



# Healthcare Identifiers Service

## Application to deactivate, reactivate or retire a healthcare organisation (HW044)

### When to use this form

Use this form to deactivate, reactivate or retire a Healthcare Provider Identifier Organisation (HPI-O) record within the Healthcare Identifiers (HI) Service.

### Healthcare Identifiers Service

The HI Service provides a consistent set of identifiers for healthcare individuals and healthcare providers (organisations and individuals). The HI Service enables providers to associate health information about a healthcare individual in a consistent and accurate manner. The association of identifiers can be used within electronic communications such as discharge summaries, prescriptions and referrals.

The *Healthcare Identifiers Act 2010* is available at [legislation.gov.au](http://legislation.gov.au)

### Deactivate

An organisation record may be deactivated when a seed organisation or network organisation registered in the HI Service temporarily ceases to operate as a legal business entity. An organisation may also elect to no longer participate in the HI Service. Upon deactivation, the HPI-O record and the National Authentication Services for Health (NASH) Public Key Infrastructure (PKI) certificate cannot be used in an operational context within the HI Service. Access to the Healthcare Provider Directory (HPD) and the My Health Record system will be removed.

### Reactivate

An organisation record may be reactivated when a previously deactivated seed organisation or network organisation wishes to participate again in the HI Service. The originally allocated HPI-O will be retained for the reactivated organisation. The HI Service will enable HI Service permissions for the NASH PKI certificate for the reactivated HPI-O.

### Retire

An organisation record may be retired when a seed organisation or network organisation registered in the HI Service, permanently ceases to operate as a business entity. This means the organisation will no longer be active in the HI Service and will be unable to undertake HI Service related activities via this record.

The HPI-O record and NASH PKI certificate cannot be used within the HI Service and access to the Healthcare Provider Directory and the My Health Record system will be removed. An organisation that has been retired cannot be reactivated.

### Important information

When any of the above statuses are applied to a seed organisation, the status will also be automatically applied to all associated network organisations registered under the organisational hierarchy. If a seed organisation is being updated, the applicant can only be the responsible officer (RO) for the organisation. If a network organisation is being updated, the applicant can be an organisation maintenance officer (OMO) for the organisation.

### Health Professional Online Services

Healthcare providers can do online business with Services Australia through Health Professional Online Services (HPOS), including selected HI Service functions. You will need a Provider Digital Access (PRODA) account, and then link your services.

For information about how to get a PRODA account, go to [servicesaustralia.gov.au/proda](http://servicesaustralia.gov.au/proda)

For more information about what you can do in HPOS, go to [servicesaustralia.gov.au/hpos](http://servicesaustralia.gov.au/hpos)

### Healthcare Provider Directory

The HPD is a directory of healthcare identifiers and business details for providers and organisations registered in the HI Service. Only individuals or organisations that are authorised can search the HPD for details. You can use these details to link a provider to your organisation for My Health Record system access, or to find out contact details for referrals and other services. Your organisation automatically gets an entry in the HPD, and you can update details at any time through HPOS.

### For more information

You can:

- go to [servicesaustralia.gov.au/hiservice](http://servicesaustralia.gov.au/hiservice)
- email [healthcareidentifiers@servicesaustralia.gov.au](mailto:healthcareidentifiers@servicesaustralia.gov.au)  
There may be risks with sending personal information through unsecured networks or email channels.
- call 1300 361 457 Monday to Friday, 8:30 am to 5 pm, Australian Eastern Standard Time.

### Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.

### Returning this form

Return this form and any supporting documents by:

- email to [healthcareidentifiers@servicesaustralia.gov.au](mailto:healthcareidentifiers@servicesaustralia.gov.au)  
There may be risks with sending personal information through unsecured networks or email channels.
- post to  
Services Australia  
HI Service  
PO Box 2987  
MELBOURNE VIC 3001
- fax to 03 9605 7987

## Applicant's details

As the person completing this form, you **must** be an individual already registered in the HI Service who has the authority to update the organisation record.

1 RO or OMO number (if known)

2 Dr  Mr  Mrs  Miss  Ms  Mx  Other

Family name

First given name

Second given name

3 Date of birth (DD MM YYYY)

4 Gender

Male

Female

Non-binary

5 Address

  
  
  
 Postcode

6 Daytime phone number (including area code)

## Organisation details

Provide the HPI-O and the name of the organisation you wish to deactivate, reactivate or retire.

7 HPI-O

Organisation name

8 I would like to: **Tick one only**

**deactivate** a healthcare organisation

**reactivate** a healthcare organisation

**retire** a healthcare organisation

9 Date of effect (DD MM YYYY)

10 Reason for the organisation record update

  
  
  

## Healthcare Provider Directory

You can update details at any time through HPOS at [servicesaustralia.gov.au/hpos](https://servicesaustralia.gov.au/hpos)

11 I would like the following details to be displayed in the HPD:

**Tick all that apply**

Organisation name (automatic entry)

Business address (automatic entry)

Organisation service details

Daytime phone number

Fax number

Email

Mobile phone number

## Privacy notice

12 Your personal information is protected by law, including the *Privacy Act 1988* and is collected by Services Australia and the service operator of the Healthcare Identifiers Service, for purposes related to the operation of the Healthcare Identifiers Service. The collection of this information is authorised by the *Healthcare Identifiers Act 2010*, and is required to process your application.

Your information may be used by Services Australia, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations).

You can get more information about the way in which Services Australia will manage your personal information, including our privacy policy, at [servicesaustralia.gov.au/privacypolicy](https://servicesaustralia.gov.au/privacypolicy)

## Declaration

13 I declare that:

- I will only access and use healthcare identifiers for the purposes defined in the *Healthcare Identifiers Act 2010*.
- the information I have provided in this form is complete and correct.

**I understand that:**

- penalties for unauthorised access and misuse of healthcare identifiers apply under the *Healthcare Identifiers Act 2010*.
- giving false or misleading information is a serious offence.

Applicant's signature

Date (DD MM YYYY)



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