

DHDA Information Sheets – Organisation Register

Contents

Four steps to the Organisation Register

ORGREGINFO6Page 3

Finding my Organisation Site Record and its ID number

ORGREGINFO8Page 5

Accessing the Organisation Register

ORGREGINFO1 Page 7

PRODA and HPOS Attributes at a glance

ORGREGINFO5 Page 9

Organisation Register attributes - Simple Business Structure

ORGREGINFO2Page 12

Organisation Register attributes - Complex Business Structure

ORGREGINFO3Page 14

Example of a complex organisation

ORGREGINFO4Page 16

Getting ready for MyMedicare if you are an Aboriginal Community Controlled Health Service (ACCHS) or Aboriginal Medical Service (AMS)

ORGREGINFO10Page 18

How to add your practice type and/or practice exemption for MyMedicare in the Organisation Register

ORGREGINFO20Page 20

Set up your HPOS Messages to receive notifications to your personal email address

ORGREGINFO9Page 22

How to access your payment advice for the General Practice Training Payment (GTP) Program in HPOS

ORGREGINFO7Page 24

Organisational Changes in the Organisation Register

ORGREGINFO17Page 26

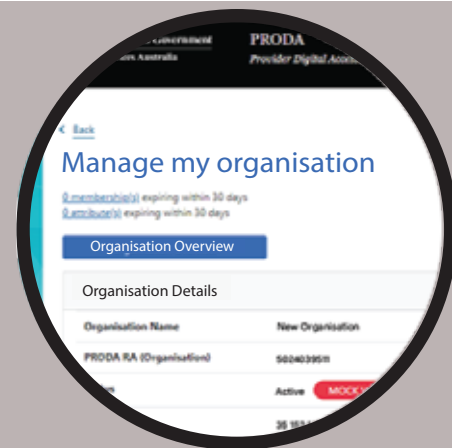
Four steps to the Organisation Register - ORGREGINFO6

Four Steps to the Organisation Register

You'll need to complete all 4 steps.

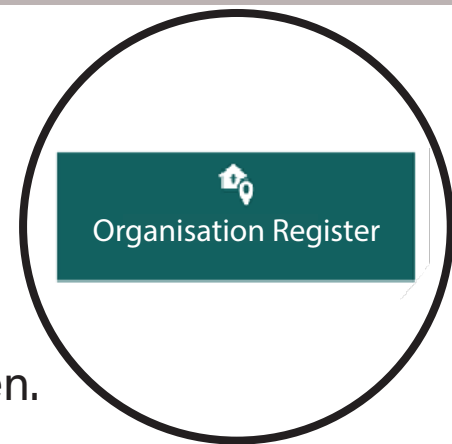
STEP 1. Set up your Organisation in PRODA.

If you haven't already done it, setting up your practice as an Organisation in Provider Digital Access (PRODA) is key to accessing the Organisation Register. This includes any Subsidiary Organisations.



STEP 2. Link your Organisation to HPOS.

Linking your organisation to Health Professional Online Services (HPOS) with your Australian Business Number (ABN), allows you to unlock the Organisation Register and get the green Organisation Register tile on the HPOS home screen.



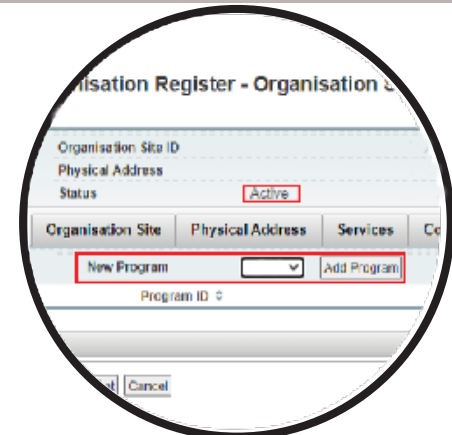
STEP 3. Record details in the Organisation Record.

Using the Organisation Register tile on the HPOS home screen you can record details of your organisation in the Organisation Record.



STEP 4. Record details in the Organisation Site Record.

With your Organisation Record complete you can record the details of the site or sites (practices) at which your organisation operates.

