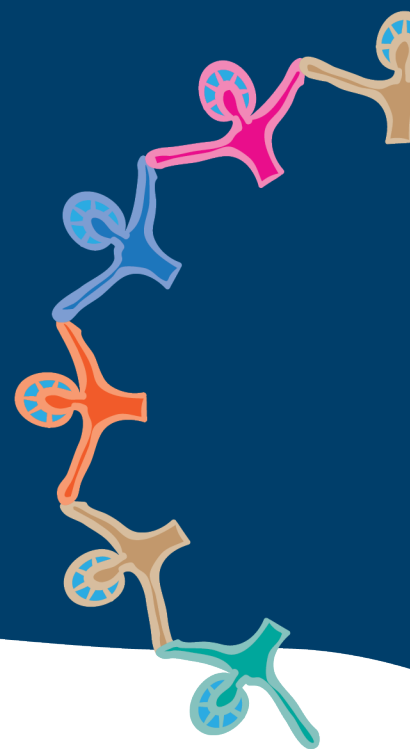


# Practice Incentive Program guide for general practices

A practical guide to help general practices understand and manage registration for key practice incentive programs and Primary Sense

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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## General Practice Incentives PIP, BBPIP, Quality Quest, and Primary Sense Guide

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This document is a practical guide designed to help general practices understand and manage registration for the:

- Practice Incentives Program (PIP)
- Workforce Incentive Program – Practice Stream (WIP-PS)
- Practice Incentives Program Quality Improvement (PIP QI)
- Closing the Gap (CTG)
- eHealth Incentive (ePIP)
- Bulk Billing Practice Incentive Program (BBPIP)
- Primary Sense.

It is designed to support practice managers, owners, and teams to bring the key requirements together in one place and identify where Northern Queensland Primary Health Network (NQPHN) can help.

**Important note:** Program requirements, payment amounts, eligibility rules, and digital health specifications can change. Before applying, opting in, claiming payments, or changing workflows, practices should check the current requirements through Services Australia, the Department of Health, Disability and Ageing, the Australian Digital Health Agency, and relevant program guidelines.

### Disclaimer

This guide is designed for general information only. It does not replace official program guidelines, Services Australia advice, guidance from the Department of Health, Disability and Ageing or Australian Digital Health Agency, legal, privacy, accreditation, or payment advice. Practices are responsible for confirming their own eligibility, obligations, payment arrangements, software compliance, and privacy requirements before applying for, claiming, or relying on any incentive program.



# 1. Registration steps

## Step 1: set up PRODA and HPOS access

- Create a Provider Digital Access (PRODA) account: <https://proda.humanservices.gov.au>
- Link your practice to **Health Professional Online Services (HPOS)**.
- HPOS is used to manage PIP and WIP registrations and ongoing program compliance.
- Manage PIP and WIP online through HPOS at [www.servicesaustralia.gov.au/manage-pip-and-wip-practice-stream-online](http://www.servicesaustralia.gov.au/manage-pip-and-wip-practice-stream-online)

## Step 2: register for PIP and WIP incentives

Complete the **Practice Incentives application form (IP001)** through HPOS, which can also be accessed via the official Services Australia form page at [www.servicesaustralia.gov.au/ip001](http://www.servicesaustralia.gov.au/ip001)

- Practice Incentives Program (PIP)
- Closing the Gap (CTG)
- PIP Quality Improvement (PIPQI)
- eHealth (ePIP)
- Workforce Incentive Program – Practice Stream (WIP-PS).

**Important:** To be eligible, practices must be accredited, or registered for accreditation, against the **RACGP Standards for General Practices**.

For more Services Australia PIP information, visit [www.servicesaustralia.gov.au/practice-incentives-program](http://www.servicesaustralia.gov.au/practice-incentives-program)



## 2. Workforce Incentive Program – Practice Stream

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The Workforce Incentive Program – Practice Stream (WIP-PS) provides **quarterly payments** to support the cost of engaging eligible health professionals.

To apply for the WIP Practice Stream, visit [www.servicesaustralia.gov.au/apply-for-workforce-incentive-program-wip-practice-stream](http://www.servicesaustralia.gov.au/apply-for-workforce-incentive-program-wip-practice-stream).

To view the WIP Practice Stream Guidelines, visit [www.health.gov.au/resources/publications/workforce-incentive-program-practice-stream-guidelines](http://www.health.gov.au/resources/publications/workforce-incentive-program-practice-stream-guidelines)

Eligible workforce types include:

- nurses
- midwives
- allied health professionals
- Aboriginal and Torres Strait Islander Health Workers
- paramedics (added November 2023).

