



Australian Government  
Services Australia

# Accessing AIR using PRODA for Individuals



## USER GUIDE

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# Glossary

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

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

**HPOS Delegate** is a person who has been nominated to undertake tasks in HPOS or the AIR site on behalf of another Medicare provider

**HPOS Delegations** is the process of delegating access in HPOS from one person to another so that they can undertake tasks on behalf of another Medicare provider

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

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

**Medical practitioner** is a Medicare eligible health professional who has been issued with a Medicare provider number

**Midwife** is a Medicare eligible Midwife who has been issued with a Medicare provider number

**Nurse practitioner** is a Medicare eligible Nurse Practitioner who has been issued with a Medicare provider number. This is not a practice nurse

**Other vaccination provider** (see Provider Number AIR)

**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

**Terms and Conditions** are the legal agreements you are required to acknowledge and agree to open and maintain 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 and each time you log on thereafter

# Introduction

This User Guide provides a step by step guide to the registration process for an individual to access the Australian Immunisation Register (AIR) secure website. Vaccination providers must first register for Provider Digital Access (PRODA) as an individual to access the AIR through Health Professional Online Services (HPOS). All vaccination providers and administrators who need access to the AIR site will need to have an individual PRODA account. This includes if you are a:

- Medical practitioner, midwife or nurse practitioner
- Delegate of a medical practitioner, midwife or nurse practitioner
- Member of an organisation registered with the AIR as an 'other' vaccination provider such as a council, pharmacy, or commercial 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 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?

Health Professional Online Services (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.

# Part 1: How to register for an Individual PRODA account

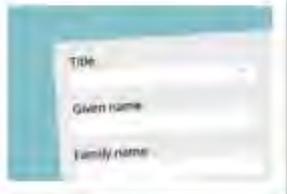
The first step in registering for PRODA is creating an individual account. The registration screens are easy to follow and you'll be stepped through each process.

## Step 1 Create account

Go to [servicesaustralia.gov.au/PRODA](https://servicesaustralia.gov.au/PRODA) to start the PRODA registration process.

## 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**

You should read the Terms and Conditions before you create a PRODA account. You can find these and the privacy statement when you register for PRODA.

Select **Register now**

To create an account:

- enter your personal details exactly as shown on your identity documents
- create your login details
- nominate a username and password
- choose 3 security questions and give the answers
- verify your personal email address



*We recommend that you use your personal email address that you can access from any device instead of a generic group address or your work email because your PRODA account is portable and transferable as your individual PRODA account will never expire and it will move with you across roles or organisations.*

### Verify your email address

Once you've completed the initial set up process, you'll be emailed an activation code. To create your account, enter the verification code in the **Email code field** to verify your email address.

When you verify your email address, you'll have created a PRODA account. You'll receive an email confirming your username and your Registration Authority (RA) number. At this point, your PRODA account is unverified. To complete the verification process, you must confirm your identity before you can access the AIR site.

Your RA number is unique to you. If you're part of an organisation, you'll need to give this to your employer so that you can be added to their PRODA organisation account. You can also use this to identify yourself to the PRODA Helpdesk if you need assistance.

### Step 2 Verify documents

You may choose to log back in at a later time and complete this action or, if you have your documents available, you may complete the second part immediately. Either log out now or return to log in later or click **Continue**.



*If this step isn't completed within 60 days, your account won't be verified, it will be removed from PRODA and you will need to start again.*

## Continue confirming your identity

You need to complete Step 2 of the PRODA account creation process by submitting the required identity documents.

### 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 services.

- 1 First evidence of identity document to be verified
- 2 Second evidence of identity document to be verified
- 3 Third evidence of identity document to be verified

[Continue](#)

You will require 3 documents to verify your identity online. You will need to enter the document details, such as the state in which the document was issued, or the number recorded on the document, to allow your information to be automatically checked online with the issuer or official record holder.

A list of documents will display for you to select from. You can only use an identity document once and it will be removed from the list if the document is verified or after 3 failed verification attempts.

