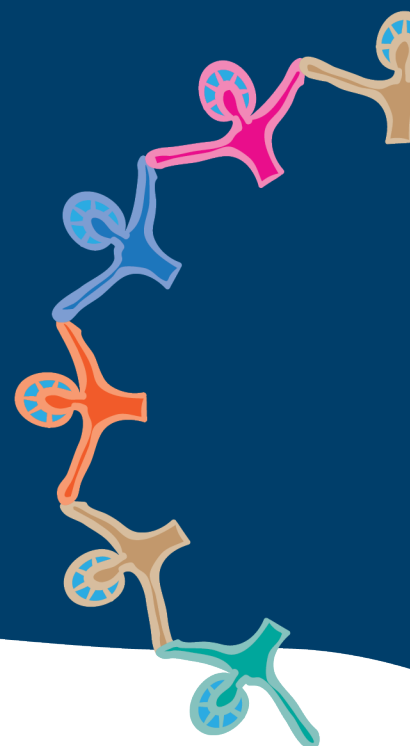


General practice ABN and ownership change guide

A practical checklist for general practices navigating ABN, ownership, and business structure changes

August 2026



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



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Disclaimer

This resource is intended as general guidance only and does not replace advice from Services Australia, the Australian Digital Health Agency, the Australian Business Register, the Australian Taxation Office, an accrediting agency, legal adviser, accountant or relevant software/service provider. Requirements may vary depending on the practice's business structure, accreditation status, program participation and sale or transition arrangements.

AI and source accuracy note: This resource was developed with support from artificial intelligence and reviewed using publicly available source information at the time of drafting. While care has been taken to support accuracy, information may change and should be checked against current official guidance before use or publication.



General practice ABN and ownership change guide

MyMedicare and other Services Australia programs

[ORGREGINFO17 – Organisational changes in the Organisation Register](#)

Services Australia's organisational change process states that sales, mergers, practice closures, and Australian Business Number (ABN) changes are organisational changes that must be reported. The relevant form should be submitted within seven days of the organisational change.

[MO074 form](#)

For practices in the Organisation Register, an organisational change can include:

- the sale of a practice
- the merging of practices (including an amalgamation)
- the closure of a practice (for a reason other than a sale or a merger)
- a change in Australian Business Number (ABN).

This form must not be used for the permanent relocation of a practice where there is no change in ownership or ABN. Practices should process relocations through the relocation function in the Organisation Register.

MyMedicare payments and incentives rely on information held in the Organisation Register. Practices should ensure banking details are correct following ownership changes.

PIP or WIP Practice Stream

Use the [IP010 form](#) to advise Services Australia of changes to practice ownership for the Practice Incentives Program (PIP) and/or Workforce Incentive Program (WIP) – Practice Stream. Do not complete this form if the practice has had a complete change of ownership and practice accreditation was not part of the sale. Call 1800 222 032 for more information.

AIR provider number

The Australian Immunisation Register (AIR) organisation provider numbers are not transferable. Where there is a change to ownership or business structure and the ABN changes, a new AIR provider number is required.

[Form IM004](#)

Healthcare Identifiers Service

Update Health Provider Identifier-Organisation details

Follow these steps to update your Health Provider Identifier-Organisation (HPI-O) details:

- Log in to Provider Digital Access (PRODA) to use Health Professional Online Services (HPOS).
- Select **My programs**.
- Select **Healthcare Identifiers and My Health Record**.
- Select **Healthcare Identifiers - Manage existing records**.

- Select your organisation from the list.
- Select My organisation details.

Once you've opened your organisation's HPI-O record, you can update the details that have changed.

Change a Responsible Officer

Follow these steps to change a responsible officer (RO) for a seed organisation if the organisation is already known to the Healthcare Identifiers Service:

1. Log in to PRODA to use HPOS.
2. Select **My programs**.
3. Select **Healthcare Identifiers and My Health Record**.
4. Select **Healthcare Identifiers - Change responsible officer**.
5. Follow the steps to change responsible officer.

Once the request has been processed, the outcome will be sent to the organisation's HPOS mailbox.

For more information, visit the [Services Australia website](#).

Accreditation transfer

When an accredited general practice changes ownership, its accreditation does not automatically transfer to the new owner. Both the current and incoming owners should notify their accrediting agency in writing and confirm what evidence, timeframes, and assessment requirements apply.

If an accredited general practice undergoes a significant operational change, such as a change in ownership or expansion of service provision, an out-of-cycle assessment may be required. For more information, see the [Guidance on out-of-cycle assessment of general practices](#).

