including copyright) to you.

The agency may change these HPOS Terms of Use from time to time. If this happens, you will be notified electronically.

If you do not agree with these HPOS Terms of Use or cannot comply with them, you should stop using HPOS.

If the agency finds that you have failed to comply with these HPOS Terms of Use, your access to HPOS may be restricted, suspended, or revoked. In some instances, it is possible you could face civil or criminal penalties.

An end to your HPOS access does not release you from any liability or penalty you may have incurred arising from or in connection with your access or use of HPOS.

Your use of HPOS is at your own risk.

2. Use HPOS securely and for a proper purpose

The agency may monitor your use of HPOS.

You must:

- only access information in HPOS about a person with the person's consent and for patient registration for MyGP or claiming purposes only;
- keep information that you obtain through HPOS secure and confidential at all times;
- keep your Secure Access Details for HPOS secure and confidential at all times; and

By clicking the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.

Step 11

Mail Centre Notifications


An email must be provided to access HPOS mail centre and receive notifications.

Enter **Organisation Email Address**


Select **Yes** to receive notifications

Select **Immediate notification for new correspondence from the dropdown** box

Click on **Submit**

 Health Professional
Online Services

Mail centre notifications

 To have access to Health Professional Online Services, an email must be provided.

Should you choose to receive notifications to the email provided below, you would receive notifications for:

- Delegation updates (if applicable)
- New email in your HPOS mailbox
- Updates by HPOS staff to your contact details

All Account activity notifications will be sent to the email provided below, irrespective of your notification preferences.

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

[Terms and Conditions](#)

Email Address *

vod@email.com

Confirm Email Address *

vod@email.com

Mobile number

Do you wish to receive notifications?*

☐ Yes ☒ No

Frequency of notifications*

One notification daily for all new correspondence ▼

Submit

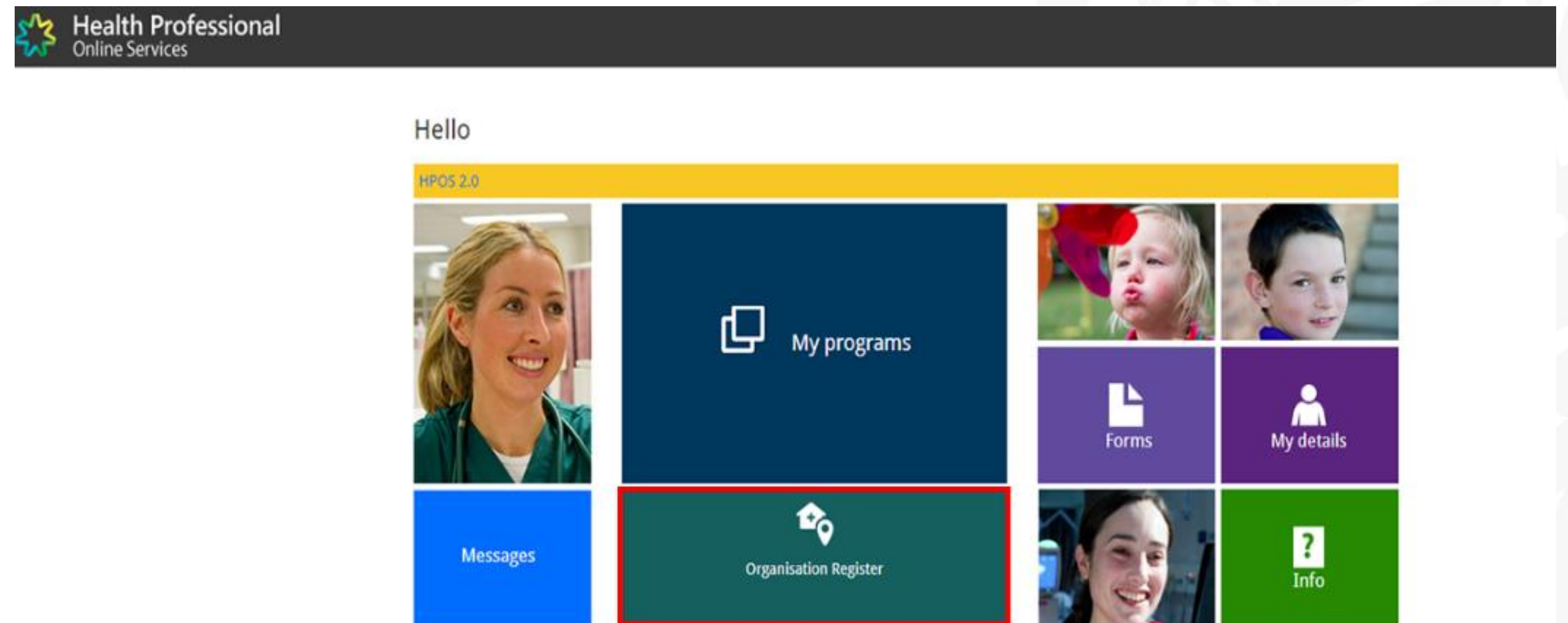
Reset

Step 12

Linking Process Completion

Linking process is now complete!

HPOS will now display the **Organisation Register** tile



Organisation Register for MyMedicare

How to register step-by-step.

