

Accessing Australian Immunisation Register

For Residential Aged Care Home Staff

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Access to the Australian Immunisation Register (AIR) for residential aged care homes

The Australian Immunisation Register (AIR) is a national immunisation register that records vaccines given to all people in Australia. From May 2025, facility and care managers of a residential aged care facility can check residents' vaccination status¹ using AIR. This will help you identify residents who are due for vaccines (e.g. COVID-19, influenza, shingles and pneumococcal vaccines).

Checklist of actions to get access to AIR:

Step	How to action this step
<input type="checkbox"/> Associate or Authorised Contact for the facility (on the Australian Business Register) registers for an individual PRODA account	<ul style="list-style-type: none"> • Instructions in this document • Written instructions (Commonwealth) • Video instructions
<input type="checkbox"/> Register your facility as an organisation in PRODA	<ul style="list-style-type: none"> • Instructions in this document • Written instructions (Commonwealth) • Video instructions

¹ You cannot use AIR to check an employee's vaccination status unless the employee has given consent.

<input type="checkbox"/> Register your facility as a vaccination provider ²	<ul style="list-style-type: none"> • Instructions in this document • Written instructions (Commonwealth)
<input type="checkbox"/> Add and link HPOS to your facility's organisation PRODA account	<ul style="list-style-type: none"> • Instructions in this document • Written instructions (Commonwealth)
<input type="checkbox"/> Decide which staff members in your facility will check residents' vaccination status on AIR	
<input type="checkbox"/> These staff members register for individual PRODA accounts	<ul style="list-style-type: none"> • Instructions in this document • Written instructions (Commonwealth) • Video instructions
<input type="checkbox"/> Add these staff members to your facility's organisation PRODA account	<ul style="list-style-type: none"> • Instructions in this document • Written instructions (Commonwealth)
<input type="checkbox"/> Delegate access to HPOS (on the organisation PRODA account) for these staff members	<ul style="list-style-type: none"> • Instructions in this document • Written instructions (Commonwealth)
<input type="checkbox"/> Look up a residents' immunisation history on AIR	<ul style="list-style-type: none"> • Instructions in this document

A. Registering an individual PRODA account

1. Make sure you have the following information available before you start:

Two of these documents:	AND	One of these documents:	AND	If your current name is different to the name on any of your documents, you will need to provide one change of name document:
~ Medicare card ~ Australian driver's licence ~ ImmiCard ~ Australian passport		~ Australian passport ~ Australian birth certificate ~ ImmiCard ~ Australian citizenship certificate ~ Foreign passport with an Australian visa		~ Marriage certificate ~ Change of name certificate ~ Amended Australian birth certificate

2. In an internet browser, go to the PRODA website: [PRODA](#).

- Select **Register now**.

² Your aged care facility needs to be registered as a vaccination provider to view AIR but you do not actually administer the vaccines.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username
Enter username
[Forgot your username?](#)

Password
Enter password [Show](#)
[Forgot your password?](#)

Login

Don't have a PRODA account [Register now](#)

3. Scroll down the page and click the **Register now**

1 Create account

Title
Given name
Family name

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.

Register now

4. Complete the *Your details* information.

- Please note *Additional names* refers to your middle name. If your middle name is displayed on your identity documents (e.g. driver's licence or passport), you should include it here.
- Click **Next**.

Your details

Title (Optional)

First name

Additional names

(Required if on any of your identity documents)

Surname

Gender

Date of birth

For example, 20 03 1976

5. Create your username and password.

- Your username may be any name you choose but there are rules when creating your password (see below).

Password

[Show](#)

Confirm Password

[Show](#)

At least 10 characters

At least 1 uppercase letter

At least 1 lowercase letter

At least 1 number or [special character](#)

6. Create 3 security questions.

- You will need to remember the answer for each question. Security questions will be recommended e.g. What was the name of your first pet.
 - Click **Next**.
7. Enter and confirm your email address
- This is the email address to which your verification code will be forwarded.
 - Click **Next**.
8. Open your email to access your verification code.
- Enter it into the verification code field and click **Next**.
9. You will receive a second automated email stating you have successfully create your PRODA account
- The email will contain your **Username** and **Registration Authority (RA) number** which you will need to store securely.

This message is from Services Australia. This is an automated email. Please don't reply.

There are 2 steps to create an individual Provider Digital Access (PRODA) account.

Step 1
 You have successfully completed Step 1.
 Please keep the following information as you may need it for future reference:

- Your username is JohnSmith
- Your Registration Authority (RA) number is 123456789

Step 2
 You have 60 days from your last login to verify your identity on this account before it's removed as an incomplete account.
 When you have logged in again and verified your identity, your account will be complete.


Help and more information
 If you need help with PRODA or have received this email in error, please call us on 1800 700 199 and select option 1. Call costs from your landline from anywhere in Australia to a 1800 number are free.
 For more information about PRODA, please go to servicesaustralia.gov.au/proda

10. Click *Continue* to verify your identity in PRODA.
- *Please note, if you do not have your identity verification documents available, you may continue these steps at a later date.*
 - *You will be required to submit 3 documents to verify your identity online – it is recommended you use your*
 - Medicare card
 - Australian driver's licence
 - Australian passport.
11. Complete the details of your 3 verification documents ensuring that the details match exactly as they are displayed on your document.
- Click **Next**
12. Once your documents have been successfully verified, you will be asked to choose the method by which the PRODA system sends you your verification code every time you log in (e.g. *personal email address in case you change employers in the future or mobile number*).
- Click **Next**


Your verification code preference

Each time you login we will need you to enter a code which can be generated via email or mobile phone. Please choose your preferred option to receive your code.


