



Healthcare Identifiers Service Application to register a General Supporting Organisation (HW013)

When to use this form

Use this form to:

- register a General Supporting Organisation (GSO) and an authorised officer with the Healthcare Identifiers (HI) Service **complete Part A and, if relevant, Part B, and/or**
- request a National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificate for your GSO **complete Part C.**

Services Australia uses the HI Service to register a GSO. A GSO is issued with a 16 digit registration number. This number is not a healthcare identifier.

A GSO must be registered in the HI Service before applying for a NASH PKI certificate.

General Supporting Organisation

A GSO is any one of the following:

- a legal entity that has applied to be registered as, or is registered as, a repository operator or a portal operator under the *My Health Records Act 2012*
- the National Repositories Service under the *My Health Records Act 2012*
- the operator of any component that the Australian Digital Health Agency determines to be a GSO.

The following organisations are not GSOs:

- a healthcare provider organisation (for example, an organisation which is generally directly involved in the delivery of healthcare), **or**
- a contracted service provider organisation within the meaning of the *Healthcare Identifiers Act 2010* or the *My Health Records Act 2012* (for example, an organisation which provides services under a contract to a healthcare provider organisation).

Register a General Supporting Organisation

To register a GSO, an authorised person must apply to be registered as the authorised officer of that GSO. An authorised officer will be linked to the GSO at the time of the GSO's application for registration.

Role of an authorised officer

A GSO must have at least one and up to a maximum of three authorised officers linked to it.

An authorised officer must keep their own details and the details of the GSO they represent up to date.

If an individual is registered in the HI Service in another capacity (see **known customer** section of this form), and that individual is applying to become an authorised officer of a GSO, existing details may be linked to a GSO using this form.

Documents needed to prove identity and relationship

You need to provide your 'known customer' number, or include your Evidence of Identity (EOI) with this application.

Known customer number – Individual

If you have previously provided us with sufficient EOI, you are not required to do so again with this form. You can supply your existing customer or registration number. See question 2 for a list of known customer or registration numbers.

Evidence of identity

If you are not a known customer, you must provide a minimum of **one** document from the Primary group and **one** document from the Secondary group. You must include a Deed Poll or marriage certificate if there is a difference in name in these documents.

Primary group

- Australian passport (including ordinary, frequent traveller, diplomatic, official and emergency)
- Australian Birth Certificate
- Australian Citizenship Certificate
- foreign passport
- Australian driver licence
- Australian Government issued proof of age card/photo card
- Australian secondary student identity document (issued by a government agency or Australian school only)
- ImmiCard

Secondary group

- Department of Foreign Affairs and Trade (DFAT) issued Certificate or Document of Identity
- Australian Marriage Certificate
- Australian Change of Name Certificate
- DFAT issued United Nations convention travel document
- foreign government issued documents (for example, driver licences)
- Medicare Card
- enrolment with the Australian Electoral Commission
- security guard/crowd control photo licence
- evidence of right to a government benefit (Department of Veterans' Affairs or Centrelink)
- consular photo identity card issued by DFAT
- police force officer photo identity card
- Australian defence force photo identity card
- Commonwealth or state/territory government photo ID card
- Aviation Security Identification Card
- Maritime Security Identification Card
- firearms licence
- credit reference check
- Australian tertiary student photo identity document
- Australian secondary student photo identity document
- certified academic transcript from an Australian university
- trusted referees report
- bank or credit card
- other authoritative online sources of evidence verified by a Third Party Identity Provider.

The business entity's evidence of identity

You must provide evidence of the business as a legal business entity and prove you have the authority to commit the business. The business name on the EOI must match the registered or trading name provided on this form.

Known Customer Organisation

If your organisation has a Services Australia PKI certificate or is a pharmacy with a Pharmaceutical Benefits Scheme (PBS) approval number AND you are listed as the approved person, these numbers can be provided as evidence of the business AND your authority to commit the business.

If the organisation is not a known customer you must provide documentary evidence of the existence of the organisation as a legal business entity and your authority to commit the business.

