



# PROGRAM RULES

## S100 Pharmacy Support Allowance

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**Australian Government**  
Department of Health

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**S100 PHARMACY SUPPORT ALLOWANCE**
**DEFINITIONS**

Term	Definition
Aboriginal Health Service (AHS)	A state/territory or Community Controlled organisation which provides primary health care services to Aboriginal and/or Torres Strait Islander people
Aboriginal Health Worker (AHW)	An Aboriginal and/or Torres Strait Islander person who is employed in an identified position providing primary healthcare services
Agreement/6CPA	Sixth Community Pharmacy Agreement (6CPA) between the Commonwealth of Australia and the Pharmacy Guild of Australia signed on the 24 May 2015
Allowance	Fees paid for services under the S100 Pharmacy Support Program
Approved AHS	An AHS registered and approved to participate in the Remote Area Aboriginal Health Services Special Arrangements established under Section 100 (S100 supply arrangements) of the <i>National Health Act 1953</i> (the Act). Information about the Section 100 (S100) supply arrangements and Eligibility Criteria for participation in the scheme can be found on the Department of Health website's <a href="#">Aboriginal Health Services and the PBS page</a>
Approved Hospital Authority	<p>A Hospital Authority or a multi-purpose service/centre that:</p> <ul style="list-style-type: none"> <li>• Operates a pharmacy</li> <li>• Has an approval number allotted for an approval (that has not been suspended nor revoked) under section 94 of the Act for the supply of pharmaceutical benefits</li> <li>• Has a registered Pharmacist engaged, who has capacity to provide S100 Support Services to an Approved AHS</li> <li>• Is located in a town where there is a Community Pharmacy under the following circumstances: <ul style="list-style-type: none"> <li>- The hospital authority or multi-purpose service/centre provides confirmation in writing from the local Community Pharmacy that they are not willing or able to provide S100 Support Services to an Approved AHS</li> <li>- The hospital authority or multi-purpose service/centre submits a joint application with an Approved Pharmacy, agreeing to 'share' the provision of S100 Support Services to an Approved AHS</li> </ul> </li> </ul>

**S100 PHARMACY SUPPORT ALLOWANCE**

Term	Definition
Approved Pharmacy	<p>The business of supplying pharmaceutical benefits, at or from, the particular premises in respect of which a Pharmacist is approved or deemed to be approved, under Section 90 of the Act. The Approved Pharmacist must be an Owner of the Approved Pharmacy providing S100 Support Services to an Approved AHS (refer to definition of Pharmacist below).</p> <p>The Approved Pharmacy must be actively trading and continue to actively trade throughout the period of the eligibility of the S100 Support Allowance.</p>
Department	Australian Government Department of Health
Eligible Applicant	An Approved Pharmacy or Approved Hospital Authority that is eligible to receive the S100 Support Service Allowance in accordance with these Guidelines
NACCHO	National Aboriginal Community Controlled Health Organisation
Owner	A person or body of persons whether incorporated or unincorporated who owns and carries on the business of an Approved Pharmacy
Outstation/Outreach Centre	A remote permanent health service of a primary AHS that participates in the S100 supply arrangements, staffed by at least one permanent healthcare worker, where Pharmaceutical Benefits Scheme (PBS) medicines approved for supply under the arrangements are stored in compliance with an approval issued by the relevant state/territory health authority
Pharmacist	A person registered as a Pharmacist or Pharmaceutical Chemist under a law of a state or territory providing for the registration of Pharmacists or Pharmaceutical Chemists, and includes a friendly society or other body of persons (whether corporate or unincorporated) carrying on business as a Pharmacist
Primary AHS	A state/territory or Community Controlled organisation that provides primary health care services to Aboriginal and/or Torres Strait Islander people and that has approval to participate in the S100 supply arrangements
Quality Use of Medicines (QUM)	<p>QUM means:</p> <ul style="list-style-type: none"> <li>• Selecting management options wisely</li> <li>• Choosing suitable medicines if a medicine is considered necessary</li> <li>• Using medicines safely and effectively.</li> </ul>
S100 Pharmacy Support Allowance	Section 100 (S100) Pharmacy Support Allowance provided to Pharmacies that provide support to remote area Aboriginal Health Services in relation to the Section 100 Supply Arrangements