Email



Mobile App



Mobile phone (SMS)



Next



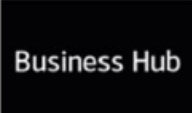






←

13. The final step is to link your identifiers so that you have access to all relevant services. To do this, select the **Health Professional Online Services (HPOS)** tile:

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

- You will be asked 2 questions:
 - *Have you been issued with any numbers or identifiers as part of your role?*
 - *Are you a Responsible Officer or Organisation Maintenance Officer for an eHealth organisation?*
- Most aged care facility staff will answer “No” to the 2 questions

Healthcare providers and administrators

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

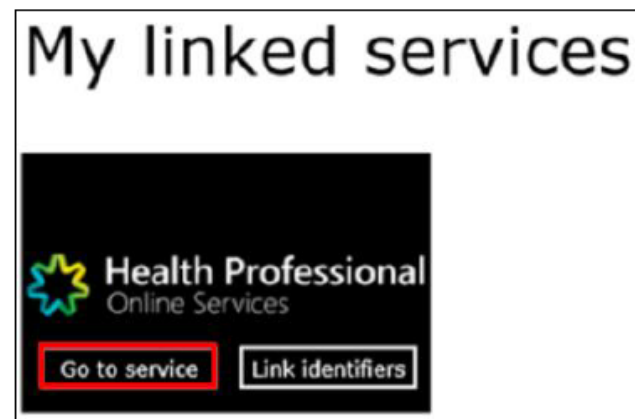
Have you been issued with any numbers or identifiers as part of your role?

☒ No ☐ Yes

Are you a Responsible Officer or Organisation Maintenance Officer for an eHealth organisation?

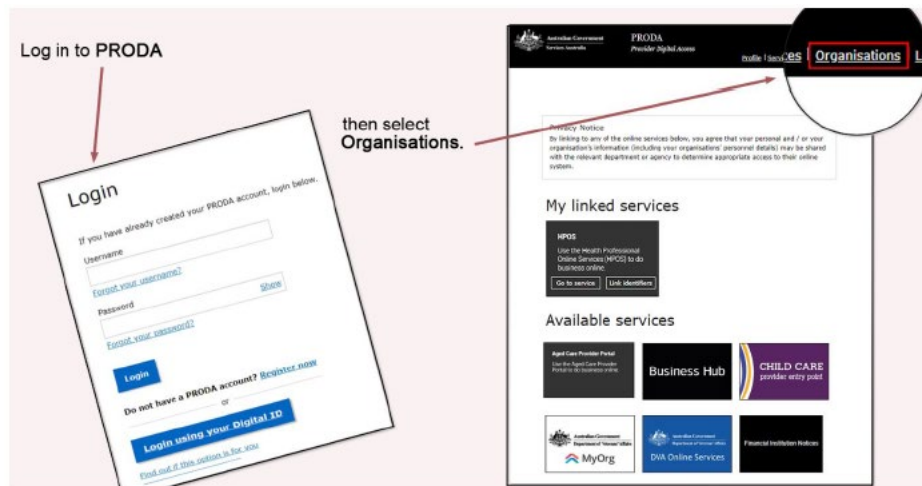
☒ No ☐ Yes

14. You should now be able to see the HPOS tile under ***My linked services***



B. Registering an organisation PRODA account for the residential aged care facility

1. Ensure the following are available before you start:
 - Your facility has an active Australian Business Number (ABN)
 - You have registered an individual PRODA account You are an Associate or Authorised Contact for the residential aged care facility (RACF) on the [Australian Business Register](#).
 - *Your individual PRODA account name must match the Associate or Authorised contact name for the RACF on the Australian Business Register.*
 - You have the following information for your facility:
 - Name
 - ABN
 - Email address.
2. Log into your individual PRODA account: [Login | PRODA](#)
3. Select ***Organisations*** at the top right-hand corner of the webpage



4. Select **Register New Organisation**
5. Enter the following details:
 - Name of the facility
 - ABN of the facility
 - Contact email address for the facility.
 - Select Submit.

The screenshot shows the PRODA 'My organisations' page. The 'Register New Organisation' button is highlighted with a red box. A modal titled 'Register new organisation' is open, showing fields for 'Organisation Name', 'Organisation ABN', and 'Organisation Contact Email Address', each with a red box around the label. The 'Submit' button is also highlighted with a red box.

6. Answer 3 proof of record ownership questions.

- Select **Submit**

The screenshot shows the 'Verify organisation relationship' page. A callout box with a black border and white text explains the questions: 'Answer 3 proof of record ownership questions, also known as PORO. The questions are based on non-publicly available information about your organisation on the ABR. Your answers must match exactly to the information recorded on the ABR.' The 'Submit' button is highlighted with a red box.

An activation code will be sent to your facility's email address



- To finalise the facility's registration, enter the code in the Email **verification code** field and select **Verify**

- You will now see your facility as active on **My Organisations**.

- An email will be sent to confirm you have registered your facility in PRODA. Take note of the **Registration Authority (RA) number** in this email – this is unique for your facility and will need to be provided if you need support from the PRODA Helpdesk.

