victorian pharmacy authority

2024 - 2027

STRATEGIC PLAN

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PURPOSE

To regulate the ownership and operation of pharmacies and pharmacy departments.

To protect the public by ensuring that

- Pharmacy businesses are owned, operated and controlled only by registered pharmacists; and
- Registered premises meet minimum standards and are fit for purpose.

Vision

A safe pharmacy system that is responsive to and satisfies community needs and interests.

Our guiding principle and values

Our guiding principle is to act in the public interest.

Our values underpin everything we do and are aligned with the Victorian Public Sector Values of:

- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human Rights

About the Victorian Pharmacy Authority

The Victorian Pharmacy Authority ("VPA") was established in 2010 to regulate the ownership and operation of pharmacy businesses, pharmacy departments and pharmacy depots in Victoria.

The VPA's functions under the *Pharmacy Regulation Act 2010* (Vic) ("Act") include

- to licence persons to carry on a pharmacy business or pharmacy department;
- to register the premises of a pharmacy business, pharmacy department or pharmacy depot; and
- to issue standards in relation to their operation.

The VPA ensures that the Victorian community has access to a safe pharmacy system by:

- controlling who may own and operate pharmacy businesses
- administering the licensing and registration scheme under the Act
- maintaining standards relating to licensing and registration.

These objectives are supported by a risk-based regulatory approach and proactive stakeholder engagement.

The VPA is a self-funded Victorian public sector entity. The Responsible Minister is the Minister for Health.

Strategic objectives and actions

1. Provide consistent, effective regulation

a. Regulate licensees and registered premises to a consistent standard which is focused on:
   i. minimising public harms
   ii. using the best available information and evidence to inform our regulatory approach
   iii. taking proportionate action based on sound and fair decisions
   iv. using our regulatory powers to sanction licensees that do not comply with VPA Standards or who act unlawfully
v. continuously improving our risk-based approach
b. Use communication and stakeholder engagement proactively to drive improvements in compliance with the regulatory framework
c. Develop risk tools to support consistent regulatory decision making and approaches
d. Provide licensees information on their compliance with the VPA Standards
e. Report publicly on trends in compliance with VPA Standards across registered premises.

2. Position the VPA as a leading, best practice pharmacy regulator

a. Leverage stakeholder relationships to better understand emerging risks and industry developments
b. Adapt our premises inspection program to respond to emerging risks, industry developments and unique circumstances
c. Ensure that the VPA's regulatory framework is fit for purpose and reflective of community needs and our purpose
d. Share our data and insights with other pharmacy regulators to promote best practice pharmacy regulation and drive continuous improvement.

3. Operate an efficient and effective Authority that is adaptive to changing circumstances

a. Ensure our governance processes focus on our long-term financial sustainability
b. Implement new systems, processes and tools to increase our efficiency and effectiveness, improve our interface with licensees and the public while continuing to prioritise cyber and data security
c. Maintain a skilled workforce that is dynamic, flexible and aligned to our strategic objectives
d. Use data and insights to inform our program of work, including areas of advocacy, education and communication plans, and continuous improvement activity.

Our Impact

1. Licensees will be compliant with the Act and VPA Standards
2. We will have accurate and reliable data to inform our risk-based approach to regulatory compliance
3. We will review all actions through the lens of our regulatory framework, community safety and organisational resilience
4. We will engage with licensees, employees and key stakeholders to seek ways to improve our operations and to share our knowledge.

We will monitor and measure our effectiveness by assessing:

- Licensee compliance with the Act and VPA Standards
- Access to and usefulness of VPA guidance and education materials
- Systems, process improvements, financial sustainability and regulatory compliance
- Stakeholder engagement outcomes.

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