You'll need to repeat this process for your second and third document.

### Verify name change

If your account details don't match your identity documents, you may need to submit a change of name document.

These can include:

- a marriage certificate
- a change of name certificate
- an amended Australian birth certificate



You can contact the [PRODA Help Desk](#) for additional information on these requirements.

### If you can't verify your identity

If you can't verify your identity online, you may need to contact the agency that issued your identity document or contact the PRODA Help Desk.

### Verification successful

## Your identity has been successfully verified!

You have successfully completed Step 2 of the PRODA account creation process.

| 1 Create account                                                                     | 2 Verify documents                                                                 | 3 Match existing services                                                           |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|    |  |  |
| Provide your details, create a username and password, and supply your email address. | Verify 3 different <a href="#">identity documents</a> .                            | Complete matching process for your existing services.                               |

- ✔ Australian passport
- ✔ Medicare card
- ✔ Australian driver's licence
- ✔ Australian change of name certificate

You will now choose your code preference and complete matching to existing services.

[Next](#)

### Choose your verification code preference

Select **Next**

Every time you log onto your PRODA account, you'll need to enter a single use verification code. PRODA will send this code to your email by default but you can select to change this in your account settings to SMS. You can also choose to download the free PRODA Code Generator app from Google Play or Apple app store.

### Step 3 Add HPOS to your PRODA account

If you are:

- a medical practice staff member; or
- an 'other' vaccination provider or administrator

Go to [Part 2: What now?](#) to get more information about your options to access the AIR site.

If you are:

- a medical practitioner, midwife or nurse practitioner you'll need to link your account to HPOS in order to access the AIR site using your Medicare provider number.

To link your PRODA account to HPOS:

- select **Services** from the header on your PRODA account page
- choose the HPOS tile from the **My Linked Services** page
- complete the fields with the required information

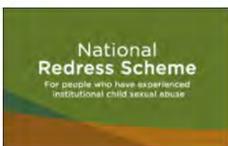
Privacy Notice

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

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

## Available services

|                                                                                                                                                                      |                                                                                                                                                                                                        |                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Aged Care<br/>Provider Portal</b></p>                                      |  <p><b>CHILD CARE</b><br/>provider entry point</p>                                                                  |  <p><b>Disability Medical<br/>Assessment</b><br/>Online Services</p> |
|  <p><b>Health Professional</b><br/>Online Services</p>                            |  <p><b>My Health Record</b></p>                                                                                     |  <p><b>ndis</b><br/>myplace Provider Portal</p>                      |
|  <p><b>NDIS Quality<br/>and Safeguards<br/>Commission</b><br/>Provider Portal</p> |  <p><b>National<br/>Redress Scheme</b><br/>For people who have experienced<br/>institutional child sexual abuse</p> |  <p><b>Business Hub</b></p>                                          |

### Individual account created

You've now successfully created an individual PRODA account. Your individual PRODA account will never expire and it will move with you across roles or organisations.

# Part 2: What Now?

## Medical practitioners, midwives or nurse practitioners

If you're a medical practitioner, midwife or nurse practitioner, you can use your PRODA account to directly access the AIR through Health Professional Online Services (HPOS). In addition, the following services are available:

### HPOS Delegations

You can give another person access and allow them to perform your administrative tasks in HPOS on your behalf including the AIR. When you do this, the person is your delegate. For more information, refer to [Part 3 – HPOS delegation guide for AIR](#); or

### PRODA for Organisations

If you don't want to delegate your individual HPOS access, you and your administrative staff can choose to access the AIR using the AIR provider number of the organisation you work for (rather than your own). For more information about organisation accounts, refer to **Accessing the AIR using PRODA for Organisations User Guide**.

## Medical practice staff

If you're a medical practice staff member, you can use your PRODA account to:

### HPOS Delegations

Nominate to be a HPOS delegate for one or more medical practitioner, midwife or nurse practitioner within your organisation. For more information, refer to [Part 3 – HPOS delegation guide for AIR](#); or

### PRODA for Organisations

Be added to a PRODA organisation to access the AIR on the organisation's behalf. For more information about organisation accounts, refer to **Accessing the AIR using PRODA for Organisations user guide**.