Step 1

Organisation Register

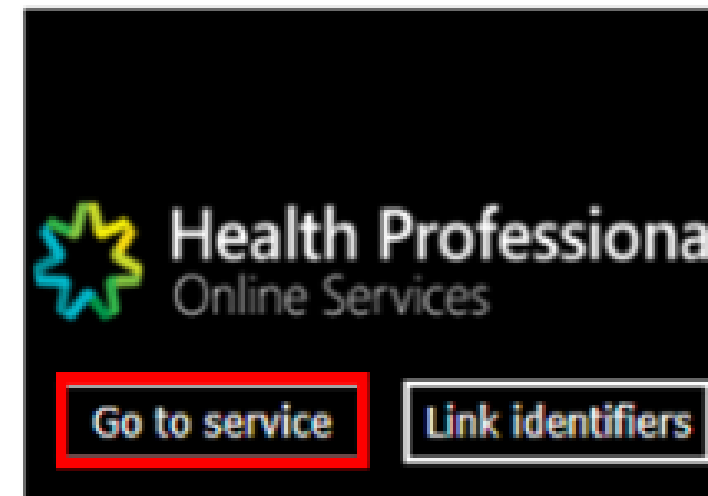
After logging into **PRODA**

Select **Go to Services** on HPOS tile

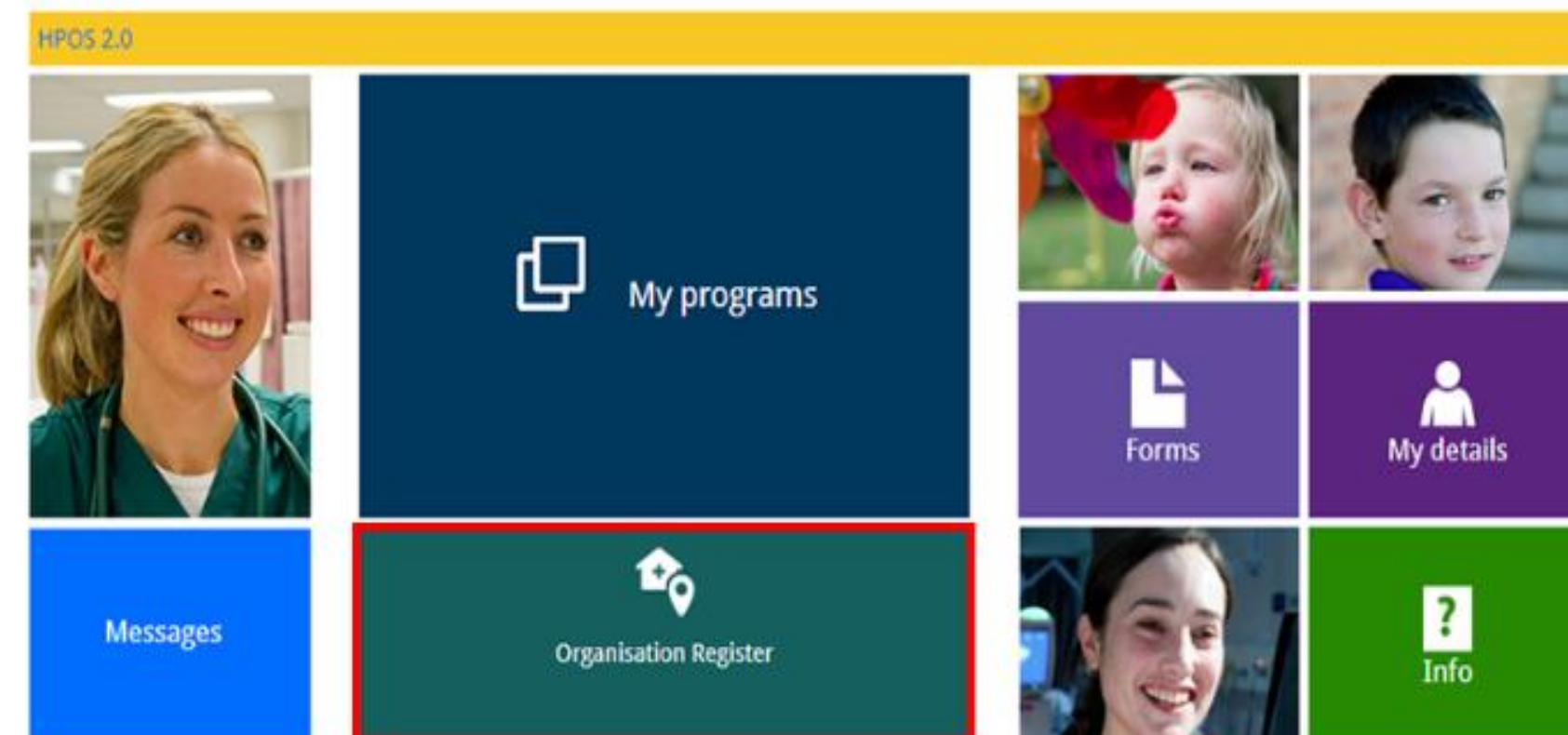
Continue as **Organisation**

Then, select the **Organisation Register** tile

My linked services



Hello



Step 2

Organisation Details

To create an Organisation Record, details need to be entered in tabs:

- Contact
- Key Individuals
- Associated Sites

Associated Sites tab is used to register a health service provider location, such as a general practice.

Must be with the same ABN

Once all details have be entered select **Save** to make the record active

Organisation Register - Organisation Record

Amend

Organisation ID	2308283726	Entity Name	Organisation A
ABN	35 121 97 696	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51

Organisation

Contact

Key Individuals

Associated Sites

i The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

Organisation Details

ABN	35 121 97 696		
ACN			
Entity Name	Organisation A		
Entity Type	Limited Partnership		
ABN Registered Address	QLD 4000		
ABN Start Date	13/08/2020	ABN End Date	
Registered Start Date	01/12/2022	Registered End Date	

Ultimate Organisation

i This is the recognised legal entity that you consider to have hierarchical control of your organisation.

There is currently no Ultimate Organisation for this record.

Add Ultimate Organisation

Submit

Reset

Cancel

Step 3

Ultimate Organisation Register

An **Ultimate Organisation** is the primary organisation of the Owner/Director

These details are voluntary and can be added if relevant to the organisation

Select **Add Ultimate Organisation**

Organisation Register - Organisation Record

Amend

Organisation ID	2308950726	Entity Name	Organisation A
ABN	35 121 97 006	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51

Organisation

Contact

Key Individuals

Associated Sites

The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

Organisation Details

ABN	35 121 97 006		
ACN			
Entity Name	Organisation A		
Entity Type	Limited partnership		
ABN Registered Address			
ABN Start Date	13/08/2020	ABN End Date	
Registered Start Date	01/12/2022	Registered End Date	

Ultimate Organisation

This is the recognised legal entity that you consider to have hierarchical control of your organisation.

There is currently no Ultimate Organisation for this record.

Add Ultimate Organisation

Submit

Reset

Cancel

Step 4

Ultimate Organisation Register

Enter **ABN** for the **Ultimate Organisation**

Select **Confirm**

Confirm the **Ultimate Organisation** details you have entered

Select **Submit**

A summary will appear, select **Save**

Add Ultimate Organisation

Please enter the ABN of the recognised legal entity.

*ABN

Confirm **Cancel**

Key Individuals

Current

Name	Date of
No records found.	

Historical

Name	Date of
No records found.	

