

VPA Portal User Guide – Annual Renewals

V1.0

4 June 2026

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1. Important: Read me first

Licenses were requested to provide the VPA with **up-to-date email addresses for nominated contacts** to manage their licence and registration renewals. The VPA has sent renewal emails to the email address of each nominated contact, including information on how to register for VPA portal access.

As part of the new process, each nominated contact will need to register for portal access and log in to the new portal to complete the renewals.

Please note: the nominated contact must use the email address provided to the VPA to register for portal access. If you use a different email, you will not be able to view your records on the Portal for renewal.

It is recommended that you register for portal access and complete your renewals using your laptop or personal computer rather than your mobile phone.

Nominated contacts may receive several emails:

- An email for each licence renewal if you are the nominated contact.
- An email for each premises registration renewal if you are the nominated contact.

You can create a portal account by clicking the **REGISTER** button on any one of the emails. Once registered on the portal you will not need to repeat the steps provided in other emails. You can scroll down and click the **RENEW** button to take you straight to the renewal application form. Alternatively, you can log back in to the **VPA Portal** and access all your licence and registration renewals from **My Dashboard**.

How to Register Your Account

1 Open the Portal Registration Page
Click the **Register Now** button below or copy the link into your browser to open the registration page.

REGISTER NOW

Or copy and paste this link into your browser:
<https://vpa-test.powerappsportals.com/register/?returnUrl=%2F&invitation=URMCSnPu-QIQFAw41V6nRNSG0xWaRspeFd84aEH65eXmvOVJVzA80Ei4xrkWcgjSBU7EdKTOTkHnWkncgrlmzXX-AgpQVvgW7h-7xbyQQaBIPRq5g7GJOINBIExtv2qGleza4vL-WbV2-PTpkoXNwb3tBkYF-szCUB8FwY->

2 Select "No account? Create one"
On the VPA Portal's Login page, click the **No account? Create one** link to begin creating your new account.

3 Enter Your Email Address
Enter the email address (see below) where you received this invitation – this will be your username for the portal. Click **Next** to continue.

Email Address: [redacted]@icloud.com

4 Verify Your Email Address
VPA Portal will send a verification code to your inbox. Enter the code when prompted and complete any additional security steps shown on screen.

5 Complete Your Profile Details
Provide the required details to finish setting up your account: your password, display name, given name, and last name. Accept 'terms and conditions' and 'privacy statement'.

You're In — Access Your Portal Dashboard
Once registration is complete, you will be automatically signed in and taken to your portal dashboard. From this point on, you can sign in at any time using your VPA Portal account credentials.

You should be able to see your Licence/Registration for renewal on this screen. To view a renewal form, click the **reference number link** or the > icon, then click **RENEW/VIEW** to open the form, complete it, pay and submit.

To renew the licence at a later date, you can access the portal by logging in or simply click the button below to access your renewal form directly:

RENEW NOW

Or copy and paste this link into your browser:
<https://vpa-test.powerappsportals.com/VP61/?id=fdc83d16-605a-f111-bec7-8045bde5435d>

If you have any questions about renewals, please email your enquiry to finance@pharmacy.vic.gov.au or contact the VPA office on 03 9653 1700.

If you have already completed your renewal, please disregard this email.

Kind regards,
Victorian Pharmacy Authority

2. How to Create a Portal Account

To get started, the nominated contact will need to register for a Portal Account.

2.1 Open the Portal Registration Page

Click the **Register Now** button in the email or copy the **link** into your browser to open the portal registration page.

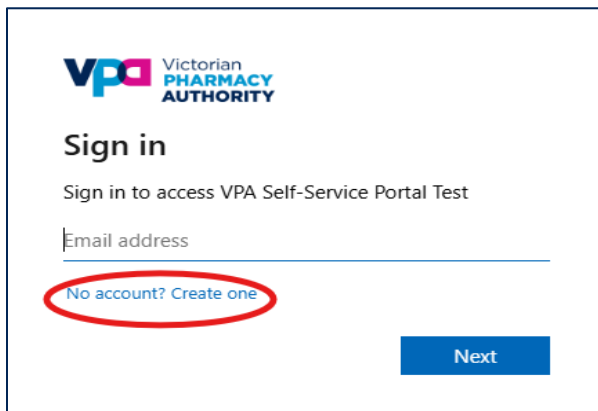
Open the Portal Registration Page
Click the **Register Now** button below or copy the link into your browser to open the registration page.

REGISTER NOW

Or copy and paste this link into your browser:
<https://vpa-test.powerappsportals.com/register/?returnUrl=%2F&invitation=ulGgtGL6rPC6kgSmMcM3CuRaUsH9TZUHCIYpRC05pzGSOtMPJ92ppgVKxmxBMsHVrrHiloMpkcMvrhlL4EZdkBlIgb-97iFOdJodRkLpG4wltVWcXWBy48HxbTbmL3QVvqF5yw369YM6wujYTze5cFK-paGx6TyioUhyRcZEvt0->

2.2 On the VPA Portal Sign in Page

Click the **No Account? Create One** link to begin creating your new account.



VPA Victorian
PHARMACY
AUTHORITY

Sign in

Sign in to access VPA Self-Service Portal Test

Email address

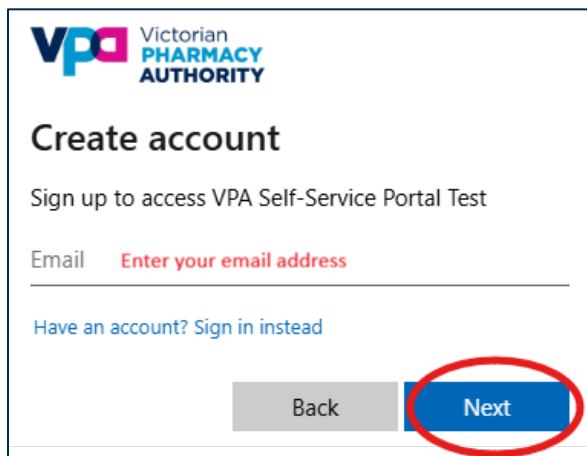
[No account? Create one](#)

Next

2.3 On the Create Account Page

Enter your email address. This will be your username for the portal. Click **Next** to continue.

