**NSW Health**

# Accessing Australian Immunisation Register

## For Residential Aged Care Home Staff

## 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 status[1] 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 |
|---|---|
| ☐ Associate or Authorised Contact for the facility (on the Australian Business Register) registers for an individual PRODA account | • Instructions in this document<br>• Written instructions (Commonwealth)<br>• Video instructions |
| ☐ Register your facility as an organisation in PRODA | • Instructions in this document<br>• Written instructions (Commonwealth)<br>• Video instructions |

---

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

| | |
|---|---|
| ☐ Register your facility as a vaccination provider[2] | • Instructions in this document<br>• Written instructions (Commonwealth) |
| ☐ Add and link HPOS to your facility's organisation PRODA account | • Instructions in this document<br>• Written instructions (Commonwealth) |
| ☐ Decide which staff members in your facility will check residents' vaccination status on AIR | |
| ☐ These staff members register for individual PRODA accounts | • Instructions in this document<br>• Written instructions (Commonwealth)<br>• Video instructions |
| ☐ Add these staff members to your facility's organisation PRODA account | • Instructions in this document<br>• Written instructions (Commonwealth) |
| ☐ Delegate access to HPOS (on the organisation PRODA account) for these staff members | • Instructions in this document<br>• Written instructions (Commonwealth) |
| ☐ Look up a residents' immunisation history on AIR | • 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<br>~ Australian driver's licence<br>~ ImmiCard<br>~ Australian passport | | ~ Australian passport<br>~ Australian birth certificate<br>~ ImmiCard<br>~ Australian citizenship certificate<br>~ Foreign passport with an Australian visa | | ~ Marriage certificate<br>~ Change of name certificate<br>~ 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.
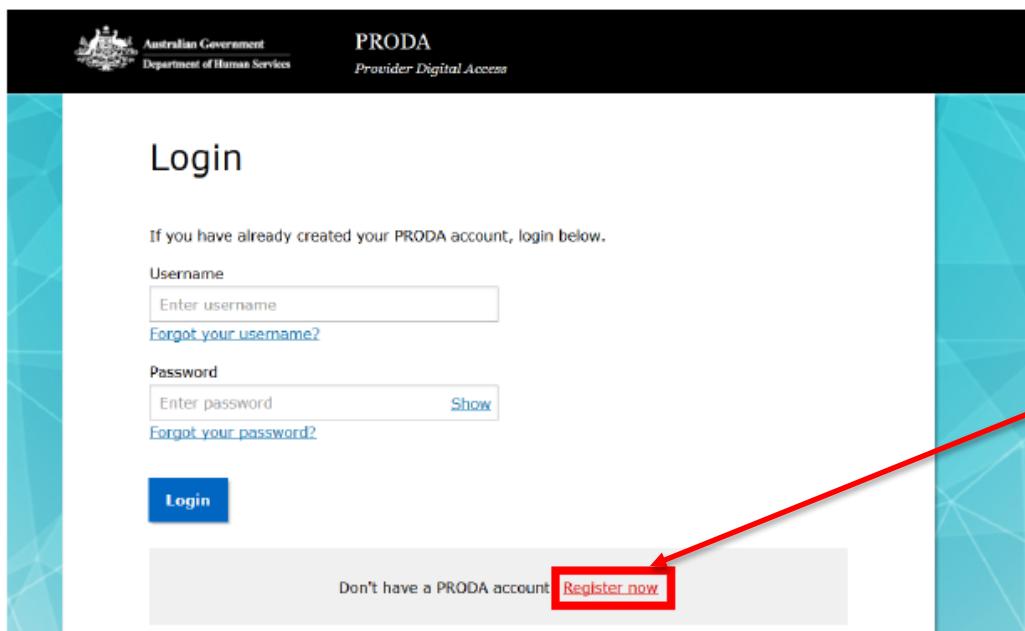
3. Scroll down the page and click the *Register now*
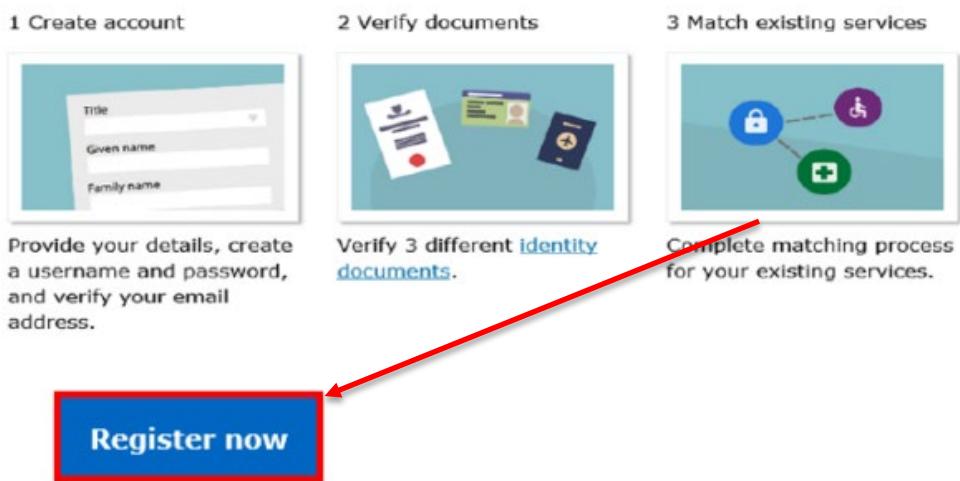


