

PRODA (Provider Digital Access) Action Plan for Aged Care

1 Setting up your PRODA account



Authorised Person (Associate or Authorised contact on the Australian Business Register)



Provide an email address that you regularly access (e.g. personal email address) to ensure email messages reach you. Each time you login to PRODA you will need to enter your username, password and a verification code sent to your personal device.

Individual PRODA account registration

Required:

- Enter Personal details, create login details and security questions
- Verify identity online using minimum 3x identity documents

Received/issued:

- Email verification activation code
- Individual **PRODA Registration Authority (RA) Number**



Not all staff may require a PRODA account where your organisation uses web services compliant software. An individual PRODA account and attribute is required to add and manage Members, Sub Orgs, Services or B2B Devices

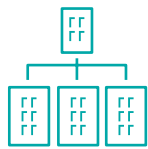
Organisation registration in PRODA for Web Services enabled Software

Required:

- Enter organisation name and ABN (must be correct and active on the ABR) and contact email address
- Answer 3x PORO questions based on non-public information about the organisation recorded on the ABR

Received/issued:

- Email verification activation code
- Organisation PRODA RA Number with user assigned the role of Director



ABR – Australian Business Register CHECK

- Organisation name and ABN are correct and active
- Individual PRODA account name is an exact match to name listed as an Associate or Authorised contact for that ABN
- Answers to Proof of Record Ownership (PORO) are an exact match to the information recorded for that ABN



Ensuring your ABN details recorded on the ABR are up to date will assist in expediting your organisation registration in PRODA. You can view or update ABN details online using myGovID or by contacting the ABR

Aged Care Web Services enable software linking details

Required:

PRODA Organisation registration is required prior to linking Aged Care Web Services Software.

Select Add Service Provider then select and add AGED CARE

- Accept linking terms and conditions
- Select organisation from the Menu
- Enter PKI RA number (if your site has a PKI certificate)
- On-screen verification linking has been established
- Register your software (B2G) device in PRODA
- Complete the AC027 form to link your software device (B2G) to Aged Care web services
- Nominate each service on the AC027 form your software will use under your organisation
- Send the form to devsupport@servicesaustralia.gov.au for the device to be registered to your organisation in PRODA and linked to web services.

<https://www.servicesaustralia.gov.au/organisations/health-professionals/forms/ac027>

Set-up Staff Member(s)/Delegates

You can add personnel (staff) as Members and delegate permission to perform management function on behalf of the organisation in PRODA

Required:

- enter staff individual PRODA account RA number and Surname

Received/issued:

- delegate appropriate PRODA management attribute
- **Note:** it is recommended to delegate to more than one member to avoid business disruption where usual staff may be unavailable



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Individual PRODA account registration

Required:

- Enter Personal details, create login details and security questions
- Verify identity online using minimum 3x identity documents

Received/issued:

- Email verification activation code
- Individual **PRODA Registration Authority (RA) Number**



2 Linking Aged Care to your PRODA account

Aged Care Provider Portal

- Links to an Individual PRODA account. Individual PRODA account registration is required prior to linking.

Linking:

- Select Add Service Provider then select Add Aged Care Provider Portal (ACPP)
- Accept linking terms and conditions
- Enter your Aged Care User ID (A number) then select to link the ACPP
- Learn more about when to use the portal or the AC004 form. [Aged Care Provider Portal - How to access the portal - Services Australia.](#)

For assistance with PRODA, contact **1800 700 199** or email proda@servicesaustralia.gov.au or visit www.servicesaustralia.gov.au/proda

For assistance with linking or accessing your web services, contact the relevant helpdesk for that service provider/channel or visit <https://www.servicesaustralia.gov.au/organisations/health-professionals/subjects/web-services-digital-health-and-aged-care-channels/how-prepare-web-services>

For assistance with setting up your software product, contact your software developer



The Pharmacy
Guild of Australia

Thank you to the Pharmacy Guild of Australia for their collaboration