FAQ...

Navigating Services Australia for Practice/Supervisor Payments

GENERAL PRACTICE SUPERVISION AUSTRALIA

WEBINAR RECORDING: https://youtu.be/erKwrh0o4OA

In the place of a more comprehensive written summary as GPSA would typically provide following a presentation, we have compiled the key questions asked before and during the webinar. We further direct you to the range of eModules Services Australia has developed: www.hpe.servicesaustralia.gov.au.

NB: When you click on the PRODA and HPOS tiles, you will note that the screens shown in the GPSA webinar are available within these modules (in their most up-to-date version) to help step you through the registration and linking processes.

What do Practices need to do to prepare for payments via Services Australia ahead of the transition to College-led training?

You will need to link to HPOS with your ABN as the identifier. This will give you the Organisation Register 'green tile' which can then be selected to complete the registration process for the Organisation Record and Organisation Site Record (which includes the bank details).

When the organisation is registered, where can we see the registrar payment in HPOS? Is it possible to have step by step guide for PMs?

Registrars will receive a payment advice via HPOS mail. This will outline their payments, amounts, dates etc. Payments that are made to the practice will occur through adding banking details in the Organisation Register. For information about your payment amounts including practice, supervisor and registrar payment you will need to contact your training college.

Our practice is already linked to PRODA/HPOS for PIPs and WIPs. Do we need to anything more to register for the supervisor/teaching?

Yes. You will need to link your PRODA Organisation to HPOS with your ABN as the identifier. This will give you the Organisation Register 'green tile' which can then be selected to complete the registration process for the Organisation Record and Organisation Site Record (which includes the bank details).

What is the cut-off date for practices and supervisors to register for these payments?

THERE IS NO CUT-OFF DATE!!
While it would be optimal to be fully set-up ahead of the start of the first semester on February 1, 2023, you will not miss out on the funding if you have not completed the process successfully by that date. There are a lot of changes afoot for 2023, and this was never intended to put additional pressure on the training practices or GP supervisors for whom the National Consistent Payment framework was developed. The team at Services Australia is very willing to assist you through this process, whether before or after February 2023.

QUESTIONS	ANSWERS
I am a delegate of Service Link management and ABN does not appear – how can I fix this?	If after the webinar and checking resources at hpe.servicesaustralia.gov.au (select HPOS, then Organisation Register) you are still unable to proceed, please contact Services Australia on ORGANISATION.REGISTER@SERVICESAUSTRALIA.GOV.AU Or telephone: 1800 222 032
If your PRODA has the organisation listed, is this ok?	Yes, but you still need to complete your registration on the Organisation Register. To do this you may need to link your PRODA organisation to HPOS using the ABN.
Could you please tell me if I as Doctor to put my ABN to the organisation or the practice ABN or both?	It depends on which ABN you will use for GPTP. If the practice is receiving payments for GPTP, the practice ABN will need to register on the Organisation Register.
The owner linked the organisation so I do not see this tile, why?	The owner will need to delegate the HPOS-Access, HPOS-Org-Admin and HPO-Org-Site-Admin Attributes to you, and the HPOS-Org-Finance Attribute if they want you to enter banking details.
What does *ultimate organisation* entail?	This is not a mandatory field and it depends on the set up on your overall organisation.
Does the registration process have to occur on behalf of the practice owner or the Responsible officer?	It should be completed by someone with formal authority to act on behalf of the business. To undertake the registration process, you will need to be added to the PRODA organisation and have the correct attributes, please visit HPE.servicesaustralia.gov.au (select HPOS, then Organisation Register) to support you through this process.
When do the payment changes start? January?	NCP starts 1 February 2023, but Flexible Funding applications open on 16 December in time to process these for a February start
As the owner, I get a different pathway - is that right? I can choose individual access or organisational access - so there is no organisation register tile.	As owner you still need to complete the process as the organisation, not as an individual. To access the green tile as an organisation, HPE.servicesaustralia.gov.au (select HPOS, then Organisation Register) to support you through this process.
What will happen when there are 3 supervisors in the practice? How do you split the supervisor payments?	How payments are split will be up to the practice, payments will be endorsed by Colleges and paid through the practice PRODA registration
If we have 40 subsidiary organisations - do we need to go through this process one by one - for each of subsidiary organisations?	This depends if all 40 are training sites. If all 40 sites are involved in the training program then yes they will all need to be added individually.
Both owners listed on ABR are listed as contacts however I cannot change one to an associate and I also cannot delete the contact and then re-enter as an associate. What do I do?	Rather than delete the person, you can "end date" them. But without doing this, you can also add them as an Associate using the Add Key Individual button.
Do you have to add the associate and then re-enter as a contact?	You can do this, or you can add a different person as the Authorised Contact if there is someone else who can perform this role.
Can you put two authorised people on?	Yes, but in the Organisation Record, you still need to add an Associate.
Where do the bank details go?	Under the Banking Details tab in the Organisation Site Record.
Why can we not have a payment form similar to other payment forms Medicare uses? (PIP payments, MC & DVA payments etc)	Government is working towards moving more services online, as mentioned in the webinar the Organisation Register and this registration process is designed to be used to support multiple programs and payments in the future.