4. Complete the *Your details* information.

- *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)

| Select title | ▼ |

**First name**

[                    ]

**Additional names**

(Required if on any of your identity documents)

[                    ]

**Surname**

[                    ]

**Gender**

| Select gender | ▼ |

**Date of birth**

For example, 20 03 1976

[    ] / [    ] / [      ]

[ **Next** ]

5. Create your username and password.

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

**Username**

[ JohnSmith ]

**Password**

[ | ] Show

| | At least 10 characters |
| | At least 1 uppercase letter |
| | At least 1 lowercase letter |
| | At least 1 number or special character |

**Confirm Password**

[                    ] Show

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*

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:



- 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

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

No

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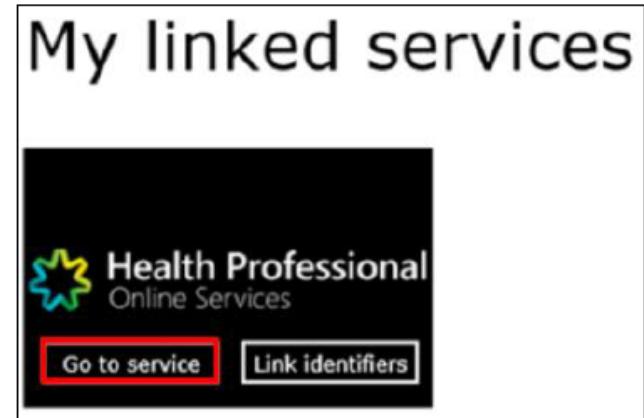


B. **Registering an organisation PRODA account for the residential aged care** facility

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.

    o *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:

    o Name

    o ABN

    o Email address.

2. Log into your individual PRODA account: Login | PRODA

3. Select *Organisations* at the top right-hand corner of the webpage
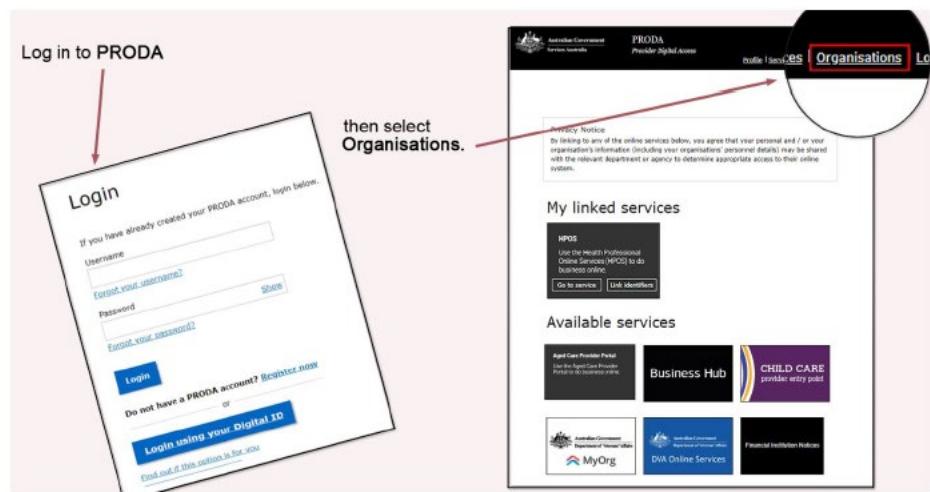
4. Select *Register New Organisation*

5. Enter the following details:

   - Name of the facility

   - ABN of the facility

   - Contact email address for the facility.

