S100
Pharmacy Information Kit

Australian Government
Department of Health and Ageing

Funded by the Australian Government
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the Fifth Community Pharmacy Agreement.

The Pharmacy
Guild of Australia
S100 Allowance

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Disclaimer

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Please contact the Pharmacy Guild of Australia to report errors or to seek clarification of information in this Information Kit.
Contacts

Please contact the Pharmacy Guild of Australia on (02) 6270 1888 for information on the following programs:

• S100 Pharmacy Support Allowance Program
• QUMAX Program
• Home Medicines Review Program

For information about the Closing the Gap – PBS Co-payment measure, contact:

• Department of Health and Ageing
  Hotline: (02) 6289 2409 – PBS Co-payment Measure between 8.30 am and 5.00 pm EST, Monday–Friday
  Email: pbs-indigenous@health.gov.au

Local contacts

- Pharmacy
- Pharmacist
- GP
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The S100 Pharmacy Support Allowance Program

The S100 Pharmacy Support Allowance is paid to S90 approved community pharmacies and approved hospital authorities for the provision of a range of Quality Use of Medicines (QUM) and services to the clients of approved remote area Aboriginal Health Services (AHS) participating in the S100 supply arrangements. It is part of the Aboriginal and Torres Strait Islander Programs funded under the Fifth Community Pharmacy Agreement.

Eligible Applicants receive an annual allowance for the delivery of QUM support services in accordance with a documented Work Plan agreed to by the CEO or Medical Officer of the AHS and the participating pharmacy. The documented QUM support services provided by the Eligible Applicant may include but are not limited to:

- Assisting the AHS to develop an implementation plan for, or the ongoing administration of, the S100 supply arrangements;
- Assisting the AHS to implement, or continue to administer, appropriate procedures and protocols for managing S100 supply arrangements, including an approved medicines store room;
- Assisting AHS staff in relation to stock control, and medication management procedures, and providing related continuing education;
- Participation in regular meetings with AHS staff;
- Review of patient medicines;
- Assisting clinical staff at the AHS with any medicine enquiries; and
- Developing and implementing other agreed and appropriate measures to enhance QUM at the AHS.

The operational guidelines for the S100 Pharmacy Support Allowance are called Program Specific Guidelines. A link to the Program Specific Guidelines can be found under the Forms and Templates tab in this Kit.

For further information contact the Pharmacy Guild of Australia on 02 6270 1888.
Initial application – new participants

1. Preparatory steps needed to provide S100 support services

The initial steps to be taken by a pharmacy applying for the provision of S100 support services to a remote area AHS for the first time are:

- Establishing eligibility to provide the service by reading the Program Specific Guidelines;
- Reading the Guidelines and standards for pharmacists: The Provision of Pharmacy Services to Aboriginal and Islander Health Services, 2005 (see Guides and Resources tab);
- Understanding the Cultural Safety aspects of providing support services to remote area AHSs (see Guides and Resources tab in this Kit for useful links and information);
- Understanding of the legal aspects surrounding the distribution of pharmaceuticals. These legal requirements are different in each jurisdiction and are determined by their respective legislation; and
- Approaching the Chief Executive Officer (CEO) or Medical Director of the AHS to obtain an agreement to a proposal for the provision of the QUM services.

2. Agreement to commence the provision of S100 support services

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 www.5cpa.com.au and click on Initiatives and Programs, then click on the 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.

3. Implementing the S100 support service

In order to receive funding for delivery of S100 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 Work Plan 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 the final step in 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; and
- The development of an annual Work Plan based on the Needs Assessment.

A link to the Needs Assessment and Work Plan templates can be found in the Forms and Templates section of this Kit. The Needs Assessment and Work Plan templates follow the same headings and numbering system. This is intended to maintain clarity for all stakeholders throughout the process, allow for easy transfer of the information from one template to another and will also support the collection of program data.

Go to www.5cpa.com.au and click on Initiatives and Programs, then click on the Aboriginal and Torres Strait Islander Programs. From here you can click through to the S100 Pharmacy Support Allowance to view a sample Work Plan which is available as a guide to applicants.
4. The application process

The completed Application for Section 100 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 Department by the pharmacist within 3 months from the date of commencement of the service. The Department 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.

5. Payment of the allowance

Please refer to the Program Specific Guidelines (a link can be found under the Forms and Templates tab of this Kit) for more information about the payment of the allowance.