**S100 PHARMACY SUPPORT ALLOWANCE**

Term	Definition
S100 Supply Arrangements	Supply of Pharmaceutical Benefit Scheme (PBS) medicines to remote area Aboriginal Health Services under the provisions of section 100 of the <i>National Health Act 1953</i>
Work Plan	A document developed by an Eligible Applicant in conjunction with each AHS (based on the Needs Assessment template), which should be specific to the AHS's individual needs and requirements

Not in Use

## 1 INTRODUCTION

**These Program Rules set out the eligibility conditions and arrangements for the payment of an Allowance to Approved Pharmacies and Approved Hospital Authorities that provide S100 Support Services to Approved Aboriginal Health Services (AHSs) and any of their nominated Outstations. This document must be read in conjunction with the *Pharmacy Programs Administrator General Terms and Conditions (the General Terms)*.**

Community and Hospital Pharmacists play a key role in maintaining the health of all Australians, including those who live in remote areas. The aim of the Program is to assist eligible Pharmacists to provide a range of Quality Use of Medicines (QUMs) and medication management services to support remote area Approved AHSs.

These Program Rules are intended to provide consistency and certainty in relation to the administration of the Program, however it should also be noted that these Program Rules are not legally binding on the Pharmacy Programs Administrator or on the Department. The Pharmacy Programs Administrator and Department may agree to depart from these Program Rules in situations where circumstances warrant.

These Program Rules may be revised from time to time, at the final discretion of the Department. The Program Rules are administrative and reflect the intention of the Pharmacy Programs Administrator and the Department as to how the Program is to be administered. The decision to grant an Allowance is entirely discretionary, and these Program Rules do not confer any entitlement to a person to receive an Allowance. Neither the Pharmacy Programs Administrator nor the Department will accept liability for any loss or damage incurred by a person in expectation of the grant of an Allowance.

## 2 THE ALLOWANCE

Funding for these Programs is limited on the basis of available Australian Government funds. Lodging an application that meets the Eligibility Criteria does not guarantee payment of the Allowance. If there is an oversubscription of applications in relation to the amount of funding available for the Program, equity across the country will be considered to ensure there is an allocation of funding across Australia.

An Allowance of between \$6,000 and \$10,500 (GST exclusive) per annum and if applicable, a travel loading and additional loading, may be paid to an Eligible Applicant for providing a range of services to support an Approved AHS in its implementation or continuation of S100 supply arrangements.

If Outstations attached to the Approved AHS are also being serviced under these arrangements, a flat rate of \$6,000 (GST exclusive) per Outstation per annum, and if applicable, a travel loading and additional loading, is payable for providing these support services.

The Allowance relates to:

- A Primary AHS
- An Outstation.

It should be noted that any Outstation/s that do not meet the definition will not be included in the calculation of the Allowance.

## S100 PHARMACY SUPPORT ALLOWANCE

Table 2-1 provides information on the S100 Pharmacy Support Allowance payments for Primary AHS. Annual base amount\* is dependent on the volume of PBS medicines supplied to the Approved AHS via S100 supply arrangements during the previous financial year (or for new services, an estimate of PBS medicines calculated by multiplying the number of registered clients by 12.6):

**Table 2-1: S100 Pharmacy Support Allowance Payment Information (Primary AHS)**

Billing items	Annual base amount
Less than 5000 PBS items per annum	\$6,000 pa
5001 to 10,000 PBS items per annum	\$9,000 pa
Greater than 10,000 PBS items per annum	\$10,500 pa
Additional loading if the AHS is on an island, or the usual mode of travel to the AHS is by boat or aircraft	\$1,000 pa

Table 2-2 provides information on the S100 Pharmacy Support Allowance payments for Outstation services.

