

# PRODA & MyMedicare Registration

Guide on how to register



**phn**  
DARLING DOWNS  
AND WEST MORETON

An Australian Government Initiative



Local Integrated  
Primary Health Care



# Content

- 1. [PRODA Individual Account Registration](#)..... 5
- 2. [PRODA Organisation Account Registration](#)..... 18
- 3. [Adding Members to PRODA Organisation](#)..... 28
- 4. [Managing Member Delegation in PRODA Organisation](#)..... 35
- 5. [Linking an Organisation in PRODA to HPOS](#)..... 44
- 6. [Organisation Registration for MyMedicare](#)..... 58
- 7. [Linking a Subsidiary Organisation in PRODA to an Organisation Site](#)..... 79



# Requirements for PRODA & 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	<ul style="list-style-type: none"> <li>Personal contact details + phone number and email</li> <li>Three ID Documents – <i>Driver's Licence, Medicare card, Birth Certificate or Australian Passport</i></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">PRODA Logon</a></li> <li><a href="#">PRODA Registration</a></li> <li><a href="#">PRODA Resources</a> – Services Australia</li> </ul>
Organisation PRODA Account	Owner/Director/Practice principal Practice Manager can be allocated access	<ul style="list-style-type: none"> <li>ABN</li> <li>Organisation contact details</li> <li>Non-Public organisation details listed on ABR – to answer 3 randomised questions</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">PRODA Logon</a></li> <li><a href="#">PRODA Resources</a> – Services Australia</li> </ul>
Organisation PRODA Account - Adding Members/Managing Delegations	Owner/Director/Practice principal Practice Manager can be allocated access	<ul style="list-style-type: none"> <li>Members RA Number</li> <li>Members Surname</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">PRODA Logon</a></li> <li><a href="#">PRODA Resources</a> – Services Australia</li> </ul>
Linking an Organisation in PRODA to HPOS	Associate – Owner/Director Authorised Contact – Practice Manager/2IC	<ul style="list-style-type: none"> <li>ABN</li> <li>Associate/Authorised Contact RA Number listed against ABR</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">PRODA Logon</a></li> <li><a href="#">PRODA Resources</a> – Services Australia</li> </ul>
Organisation Registration for MyMedicare	Associate – Owner/Director Authorised Contact – Practice Manager	<ul style="list-style-type: none"> <li>ABN</li> <li>Associate/Authorised Contact RA Numbers</li> <li>Organisation details</li> <li>Health Practitioner Provider Number</li> <li>Banking Details</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">PRODA Logon</a></li> <li><a href="#">Organisation Register Resources</a> – Services Australia</li> </ul>
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"> <li>Organisation Site ID</li> <li>Associate/Authorised Contact RA Numbers</li> <li>Organisation details</li> <li>Health Practitioner Provider Number</li> <li>Banking Details</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">PRODA Logon</a></li> <li><a href="#">Sub Organisation Resources</a> – Services Australia</li> </ul>

# 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>

## 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

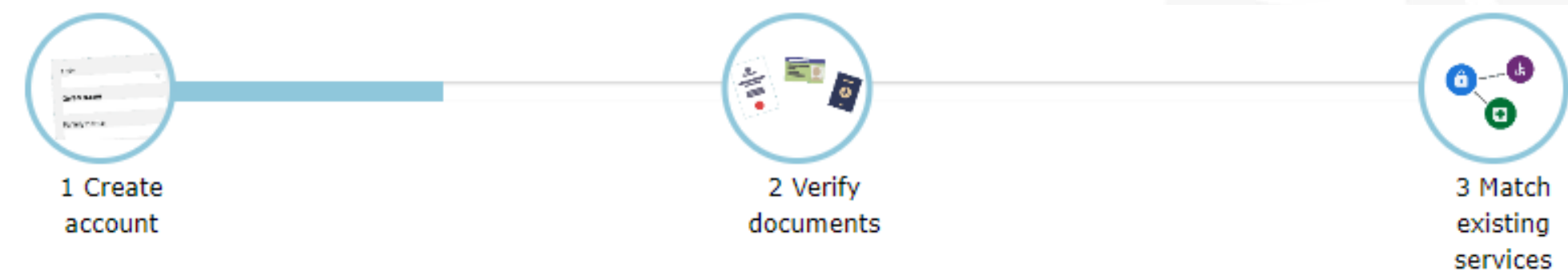


# Step 4

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

Answer 1

Security question 2

Answer 2

Security question 3

Answer 3

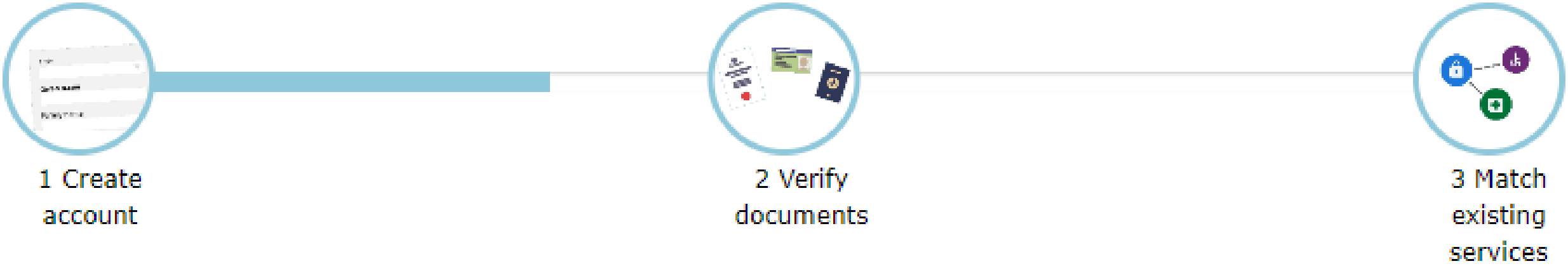
**Next**

# 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

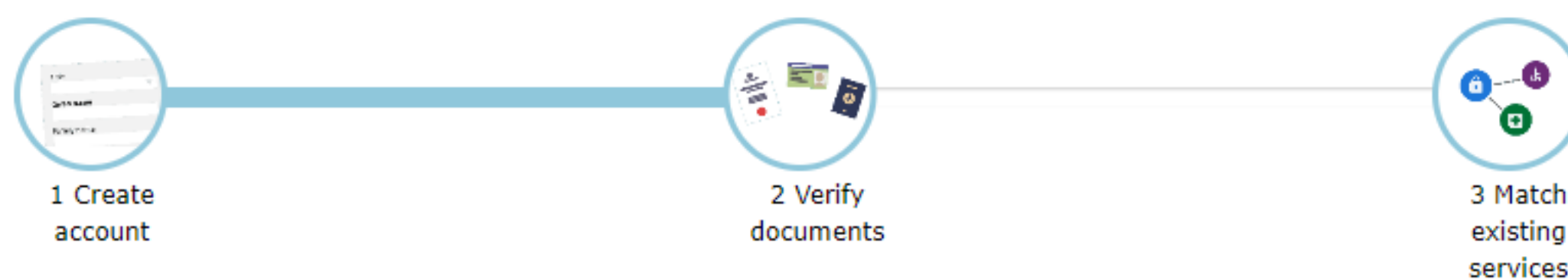
- Driver's Licence > Australian Passport > Medicare card

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

Additional names

Surname

Licence number

Card number



QLD Licence - Front

[Back image](#)