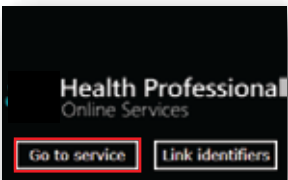


Finding my Organisation Site Record and
its ID number - ORGREGINFO8

Finding my Organisation Site Record and it's ID number*

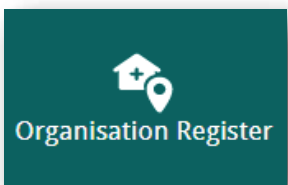
The Organisation Site ID is an identifier in the Organisation Register used for programs such as:

- General Practice Training Payments (GPTP)
- Medicare Urgent Care Clinics (Medicare UCC)
- Assisted Reproductive Technology (ART)
- MyMedicare.



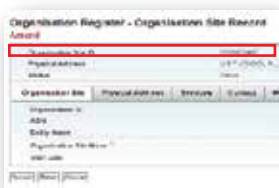
- Log in to Provider Digital Access (PRODA) and select 'Go to service' on the Health Professional Online Services (HPOS) tile.

- From HPOS Organisation screen select the Organisation you are acting on behalf of.



- Then select the Organisation Register tile from the HPOS home page.

- The Organisation Record displays. Select the Associated Sites tab. The associated sites page displays the current Organisation Sites.



- Search the list for the organisation you wish to view. The ID number will be the Organisation Site Record ID.

*In the HPOS Provider Number application process, the Organisation Site ID is only mandatory for General Practitioners applying for a provider number for an Australian Government funded Medicare Urgent Care Clinic.

All other providers can continue the process without entering an Organisation Site ID.



Accessing the Organisation Register - ORGREGINFO1



Accessing the Organisation Register

Attributes

Provider Digital Access (PRODA) Attributes provide different types of access in an Organisation or Sub-Organisation in PRODA for different roles in the business.

The Organisation Register and Health Professional Online Services (HPOS)

The Organisation Register can only be set up and used after an Organisation in PRODA has been linked to HPOS using an Australian Business Number (ABN).

Note: HPOS may have been linked previously for other programs or services. However, the Organisation in PRODA needs to be linked again for the Organisation Register. This time, with the ABN used to set up the Organisation in PRODA as the linking Identifier.

After linking using the ABN, a new Organisation Register tile appears in HPOS and the Attributes slide should be seen.

Attributes for access in the Organisation Register

- **HPOS-Org-Admin**
- **HPOS-Org-Site-Admin**
- **HPOS-Org-Finance**

These 3 Service Provider Attributes provide additional controls for access to the Organisation Register.

These attributes should only be delegated to users with existing HPOS-Access.

For information about existing Attributes refer to the [Services Australia](#) website.

Additional information can be found in the [PRODA and HPOS Attributes at a Glance](#) infographic.



PRODA and HPOS Attributes at a glance - ORGREGINFO5

ORGANISATION REGISTER

Provider Digital Access (PRODA) and Health Professional Online Services (HPOS) Attributes at a Glance

PRODA Organisation Attributes - HPOS Organisation Register Access

HPOS-Access

- a. access Health Professional Online Services (HPOS) - this is on behalf of the organisation and is not the same as for an individual account.

HPOS-Org-Admin

Access to the Organisation Record and subsequent Organisation Site Record via HPOS in the Organisation Register.

This comprises:

- a. Organisation Tab
- b. Contact Tab
- c. Key Individuals Tab, a minimum of 2 relationships must be added (1 x Associate and 1 x Authorised Contact)
- d. Associated Sites Tab
- e. All tabs in the Organisation Site Record as for the HPOS-Org-Site-Admin attribute below
- f. My Organisation Mailbox.

HPOS-Org-Site-Admin

Access to the Organisation Site Record via HPOS in the Organisation Register.

This comprises:

- a. Organisation Site Tab
- b. Physical Address Tab
- c. Services Tab
- d. Contact Tab
- e. Key Individuals Tab, minimum of 1 relationship must be added (1 x Authorised Contact)
- f. Accreditation Tab
- g. Provider Tab
- h. Program Registration Tab.