**Table 2-2: S100 Pharmacy Support Allowance Payment Information (Outstation)**

Description	Annual base amount
For each Outstation being provided services, a flat rate Allowance is payable, irrespective of the volume of medicine supply	\$6,000 pa
Additional loading if the Outstation is on an island, or the usual mode of travel to the Outstation is by boat or aircraft	\$1,000 pa

Table 2-3 provides information on the S100 Pharmacy Support Allowance payments for Travel Loading, based on the Return Trip Distance travelled between the Eligible Applicant's premises and the Primary AHS and/or Outstation (if applicable):

**Table 2-3: S100 Pharmacy Support Allowance Payment Information (Travel Loading)**

Description	Annual base amount
Less than 50 km	\$0
50 km to 150 km	\$500 pa
150 km to 400 km	\$1,000 pa
400 km to 600 km	\$1,500 pa
600 km to 800 km	\$2,000 pa
800 km to 1000 km	\$2,500 pa

## S100 PHARMACY SUPPORT ALLOWANCE

Description	Annual base amount
Greater than 1000 km	\$3,000 pa

*\*The annual Primary AHS base amount of the Allowance will be subject to review at intervals of not more than 12 months, and will be based on 'script volume' data (i.e. number of PBS items supplied) and calculated by the Pharmacy Programs Administrator in accordance with the table above.*

### 3 ELIGIBILITY CRITERIA

In the first instance, an Approved Pharmacy supplying medicines to an Approved AHS will be eligible to provide the S100 support services.

Where an Approved Pharmacy supplying medicines to an Approved AHS exists, and confirmation is provided in writing from that Approved Pharmacy that they do not wish to provide or are unable to provide the support services, eligibility to provide the S100 support services may be extended to another Approved Pharmacy or an Approved Hospital Authority.

Where an AHS is being supplied medicines under the S100 supply arrangements by a Hospital Authority, consideration for provision of the S100 Allowance for Support Services will be given in the first instance to an Approved Pharmacy. An Approved AHS has the commercial right to transfer their support services to another Eligible Applicant should they decide to. As pre-requisites for claiming this Allowance, an Eligible Applicant who wishes to provide support services must have:

- Informed themselves about general Aboriginal and Torres Strait Islander health issues using the resources made available on the Pharmacy Programs Administrator Website (Pharmaceutical Society of Australia: *Guide to providing Pharmacy services to Aboriginal and Torres Strait Islander people*)
- Undertaken appropriate Aboriginal and Torres Strait Islander cultural orientation (guides and resources are available on the Pharmacy Programs Administrator Website)
- Been appropriately advised by the AHS of local Aboriginal and Torres Strait Islander community arrangements and health issues.

In order to be eligible for payment, the Applicant must provide a range of services that are responsive to the communities' needs to support the remote area AHS in its implementation and ongoing participation of the S100 supply arrangements.

The range of services to be provided by the Applicant is by agreement with the relevant AHS, and must be documented and certified in an annual Work Plan specific to that AHS and its Outstation/s. The services will be based on a needs assessment conducted by the Applicant, in full consultation with the AHS Chief Executive Officer (CEO) or Medical Director, on current medication management arrangements at the service, with consideration to Quality Use of Medicine (QUM) principles (please see the National Medicines Policy for further information).

Services should include but not be limited to:

- Developing and implementing a Work Plan for the S100 supply arrangements within the AHS
- Providing assistance in the implementation and ongoing administration of appropriate procedures and protocols for managing S100 supply arrangements, including the establishment of a medicine store



## S100 PHARMACY SUPPORT ALLOWANCE

- Developing a range of other appropriate measures to enhance the QUM (which may include assistance with dose administration aids, participation in regular meetings with health staff, and review of patient medication)
- Implementing agreed measures which aim to enhance the QUM
- Providing a range of education services to AHS clinical and support staff relating to medicines and their management.

In providing the S100 support services, the Applicant should refer to the Guidelines and Standards for Pharmacists – “*Guide to providing Pharmacy services to Aboriginal and Torres Strait Islander people*” (PSA, July 2014). This document should be regarded as an evolving document and may be revised from time to time. A link to this document is available through the Pharmacy Programs Administrator Website.

