Accessing AIR using PRODA for Organisations

USER GUIDE

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Services Australia

Glossary

Associate refers to the person who holds this title on the organisations Australian Business Number record on the Australian Business Register (see Associates by entity type)

Attribute is the name given to the individual of roles that can be delegated to people in PRODA Organisations. The attribute given will determine the functions that that role can undertake. See Appendix One for further information

Authentication File refers to the previous method of access used by individuals and organisations to access the AIR

Australian Business Number (ABN) is the number issued to organisations by the Australian Business Register (ABR)

Australian Business Register (ABR) is the register where ABNs are recorded

Australian Immunisation Register (AIR) is a national register that records all vaccines given to people of all ages in Australia

Authorised Contact refers to the person who holds this title on the organisations Australian Business Number record on the Australian Business Register

Business to Business (B2B) Device a B2B device lets your organisation get authorised access to a service provider with a software developer product. See Managing B2B Devices for more information

Health Professionals Online Services (HPOS) is an online portal for healthcare providers to interact electronically with Services Australia

HPOS Messages is the secure channel for sending and receiving notifications from Services Australia

Linking code is a one-time access code issued when your AIR provider number is approved. This is sent to the AIR authorised contact person for your organisation. If the organisation provider number was issued before 17 January 2020, use your AIR site authentication filename as the AIR linking code when prompted

Login details are the username and password created when registering for your PRODA account

Member is a person who has been added to the organisation in PRODA and can be delegated attributes to act on behalf of the organisation. This includes undertaking tasks on the AIR site

Other vaccination provider (see Provider Number AIR)

Parent Organisation refers to an organisation with an active ABN

Provider Digital Access (PRODA) is an online identity verification and authentication system used to access multiple online government services, such as HPOS, My Health Record and the Practice Incentives Program. It uses a username and password unique to each individual

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

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

Provider number (Medicare) is a unique identifier issued to health professionals who participate in Medicare programs, including the AIR, and are issued to health professionals (medical, nurse practitioners and midwives) at each location they practice.

Provider number (AIR) is a unique identifier issued to organisations to access the AIR. These are known as 'other' vaccination providers and include Medical Practices, Councils, State Health Departments, Public Health Units, Primary Health Networks, Flying Doctor Services, Public/Private Hospitals, Community Nursing Services, Community Health Centre's, Aboriginal Medical Services and Commercial vaccination providers.

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

Service provider refers to the various programs (services) in HPOS that you are able to link your PRODA account to. Eg. HPOS, Aged Care Online Portal, My Health etc.

Services Australia (SA) is an executive agency of the Australian Government responsible for delivering a range of welfare, health and other services to Australian Citizen and permanent residents. SA administers AIR on behalf of the Department of Health

Subsidiary Organisation (Sub-Org) is an area or business entity under your organisation that doesn't have an ABN

Terms and Conditions are the legal agreements you are required to acknowledge and agree to open your PRODA account

Vaccination provider see Provider number (Medicare) and Provider Number (AIR)

Verification code refers to the one off code emailed to you once during your PRODA registration. You are required to enter the code into PRODA when prompted to verify your email address

Introduction

This User Guide provides a step by step guide to the registration process for 'other' vaccination providers, such as medical practices, councils, pharmacies or commercial organisations that want to access the Australian Immunisation Register (AIR) secure website. Vaccination providers must first register for Provider Digital Access (PRODA) as an organisation to access the AIR through the Health Professional Online Services (HPOS) portal.

This document provides a step by step guide on the following PRODA functions:

- how to register an organisation
- how to add a subsidiary organisation/s
- how to add and link the organisation to AIR
- how to access the AIR on behalf of an organisation
- how to join an existing organisation

What is the AIR?

The Australian Immunisation Register is a national register that records all vaccines given to people of all ages in Australia.

What is the AIR site?