Acceptable documentary evidence includes a certified copy of any one of the following documents:

- certificate of registration of a company issued by the Australian Securities and Investments Commission and your name listed as the Public Officer
- the notice issued by the Registrar of the Australian Business Register (ABR) bearing the business entity's name, Australian Business Number (ABN) and your name listed as the Public Officer
- the organisation's appointment as a trustee (if the legal structure is a trust) with you as a stakeholder
- contract for sale or purchase of business addressed to you
- statement of transaction issued by a financial institution in the name of the company, addressed to you and less than one year old
- lease agreement for the organisation's primary place of business addressed to you
- rates notice for the organisation's primary place of business addressed to you
- certificate of change of name for the organisation issued by the Australian Securities and Investments Commission and addressed to you
- a document issued by the Australian Taxation Office with the organisation's name and tax file number and addressed to you.

If you are not listed on these documents you will also need to establish that you are authorised to act on behalf of the organisation and to commit the business. You may need to provide one of the following:

- an affidavit or statutory declaration sworn by a member of the board or executive of the organisation
- a deed of appointment
- any other documentation which displays that you hold a position of authority to commit the business.

Documents required from a repository operator or a portal operator

You must provide documentary evidence that:

- the organisation is registered as a repository operator or a portal operator under the *My Health Records Act 2012*, or
- you have applied for the organisation to be registered as a repository operator or a portal operator under the *My Health Records Act 2012*.

National Authentication Service for Health Public Key Infrastructure

Public Key Infrastructure is technology and procedures that provide security and confidentiality for electronic communications. NASH PKI provides digital certificates for authentication or protection of confidentiality, and integrity of electronic communications with Relying Parties.

For more information about NASH PKI, go to servicesaustralia.gov.au/nash

For more information about the Healthcare Identifiers Service

Go to servicesaustralia.gov.au/hiservice or email healthcareidentifiers@servicesaustralia.gov.au or call **1300 361 457** Monday to Friday, 8.30 am to 5 pm, Australian Eastern Standard Time.

Call charges may apply.

There may be risks with sending personal information through unsecured networks or email channels.

For more information about the My Health Record system

Go to www.myhealthrecord.gov.au or call **1800 723 471** Monday to Friday, 8.30 am to 5 pm, Australian Eastern Standard Time.

Call charges may apply.

Returning this form

Return this form and any supporting documents:

- **by post to:**
Services Australia
HI Service
PO Box 7788
CANBERRA BC ACT 2610
- **by fax to: 1800 890 698**
- **by email to: healthcareidentifiers@servicesaustralia.gov.au**
There may be risks with sending personal information through unsecured networks or email channels.

Filling in this form

You can complete this form on your computer, print and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this **Go to 1** skip to the question number shown.

PART A — Healthcare Identifiers Service

Authorised officer's details

As the person completing this form, you will be the authorised officer for the GSO being registered. If more than one officer is registering, **Part A** (and **Part B**, if necessary) must be copied and completed for each individual applying to become an authorised officer for the GSO being registered.

Known customer

1 Are you a known customer?

No **Go to 3** (EOI and a completed **Part B** must be provided with this application)

Yes

2 Type of known customer

Tick one only from the following list and enter the associated identifier/number in the field below

You have an existing Services Australia Individual PKI certificate registration number (*RA number*)

You are an existing Responsible Officer (RO) of a healthcare provider organisation (*RO number*)

You are a Contracted Service Provider (CSP) officer registered in the HI Service (*CSP officer number*)

You are a pharmacist approved to supply PBS subsidised medicine (*approval number*)

You are the Certificate Manager for a healthcare provider organisation's existing Services Australia PKI site certificate (*RA number*)

Known customer identifier

3 Dr Mr Mrs Miss Ms Other

Family name

First given name

Second given name

4 Date of birth

5 Gender

Male

Female

6 The address, phone number and email address supplied must be for business purposes. This information is required for both the HI Service and PKI registration and, if relevant, will also be used for the My Health Record system.