**Next**

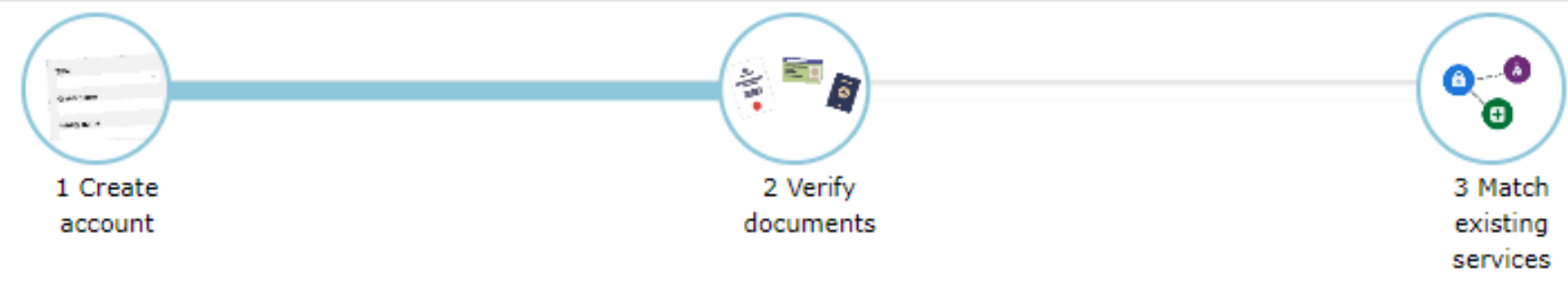
# Step 7b

## 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

Additional names

Surname

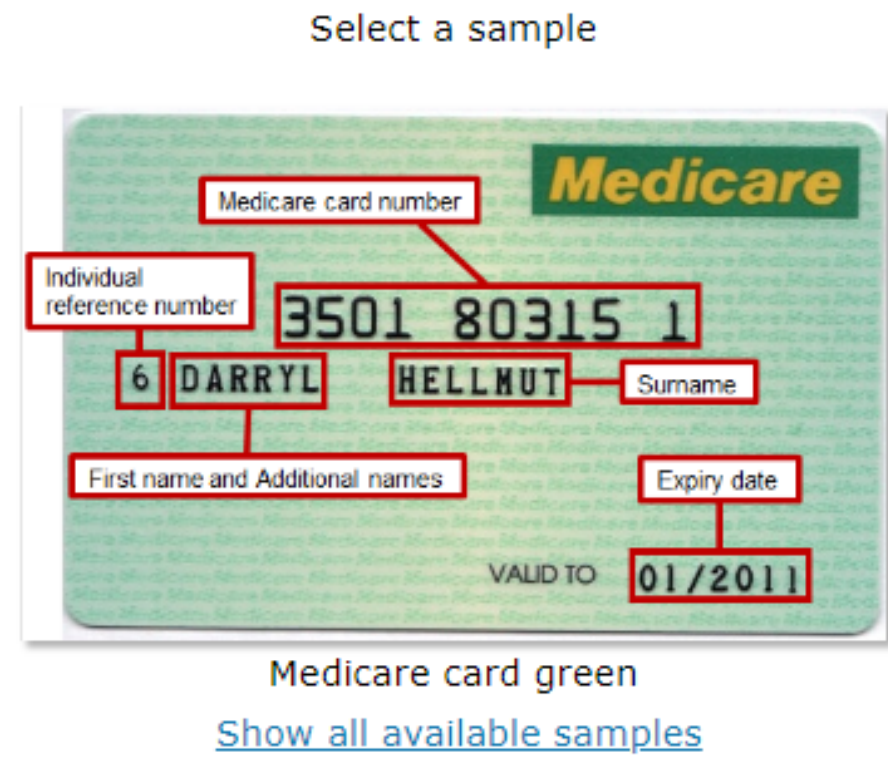
Medicare card number

Individual reference number

Card colour

Expiry date (Green - MM/YYYY, Blue/Yellow - DD/MM/YYYY)  
For example 16 03 2020 or 03 2020  
 /

**Next**







# Step 8

## Verification Code Preference

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

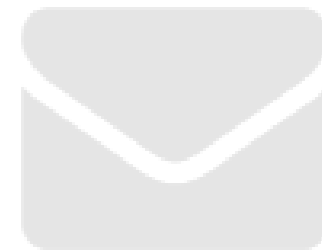
- Email
- Mobile App
- SMS

[< Back](#)

# Update your verification code preference

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

Email

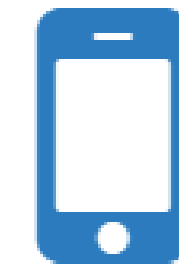


James.Kirk@example.com.au

Mobile App



Mobile phone (SMS)



0400 000 000

Next



**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	<a href="#">Update</a>
Email	James.Kirk@gmail.com	<a href="#">Update</a>
Mobile phone number	0400 000 000	<a href="#">Update</a>
Username	JKirk	
Date of birth	22/03/2233	
Gender	Male	
RA number This number is required for HPOS delegation	<b>1234567890</b>	
Cancel PRODA account date		<a href="#">Update</a>

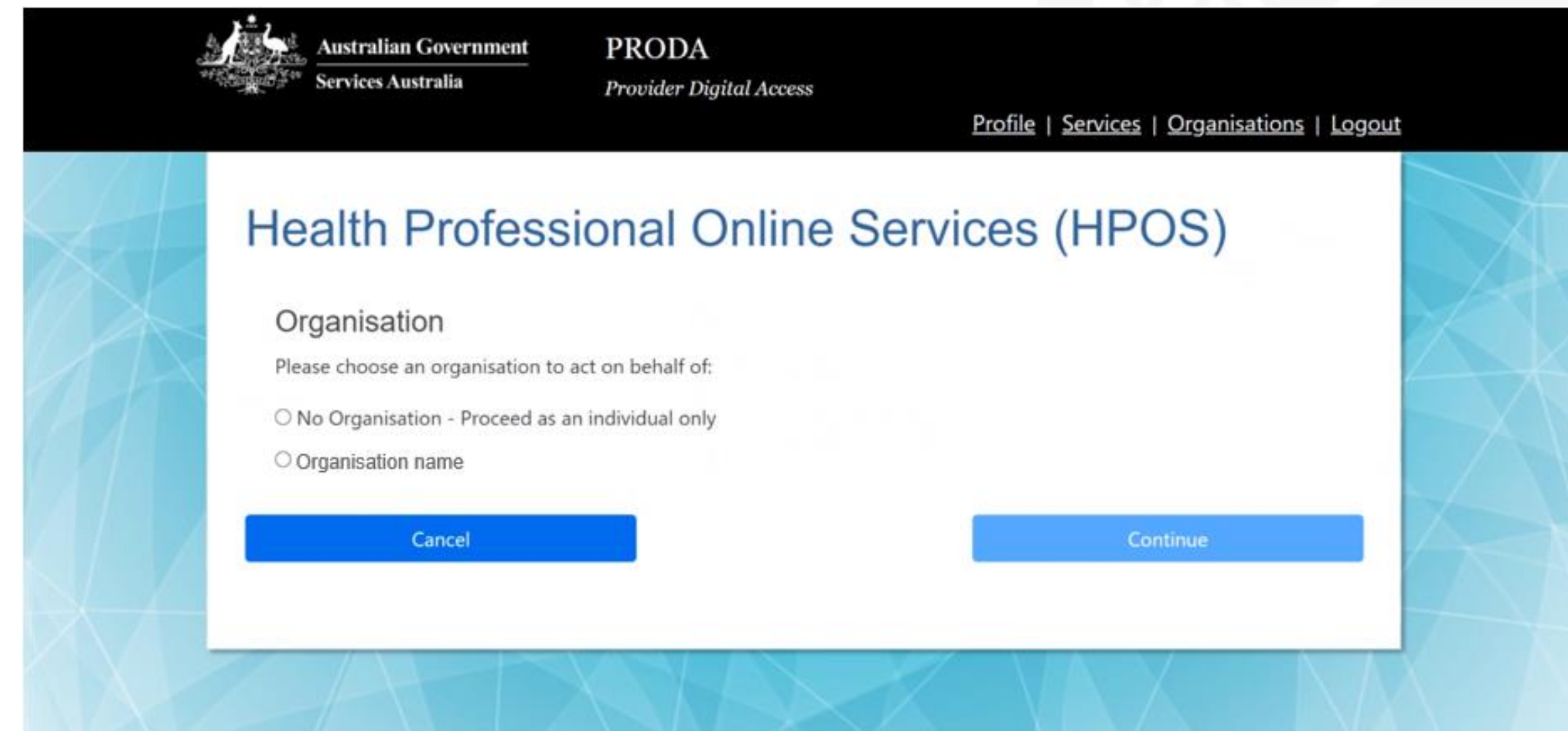
# Organisation Account Registration in PRODA

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.



