

## Our Guiding Principles and Values

The values of the Victorian Pharmacy Authority (Authority or VPA) are aligned to those of the Victorian Public Sector Codes of Conduct:

- Responsiveness;
- Integrity;
- Impartiality;
- Accountability;
- Respect;
- Leadership and
- Human Rights.

## The standards of service you can expect from the VPA

- To be knowledgeable, respectful and helpful, and provide clear and straightforward information about the VPA, our processes and how you can progress an enquiry or complaint, lodge an application or respond to an inspection or audit;
- To provide answers to your enquiries in a timely manner. We ensure that at least one pharmacist is available during office hours to provide assistance and advice to stakeholders. The Authority aims to respond to verbal requests for assistance and advice by the next working day, or within three working days in the case of written requests;
- To process applications as quickly as practicable. 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;
- To maintain an up-to-date public register of all licensees and registered premises;
- To provide timely release of information which highlights changes to our processes;
- To work continually to improve our service.

The office of the Authority is open for receipt of applications and notifications, payment of fees, complaints and general enquiries between 9.00am and 3.00pm Monday to Friday.

Authority officers are available by appointment for consultation regarding applications.

## How you can help

To help us deliver service that meets your needs, we ask that you:

- Provide us with complete and accurate information to support your applications, notifications, inspection responses, audit returns, complaints or general enquiries;
- Treat our employees with courtesy and respect; and
- Provide us with honest feedback about our activities.

## SERVICE CHARTER



### Not Satisfied with our service

If you are not satisfied with the way we have managed your enquiry or application, please contact the Registrar.

Email: [Registrar@pharmacy.vic.gov.au](mailto:Registrar@pharmacy.vic.gov.au)

Telephone:(03) 9653 1702

Complaints relating to the Registrar will be investigated by the Authority Chairperson.

We will acknowledge receipt of a written complaint about the Authority or its staff.

If we are unable to resolve your concerns, the Victorian Ombudsman's Office may be able to assist you.

Victorian Ombudsman  
Level 2, 570 Bourke Street  
Melbourne VIC 3000

Telephone: (03) 9613 6222

Website: <https://www.ombudsman.vic.gov.au>

Approved  
Victorian Pharmacy Authority  
10 Dec 2019