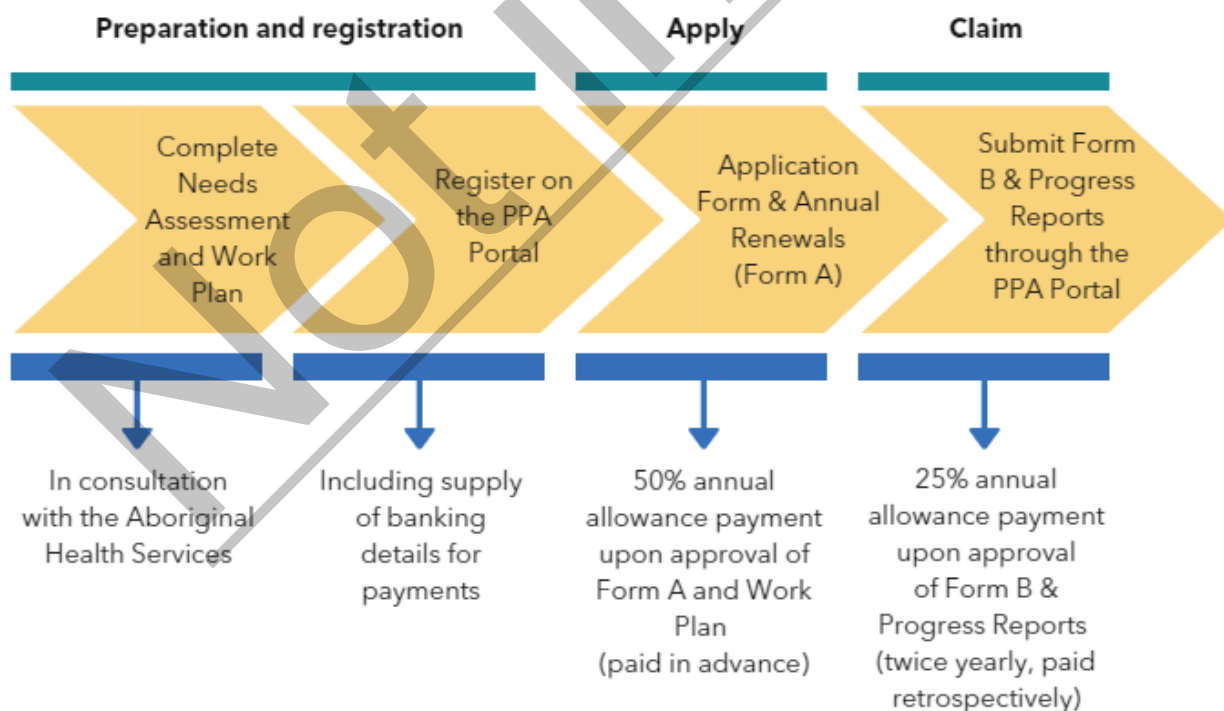
### 4 PARTICIPATION IN THE S100SA PROGRAM

Participation in the S100 Pharmacy Support Allowance involves three main steps:

- Preparation and registration for the S100 Pharmacy Support Allowance
- Applying for the S100 Pharmacy Support Allowance
- Claiming for the S100 Pharmacy Support Allowance.

The following pages provide further information on each of these steps illustrated in *Figure 4-1*.

**Figure 4-1: Participation in the S100 Pharmacy Support Allowance**



## S100 PHARMACY SUPPORT ALLOWANCE

### 4.1 Preparation and registration for the S100 Pharmacy Support Allowance

Preparation by a Pharmacy to participate in the provision of S100 Pharmacy support services to a remote area AHS involves:

- Reading and understanding the Program Rules for the S100 Pharmacy Support Allowance
- Establishing an Agreement
- Implementing the s100 support service
- Registering for S100 Pharmacy Support Allowance through the Pharmacy Programs Administrator Portal.

#### 4.1.1 Read and understand the various Program Rules for the s100 Pharmacy Support Allowance

To participate in the S100 Pharmacy Support Allowance each participant must:

- Read the Guidelines and standards for Pharmacists: *Guide to providing Pharmacy services to Aboriginal and Torres Strait Islander people*
- Understand the cultural safety aspects of providing support services to remote area AHSs
- Understand the legal aspects surrounding the distribution of pharmaceuticals. These legal requirements are different in each jurisdiction (both state/territory and national) and are determined by their respective legislation.