Australian Government  
Services Australia

PRODA  
Provider Digital Access

[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

Organisation name

Cancel Continue



# 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

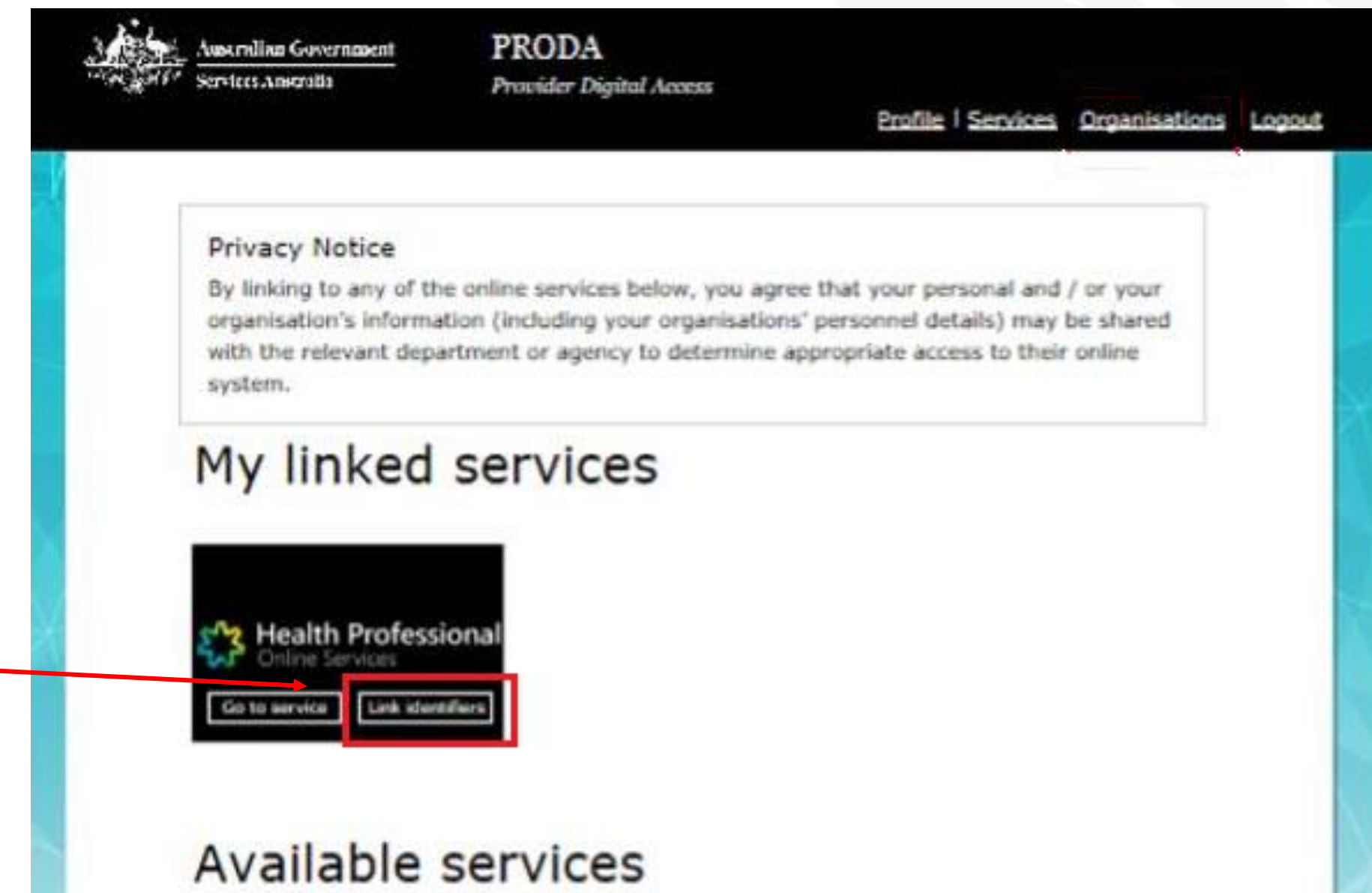
## Step 2

Once you've created your login to PRODA, you need to add HPOS to your Linked Services in PRODA:

- On the PRODA home screen you should see a list of available services. Click on the **Health Professional - Online Services** tile to add it to your Linked Services.

### Tips:

- When linking HPOS to your PRODA account, you will be asked for identifying number(s). These can be your provider number, AHPRA number, or your HPI-I. If you do not have any of these numbers, but are a Responsible Officer (RO) or Organisation Maintenance Officer (OMO) for the practice, you can use your RO/OMO number or the practice's HPI-O number to authorise your status and link yourself to the practice.
- If you claim Medicare benefits and you want to use HPOS, you must link a provider number to your PRODA account to unlock those services in HPOS



