Approvals issued

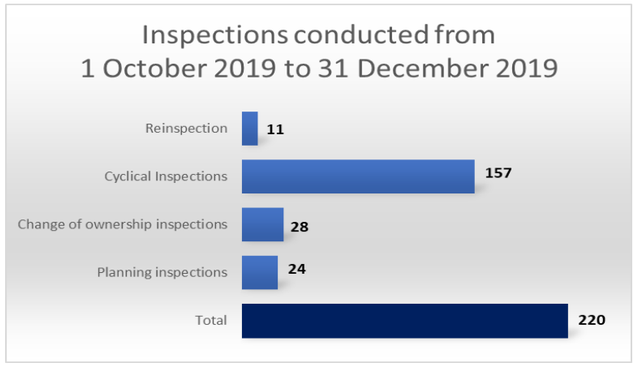
Licence to carry on a pharmacy business – Individual	41
Licence to carry on a pharmacy business- Company	22
Licence to carry on a pharmacy business – Friendly Societies	0
Licence to carry on a pharmacy department	0
Registration of a pharmacy premises	17
Registration of a pharmacy department	0
Registration of a pharmacy depot	1
Approval To Supply, Compound Or Dispense In Special Circumstances Pursuant To Section 29(1)(b)	10
Approval Of A Person To Carry On Another Business Or Activity In Registered Pharmacy Premises. Section 24	4

Service Standards – approval in principle

	Number	Percentage
Total number of applications processed (finalised)	82	
Number receiving initial assessment within 5 working days	77	94%
Number processed within five working days of VPA decision or receipt of outstanding information	82	100%
Applications withdrawn	0	

Applications received

Licence to carry on a pharmacy business – Individual	87
Licence to carry on a pharmacy business- Company	41
Licence to carry on a pharmacy business – Friendly Societies	4
Licence to carry on a pharmacy department	0
Registration of a pharmacy premises	19
Registration of a pharmacy department	0
Registration of a pharmacy depot	0
Approval To Supply, Compound Or Dispense In Special Circumstances Pursuant To Section 29(1)(b)	9
Approval Of A Person To Carry On Another Business Or Activity In Registered Pharmacy Premises. Section 24	3



Risk-based focus of inspections in January – March 2020

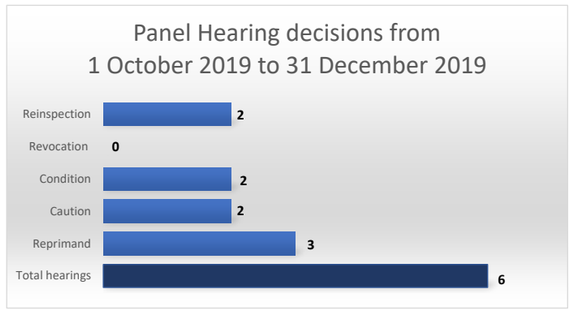
Adequacy of reference library
Timely and accurate recording of transactions in Schedule 8 poisons
Regular reconciliation of Schedule 8 poison stocks & records
Appropriate storage of all Schedule 8 poisons
Barcode scanning undertaken routinely during dispensing
Dispensary maintained as a private area dedicated to dispensing

Investigations with notification

Total complaints received	10
Complaints treated as notifications under *Pharmacy Regulation Act 2010*	0

Investigations without notification

Number of investigations	29



Performance measurement framework

The Authority's performance measurement framework includes information on the Authority's activities and intended outcomes.

Defining outcomes

Legislative context

The Victorian Pharmacy Authority (the Authority) is created under s81 of the *Pharmacy Regulation Act 2010* (the Act) to regulate the ownership and operation of pharmacy businesses, pharmacy departments and pharmacy depots through the functions specified in s82 of the Act. These functions include (inter alia):

a) to license persons to carry on pharmacy businesses or pharmacy departments;

b) to register the premises of pharmacy businesses, pharmacy departments and pharmacy depots;

c) to issue standards in relation to the operation of pharmacies, pharmacy businesses, pharmacy departments and pharmacy depots.

The objectives of these activities are specified in s85 of the Act. They are the need to:

a) control who may own and operate pharmacy businesses in Victoria and

b) maintain standards relating to

- the licensing of persons to carry on pharmacy businesses and pharmacy departments and
- the registration of pharmacy premises, pharmacy departments and pharmacy depots.

The Act recognises that pharmacists play an important role in protecting the public, especially many of the more vulnerable members of our community, and that they are often a first port of call for people seeking health care.

Purpose

To ensure a safe pharmacy system that is responsive to community needs and interests.

Outcomes statements

The outcomes the Victorian Pharmacy Authority is seeking to achieve are:

- The Victorian community has ready access to a safe pharmacy service through the administration of a licensing and registration scheme and guidelines for pharmacy businesses, pharmacy departments and pharmacy depots; and
- Pharmacy owners and operators are aware of and comply with their legislative and regulatory obligations through engagement with the Authority, primarily via the Authority's inspection and communications programs.