C. Registering your aged care home as a vaccination provider

- Make sure you have the information below for your facility for your facility before you start:
 - Name

- ABN
 - Contact number
 - Email address.
2. Complete the [“Australian Immunisation Register Application to register as a vaccination provider form \(IM004\)”](#).
- Select the **Residential Care Facilities** option from Group B. *Note that you should use the facility’s address and ABN when completing the form.*

Provider type

2 Read this before answering the following question.

Before completing this application form, refer to the AIR provider type descriptions to determine your appropriate provider type.

Go to servicesaustralia.gov.au/hpaccessair and select ‘Provider types who can register as a vaccination provider’ to read the AIR provider type descriptions.

Which provider type are you? **Tick one only**

Group A

- Medical practice – medical practitioners submitting AIR data for one practice with one nominated bank account. ☐

Group B

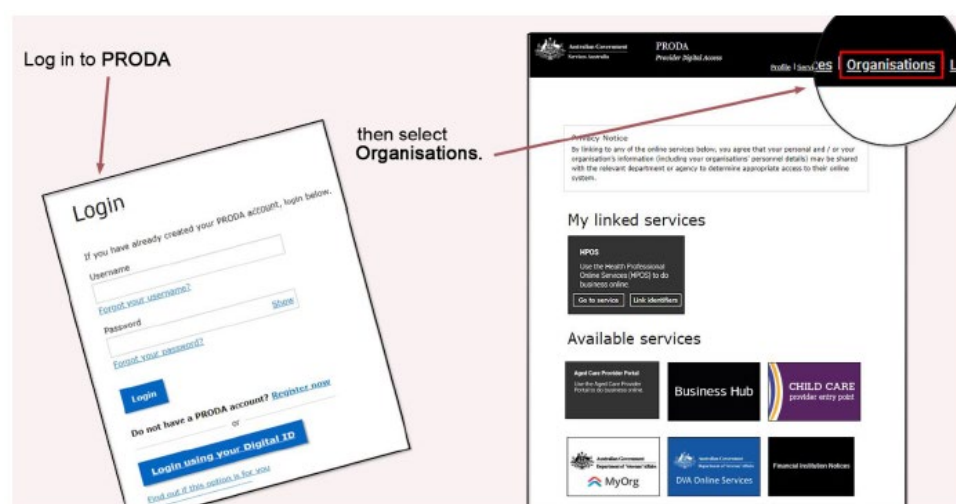
- Aboriginal health service – an organisation that provides health services and programs to Indigenous people. ☐
- Authorised Nurse Immuniser – a Nurse or Midwife with an ABN who holds the relevant qualifications recognised in their jurisdiction for administering vaccinations. ☐
- Commercial – a business entity that provides a vaccination service. ☐
- Community health service – a public or registered non-profit, community-governed health organisation. ☐
- Council – a local government organisation that runs immunisation clinics. ☐
- Flying doctor service – an organisation that provides an aero-medical service. ☐
- Hospital – an institution providing medical and surgical treatment. ☐ Private ☐ Public
- Pharmacy – a business that dispenses medicines. ☐
- Public Health Unit – an organisation funded by local or state government that provides public health services. ☐
- Residential Care Facility – a public or private service where facility staff provide residents with personal care or health care. ☒
- State or territory health department – an entity funded and operated under a state health department jurisdiction. Responsible for monitoring, coordination, oversight or delivery of state funded immunisation activities. ☐

3. Forward the completed form to NSW Health at: moh-vaccreports@health.nsw.gov.au.

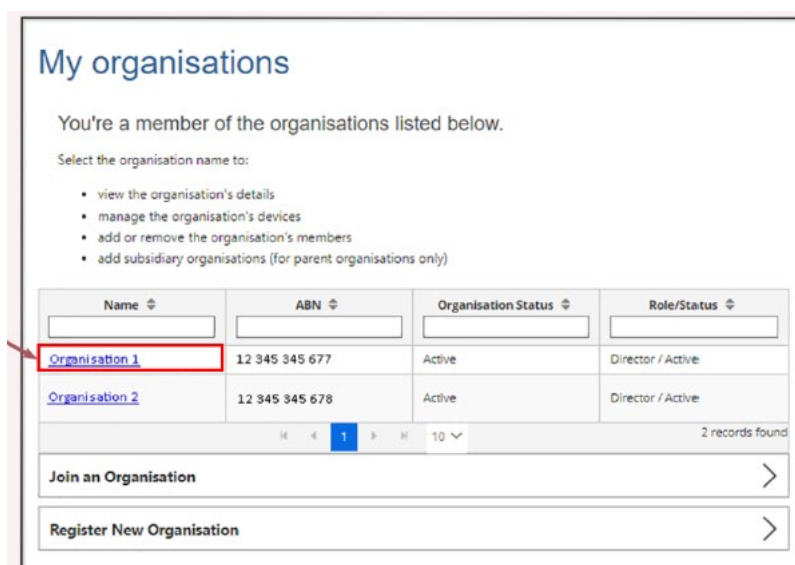
4. When the IM004 form is processed, the **AIR provider number linking code** will be sent to the address on the IM004 application.
 - Your facility then uses the AIR provider number linking code to link HPOS to your organisation's PRODA account.