   - Select Submit.

6. Answer 3 proof of record ownership questions.

- Select **Submit**



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.

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

Mon 7/06/2021 9:34 AM
ET.PCEHR.TEST.TEAM@servicesaustralia.gov.au
PRODA Activation Code [SEC=OFFICIAL]

To

This is an automated email. Please do not reply to this email address.
Your Provider Digital Access activation code is 101 101

> A verification code will be sent to the organisation email address.

If you have received this email in error, you can contact us by visiting the PRODA information page on Services Australia website.

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



**Verify organisation email**

We have sent a code to the organisation email address **test@example.com** at 07/06/2021 09:33:01 am .

Enter verification code

[ Verify ]    [ Resend Code ]

> To finalise the organisation registration, enter the code in the Email verification code field and then select Verify.

If you would like the code to be sent to a different email address, you wil address.

Organisation Contact Email Address

Confirm Organisation Contact Email Address

[ Save and Send Code ]

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



**Manage my organisation**

Organisation Details

| | |
|---|---|
| **Organisation Name** | Test Organisation |
| **PRODA RA (Organisation)** | 7022916591 |
| **Status** | Active |
| **ABN** | 00000000000 |
| **Contact Email Address** | |
| **Contact Phone Number** | Not supplied. |

> Congratulations!
> You've successfully registered your organisation in PRODA.
>
> You'll be brought to the Manage my organisation screen.

Update Phone

[ Remove Organisation ]

| Members | ⌄ |
| Subsidiary Organisations | ⌄ |
| Service Provider | ⌄ |
| B2B Devices | ⌄ |

9. *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

1. 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.*



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*



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



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

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



8. Under *Identifier type*, select *AIR Provider Number*

- Under *Identifier,* enter your facility's *AIR provider number.*

- Select *Next*



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

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

- Select **Next**



11. You will receive confirmation that you can access AIR

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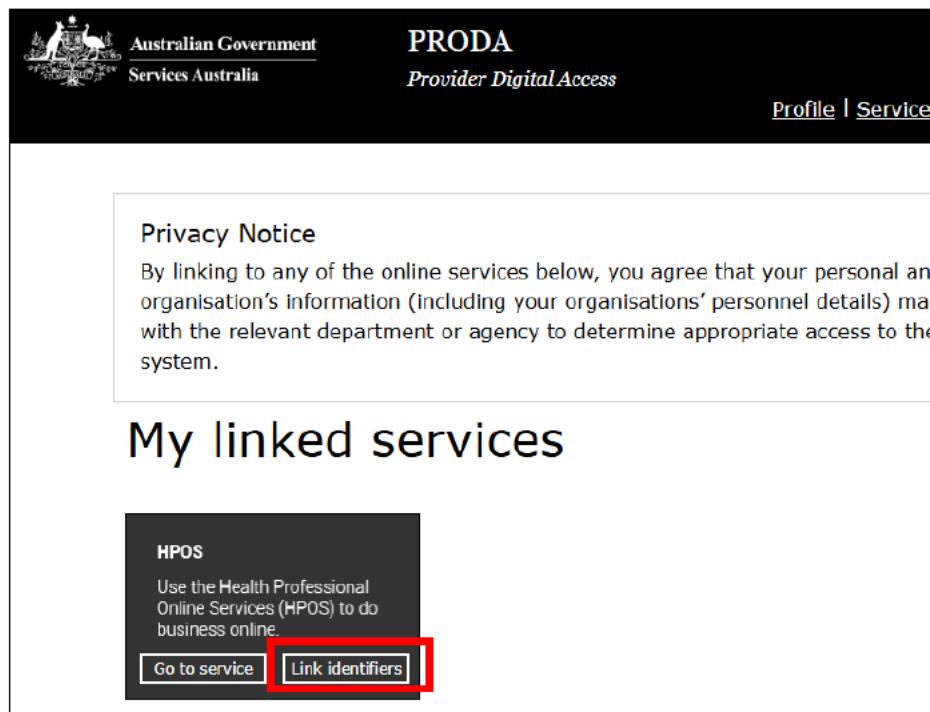
3.  Select the name of your facility.
    Select **Continue**.
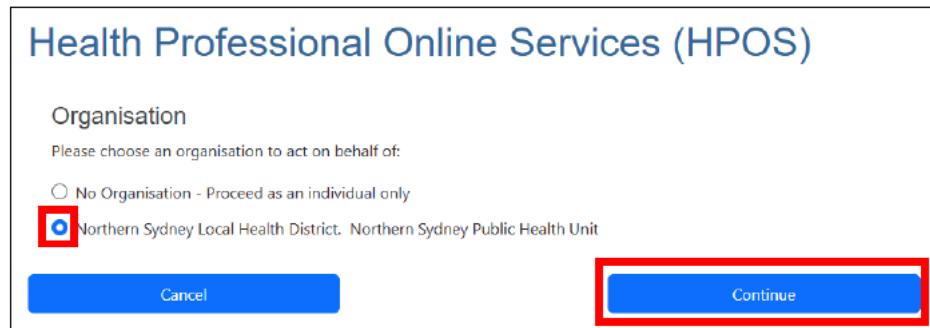