## Other vaccination providers or administrators

If you're an 'other' vaccination provider, such as a council, pharmacy or commercial organisation, you can use your PRODA account to be added to a PRODA organisation to access the AIR on the organisation's behalf. To learn more about organisation accounts, refer to **Accessing the AIR using PRODA for Organisations user guide**.



You are now ready to access the AIR...

## Step 4 Logging onto the AIR

### Log on as a medical practitioner, midwife or nurse practitioner

To log on to the AIR:

- Go to **servicesaustralia.gov.au/PRODA**
- log in to your **PRODA individual account**
- under **My Linked Services** the **Health Professional Online Services (HPOS)** tile will display
- select **Go to Service** on the HPOS tile
- select **No Organisation – Proceed as an individual only**

**Health Professional Online Services (HPOS)**

Organisation

Please choose an organisation to act on behalf of:

No Organisation - Proceed as an individual only

PRODA Organisation

Cancel Continue

- in HPOS, select **My programs**
- select the **Australian Immunisation Register (AIR)** tile

My programs

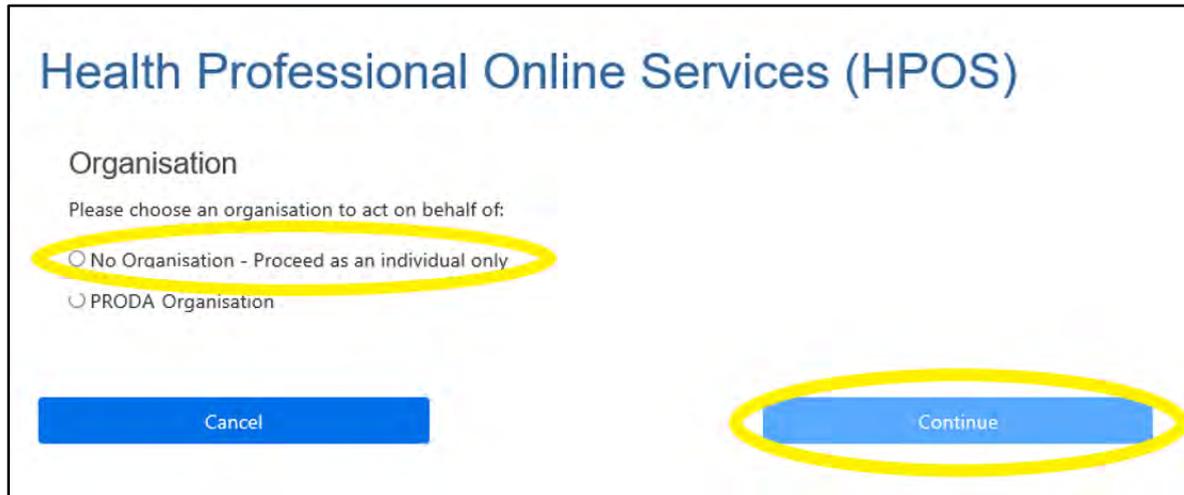
|  |                                        |                                                             |                                                   |                                               |
|--|----------------------------------------|-------------------------------------------------------------|---------------------------------------------------|-----------------------------------------------|
|  | Australian Immunisation Register (AIR) | Department of Veterans' Affairs (DVA)                       | PBS Stationery Online Ordering                    | Prescription Shopping Patient Summary reports |
|  | Rural Incentive Programs               | Therapeutic Goods Administration (TGA) Recall/Hazard Alerts | Workforce Incentive Program (WIP) - Doctor Stream |                                               |

Back

## Log on as a delegate for a medical practitioner, midwife or nurse practitioner

To log on to the AIR on behalf of a provider that you're a delegate in HPOS for:

- 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 **No Organisation – Proceed as an individual only**



Health Professional Online Services (HPOS)

Organisation

Please choose an organisation to act on behalf of:

No Organisation - Proceed as an individual only

PRODA Organisation

Cancel Continue

- select **My providers** from the HPOS home page
- From the My providers table select, **Select** in the Action column
- select **My programs**
- select the **Australian Immunisation Register (AIR)** tile



My programs

Australian Immunisation Register (AIR)

Department of Veterans' Affairs (DVA)

PBS Stationery Online Ordering

Prescription Shopping Patient Summary reports

Rural Incentive Programs

Therapeutic Goods Administration (TGA) Recall/Hazard Alerts

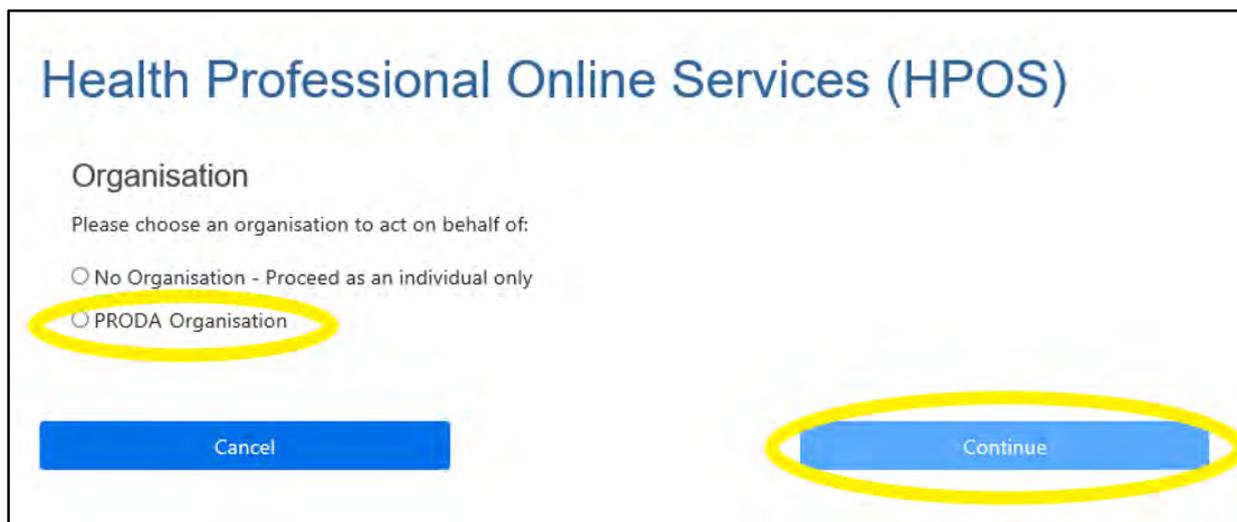
Workforce Incentive Program (WIP) - Doctor Stream

Back

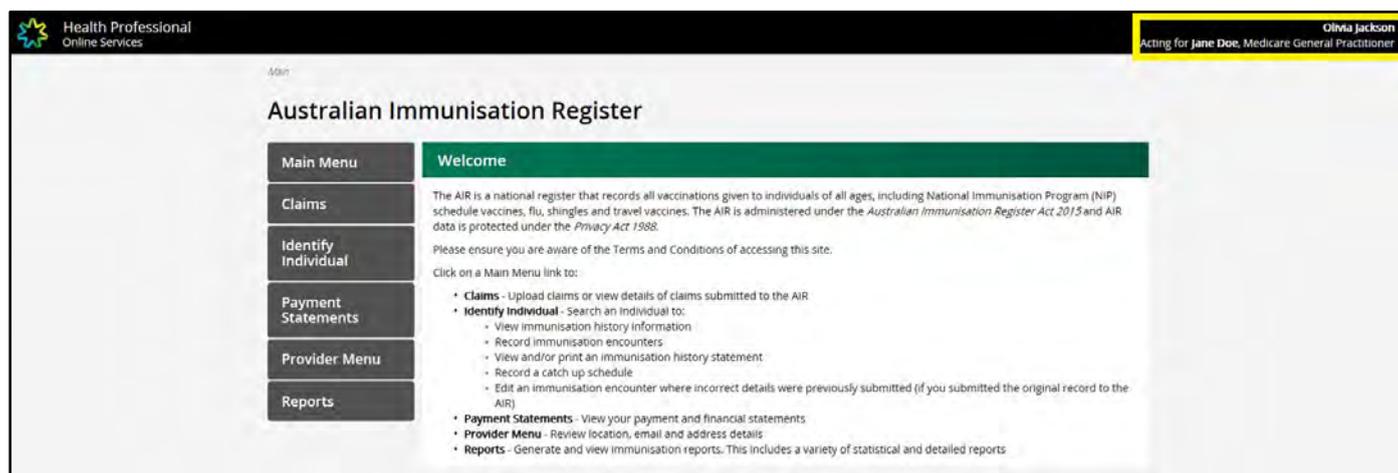
## Log on as a member of a PRODA organisation