D. Adding and linking HPOS to your facility's organisation account

1. Make sure you have the following information available before you start:
 - Your facility's AIR Provider Number (see [section C](#))
 - AIR provider number linking code
2. Log into your individual PRODA account: [Login | PRODA](#)
3. Select **Organisations** at the top right-hand corner of the webpage



4. Select your facility



5. Select **Service Provider**, then **Add Service Provider**

Manage my organisation

Organisation Details

Organisation Name	Organisation 1
PRODA RA (Organisation)	8558731735
Status	Active
ABN	21 023 456 789
Contact Email Address	organisation1@gmail.com Update Email
Contact Phone Number	Not supplied. Update Phone

[Remove Organisation](#)

Members

Subsidiary Organisations

Service Provider

Name	Status
PRODA	Active

1 record found

[Add Service Provider](#)

6. Select **Health Professional Online Services** and then select **Add Service Provider**.

Manage my organisation

Organisation Details

Organisation Name	Organisation 1
PRODA RA (Organisation)	8234844803
Status	Active
ABN	87 184 531 354
Contact Email Address	organisation1@gmail.com Update Email
Contact Phone Number	Not supplied. Update Phone

[Remove Organisation](#)

Members

Subsidiary Organisations

Service Provider

Name	Status
PRODA	Active

1 record found

[Add Service Provider](#)

Add Service Provider

To add a Service Provider to your Organisation, select the provider from the list below and click the add service provider below.

- ☐ Child Care Subsidy system
- ☒ Health Professional Online Services (HPOS)
- ☐ National Redress Scheme
- ☐ Transforming the Collection of Student Information
- ☐ Business Hub
- ☐ Veteran Centric Reform
- ☐ PBS Online
- ☐ Medicare Online/ECLIPSE/DVA/IR

[Add Service Provider](#)

7. Read and accept the HPOS Linking Terms and Conditions.

- Agree by ticking all 3 boxes and select **Accept**

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.

1. Accuracy and completeness

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**

- Under **Identifier type**, select **AIR Provider Number**
- Under **Identifier**, enter your facility's **AIR provider number**.
- Select **Next**

Organisation Linking - Create Relationships

Identifying your organisation

*Please provide an identifier that has been issued for the organisation

Identifier type	Identifier
AIR Provider Number	A123458

To access the Australia Immunisation Register in HPOS - Enter your organisation's AIR provider number that was issued to you by Services Australia when your application to register as an AIR vaccination provider was approved. The AIR provider number is unique and can only be linked to one parent organisation or subsidiary organisation in PRODA.

Next

- Answer the questions about your facility to verify your relationship. There may be up to 4 questions.

Organisation Linking - Create Relationships

Verification of relationship

Please provide the following information to verify your relationship:

Question 1 of 2

What is the postcode of the business address for your organisation's AIR provider number?

Answer

10. Your facility has been verified and a relationship to HPOS for AIR has been established.

- Select **Next**

Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:
Health Professional Online Services (HPOS) for AIR Provider Number **A123458** ✓

Next

11. You will receive confirmation that you can access AIR

- 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

If you have problems linking AIR to your facility's PRODA account, please contact the AIR internet helpdesk:

- Phone: 1300 650 039 (Monday to Friday 8am to 5pm)
- Email: air@servicesaustralia.gov.au

Linking AIR to your facility's PRODA account (if your facility's PRODA account is already linked to HPOS)

If your facility's organisation PRODA account is already linked to HPOS, you just need to link the HPOS account to AIR using the steps below.

1. Log into your individual PRODA account: [Login | PRODA](#)
2. Select **Link identifiers** under **My linked services**

Australian Government
Services Australia

PRODA
Provider Digital Access

[Profile](#) | [Service](#)

Privacy Notice
By linking to any of the online services below, you agree that your personal and organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to the system.

My linked services

HPOS
Use the Health Professional Online Services (HPOS) to do business online.

Go to service Link identifiers

3. Select the name of your facility.
Select **Continue**.

Health Professional Online Services (HPOS)

Organisation

Please choose an organisation to act on behalf of:

☐ No Organisation - Proceed as an individual only

☒ Northern Sydney Local Health District. Northern Sydney Public Health Unit

Cancel Continue

4. Select **Add new identifier**

Organisation Linking - Manage Relationships

Summary Identifiers Request for assistance

Your organisation has a relationship with the following channels:

Health Professional Online Services (HPOS) ✓

Add new identifier Exit

5. Under **Identifier type**, select **AIR Provider Number**
 - Under **Identifier**, enter your facility's AIR provider number

Organisation Linking - Create Relationships

Identifying your organisation

*Please provide an identifier that has been issued for the organisation

Identifier type	Identifier
AIR Provider Number	A123458

To access the Australia Immunisation Register in HPOS - Enter your organisation's AIR provider number that was issued to you by Services Australia when your application to register as an AIR vaccination provider was approved. The AIR provider number is unique and can only be linked to one parent organisation or subsidiary organisation in PRODA.

Next

- Answer the questions about your facility to verify your relationship. There may be up to 4 questions.

Organisation Linking - Create Relationships

Verification of relationship

Please provide the following information to verify your relationship:

Question 1 of 2

What is the postcode of the business address for your organisation's AIR provider number?

Answer

- Your facility has been verified and a relationship to HPOS for AIR has been established.
 - Select **Next**.

Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:

Health Professional Online Services (HPOS) for AIR Provider Number A123458 ✓

Next

- You will receive confirmation that you can access AIR
 - 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

If you have problems linking AIR to your facility's PRODA account, please contact the AIR internet helpdesk:

- Phone: 1300 650 039 (Monday to Friday 8am to 5pm)
- Email: air@servicesaustralia.gov.au

E. Adding staff members to your facility's organisation PRODA account

1. Ensure the following are available before you start:

- Only the **Director** of the facility in PRODA, or the staff member who has been delegated the Owner-Access attribute, or the **Employee-Management and Service-Link-Management** attributes can delegate access to other staff members
- The staff member's PRODA Registration Authority (RA) number and their surname. If they cannot remember their RA number, ask them to log into PRODA and click on **Profile**. Their RA number will be under **My details**.

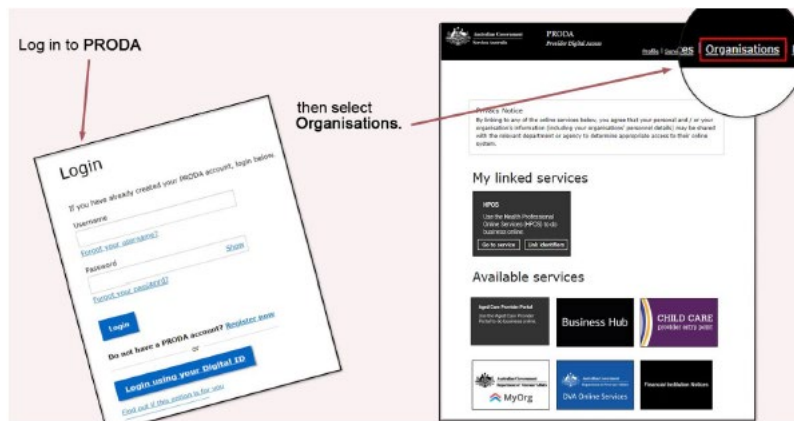
My details

Profile details

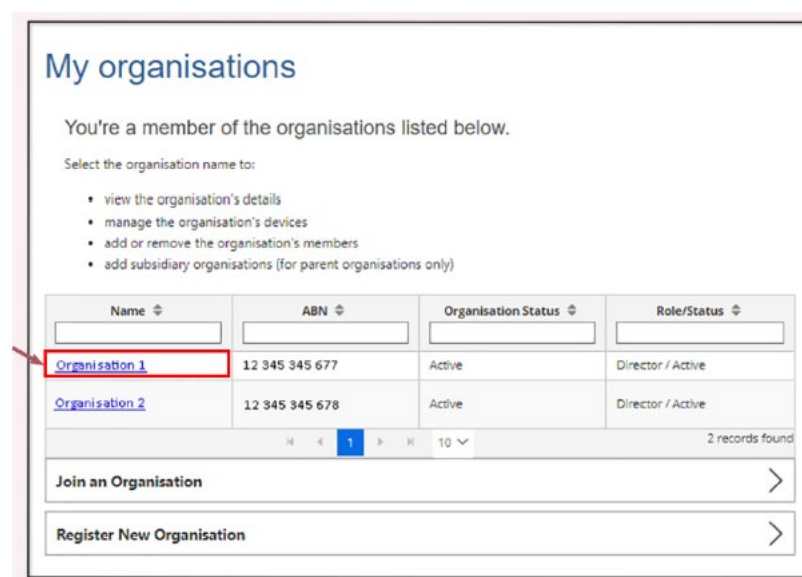
Name		Update
Email		Update
Mobile phone number		Update
Username		
Date of birth		
Gender		
RA number	This number is required for HPOS delegation	4705898956
Cancel PRODA account date		Update

2. Log into your individual PRODA account: [Login | PRODA](#)

3. Select **Organisations** at the top right-hand corner of the webpage



4. Select the facility's **organisation** name you want to add a staff member to.



5. Select **Members** and then select **Add member**.

Manage my organisation

Organisation Details

Organisation Name	Organisation 1	
PRODA RA (Organisation)	1234512345	
Status	Active	
ABN	12 345 345 677	
Contact Email Address	org1@orgmail.com	Update Email
Contact Phone Number	Not supplied.	Update Phone

Remove Organisation

Members

Name	PRODA RA	Role	Status
John Citizen	9999999999	Director	Active

1103 records found

Add Member

Subsidiary Organisations

Service Provider

B2B Devices

6. Enter the **PRODA RA (Individual)** number and **Surname** of the staff member you want to add.
 - You need their consent to search and add them to your organisation in PRODA. If they consent, select the **confirmation box** and then select **Search**.
 - Make sure the **User Details** match the person you have searched.
 - You can change their membership **End date**, however the maximum period is 12 months.
 - If the user details match, select **Add this member**. If the details are wrong, check the details and search again.

Add a member to Organisation 1

Member Search

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

PRODA RA (Individual):
9999999991

Surname:
Citizen

☐ 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)	9999999991
Name	Mary Citizen

End date 10/04/2021

Add this member

Back

7. Select **Add this member** to continue.

Add a member to Organisation 1

Member Search

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

PRODA RA (Individual):
9999999991

Surname:
Citizen

☐ 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)	9999999991
Name	Mary Citizen

End date 10/04/2021

Add this member

Back

Confirm

Please confirm these member details:

- PRODA RA (Individual): 9999999991
- Name: Mary Citizen
- Member Role: Personal

Close **Add this member**

8. Once the member is added to your organisation in PRODA, their name and Registration Authority (RA) number will be listed under **Member Added**.