Associated Sites

Current Organisation Sites

ID
No records found.

Save **Cancel**

Register - Organisation Record

2308956726	Entity Name	Organisation A
35 121 97 696	PRODA RA Number	5024039511
Pending (System)	From	01/12/2022 10:10:51

Key Individuals **Associated Sites**

The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

Organisation Details

ABN	35 121 97 696	
ACN		
Entity Name	Organisation A	
Entity Type	Limited partnership	
ABN Registered Address		
ABN Start Date	13/06/2020	ABN End Date
Registered Start Date	01/12/2022	Registered End Date

Ultimate Organisation

This is the recognised legal entity that you consider to have hierarchical control of your organisation.

ABN	11 111 11 111
Entity Name	Main Organisation
Date Recorded	01/12/2022

Update Ultimate Organisation **Remove Ultimate Organisation**

Submit **Reset** **Cancel**

Step 5

Contact Tab

Provide mandatory details:

- Contact Number
- Email Address
- Postcode
- Suburb
- Address

Once details have been entered, select **Submit**

Then, select **Save**

The screenshots illustrate the process of entering contact details in a web application. The top-left screenshot shows the 'Contact' tab with fields for Phone, Mobile, Fax, and Email, and the 'Postal Address' section with fields for Building or Department, Property, Suite/Unit Type, Floor/Level Type, Lot Number, Street Name, Street Type, Postal Type, Locality, and Postcode. The top-right screenshot shows the 'Postal Address' section with a dropdown menu for 'Locality or Postcode' open, displaying suggestions like 'BANKSIA PARK SA 5091', 'TEA TREE GULLY SA 5091', and 'VISTA SA 5091'. The bottom-left screenshot shows the 'Postal Address' section with the 'Postcode' field set to '5091'. The bottom-right screenshot shows the 'Postal Address' section with the 'Address Line' field set to '1 ELIZABETH ST TEA TREE GULLY SA 5091'.

Step 6

Key Individuals

The **Key Individuals** tab requires a minimum of **two** Key Individuals

One Associate – Owner/Director listed against the ABN on the ABR

And,

One Authorised Contact – Practice Manager/OMO

Select **Add Key Individual**

Organisation Register - Organisation Record

Amend

Organisation ID	2308858728	Entity Name	Organisation A
ABN	35 121 97 096	PRODA RA Number	5024039511
Status	Pending (User)	From	01/12/2022 10:54:48

Organisation

Contact

Key Individuals

Associated Sites

Add Key Individual

Current

Name	Date of Birth	Role	Phone/Mobile	Start Date	End Date
No records found.					
Showing Rows 0-0 of 0					

Historical

Submit

Reset

Cancel

Step 6 cont.

Key Individuals

Enter details in the popup window:

- Role
- ID Type (such as PRODA RA No.)
- ID Number (such as RA Number)
- First Name
- Surname
- Date of Birth
- Contact Number
- Email Address

Once details are entered for Associate

Select **Confirm**

Do the same for Authorised Contact

The screenshot shows the 'Add Key Individual' popup window. The main window in the background is titled 'Organisation Register - Organisation Record' and shows details for Organisation ID 2308958728 and ABN 35 121 97 698. The 'Key Individuals' tab is selected. The popup window contains the following fields:

- Role ***: A dropdown menu with 'Associate' selected. This field is highlighted with a red box.
- ID Type ***: A dropdown menu with 'PRODA RA Number' selected.
- ID ***: A text field containing '1608264625'.
- First Name**: A text field containing 'First name'.
- Surname ***: A text field containing 'Surname'.
- Date of Birth ***: A date picker showing '01/01/1970'.
- Phone**: A text field with a dropdown for country code (+61) and area code (02), followed by the number '61432476'.
- Mobile**: A text field with a dropdown for country code (+61) and area code (02), followed by the number '61432476'.
- Email ***: A text field containing 'VOD@email.com'.
- Start Date**: A date field showing '01/12/2022'.
- End Date**: A date field.

At the bottom of the popup window, there are two buttons: 'Confirm' and 'Cancel'. The 'Confirm' button is highlighted with a red box.

Step 6 cont.

Key Individuals

Confirm the **Key Individual's** details are correct

Select **Submit**

You are here: [Home](#) » Organisation Register

Organisation Register - Organisation Record

[Amend](#)

Organisation ID	2308283726	Entity Name	Organisation A
ABN	35152197696	PRODA RA Number	5024039511
Status	Active	From	19/01/2022 16:24:35

Organisation Contact Key Individuals Associated Sites

Add Key Individuals

Expand All

Collapse All

▼ Current

Name ↕	Date of Birth ↕	Role ↕	Phone/Mobile	Start Date ↕	End Date ↕	Action
Jim Smith	01/01/1970	Associate	+61 02 61432473	19/01/2022		Amend End View
Jim Smith	01/01/1970	Authorised Contact	+61 02 61432473	19/01/2022		Amend End View

Showing Rows 1-2 of 2

► Historical

Submit Reset Cancel

Step 7

Organisation Record Summary

Confirm the organisation details are completed and correct

Select **Save**

BB02 - All of the following details are required for the Organisation record to become 'Active'.

- Postal address
- At least a phone or mobile
- An email
- At least one key individual with the role Associate
- At least one key individual with the role Authorised Contact

This record can still be saved in a Pending status until all required information is provided.

5024039511

Organisation Register Summary

Organisation ID2300

StatusPending

Organisation

The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

ABN35 121 97 696

Entity NameOrganisation A

ABN Registered AddressQLD 4000

ABN Start Date13/08/2020

Registered Start Date01/12/2022

ACN

Entity TypeLimited partnership

ABN End Date

Registered End Date

Ultimate Organisation

This is the recognised legal entity that you consider to have hierarchical control of your organisation.

ABN35 121 97 696

Entity NameOrganisation A

Date Recorded01/12/2022

Contact

Phone

Mobile

Postal Address

Fax

Email

Key Individuals

Current

Name	Date of Birth	Role	Phone/Mobile
	01/01/1970	Associate	

Historical

No records found.

Associated Sites

Current Organisation Sites

ID	Name	Physical Address
No records found.		

Save

Cancel

phn

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Step 8

Organisation Record Active

The Organisation Record Status will now be **Active**

The Associated Sites tab now displays an **Add New Site**

Select **Add New Site**

BB02 - All of the following details are required for the Organisation record to become 'Active'.