Providing all relevant documentation is submitted by the applicant and approved by the Department, three allowance payments will be paid during and at the conclusion of the 12-month reporting cycle (the 12-month reporting cycle is from the date that advice was received that the application was approved – referred to as the ‘anniversary date’). The allowance is calculated in three instalments being 50%, 25% and 25% of the total annual allowance amount and includes travel loadings.

The first instalment of the allowance will be made upon receipt and approval by the Department of a completed Application form (Form A) and an agreed Work Plan signed by the CEO or Medical Director of the AHS.

6. Reporting Process

The 12-month application cycle is divided into two reporting periods:
- First Progress Report – period from 0 – 6 months
- Second Progress Report – period from 6 – 12 months

The reporting is currently completed on the approved 12 month Work Plan template. The sample Work Plan shows how progress can be reported against the agreed services in each category including strategies and timelines.

Please note: While the Work Plan and reporting template is set up as a PDF document it has been redesigned to continue expanding the section you are completing to encompass all the information required.

Additional information relating to the current reporting period can be included in the form of a Word document and attached to the report.

The outcomes for the reporting period detailed in the Progress Report should be discussed with 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.

7. How it should be completed – things to look for

- 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 Outreach clinic/s if applicable).
- If NO visit was provided to the AHS (or its approved Outreach clinic/s if applicable) during the reporting period, a reason will need to be provided in the Progress Report (please note that if actual visits are not being undertaken that 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, AHWs etc.).
- The Progress Report can include any suggested amendments (and reasons) to the Work Plan for the remainder of the reporting period.

Progress Reports against the agreed Work Plans should be sent to:
Email (electronically scanned with signatures/dates) to: S100-remotepharmsupport@health.gov.au

Or

Post to: Product Schemes Section [MDP 901] Pharmaceutical Access Branch Department of Health and Ageing GPO Box 9848 Canberra City ACT 2601
Renewal applications – existing participants

Should the AHS and the participating pharmacy wish to continue their arrangement, a new Work Plan for the next 12-month period must be submitted in accordance with the process outlined in the Program Specific Guidelines.

When completing the new Work Plan for the next 12-month 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 it can provide the opportunity for the staff of AHS and pharmacy to work collaboratively to ascertain the ongoing effect of Work Plan strategies. Please call the Pharmacy Guild of Australia on (02) 6270 1888 or the Department of Health and Ageing on (02) 6289 2409 if you have any questions about the Needs Assessment process. A renewal application, Application for Section100 Support Allowance Form (Form A) and a new agreed Work Plan for the next 12-month period, signed by the pharmacy owner and the CEO or Medical Director of the approved AHS, is to be received by the Department six weeks after the commencement of the next 12-month reporting period.

Subsequent allowance instalments will only be paid after a completed Certification of Continued Support Service form (Form B), and a six-month Progress Report against the Work Plan, both signed by the pharmacist undertaking the service, the pharmacy owner and the CEO or Medical Director of the AHS, are received in a timely manner by the Department. The documentation must be signed and dated by the pharmacist undertaking the services, the pharmacy owner and the CEO or Medical Director of the AHS.

Go to www.5cpa.com.au and click on Initiatives and Programs, then click on the Aboriginal and Torres Strait Islander Programs. From here you can click through to the S100 Pharmacy Support Allowance to download the Renewal Application Form (Form A).

Send completed forms to:

Email (electronically scanned with signatures/dates) to: S100-remotepharmassupport@health.gov.au

Or

Post to: Product Schemes Section [MDP 901] Pharmaceutical Access Branch Department of Health and Ageing GPO Box 9848 Canberra City ACT 2601

Go to www.5cpa.com.au and click on Initiatives and Programs, then click on the Aboriginal and Torres Strait Islander Programs. From here you can click through to the S100 Pharmacy Support Allowance to download the Renewal Application Form (Form A).
## Deliverables for S100 Pharmacy Support Allowance