Add a member to Organisation 1

Member Search

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

PRODA RA (Individual):
9999999991

Surname:
Citizen

☐ I confirm that I have obtained the consent of this individual to search or add them to my Organisation's PRODA account.

Search

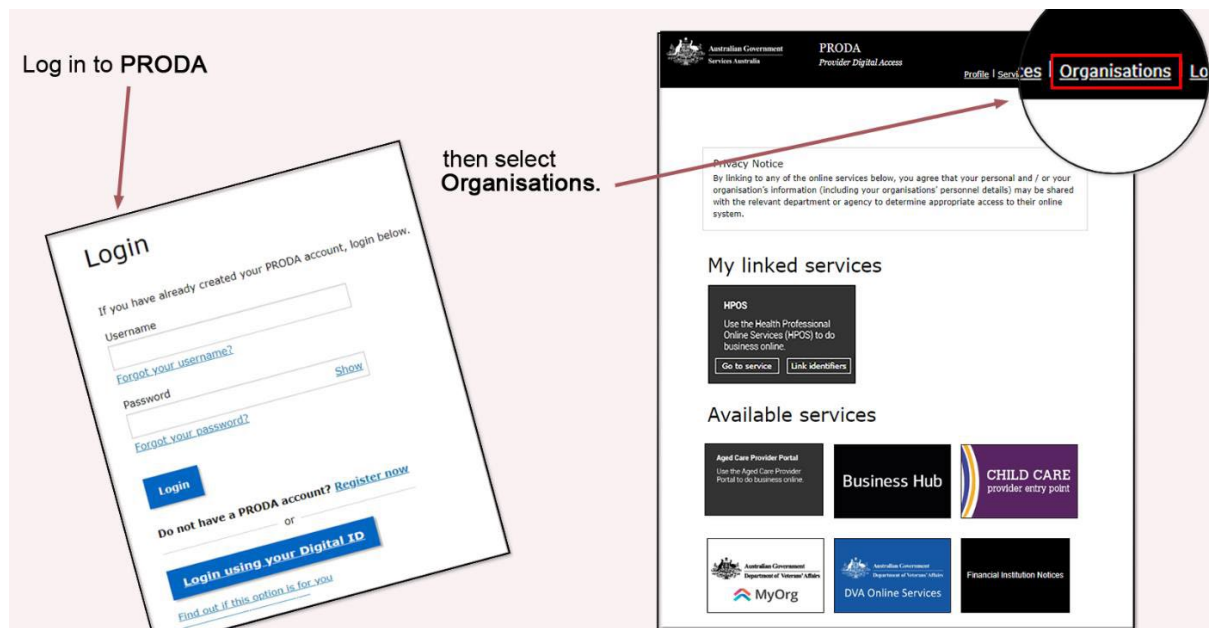
Member Added

Member has been added to the organisation

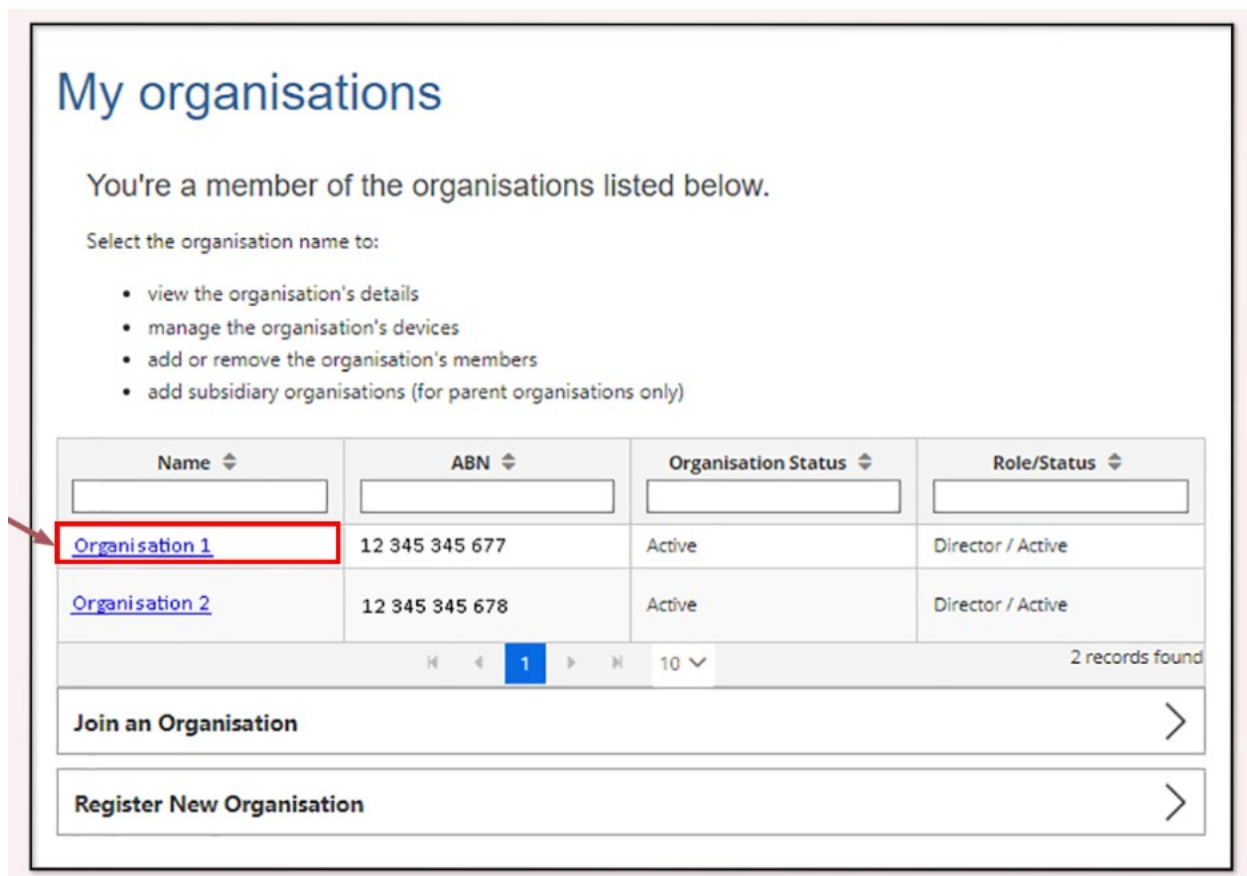
PRODA RA (Individual)	9999999991	Name	Mary Citizen
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F. Delegating access to your facility's organisation PRODA account

