

FAQ

FREQUENTLY ASKED QUESTIONS

Training Support Payments for Supervisors and Practices

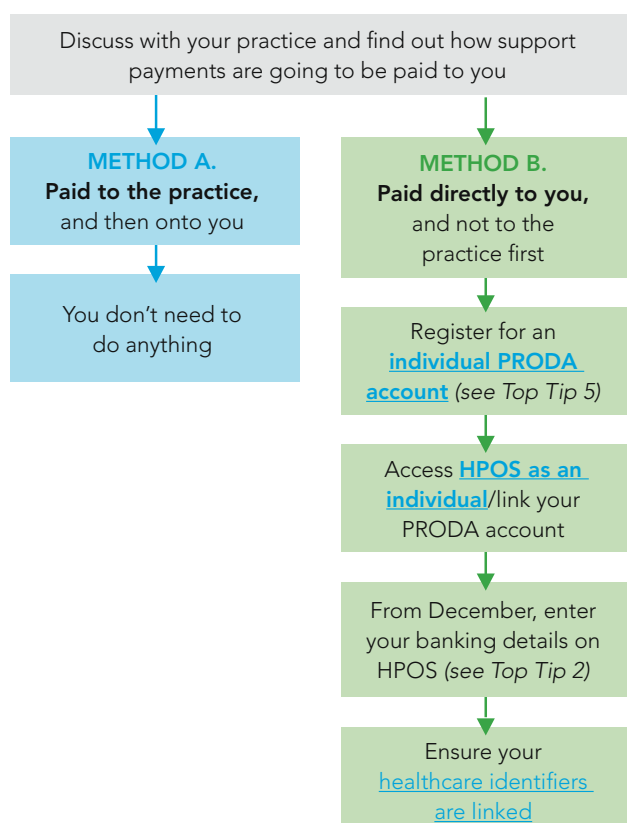
Transition of the Australian General Practice Training Program

KEY POINTS

- From Semester 1, 2023, training support payments will be paid through a [Services Australia](#) payment system.
- The new support payments will be available to accredited training practices, supervisors, and registrars.
- Payments are nationally consistent, with details outlined in the [National Consistent Payments Framework](#). Where applicable, payments to supervisors range from \$2,800 to \$15,700 per training term, and payments to practices range from \$7,500 to \$20,000 per training term.
- Supervisor payments are to be made monthly in arrears and validated by the colleges upon satisfaction of teaching activity. Practice payments are paid quarterly in advance.
- Supervisors can receive teaching payments via their practice (**Method A**), or directly from their college (**Method B**).
- Supervisors and practices need to have the below registration steps in place to receive payments from Semester 1, 2023.

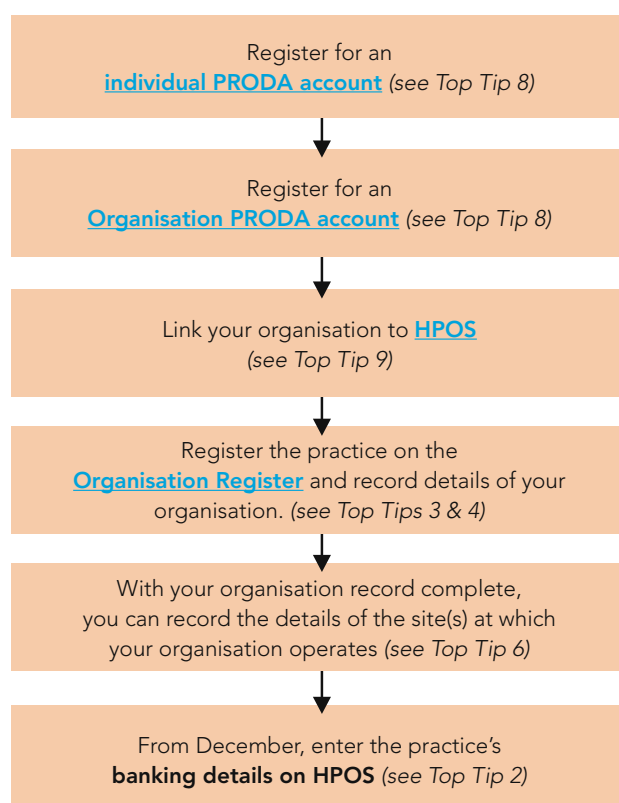
SUPERVISORS

What do I do for supervisor teaching payments?



PRACTICE MANAGERS/OWNERS

What do I do for support payments?



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CHECKLIST

The practice manager/owner is registered for an **individual PRODA account**

The practice is registered for an **organisation PRODA account**

The organisation is linked to **HPOS**

Identifiers have been linked

The practice is registered and details recorded on the new **Organisation Register**

Practice banking details have been entered on the **Organisation Register** (available from December)

If supervisor receiving direct payments, not via their practice:

The supervisor is registered for an **individual PRODA account**

The supervisor has created **HPOS access** as an **individual**

The supervisor has linked their **healthcare identifiers**














The supervisor has entered **banking details** on **HPOS** (available from December)

TOP TIPS

1. Service Australia's systems identify the Australian General Practice Training (AGPT) program as "the General Practice Training Program (GPTP)". The AGPT program is the same as the GPTP on the Services Australia's payment system
2. Practices and supervisors will need to come back to Services Australia in December to enter your banking details. Further information on this step will be given to you from Services Australia.
3. Even if you already have an organisation PRODA account set up, you will still need to register the Organisation Register for this program
4. If the practice is receiving the supervisor payments (**Method A**), the supervisor/s do not need to be registered in the Organisation Register.
5. Individuals with an existing PRODA account do not need to create a new one.
6. If you have practices in multiple states, you can register all at the same time.
7. To access support payments for GP Training, you are not required to provide accreditation details or link providers to your record.
8. The person creating the organisation PRODA account needs to have an individual PRODA account and must be the person listed as an 'Associate' or 'Authorised contact' for the organisation on the Australian Business Register (ABR) and the person's PRODA account name matches the name as recorded on the ABR.
9. Linking to HPOS allows you to unlock the Organisation Register and get the green Organisation Register tile on the HPOS home screen. Make sure you use the Organisation (not individual) PRODA to do this. Ensure identifiers are linked so you can open up required features and 'tiles'.

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RESOURCES		
	National Consistent Payments Framework	
 DOCUMENT	Transition and Support Payments	
 TUTORIAL	How to register for an individual PRODA account	
 ONLINE LINK	How to register an organisation PRODA account	
	How to access HPOS for the Organisation Register	
	How to set up HPOS access as an individual	
	Provider Digital Access (PRODA) website page	
	HPOS website page	
Click on the icon to download/view a file	How to link your healthcare identifiers to your PRODA account so you can access HPOS functions	
	HPOS Organisation Register website page	

Need extra support? Contact these Services Australia helplines:

PRODA support

Tel: 1800 700 199

(8am - 5pm AEST)

E: proda@servicesaustralia.gov.au

Organisation Register support

Tel: 1800 222 032

E: organisation.register@servicesaustralia.gov.au

HPOS

Tel: 132 150 (8am - 5pm AEST).

Select 'option 6' - electronic claiming or Health Professional Online Services (HPOS).

Any other questions you have about the Services Australia payment system can be directed to the Department of Health and Aged Care at: AGPTTransition@health.gov.au