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

- Go to [servicesaustralia.gov.au/PRODA](https://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



If you're a medical practitioner, midwife or nurse practitioner or a medical practice staff member and want to know more about HPOS Delegations, read on for [Part 3 – HPOS Delegation Guide for AIR](#); or

If you're an 'other' vaccination provider such as a council, pharmacy or commercial organisation (including a medical practice), refer to the **Accessing the AIR using PRODA Organisations User Guide**.

# Part 3: HPOS Delegation Guide for AIR

## Introduction

HPOS Delegations is ONLY for use by medical practitioners, midwives or nurse practitioners and your administrative staff.



All other vaccination providers such as councils, pharmacies and commercial organisations must use PRODA for organisations to access the AIR site, refer to **Accessing the AIR using PRODA for Organisations User Guide**.

## Why should I delegate my HPOS access?

- You can nominate someone to undertake tasks on your behalf in HPOS and AIR. When you do this, that person becomes your delegate
- The person you nominate must have their own PRODA individual account
- There are two ways that a delegation can be initiated - either by a vaccination provider or requested by administrative staff through HPOS
- Administrative staff can be delegates for multiple medical practitioners, midwives or nurse practitioners.

Alternatively, if you don't want to delegate your individual HPOS access, you and your administrative staff can choose to access the AIR using the AIR provider number of the organisation you work for (rather than your own). For more information about organisation accounts, refer to **Accessing the AIR using PRODA for Organisations User Guide**.

## Delegation functions and services

Delegates can access the following HPOS functions:

- mailbox (HPOS Messages)
- statements and subscriptions
- secure form upload
- online forms
- Find a patient and patient profile

As well as the **Australian Immunisation Register (AIR)**, your delegates can also access other services (this is dependent on your eligibility).

For more information on functions and services, refer to HPOS [Managing delegations](#) webpage.

# HPOS Delegations - Instructions for providers

## How to nominate a delegate

To allow a person to access the AIR on your behalf, they must have their own PRODA individual account.

To nominate a delegate:

- **log on** to HPOS and select **My details**
- select **My delegates** and then **Add new delegate**

My delegates

HPOS allows you to nominate individuals with their own RA number as delegates to perform tasks in HPOS on your behalf.  
Further information is available on the [HPOS resources page](#).

| RA number            | First name           | Last name            | Delegation end date  | Delegation status    | Action                                                                    |
|----------------------|----------------------|----------------------|----------------------|----------------------|---------------------------------------------------------------------------|
| <input type="text"/> | <input type="button" value="Clear"/>                                      |
| 23                   | Olivia               | Jackson              | 24/02/2021           | Active               | <input type="button" value="Edit"/> <input type="button" value="Remove"/> |
| 83                   | Jason                | Borne                | 02/09/2020           | Active               | <input type="button" value="Edit"/> <input type="button" value="Remove"/> |

- enter the person's individual PRODA RA number and select **Search**
- the delegation end date will default to 12 months but you can enter another date up to a maximum of 12 months
- the AIR is within the **My Programs** function. All services are preselected, and you can unselect any services from the list that you don't want your delegate to have access to
- select **Nominate** to confirm the delegate to act on your behalf. The new delegate will appear in the **My delegates** list

## Review delegation request

Displayed are the details of the delegation request.