#### 4.1.2 Establishing an agreement

When the CEO or the Medical Director of the approved AHS has agreed to the provision of the QUM support services and the proposed arrangements, the Pharmacy should set mutually convenient dates for the first visit to the AHS to undertake a Needs Assessment of the QUM status of the AHS.

Go to the [PPA website](#) and click on Aboriginal and Torres Strait Islander Programs. From here you can click through to the S100 Pharmacy Support Allowance to access the Needs Assessment Template and tips on completing it.

#### 4.1.3 Implementing the S100 Pharmacy support service

In order to receive funding for delivery of S100 Pharmacy support services to an approved AHS, an Agreed Work Plan, based on the findings from the Needs Assessment, must be signed and dated by the CEO or Medical Director of the AHS, the Pharmacy owner and, where applicable, the Pharmacist delivering the S100 support services.

Some Pharmacies may have agreed to provide S100 support services to more than one approved AHS. A separate Needs Assessment and a Workplan should be developed in conjunction with each AHS and should be specific to the service's individual needs and requirements. The development of an Agreed Work Plan is a two-stage process which involves:

- Conducting a Needs Assessment to identify what the AHS may require in terms of QUM support and to make recommendations about the services that will be provided to meet these requirements
- The development of an annual Work Plan based on the Needs Assessment.

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### 4.1.4 Registering for S100 Pharmacy Support Allowance on the Pharmacy Programs Administrator Portal

The final step prior to applying for the S100 Pharmacy Support Allowance is to register your participating Pharmacy for the S100 Pharmacy Support Allowance on the Pharmacy Programs Administrator Portal.

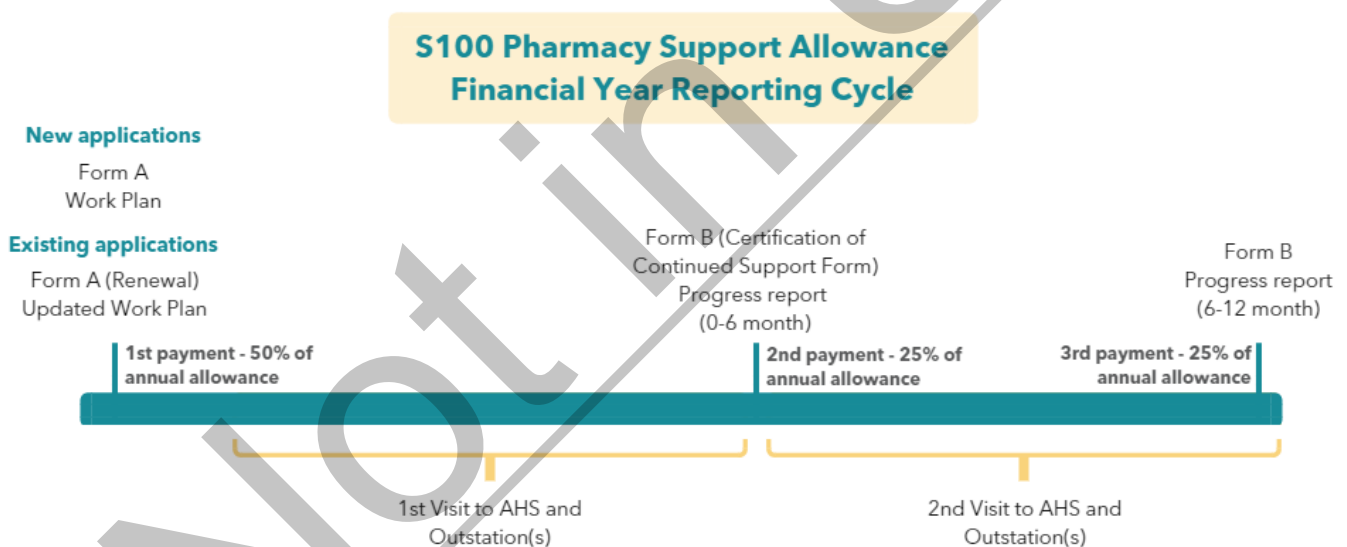
As part of this process you will need to submit a Recipient Created Tax Invoice (RCTI) Form to enable payments to your nominated bank account for the S100 Pharmacy Support Allowance.