HPOS-Org-Finance

Access to add or amend banking details in the Program Registration tab using the Details button next to the relevant program and then the Banking Details expandable section on the MyMedicare Program Registration Details page.

Users must also have the following attributes:

- a. HPOS-Access
- b. HPOS-Org-Admin, to add new banking details not previously recorded in HPOS and update existing banking details or HPOS-Org-Site-Admin, to update existing banking details only.

HPOS-MyMedicare-Program-Staff

Access to the MyMedicare tile (under My programs)

- a. find and register a patient
- b. patient list and search.

ORGANISATION REGISTER

Provider Digital Access (PRODA) and Health Professional Online Services (HPOS) Attributes at a Glance

PRODA Organisation Attributes - PRODA Access

Owner-Access

Assigns all 'ownership' attributes/functions.

A person with Owner Access will have full management control functions granted as appropriate to their business needs.

This includes:

- add and remove members
- assign attributes to members
- delegate access to members
- register Business to Business (B2B) devices
- add and remove Service Providers
- remove the organisation from Provider Digital Access (PRODA).

Employee-Management

- add and remove members
- manage membership end dates.

Service-Link-Management

- add and link the organisation in PRODA to Service Providers (e.g. HPOS)
- remove a Service Provider from the organisation.

Sub-Org-Management

- add, remove or update Subsidiary Organisations (sub orgs).

Device-Management

- add, remove or update B2B devices
- manage B2B device activation end dates.



Organisation Register attributes - Simple Business Structure - ORGREGINFO2

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

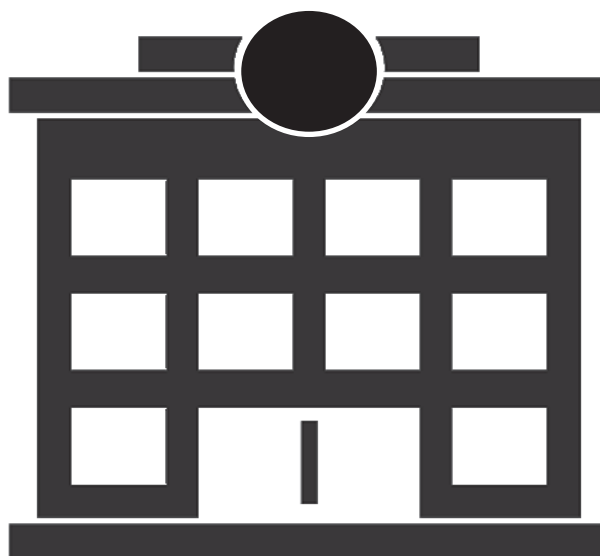
Attribute will have view and amend access to information in the Organisation Record and the Organisation Site Records for both.

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



Organisation Register attributes -
Complex Business Structure -
ORGREGINFO3

ORGANISATION REGISTER

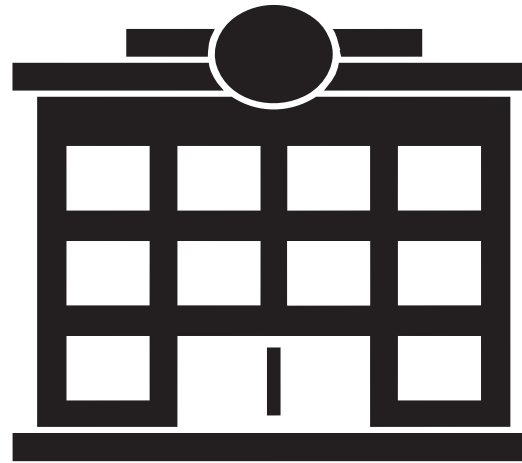
How can attributes be used by a business?