### My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

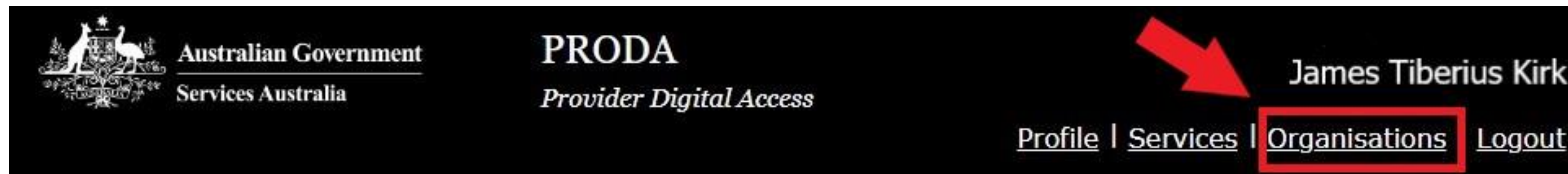
### Available services





## Step 3

Proceed to click on  
**Organisations** button



## Step 4

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 5

## 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 6

### 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 7

## 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 8

## 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.*

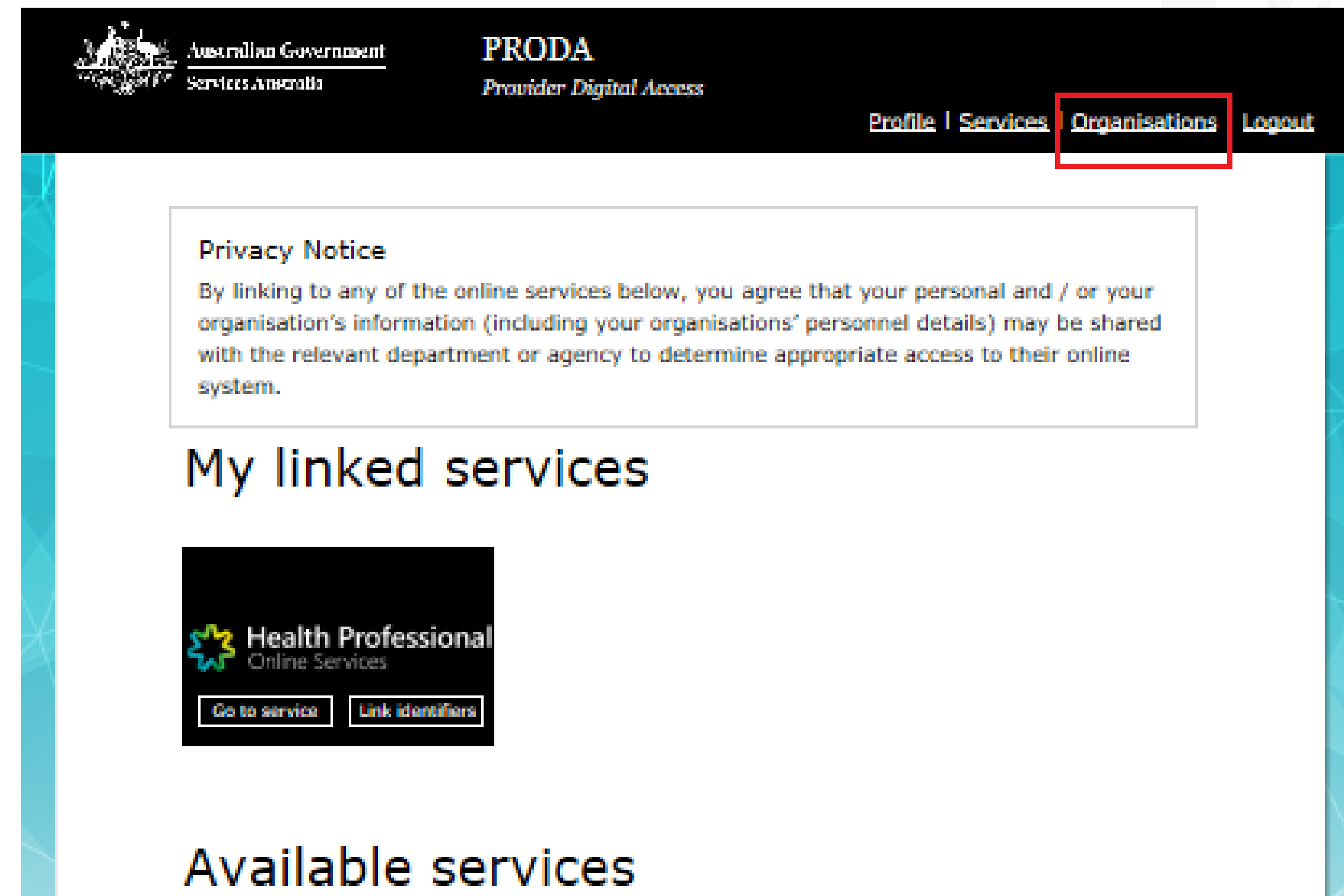
# Step 1

## 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

The screenshot shows the PRODA interface. At the top, it says 'Australian Government Services Australia' and 'PRODA Provider Digital Access'. There are navigation links for 'Profile', 'Services', 'Organisations', and 'Logout'. The main heading is 'My organisations'. Below this, it says 'You're a member of the organisations listed below.' and 'Select the organisation name to:'. A list of actions is provided: view the organisation's details, manage the organisation's devices, add or remove the organisation's members, and add subsidiary organisations (for parent organisations only). A table lists two organisations: 'Organisation 1' (ABN 12 345 345 677, Active, Director / Active) and 'Organisation 2' (ABN 12 345 345 678, Email Unverified, Director / Unmatched). The table has columns for Name, ABN, Organisation Status, and Role/Status. 'Organisation 1' is highlighted with a red box. At the bottom of the table, it says '2 records found'.

Name	ABN	Organisation Status	Role/Status
<a href="#">Organisation 1</a>	12 345 345 677	Active	Director / Active
<a href="#">Organisation 2</a>	12 345 345 678	Email Unverified	Director / Unmatched

# 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 <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

[Remove Organisation](#)

#### Members

Name	PRODA RA	Role	Status
<a href="#">John Citizen</a>	9999999999	Director	Active

3 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 Services 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):**  
999999991

**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)	999999991
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 (Provider Digital Access) interface. At the top, there is a navigation bar with the Australian Government Services Australia logo, the PRODA logo, and the text 'Provider Digital Access'. Below this, there are links for 'Profile', 'Services', 'Organisations', and 'Logout'. The main content area is titled 'Add a member to Organisation 1'. It features a 'Member Search' section with a search bar and a 'Search' button. Below the search bar, there are fields for 'PRODA RA (Individual):', 'Surname:', and 'End date' (set to 10/04/2021). A 'Back' button is located at the bottom left of the main form. A confirmation dialog box is overlaid on the search results, titled 'Confirm'. It contains the text 'Please confirm these member details:' followed by a list of details: 'PRODA RA (Individual): 9999999991', 'Name: Mary Citizen', and 'Member Role: Personnel'. The dialog has 'Close' and 'Add this member' buttons. The 'Add this member' button in the dialog is highlighted with a red box. Another 'Add this member' button is highlighted with a red box at the bottom of the main form.

# 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  
Services 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):

999999991

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

#### Member Added

Member has been added to the organisation

PRODA RA (Individual)	PRODA RA	Name
	999999991	Mary Citizen

[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.



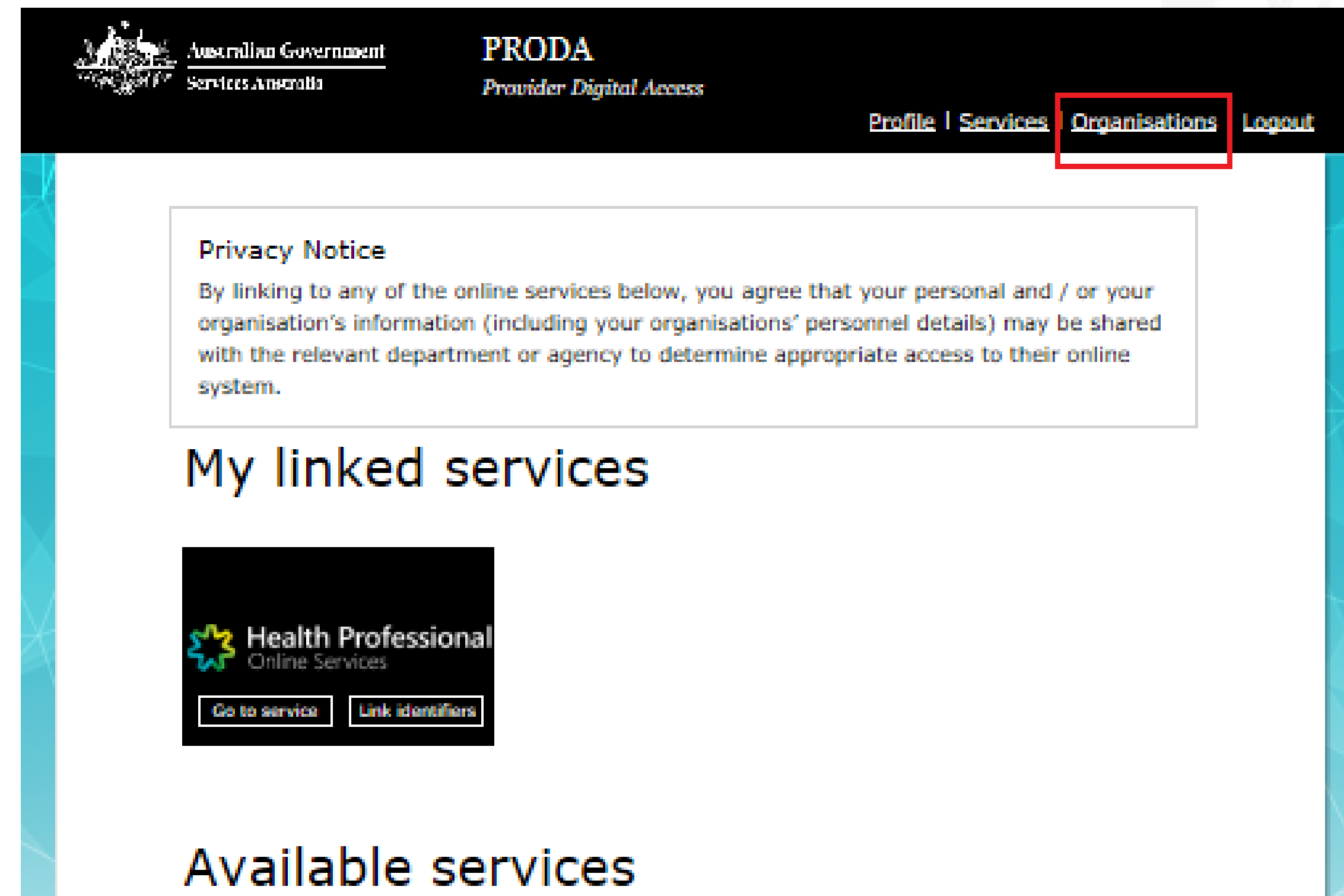
# Step 1

## 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

The screenshot shows the PRODA interface. At the top, there is a header with the Australian Government Services Australia logo, the text 'PRODA Provider Digital Access', and navigation links for Profile, Services, Organisations, and Logout. The main content area is titled 'My organisations' and includes a message: 'You're a member of the organisations listed below.' Below this is a search prompt 'Select the organisation name to:' followed by a bulleted list of actions: view details, manage devices, add/remove members, and add subsidiary organisations. A table lists two organisations, with 'Organisation 1' highlighted in a red box. The table has columns for Name, ABN, Organisation Status, and Role/Status. At the bottom of the table, there is a pagination control showing '1' and '2 records found'.