### 4.2 Applying for the S100 Pharmacy Support Allowance

Each eligible Community Pharmacy or Approved Hospital Authority participates in the S100 Pharmacy Support Allowance across a 12-month cycle on 1 July each year. Each 12-month cycle is comprised of two reporting periods:

- First progress report – period from 0 to 6 months (1 July to 31 December)
- Second progress report – period from 6 to 12 months (1 January to 30 June).

**Figure 4-2: S100 Pharmacy Support Allowance program 12-month reporting cycle**



#### 4.2.1 New applications

The completed Application for S100 Support Allowance form (Form A) and the Agreed Work Plan, signed and dated by the Pharmacy owner and the CEO or Medical Director of the AHS, are submitted to the Pharmacy Programs Administrator Portal by the Pharmacist within three months from the date of commencement of the service. The Pharmacy Programs Administrator will provide formal advice to the applicant regarding the Allowance payment, if and where all Eligibility Criteria are met. This advice will note any conditions to be met for ongoing eligibility and the reporting requirements across the 12-month cycle.

Templates can be accessed by visiting the [PPA website](#). Payments for new applications (Form A) approved during a reporting period will be pro-rated.

## S100 PHARMACY SUPPORT ALLOWANCE

### 4.2.2 Renewal applications

Should the Pharmacy wish to renew their application at the end of the current financial year S100 Pharmacy Support Allowance cycle, a renewal application (Application for S100 Support Allowance Form - Form A) and a New Agreed Work Plan for the next financial year period must be submitted to the Pharmacy Programs Administrator via the Pharmacy Programs Administrator Portal. These documents must be signed by the Pharmacy owner and the CEO or Medical Director of the approved AHS, and must be received by the Pharmacy Programs Administrator within six weeks of the commencement of the next financial year reporting period.

When completing the new Work Plan for the next financial year period, the CEO/Medical Director and Pharmacy should discuss whether a new Needs Assessment should be undertaken. If the AHS and Pharmacy agree that the issues identified in the previous Needs Assessment remain current then a new Needs Assessment may not be required, but the Needs Assessment can provide the opportunity for the staff of the AHS and Pharmacy to work collaboratively to ascertain the ongoing effect of Work Plan strategies.

### 4.3 Claiming for the S100 Pharmacy Support Allowance

Provided all relevant documentation is submitted by the applicant and approved by the Pharmacy Programs Administrator, three Allowance payments will be paid during and at the conclusion of the financial year reporting cycle. The Allowance is calculated in three instalments being 50%, 25% and 25% of the total annual Allowance amount and includes travel loadings.

**Table 4-1: Claiming for the S100 Pharmacy Support Allowance**

Reporting requirements	Activities	Payment
Form A (Renewal if applicable) Work Plan	Pharmacy to liaise with AHS to develop Work Plan	50% of annual Allowance upon approval of documentation submitted via the Pharmacy Programs Administrator Portal
Form B First Progress Report	Pharmacist to visit AHS and associated Outstation(s)	25% of annual Allowance upon approval of each progress report and Form B submitted via the Pharmacy Programs Administrator Portal
Form B Second Progress Report	Pharmacist to visit AHS and associated Outstation(s)	

The first instalment of the Allowance will be paid upon receipt and approval by the Pharmacy Programs Administrator of a completed Form A and an Agreed Work Plan signed by the Pharmacy owner and CEO or Medical Director of the AHS.

In order to receive the second and third payment instalments the Applicant in receipt of the Allowance must, as a minimum, provide two Pharmacist visits per financial year reporting cycle to each primary Approved AHS and any attached Outstation/s (i.e. at least one visit per six-month reporting period). Details of each visit must be recorded in the Certification of Continued Support Service (Form B) and a six-monthly Progress Report that is submitted through the Pharmacy Programs Administrator Portal no later than six weeks following the end of each six-month reporting

## S100 PHARMACY SUPPORT ALLOWANCE

period. The Progress Report is to be based on the services and strategies outlined in the Approved Work Plan.

Where an incorrect payment (over/under payment) has been made, the Pharmacy Programs Administrator will undertake action to correct the error with the Eligible Applicant as promptly as possible.