Business mailing address

Postcode

7 Daytime phone number

Email

Type of General Supporting Organisation

8 The organisation is, or is applying to be:

Tick one only

a repository operator

a portal operator

the operator of a component of the My Health Record system

the operator of a component of the National Repositories Service

General Supporting Organisation details

If the GSO operates under a trading or preferred name this name will appear within your organisation's NASH PKI certificate, should you request one, instead of the legal name.

9 Name (legal name)

10 Trading or preferred name (if different to above)

11 Organisation's Australian Business Number (ABN) or Australian Company Number (ACN)

ABN

OR

ACN

PART B — Acceptable referee identification

A separate Part B must be completed for each individual and organisation whose documents have been certified and submitted in support of this application.

Acceptable referee categories:

- a a member of the Institute of Chartered Accountants in Australia, Australian Society of Certified Practising Accountants or the National Institute of Accountants
- b a member of a municipal, city, town, district or shire council of a state or territory
- c a legal practitioner of a federal, state or territory court
- d a registrar, clerk, sheriff or bailiff of a federal, state or territory court
- e an individual registered or licensed as a dentist, medical practitioner, pharmacist or veterinary surgeon under a law of the state or territory providing for that registration or licensing
- f an individual who holds the position of nursing sister and is registered as a nurse under a state or territory law providing for that registration
- g a judge or master of a federal, state or territory court
- h a stipendiary magistrate of the Commonwealth or of a state or territory
- i a justice of the peace of a state or territory
- j a member of parliament or a state parliament
- k a member of the Legislative Assembly of the Australian Capital Territory or the Northern Territory
- l a member of the Australian Federal Police, or of the police force of a state or territory, who, in the normal course of their duties, is in charge of a police station
- m a manager of a Post Office
- n an individual employed as an officer or employee by one or more of the following who has been so employed continuously for a period of at least 5 years, whether or not the individual was employed for part of that period as an officer and for part as an employee
 - the Commonwealth, a state or territory
 - an authority of the Commonwealth, a state or territory, **or**
 - a local government body of a state or territory.
- o an individual employed as a full-time teacher or as a principal at an educational institution and has been so employed continuously for a period of at least 5 years
- p an individual who, in relation to an Aboriginal community is recognised by the members of the community to be a community elder or if there is an elected Aboriginal council that represents the community, is an elected member of the council, **or**
- q a Commissioner of Oaths of a state or territory.

Details of organisation being verified

1 Organisation name

Details of individual being verified

2 Dr Mr Mrs Miss Ms Other

Family name

First given name

Second given name

3 Business address

Postcode

Referee's details

Referees are responsible for making sure that all documentary evidence of identity is:

- a copy of the original, **and**
- certified, by signing each of the documents with the statement **'This is a true copy of the original as supplied to me.'**

4 Dr Mr Mrs Miss Ms Other

Family name

First given name

Second given name

5 Business address

Postcode

6 Daytime phone number

7 Occupation

8 Category (see **Acceptable referee categories**)

Referee's declaration

9 I declare that:

- the information I have provided in this form is complete and correct.
- all documentary evidence of identity is a copy of the original.
- I have certified each copy by signing each of the documents with the statement 'This is a true copy of the original as supplied to me.'
- I have read the Privacy notice contained on page 4.

I understand that:

- giving false or misleading information is a serious offence.

Referee's signature

Date

PART C — National Authentication Service for Health Public Key Infrastructure certificate

General Supporting Organisation (GSO) details

- 1 Organisation registration number (if known)
- 2 Organisation name

General Supporting Organisation's legal person

Your organisation's legal person is the name of an individual (for example, trustee or partner), company or other entity that the organisation comprises or forms part of, and that has the capacity to enter into contracts, and sue and be sued, in its own name.

- 3 GSO's legal person
- 4 Organisation's Australian Business Number (ABN) or Australian Company Number (ACN)
ABN

OR
ACN
--

Authorised officer's details

- 5 Dr Mr Mrs Miss Ms Other
Family name

First given name

Second given name
- 6 Position
- 7 Daytime phone number

Mobile phone number

Privacy notice

8 If you complete Part C

Personal information collected by Services Australia as a result of the submission of this application is protected by law, including the *Privacy Act 1988*.