### Key points

Payment amounts are subject to current program guidelines and indexation. Practices should check the latest WIP Practice Stream Guidelines and Services Australia updates before estimating payment amounts.

Payments are based on:

- practice size – Standardised Whole Patient Equivalent (SWPE)
- type and hours of eligible health professionals
- location (rural and Department of Veterans' Affairs (DVA) loadings may apply).

The WIP-PS supports multidisciplinary, team-based care and helps practices respond to complex community needs.

### Current guidance check

Updated WIP Practice Stream Guidelines took effect on 1 July 2026, and WIP Practice Stream payments have been indexed for 2026-27. Practices should confirm current payment calculations, rural loadings, DVA loadings, eligible practitioner types, accreditation requirements, public liability insurance requirements, and application obligations before relying on any estimate.



### 3. Practice Incentives Program Quality Improvement Incentive

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The Practice Incentives Program Quality Improvement (PIP QI) Incentive supports practices to use data for continuous quality improvement. As NQPHN has a dedicated PIP QI webpage, this guide provides a brief overview only.

For PIP QI guidance, visit [www.health.gov.au/resources/collections/practice-incentives-program-quality-improvement-incentive-guidance](http://www.health.gov.au/resources/collections/practice-incentives-program-quality-improvement-incentive-guidance)

For the latest PIP QI information, visit NQPHN's PIP QI webpage at <https://nqphn.com.au/health-provider-hub/qi-hub/pip-qi>

For Quality Quest support and resources, visit <https://nqphn.com.au/health-provider-hub/qi-hub/>

#### **Quick reminders**

- Submit the PIP Eligible Data Set quarterly to NQPHN.
- Undertake meaningful continuous quality improvement (CQI) activities in partnership with NQPHN.



## 4. eHealth Incentive

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The eHealth Incentive (ePIP) supports practices to maintain the digital health infrastructure and workflows needed for secure information sharing. Practices must meet **five capability requirements** each quarter.

To read the Australian Digital Health Agency's (ADHA's) ePIP information, visit [www.digitalhealth.gov.au/healthcare-providers/practice-incentives-program-ehealth-incentive-epip](http://www.digitalhealth.gov.au/healthcare-providers/practice-incentives-program-ehealth-incentive-epip)

### ePIP requirements

#### 1. Secure Messaging

- Use a secure, standards-compliant messaging system.
- Actively send and receive clinical information via secure messaging, where available.

#### 2. Electronic Prescribing

- Use compliant electronic prescribing functionality/software that meets current ePIP and digital health requirements.
- Ensure prescribers are trained and actively using eScripts.

#### 3. My Health Record Integration

- Clinical software must connect to My Health Record.
- Upload documents such as Shared Health Summaries and Event Summaries.

#### 4. Healthcare Identifiers (HI) Service Compliance

- Correctly record Individual Healthcare Identifiers (IHIs), the Healthcare Provider Identifier-Individual (HPI-I), and Healthcare Provider Identifier-Organisation (HPI-O).
- Maintain systems that integrate with the HI Service.

#### 5. NASH Certificate Installation

- Maintain a current National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificate.
- Ensure the NASH PKI certificate is installed and renewed before expiry.

### Compliance check

Practices should check the current ePIP Guidelines and ePIP Product Register to confirm their software systems, digital health configuration, and Shared Health Summary upload obligations meet current requirements.



To read ePIP eligibility requirements, visit [www.digitalhealth.gov.au/healthcare-providers/practice-incentives-program-ehealth-incentive-epip/epip-incentive-eligibility-requirements](http://www.digitalhealth.gov.au/healthcare-providers/practice-incentives-program-ehealth-incentive-epip/epip-incentive-eligibility-requirements)

To view ADHA's conformance registers, including ePIP, My Health Record, HI Service, and electronic prescribing registers, visit [www.digitalhealth.gov.au/about-us/policies-privacy-and-reporting/register](http://www.digitalhealth.gov.au/about-us/policies-privacy-and-reporting/register)

### How ePIP supports quality improvement

- Enables continuity of care through structured digital workflows.
- Supports medication safety and information sharing.
- Strengthens foundational data quality for tools like Primary Sense.



## 5. Using Primary Sense for PIP QI and continuous quality improvement

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Primary Sense is a **free population health and clinical audit tool** provided through Primary Health Networks (PHNs). It helps practices use their clinical data to identify opportunities for improvement, support safer care, strengthen workflows, and meet PIP QI requirements.