Important: This is the email address of the nominated contact that was provided to the VPA. It is also the same email address that the VPA has sent emails about renewal applications.



VPA Victorian
PHARMACY
AUTHORITY

Create account

Sign up to access VPA Self-Service Portal Test

Email **Enter your email address**

[Have an account? Sign in instead](#)

Back Next

2.4 Verify your Email Address

A unique verification code will be sent to your email address. Enter the code when prompted. Click **Next**. The code will only work for 30 minutes.

VPA Self-Service Portal Test

Account verification code

To access VPA Self-Service Portal Test's apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:
89027547

If you didn't request a code, you can ignore this email.

[Privacy Statement](#)

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

VPA Victorian
PHARMACY
AUTHORITY

← trainer@gmail.com

Enter code

We just sent a code to: trainer@gmail.com

Enter code

[Resend code](#)

Next

2.5 Complete your Profile Details

Important: For password, please use at least 8 characters. Your password is case sensitive and must include 3 of the following: uppercase letter, lowercase letter, number, or symbol.

Enter the required details to finish setting up your account: your password, display name, given name and surname. Tick: *I have read and agree to the terms of use*, and *I have read and agree to the privacy policy*. You can click on the links specific to the terms of use and privacy policy to be redirected to the VPA Privacy Policy page. Click **Next** to proceed.

VPA Victorian PHARMACY AUTHORITY

Add details

We just need a little more information to set up your account.

Password
Password

Re-enter password
Re-enter password

Display Name
Display Name

Given Name
Given Name

Surname
Surname

I have read and agree to the [terms of use](#)

I have read and agree to the [privacy policy](#)

Cancel **Next**

2.6 Access your Portal Dashboard

Once VPA Portal registration is complete, you will be automatically signed in and taken to your portal dashboard. You should be able to see a tab for **Licences** and a separate tab for premises **Registrations** on this screen.

To view a renewal application form, click the **reference number link** or the **>** icon, then click **Renew/View** to open the form, complete it, pay and submit.

Please note:

- If you are the nominated contact for more than one licence renewal, you will see multiple rows of licences for renewal in the Portal Dashboard. You will need to renew one licence at a time.
- For premises registration renewals, you may see none, one or many applications for renewal depending on whether you are the nominated contact for each premises. You will need to renew one premises registration at a time.

Licence renewal tab

My Dashboard

Licences Registrations

Search reference, licence or premises...

Reference Number	Licence Number	Licensee / Entity	Pharmacy Premises	Renewal Status	Application Fee	Created On
RI-26-1078	3032030-200041	[blurred]	***Pharmacy-Ind 4	Pending	\$475.00	02/06/2026

Renew/View

Registration renewal tab

Licences Registrations

Search reference, applicant or premises...

Reference Number	Pharmacy Premises	Premises Type	Renewal Status	Application Fee	Payment Completed	Created On
RR-26-1046	**Pharmacy-Ind 1	Pharmacy	Pending	\$450.00	No	19/05/2026

Go to section 5 and 6 of this user guide for steps on how to renew the licence and premises registration.

3. How to Access the VPA Portal and Login

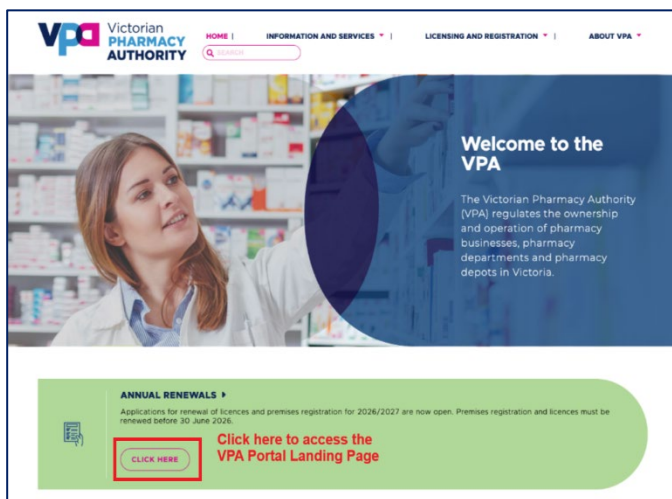
Once you have registered for an account, you can access the portal again through the VPA Portal Landing Page. The landing page also provides help videos and access to this user guide.

You can also reach the Portal directly by following this link: vpa-ssp.powerappsportals.com (refer to section 3.3 if you are accessing the Portal via this link for information on the next steps).

Alternatively, you can access a specific renewal application by clicking on **RENEW NOW** link in the corresponding email as described in section 1 of this guide.

3.1 Access the VPA Portal Landing Page

You can access the VPA portal landing page from the [VPA website](#). Click on the **CLICK HERE** button on the Annual Renewals Alert banner appearing on the VPA Website Home page to go to the VPA Portal Landing page.



3.2 Access the VPA Portal

From the VPA Portal Landing Page, click **Access to the VPA Portal** to enter the VPA Portal page.