4.  Select **Add new identifier**
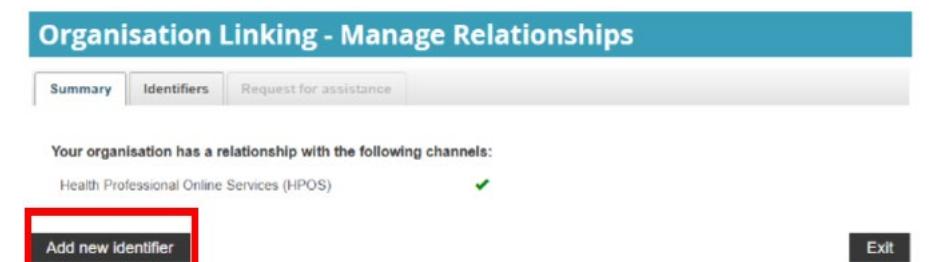


5.  Under **Identifier type,** select **AIR Provider Number**

•  Under **Identifier,** enter your facility's AUR provider number

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



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



8. You will receive confirmation that you can access AIR
• Select **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**.



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 |
| | | | |
| | | | |

◁ ◁ **1** ▷ ▷ 10 ▾     3 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.



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**

ℹ Member has been added to the organisation

| PRODA RA (Individual) | 9999999991 | Name | Mary Citizen |
|---|---|---|---|

## 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.
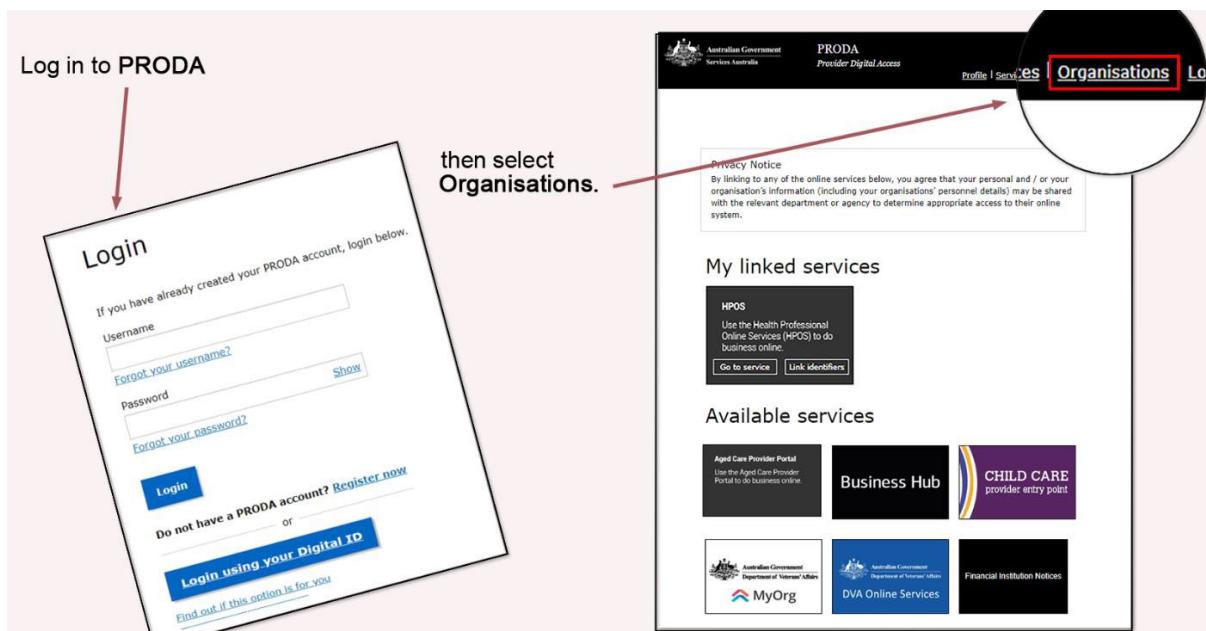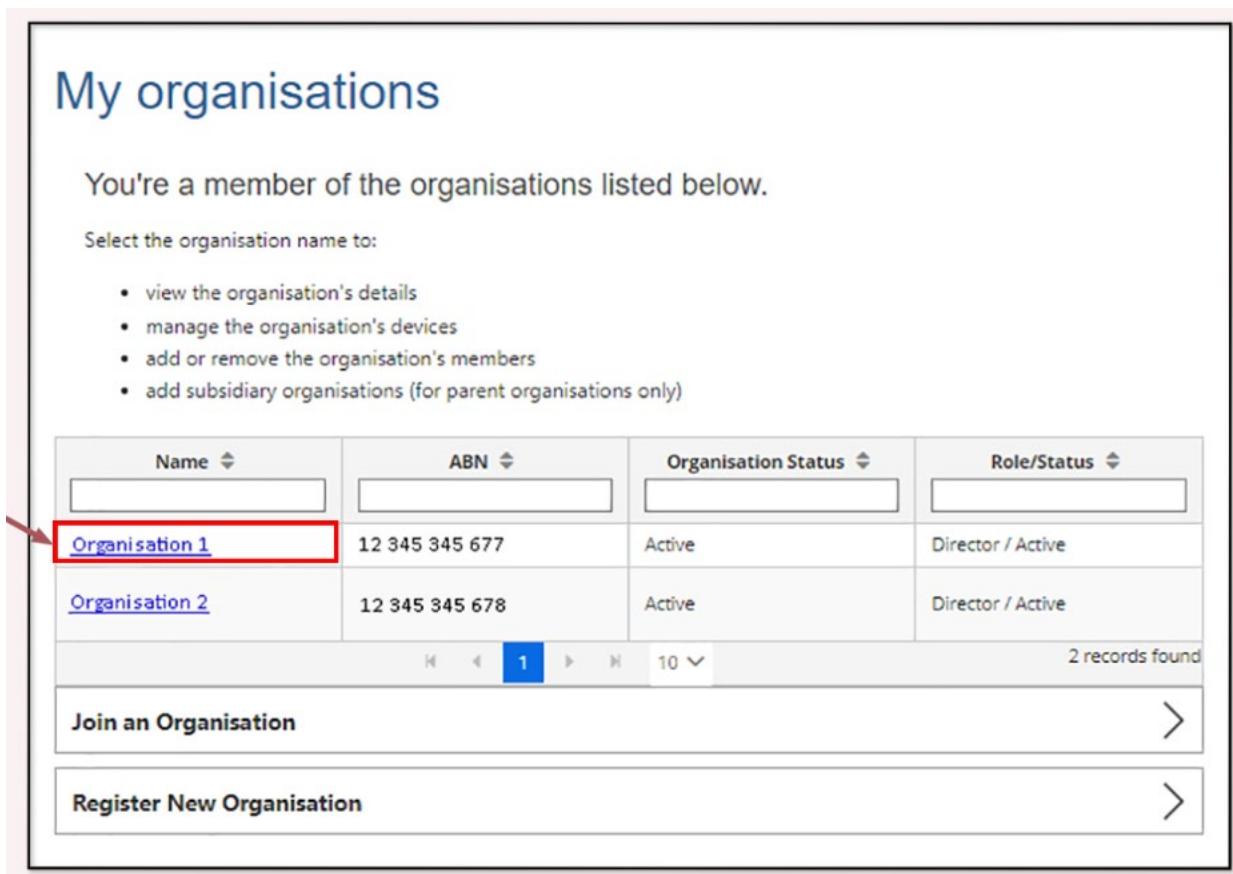


3. Select the facility's *organisation* name.

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



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



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*.