- Postal address
- At least a phone or mobile
- An email
- At least one key individual with the role Associate
- At least one key individual with the role Authorised Contact

This record can still be saved in a Pending status until all required information is provided.

5024039511

Organisation Register Summary

Organisation ID2300

StatusPending

Organisation

The Organisation record will hold details about the ABN (Australian Business Number) and have been prepopulated from the ABR (Australian Business Register). If these details are not correct, contact the ABR.

ABN35 121 97 696

Entity NameOrganisation A

ABN Registered AddressQLD 4000

ABN Start Date13/08/2020

Registered Start Date01/12/2022

ACN

Entity TypeLimited partnership

ABN End Date

Registered End Date

Ultimate Organisation

This is the recognised legal entity that you consider to have hierarchical control of your organisation.

ABN35 121 97 696

Entity NameOrganisation A

Date Recorded01/12/2022

Contact

Phone

Mobile

Postal Address

Fax

Email

Key Individuals

Current

Name	Date of Birth	Role	Phone/Mobile
	01/01/1970	Associate	

Historical

Name	Date of Birth	Role	Phone/Mobile
No records found.			

Associated Sites

Current Organisation Sites

ID	Name	Physical Address
No records found.		

Save

Cancel

Step 9

Organisation Site Record

This window allows you to enter Organisation Site details via the tabs, such as for your General Practice.


The system will pre-populate the details

Enter the Organisation Site Name

Organisation Register - Organisation Site Record

Create

Organisation Site	Physical Address	Services	Contact	Key Individuals
Accreditation	Provider	Program Registration	Banking Details	

 The Organisation Site holds details about your practice at a physical location. The Organisation Site will need to be 'Active' to participate in Health programs. To obtain a status of 'Active' the following fields are required:

- Postal address
- Contact email address
- Contact phone or mobile number
- Key individual with a role of 'Authorised Contact' with no end date

Organisation ID	2308956727
ABN	35 121 97 696
Entity Name	ORGANISATION A
Organisation Site Name *	<input type="text" value="Family General Practice"/>
Start Date	01/12/2022

Submit

Reset

Cancel

Step 9a

Organisation Site Record – Physical address

Physical Address tab allows you to enter the address of your General Practice

Postcode and **Suburb** must be entered first

Enter the **Address** into address line

Organisation Register - Organisation Site Record

Create

Organisation Site **Physical Address** Services Contact Key Individuals Accreditation Provider Program Registration Banking Details

Building or Department

Property

Suite/Unit Type Suite/Unit Number

Floor/Level Type

Lot Number

Street Name

Street Type

Locality

Postcode

Clear Manual Entry

Submit Reset Cancel

Organisation Site **Physical Address** Services Contact Key Individuals Accreditation Provider Program Registration Banking Details

Locality or Postcode 5091

Geospatial MMM 2019 1 - Major City

Submit Reset Cancel

[NON-PRODUCTION] 2023 04-19

1 5091

BANKSIA PARK SA 5091

TEA TREE GULLY SA 5091

VISTA SA 5091

-- Your Input --

5091

Organisation Site **Physical Address** Services Contact Key Individuals Accreditation Provider Program

Address Line 1 eli

Locality 1A ELIZABETH ST TEA TREE GULLY SA 5091

Postcode 1A ELIZABETH ST TEA TREE GULLY SA 5091

Clear Manual Entry

Geospatial MMM 2019

Submit Reset Cancel

Email vod@mail.com

Postal Address

Locality or Postcode

Clear Manual Entry

Same as Physical Address ☐

Submit Reset Cancel

Step 9b

Organisation Site Record – Services

The **Service** tab details what health service the practice will provide

In **Service Descriptions**, select the dropdown box

Select the **Service Types** provided

Select how the services will be delivered in **Service Delivery Types**.

- More than 1 can be selected

If any of the first four options were selected in Service Delivery Types. An address at what locations that service will provided outside the original address.

Then select **Submit**

Organisation Register - Organisation Site Record

Create

Organisation SitePhysical AddressServicesContactKey IndividualsAccreditationProviderProgram RegistrationBanking Details

Service Descriptions

The Service Description is based on your Australian and New Zealand Standard Industrial Classification (ANZSIC) classification. This is based on the main business activity the Organisation Site provides. More than 1 Service Description can be added.

Add/Amend Organisation Site Type

General Practice

Service Type ('Select 1 or more')

☒ General Practice Service

Aged Care Residential Services

Ambulance Services

General Practice

Mental Health Hospitals

Optometry and Optical Dispensing

Service Unit

No available Service Units

Confirm

Cancel

Organisation Site Type/Service Type/Service Unit

No records found.

Showing Rows 0-0 of 0

Service Delivery Types

☐ Aboriginal Community Controlled Health Services (ACCHS) at Site location and/or other locations

☐ Aboriginal Medical Services (AMS) at Site location and/or other locations

☐ Mobile Services at other locations

☐ Outreach Services at other locations

☒ Services at Site location

Service Locations

*Service Location is a location outside of the Organisation Sites physical address, where providers service patients on a repeated or extended basis.

Before a Service Location can be added to the Organisation Site, the status of the Organisation Site must be 'Active'.

Name

Address

Geospatial MMM 2019

Spoke

Date Recorded

No records found.

Showing Rows 0-0 of 0

Submit

Reset

Cancel

phn

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AND WEST MORETON

An Australian Government Initiative

Local Integrated
Primary Health Care

www.ddwmpnhn.com.au

Step 9c

Organisation Site Record – Contact

The **Contact** tab requires mandatory details:

- Phone Number
- Email Address
- Postal Address

You may use same address as the Site address, otherwise enter **alternative** postal address

Organisation Register - Organisation Site Record

Create

Organisation Site	Physical Address	Services	Contact	Key Individuals	Accreditation	Provider	Program Registration	Banking Details
-------------------	------------------	----------	---------	-----------------	---------------	----------	----------------------	-----------------

Contact Details

Phone	+61	02	61432473	Fax	
Mobile				Email	PM@gmail.com

Postal Address

Building or Department		
Property		
Suite/Unit Type		Suite/Unit Number
Floor/Level Type		Floor/Level Number
Lot Number		Street Number
Street Name	BARTLETT	25
Street Type	PL	Street Suffix
Postal Type		Postal Number
Locality	* GREENWAY	
Postcode	* 2900	
Same as Physical Address	<input checked="" type="checkbox"/>	