Personal information is collected by Services Australia for purposes relating to the provision of healthcare, including the issue of a NASH PKI certificate and the administration and operation of the NASH PKI system. The organisation's healthcare identifier and other information collected as a result of the submission of this application is regulated by the *Healthcare Identifiers Act 2010*.

As a result of the submission of this application, Services Australia may collect personal information about individuals named in the application from other Commonwealth agencies or people, including, for example, the Chief Executive Medicare (the HI Service Operator).

Services Australia may disclose personal information to other Commonwealth agencies or to other persons (including the HI Service Operator and the agency's outsourced service providers) where that individual has consented to the disclosure, or where it is otherwise required or authorised by law.

You can get more information, including our privacy policy, at servicesaustralia.gov.au/privacy

Authorised officer's declaration

9 The General Supporting Organisation's legal person agrees to be bound by:

- the attached **National Authentication Service for Health Public Key Infrastructure Certificate for Supporting Organisations Terms and Conditions of Use** and the **Relying Party Agreement** referred to in those Terms and Conditions of Use, and
- the **Services Australia Community of Interest Certificate Policy for the National Authentication Service for Health PKI Certificate for Supporting Organisations**.

The General Supporting Organisation's legal person declares that:

- the information provided in this form is complete and correct.

I acknowledge and confirm (on behalf of myself and the General Supporting Organisation's legal person) that:

- the individuals mentioned in this application form consent to Services Australia collecting, using and disclosing registration numbers of those individuals for the purposes outlined above (see **Privacy notice** on this page)
- the individuals mentioned in this application form consent to the Healthcare Identifiers Service Operator, the My Health Record System Operator and the Chief Executive Medicare disclosing personal information about them to Services Australia for the purposes outlined above (see **Privacy notice** on this page), and
- the General Supporting Organisation's legal person consents to its organisational details being published in the National Authentication Service for Health Directory.

I understand that:

- giving false or misleading information is an offence.

By signing this application, I confirm that I am duly authorised to legally bind the General Supporting Organisation's legal person.

Applicant's signature

Date



National Authentication Service for Health Public Key Infrastructure Certificate for Supporting Organisations Terms and Conditions of Use

Parties:

The Commonwealth as represented by Services Australia.

The General Supporting Organisation (Supporting Organisation) named in the Application to register a General Supporting Organisation