Key Dates

RENEWAL DEADLINE 30 June Sign in to your account, locate your licence or premises registration and complete the online renewal form. Submit your renewal application before this date.	LATE PERIOD 1 July - 28 July You may continue to submit your renewal applications - late lodgement fees will be waived in 2026. ***Licensees are however encouraged to renew by 30 June***	RENEWALS CLOSED 29 July Renewal applications cannot be made after 28 July. If an application to renew a licence or registration is not made by 28 July, it will be unlawful to continue to carry on the business or operate in those premises. New applications will be required.
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If you have not received your renewal email or cannot access the portal, please contact finance@pharmacy.vic.gov.au

**Have you already created an account on the VPA Portal using the email invitation sent to your nominated email address?
Ready to Renew?**

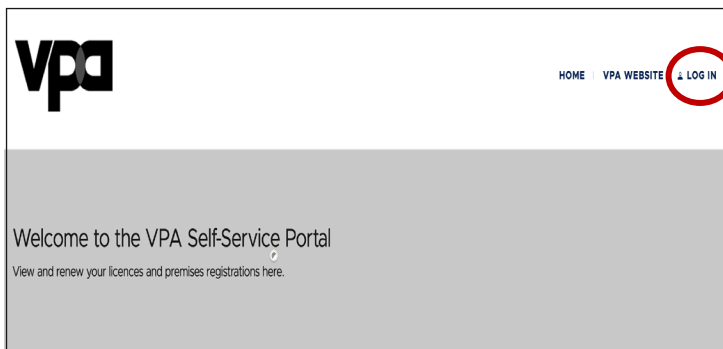
[Access the VPA Portal](#)

Guides & Resources

Watch our short video guides or download the user manual for step-by-step instructions.

3.3 VPA Portal and Login

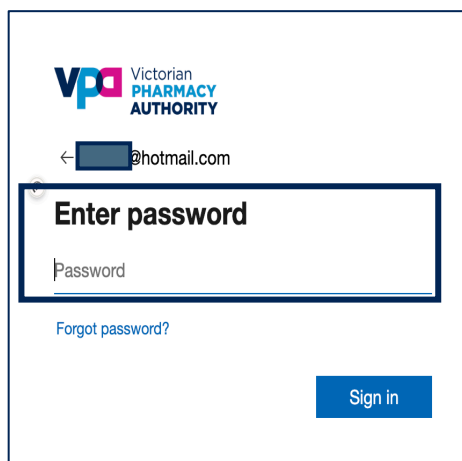
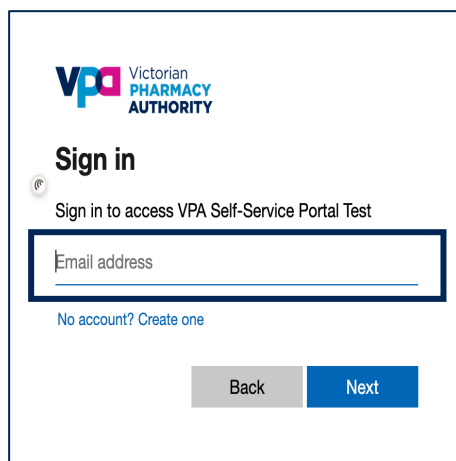
Click the **LOG IN** button located on the top right of VPA Portal page.



3.4 Sign in to the VPA Portal

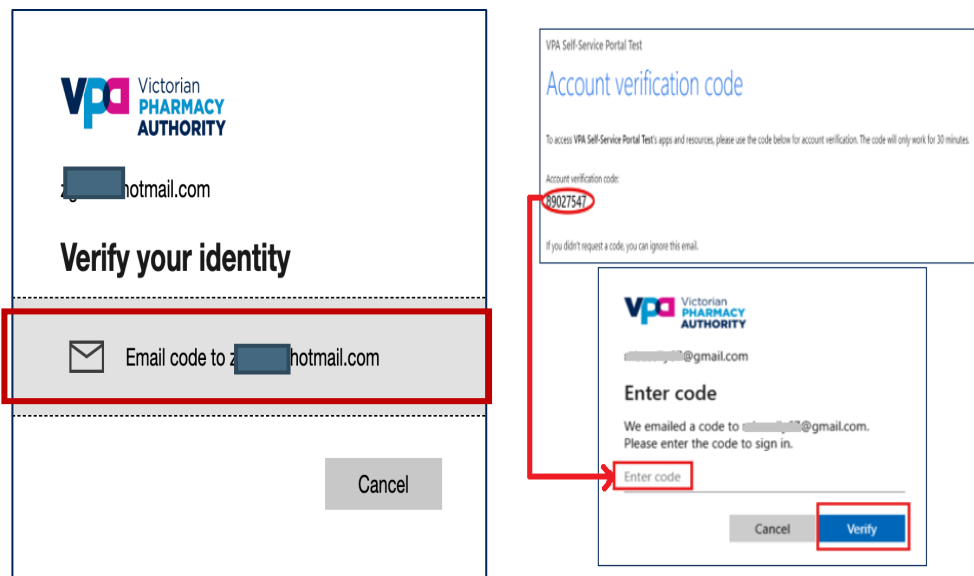
Enter your registered email address on the Sign in page and click **Next**.

Enter your password on the Password page. Click **Sign in**.



3.5 Verify your identity

Click the **Email Code to <email address>** link to receive your verification code. Enter the code received in your email address. Click **Verify**. You will now be logged in to the VPA Portal.

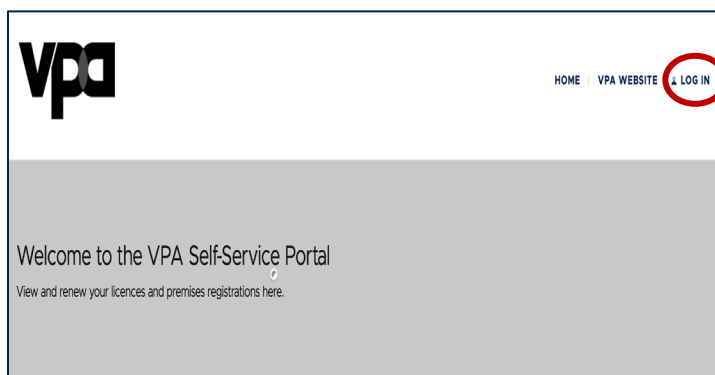


4. How can I reset my password?

If you have forgotten your password or would like to change it then please follow these steps.