Complex Business Structure

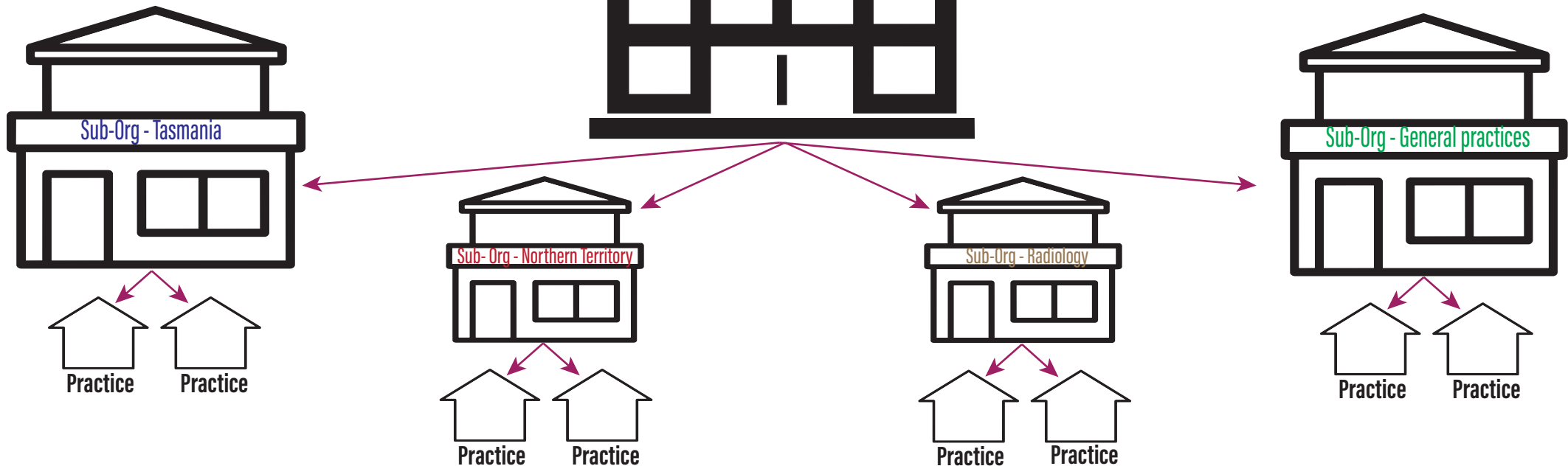
In Complex businesses the parent business can set up Subsidiary Organisations (sub-orgs) in Provider Digital Access (PRODA), each of which could have their own Organisation Sites.

The circumstances in which you might want to set up sub-orgs could be where your business has a presence in different States or Territories or has different types of practice, such as general practice or radiology. In such cases, there could be a sub-org for each State or Territory or each type of practice.

Healthcare Organisation



The business could use Attributes to manage what functions and information access are available at each sub-org and the Organisation Sites which sit under those sub-orgs. Note that an Organisation Site must first be set up under the parent organisation (see Simple Business Structure info) and then linked to sub-orgs when they are set up.