Click 'Approve' to accept this delegation request or 'Reject' to decline it.

If you do not wish to continue, click 'Cancel'.

The delegation end date can be changed for a period of up to 12 months.

| RA Number  | Name     | Delegation End Date                     |
|------------|----------|-----------------------------------------|
| 7337612190 | Jane Doe | <input type="text" value="01/07/2021"/> |

| Delegation Functions                                                                                     |                                         | Delegated to              |
|----------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------|
| <b>Provider</b>                                                                                          |                                         |                           |
| Find a patient                                                                                           | <input checked="" type="checkbox"/>     |                           |
| My programs                                                                                              | <input checked="" type="checkbox"/>     |                           |
| <b>Messages</b>                                                                                          |                                         |                           |
| My mailbox                                                                                               | <input checked="" type="checkbox"/>     |                           |
| Statements and Subscriptions                                                                             | <input checked="" type="checkbox"/>     |                           |
| <b>Forms</b>                                                                                             |                                         |                           |
| Secure Form Upload (For access, please select 'My mailbox' under Messages)                               |                                         |                           |
| Online Forms (For access, please select 'My mailbox' under Messages and 'Find a patient' under Provider) |                                         |                           |
| <b>My details</b>                                                                                        |                                         |                           |
| Provider personal details                                                                                | <input checked="" type="checkbox"/>     |                           |
| My provider number details                                                                               | <input checked="" type="checkbox"/> All | <a href="#">Locations</a> |
| Create new location                                                                                      | <input checked="" type="checkbox"/>     |                           |
| <b>Claims</b>                                                                                            |                                         |                           |
| Medicare                                                                                                 | <input checked="" type="checkbox"/> All | <a href="#">Locations</a> |
| DVA                                                                                                      | <input checked="" type="checkbox"/> All | <a href="#">Locations</a> |
| <b>Items</b>                                                                                             |                                         |                           |
| MBS Items Online Checker                                                                                 | <input checked="" type="checkbox"/> All | <a href="#">Locations</a> |
| Child Dental Benefits Schedule                                                                           | <input checked="" type="checkbox"/> All | <a href="#">Locations</a> |
| <b>Reports</b>                                                                                           |                                         |                           |
| Medicare Bulk Bill                                                                                       | <input checked="" type="checkbox"/> All | <a href="#">Locations</a> |
| Medicare Patient Claim Webclaim                                                                          | <input checked="" type="checkbox"/> All | <a href="#">Locations</a> |
| DVA Webclaim (For access, please select 'DVA' under Claims)                                              |                                         |                           |

## How to view transactions

- Select My details
- Select My access history

You are here: [Home](#) » [My Details](#) » [My Access History](#)

### My access history

Your access history is available for the last 90 days. This page does not display your full AIR access history.

Your Health Professional Online Services access history is displayed below.

| Date                       | Programs/Services accessed | User          | Function             | Result            |
|----------------------------|----------------------------|---------------|----------------------|-------------------|
| 03:26:31 PM on 02 Jul 2020 | My providers               | DR JANE DOE - | Viewed screen        | Action successful |
| 03:25:51 PM on 02 Jul 2020 | My Delegates               | DR JANE DOE - | Viewed screen        | Action successful |
| 03:21:42 PM on 02 Jul 2020 | My mailbox                 | DR JANE DOE - | Viewed email         | Action successful |
| 03:21:18 PM on 02 Jul 2020 | My mailbox                 | DR JANE DOE - | Viewed email         | Action successful |
| 03:20:21 PM on 02 Jul 2020 | My mailbox                 | DR JANE DOE - | Viewed screen        | Action successful |
| 03:08:07 PM on 02 Jul 2020 | My providers               | DR JANE DOE - | Delegation requested | Action successful |
| 03:06:22 PM on 02 Jul 2020 | My providers               | DR JANE DOE - | Viewed screen        | Action successful |
| 03:01:39 PM on 02 Jul 2020 | My providers               | DR JANE DOE - | Viewed screen        | Action successful |
| 02:49:02 PM on 02 Jul 2020 | My providers               | DR JANE DOE - | Viewed screen        | Action successful |
| 03:42:34 PM on 16 Apr 2020 | My providers               | Jane Doe -    | Acted as provider    | Action successful |
| 03:42:09 PM on 16 Apr 2020 | My providers               | DR JANE DOE - | Viewed screen        | Action successful |