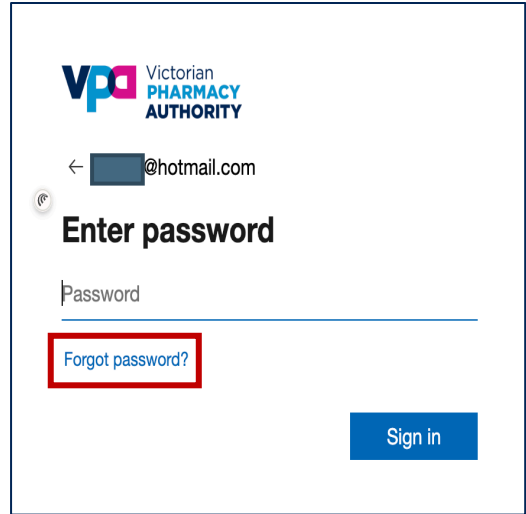
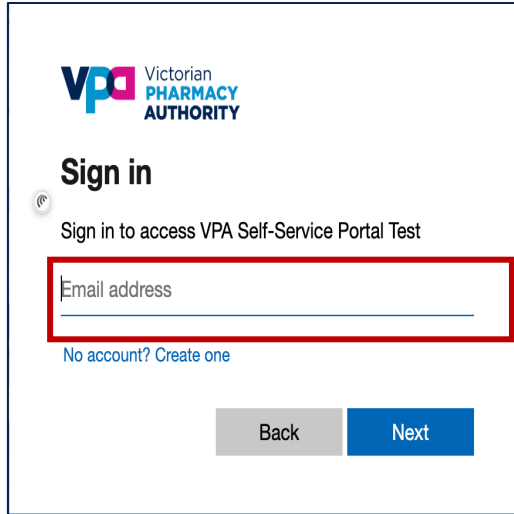
4.1 On the VPA Portal

Refer to section 3 of this guide on how to access the VPA Portal. Click the **LOG IN** button located on the top right of the Portal page.



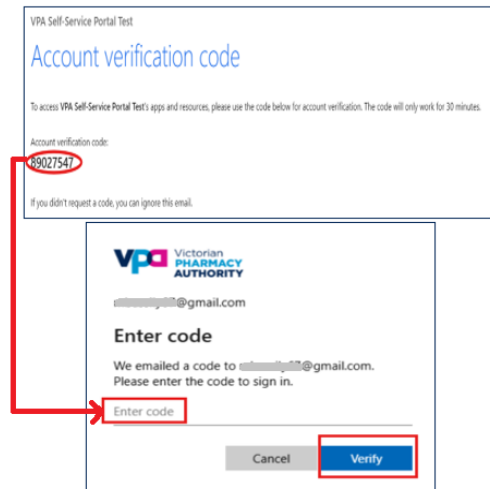
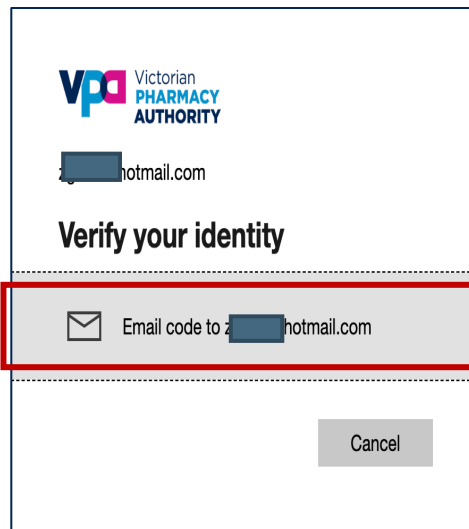
4.2 On the Sign in Page

Enter your registered email address and click **Next**. Click **Forgot password?**



4.3 Verify your identity

Click the **Email Code to <email address>** link to receive your verification code. Enter the code received in your email address. Click **Verify**.



4.4 Reset your password

Important: For password, please use at least 8 characters. Your password is case sensitive and must include 3 of the following: uppercase letter, lowercase letter, number, or symbol.

Enter a new password and Re-enter Password and then click **Reset password**.

The screenshot shows the Victorian Pharmacy Authority (VPA) password reset interface. At the top left is the VPA logo. Below it, a greyed-out email address is followed by "@hotmail.com". The heading "Reset password" is centered. Below the heading, instructions state: "Use at least 8 characters. Your password is case sensitive and must include 3 of the following: uppercase letter, lowercase letter, number, or symbol." There are two input fields: "New password" and "Re-enter password". A blue "Reset password" button is located at the bottom right, highlighted with a red rectangular border.

5. How to Renew a Licence

5.1 View the licence application form

To view and complete a licence renewal, click the corresponding **reference number link** or the **>** icon, then click **Renew/View** to open the form.

The screenshot shows the "My Dashboard" page. At the top, there are two tabs: "Licences" (selected) and "Registrations". Below the tabs is a search bar with the placeholder text "Search reference, licence or premises...". A table lists licence information with the following columns: Reference Number, Licence Number, Licensee / Entity, Pharmacy Premises, Renewal Status, Application Fee, and Created On. The first row contains the following data: Reference Number RI-26-1078 (highlighted with a red box), Licence Number 3032030-200041, Licensee/Entity (blue box), Pharmacy Premises ***Pharmacy-Ind 4, Renewal Status Pending, Application Fee \$475.00, and Created On 02/06/2026. A blue circular icon with a white right-pointing arrow is next to the date. A red box highlights the "Renew/View" button located below the date.