Recognised vaccination providers and administrators can use the AIR site through HPOS to record immunisation details for individuals, view and print immunisation history statements, request reports (eg. due/overdue vaccinations report) and update their contact details.

What is PRODA?

PRODA is an online identity verification and authentication system. It lets you securely access online government services. PRODA is digital and portable across web enabled devices. You can use it from anywhere as long as you have access to the internet.

What is HPOS?

HPOS is a fast and secure way for health professionals and administrators to do business with Services Australia.

What is HPOS Messages?

HPOS Messages is a way to send and receive secure notifications. It's not an email account. HPOS Messages Mail Centre replaces the AIR site secure mail function previously accessed using the authentication file logon method. Read more on the **Using the HPOS Message** webpage.

New Organisation or Existing Organisation

Register new Organisation

Before you can register a new organisation in PRODA, you must make sure that:

- you are registered for an individual PRODA account and have an Registration Authority (RA) number

- the organisation has an active Australian Business Number (ABN)

- you are listed as an 'Associate' or 'Authorised Contact' for the organisation on the Australian Business Register (ABR) and have access to the ABR details

- your individual PRODA account name exactly matches your name as recorded on the ABR

Joining an existing organisation in PRODA

Your organisation may already be registered for PRODA. If so, this would have been undertaken by an Associate or Authorised Contact on the ABR. You can join an existing organisation in PRODA in one of two ways:

- contact the authorised person in your organisation who registered it for PRODA. They will need to link the organisation to the AIR, and/or delegate you access to do so. Go to Part 2; or

- join the organisation in PRODA (if you are an Associate or Authorised Contact for the organization on the ABR record) and link to the AIR

You can use the ABR Lookup Tool if you need to search for your organisation's ABN. You should contact them if you need to update your name or organisation information on your record.

PRODA Pre-Registration Checklist

Before you commence the PRODA organisation registration process you will need:

☐ your individual PRODA account name and RA number

☐ your organisation's AIR provider number/s

☐ your organisation's AIR linking code/s (a one-time access code issued when your AIR organisation's provider

number was approved. This is sent to the AIR authorised contact person for your organisation. If your provider

number was issued before 17 January 2020, use your AIR site authentication filename as the AIR linking code

when prompted)

☐ organisation details that are registered with AIR

☐ full name and ABN of the organisation and access to the non-publicly available information about your

organisation held by the ABN (to enable you to answer proof of ownership questions)

☐ the organisation's email address (not your individual email address)

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Part 1: How to register an organisation

Step 1 Register the organisation

To register an organisation in PRODA, log in to your individual PRODA account.

- Select **Organisations**

- then select **Register New Organisation**

To register the organisation you'll need to enter the following details:

- name of the organisation

- ABN of the organisation

- organisation contact email address (this is where correspondence about the registration process will go. You cannot use your personal email address).

Your individual PRODA account name must match the Associate or Authorised Contact name for the organisation on the ABR. If they don't match, you won't be able to go to the next step and you should contact the ABR or the PRODA Helpdesk for assistance.

Step 2 Answer the proof of ownership questions

You'll need to answer 3 randomly selected questions to verify your relationship with the organisation. These questions are drawn from non-publicly available information about the organisation held by the ABR. The answers to all 3 questions must match the information on the ABR. You won't be able to go to the next step if they don't. You should contact the ABR if you need:

- help with your answers, or
- to update the information currently recorded on the ABR.

Step 3 Verify the organisation email

Once your organisation relationship answers are verified, we'll send an activation code to your organisation email address. To finalise the organisation registration, enter the code in the **Email code field**. Once completed, we'll confirm you've successfully registered the organisation in PRODA by email. It will include the new organisation RA number which is unique to the organisation.

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> You have successfully joined Organisation 456 as a Director.

Verify organisation email

We have sent a code to the organisation email address **Org123@orgmail.com.au at 22/07/2020 03:37:44 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

Registration successful

Your organisation is now registered and is known as the **parent organisation** in PRODA. There can only be **one** parent organisation for each ABN.