## How to amend a delegate's access

To amend a delegate's end date or access to the AIR:

- log on to HPOS
- select **My details** and **My delegates**
- choose the delegate you want to amend and select **Edit** against the delegation you want to change
- you can choose to edit the delegation end date up to a maximum 12 month period or amend the services you want the delegate to access
- select **Confirm** to update the access. The new details will appear in the **My delegates** list

Home » [My details](#) » [My delegates](#)

### My delegates

HPOS allows you to nominate individuals with their own RA number as delegates to perform tasks in HPOS on your behalf.  
Further information is available on the [HPOS resources page](#).

| RA number            | First name           | Last name            | Delegation end date  | Delegation status    | Action                                                                    |
|----------------------|----------------------|----------------------|----------------------|----------------------|---------------------------------------------------------------------------|
| <input type="text"/> | <input type="button" value="Clear"/>                                      |
| 23                   | Olivia               | Jackson              | 24/02/2021           | Active               | <input type="button" value="Edit"/> <input type="button" value="Remove"/> |
| 83                   | Jason                | Borne                | 02/09/2020           | Active               | <input type="button" value="Edit"/> <input type="button" value="Remove"/> |

## How to approve a new delegation request or renewal

Administrative staff can request delegation access, or to have their access renewed, through HPOS. Staff can be delegates for multiple medical practitioners, midwives or nurse practitioners.

To approve a request:

- **log on** to HPOS
- select **My details** and **My delegates**
- select **Review** to see requests. You'll have 14 days to action requests and you can amend your delegate's access or change the end date
- select **Approve** to confirm the delegate or **Reject** to deny the request
- if you approve the request, the delegate will appear in the **My delegates** list

**My delegation requests**

*Below are pending delegation requests for your action. Requests will expire and be removed in 14 days from the date the request was made. You can change the delegation end date up to a maximum of 12 months.*

| RA number | First name | Last name | Delegation end date | Action                 |
|-----------|------------|-----------|---------------------|------------------------|
| 733       | Jane       | Doe       | 01/07/2021          | <a href="#">Review</a> |

If you reject the request, the delegate will receive an email notification in the **HPOS Messages Mail Centre**:

Messages > Mail Centre - My mailbox > View mail

### Mail Centre - My mailbox - View mail

My Mail | Filed | All | Trash | Settings

Please note: All delegated users will be able to view and/or reply to mail messages in this mailbox.

**Subject: Delegation request rejected**

Back | Compose new mail

From: Notifications - 02/07/2020 03:15 PM [REDACTED]

**Text**      \*\*\*\* This is a system generated message. Do not reply to this email\*\*\*\*

Your request for delegation access to  
**RA number:** 25 [REDACTED]  
**Provider:** John Smith  
has been rejected.