Reference Number	License Number	Licensee / Entity	Pharmacy Premises	Renewal Status	Application Fee	Created On
RI-26-1078	3032030-200041		***Pharmacy-Ind 4	Pending	\$475.00	02/06/2026

5.2 Complete *Part A: Applicant* section of the form

Part A comprises of three sections:

- **A.1: Personal Details** - shows the licensee and premises details. You do not need to do anything in this section of the form.
- **A.2: Ownership and other proprietary interest** - answer the question by clicking on the **v** icon to select **Yes** or **No**.
- **A.3: Relevant relationships, interests and commercial agreements and arrangements** - answer the questions by clicking on the **v** icon to select **Yes** or **No**.

Once all the questions have been answered in Part A of the renewal application, click **Next**.

The screenshot displays the 'Individual - Licence Renewal Application Form' interface. At the top, a navigation bar includes 'Part A: Applicant' (highlighted with a red box), 'Part B: Premises', 'Part C: Declaration', 'Payment', and 'Submit'. Below this, the form contains several sections:

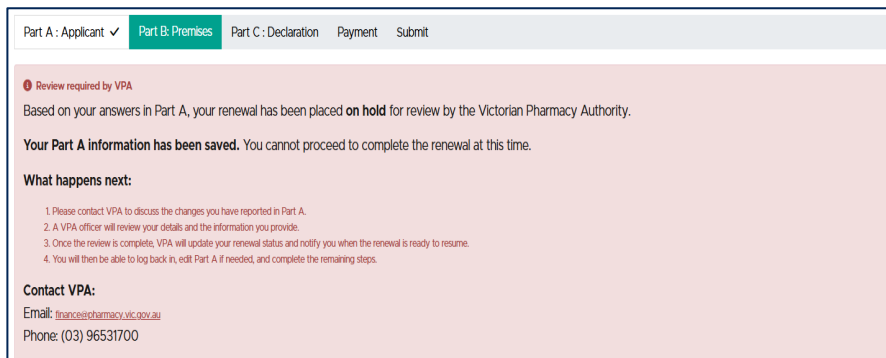
- Reference Number:** 35.26.1030
- Application Fee:** \$475.00 (Note: These fees are exempt from GST (Division 83))
- Renewal Status:** Pending
- A.1: Personal Details:**
 - License Number:** 384909-200077
 - Licensee Name:** VDA, Ivanor I
 - Licensee Email:** vda@vanor.com
 - Pharmacy Details:** Pharmacy Int 1
- A.2: Ownership and other proprietary interests:**

Have there been any changes in the ownership structure since last financial year ending 30 June which have not already been disclosed to the VMS? *

No
- A.3: Relevant relationships, interests and commercial agreements and arrangements:**
 - Have there been any changes in commercial arrangements relating to the carrying on of the pharmacy business since last financial year ending 30 June which have not already been disclosed to the VMS? *
 - Have there been any changes in existing trust arrangements since last financial year ending 30 June which have not already been disclosed to the VMS? *
 - Have there been any new trust arrangements put in place since last financial year ending 30 June which have not already been disclosed to the VMS? *
 - Have there been a distribution to any trust beneficiary or unit holder since last financial year ending 30 June which have not already been disclosed to the VMS? *
 - Have there been any changes in third party interests in the applicant's pharmacy business since last financial year ending 30 June which have not already been disclosed to the VMS? *

At the bottom left, there is a 'Next' button highlighted with a red box.

If you answered **No** to any of the questions in **A.2** or **A.3**, the renewal will be placed on hold.



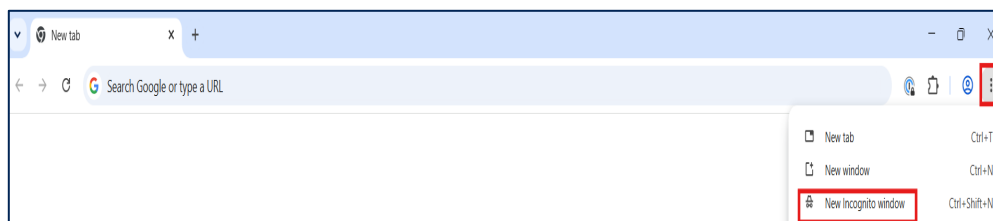
Please contact the VPA Finance Officer by phone at 9653 1700 or by email finance@pharmacy.vic.gov.au to discuss the changes that were not disclosed to the VPA.

The VPA will review the information that you have provided. Once the review is complete, the VPA will update your renewal status and notify you when the renewal is ready to resume.

You will then log back in, edit Part A as instructed by a VPA officer, and complete the remaining steps.

If your renewal was placed on hold and you've been advised to log back into the VPA portal, you will need to open the browser in 'incognito mode' (Google Chrome) or InPrivate window (MS Edge) so that you can proceed to complete the form. You can do this by:

1. Opening your browser of choice
2. Click the **three dots (ellipsis) icon** in the top-right corner
3. Select:
 - i. **Private Browsing** if you are using Safari or FireFox
 - ii. **New Incognito Window** if you are using Google Chrome
 - iii. **New InPrivate Window** if you are using Microsoft Edge



5.3 Complete **Part B: Premises** section of the form

Answer the question in Part B by clicking on the **v** icon to select **Yes** or **No**.

If you answer **Yes** to the question

If you select **Yes**, a new row will appear with the heading *Provide details of the change in services*. Click on the **v** icon to provide details of the changes. You can select more than one option. Click **Next** to proceed.

If you answer **No** to the question

If you select **No**, then click **Next** to proceed.

5.4 Complete **Part C: Declaration** section of the form

Part C comprises of three sections:

C.1: Fit and proper person criteria

Answer the questions by clicking on the **v** icon to select **Yes** or **No**.