Submit Reset Cancel

Step 9d

Organisation Site Record – Key Individuals

Key Individuals tab requires a minimum of one Key Individual

Enter details in the popup window:

- Role
- ID Type (such as PRODA RA No.)
- ID Number (such as RA Number)
- First Name
- Surname
- Date of Birth
- Contact Number
- Email Address

Once details are entered for Authorised Contact

Select **Confirm**

The screenshot displays the 'Organisation Register - Organisation Site Record' interface. The 'Key Individuals' tab is selected, and the 'Add Key Individual' popup window is open. The popup window contains the following fields:

- Role: **Authorised Contact**
- ID Type: PRODA RA Number
- ID: 1325251269
- First Name: Jim
- Surname: Smith
- Date of Birth: 01/01/1970
- Phone: +61 02 61432473
- Mobile: (empty)
- Email: VOD@email.com
- Start Date: 01/12/2022
- End Date: (empty)

The 'Confirm' button is highlighted in red. Below the popup window, the 'Organisation Register - Organisation Record' interface is visible, showing the 'Key Individuals' tab. The table below lists the key individuals:

Name	Date of Birth	Role	Phone/Mobile	Start Date	End Date	Action
Jim Smith	01/01/1970	Associate	+61 02 61432473	01/12/2022		Amend End View
Jim Smith	01/01/1970	Authorised Contact		01/12/2022		Amend End View

The 'Submit' button is highlighted in red.

Step 9e

Organisation Site Record – Accreditation

Accreditation tab does not need to be completed for the General practice Training Payments Program

- This tab will be used when new functions and programs are added

You can select accredited or exempt from the dropdown box

Organisation Register - Organisation Site Record

Amend

Organisation Site ID	2308956826	Organisation Site Name	P&O ORGANISATION
Physical Address	141 TURBOT STREET BRISBANE ADELAIDE STREET QLD 4000		PRODA RA Number
Status	Active	From	01/12/2022 12:49:38

Organisation Site

Physical Address

Services

Contact


Key Individuals

Accreditation

Provider

Program Registration

Banking Details

 Accreditation may affect the eligibility of health programs.

Is the organisation site accredited or exempt?

Submit

Reset

Cancel

Step 9f

Organisation Site Record – Provider

Provider tab does not need to be completed for the General practice Training Payments Program

- This tab will be used when new functions and programs are added

Select **Add Provider**

You can search for the providers using their **Provider Number**.

Select **Confirm**

The screenshot displays the 'Organisation Register - Organisation Site Record' interface. The 'Provider' tab is selected and highlighted with a red box. Below the tab, the 'Add Provider' button is also highlighted with a red box. A modal dialog box titled 'Add Provider' is open, showing a search for 'Provider Number' with the value '2885956' entered. The dialog has 'Find' and 'Cancel' buttons. Below the dialog, the 'Start Date' is set to '01/12/2022' and the 'End Date' is empty. A 'Declaration' section is visible, stating: 'The information you have provided is true and correct, and you understand that giving false or misleading information is a serious offence.' Below this, there is a checkbox labeled 'I agree' which is checked. At the bottom of the declaration section are 'Confirm' and 'Cancel' buttons. The background of the interface shows various fields for 'Organisation Site ID', 'Physical Address', 'Status', 'Organisation Site Name', and 'PRODA RA Number'.

Step 9g

Organisation Site Record – Program Registration

Program Registration tab will display programs the site (General Practice) is eligible for.

Programs will be added at a later stage

When available, select the program you wish to register for from the **New Program** dropdown box

Select **Add Program**

Select **Submit**

Organisation Register - Organisation Site Record

Amend

Organisation Site ID	230825143	Organisation Site Name	New Organisation
Physical Address	25 BARTLETT PL GREENWAY ACT 2900	PRODA RA Number	5024039511
Status	Active	From	

Organisation Site	Physical Address	Services	Contact	Key Individuals	Accreditation	Provider	Program Registration	Banking Details
Organisation ID	2308956727							
ABN	35 121 97 696							
Entity Name	New Organisation							
Organisation Site Name *	<input type="text" value="Family General Practice"/>							
Start Date	01/12/2022							

Organisation Register - Organisation Site Record

Amend

Organisation Site ID	230825143	Organisation Site Name	New Organisation
Physical Address	25 BARTLETT PL GREENWAY ACT 2900	PRODA RA Number	5024039511
Status	Active	From	01/12/2022 12:49:38

Organisation Site	Physical Address	Services	Contact	Key Individuals	Accreditation	Provider	Program Registration	Banking Details
New Program	<input type="text" value=""/>	<input type="button" value="Add Program"/>						
Program ID ⇅	Program ⇅	Status ⇅	Status Start Date ⇅		Status End Date ⇅			
2308285143		Eligible	01/12/2022					

Showing Rows 1-1 of 1

Step 9h

Organisation Site Record – Banking Details

Banking Details tab allows you to add banking details for the organisation site.

This requires an organisation site to hold a **HPOS-Org-Finance Attribute**

Select **Add**

Enter bank account details

Or,

Select existing account details

Agree to the Declaration statement

Click **Confirm** button

Organisation Register - Organisation Site Record

Amend

Organisation Site ID	Organisation Site Name
Physical Address	PRODA RA Number
Status	Active
From	01/12/2022 12:49:38

Organisation Site Physical Address Services Contact Key Individuals Accreditation Provider Program Registration **Banking Details**

Updates to banking details will take affect and have a start date of tomorrow.

Program	BSB	Account No	Account Name	Start Date	End Date	Action
GTP						Add

Submit

Add Banking Details

Program details

Program:

Choose type of account details

☐ Select an existing account

☒ Enter a new account

Existing account details

Existing accounts

Account details

Branch number (BSB)

Name of bank, building society or credit union

Branch where account is held

Account Number

Account Name

Declaration

I declare that:

- I have authority to provide banking details on behalf of the Sole Trader.

I authorise:

- Services Australia to direct all payments relating to this program for the Organisation Site, will be paid into the nominated account.

I understand that:

- Other employees of the Organisation may be able to see these banking details if they are delegated the relevant PRODA Attributes.
- Services Australia may contact me to confirm these details for security or clarification purposes.