Visit the Primary Sense website at [www.primarysense.org.au](http://www.primarysense.org.au)

### Key features

- One-click reports.
- ACG® patient complexity stratification (Johns Hopkins).
- Real-time data extraction, every three minutes.
- Enhanced data security and privacy protections.
- De-identified data extraction for PIP QI submissions.
- Data sharing agreements that specify what data is extracted, how it may be used, and the permitted purposes for sharing.
- Data is de-identified before leaving the practice and is securely stored and managed in Australia.
- Patients can request to opt out of Primary Sense data sharing.

### Benefits for practices

- Submit PIPQI data directly to NQPHN.
- Access continuous quality improvement (CQI) templates and action plans.
- Monitor MyMedicare enrolments.
- Review patient cohorts and clinical indicators.

## 6. Primary Sense onboarding process

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Before installation, practices need to complete the following onboarding steps:

### Software compatibility

Primary Sense can be quickly installed in practices using MedicalDirector or Best Practice software. Practices should confirm their current clinical software version, third-party integration settings and technical readiness with their IT provider before onboarding.

Access NQPHN's Primary Sense information and resources online at [www.nqphn.com.au/health-provider-hub/qi-hub/primary-sense](http://www.nqphn.com.au/health-provider-hub/qi-hub/primary-sense)

### 1. Practice details checklist

Confirms practice information and prepares the Data Extraction and Licensing Agreement.

### 2. IT checklist

Completed by the IT provider to confirm technical readiness.

### 3. Data extraction and software licensing agreement

Once prepared, the practice must sign and return it.

### Next steps

- Submit the Practice Details Checklist.
- Submit the IT Checklist (completed by IT provider).
- Sign the Data Extraction and Licensing Agreement.
- PHN initiates the onboarding process.
- The practice's IT provider receives automated instructions from: [primarysense@phinsights.org.au](mailto:primarysense@phinsights.org.au).
- IT installs:
  - **Extractor** (server only)
  - **Desktop Application** (for staff requiring access).

A variety of videos and detailed guides are available on the **Primary Sense website** at [www.primarysense.org.au](http://www.primarysense.org.au)

## 7. Additional incentives to consider

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### Closing the Gap (CTG) PBS co-payment

The Closing the Gap (CTG) PBS co-payment supports eligible Aboriginal and Torres Strait Islander patients to access lower cost or free PBS medicines. It is designed to reduce medicine cost barriers for patients who have, or are at risk of, chronic disease and may be less likely to continue medicines without cost support.

Practices should ensure relevant team members understand CTG patient eligibility, registration through HPOS, consent requirements, prescription annotation, PBS co-payment support and how CTG fits with recalls, care planning, medicines review, culturally safe care and follow-up workflows.

To learn about Services Australia CTG PBS co-payment information for prescribers, visit [www.servicesaustralia.gov.au/closing-gap-pbs-co-payment-for-prescribers](http://www.servicesaustralia.gov.au/closing-gap-pbs-co-payment-for-prescribers)

To view the PBS CTG PBS Co-payment Program factsheet, visit [www.pbs.gov.au/publication/factsheets/closing-the-gap-pbs-co-payment-measure](http://www.pbs.gov.au/publication/factsheets/closing-the-gap-pbs-co-payment-measure)

#### Practice tip

Include CTG checks in chronic disease, medication safety, Aboriginal and Torres Strait Islander health assessment, care planning, and hospital discharge follow-up workflows. Practices should check current Services Australia, PBS and Department of Health, Disability and Ageing guidance before registering patients or relying on co-payment arrangements.

### Bulk Billing Practice Incentive Program

The Bulk Billing Practice Incentive Program (BBPIP) is a voluntary incentive program linked to MyMedicare. NQPHN has a dedicated webpage for BBPIP, with this guide providing only a brief prompt for practices to review the current information before deciding whether to participate.

**For current BBPIP information, visit** <https://nqphn.com.au/health-provider-hub/mymedicare/bulk-billing-incentive>

For Services Australia BBPIP information, visit [www.servicesaustralia.gov.au/bulk-billing-practice-incentive-program-bbpi](http://www.servicesaustralia.gov.au/bulk-billing-practice-incentive-program-bbpi)

#### Quick reminder

- Participation is voluntary and managed through HPOS.
- Practices should check current eligibility, billing, signage, and payment requirements before opting in.