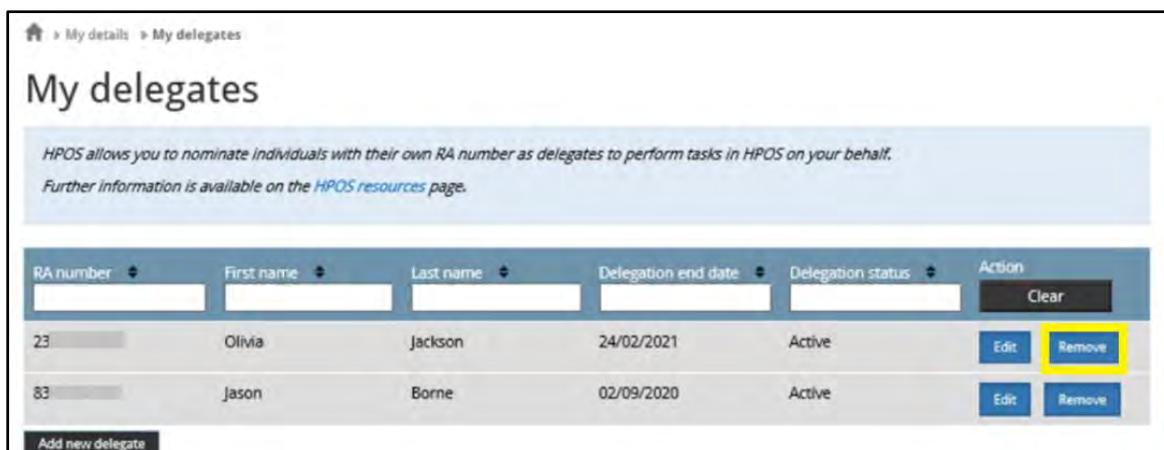
To manage your delegations, go to My providers.

## How to remove a delegate

Delegate access can be approved for a maximum period of 12 months. You can choose to let a delegate's access expire or you can manually amend it.

To delete or remove a delegate before their 12 month expiry:

- **log on** to HPOS
- select **My Details** and then **My delegates**
- choose the delegate and select **Remove**. The selected delegate's details will display



- select **OK** to confirm the change. An updated list of delegates will display in **My delegates**

# HPOS Delegations - Instructions for Delegates

## How to submit a delegation request

- log on to HPOS
- select **My providers** from the HPOS home page
- select **Request delegation**
- enter the RA number for your nominated provider then select **Search**
- the delegation end date can be updated before submitting the request
- the services you want to use on behalf of the provider can be amended before submitting the request
- select **Request** to submit your request to the provider. The pending request will appear in the **My delegate requests** list
- the delegation request will be sent to the provider for approval. The provider will have 14 days to action the request before it expires

**Your delegation has been saved and the provider has been notified. Your request can be found in the 'My delegation requests' section below.**

*To act on behalf of a provider within HPOS, click 'Select' against the record.  
To request new delegation, click 'Request delegation' button below.*

| RA Number | First name | Last name | Delegation end date | Status | Action      |
|-----------|------------|-----------|---------------------|--------|-------------|
| 83        | Jason      | Borne     | 22/01/2021          | Active | Select Edit |

Request delegation

## How to request an update to your existing service/s or an extension of your delegation

- log on to HPOS
- select **My providers** from the HPOS home page. Select **Edit** against the delegation you wish to change
- enter a new delegation end date. You can enter another end date up to the maximum 12 month period
- select or unselect services from the list of delegable services
- select **Request** to submit your request to the provider. The pending request will appear in the **My delegate requests** list
- the delegation request will be sent to the provider for approval. The provider will have 14 days to action

**My delegation requests**

*Displayed below are your requests for delegation access. Approved requests will be displayed in the My providers table above.  
A provider can change the delegation end date requested.  
Requests expire in 14 days from the date the request was made. Expired requests will be removed from the table view below.*

| RA Number | First name | Last name | Delegation end date | Request status   | Action |
|-----------|------------|-----------|---------------------|------------------|--------|
| 29        | John       |           | 01/07/2021          | Pending Approval | Remove |

## Need Help?

### PRODA



[servicesaustralia.gov.au/proda](https://servicesaustralia.gov.au/proda)



[proda@servicesaustralia.gov.au](mailto: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](https://servicesaustralia.gov.au/hpos)



Free call 132 150 - Option 6

### AIR Internet Helpdesk



[servicesaustralia.gov.au/hpair](https://servicesaustralia.gov.au/hpair)



[air@servicesaustralia.gov.au](mailto:air@servicesaustralia.gov.au)



Free call 1300 650 039

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