Key benchmarks

Quarterly: Review statistics obtained from pharmacy site visits and use these statistics to regularly recalibrate priorities within the Authority's inspection program.

Annually: Review of trends in non-compliance with relevant legislation and guidelines.

Statement of Expectations 2019-21:

- Undertake 100 pharmacy ownership audits and 10 financial audits annually.
- Clearly differentiate the pharmacy ownership audit phase from any post-audit investigation by 31 December 2019 (to facilitate publication of audit outcomes).
- Develop a Service Charter for publication on the Authority's website by 31 December 2019.
- Host a stakeholder forum on application processes and service standards by 31 December 2019.
- Review and revise inspection-related guidance documentation by 31 December 2019 with a view to expanding the range of guidance provided.

- Commence routinely sending approval letters and licence/registration certificates to applicants by email at the time of issue by 30 June 2020.
- Obtain feedback from stakeholder organisations on the risk-based focus of the Authority's inspection program by 30 June 2020. Any resulting changes to the inspection program to be communicated to stakeholders.
- Incorporate a declaration of compliance in high-risk areas commencing with 2020 renewal applications (by 30 June 2020).
- Review and revise the Authority's self-audit form for registered premises for publication on the Authority's website by 30 June 2020.
- In consultation with stakeholders, develop a compliance and awareness aid for the management of Schedule 8 poisons in pharmacies, for publication and distribution to pharmacy premises by 30 June 2020.

- Transition 50% of licence/registration application forms to electronic formats by 30 June 2021.

Regulation benefits

These outcomes are realised in several areas as indicated by the potential consequences if the Authority did not exist, which include:

- the risk that pharmacies are owned and operated by persons other than registered pharmacists and pharmacy services are not provided in accordance with professional standards and by adequately trained personnel;
- increased risk of dispensing errors and adverse drug events due to lack of suitable equipment and/or poor pharmacy practice, layout, operational procedures and management;
- harm to members of the community or pharmacy staff due to poor quality medicines;
- exposure to hazardous substances in pharmacies that are not adequately designed, equipped or managed;
- increased risk of misappropriation and unlawful access to drugs of dependence due to lack of security, supervision or poor monitoring and recording;
- greater risk of privacy breaches arising from inadvertent release of patient medicine information due to inadequate privacy control within pharmacies;
- increased levels of criminal activity involving prescription drugs due to poor compliance with standards for security and management of pharmacy premises and compliance with good pharmacy practice.

Quarterly performance report

The following information is included in the Authority's quarterly performance report.

Applications received

The table lists the number of applications *received* by category during the period.

Service standards – approval in principle[1]

The Authority aims to carry out an initial assessment within five business days of receipt of a complete application. For applications within the delegation of Authority officers, processing should be completed within a further five business days of receipt of any outstanding information. For applications outside delegation, processing should be completed within five business days following a decision of the next monthly meeting of Authority Members or receipt of any further required information. The table shows the total number of applications *processed* followed by the number of these that (i) received an initial assessment within five business days, and (ii) were processed within five working days of a decision of Authority members or receipt of outstanding information.

Approvals issued

The table lists the number of licences issued, premises registered and other approvals granted by category.

Inspections conducted

The graph shows the total number of inspections conducted followed by a breakdown by inspection type. Planning inspections refer to inspections of new or altered premises. Cyclical inspections include routine cyclical inspections, review inspections and full re-inspections.

Risk-based focus of future inspections

Statistics obtained from inspection reports are used to ensure that future inspections focus on areas of significant non-compliance and risk. Based on these statistics from the previous quarter and reference to the Authority's risk register, inspectors will pay close attention to the listed high-risk areas.

Investigations

The Authority may investigate a matter relating to a licence or a registration based on a notification (complaint) or without notification (usually following a premises inspection). Complaints which fall outside the Authority's jurisdiction are referred to other agencies. The table lists the total number of complaints received, the number of complaints that were treated as notifications under the Act (investigations with notification), and also the number of investigations without notification for the period.

Panel hearings

The Authority may convene a panel to hear a matter which has been the subject of an investigation. The graph shows the total number of panel hearings *conducted* during the period followed by panel decisions which may include cautioning or reprimanding licensees, placing conditions on a licence or registration and revocation of a licence or registration. A Panel may also refer a matter back to the Authority for consideration of further action such as premises re-inspection.

Updated 28 October 2019.

[1] Service standards refer to in-principle approvals. The Authority agrees in principle to applications for registration and approves licence applications in principle when applications are assessed as compliant. The actual registration/licence is not granted until a pharmacy is completed/settlement of purchase finalised.