#### Practice tip

Use the NQPHN BBPIP webpage as the main practice-facing reference, and refer to Services Australia and Department of Health, Disability and Ageing's websites for guidance and current program rules.

To view the Department of Health, Disability and Ageing's BBPIP information and resources, visit [www.health.gov.au/our-work/bulk-billing-incentives-in-general-practice](http://www.health.gov.au/our-work/bulk-billing-incentives-in-general-practice)

## 8. Collaborating with your PHN

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To meet PIP QI requirements, practices must work with their PHN on meaningful, practice-led quality improvement activities.

- Work with their PHN on **tailored CQI activities**.
- Notify their PHN once registered for PIP QI.
- Use NQPHN frameworks, templates, and coaching.

NQPHN can support practices with:

- CQI coaching, frameworks, and Quality Quest support by visiting the Quality Improvement Hub at <https://nqphn.com.au/health-provider-hub/qi-hub>
- Primary Sense installation support
- training, education, and regular data reviews.

### NQPHN support pathways

- **PIPQI, CQI and Quality Quest support**

Contact the NQPHN Primary Care Engagement team at [pce@nqphn.com.au](mailto:pce@nqphn.com.au) or visit the Quality Improvement Hub at <https://nqphn.com.au/health-provider-hub/qi-hub>

- **Primary Sense onboarding and technical support**

Email [primarysense@nqphn.com.au](mailto:primarysense@nqphn.com.au), call (07) 4034 0300, or visit NQPHN's Primary Sense webpage at [www.nqphn.com.au/health-provider-hub/qi-hub/primary-sense](http://www.nqphn.com.au/health-provider-hub/qi-hub/primary-sense)

- **Digital health and eHealth support**

Contact the NQPHN digital health support team at [digitalhealth@nqphn.com.au](mailto:digitalhealth@nqphn.com.au) or refer to current Australian Digital Health Agency and Services Australia guidance at [Australian Digital Health Agency](#)

- **General practice engagement support**

Contact your local NQPHN Primary Care Engagement Officer at [pce@nqphn.com.au](mailto:pce@nqphn.com.au).

### Need help?

Practices can contact the NQPHN Primary Care Engagement team at [pce@nqphn.com.au](mailto:pce@nqphn.com.au) for PIP QI, Quality Quest, CQI, and general practice engagement support.

## 9. Practice readiness checklist

### How to use this checklist

Use this checklist as a working tool during registration, onboarding, and review. Tick each item when completed, record the person responsible in the notes/owner column, and add any follow-up actions, dates or questions that need to be resolved before claiming incentives or progressing Primary Sense onboarding.

| Status                   | Area           | Checklist item                                                                 | Notes/owner |
|--------------------------|----------------|--------------------------------------------------------------------------------|-------------|
| <input type="checkbox"/> | Access         | PRODA account is active and accessible.                                        |             |
| <input type="checkbox"/> | Access         | HPOS access is linked to the practice.                                         |             |
| <input type="checkbox"/> | Accreditation  | Practice accreditation status is confirmed.                                    |             |
| <input type="checkbox"/> | PIP / WIP      | PIP and WIP registration details are current.                                  |             |
| <input type="checkbox"/> | PIPQI          | PIPQI registration is confirmed.                                               |             |
| <input type="checkbox"/> | CTG            | CTG patient registration, consent and prescription workflow has been reviewed. |             |
| <input type="checkbox"/> | BBPIP          | BBPIP eligibility has been considered, where relevant.                         |             |
| <input type="checkbox"/> | PIPQI          | PHN has been notified of PIPQI participation.                                  |             |
| <input type="checkbox"/> | Primary Sense  | Data sharing agreement has been completed and returned.                        |             |
| <input type="checkbox"/> | Primary Sense  | Primary Sense practice details and IT checklists have been submitted.          |             |
| <input type="checkbox"/> | IT readiness   | IT provider has confirmed technical readiness.                                 |             |
| <input type="checkbox"/> | IT readiness   | Clinical software compatibility has been checked.                              |             |
| <input type="checkbox"/> | Digital health | NASH PKI certificate expiry has been checked.                                  |             |
| <input type="checkbox"/> | Digital health | My Health Record connection has been tested.                                   |             |
| <input type="checkbox"/> | Digital health | Secure messaging workflow has been confirmed.                                  |             |
| <input type="checkbox"/> | Digital health | Electronic prescribing workflow and software compliance have been checked.     |             |
| <input type="checkbox"/> | CQI            | CQI activity is documented using an action plan or PDSA cycle.                 |             |