### 4.3.1 Failure to provide minimum annual visitation requirements

At a minimum, two visits to the Approved AHS and each designated Outstation are required per 12-month reporting cycle. Failure to provide the minimum number of visits annually may result in the Pharmacy Programs Administrator initiating a process to recover Allowance payments that have been made to undertake these visits. If the visit has been cancelled or denied due to no fault of the Applicant, please [email](#) the Pharmacy Programs Administrator Support Team to advise the circumstances.

### 4.3.2 Progress reports

Progress reports must be submitted to the Pharmacy Programs Administrator for each six-month reporting period. The following advice relates to the completion of S100 Pharmacy Support Allowance Progress Reports:

- The Progress Report will need to clearly articulate the dates of the visits to the AHS that have been undertaken in the period (including visits to approved Outstation(s) if applicable)
- If no visit was provided to the AHS (or its approved Outstation(s) if applicable) during the reporting period, a reason will need to be provided in the Progress Report (please note that if visits are not being undertaken payments will be affected)
- The Progress Report should clearly articulate what outcomes have been achieved against the agreed strategies listed within each category of the Work Plan
- The Progress Report should provide timeframes for when actions have been completed
- The Progress Report will need to explain the reason why activities have not been undertaken within the timeframe that has been specified on the approved Work Plan and what remedial action will be taken
- Include information on types of education sessions delivered as well as listing the numbers of attendees (e.g. Home Medicines Reviews: Nurses, Aboriginal Health Workers (AHW) etc.)
- The Progress Report can include any suggested amendments (and reasons) to the Work Plan for the remainder of the reporting period.

The outcomes for the reporting period detailed in the Progress Report must be discussed with the AHS and signed off by the CEO or Medical Director of the AHS. Barriers to successful service provision may not be clearly understood by either the Pharmacist or the AHS and a full and frank discussion at this stage may resolve any underlying issues.

The provider of S100 Pharmacy Support Allowance services will be notified via email of successful payments associated with the reporting requirements detailed above.

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### 5 SUMMARY OF DOCUMENTATION AND DELIVERABLES

All documentation and deliverables can be submitted via the Pharmacy Programs Administrator Portal. Incorrect or incomplete documentation will be returned to the Eligible Applicant for corrections and resubmission.

**Table 5-1: S100 Pharmacy Support Allowance documentation and deliverables**

Documentation / deliverable	Program stage	Due
Recipient Created Tax Invoice (RCTI) Form	Registration	At point of registration
Application Form (Form A)	Application (new)	Within 3 months of commencement of services
Agreed Work Plan	Application (new)	Submitted with Application Form (Form A)
Application Form (Form A)	Application (renewal)	Within 6 weeks from the end of current S100 Pharmacy Support Allowance cycle
New Agreed Work Plan	Application (renewal)	Submitted with Application Form (Form A)
Certification of Continued Support Service Form (Form B)	Claim	Within 6 weeks after completion of the first or second 6-month period
6-monthly Progress Report against approved Work Plan	Claim	Submitted with Form B

### 6 RENEGOTIATION OR TRANSFER OF S100 PHARMACY SUPPORT ALLOWANCE ARRANGEMENTS

Approved AHSs have the commercial right to transfer their support services to another Eligible Applicant, or renegotiate their support service arrangements with their current provider.

#### 6.1 Dispute resolution

A Dispute Resolution process is provided to assist in resolving any issues or disputes that may arise as a result of interaction between Program stakeholders (e.g. Approved AHS, Approved Pharmacies, or Approved Hospital Authorities). Should a dispute arise, the process outlined below should be followed to resolve the matter:

- In the first instance, parties to the dispute should aim to resolve the matter between themselves
- Should negotiations between the parties fail to resolve the matter, then the Department should be consulted to assist in facilitating a resolution to the dispute. The Department may seek advice from the Pharmacy Programs Administrator and other Program stakeholders (e.g. NACCHO, state/territory Health Departments).

## S100 PHARMACY SUPPORT ALLOWANCE

If the matter has still not been resolved to the satisfaction of the affected parties, the Department may seek the assistance of an impartial third-party, to further assist in facilitating a resolution to the dispute.

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