Name	ABN	Organisation Status	Role/Status
<a href="#">Organisation 1</a>	12 345 345 677	Active	Director / Active
<a href="#">Organisation 2</a>	12 345 345 678	Email Unverified	Director / Unmatched

# Step 3

## Members

Select **Members** tab

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

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@gmail.com <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

[Remove Organisation](#)

#### Members

Name	PRODA RA	Role	Status
<a href="#">Mary Citizen</a>	999999999	Director	Active

3 records found

[Add Member](#)

Subsidiary Organisations

Service Provider

B2B Devices

[Back](#)



# Step 4

## Attribute Delegations

Select **Attribute Delegations**

Click **Delegate To This Member**

The screenshot shows the PRODA (Provider Digital Access) interface for managing a member. The header includes the Australian Government Services Australia logo and the text 'PRODA Provider Digital Access'. Navigation links for 'Profile', 'Services', 'Organisations', and 'Logout' are present. The main content area is titled 'Manage Mary Citizen for Organisation 1' and includes a 'Back' link. Below this is a 'Member details' section with the following information:

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

A 'Remove this member' button is located below the details. The 'Delegations' section features a dropdown menu currently set to 'Attribute Delegations', which is highlighted with a red box. Below the dropdown is a table with columns for 'Name', 'Service Provider', and 'Can Be Delegated'. The table is currently empty, displaying 'no record found'. A 'Delegate To This Member' button is also highlighted with a red box. At the bottom of the page, there is a 'Back' button.

# 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	This lets you: <ul style="list-style-type: none"><li>• add and link the organisation in PRODA to a Service Provider</li><li>• remove a Service Provider from the organisation in PRODA.</li></ul>
Employee Management	This lets you: <ul style="list-style-type: none"><li>• add or remove members</li><li>• manage membership end dates.</li></ul>
Device Management	This lets you: <ul style="list-style-type: none"><li>• add, remove or update B2B devices</li><li>• manage B2B device activation end dates.</li></ul>

# 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

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
- 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 5

## Attribute Delegations

You've delegated an attribute to your member.

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

The screenshot shows a web interface titled "Delegations". At the top, there is a blue header "Attribute Delegations". Below it is a table with columns "Name", "Service Provider", and "Can Be Delegated". The table contains one row with the value "CCBOG-Org-Owner" in the "Name" column, "Business Hub" in the "Service Provider" column, and "No" in the "Can Be Delegated" column. Below the table is a blue button "Delegate To This Member". Underneath is a section titled "New Delegation To This Member" with a sub-header "To grant additional delegations to this member select the appropriate delegation from the list below and click Delegate." Below this is a green success message box: "Delegation of CCBOG:CCBOG-Org-Owner attribute was successful." Below the message is a "Member" field with the value "JIRA-428". Underneath is a "Delegation" section with a list of checkboxes: "CCCS : CCS-Org-Owner", "PRODA : Device-Management", "PRODA : Employee-Management", "PRODA : Owner-Access", "PRODA : Service-Link-Management", and "PRODA : Sub-Org-Management". Below this is a "Delegable" section with radio buttons for "Yes" and "No", where "No" is selected. At the bottom is a "To Date" field with the value "10/04/2021" and a blue "Delegate" button.

# Step 6

## Managing Attribute Delegations

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

Or,

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

Australian Government  
Services Australia

PRODA  
Provider Digital Access

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

[← Back](#)

### Attribute delegation details

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

[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

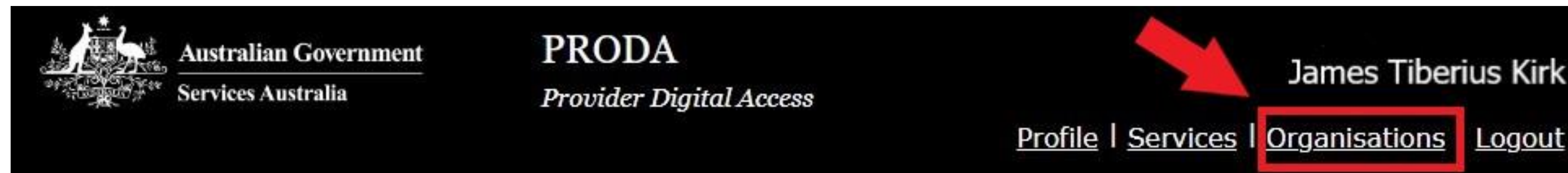
Show

[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
<a href="#">New Organisation</a>	35 52 197 696		
		Active	Director / Active
			1 record found

Navigation: 1 | 10

[Join an Organisation](#) >

[Register New Organisation](#) >



# Step 3

## Manage My Organisations

Expand the Service Provider menu

Select **Add Service Provider**

Australian Government Services Australia | PRODA Provider Digital Access | Profile | Services | Organisations | Logout

< 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 <b>MOCK Verified</b>
ABN	35 152 197 696
Contact Email Address	SHN247@servicesaustralia.gov.au <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

Remove Organisation

Members

Subsidiary Organisations

**Service Provider**

Name	Status
<a href="#">Health Professional Online Services (HPOS)</a>	Pending
<a href="#">PRODA</a>	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

The screenshot shows the PRODA 'Manage my organisation' interface. At the top, it displays the Australian Government Services Australia logo and the PRODA Provider Digital Access header. Navigation links for Profile, Services, Organisations, and Logout are present. A 'Back' link is visible at the top left of the main content area.

### 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 <b>MOCK Verified</b>
ABN	35 152 197 690
Contact Email Address	SHN247@servicesaustralia.gov.au <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

[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 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.

# 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
<input type="text" value="ABN"/>	<input type="text" value="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 (HPOS)

#### Organisation

Please choose an organisation to act on behalf of:

- No Organisation - Proceed as an individual only
- New Organisation

Cancel

Continue

# 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

The screenshot shows the 'Health Professional Online Services (HPOS) Terms and Conditions of Use and Access' page. At the top left is the 'Health Professional Online Services' logo. The main content area is titled 'Health Professional Online Services (HPOS) Terms and Conditions of Use and Access'. It 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 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.

At the bottom of the page, there are two buttons: 'I agree' and 'I decline'.



# 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**

The screenshot shows the 'Mail centre notifications' page of the Health Professional Online Services. At the top, there is a header with the 'Health Professional Online Services' logo. Below this, a blue information box contains the following text: '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''.

Below the information box, there is a 'Terms and Conditions' link. The form fields are: 'Email Address \*' (vod@email.com), 'Confirm Email Address \*' (vod@email.com), 'Mobile number' (empty), 'Do you wish to receive notifications?\*' (radio buttons for Yes and No, with No selected), and 'Frequency of notifications\*' (a dropdown menu set to 'One notification daily for all new correspondence'). At the bottom right, there are 'Submit' and 'Reset' buttons.