1. In consideration for Services Australia issuing the Supporting Organisation with a NASH PKI certificate for Supporting Organisations (Certificate), provided to it on a compact disc (CD) or through electronic means, the Supporting Organisation agrees that:
 - a) it is legally bound by these Terms and Conditions of Use (Terms and Conditions), the terms of the NASH PKI Relying Party Agreement that apply to the Certificate and the **Services Australia Community of Interest Certificate Policy for the National Authentication Service for Health PKI Certificate for Supporting Organisations** (Certificate Policy), including as these documents are updated from time to time
 - b) it will comply with the PKI documents mentioned in the Certificate Policy that are published by Services Australia on or linked to its website at servicesaustralia.gov.au/pki
 - c) the Supporting Organisation is responsible for uploading the Certificates from the CD (or electronic communication) onto its operating system
 - d) the Certificate will only be used for purposes authorised or approved by Services Australia. Any other use of the Certificate will be at the Supporting Organisation's risk
 - e) the Supporting Organisation is responsible for making sure that:
 - i. when using its Certificate it does not collect, use or disclose any 'identifying information' or 'healthcare identifiers' (as those terms are defined in the *Healthcare Identifiers Act 2010*) except for purposes relating to the provision of healthcare
 - ii. it has policies and procedures for the use of the Certificates, Keys and digital signatures generated using a Key attached to a Certificate by anyone acting under or through it or as its agent or representative that enables the individuals who have used the Certificate and Keys to be identified in respect of each use and the role they performed in respect of that use
 - iii. those policies and procedures are known and understood by everyone acting under or through it or as its agent or representative in respect of the Certificate, Keys and digital signatures generated using a Key attached to a Certificate.
 - f) the Supporting Organisation will take all reasonable measures to keep its Private Key (attached to its Certificate) and the CD (or the electronic communication of the Private Key) secure at all times and take all necessary precautions to prevent its loss, disclosure, modification or unauthorised use
 - g) the Supporting Organisation will not give its Certificate or CD (or electronic communication of the Certificate) to any other entity or organisation or allow any unauthorised person to use them, except for any outsourced information technology service provider engaged by it to act as its agent in using its Certificate under contractual terms and conditions that require the service provider to only use the Certificate in accordance with these Terms and Conditions
 - h) the Supporting Organisation will promptly notify Services Australia in the event that the Supporting Organisation considers that its Certificate has been, or may have been, lost, destroyed, stolen, disclosed, modified or compromised
 - i) the Supporting Organisation may request revocation of its Certificate at any time by written notice to Services Australia
 - j) the Supporting Organisation's use of its Certificate may be revoked by Services Australia in its absolute discretion, including but not limited to:
 - i. after loss, destruction, theft, disclosure, modification or compromise of its Certificate
 - ii. when the Keys or Certificates are considered or suspected to have been compromised
 - iii. in the event of its insolvency or if it becomes subject to any form of external administration
 - iv. in the event Services Australia cancels its registration with Services Australia
 - v. in the event that the Supporting Organisation breaches a term of the Certificate Policy, these Terms and Conditions or the Relying Party Agreement, **or**
 - vi. in relation to a person that has applied to be registered as a repository operator or a portal operator under the *My Health Records Act 2012*, in the event that a decision is made not to register the person in that capacity under that Act.
 - k) the Supporting Organisation will immediately notify Services Australia upon becoming aware that any of the circumstances have occurred where its Certificate may be revoked
 - l) revocation of the Supporting Organisation's Certificate does not automatically terminate these Terms and Conditions
 - m) all information the Supporting Organisation provides and representations the Supporting Organisation has made or makes to Services Australia are complete and accurate

- n) the Supporting Organisation will promptly notify Services Australia in the event that the Supporting Organisation considers any information provided, or representation made, by it is or may be incorrect, including the Supporting Organisation's contact details
 - o) any use of the Supporting Organisation's Certificate by any other entity as a result of a breach of these Terms and Conditions by the Supporting Organisation will be deemed to also be a use of the Certificate by the Supporting Organisation
 - p) either Services Australia or the Supporting Organisation may terminate these Terms and Conditions at any time by giving a written notice to the other party, which will result in the Certificate being revoked. The Supporting Organisation agrees that it will not use its Certificate after termination of these Terms and Conditions
 - q) if these Terms and Conditions are terminated, the Supporting Organisation's obligations will continue in respect of any electronic communications the Supporting Organisation made using its Certificate before the date of termination
 - r) the responsibility of Services Australia for any costs, losses or damage the Supporting Organisation (or people acting on its behalf) incur associated directly or indirectly with its use of its Certificate is subject to and limited by the Certificate Policy and the documents mentioned in it as described in paragraph a) above
 - s) Services Australia may change or add to these Terms and Conditions at any time, by giving the Supporting Organisation notice by mail, by fax or electronically. A message sent to the Supporting Organisation's business email address (as held in the records of Services Australia) is one way of giving the Supporting Organisation notice electronically
 - t) when the Supporting Organisation uses its Certificate after the Supporting Organisation has been notified of a change or addition to these Terms and Conditions, the Supporting Organisation will be taken to have agreed to the change or addition in respect of all uses of its Certificate after that date. These Terms and Conditions may not be otherwise changed orally or by conduct by the Supporting Organisation.
2. The Supporting Organisation agrees that Services Australia will automatically renew its Certificate on or before its expiry, unless the Supporting Organisation notifies Services Australia 60 business days before then that it does not want its Certificate to be renewed. The Supporting Organisation agrees that these Terms and Conditions, as updated from time to time, will apply to the renewed Certificate.
 3. These Terms and Conditions are governed by the laws of the Australian Capital Territory. The parties agree to submit to the non-exclusive jurisdiction of the courts of the Australian Capital Territory.