

To access the IPTAAS online system, travel and accommodation providers must be registered with IPTAAS as a Third Party Organisation (TPO), and must have an active supplier number. For more information about IPTAAS or if you need assistance to register please contact us on 1800 IPTAAS (1800 478 227).

When to use this form

- To register an organisation and users for the online IPTAAS claiming system**
Section 1 of the form must be completed and signed by an authorised representative of the organisation. Section 2 of the form should be completed and must be signed by individual users requesting access to the system. Section 3 must be completed by the organisation's authorised representative.
- To register additional users of an already registered organisation for the IPTAAS online claiming system**
Please complete sections 2 and 3. Section 2 must be signed by individual users and section 3 must be signed by the organisation's authorised representative.

All fields marked with an asterisk (*) are required.

Section 1 – Organisation registration

Organisation details

Trading Name*

ABN* Phone number* ()

Address*

State* Postcode*

Email*

Authorised representative Name:* Authorised representative Email:*

NSW Health supplier number (if known):

Section 2 – Individual user/s registration

Please provide the following details for anyone in your organisation requiring system access. If additional rows are required, please complete on a second form. By signing, individuals agree to the Terms and Conditions attached to this form. All fields in section 2 are mandatory. If you need access to multiple locations, please list them in the space below.

Organisation trading name

Full name	Position	Email	Location	User Signature

Section 3 – Declarations

Authorised representative's approval

I agree to the Terms and Conditions attached to this form.

I authorise the above applicant/s to be given access to the IPTAAS online claiming system. I undertake to inform IPTAAS if the applicant/s no longer requires access to the IPTAAS online claiming system and/or they are no longer employed by the stated organisation.

Authorised representative* Position*

Phone number* () Email*

Authorised representative signature* Date*

Please email this completed form to: HSNSW-IPTAASsupport@health.nsw.gov.au. You will be advised of an outcome via email within 1 business day.

OFFICE USE ONLY

IPTAAS Manager's Approval:

I authorise that the organisation and/or individual/s be given access to the IPTAAS online claiming system as indicated

Signature

Date

D D/M M/Y Y Y Y

System Admin

Name:

Signature

Date

D D/M M/Y Y Y Y

Date Actioned:

IPTAAS Online claiming Third Party Organisation (TPO) - Terms & Conditions

1. Introduction

These terms and conditions (Terms & Conditions) describe what you (the Third Party Organisation or "TPO") need to know and understand about your rights and responsibilities as a user of the IPTAAS online claiming system.

By creating an account, you are agreeing to be bound by these Terms & Conditions and to comply with your responsibilities set out in these Terms & Conditions.

2. Acceptance of these Terms & Conditions

Your use of the IPTAAS online claiming system is governed by these Terms & Conditions. HealthShare NSW reserves the right to update these Terms & Conditions at any time without notice to you.

3. Purpose

Use of the IPTAAS online claiming system shall be exclusively for the purposes of conducting a business relationship between HealthShare NSW and the TPO. Such use shall be limited with regard to duration and content to the fulfilment of the relevant contractual obligations. All other use is prohibited.

4. Discretionary rights and reservation of the right to take legal action for misuse

HealthShare NSW may, at any time, specify or alter the duration and extent of specific access rights as well as the general scope of services offered as part of the IPTAAS online claiming system.

HealthShare NSW reserves the right to remove your registration at any time without notice and without providing reasons, and additionally reserves the right to block access to the IPTAAS online claiming system.

Users with inactivity for more than 180 days will automatically have their account suspended.

HealthShare NSW reserves the right to take legal action for misuse of the IPTAAS online claiming system.

5. Warranties and liabilities

HealthShare NSW makes no warranty as to the availability or the functioning of the IPTAAS online claiming system. Information made available is not binding and is subject to change at any time.

Without limitation, HealthShare NSW is not liable for any direct, indirect, consequential, incidental or punitive damages or any other losses, costs, charges, expenses or other liabilities whatsoever arising out of or in connection with your use of the IPTAAS online claiming system whether in contract, tort including negligence, statute or otherwise. Without limitation, HealthShare NSW is not liable for any delays, interruptions, errors or failures in the provision of the IPTAAS online claiming system service.

6. Security

Whilst all reasonable security precautions have been taken by HealthShare NSW, the nature of communication by the Internet is such that HealthShare NSW cannot guarantee the privacy or

confidentiality of communications transmitted via the Internet from interception or interference by third parties.

You are responsible for maintaining the confidentiality of your account and password and for any and all activities under your account. HealthShare NSW will not be liable for any losses you incur as a result of someone else using your account or password, either with or without your knowledge.

You accept full responsibility for the computer access that you may be given and you agree not to disclose any information that may assist any person to gain access to the IPTAAS systems. Such information is private and confidential and is bound by the by-laws of the NSW Health Privacy and Confidentiality Policy.

Further, you could be liable for losses incurred by HealthShare NSW or another party as a result of someone else using your account or password.

7. Copyright

The content of the IPTAAS online claiming system is protected by copyright and may not be copied, distributed, modified or made available to third parties without consent.