Your organisation will be listed on the **My organisations** screen in PRODA and your name will show as the role (called an attribute) of 'Director' of the organisation.

'Attribute' is the term given to the various roles that can be delegated to people in PRODA Organisations. The attribute given will determine the functions that that role can undertake. See [Appendix One for more information about PRODA attributes](#).

You now need to link your registered organisation to the AIR

- If your organisation has only one AIR provider number to link then [go to Part 2,](#) or

- If your organisation has more than one AIR provider number to link then, firstly you'll need to register each one as a subsidiary organisation. [Go to Step 4](#)

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Step 4 Add a subsidiary organisation

Subsidiary organisation/s (sub-org/s) can be created under the parent organisation in PRODA. This is required for AIR as there can only be one AIR provider number linked to one PRODA organisation or sub-org account.

For example, if you're a national organisation with one ABN and multiple locations, you can create a sub-org for each location. This might be because the AIR provider number issued to you is representative of one of these locations that sits under the parent organisation's ABN.

Sub-orgs enable independent access to the AIR for each location.

There's no limit to the number of sub-orgs you can create under a parent organisation, however, there is only one level of sub-org available ie. a sub-org cannot create its own sub-org

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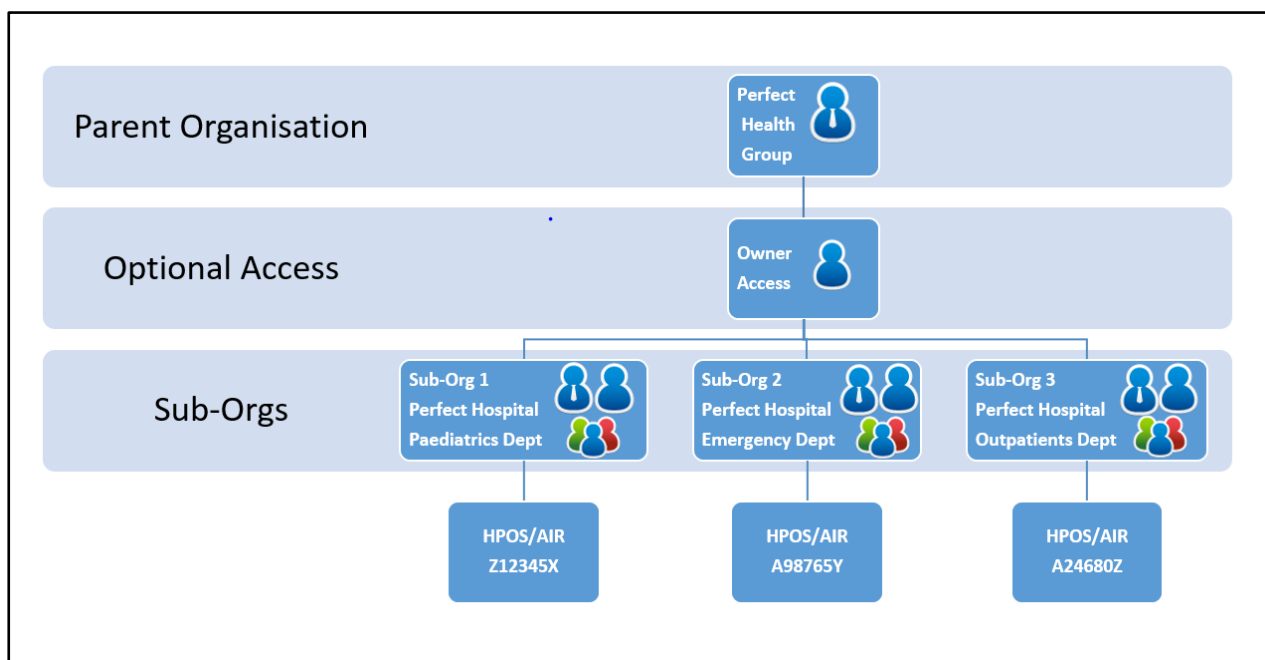
To add a sub-org, you must be the Director of the PRODA organisation account or a member with a Sub-Org Management attribute. To add a sub-org:

- select your organisation from the **My Organisations** page
- the **Manage my organisation** screen will display
- expand the **Subsidiary Organisations** field and select **Register New Subsidiary Organisation**
- enter a name in the **Organisation Name** field and select **Register Subsidiary Organisation**

The name should be descriptive/unique enough for you to recognise this as your subsidiary organisation. We suggest your also standardise the formatting of the sub-org names eg.

Perfect Hospital Paediatrics Department

Perfect Hospital Emergency Department

Perfect Hospital Outpatients Department

Once a sub-org has been registered, you'll be sent a registration confirmation to the parent organisation's email. It will include the sub-org's unique RA number.   Repeat the above process if you have additional sub-orgs. The sub-org/s will be listed on the **Manage my organisation** screen of the parent organisation in PRODA under **Subsidiary Organisations** and your name will display as the role of 'Director' of the sub-org.

To add and link AIR to your sub-org/s, Go to Part 2

Part 2: How to add and link AIR to your organisation

After you have registered your PRODA organisation, you must add Health Professional Online Services (HPOS) as a 'service provider' to your organisation and/or to any sub-organisations ('service provider' is the term given to the services available to link to in PRODA, eg. HPOS, Centrelink, NDIS etc.).

Step 5 Add HPOS to your organisation

When the Director or a member with Service-Link Management attribute is logged into their PRODA Individual account, to add HPOS service provider:

- select **Organisations** from the menu at the top right of the Services screen.
- select which organisation you want to add the AIR access to
- select **Service Provider** to expand the menu
- select **Add Service Provider** from the drop down menu
- select the radio button for **Health Professional Online Services** and select **Add this Service Provider**

- accept the Organisation Linking **Terms and Conditions**

Organisation Linking - Create Relationships

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.

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 6 Link AIR to your organisation

After you have accepted the Organisation Linking Terms and Conditions, you must link your organisation and/or any sub-orgs to the AIR site:

- select **AIR Provider Number** from the **Identifier type** drop down menu

- enter the organisation's or sub-org's AIR provider number as the **Identifier** and select **Next**

An AIR provider number can only be linked to one PRODA organisation account. If your organisation has more than one AIR provider number, you will need to create a sub-organisation for each provider number you want to link. For more information, go to back to Step 4

- then follow the **Linking to the AIR** instructions

*Your organisation's AIR linking code is a one-time access code issued when your AIR provider number was approved. This was sent to the AIR authorised contact person for your organisation. If your provider number was issued **before 17 January 2020**, use your **AIR site authentication filename** as the AIR linking code*

- upon completing all of the organisation relationship questions successfully, select **Next**

- read the **Next Steps** instructions and select **Finish**

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

You are now ready to access the AIR…
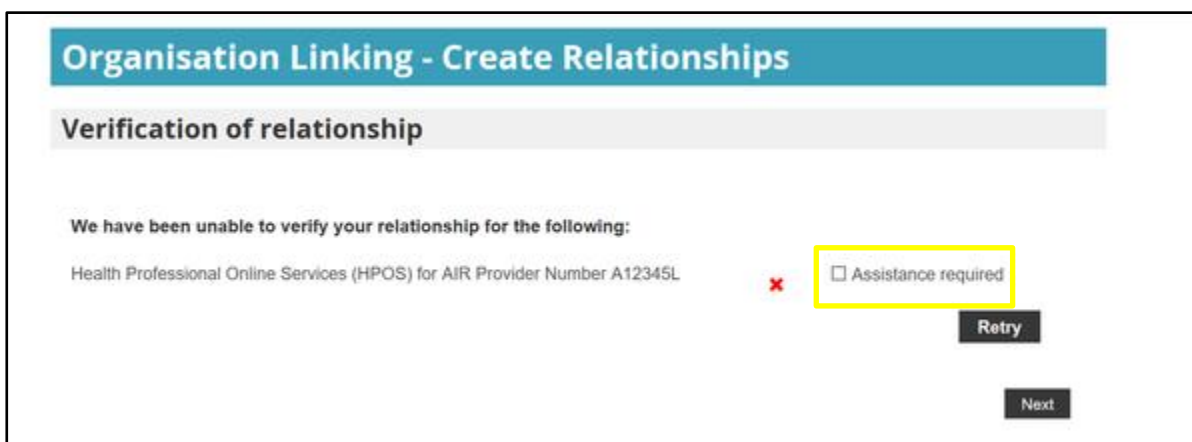
Unable to link to the AIR