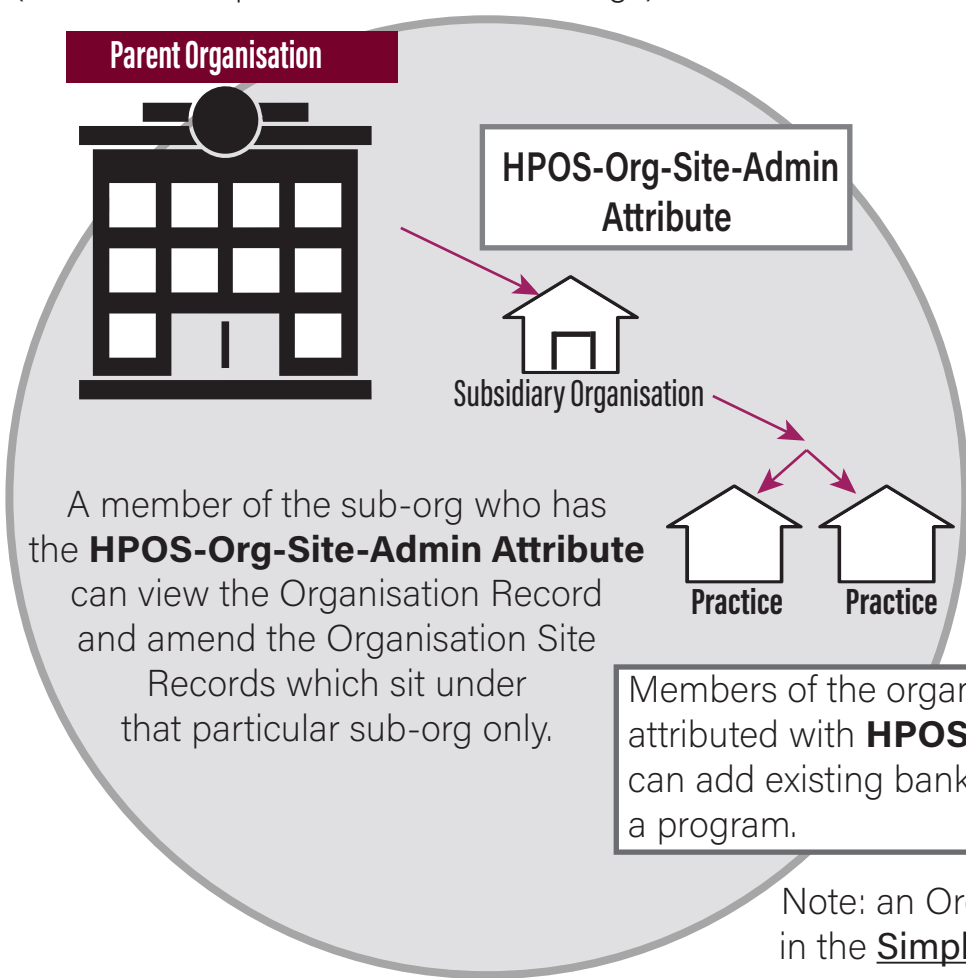


Example of a complex organisation - ORGREGINFO4

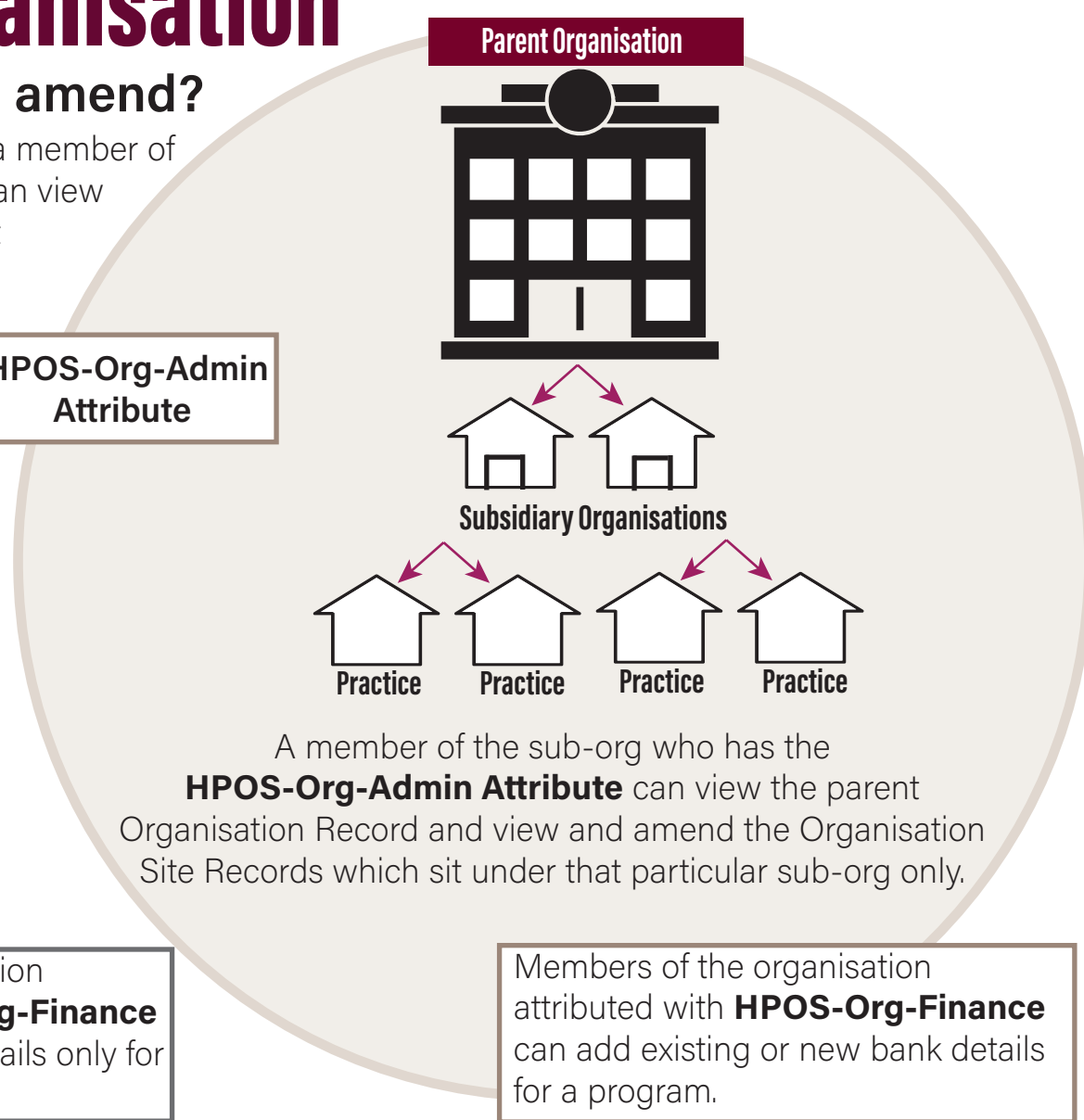
Example of a complex organisation

What attributes can be used to view and amend?

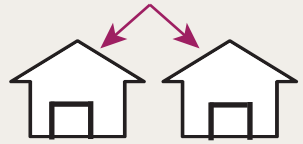
An example of a complex organisation shows that a user who is a member of the parent organisation with the **HPOS-Org-Admin Attribute** can view and amend information in the Organisation Record for the parent organisation and the organisation sites (there is no separate record for sub-orgs).



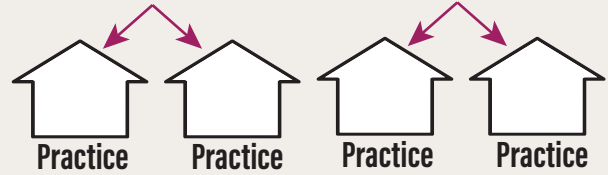
HPOS-Org-Admin Attribute



Parent Organisation



Subsidiary Organisations



Practice

Practice

Practice

Practice

A member of the sub-org who has the **HPOS-Org-Admin Attribute** can view the parent Organisation Record and view and amend the Organisation Site Records which sit under that particular sub-org only.

Members of the organisation attributed with **HPOS-Org-Finance** can add existing or new bank details for a program.

Note: an Organisation Site must first be set up under the parent organisation (as described in the [Simple Organisation infographic](#)) and then linked to sub-orgs when they are set up.

Getting ready for MyMedicare if you are
an Aboriginal Community Controlled
Health Service (ACCHS) or Aboriginal
Medical Service (AMS) - ORGREGINFO10



Getting ready for MyMedicare if you are an Aboriginal Community Controlled Health Service (ACCHS) or Aboriginal Medical Service (AMS)

- ACCHS and AMS practices and their providers can participate in MyMedicare if they provide Medicare-funded services.
- Additional flexibility is available for ACCHS and AMS practices that operate as a hub and spoke model in their region. They will be able to set up their practice in the Organisation Register system to reflect these arrangements.
- A temporary exemption from accreditation is available until 31 December 2026 to ACCHS and AMS that don't currently meet The Royal Australian College of General Practitioners (RACGP) 5th edition standards, definition of a general practice. The RACGP is updating its definition of a general practice for the purpose of accreditation.
- The MyMedicare program is designed to reflect the way services are provided to patients registering with an ACCHS or AMS. A patient will be able to register with the main practice location (hub) and preferred General Practitioner (GP) and continue to access services from other practice locations (spokes) linked to the hub.
- Services Australia can assist ACCHS and AMS practices to support registration of their patients if their patients access services in this way.