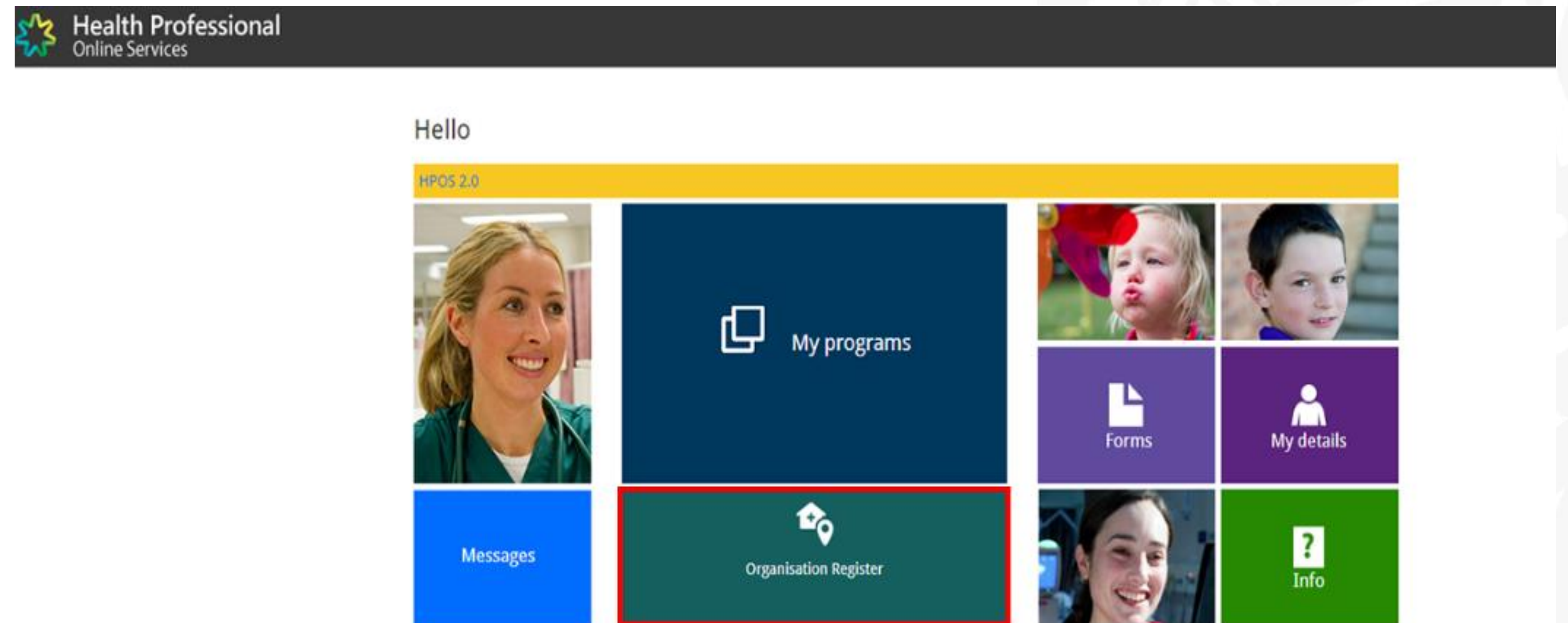


# Step 12

## 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

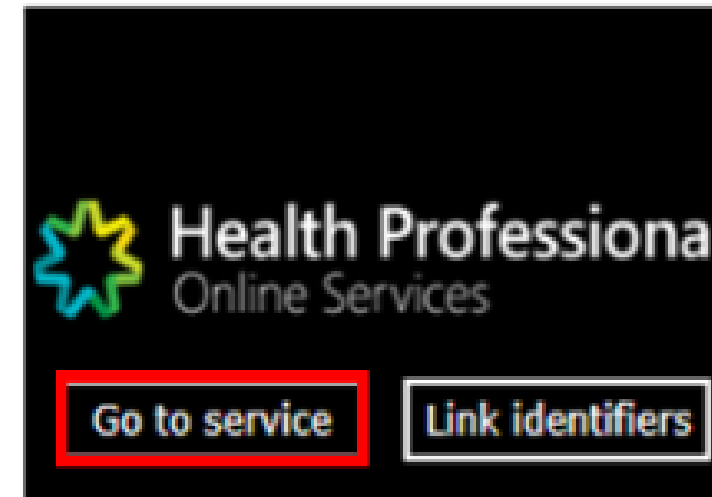
## Organisation Register

After logging into **PRODA**

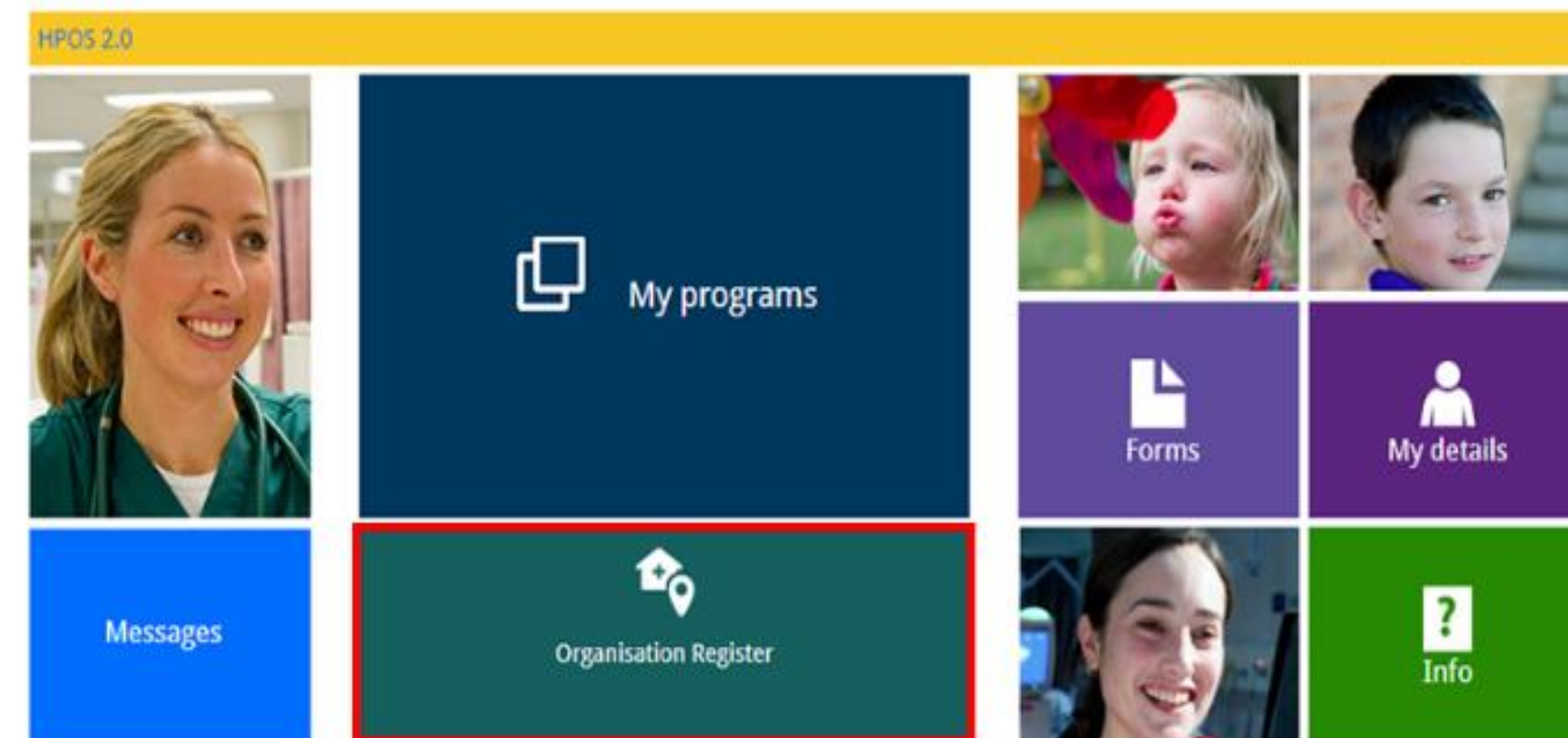
Select **Go to Services** on HPOS tile

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 hierarohical control of your organisation.

There is currently no Ultimate Organisation for this record.

# 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	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

*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 97 606		
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.	