QUESTIONS	ANSWERS
How and where does PRODA know who your Registraras are: do they contact your Training Provider?	You do not need to add your registrars into the Organisation Register for GPTP.
My delegation to HPOS with the organisation has expired. The director has extended my delegation, however it is not reflected on my PRODA account. How long should it take to update?	For issues like this, please contact 1800 700 199 Option 4.
How do we get the green tile when it has disappeared?	Please check that you have the –HPOS Access, HPOS-Org-Admin and HPOS-Org-Site-Admin Attributes in PRODA.
Do we have to list an associate person? Could we just list the practice manager as the key contact person?	An Associate is required for the Organisation Record.
I've been following these steps as they're being presented... Organisation status has now changed from active to pending after adding authorised contact. Any ideas?	This could be because you Organisation Record was active and you then moved on to the Organisation Site Record which would remain pending until relevant tabs were completed.
If you have a PO Box registered with PIP/Medicare, you must put it in the details. We went 'Active' immediately after that – where is this field so I can show my colleagues?	Enter PO Box from Postal type drop down and number in Postal number field.
If you did add providers would you put in all doctors / others?	Anyone with a provider Number, but this is not required for GPTP.
With each practice - do we have to enter the providers (Supervisors) for them to be linked for Supervisor payments? If they are not linked will this stop them from receiving payments as such? Can we come back to add them in at a later date or does this need to all be done at the same time?	You do not need to add providers for GPTP.
The banking tab does not have ADD. Why?	You need to select GPTP in the previous Program Registration tab to be able to add banking details or you may not have been delegated the HPOS-Org-Finance Attribute.
As a practice manager, what permission does the owner need to allocate to me so that I can access banking details? Currently it says I'm not authorised	The HPOS-Org-Finance Attribute and HPOS-Org-Admin to add bank details. The HPOS-Org-Finance and HPOS-Org Site-Admin will allow you to select form a list of accounts which have already been added.
My organisation register is "amend" not " Active" - how do I get it to active?	"Amend" indicates that you can amend the page, the Status field which shows Active or Pending is below this.
My organisation says unmatched, is that right?	Difficult to know without more detail, please contact ORGANISATION.REGISTER@SERVICESAUSTRALIA.GOV.AU
My organisation is active but no green tile is available to can't fill any of this out. Incredibly frustrating.	You have probably not linked your Organisation in PRODA with HPOS using your ABN as the Link Identifier as demonstrated in the webinar. It is only after you have done this that the Green Tile would appear and you would be able to see status in the Organisation Register. If after the webinar and checking resources at hpe.servicesaustralia.gov.au (select HPOS, then Organisation Register) you are still unable to proceed, please contact Services Australia on ORGANISATION.REGISTER@SERVICESAUSTRALIA.GOV.AU.