National Health Services Directory

The National Health Services Directory (NHSD) is a comprehensive, national directory of health services and practitioners. The Service Finder is the consumer-facing search tool of the NHSD.

To list a service with the NHSD, you can either register directly with the NHSD or register with Provider Connect Australia™ (PCA™). If you register with PCA™, you can then choose to publish your data to the NHSD and other business partners.

For more information, visit the [healthdirect website](#).

Provider Connect Australia

Provider Connect Australia (PCA™) is an initiative of the Australian Digital Health Agency.

PCA™ enables registered healthcare organisations to maintain their business information in one place and share it with multiple partners in their healthcare service delivery.

Once registered organisations update PCA™, selected business partners can receive updated information, including the Service Finder, Primary Health Networks, healthcare directories, communication services, and other participating service partners.

For more information, visit the [Australian Digital Health Agency website](#).



Business transition checklist

Use this checklist to plan the practical steps before, during, and after an ABN, ownership, or business structure change. It is a prompt only. Practices should confirm requirements with Services Australia, the Australian Business Register, the Australian Taxation Office, their accountant, lawyer, accrediting agency, and relevant software or service providers.

Before the change date

- Confirm the legal entity, ABN, business name, trading name, GST status, and ownership structure that will apply after the change.
- Check whether the current ABN can continue or whether a new ABN is required due to the business structure change.
- Confirm who will be authorised to act for the business in PRODA, HPOS, the Organisation Register, the Australian Business Register, the Australian Taxation Office, and relevant practice systems.
- Prepare evidence of sale, change of ownership, accreditation status, banking details, and authorised contacts before submitting program forms.
- Notify the accrediting agency early and confirm whether accreditation can transfer, whether a new certificate is required, or whether an out-of-cycle assessment may be needed.
- Review contracts, leases, insurance, supplier agreements, pathology and radiology arrangements, waste management, IT support, phone, internet, and merchant facilities.

On or immediately after the change date

- Submit the relevant Services Australia organisational change and program forms within required timeframes, including Organisation Register, MyMedicare, PIP, WIP Practice Stream, and AIR requirements, where applicable.
- Check that Medicare payment, incentive, and bank account details are correct for the new or continuing entity.
- Update the Organisation Register, PRODA, HPOS delegations, Responsible Officer, and Organisation Maintenance Officer details as required.
- Update HPI-O, My Health Record, secure messaging, electronic prescribing, Medicare Web Services, NASH certificate, or Public Key Infrastructure (PKI) certificate arrangements, where relevant.
- Review practice management software administrator access, user accounts, provider numbers, location IDs, claiming settings, billing templates, and online booking details.
- Update Provider Connect Australia, the National Health Services Directory, healthdirect Service Finder, PHN records, website, phone message, signage, and social media information.

After the change has been processed

- Confirm that program payments, MyMedicare incentives, and PIP and WIP Practice Stream payments are flowing to the correct account.
- Check that practice details display correctly in PCA, NHSD, Service Finder, online booking systems, and referral directories.

- Confirm that all clinicians and staff have appropriate access to clinical systems, claiming systems, secure messaging, and digital health systems.
- Review privacy, patient record custody, data access, data retention, backup, and cybersecurity arrangements.
- Communicate any relevant ownership, service, billing, opening hours, or contact changes to patients and referral partners.
- Keep a record of forms submitted, confirmation emails, receipt numbers, approvals, updated certificates, and unresolved follow-up actions.

Area	Key checks	Responsible person	Status / notes
Business registrations	ABN, business name, GST, legal entity, authorised contacts and business documents updated.		
Services Australia programs	Organisation Register, MyMedicare, PIP, WIP Practice Stream, AIR and bank details reviewed.		
Digital health and software	PRODA, HPOS, HPI-O, My Health Record, secure messaging, ePrescribing, NASH or PKI certificates and practice software access checked.		
Accreditation and compliance	Accrediting agency notified, accreditation evidence confirmed, insurance and privacy requirements reviewed.		
Workforce and contracts	Employment, contractor, payroll, superannuation, leave liabilities, provider agreements and supplier contracts reviewed.		
Patients and stakeholders	Patients, referral partners, PHN, directories, website, signage, online bookings and phone messages updated where needed.		

Common things to watch out for

- Do not assume accreditation, AIR provider numbers, payment arrangements, or digital health access automatically transfer to the new owner or entity.
- Check timeframes early, especially where Services Australia forms must be submitted within seven days of an organisational change.
- Make sure the person submitting forms is authorised for the relevant ABN or entity.
- Check bank details before incentive payments are processed.
- Keep the former owner and incoming owner access arrangements clear, especially for patient records, practice software, and administrative systems.