**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**

**Save** **Cancel**



# Step 5

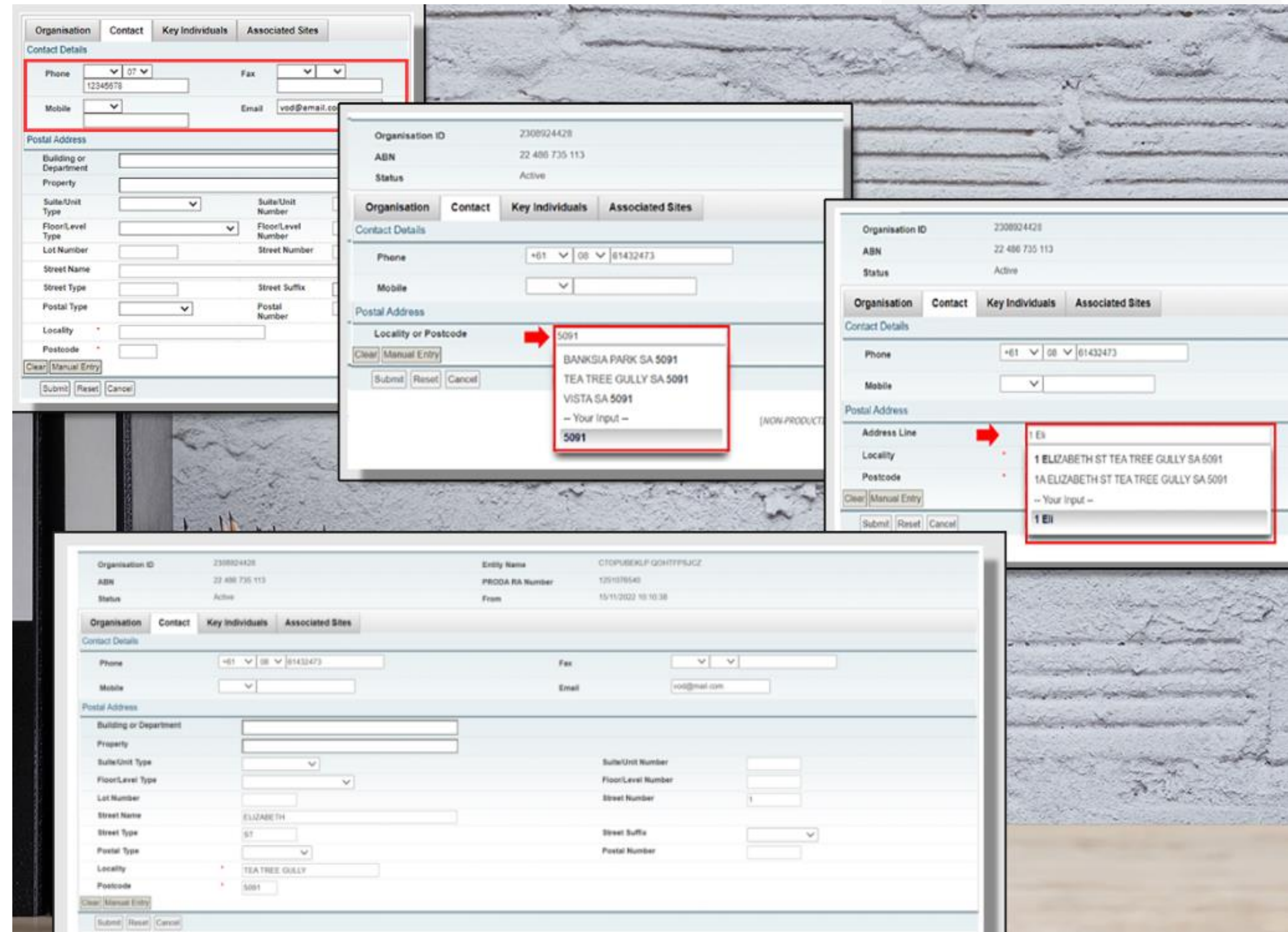
## Contact Tab

Provide mandatory details:

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

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

Then, select **Save**



# 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	2308958728	Entity Name	Organisation A
ABN	35 121 97 098	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 'Organisation Register - Organisation Record Amend' interface. The main page displays organisation details: Organisation ID 2308956729, ABN 35 121 97 696, and Status Active. It has tabs for Organisation, Contact, Key Individuals, and Associate. A 'No records found' message is visible under the 'Current' section. The 'Add Key Individual' popup window is open, showing instructions and a form. The 'Role' dropdown is set to 'Associate' and is highlighted with a red box. The 'ID Type' is 'PRODA RA Number', 'ID' is '1608264625', 'Date of Birth' is '01/01/1970', 'Phone' is '+61 02 61432476', 'Email' is 'VOD@email.com', and 'Start Date' is '01/12/2022'. The 'Confirm' button at the bottom of the popup is also highlighted with a red box.

Organisation Register - Organisation Record Amend

Amend

Organisation ID 2308956729  
ABN 35 121 97 696  
Status Active

Organisation Contact Key Individuals Associate

Add Key Individual

Current

Name Date of Birth

No records found.

Historical

Submit Reset Cancel

Add Key Individual

When adding a key individual as an 'Associate', the individual being added should be an 'Associate' of the ABN with the ABR.  
For Individual Organisations, the key individual can be a 'Sole trader' or an individual listed as an 'Authorised Contact' of the ABN with the ABR.  
For Government entities, the key individual can be an individual listed as an 'Authorised Contact' of the ABN with the ABR.

Role \* Associate

ID Type \* PRODA RA Number

ID \* 1608264625

First Name First name

Surname \* Surname

Date of Birth \* 01/01/1970

Phone +61 02 61432476

Mobile

Email \* VOD@email.com

Start Date 01/12/2022

End Date

Confirm Cancel



# 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		<a href="#">Amend</a> <a href="#">End View</a>
Jim Smith	01/01/1970	Authorised Contact	+61 02 61432473	19/01/2022		<a href="#">Amend</a> <a href="#">End View</a>

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**

The screenshot shows a web interface for an 'Organisation Register Summary'. A red box highlights a warning message: 'BB02 - All of the following details are required for the Organisation record to become 'Active'. This record can still be saved in a Pending status until all required information is provided.' The required details are: Postal address, At least a phone or mobile, An email, At least one key individual with the role Associate, and At least one key individual with the role Authorised Contact. The page also displays fields for Organisation ID (2300), Status (Pending), Organisation Name (Organisation A), ABN (35 121 97 696), and Entity Type (Limited partnership). A table for 'Key Individuals' shows one current individual with the role of Associate. The 'Contact' section has a red box around the 'Email' field. At the bottom, there are 'Save' and 'Cancel' buttons.

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.

Organisation Register Summary  
Organisation ID: 2300  
Status: Pending  
Organisation Name: Organisation A  
ABN: 35 121 97 696  
Entity Name: Organisation A  
Entity Type: Limited partnership  
ACN: 5024039511  
ABN Registered Address: QLD 4000  
ABN Start Date: 13/08/2020  
Registered Start Date: 01/12/2022  
ABN End Date  
Registered End Date

Ultimate Organisation  
This is the recognised legal entity that you consider to have hierarchical control of your organisation.  
ABN: 35 121 97 696  
Entity Name: Organisation A  
Date Recorded: 01/12/2022

Contact  
Phone  
Mobile  
Postal Address  
Fax  
Email

Key Individuals  
Current  
Name: [blank] Date of Birth: 01/01/1970 Role: Associate Phone/Mobile: [blank]  
Historical  
No records found.

Associated Sites  
Current Organisation Sites  
ID Name Physical Address  
No records found.

Save Cancel



# 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.

Organisation ID: 2300  
Status: Pending

Organisation Summary

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.

ABN	35 121 97 696	ACN	5024039511
Entity Name	Organisation A	Entity Type	Limited partnership
ABN Registered Address:	QLD 4000	ABN End Date	
ABN Start Date:	13/08/2020	Registered End Date	
Registered Start Date	01/12/2022		

Ultimate Organisation

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

ABN	35 121 97 696
Entity Name	Organisation A
Date Recorded	01/12/2022

Contact

Phone		Fax	
Mobile		Email	
Postal Address			

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	

**i** 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

# 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

Locality or Postcode  
Clear Manual Entry  
Geospatial MMM 2019 1 - Major City  
Submit Reset Cancel

5091  
BANKSIA PARK SA 5091  
TEA TREE GULLY SA 5091  
VISTA SA 5091  
-- Your Input --  
5091

Address Line  
Locality  
Postcode  
Clear Manual Entry  
Geospatial MMM 2019  
Submit Reset Cancel

1 el  
1 ELIZABETH ST TEA TREE GULLY SA 5091  
1A ELIZABETH ST TEA TREE GULLY SA 5091  
-- Your Input --  
1 eli

Contact Details  
Phone +61 08 01432473  
Mobile  
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 Site Physical Address **Services** Contact Key Individuals Accreditation Provider Program Registration Banking 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 Last Updated

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



# 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	25
Street Name	BARTLETT							Street Suffix	
Street Type	PL							Postal Number	
Postal Type									
Locality	* GREENWAY								
Postcode	* 2900								
Same as Physical Address	<input checked="" type="checkbox"/>								
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="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 'Amend' view of the 'Key Individuals' tab is shown. It displays the following information:

Organisation ID: 2308956726, ABN: 35 121 97 696, Status: Active, Entity Name: Organisation A, PRODA RA Number: 5024039511, From: 01/12/2022 11:21:34

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. The interface also shows 'Expand All' and 'Collapse All' buttons.



# 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?



# 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**

Organisation Register - Organisation Site Record

Amend

Organisation Site ID: 2308285143      Organisation Site Name: From  
Physical Address: 25 BARTLETT PL GREENWAY ACT 2000      PRODA RA Number: From  
Status: Active

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

**Add Provider**

Current

Provider Number	Provider Name	Provider Location Address	Start Date	End Date
No records found.				
Showing Rows 0-0 of 0				

Historical

Submit    Reset    Cancel

Start Date: 01/12/2022    End Date: [ ]

**Declaration**  
The information you have provided is true and correct, and you understand that giving false or misleading information is a serious offence.