Part A : Applicant ✓ Part B: Premises ✓ **Part C : Declaration** Payment Submit

Part C : Declaration

C.1: Fit and proper person criteria

Has the applicant ever been found by a panel, VCAT or court to have contravened or failed to carry on a pharmacy business in accordance with: (i) Pharmacy Regulation Act 2010 (ii) regulations made under the Pharmacy Regulation Act 2010 (if any have been made); (iii) the VPA Standards; and/or (iv) conditions on any other licence or registration granted by the Authority? *

Select

Has the applicant ever been convicted of an offence against: (i) the Pharmacy Regulation Act 2010, (ii) regulations made under the Pharmacy Regulation Act 2010 (if any have been made), and/or (iii) similar Acts or regulations in other jurisdictions? *

Select

Has the applicant has ever been found guilty of an offence under other Act? *

Select

Are there any matters or circumstances indicating that the applicant is of a character such that it would not be in the public interest to allow the applicant to hold a licence to carry on a pharmacy business? *

Select

C.2: Compliance of pharmacy business with regulatory requirements

For this section:

- Answer the questions by clicking on the **v** icon to select **Yes** or **No**.
- Tick: *I confirm compliance with all the following regulatory requirements regarding premises from the VPA Standards.* You can use the scroll bar to view the regulatory requirements.
- Sign by typing your full name as signature.
- Enter your name, position and the date. The date should be automated, but you can select the date using the **calendar icon** if it is not the correct date.

C.2: Compliance of pharmacy business with regulatory requirements

The applicant declares that the information provided in this application is true, accurate and complete *

Select

The applicant confirms compliance with the relevant requirements of the Schedule to the Pharmacy Regulation Act 2010 *

Select

The applicant confirms compliance with the following regulatory requirements regarding licensees from the VPA Standards: *

I confirm compliance with all of the following regulatory requirements regarding premises from the VPA Standards:

- 1.1.1. Compliance with the requirements of the Act, the Standards and any conditions imposed by the Authority
- 1.1.2. Ensuring that the delivery of pharmacy services complies with relevant legislation, and follows good pharmacy practice
- 1.1.3. Ensuring that all medicines and poisons are managed in accordance with legislation and good pharmacy practice.
- 1.2.1. a) Acting as the pharmacist regularly and usually in charge, or b) Appointing a pharmacist to be regularly and usually in charge, and c) Notifying the Authority, in each case
- 1.2.2. Ensuring that employed pharmacists hold appropriate and current registration
- 1.2.3. Ensuring that all staff are suitably qualified and trained
- 1.2.4. Ensuring that there are enough suitably qualified and trained staff to support service demands and the safe and effective provision of pharmacy services
- 1.2.5. Ensuring that staff comply with professional and legal obligations
- 1.2.6. Ensuring that staff have access to current reference texts.
- 1.3.1. Records relating to pharmacy services are created, stored and retained in accordance with relevant legislation and good pharmacy practice
- 1.3.2. Records containing consumers' personal and health information are secure from theft, misuse, interference, loss, unauthorised access, modification or disclosure
- 1.3.3. Records for Schedule 8 and 9 poisons are in accordance with Drugs and Poisons legislation.

Signature of the applicant(Please type your full name as signature) *

Applicant Name *

Applicant Position *

Declaration Date

01/06/2026

Payment Method

In this section:

- Choose the payment method by selecting **Card** (there are no card surcharges) or **BPAY** using the **v** icon.
- If you are paying by BPAY, download the invoice for payment details.

Please note:
At this stage, please review the form by clicking the **Previous** button. You will not be able to change the form selections once payment is processed.

The screenshot shows a web form titled "Payment Method". At the top, there is a section for "Invoice" with the filename "VPA_Licence_Renewal_Invoice_INV-238158.pdf" and a "click filename to download" link. Below this is a "Choose Payment Method" dropdown menu with "Select" as the current option and a downward arrow icon. To the right of the dropdown, there is a red text instruction: "Click on the PDF link to download the invoice for details on how to pay by BPAY." At the bottom of the form, there are two buttons: "Previous" and "Next". A yellow callout box with a warning icon contains the text: "Please note: Please review the completed form carefully before proceeding to payment. You can use the Previous button to make any changes or updates to your selections. Once the payment has been processed, the form can no longer be edited." Red lines and boxes highlight the "Payment Method" title, the invoice filename, the dropdown menu, the red instruction, the yellow callout box, and the "Next" button.

5.5 Complete *Payment* section of the form

If you are paying by Card

Enter the card details. Click **Pay Now**.


Part A : Applicant ✓ Part B: Premises ✓ Part C : Declaration ✓ **Payment** Submit


Payment

Payment

Application Fee
\$475.00

Secure, fast checkout with Link ✓

Card number
1234 1234 1234 1234 

Expiration date **Security code** 

Country
Australia

Optional
Save my information for faster checkout

Email

Mobile number

Full name

Link • By providing phone number and email, you agree to create an account subject to [Terms](#) and [Privacy Policy](#).

If you are paying by BPAY

If you have not downloaded the invoice from the **Part C: Declaration** section, then you will need to click on the **Previous** button to access and download the invoice for your BPAY payment details. Once this is done, click **Next** to return to the **Payment** section.

Part A : Applicant ✓ Part B: Premises ✓ Part C : Declaration ✓ **Payment** Submit

Payment by BPAY
Please download the invoice on the Declaration page with payment details. Please click **Next** to proceed to submit the renewal form.
Application Fee: \$450.00

Payment

BPAY Payment Instructions

Biller Code
67975

Application Fee
\$450.00

Reference Number
2381595

Previous Next

Once you have returned to the **Payment** section. Click **Next** to proceed to the next section.