The information I am providing is true and correct, and I understand that giving false or misleading information is a serious offence.

☒ * I agree

Confirm Cancel

Step 10

Organisation Site Record – Summary

Organisation Site Summary will appear once you Submit details

Check details entered are **correct**

Click **Save** button

Organisation Register - Organisation Site Record

Summary

Organisation Site ID	PRODA RA Number
Status	From

Organisation Site

Organisation ID	2308283726
ABN	35 121 97 696
Entity Name	35 121 97 696
Organisation Site Name	New Organisation
Start Date	01/12/2022

Physical Address

Accreditation

Is the organisation site accredited or exempt?	Exempt
Type	Working towards accreditation
Start Date	01/12/2022
End Date	30/06/2023

Provider

Current

Provider Number	Provider Name	Provider Location Address	Start Date	End Date
No records found.				

Historical

Provider Number	Provider Name	Provider Location Address	Start Date	End Date
No records found.				

Program Registration

Program ID	Program	Status	Status Start Date
No records found.			

Banking Details

Program	BSB	Account No	Account Name	Start Date
No records found.				

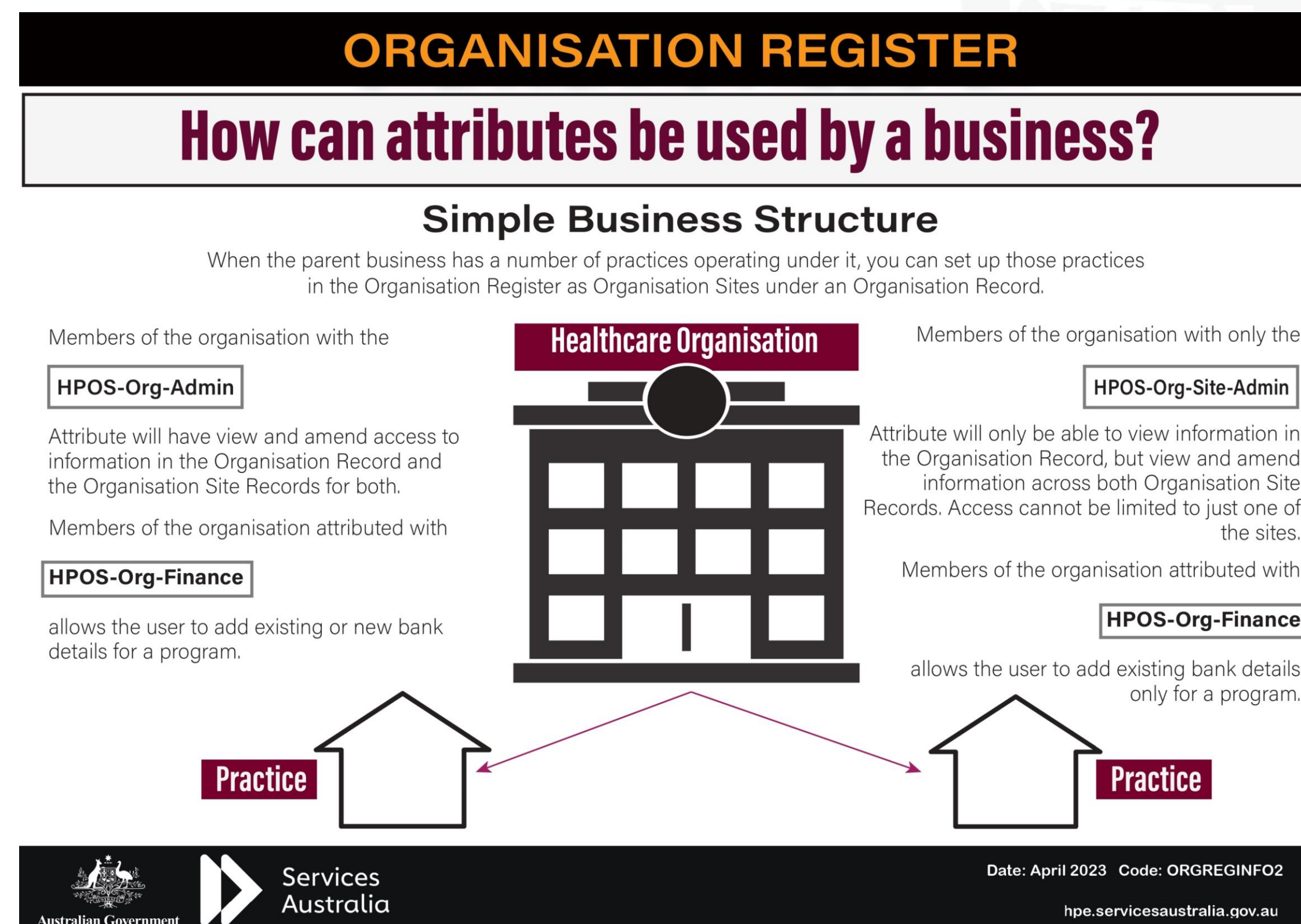
Save Cancel

Organisation Register - Linking a Subsidiary Organisation in PRODA to an Organisation site

How to link step-by-step.

What is Registering Subsidiary Organisations?

- You can register a subsidiary organisation (Sub Org) to your organisation in PRODA.
- A sub org is an area or business entity under your organisation that doesn't have an Australian Business Number (ABN).
- You can only register a sub org to an organisation that's registered in PRODA with an ABN. You can't register a sub org to another sub org.
- This allows the sub org to independently access and interact with the service provider.
- Must be completed by an **owner or director or associate** can be delegated to Practice Manager