If you're unable to link your AIR provider number, you can ask for help.

To do this:

- go to the **Service Provider Details** screen
- select **Organisation Linking** – **Create Relationships**
- select the checkbox **Assistance Required**
- record a **comment** in the pop-up box
- select **Next**

Your request for assistance will be sent to the AIR and we'll contact you to resolve your issue.

If you don't hear from us, you can contact the AIR Internet Helpdesk

Part 3: How to access the AIR on behalf of your organisation

Step 7 How to add members to your organisation

As the Director or a member with the *Employee Management attribute, to add members:

- select the organisation from the **My Organisations** page

- expand the **Members field** and select **Add Member**

The Employee Management Attribute is given to a member by the Director- read more here

- enter the individual's PRODA RA number and surname

- select the **Consent confirmation** checkbox and then select **Search**

- if there is a match, the individual's details will appear. Select **Add this member**, confirm their details and select **Add this member**

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Add a member to Organisation 123

Member Search

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

PRODA RA (Individual):

8714234285

Surname:

Jones

☑ 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)	8714234285
Name	Barry Jones

End date   24/07/2021 📅

Add this member

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Step 8 How to give members access to the AIR

Once you have added members to your organisation to access the AIR, they must be delegated access.

To delegate access to members:

- select the organisation from the **My Organisations** page
- expand the **Members field** and select the **Member** (eg. Barry Jones)

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- Expand the **Attribute Delegations** field and select **Delegate to this Member**

Manage Barry Jones for Organisation 123

Member details

PRODA RA (Individual)	8714234285
Role	Personnel
Member Status	Active
Start Date (DD/MM/YYYY)	23/07/2020
End Date (DD/MM/YYYY)	24/07/2021