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<td><strong>NEW APPLICATIONS – New applicants</strong></td>
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<tr>
<td><em>Application for Section 100 Support Allowance Form (Form A)</em> and the agreed <em>Work Plan</em> for the 12-month reporting cycle.*</td>
<td>Within 3 months from the date of commencement of service.</td>
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<th><strong>RENEWAL APPLICATIONS – Continuing participants</strong></th>
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<tr>
<td><em>Application for Section 100 Support Allowance Form (Form A)</em> and the agreed <em>Work Plan</em> for the next 12-month reporting cycle.*</td>
<td>Within 6 weeks from completion of the previous 12-month period.</td>
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<th><strong>REPORTS – Continuation of service</strong></th>
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<tr>
<td><em>Certification of Continued Support Service Form (Form B)</em> and a first 6-monthly Progress Report against the approved <em>Work Plan</em>.*</td>
<td>Due no later than 6 weeks after the completion of the first six-month period.</td>
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<tr>
<td><em>Certification of Continued Support Service Form (Form B)</em> and a second 6-monthly Progress Report against the approved <em>Work Plan</em>.*</td>
<td>Due no later than 6 weeks after the completion of the second six-month period.</td>
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The applicant must submit documentation that is correct in its context and signed and dated by the appropriate parties. The Department will return incomplete/incorrect documentation to the pharmacist for an update.
**Forms and Templates**

Below are the forms and templates required for participating in the S100 Pharmacy Support Allowance:

- Form A – Application for Section 100 Support Allowance (New and Renewals)
- Form B – Certification of Continued Support Services
- Needs Assessment template
- Work Plan template.

The latest approved version of the forms and templates can be found at [www.5cpa.com.au](http://www.5cpa.com.au) – click on Initiatives and Programs, then click on the Aboriginal and Torres Strait Islander Programs. From here you can click through to the S100 Pharmacy Support Allowance to go to the Forms and Templates section.

This site also includes examples of completed Work Plans and progress reports as well as tips on completing the Needs Assessment template.

**Program Specific Guidelines**

The Program Specific Guidelines (Guidelines) provide the basis for administration, management and monitoring of the S100 Pharmacy Support Allowance Program.

The Guidelines are intended to provide consistency and certainty in respect to the administration of the Program and they may be revised from time to time. The Guidelines are administrative and reflect the intention of the Guild and the Department of Health and Ageing as to how the Program is to be administered.

The Guidelines provide detailed information about:

- The S100 allowance
- Eligibility criteria
- Payments and the payment model
- Rules relating to payments
- Transferring or renegotiating S100 arrangements
- Reporting requirements.

The latest approved version of the Program Specific Guidelines for the S100 Pharmacy Support Allowance can be downloaded by going to [www.5cpa.com.au](http://www.5cpa.com.au) – click on Initiatives and Programs, then click on the Aboriginal and Torres Strait Islander Programs. From here you can click through to the S100 Pharmacy Support Allowance.
'The statistics of infant and perinatal mortality are our babies and children who die in our arms … The statistics of shortened life expectancy are our mothers and fathers, uncles, aunties and elders who live diminished lives and die before their gifts of knowledge and experience are passed on. We die silently under these statistics.'

Professor Mick Dodson
Guides and Resources

Where to find resources

There are a number of useful guides and resources for staff of both the AHS and pharmacies with relation to the support services. Please visit www.5cpa.com.au and click on the Initiatives and programs, then click on the Aboriginal and Torres Strait Islander Programs. From there you will be able to click through to the S100 Pharmacy Support Allowance and find copies of relevant documents as well as links to other useful information and websites as listed in this section.

Guides and Standards

Pharmacists providing services to Aboriginal and Torres Strait Islander peoples should also refer to the following documents which are available on the PSA website:

- The Provision of Pharmacy Services to Aboriginal and Islander Health Services, and
- Aboriginal and Torres Strait Islander Health.

Follow the link to the SCPA website (listed above) for links to access these documents.

Cultural Orientation

The Pharmaceutical Society of Australia (PSA) has developed a guide for pharmacists participating in the QUMAX Program which is also useful for community pharmacists providing QUM services to remote area Aboriginal Health Services approved under S100 supply arrangements.

Please consult with the local AHS for guidance on local cultural issues.

Legal aspects of providing a S100 support service

Pharmacists who provide support services to an AHS should be aware of the legal aspects surrounding the distribution of pharmaceuticals and the storage of the pharmaceuticals at the AHS.

The pharmacist as part of their service should ensure staff involved in the supply of pharmaceuticals are aware of their legal obligations in possessing, administering, prescribing and dispensing medications. These legal requirements are different in each state and territory and are determined by state/territory legislation. It is the responsibility of pharmacists to be up to date with their knowledge of the law and to be contributors to any change that may occur.