1. Log into your individual PRODA account: [Login | PRODA](#)
2. Select **Organisations** at the top right hand corner of the webpage.



3. Select the facility's **organisation** name.



4. Expand the **Members** field and then select the **member** from the list.

Manage my organisation

Organisation Details

Organisation Name	Organisation 1
PRODA RA (Organisation)	1234512345
Status	Active
ABN	12 345 345 677
Contact Email Address	org1@orgmail.com Update Email
Contact Phone Number	Not supplied. Update Phone

Remove Organisation

Members

Name	PRODA RA	Role	Status
John Citizen	9999999999	Director	Active

1 10 3 records found

5. Expand the **Attribute Delegations** field and then select **Delegate To This Member**.

Manage Mary Citizen for Organisation 1

Member details

PRODA RA (Individual)	9999999991
Role	Personnel
Member Status	Active
Start Date (DD/MM/YYYY)	09/04/2020
End Date (DD/MM/YYYY)	10/04/2021

Remove this member

Delegations

Attribute Delegations

Name	Service Provider	Can Be Delegated

no record found


Delegate To This Member

Nominee Delegations From Other Members

Nominee Delegations To Other Members

6. Select **HPOS-Access** from the list.
- To enable the staff member to delegate this attribute to other staff members, select **Yes** to **Delegable**.
 - Then select **Delegate**.

Manage Mary Citizen for Organisation 1

Member details	
PRODA RA (Individual)	9999999991
Role	Personnel
Member Status	Active
Start Date (DD/MM/YYYY)	09/04/2020
End Date (DD/MM/YYYY)	10/04/2021 

[Remove this member](#)

Delegations

Attribute Delegations

Name	Service Provider	Can Be Delegated
no record found		

[Delegate To This Member](#)


New Delegation To This Member

To grant additional delegations to this member select the appropriate delegation from the list below and click Delegate.

Member
* Organisation 1

Delegation
☐ CCBOS : CCBOS-Org-Owner
☐ CCCS : CCS-Org-Owner
☐ PRODA : Device-Management
☐ PRODA : Employee-Management
☐ PRODA : Owner-Access
☐ PRODA : Service-Link-Management
☐ PRODA : Sub-Org-Management

Delegable
☐ Yes ☒ No

To Date
10/04/2021 

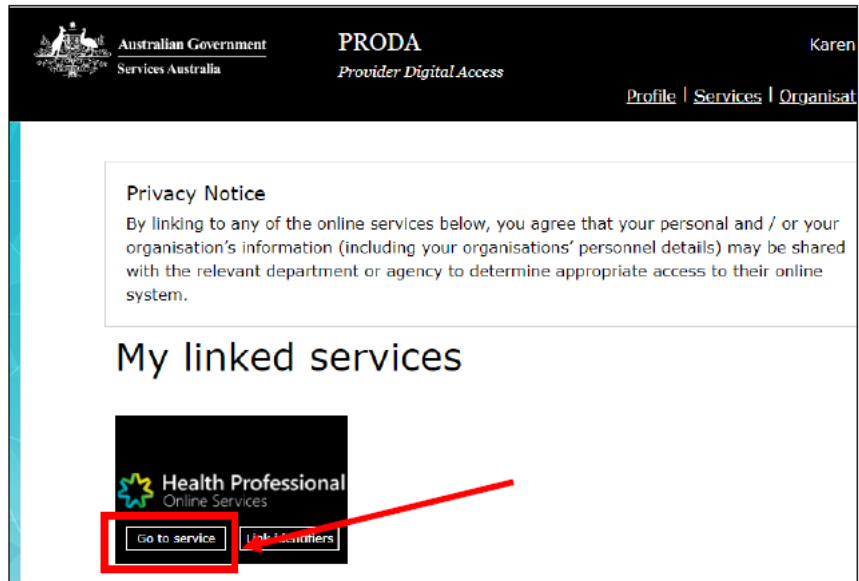
[Delegate](#)