8. Governing law (dispute provision)

The use of the IPTAAS online claiming system and these Terms & Conditions are governed by and will be interpreted under the laws of New South Wales. You submit to the non-exclusive jurisdiction of the courts exerting jurisdiction in New South Wales.

9. Confidentiality

The TPO undertakes to treat all commercial or technical details not in the public domain that become known to it while using the IPTAAS online claiming system as secret and confidential information and to refrain from divulging or disclosing them to third parties. The obligation to maintain confidentiality shall also remain in force after the completion of the business relationship and shall only expire when the information obtained has become publicly known.

10. Privacy policy

HealthShare NSW observes applicable laws on data protection and data security in the collection, use and processing of TPO and patient data. HealthShare NSW and the TPO will only collect, use, disclose, secure and provide access to personal information in accordance with the Information Protection Principles in the Privacy and Personal Information Protection Act 1998 (NSW).

IPTAAS TPO Collection Notice

By entering a claim into this system the third party organisation (TPO) confirms that the patient, or an authorised representative, has consented to NSW Health using this information to:

- evaluate and process IPTAAS expense claims
- undertake statistical analysis and reporting of claims to support service improvements

The TPO also confirms that the patient, or an authorised representative, is aware that:

- IPTAAS collects the minimum information required to process the IPTAAS expense claim. If they do not supply the information completely then the claim may be delayed or unsuccessful.
- IPTAAS will keep the patients personal information secure and not disclose it to any third party unless doing so is authorised or required by law, or we have the patients consent to do so.
- Patients have the right to access, or seek correction of the personal information we hold about them, or to make a privacy complaint.
- Patients can find further information at www.health.nsw.gov.au/patients/privacy

The TPO also confirms that:

The information entered is accurate and relates to expenses incurred by the TPO on behalf of the specified patient

11. Entire agreement

These Terms & Conditions, together with other matters and documents incorporated into these Terms & Conditions by reference, contain the entire understanding between you and us on this subject matter.

12. Your responsibilities

- Make sure that the details provided are accurate and complete. You shall not at any time provide us with information which is false, inaccurate, misleading, deceptive or obsolete. HealthShare NSW has no responsibility for the accuracy, veracity and completeness of information and details provided.
- All information is to be kept accurate and up to date.
- HealthShare must be made aware of any changes to a TPO details, including but not limited to, the TPO's nominated manager.
- If we have reason to believe that you have not provided us with accurate information, we may choose not to proceed with the processing of your registration. You may be contacted to discuss further.
- You must not allow any other person to use your IPTAAS online claiming system. If you think that the security of your IPTAAS online claiming system account may have been compromised, you should immediately inform HealthShare NSW.
- You will inform your supervisor immediately if you become aware of any breach of privacy or security relating to the information that you access in the course of your duties.
- When access to use the online claiming system is required by more than one person within your TPO, we require each of those persons to be identifiable and we will therefore provide, on application, a unique username and confidential password to each of those persons. Sharing of user accounts or disclosure of user names or confidential passwords is forbidden.
- Information must not be distributed, rented or left in the possession of third parties or commercially used in any other manner.
- All access data must be secured against the knowledge, access and use by third parties. Without limitation, this applies to employees of the TPO who have not been

designated as company administrator or users. All actions and uses of the access data of a company administrator or a user will be considered to be those of the TPO and will be ascribed to him or her.

- The TPO must refrain from abusing the IPTAAS online claiming system. The Supplier must in particular refrain from attempting to access the data on the IPTAAS online claiming system pertaining to other TPOs not generally accessible.
- The TPO must not manipulate the services of the IPTAAS online claiming system in any form. In particular the TPO must not transact any inputs or transmit any data which contains or may contain viruses, Trojan Horses or similar executable program codes.
- You agree not to access personal information in IPTAAS records unless such information is essential for me to properly and efficiently perform my duties. You undertake strictly to preserve the confidentiality of this information and you understand that a breach of this undertaking will result in disciplinary action.
- You will not divulge any identifying, personal or health information regarding individual persons, except as required for me to properly and efficiently perform my duties.
- In order to fulfil this undertaking, you will ensure that, so far as is within my control, such information, whether in the form of paper documents, computerised data or in any other form, cannot be viewed by unauthorised persons, and that the information is stored in a secure and orderly manner which prevents unauthorised access.
- You have signed, and agreed to comply with, the NSW Health Code of Conduct.
- If a registered user employed with a TPO no longer requires access, HealthShare NSW must be advised by the registered user or the relevant TPO's management to remove access to the account.
- If the employment of a registered user with a TPO ends, HealthShare NSW must be advised by the registered user or the relevant TPO's management to remove access to the account.

13. Our responsibility

- Reasonable care will be provided to present accurate and up to date information accessible via the IPTAAS online claiming system. However, HealthShare NSW does not accept responsibility, express or implied, for the accuracy, suitability, usefulness, completeness or otherwise of the information and data contained on the IPTAAS online claiming system.
- HealthShare NSW does not guarantee that access to the IPTAAS online claiming system website will be uninterrupted. All reasonable effort will be made to maintain access 24/7. However, service and scheduled maintenance may disrupt services.
- HealthShare NSW does not warrant that the information and data contained on the IPTAAS online claiming system is free from infection by computer viruses.