	Document No.:	R-01-01
	Version No.:	04
	CC No:	CC-24002
	Effective Date:	15 Feb 2024
	Review Date:	30 Sep 2026
SERVICE CHARTER		

Our Values

The values of the Victorian Pharmacy Authority (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 respond to enquiries and support good regulatory practice. The VPA aims to:
 - Respond to verbal enquiries by the next working day;
 - Respond to emails and letters within five working days.

We can provide general information about the VPA's processes, assistance with application forms and an explanation of our procedures. We cannot provide legal or professional advice.


- To manage all applications efficiently.
 - The VPA aims to commence the assessment of and provide initial feedback on applications within 10 business days of receipt of a complete application. This includes, at a minimum, details of further information which may be required by the VPA to determine the application, based on the initial assessment.
 - For applications within the delegation of VPA 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 accurate 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.

Our staff combine on-site and remote working. Due to hybrid working arrangements, our office may be closed some days and we recommend visits by appointment only. To submit applications and notifications, complaints and general enquiries, it is preferable to contact us by email. The VPA can be contacted by telephone on weekdays during business hours.

Enquiries (including complaints): enquiries@pharmacy.vic.gov.au

Applications: applications@pharmacy.vic.gov.au

VPA officers are available by appointment to provide feedback regarding applications.

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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.
- Provide us with honest feedback about our activities.

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

Telephone:(03) 9653 1702

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

We will acknowledge receipt of a written complaint about the VPA 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>