Remove this member

Delegations

Attribute Delegations

Name	Service Provider	Can Be Delegated

|◄ ◄ 1 ► ►| 10 ∨   no record found

Delegate To This Member

- select **CHPROF: HPOS-Access** from the list and select **Delegate**
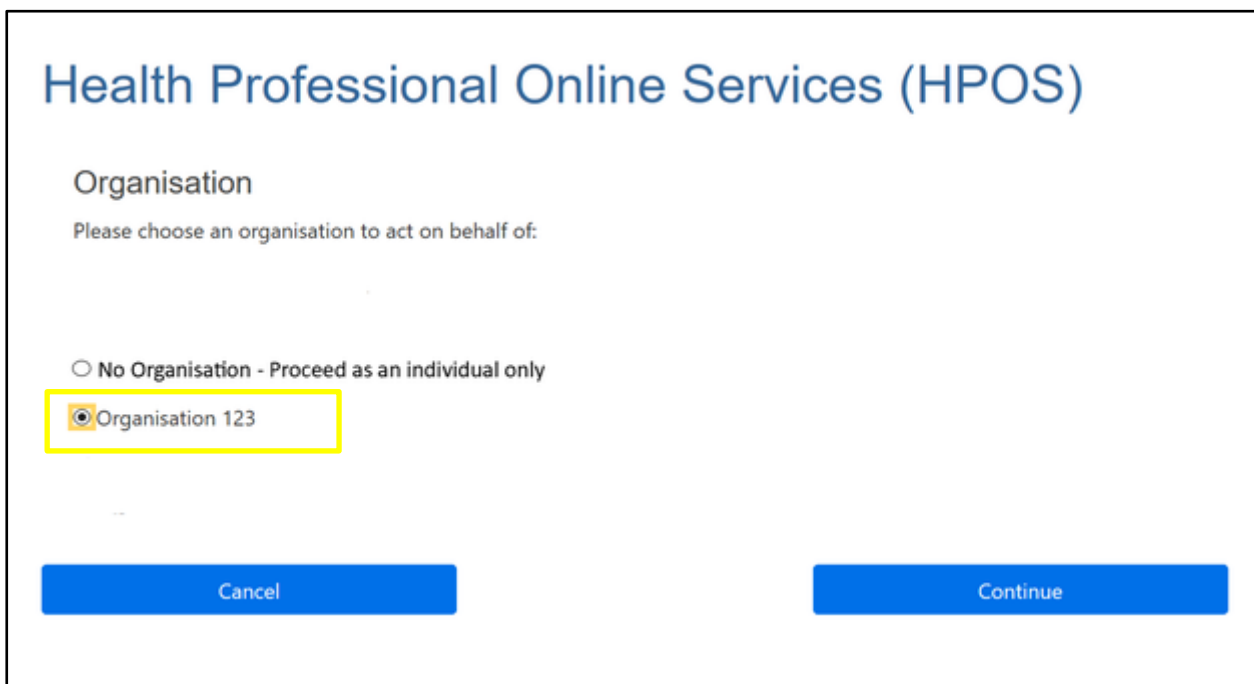
 Other members are now ready to access the AIR…

Step 9 Log on as a member of a PRODA organisation

To log on to the AIR on behalf of an organisation that you're a member of and have been delegated HPOS access:

- Go to **servicesaustralia.gov.au/PRODA**

- log on to your **PRODA individual account**

- under **My Linked Services** the **Health Professional Online Services (HPOS)** tile will display

- select **Go to Service** on the tile to access HPOS

- select the **name of the organisation** or **sub-organisation** to act on behalf of

- in HPOS, select **My programs**

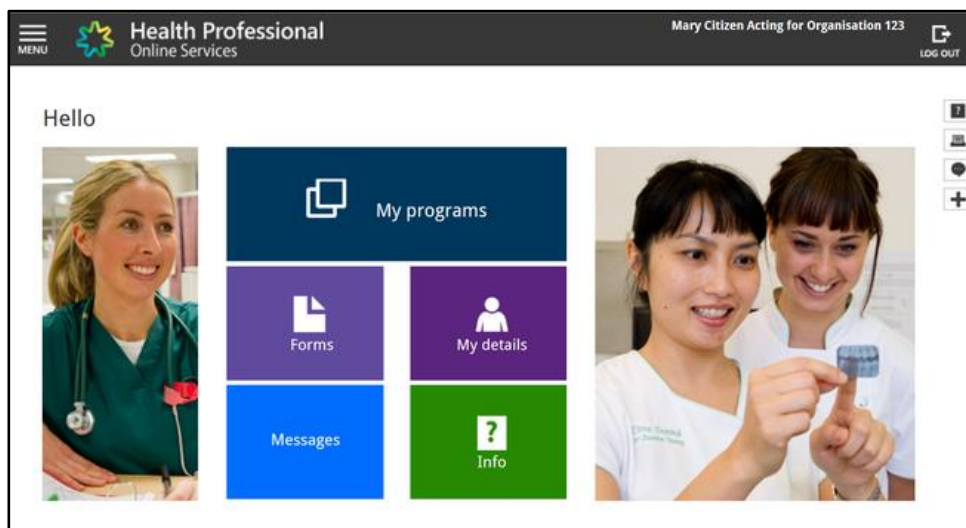- select the **Australian Immunisation Register (AIR)** tile