\* I agree

Confirm    Cancel

# 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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" 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
GTPP						<b>Add</b>

**Add Banking Details**

Program details

Program:

Choose type of account details

Select an existing account

Enter a new account

Existing account details

Existing accounts: [dropdown]

Account details

Branch number (BSB) [input]

Name of bank, building society or credit union [input]

Branch where account is held [input]

Account Number [input]

Account Name [input]

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

## ORGANISATION REGISTER

### How can attributes be used by a business?

#### Simple Business Structure

When the parent business has a number of practices operating under it, you can set up those practices in the Organisation Register as Organisation Sites under an Organisation Record.

Members of the organisation with the

**HPOS-Org-Admin**

Attribute will have view and amend access to information in the Organisation Record and the Organisation Site Records for both.

Members of the organisation attributed with

**HPOS-Org-Finance**

allows the user to add existing or new bank details for a program.

**Healthcare Organisation**



Members of the organisation with only the

**HPOS-Org-Site-Admin**

Attribute will only be able to view information in the Organisation Record, but view and amend information across both Organisation Site Records. Access cannot be limited to just one of the sites.

Members of the organisation attributed with

**HPOS-Org-Finance**

allows the user to add existing bank details only for a program.

**Practice**

**Practice**



Date: April 2023 Code: ORGREGINFO2

[hpe.servicesaustralia.gov.au](http://hpe.servicesaustralia.gov.au)



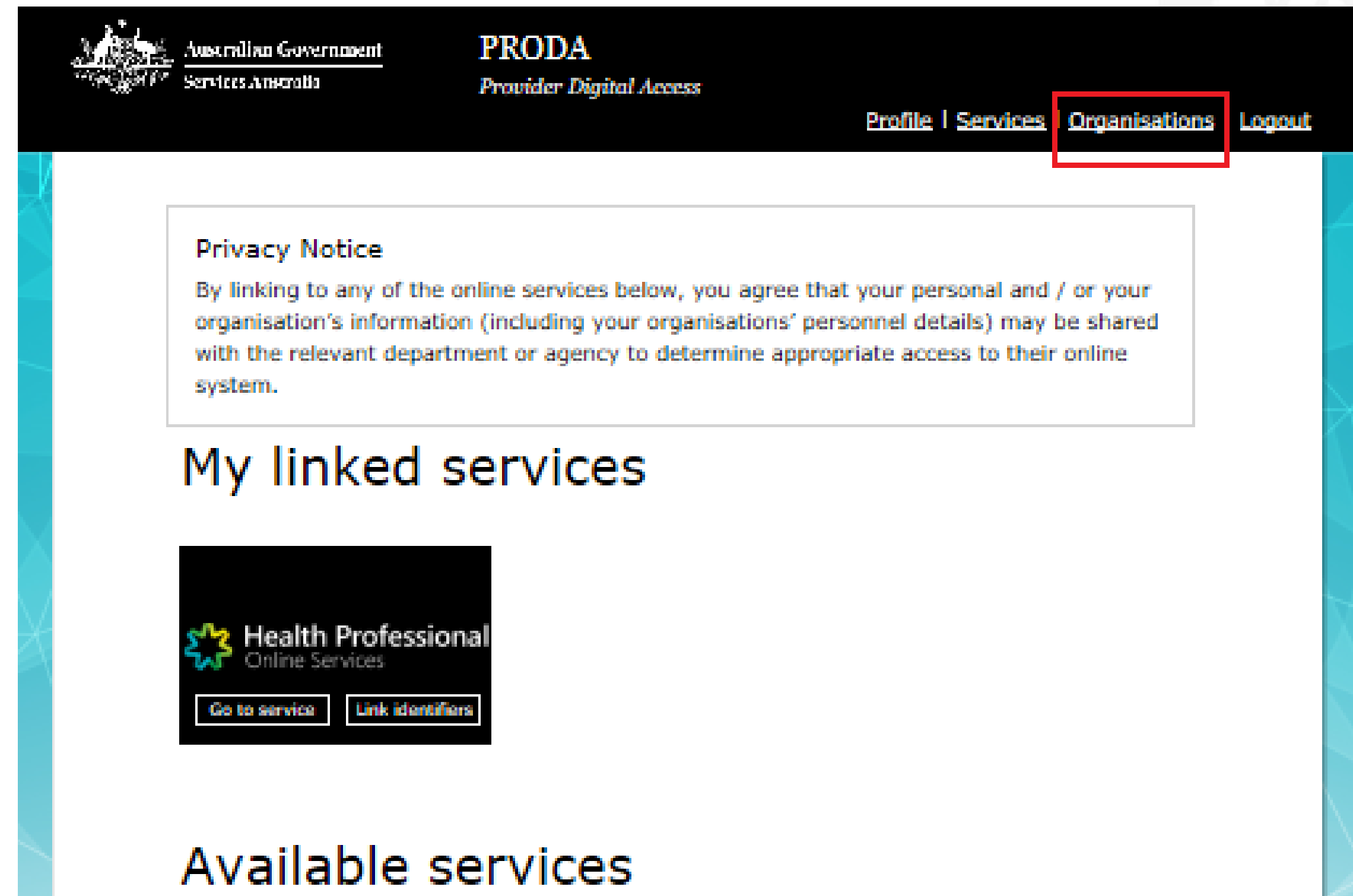
# Step 1

## 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

The screenshot shows the PRODA interface. At the top, there is a header with the Australian Government Services Australia logo, the text 'PRODA Provider Digital Access', and navigation links for 'Profile', 'Services', 'Organisations', and 'Logout'. The main content area is titled 'My organisations' and includes a message: 'You're a member of the organisations listed below.' Below this, there is a search prompt 'Select the organisation name to:' followed by a bulleted list of actions: 'view the organisation's details', 'manage the organisation's devices', 'add or remove the organisation's members', and 'add subsidiary organisations (for parent organisations only)'. A table lists the organisations with columns for Name, ABN, Organisation Status, and Role/Status. The first row, 'Organisation 1', is highlighted with a red box. The second row is 'Organisation 2'. The table footer shows '2 records found' and a pagination control.

Name	ABN	Organisation Status	Role/Status
<a href="#">Organisation 1</a>	12 345 345 677	Active	Director / Active
<a href="#">Organisation 2</a>	12 345 345 678	Email Unverified	Director / Unmatched

# 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 <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

[Remove Organisation](#)

Members ▼

**Subsidiary Organisations** ▲

Name	Proda RA	Organisation Status	Role
<a href="#">Sub.org.1</a>	5560503292	Active	Director / Active

10 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 <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

[Remove Organisation](#)

#### Members

Subsidiary Organisations

Name	Proda RA	Organisation Status	Role
<a href="#">Sub org 1</a>	5560503292	Active	Director / Active

1 record found

[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 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 <a href="#">Update Email</a>
Contact Phone Number	Not supplied. <a href="#">Update Phone</a>

[Remove Organisation](#)

Members

**Subsidiary Organisations**

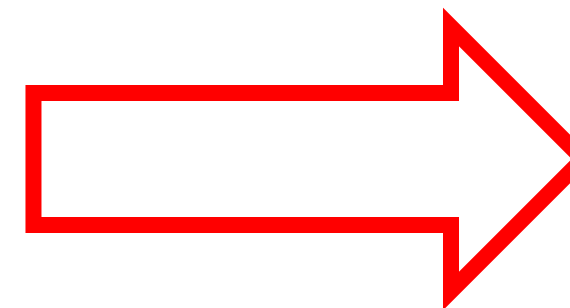
Name	Proda RA	Organisation Status	Role
<a href="#">Sub org 1</a>	5560503292	Active	Director / Active

[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	<a href="#">Organisation 1</a>
Parent ABN	12 345 345 677

[Remove Organisation](#)

Members

**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 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"/>
<a href="#">Health Professional Online Services (HPOS)</a>	Pending
<a href="#">PRODA</a>	Active

1 10 2 records found

Add Service Provider

# 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
<input type="text" value="Organisation Site Id"/>	<input type="text" value="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

<b>Amend</b>		Entity Name	Organisation A
Organisation ID	2308950726	PRODA RA Number	5024039511
ABN	35 121 97 606	From	01/12/2022 10:10:51
Status	Pending (System)		
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](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.ddwmphn.com.au/>

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

## Contact

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