What is a 'hub and spoke' in the Organisation Register?



A 'hub' is used to describe an organisation site whose Service Delivery Type is either ACCHS or AMS, which also delivers services to 'spoke' service locations.

A 'spoke' is a location, such as a community clinic, which formally operates as an extension of the ACCHS or AMS hub. Spoke sites may operate on a full time or part time basis and may move between the hub and spoke locations. Clinical records should be held centrally at the hub so that they can be accessed at the hub as well as any of the spokes.

How to register

ACCHS and AMS practices can start the MyMedicare registration process by ensuring they are registered in Provider Digital Access (PRODA), Health Professional Online Services (HPOS), and the Organisation Register. This includes linking their eligible providers and adding the MyMedicare program in the Program Registration tab, which became available on 1 October 2023. Once completed, practices can commence patient registrations. Practices registered prior to 1 October 2023 will need to return to their organisation site record to add the MyMedicare program and enable patient registrations.

To find out how to set up:

- PRODA organisation refer to [**PRODA for organisations**](#)
- HPOS refer to [**HPOS features**](#).

If you already have PRODA organisation and HPOS organisation linked using your Australian Business Number (ABN) as the identifier, a green 'Organisation Register' tile will appear on your homepage. If you select this tile, you can start to create your Organisation Site Records.

To set up your organisation and Organisation Site Record in the Organisation Register refer to [**Organisation Register**](#).

For information on how to complete or amend the Services tab on your Organisation Site Record refer to [**How to complete or amend the Services tab in the Organisation Register on your Aboriginal Community Controlled Health Service \(ACCHS\) or Aboriginal Medical Service \(AMS\) Organisation Site Record**](#).

Once you have completed setting up your practice in the Organisation Register, you can start to register your patients. To find more information about how to manage patient registrations refer to [**MyMedicare**](#).



How to add your practice type and/or
practice exemption for MyMedicare in the
Organisation Register - ORGREGINFO20

How to add your practice type and /or practice exemption for MyMedicare in the Organisation Register

1. Select the **Organisation Register** tile on the Health Professional Online Services (HPOS) home page.
2. Select the **Associated Sites** tab.
3. Select the Site ID for the Practice.
4. Select the **Program Registration** tab.
5. Then select the **Details** action link next to **MyMedicare**.

MyMedicare

Details

If you have not registered for MyMedicare you can add it by using the Add program drop-down box on the Program Registration page. Select this [link](#) for further support to register for the MyMedicare program.

- Under the **Preference Settings** heading move down to the **Practice Type** heading.
- Use the Practice Type drop-down box to select your Practice type. Scroll down and select save.
- To add an accreditation exemption use the **Exemptions** heading here and complete the required details.

Organisation Site ID XXXXXXXXXX

Physical Address

Registration Period

Registration Start Date 27/10/2023

Eligibility Periods

Banking Details

Preference Settings

Pending Registrations

Your preference settings will be applied to new pending registrations sub

☐ Auto-accept - New registrations submitted by a patient will be automatic

☐ Auto-decline - New registrations submitted by a patient will be automatic

☒ Manually Accept/Decline - New registrations submitted by a patient will re

Auto decline reason

Practice Type

The Practice Type is the type of practice that describes the main function

Practice Type *

General Practice

Aboriginal Community Controlled Health Service

Aboriginal Medical Service

Mobile Practice

Outreach Practice

Sole Provider Practice

Nurse Practitioner-led Practice with a GP

Exemptions



Australian Government



Services
Australia

Date: May 2026 Code: ORGREGINFO20

hpe.servicesaustralia.gov.au

Set up your HPOS Messages to receive
notifications to your personal email
address - ORGREGINFO9

SET UP YOUR HEALTH PROFESSIONAL ONLINE SERVICES (HPOS) MESSAGES TO RECEIVE NOTIFICATIONS TO YOUR PERSONAL EMAIL ADDRESS



HPOS Messages is a way to send and receive secure notifications. It's not an email account. You can use HPOS Messages to securely communicate with our program areas, receive statements and notifications and manage notifications.