Using HPOS Messages

HPOS Messages is a way to send and receive secure notifications to the AIR. It's not an email account. When you log into HPOS using your PRODA individual account you will be acting on behalf of your organisation. Remember this when using HPOS Messages and enter the organisation's AIR provider number in the text of the message you send to the AIR.
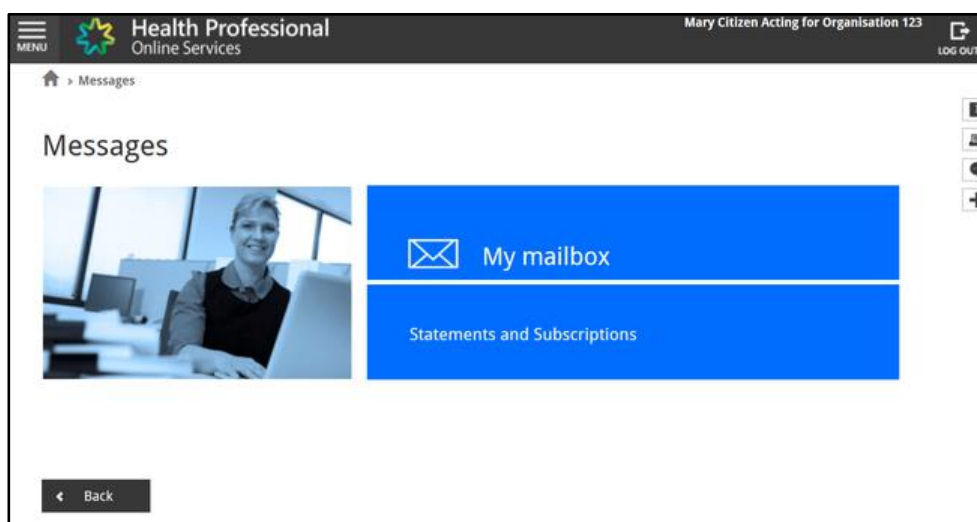
HPOS Messages Mail Centre replaces the AIR site secure mail function previously accessed using the authentication file logon method. Read more on the [Using the HPOS Message](#) webpage.

- in HPOS, select **Messages**

- select **My mailbox**

- select **AIR** from the **Program mailbox** drop down menu

i Need Help?

PRODA

servicesaustralia.gov.au/proda

proda@servicesaustralia.gov.au

Free call 1800 700 199 - Option 1

You will need your individual RA number and are required to pass a security check

Health Professionals Online Services

servicesaustralia.gov.au/hpos

Free call 132 150 - Option 6

AIR Internet Helpdesk

servicesaustralia.gov.au/hpair

air@servicesaustralia.gov.au

Free call 1300 650 039

These services are available 8:00am to 5:00pm local time

Appendix One – Attribute Management

After you register your organisation in PRODA, you are known as the 'Director' and can delegate 'attributes' to members of your organisation. An attribute provides a member permission to perform management functions on behalf of your organisation for a period of 12 months. Make sure you choose the right attribute for your member so they can do everything they need to:

Attribute	Permissions
Owner Access	This assigns you all attributes and functions of a Director in PRODA.
Employee Management	This lets you: add or remove members manage membership end dates.
Service-Link Management	This lets you: add and link the organisation in PRODA to a Service Provider remove a Service Provider from the organisation in PRODA.
Sub-Org Management	This lets you add, remove or update Subsidiary Organisations (sub orgs).
HPOS-Access	This lets you access Health Professional Online Services (HPOS) on behalf of your organisation
Device Management	This lets you: add, remove or update business to business (B2B) devices manage B2B device activation end dates.

Read more on Understanding management attributes and Managing members and delegations in an organisation on the PRODA webpage.