

ATTACHMENT C: ELS SERVICE SPECIFICATIONS**TABLE OF CONTENTS**

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ATTACHMENT C: ELS SERVICE SPECIFICATIONS

1 EMERGENCY LOCUM SERVICE – SPECIFICATIONS

This Attachment C sets out the required specifications of service the ELS supplier must deliver. Required specifications are set out under the following sections:

- Transition services
- Administration and maintenance of ELS application services
- Receipt of ELS applications
- Assessment of ELS applications
- Fulfilment of ELS applications
- Claiming for ELS applications
- Reporting on ELS applications.

2 TRANSITION SERVICES

The selected supplier must effectively transition services from the previous ELS supplier (if applicable). This may include a transition meeting between AHA, the previous ELS supplier and the selected supplier to gather historical and contextual information on the Program, historical application and claim data and any additional information the selected supplier can reasonably expect to obtain to effectively transition services.

AHA staff will assist the selected supplier to set up their account on the Pharmacy Programs Administrator (PPA) portal prior to the transition of services.

3 ADMINISTRATION AND MAINTENANCE OF ELS APPLICATION SERVICES AND WEBSITE

In order to receive ELS applications the supplier must operate the following services 24 hours a day, 7 days a week, inclusive of public holidays:

- A toll-free telephone service used solely for the purpose of receiving ELS applications and/or enquiries from community pharmacies
- A web based online ELS application form that collates all necessary information to allow the selected supplier to effectively receive, assess and fulfil ELS applications from community pharmacies.

The selected supplier must operate an ELS website which contains:

- Information about the ELS Program
- Contact details for the service
- Links to the PPA website, including the ELS Program information page
- The Department of Health, Disability and Ageing logo and the PPA logo.

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4 RECEIPT OF ELS APPLICATIONS

The selected supplier must operate the ELS application services 24 hours a day, 7 days a week, inclusive of public holidays. These services must be advertised on the selected supplier's website. The PPA will advertise the ELS Program on its website.

A community pharmacy must be able to either call and provide details of their ELS application verbally or navigate to the selected supplier's ELS application webpage and provide the ELS application details digitally.

The selected supplier must gather all information necessary to effectively assess each application, determine eligibility, and fulfil the application – inclusive of all communication with the applicant. Furthermore, any additional information about the pharmacy that may assist the locum in performing their duties should be collected. This may include, but not be limited to:

- Applicant contact details
- Pharmacy details, including script volume, computer system, number of staff, size of pharmacy, opening hours, closure times (e.g. for lunch), special pharmacist duties and requirements for pharmacist accreditation
- A description of the emergency, including anticipated duration a locum is required, hours the locum will work, whether the pharmacy would need to close if locum services are not obtained, and the ability for the pharmacy to attach documentation in support of the application.

The selected supplier must acknowledge receipt of each application within 12 hours of the selected supplier receiving an ELS application.

5 ASSESSMENT OF ELS APPLICATIONS

The selected supplier must assess each application against the Eligibility Criteria set out in the ELS Program Rules current at the time of application (see Attachment B for Program Rules in place as at August 2026). If the selected supplier is unable to determine eligibility based on information obtained from the ELS applicant, the selected supplier must contact the nominated contract manager from AHA to discuss the matter further.

If the applicant is not eligible for the ELS Program they must be notified as soon as practicable, and no later than 12 hours from receipt of the application.

If the applicant is eligible for the ELS Program, the selected supplier must notify the applicant as soon as practicable and commence fulfilment of the ELS application.

6 FULFILLMENT OF ELS APPLICATIONS

Fulfilment of ELS applications includes the placement of a locum pharmacist in any rural or remote location nationally as soon as possible and preferably within 24 hours, for a minimum of one (1) and a maximum of seven (7) consecutive days.

This includes:

- Selecting a suitable locum pharmacist
- Arranging and paying for travel for that locum pharmacist from their location to the location of the ELS applicant's eligible pharmacy, retaining all travel receipts as evidence of the placement

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- Liaising with the applicant with respect to details of the placement, as required.

The selected supplier must contact the nominated contract manager from AHA in the event any concerns in relation to the placement arise.

The ELS Program covers costs associated with the locum pharmacist's travel to and from the ELS applicant's pharmacy, up to the value of \$2,500 (exclusive of GST). Costs associated with accommodation, meals and wages are to be covered by the ELS applicant.

7 SUBMITTING CLAIMS FOR REIMBURSEMENT

Reimbursement of travel costs and the selected supplier's placement fee is facilitated via the PPA portal. The selected supplier will be assisted in registering on the portal as a 'service provider', registering for the ELS Program, and informed of how to submit a claim for reimbursement prior to commencement of the selected supplier's services (1 January 2027).

To submit a claim for reimbursement the selected supplier must:

- Login to the PPA portal
- Navigate to the ELS Program that appears underneath their service provider name
- Select 'New claim'
- Upload a correctly rendered tax invoice with the following information:
 - Supplier name, ABN, invoice number and date of invoice
 - Name of the locum pharmacist
 - The beginning and end date of the placement – noting a placement length no greater than 7 days
 - Details of the pharmacy where the locum is being placed
 - The state/territory and MMM classification of the placement location
 - Placement fee and ELS travel costs to be paid (including any related GST amount, if applicable)
- Complete the two fields with relevant details, including the total:
 - invoice amount
 - GST amount.
- Click 'submit'.

All travel receipts relating to the claim must be retained by the selected supplier in the event the PPA or the Department of Health, Disability and Ageing require compliance and monitoring activity to commence.

8 REPORTING ON ELS APPLICATIONS

The selected supplier must provide quarterly reporting on all ELS applications as set out in Attachment D, submitted according to the contracted deliverables schedule.

In addition to reporting on all ELS applications, the selected supplier must also provide financial and operational reporting as follows:

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- Quarterly:
 - narrative progress report of program management and any challenges faced in previous quarter
- For each financial year:
 - A project plan detailing any updates to the operations of the selected supplier for the financial year
 - Audited end of financial year report
- Final report at end of subcontract.

Information on each reporting requirement is detailed in Attachment A – Draft Subcontract.