1

Log on to HPOS using your individual Provider Digital Access (PRODA) account. Select the Messages tile and then select My mailbox.

2

Select the settings icon.

3

Provide an email address and phone contact.

4

Set the frequency of notifications and select Submit.

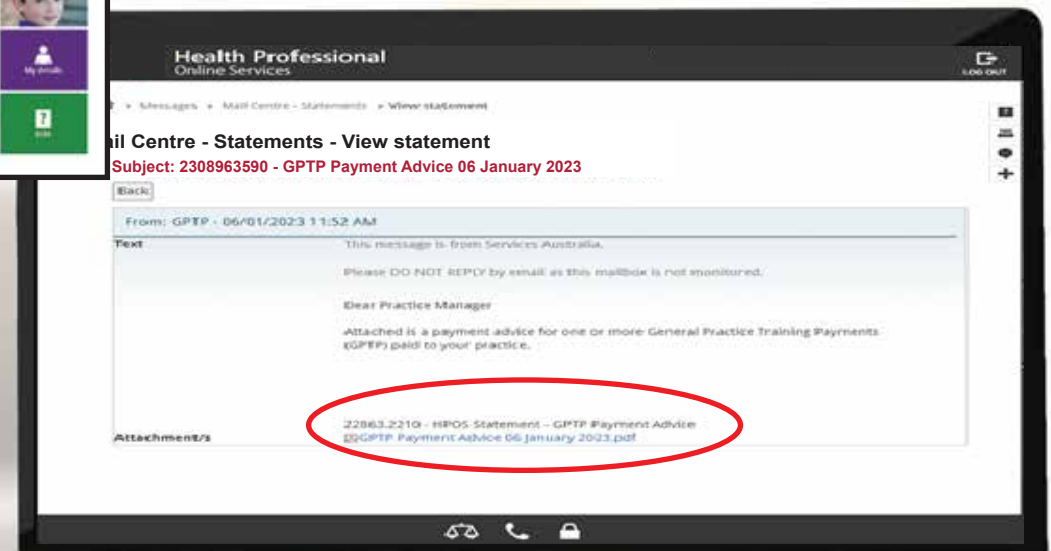


How to access your payment advice for
the General Practice Training Payment
(GPTP) Program in HPOS) -
ORGREGINFO7

How to access your payment advice for the General Practice Training Payment (GPTP) program in Health Professional Online Services (HPOS)

There is no requirement for Organisations or Individuals to subscribe to receive statements and subscriptions from GPTP. GPTP recipients are automatically subscribed to these services.

1. Log on to HPOS using either your organisational or individual Provider Digital Access (PRODA) account.
2. Select the Messages tile.
3. Select the statement and subscription tile.
4. Use the drop down box to select the GPTP program.
5. Select the applicable payment advice from the list.
6. Select the attachment to view and or print the GPTP payment advice pdf.



Organisational Changes in the Organisation Register - ORGREGINFO17

Organisational Changes in the Organisation Register

The Organisation Register is where health organisations register to participate in multiple Government healthcare programs such as MyMedicare, General Practice Training Payments (GPTP) and Medicare Urgent Care Clinics.

To help make this work, it's important that organisations keep their information up-to-date, when there are changes.



Advise Services Australia if there has been a change in your business and what the change is by emailing: organisation.register@servicesaustralia.gov.au

Changes can include, but are not limited to:

- closures
- sales
- mergers
- restructures.

Services Australia will then contact you to discuss the next steps, which may include:

- Completing a Commonwealth Statutory Declaration to enable updates to be made to your Organisation and/or Organisation Site Record.
- Advising other program stakeholders of Organisational Changes. For example, Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM) if participating in GPTP to ensure payments are directed appropriately.
- Creating or updating an active Organisation and/or Organisation Site record (if required).

Further education resources to help you understand our health programs and services can be found on our [Health Professional Education Resources website](#).



Australian Government



Services
Australia

Date: November 2025 Code: ORGREGINFO17

hpe.servicesaustralia.gov.au