

## Community Pharmacy Service Charter - Basics



To comply with your quality accreditation (such as QCPP), and to be eligible to receive PPI payments, your pharmacy is required to display and comply with the Community Pharmacy Service Charter.

### Community Pharmacy Service Charter

The Community Pharmacy Service Charter is based on the Australian Charter of Healthcare Rights and has been adapted to community pharmacy after consultation with consumers, carers and other stakeholders. It aims to inform patients, consumers and carers of their rights, as well as the quality of health services they can expect to receive from a community pharmacy. All community pharmacies have been provided with a copy of the Charter to display.

### Customer Service Statement

A Customer Service Statement outlines the services your pharmacy offers to the community. As a minimum, your Customer Service Statement must contain: your pharmacy name, opening hours and alternative/afterhours services, your pharmacy contact details, the services provided in your pharmacy and a statement that your pharmacy is PBS approved.

### QCPP accreditation requirements

Eligibility for the PPI Program is linked to meeting specific requirements within the quality standard (such as QCPP). The table below explains what requirements within the quality standard must be met for the Community Pharmacy Service Charter.

Patient Charter and Customer Service Statement	
QCPP Requirement	Evidence to meet the requirement
<b>Element 11 Action 3</b> Maintain and follow a system for dealing with customers, including complaints	The Australian Charter of Healthcare Rights <sup>1</sup> and Customer Service Statement. Proof the Australian Charter of Healthcare Rights and Customer Service Statement are publicly displayed.  The Customer Service Statement must include mandatory items contained in T11C Customer Service Statement

<sup>1</sup> For QCPP assessment purposes, the Community Pharmacy Service Charter, as an approved adaptation, satisfies this requirement.

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