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The Accreditation section won't accept my certificate number	Please contact Services Australia on ORGANISATION.REGISTER@SERVICESAUSTRALIA.GOV.AU.
I as OMO have setup and can see the org registration tab but my PM does not have the org registration tab even though I have given the PM full attributes, and linking. Why?	Does your PM have the HPOS-Org-Admin and HPO- Org-Site-Admin Attributes? If so and the tile is still not there it could be because the browsing cache on the PC is full. This can be easily cleared on the PC. An internet search will provide instructions on how to do this for the browser in question. If your PM still cannot see after this troubleshooting, please contact Services Australia on ORGANISATION.REGISTER@SERVICESAUSTRALIA.GOV.AU.
I have all of those required attributes but I still can't see the 'New" green tab?	Do you have the HPOS-Access, HPOS-Org-Admin and HPO- Org-Site-Admin Attributes? If so and the tile is still not there it could be because the browsing cache on the PC is full. This can be easily cleared on the PC. An internet search will provide instructions on how to do this for the browser in question. If still cannot see after this troubleshooting, please contact Services Australia on ORGANISATION.REGISTER@SERVICESAUSTRALIA.GOV.AU.
If we have to instruct the director on how to provide access, where is the information to show them?	https://hpe.servicesaustralia.gov.au/PRODA_organisations.html. (Managing Organisation members and their delegations). An overview of Organisation Register attributes can also be found hpe.servicesaustralia.gov.au (select HPOS, then Organisation Register)
How do I give access to my Practice Manager?	https://hpe.servicesaustralia.gov.au/PRODA_organisations.html. An overview of Organisation Register attributes can also be found hpe.servicesaustralia.gov.au (select HPOS, then Organisation Register)
We enter the banking details for the practice under organisation. For our contracted GPs who are Registrar Supervisors where do their bank details go?	They enter them as an individual in HPOS, see https://www.servicesaustralia.gov.au/managing-your-banking-details-hpos?context=22786
We are three supervisors at our practice all involved in supervision of registrars. How is the payment made to supervisors?	The payments can either be made directly to the Supervisors or to the Practice. It will depend on the arrangements the Supervisors have in place with the practice. Where there is a large supervisory team it might be easier for the payment to the practice to disperse to supervisors.
How will overpayments be managed when there is a change in placement and how will payments be reconciled at the end of the term?	Each College will be responsible for managing overpayments and the reconciliation at the end of each term. Where an overpayment has been provided for a practice or supervisor support payment the college will reduce future payments.
Will there be smooth transition for registrars already halfway through their training?	Both colleges are working closely with RTOs to ensure a smooth transition for registrars currently training in the program. Both colleges have commenced onboarding training staff and placements have been finalised for semester 1 2023.
Who has priority over bank account selection for supervision payments - the practice or the supervisor?	This will need to be negotiated between the supervisor and the practice.
How does a GP Practice now apply to become a training practice?	All practices currently accredited by their RTO will be grandfathered into the college-led training. Any practices that are currently not accredited will need to seek accreditation from the colleges post February 2023. Practices can apply to either college to be dually accredited with both colleges. Further information can be found at: https://www.racgp.org.au/FSDEDEV/media/documents/PLT/Bi-college-Accreditation-Application-Guide.pdf
How do we report our registrar hours, leave etc?	ACRRM and the RACGP will be responsible for validating the training data (including the registrar hours, training term and placement location) to enable (where applicable) support payments to supervisors, practices and registrars. The colleges will have training systems that they will be utilising which will allow practices to provide and access information regarding training placements.
What is the best way to keep on top of requirements?	GPSA will continue to provide updates and circulate information to its members. The Colleges will also provide practices with resources in early 2023 regarding training requirements. Please note the existing resources for practices on both college websites: ACRRM: https://www.acrrm.org.au/college-led-training/college-led-training-faqs RACGP: https://www.racgp.org.au/education/gp-training/gp-practice-and-supervisors/practice-and-supervisors-resources

QUESTIONS	ANSWERS
For a practice with multiple supervisors (for a single registrar) wishing to be paid directly by Services Australia for teaching payments: • Are there limits on the number of supervisors who can be paid within a practice? • How can payments be apportioned among supervisors - eg dollar amounts or percentages - and what degree of flexibility is there? • Can payment amounts be adjusted between supervisor's month by month as supervisors teach more/less or take leave?	The Colleges continue to support supervisory teams however it may be easier for practices to receive payments and divide funding support as required, based on the level of support provided by team members. Alternatively, practices can discuss individual requirement with the relevant college.
What, if any, are the advantages for a supervisor registering for individual payment for teaching as opposed to leaving payment to go to the practice and to be distributed via the practice?	This is a matter of choice. Supervisors may access direct payments however this will be dependent on the arrangements the supervisors have in place with the training practice.
How exactly do we invoice for payment How/where do we record teaching time no of consults no of hours worked eg: currently SWAN portal with MCCC - will this methodology still be used in the same format or another platform. How do we learn to use the new recording platform ?	ACRRM and the RACGP will be responsible for validating the training data to be provided to Services Australia so that the correct payments are made to practices, supervisors and registrars. Note that both colleges will have training systems that they will be utilising which will allow practices to provide and access information regarding training placements.
If the Practice receives the teaching payments to divide between Supervisors how does a individual GP received payment for ECTV's which usually go into their own bank accounts?	External Clinical Teaching Visits or Clinical Teaching Visits will be managed by each college. The colleges will be providing further detail regarding access to funding for supervisors undertaking this role.

Additional resources:

GPSA's FAQ Training Support Payments for Supervisors and Practices (Oct 2022)

DOHAC's National Consistent Payment framework

Email: AGPTTransition@health.gov.au

Services Australia Helpline: 1800 222 032

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