Pharmacists can assist the AHS in complying with state/territory legislation by advising and assisting in the establishment of protocols in:

- Procurement of medication, e.g. permits required
- Storage of medication, e.g. locked areas of storage
- Prescribing, e.g. who can prescribe medication
- Administering, e.g. who can administer medication directly to a patient and the authority required
- Supply and dispensing of medication, e.g. who can dispense and supply medication for a patient to take away

By ensuring the AHS has protocols in place, pharmacists can contribute to the safe and legal handling of medications accessed under the S100 supply arrangements. Once protocols are developed and agreed, the pharmacist should assist in the education of AHS staff to ensure they are aware of the protocols and that their practice is consistent.

The relevant state/territory legislation can be obtained through the Pharmacy Access Branch of the state/territory Department of Health.

Information for Aboriginal Health Services

- Fact sheet for Aboriginal Health Services – this fact sheet provides a brief explanation about the program, Quality Use of Medicines and the types of areas that the pharmacy can provide support services for the AHS.
- Aboriginal Health Services can apply for approval to obtain PBS medicines under the S100 arrangements on the Department of Health and Ageing website.
Websites, Articles and Useful links

Listed below are a number of links and articles that you might find useful. Please go to www.5cpa.com.au and click on Initiatives and Programs, then Aboriginal and Torres Strait Islander Programs. From here you can click through to the S100 Pharmacy Support Allowance and you will be able to see a full list of the most recent links.

Websites
• For up to date, reliable information and resources on all Fifth Community Pharmacy Agreement initiatives – www.5cpa.com.au
• National Aboriginal Community Controlled Health Organisation – www.naccho.org.au
  The National Aboriginal Community Controlled Health Organisation (NACCHO) is the national peak Aboriginal health body representing Aboriginal Community Controlled Health Services throughout Australia.
  The website provides access to a wide range of resources including Resources and Health Information, Policies, Reports and News about the sector.
• Royal Australian College of General Practitioners – www.racgp.org.au
  Guidelines for preventative activities in General Practice (6th ed.)

Articles
• The Lowitja Institute – Beyond Bandaids: Exploring the underlying social determinants of Aboriginal Health
• The Australian Institute of Health and Welfare – Expenditures on health for Aboriginal and Torres Strait Islander Peoples publications (AIHW series)

Useful Information
• Central Australian Rural Practitioners Association Incorporated (CARPA): Medicines Book for Aboriginal Health Workers
• Kimberley Aboriginal Medical Services Council (KAMSC): Kimberley Standard Drug List (KSDL)
• Northern Territory Department of Health: Remote Health Atlas – Section 100 Pharmacy Arrangements
**Frequently Asked Questions**

**Q: How can I get more information on the S100 Pharmacy Support Allowance Program?**

A: You can get further information by contacting either:

- **Department of Health and Ageing**
  - Hotline: *(02) 6289 2409* between 8.30am and 5.00pm EST, Monday–Friday
  - Email: **S100-remotepharmsupport@health.gov.au**

  Or
  - The Pharmacy Guild of Australia
  - Telephone: *(02) 6270 1888*
  - Email: **S100support@guild.org.au**

**Q: Where can I find out if my pharmacy is eligible?**

A: Eligibility requirements are contained in the *Program Specific Guidelines*. A link to the *Program Specific Guidelines* can be found under the *Forms and Templates* tab of this Kit or you can contact:

- The Pharmacy Guild of Australia
  - Telephone: *(02) 6270 1888*
  - Email: **S100support@guild.org.au**

**Q: Where do I send completed documentation (forms and Workplans/Progress Reports)?**

A: Completed documentation should be sent to the Department of Health and Ageing:

- Product Schemes Section [MDP 901]
- Section 100 Support Allowance
- Pharmaceutical Access Branch
- Department of Health and Ageing
- GPO Box 9848
- Canberra City ACT 2601

Or

Email (electronically scanned with signatures/dates):
**S100-remotepharmsupport@health.gov.au**

**Q: Can I get an extension for submitting documentation?**

A: Payments of the allowance will not be made unless suitable alternative arrangements are approved by the Department for the late submission of documentation.