Part A : Applicant ✓ Part B: Premises ✓ Part C : Declaration ✓ **Payment** Submit

Payment by BPAY
Please download the invoice on the Declaration page with payment details. Please click **Next** to proceed to submit the renewal form.
Application Fee: \$475.00

Payment

BPAY Payment Instructions

Application Fee
\$475.00

Biller Code
67975

Reference Number
2381589

Previous Next

5.6 Submit section of the form

You will see a summary of your licence renewal application. Scroll to the bottom of this page and click **Submit Application** to complete your renewal application.

Where BPAY payment was selected, your renewal will be marked as *Submitted – Awaiting Payment*. The VPA will finalise your renewal once your BPAY payment has been received.

Submit

A.2: Ownership and other proprietary interests

Have there been any changes in the ownership structure since last financial year ending 30 June which have not already been disclosed to the VPA?

No

A.3: Relevant relationships, interests and commercial agreements and arrangements

Have there been any changes in commercial arrangements relating to the carrying on of the pharmacy business since last financial year ending 30 June which have not already been disclosed to the VPA?

No

Have there been any changes in existing trust arrangements since last financial year ending 30 June which have not already been disclosed to the VPA?

No

Have there been any new trust arrangements put in place since last financial year ending 30 June which have not already been disclosed to the VPA?

No

Have there been a distribution to any trust beneficiary or unit holder since last financial year ending 30 June which have not already been disclosed to the VPA?

No

Have there been any changes in third party interests in the applicant's pharmacy business since last financial year ending 30 June which have not already been disclosed to the VPA?

No

Part B : Premises

Have there been any changes in the services provided at the premises to which the licence relates since last financial year ending 30 June which have not already been disclosed to the VPA?

No

Part C : Declaration : C.1: Fit and proper person criteria

Has the applicant ever been found by a panel, VCAT or court to have contravened or failed to carry on a pharmacy business in accordance with: (a) Pharmacy Regulation Act 2010 (b) regulations made under the Pharmacy Regulation Act 2010 (c) any have been made; (d) the VPA Standards; and/or (e) conditions on any other licence or regulation granted by the Authority?

No

Has the applicant ever been convicted of an offence against: (a) the Pharmacy Regulation Act 2010; (b) regulations made under the Pharmacy Regulation Act 2010 (c) any have been made; and/or (d) similar Acts or regulations in other jurisdictions?

No

Has the applicant has ever been found guilty of an offence under other Act?

No

Are there any matters or circumstances indicating that the applicant is of a character such that it would not be in the public interest to allow the applicant to hold a licence to carry on a pharmacy business?

No

Part C : Declaration : C.2: Compliance of pharmacy business with regulatory requirements

The applicant declares that information provided in the application is true, accurate and complete

Yes

The applicant confirms compliance with the relevant requirements of the Schedule to the Pharmacy Regulation Act 2010

Yes

The applicant confirms compliance with the following regulatory requirements regarding licences from the VPA Standards:

I confirm compliance with all of the following regulatory requirements regarding premises from the VPA Standards:

- 111. Compliance with the requirements of the Act, the standards and any conditions imposed by the Authority
- 112. Ensuring that the delivery of pharmacy services complies with relevant legislation, and follows good pharmacy practice
- 113. Ensuring that all medicines and poisons are managed in accordance with legislation and good pharmacy practice.
- 12.1.a) Acting as the pharmacist regularly and usually in charge, or by Appointing a pharmacist to be regularly and usually in charge, and c) Notifying the Authority, in each case
- 12.2. Ensuring that employed pharmacists hold appropriate and current registration
- 12.3. Ensuring that all staff are suitably qualified and trained
- 12.4. Ensuring that there are enough suitably qualified and trained staff to support service demands and the safe and effective provision of pharmacy services
- 12.5. Ensuring that staff comply with professional and legal obligations
- 12.6. Ensuring that staff have access to current reference lists.
- 13.1. Records relating to pharmacy services are created, stored and retained in accordance with relevant legislation and good pharmacy practice
- 13.2. Records containing consumers' personal and health information are secure from theft, misuse, interference, loss, unauthorised access, modification or disclosure

Signature of the applicant

VPA Trainer

Applicant Name

VPA Trainer

Applicant Position

Trainer

Declaration Date

19/06/2020

Submit Application

5.7 Confirmation from the VPA

You will see the image below as confirmation from the VPA that your licence renewal application has been completed. If you have paid by card, your payment has been successfully processed. For BPAY, your renewal will be finalised once

payment has been received. You will receive a separate email with your receipt and updated certificate once payment is confirmed.

Individual - Licence Renewal Application Form

Thank you for completing your renewal application. If you have paid by card, your payment has been successfully processed. For BPAY or bank transfer, your renewal will be finalised once payment has been received. You will receive a separate email with your receipt and updated certificate once payment is confirmed.

6. How to renew a registration

6.1 View the premises registration application form

To view and complete a premises registration renewal, go to the **Registrations** tab on My Dashboard and click the corresponding **reference number link** or the **>** icon, then click **Renew/View** to open the form.

Reference Number ↓	Pharmacy Premises ↓	Premises Type ↓	Renewal Status ↓	Application Fee ↓	Payment Completed	Created On ↓	
RR-26-1046	***Pharmacy-Ind 1	Pharmacy	Pending	\$450.00	No	19/05/2026	>

6.2 View Part A: Applicant section of the form

This section provides details of the premises registration. You do not need to do anything in this section of the form. Click **Next** to proceed.