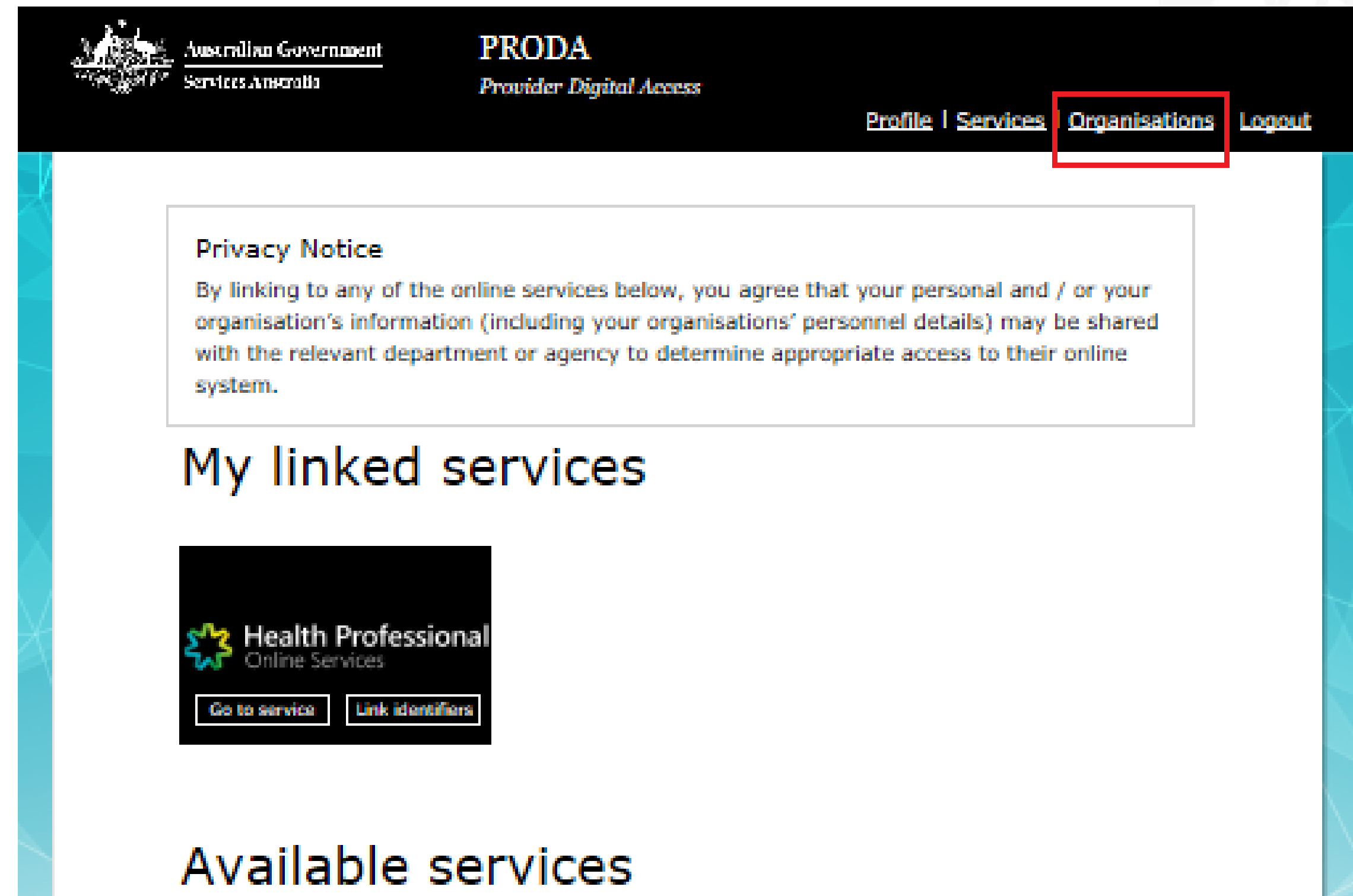
Step 1

PRODA

Login to PRODA

Enter Authentication Code

Then, Select Organisations




Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

 Health Professional
Online Services


[Go to service](#) [Link identifiers](#)

Available services

Step 2

Organisations

Select the **Organisation** you want to add a Sub Org too



Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

My organisations

You're a member of the organisations listed below.

Select the organisation name to:

- view the organisation's details
- manage the organisation's devices
- add or remove the organisation's members
- add subsidiary organisations (for parent organisations only)

Name	ABN	Organisation Status	Role/Status
Organisation 1	12 345 345 677	Active	Director / Active
Organisation 2	12 345 345 678	Email Unverified	Director / Unmatched

1

2 records found

Step 3

Subsidiary Organisation

Select the **Subsidiary Organisations** tab

Click the **Register New Subsidiary Organisation** button

Manage my organisation

Organisation Details

Organisation Name	Organisation 1	
PRODA RA (Organisation)	1234512345	
Status	Active	
ABN	12 345 345 677	
Contact Email Address	org1@orgmail.com	Update Email
Contact Phone Number	Not supplied.	Update Phone

Remove Organisation

Members

Subsidiary Organisations

Name	Proda RA	Organisation Status	Role
Sub.org 1	5560503292	Active	Director / Active

1 record found

Register New Subsidiary Organisation

Service Provider

B2B Devices

Back

Step 4

Subsidiary Organisation

Enter **Sub Org Name**

Then click **Register Subsidiary Organisation** button

[Back](#)

Manage my organisation

Organisation Details

Organisation Name	Organisation 1	
PRODA RA (Organisation)	1234512345	
Status	Active	
ABN	12 345 345 677	
Contact Email Address	org1@orgmail.com	Update Email
Contact Phone Number	Not supplied.	Update Phone

Remove Organisation

Members

Subsidiary Organisations

Name	Proda RA	Organisation Status	Role
Sub org 1	5560503292	Active	Director / Active

Register New Subsidiary Organisation

Register Subsidiary Organisation

Please enter the name of the Subsidiary Organisation that you wish to register.

Organisation Name

Register Subsidiary Organisation

Service Provider

B2B Devices

[Back](#)

Step 6

Select **Health Professional Online Services** (HPOS)

Click **Add Service Provider**

- ☒ Health Professional Online Services (HPOS)
- ☐ Medicare Online/ECLIPSE/DVA/AIR
- ☐ NDIS API
- ☐ NDIS Partner Portal
- ☐ National Redress Scheme
- ☐ DI - Oversight Authority Response System
- ☐ OTS Software Vendor Portal
- ☐ PBS Online
- ☐ Transforming the Collection of Student Information
- ☐ Health Professional Management Services

Add Service Provider

Step 5

Linking Subsidiary Organisation to HPOS

Select **Sub Org** you want to link to HPOS

Manage my organisation

Organisation Details

Organisation Name	Organisation 1	
PRODA RA (Organisation)	1234512345	
Status	Active	
ABN	12 345 345 677	
Contact Email Address	org1@orgmail.com	Update Email
Contact Phone Number	Not supplied.	Update Phone

Remove Organisation

Members

Subsidiary Organisations

Name	Proda RA	Organisation Status	Role
Sub org 1	5560503292	Active	Director / Active