Requests for Extension should be directed to:

- Department of Health and Ageing
  - Hotline: *(02) 6289 2409* between 8.30am and 5.00pm EST, Monday–Friday
  - Email: **S100-remotepharmsupport@health.gov.au**
## Related Programs

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<th>Remote</th>
<th>Rural and Regional</th>
<th>Urban</th>
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<tr>
<td><strong>S100 Supply to Remote Area Aboriginal Health services (RAAHS)</strong>&lt;br&gt;Refer to last page for information on the S100 Supply of PBS medicines to RAAHS (‘Background about the S100 Supply Arrangements’).</td>
<td><strong>Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander Peoples (QUMAX)</strong>&lt;br&gt;The QUMAX Program is a Quality Use of Medicines (QUM) support initiative that aims to improve health outcomes for Aboriginal and Torres Strait Islander Peoples. The focus of the Program is to improve QUM through a range of support services provided by participating Aboriginal Community Controlled Health Services (ACCHS) and community pharmacies in rural and urban Australia.&lt;br&gt;&lt;br&gt;<em>See below for more information.</em></td>
<td><strong>Closing The Gap PBS Co-payment Measure</strong>&lt;br&gt;The Australian Government has introduced a program to help many Aboriginal and Torres Strait Islander Peoples better manage their health, especially chronic diseases. The PBS Co-payment Measure provides access to more affordable medicines.&lt;br&gt;&lt;br&gt;<em>See below for more information.</em></td>
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<tr>
<td><strong>S100 Pharmacy Support Allowance Program</strong>&lt;br&gt;Payment to pharmacists in community pharmacies or Authorised hospitals to provide support to AHS about QUM and medication management. Also covers travel costs. This is a complementary program to the S100 supply program in RAAHS. Annual Work Plans are developed between RAAHS and community pharmacies (usually the supply pharmacy) to put in place QUM strategies in the service.&lt;br&gt;• This program is not linked to CTG or co-payment strategies due to S100 Supply arrangements.</td>
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<td><strong>Dose Administration Aides (DAAs)</strong>&lt;br&gt;DAAs are devices or systems designed to assist identified consumers in the community to better manage their medicines, with the objective of avoiding medication misadventure and associated hospitalisation. The devices usually consist of a sheet of hermetically sealed blisters of medicines set out in a calendar pack that must be tamper proof once packed. Each dose compartment contains either single dose/s of one medication type or multiple dose/s of one or more medication types for a particular time and date.&lt;br&gt;For further information:&lt;br&gt;• Speak to your pharmacist.&lt;br&gt;• <a href="http://www.psa.org.au/supporting-practice/professional-practice-standards/dose-administration-aids-service">www.psa.org.au/supporting-practice/professional-practice-standards/dose-administration-aids-service</a>&lt;br&gt;• <a href="http://www.health.gov.au/internet/main/publishing.nsf/Content/nmp-guide-medmgt-jul06-contents~nmp-guide-medmgt-jul06-guidepr3">www.health.gov.au/internet/main/publishing.nsf/Content/nmp-guide-medmgt-jul06-contents~nmp-guide-medmgt-jul06-guidepr3</a></td>
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<td><strong>Home Medicines Review</strong>&lt;br&gt;The Home Medicines Review (HMR) Program is designed to enhance the quality use of medicines and reduce the number of adverse medicines events through a comprehensive medication review conducted by an Accredited Pharmacists in the patient’s home.&lt;br&gt;For further information about the Home Medicines Review Program please visit <a href="http://www.5cpa.com.au/hmr">www.5cpa.com.au/hmr</a></td>
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It is important to note that these programs operate independently of each other and have different eligibility criteria for patients who are looking to access them.
Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander Peoples (QUMAX)

The QUMAX Program is a Quality Use of Medicines (QUM) support initiative that aims to improve health outcomes for Aboriginal and Torres Strait Islander Peoples. The focus of the Program is to improve QUM through a range of support services provided by participating Aboriginal Community Controlled Health Services (ACCHS) and community pharmacies in rural and urban Australia.

The QUMAX program is jointly managed by the Pharmacy Guild of Australia, the National Aboriginal Community Controlled Health Organisation (NACCHO) and the Department of Health and Ageing. The QUMAX Program is funded by the Australian Government Department of Health and Ageing through the Fifth Community Pharmacy Agreement.