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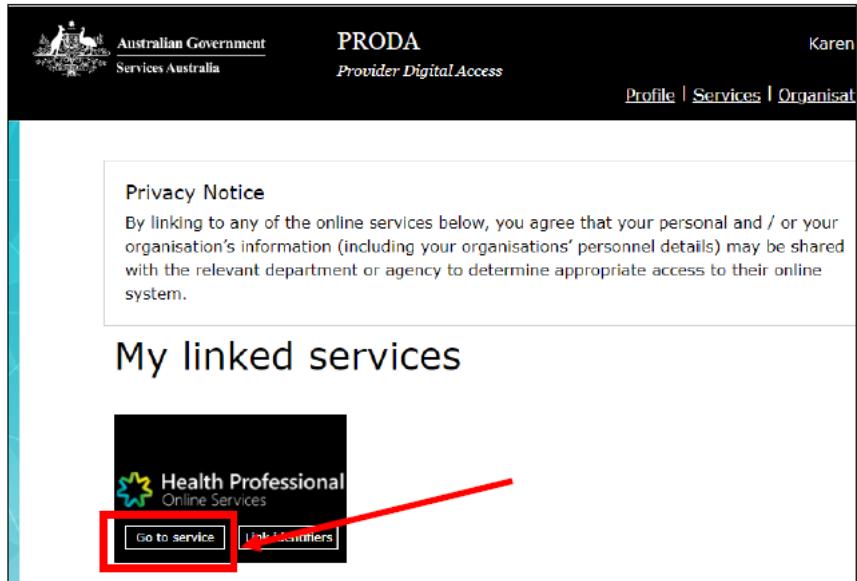
3. Select your facility's *Organisation* name.

- Select *Continue*
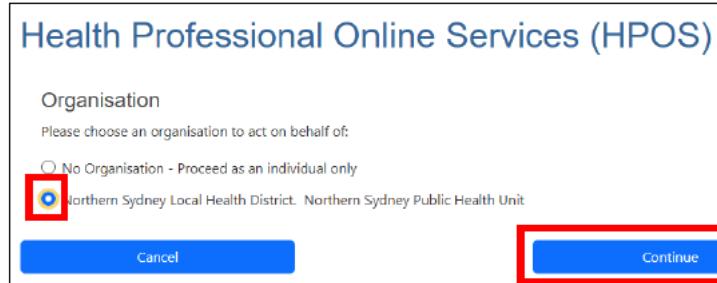


4. In HPOS, select **My programs**.
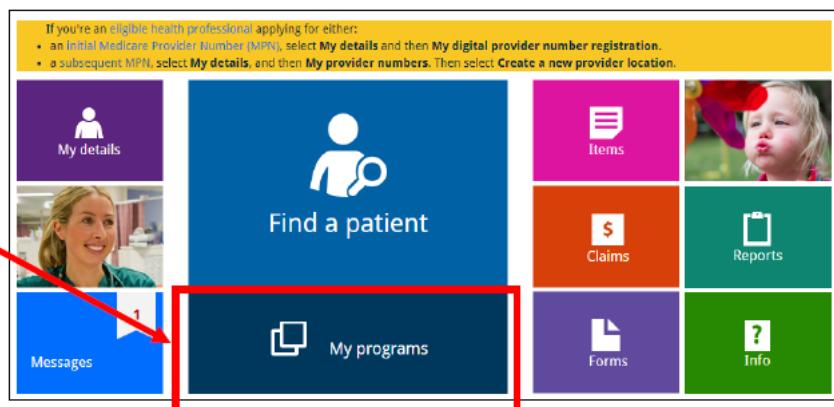


5. Select the **Australian Immunisation Register (AIR) tile**.

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



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**.

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



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

## Immunisation history statement

**As at:** 22 July 2024
**For:**
**Date of birth:**

| 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 | Shingrix |

## 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.