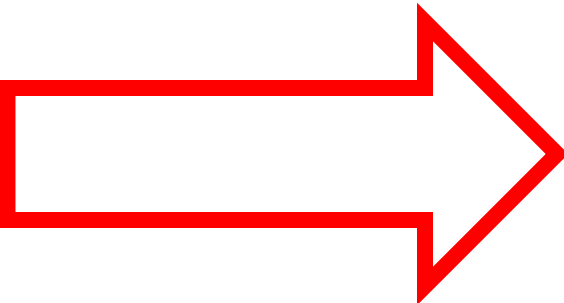
1 record found

Register New Subsidiary Organisation

Service Provider

B2B Devices

Back



Select **Service Provider** tab

Manage my organisation

Organisation Details

Organisation Name	Sub org 2
PRODA RA (Organisation)	6202492092
Status	Active
Parent PRODA RA (Organisation)	1234512345
Parent Organisation Name	Organisation 1
Parent ABN	12 345 345 677

Remove Organisation

Members

Service Provider

B2B Devices

Back

Step 7

Linking Subsidiary Organisation to HPOS

Status will display **Pending**

Once completed the status will change to **Active**

Service Provider	
Name	Status
<input type="text"/>	<input type="text"/>
Health Professional Online Services (HPOS)	Pending
PRODA	Active
<div>⏮ ⏪ 1 ⏩ ⏭ 10 ▾ 2 records found</div>	
<div>Add Service Provider</div>	

Step 8

Terms and Conditions

PRODA connects the user to the Provider Linking System (PLS)

The Organisation Linking screen will appear

Read the **T&C's**

Select the tick box for **declaration** and **agree** and **understand** the T&C's

Click on **Accept**

Organisation Linking - Terms and Conditions

Application

Effective on and from 18/04/2020

Set out below are the terms and conditions of my agreement with Services Australia in respect of my interactions in relation to:

- a. Online claiming for Medicare through third party software (including Medicare Online, ECLIPSE, the Australian Immunisation Register (AIR) and Department of Veterans' Affairs (DVA) claiming)
- b. Online claiming for the Pharmaceutical Benefits Scheme (PBS) through third party software
- c. Immunisation Notifications to the AIR, through the AIR site (secure portal)
- d. Health Professional Online Services (HPOS)
- e. Any other systems owned or hosted by Services Australia, as notified in writing to you (collectively referred to as "Agency Online Systems").

Interpretation

A reference to a party denoted by "I", "me", "my", "you" includes that party, any persons under that first party's direction or control, another party acting on that first party's behalf or another party who the first party acts on behalf of. Any persons under the direction or control of that first party or acting on behalf of that first party shall be deemed to be authorised by that first party.

A reference to "Services Australia" includes Services Australia, and the Department of Veterans' Affairs or the Department of Health as relevant in relation to their corresponding respective Agency Online Systems.

1. Accuracy and completeness

Declaration

I declare that:

- ☒ I am the person authorised to act on behalf of my organisation and/or any organisation I represent to accept all terms and conditions on behalf of my organisation or the one I represent.
- ☒ The information I have provided is complete and correct.

I agree with:

- ☒ The terms and conditions of this agreement.

I understand that:

- ☒ Giving false or misleading information is a serious offence.
- ☒ By accepting these terms, I agree to all of the above.

Accept

Decline

Step 9

Organisation Linking – Create Relationships

Once the HPOS Service has been added, the **Create Relationships** screen will appear

Select **Organisation Site ID** from dropdown box

Enter **Organisation Site ID**

Click **Next** Button

Organisation Site ID was issued by Services Australia when you created your Organisation Site in the Organisation Register.

Organisation Linking - Create Relationships

Identifying your organisation

*Please provide an identifier that has been issued for the organisation

Identifier type

Identifier

Organisation Site Id

Please enter identifier

Your Organisation Site ID will be used to access the Organisation Register, for an Organisation Site, in HPOS - Enter the Organisation Site ID that was issued to you by Services Australia when you created your Organisation Site in the Organisation Register.

Next

Exit

Organisation Register - Organisation Record

Amend

Organisation ID	2308956726	Entity Name	Organisation A
ABN	35 121 97 606	PRODA RA Number	5024039511
Status	Pending (System)	From	01/12/2022 10:10:51

Organisation

Contact

Key Individuals

Associated Sites

Step 10

Confirmation

A confirmation message will verify linking relationship with HPOS

Click **Next**

The next screen confirms that the organisation in PRODA can access HPOS services.

Click **Finish**

Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:

Health Professional Online Services (HPOS) for ABN 35152197696



Next

Organisation Linking - Next Steps

You can now access HPOS services based on the identifiers you have used to link.

Select **Go to service** on the **Health Professional Online Services** tile in **PRODA - My services**.

Select the organisation you have linked

First time access:

- The HPOS terms and conditions will display, you must read them and select **I agree**
- Provide an email address and select **submit**

The **HPOS home page** opens.

To return to your PRODA account from HPOS select **Manage logon account** from the main menu.

Go to My services page in PRODA by clicking [Here](#).

Finish

Resources

PRODA: <https://proda.humanservices.gov.au/>

PRODA Services Australia Resources: <https://www.servicesaustralia.gov.au/proda-provider-digital-access>

Organisation Register Resources: https://hpe.servicesaustralia.gov.au/orgreg_orgreg.html

ABN Lookup: <https://abr.business.gov.au/>

AHPRA Health Practitioner Search: <https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx>

Australian Government MyMedicare: <https://www.health.gov.au/our-work/mymedicare>

Darling Downs and West Moreton PHN: <https://www.ddwmpnh.com.au/>

Health Professional Education Resources: <https://hpe.servicesaustralia.gov.au/>

Contact	
Provider Digital Access (PRODA)	<ul style="list-style-type: none">• Phone: 1800 700 199 and select Option 1• Monday to Friday, 8 am to 5 pm local time• Email: proda@servicesaustralia.gov.au
Services Australia – Health Professional Online Services (HPOS)	<ul style="list-style-type: none">• Phone: 132 150 and select Option 6• Monday to Friday, 8 am to 5 pm AWST.
Primary Care Liaison Officer	<ul style="list-style-type: none">• Phone: 07 4615 0900• Email: practicesupport@ddwmpnh.com.au