



**Pharmacy Programs
Administrator**

PPA Compliance Bulletin 2025

This bulletin highlights facts and figures associated with compliance activities undertaken by the PPA, along with practical advice to help Service Providers avoid common areas of non-compliance. The insights shared are informed by recent investigations and are designed to support ongoing adherence to the relevant Program Rules.

Key statistics from PPA's compliance activities



802 tip-offs received

The PPA receives tip-offs from concerned pharmacists, pharmacy assistants, industry representatives, and members of the public that help identify potential non-compliance.



16,259,584 claims reviewed

The PPA routinely analyses data across all programs to monitor claiming behaviour and identify unusual patterns or potential anomalies that may indicate non-compliant or ineligible claims.



2,176 educational letters issued

The PPA distributes educational letters to Service Providers to share observations about claiming patterns and support Service Providers in understanding program requirements for claiming.



924 Service Providers investigated

As part of investigations initiated by tip-offs and data insights, Service Providers must provide evidence that services claimed were delivered in line with the relevant Program Rules.



25,963 documents reviewed

During investigations, the PPA requests and reviews a range of documents to verify compliance, including S90 certificates, patient consent forms, and other records such as MedsCheck action plans.



\$6,827,780 value of ineligible claims cancelled

When ineligible claims are identified, the PPA will cancel ineligible claims and require the Service Provider to repay the associated funds.



46 suspensions applied

For serious or repeated non-compliance, a decision may be made to suspend the Service Provider's ability to participate in one or more programs.



2 compliance bulletins circulated

The PPA recently introduced educational bulletins for each program to support Service Providers with compliance.



This section of the bulletin provides practical and actionable advice to help you avoid compliance issues. It has been developed based upon the most common compliance issues identified in 2025, drawing on information and experience arising from data analysis, investigation and other compliance activity in 2025.

It includes information about how to submit accurate claims via the PPA Portal, maintain complete records for audit purposes, use the current PPA Patient Information and Consent Forms, protect your PPA Portal account from unauthorised data entry, and report suspected non-compliance via a tip-off. By applying these lessons, you can strengthen your compliance practices and reduce the risk of errors or breaches of the Program Rules.

1. Ensuring accurate data when submitting claims in the PPA Portal

Submitting a claim in the PPA Portal requires the user to acknowledge and agree to a number of statements, including confirming that all information provided in a claim is complete and correct and that documentation is made available to the PPA for auditing purposes. The figure shows an example of such a declaration for the National Immunisation Program Vaccinations in Pharmacy (NIPVIP) Program. The PPA recommends reviewing all claim information carefully before submitting a claim to help minimise common data entry errors and improve the accuracy of your records. Reviewing information is an important step that may save you time correcting errors after submission.

Declaration

By clicking Submit you acknowledge and agree that:

a. By submitting a claim on behalf of the pharmacy, you agree that you are authorised to submit this claim and bind the pharmacy to the Pharmacy Programs Administrator (PPA) General Terms and Conditions (General Terms) and the National Immunisation Program Vaccinations in Pharmacy (NIPVIP) Program Rules, applicable as at the date of the service

b. All information provided in this claim is complete and correct

c. You have permission to pass on the details of the vaccination recipient and vaccinator included in the claim to the PPA and the Australian Government, as required under the General Terms and NIPVIP Program Rules

d. The service included in this claim was supplied in accordance with the General Terms and the NIPVIP Program Rules, including those related to patient eligibility

e. Documentation in relation to this claim is available for audit by the PPA

f. The service included in this claim has been correctly reported to the Australian Immunisation Register (AIR)

g. The patient has not been charged any fee in relation to the service

h. The vaccine administered is funded under the National Immunisation Program and has been administered to an individual aged 5 years or older

i. The administration of each specific service/vaccine has not been claimed previously.

Save

Submit



2. Retaining all supporting documentation

Service Providers must keep complete and detailed records, including signed Patient Information and Consent Forms, for all services claimed for at least 7 years after submitting a claim for payment in the PPA Portal.

For ongoing services such as Dose Administration Aids (DAA), Service Providers must also retain the signed Patient Information and Consent Form for 7 years after submitting a claim for payment in the PPA Portal. Please note the 7-year period relates to the claim submission date and, for ongoing services, is irrespective of the date the consent form was signed.

Records must still be retained after a business is sold or ceases to trade or if a Service Provider stops providing services for a program. These records must be made available to the PPA for auditing purposes when requested as outlined in the 'Audit and compliance requirements' section of the relevant Program Rules.

3. Updated PPA Patient Information and Consent Forms

In June 2025, the PPA Patient Information and Consent Forms were updated for the following programs and published on the PPA website:

- [MedsCheck](#)
- [Diabetes MedsCheck](#)
- [Home Medicines Review](#)
- [Residential Medication Management Review](#)
- [Staged Supply](#)
- [Dose Administration Aids](#)
- [Indigenous Dose Administration Aids](#)
- [National Immunisation Program Vaccinations in Pharmacy.](#)

The PPA Patient Information and Consent Forms have been updated so that they are consistent across programs and reflect the new name of the Department of Health, Disability and Ageing announced in May 2025. Low-ink versions of all forms are also available in the relevant 'Program Rules and other Downloads' section of the PPA website.



We strongly encourage Service Providers to use the current PPA Patient Information and Consent Forms when recording information or obtaining consent from patients as outlined in the Program Rules. Patient consent forms published by the Pharmacy Guild of Australia are no longer accepted.

Note: The Patient Information and Consent Form for the Opioid Dependence Treatment Community Pharmacy Program was already in the latest format so no updates have been recently made.

4. Protecting your PPA Portal account from unauthorised data entry

In April 2025, the PPA issued a security alert following several incidents where unauthorised individuals accessed PPA Portal accounts using shared or compromised login credentials.

To protect your account and business:

- **Never share login credentials** among staff. Each staff member who submits claims should have their own PPA Portal user account and login details.
- The **Main Authorised Person** should be responsible for approving each new user's linkage request to carry out activities on the Service Provider or pharmacy account.

We strongly recommend enabling **multi-factor authentication (MFA)**, which will soon become mandatory. MFA adds an extra layer of security, ensuring that even if someone has your login details, they cannot access your account without a one-time code generated by an authenticator app on your smartphone or tablet.

Instructions for setting up MFA can be found on page 8 of the [PPA Portal User Guide](#). Once enabled, you will be prompted to enter an authentication code after your usual login.

5. Submitting a tip-off

If you have information indicating that a Service Provider may not be adhering to the Program Rules, we encourage you to submit a tip-off so we can investigate further. You can submit a tip-off via a number of channels. There is a tip-off form in the [Compliance](#) section of the PPA website. Alternatively, you can call the PPA Support Centre on 1800 951 285 and ask to speak with a member of the Compliance team or you can submit your tip-off via email to support@ppaonline.com.au. The PPA also accepts anonymous tip-offs to ensure privacy and confidentiality.



When submitting a tip-off, it is important that you include detailed and specific information, for example, by considering the '5 Ws' – who, what, when, where and why. If you have any supporting evidence, it is helpful to email it to the PPA so that the PPA team can investigate further.

The PPA considers all information about compliance concerns in confidence, which means that someone who makes a tip-off will not be informed of the outcome of an investigation.

6. Compliance support

The PPA Compliance team is here to support you and clarify program requirements to help you to comply. If you have general compliance enquiries, please call 1800 951 285 and ask to speak with a member of the Compliance team.