For further information on the QUMAX Program (including the Program Specific Guidelines) please visit www.5cpa.com.au

Alternatively, you can contact:
- The Pharmacy Guild of Australia
  Telephone: (02) 6270 1888
  QUMAX hotline: 1300 764 088
  Email: qumax@guild.org.au

Closing The Gap PBS Co-payment Measure

The Australian Government has introduced a program to help many Aboriginal and Torres Strait Islander Peoples better manage their health, especially chronic diseases. The PBS Co-payment Measure will give access to more affordable medicines.

The measure is intended to benefit Aboriginal and Torres Strait Islander Peoples of any age who present with an existing chronic disease or are at risk of chronic disease, and in the opinion of the prescriber:
- Would experience setbacks in the prevention or ongoing management of chronic disease if the person did not take the prescribed medicine; and
- Are unlikely to adhere to their medicines regimen without assistance through the measure.

The PBS Co-payment Measure will reduce the co-payment for eligible Aboriginal and Torres Strait Islander peoples in order to help better manage or prevent their illness. General patients (those who do not have a Centrelink or Department of Veterans’ Affairs (DVA) card) – will only pay the concessional co-payment amount (currently under $6 for each medicine). Eligible patients, who have a Centrelink or DVA concession card, or if their family has reached the PBS Safety Net threshold, will not have to pay a co-payment. Eligible patients may still need to pay mandatory premiums for a small number of medicines.

In order to participate in the program, a patient must attend a General Practice or non-remote Indigenous Health Service participating in the Practice Incentives Program (PIP) Indigenous Health Incentive (IHI). A patient’s doctor will determine their eligibility. An eligible patient will need to fill out a patient consent form and their doctor will fill in a patient registration form. The patient consent and registration form is available from the patient’s General Practice or clinic and consideration should also be given for doing this for their children under their care. Patients only need to sign up once for the PBS Co-payment Measure.

For more information about the PBS Co-payment Measure, utilise the following:
- Speak with your doctor, clinic or pharmacist
- Hotline: (02) 6289 2409 – PBS Co-payment Measure* between 8.30 am and 5.00 pm EST, Monday – Friday
  * Call charges may apply from mobile and pay phones only.
- Email: pbs-indigenous@health.gov.au
- Website: www.health.gov.au/tackling-chronic-disease
- Write to:
  Product Schemes Section [MDP 901]
  Pharmaceutical Access Branch
  Department of Health and Ageing
  GPO Box 9848
  Canberra City ACT 2601

Related Programs
Background about the S100 Supply Arrangements

In 1999, special arrangements were approved under Section 100 (S100) of the National Health Act 1953 for the supply of Pharmaceutical Benefits Scheme (PBS) medicines to approved remote area Aboriginal Health Services (AHS). These are known as the ‘S100 supply arrangements’. The S100 supply arrangements seek to address identified barriers experienced by Aboriginal and Torres Strait Islander Peoples, living in remote areas of Australia, in accessing essential medicines through the PBS. These barriers can be summarised as:

- Delays experienced in obtaining medicines with the standard prescription-based supply chain;
- Difficulties experienced in demonstrating eligibility for concessional benefits under the PBS; and
- Affordability issues.

Under the S100 supply arrangements, remote area AHS apply to the Australian Government for approval to participate in the scheme. If approval is granted, an approval number is issued by the Department of Human Services (DHS). An approved AHS is able to order bulk supplies of PBS medicines directly from an approved supplier (i.e. community pharmacy or approved hospital authority).

Requests for PBS medicines must be submitted to an approved supplier on a Request for pharmaceutical supplies for Aboriginal Health Services form. Approved pharmacies or hospital authorities will claim for reimbursement of their medication costs directly from DHS by submitting the completed order form. An approved supplier can’t supply PBS medicines if the order has not been requested on an approved form.

It is the responsibility of the AHS to provide the medicine to patients in a safe and appropriate way and in accordance with relevant state or territory legislation. Clients of an approved remote area AHS are able to receive medicines directly from the AHS at the point of consultation, without a normal prescription and free of charge.

The Approved pharmacies or hospital authorities submit their claims for reimbursement of the medication costs directly from DHS.

Information on how to order PBS medicines under the S100 supply arrangements can be found at the following link: www.medicareaustralia.gov.au/provider/patients/indigenous.jsp

The order form for PBS medicines under the S100 Supply program can be found at the following link: www.medicareaustralia.gov.au/provider/pubs/forms/files/ma_4124_request_for_pharmaceutical_supplies_for_Aboriginal_Highth_Services_011005.pdf