Nominee Delegations From Other Members

Nominee Delegations To Other Members

G. Looking up a resident's immunisation history on AIR

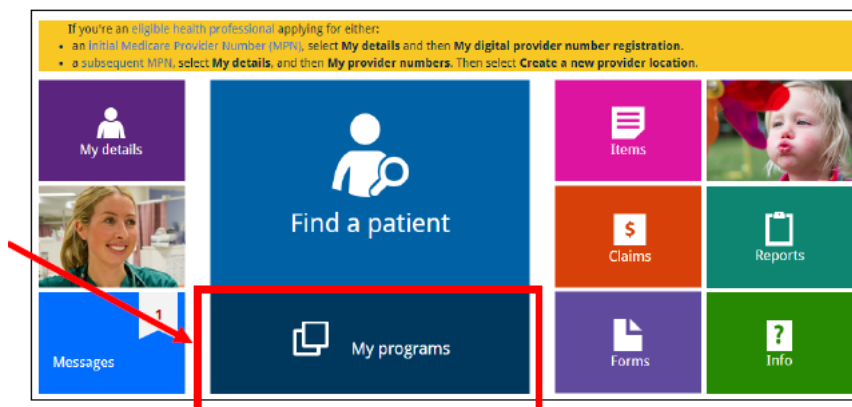
1. Log into your individual PRODA account: [Login | PRODA](#)
2. Under My Linked Services, the Health Professional Online Services (HPOS) tile will display.
 - Click on **Go to Service**.



3. Select your facility's **Organisation** name.

- Select **Continue**

4. In HPOS, select **My programs**.



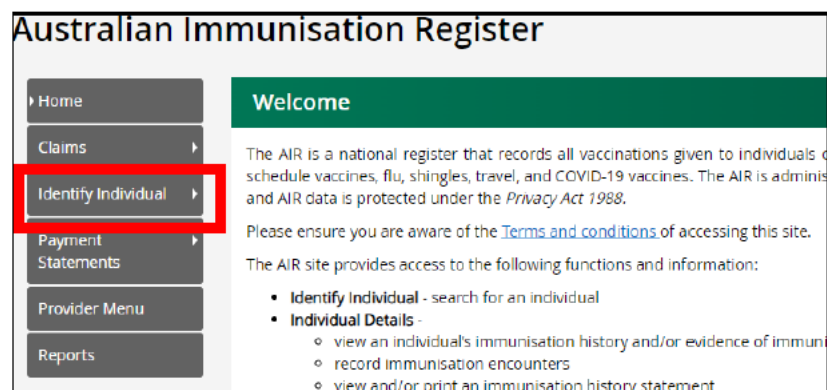
5. Select the **Australian Immunisation Register (AIR)** tile.



6. Click **Next** when asked to enter HPI numbers.

The screenshot shows a form titled 'Enter HPI numbers' with a green header bar. Below the header, there is an information icon and a paragraph: 'The recording of the new Healthcare Provider Identifier fields is not a mandatory requirement. However the recording of this information will assist in the track and tracing of individuals who receive an immunisation.' Below this text are two input fields: 'HPI-I: Input your 16 digit number' and 'HPI-O: Input your 16 digit number'. At the bottom of the form are two buttons: 'NEXT' and 'BACK'. The 'NEXT' button is highlighted with a red rectangular border.

7. Click on **Identify individual**.



8. Click on **Identify individual** and fill in the **Surname, First Name and Date of Birth** of the resident. Click **Search**.

Identify Individual

Identify Individual

Individual Details

Record Encounter

Update Encounter

Payment Statements

Provider Menu

Reports

personal information. When a Medicare card number or IHI are entered, you can enter personal information for an individual.

This form has required and optional fields based on your search query, all required fields are marked with an asterisk.

Medicare

Medicare Number: * IRN: *

Individual Healthcare Identifier (IHI)

IHI: *

Personal Information

☐ The individual has only one name. *

Surname: *

First Name: *

Date of Birth: DD/MM/YYYY * *

Gender:

Postcode from: * to: *

CLEAR SEARCH

- Under the **Immunisation History** section, click on **Complete immunisation history statement** and **Generate PDF**.

Immunisation Details

Immunisation History

☒ Complete immunisation history statement

☐ COVID-19 and influenza immunisation history statement

GENERATE PDF

- Open the downloaded document. This should look something like this:

Immunisation history statement		
As at:	22 July 2024	
For:	[REDACTED]	
Date of birth:	[REDACTED]	
Date given	Immunisation	Brand name given
16 Apr 2015	Influenza	Fluvax
04 Apr 2017	Influenza	Fluarix Tetra
06 Jun 2017	Zoster	Zostavax
18 Apr 2018	Influenza	Fluad
16 Apr 2019	Influenza	Fluad
02 Apr 2020	Influenza	Generic Influenza
11 Feb 2021	Pneumococcal	Prevenar 13
01 Apr 2021	COVID-19	AstraZeneca Vaxzevria
23 Apr 2021	Influenza	Fluad Quad
19 Jun 2021	COVID-19	AstraZeneca Vaxzevria
03 Nov 2021	COVID-19	Pfizer Comirnaty
13 Apr 2022	Influenza	Fluad Quad
	COVID-19	Pfizer Comirnaty
03 Apr 2023	Influenza	Fluad Quad
	COVID-19	Pfizer Comirnaty Biv BA.4-5
15 May 2023	Diphtheria Tetanus Pertussis	Boostrix
	Zoster	Shinarix

PRODA resources

- Online training to register and use PRODA is available here: [Provider Digital Access \(PRODA\) - for organisations - Health Professional Education Resources](#)
- If you require support registering a PRODA account, contact PRODA on 1800 700 199 or proda@humanservices.org.au.