Registration Renewal Application Form

Part A : Applicant | Part B: Premises | Part C : Declaration | Payment | Submit

Reference Number
RR-26-1066

Application Fee
\$450.00

Renewal Status
Pending

Pharmacy Premises
***Pharmacy-Ind 1

Registration Number
3149018

Premises Type
Pharmacy

Nominated Contact Name
VPA, Trainer 1

Nominated Contact Email
VPAtrainer@gmail.com

Next

6.3 Complete **Part B: Premises** section of the form

Answer the question in Part B by clicking on the **v** icon to select **Yes** or **No**.

If you answer **Yes** to the question

If you select **Yes**, a new row will appear with the heading *Details of significant alterations*. Provide details of the significant alterations in the free text box. Once completed, click **Next** to proceed.

If you answer **No** to the question

If you've selected **No**, proceed by clicking **Next**.

6.4 Complete **Part C: Declaration** section of the form

For this section:

- Answer the questions by clicking on the **v** icon to select **Yes** or **No**.
- Tick: *I confirm compliance with all the following regulatory requirements regarding premises from the VPA Standards*. You can use the scroll bar to view the regulatory requirements.
- Sign by typing your full name as signature.

- Enter your name, position and the date. The date should be automated, but you can select the date using the **calendar icon** if it is not the correct date.

Part A : Applicant ✓ Part B: Premises ✓ **Part C : Declaration** Payment Submit

Part C : Declaration

Declarations

The applicant declares that the person signing this declaration is legally authorised to make it on behalf of the applicant and all relevant licensees *

Select

The applicant declares that the information provided in this application is true, accurate and complete *

Select

The applicant confirms compliance with the following regulatory requirements regarding premises from the VPA Standards: *

I confirm compliance with all of the following regulatory requirements regarding premises from the VPA Standards:

- 2.1 Registered premises shall comply with relevant requirements of the Schedule to the Act on an ongoing basis
- 2.2 Registered premises shall be maintained in an organised, uncluttered state
- 2.2.1 Authority approval shall be obtained prior to making any significant alteration to registered premises
- 2.2.1 The doors, windows, skylights, walls and ceilings of registered premises shall be substantially constructed and secured to prevent unauthorised access.
- 2.3.2 There shall be adequate perimeter security measures in place to prevent and deter unauthorised access.
- 2.3.3 The registered premises shall be fitted with a functional, 24-hour monitored intrusion detector alarm which: a) is monitored by an appropriately graded monitoring centre or an onsite security service approved by the Authority in special circumstances, and b) covers all areas where medicines and poisons are kept.
- 2.4.1 The dispensary shall be a private area, dedicated to tasks associated with the dispensing, supply and compounding of medicines and secure storage of medicines and patient records.
- 2.4.2 The dispensary shall be fitted with: a) a sink with integrated drainer, that is supplied with hot and cold running water and connected to an appropriate waste outlet b) refrigeration which is dedicated to and appropriate for the storage of medicines, with adequate temperature monitoring c) an appropriate number of suitably equipped dispensing stations d) sufficient free working space and area/s for equipment storage and use e) a storage system which provides for the safe custody and accurate selection of medicines f) a dedicated storage facility for schedule 8 and 9 poisons which complies with legislation, provides adequate storage for poisons on hand at all times and facilitates their accurate selection.
- 2.4.3 The dispensary shall be well lit, adequately ventilated and temperature controlled, to maintain the integrity of medicines and provide for personal comfort.

Signature of legally authorised representative of applicant (Please type your full name as signature) *

Name *

Position *

Declaration date *

01/06/2026

Premises Type Set in Part A

Pharmacy

Payment Method

In this section:

- Choose the payment method by selecting **Card** (there are no card surcharges) or **BPAY** using the **v** icon.
- If you are paying by BPAY, download the invoice for payment details.

Please note:

At this stage, please review the form by clicking the **Previous** button. You will not be able to change the form selections once payment is processed.

6.5 Complete Payment *section* of the form

If you are paying by Card

Enter the card details. Click **Pay Now**.




Part A : Applicant ✓ Part B: Premises ✓ Part C : Declaration ✓ **Payment** Submit

Payment

Payment

Application Fee
\$475.00

Secure, fast checkout with Link ✓


Card number
1234 1234 1234 1234   

Expiration date MM / YY Security code CVC

Country
Australia

Optional
Save my information for faster checkout

Email

Mobile number


Full name


© link • By providing phone number and email, you agree to create an account subject to [Terms](#) and [Privacy Policy](#).

Previous **Pay Now**

If you are paying by BPAY

If you have not downloaded the invoice from the **Part C: Declaration** section, then you will need to click on the **Previous** button to access and download the invoice for your BPAY payment details. Once this is done, click **Next** to return to the **Payment** section.

Payment Method

Invoice
VPALlicence_Renewal_Invoice_INV-238158.pdf  click filename to download

Choose Payment Method *
Select

Please note
Please review the completed form carefully before proceeding to payment. You can use the **Previous** button to make any changes or updates to your selections. Once the payment has been processed, the form can no longer be edited.

Previous **Next**

Part A : Applicant ✓ Part B: Premises ✓ Part C : Declaration ✓ **Payment** Submit

Payment by BPAY
Please download the invoice on the Declaration page with payment details. Please click **Next** to proceed to submit the renewal form.
Application Fee: \$450.00

Payment

BPAY Payment Instructions

Biller Code
67975

Application Fee
\$450.00

Reference Number
2381595

Previous **Next**

Once you have returned to the **Payment** section. Click **Next** to proceed to the next section.

Part A : Applicant ✓ Part B: Premises ✓ Part C : Declaration ✓ **Payment** Submit

Payment by BPAY
Please download the invoice on the Declaration page with payment details. Please click **Next** to proceed to submit the renewal form.
Application Fee: \$475.00

Payment

BPAY Payment Instructions

Application Fee
\$475.00

Biller Code
67975

Reference Number
2381589

Previous **Next**

6.6 Submit section of the form

You will see a summary of your premises registration renewal application. Scroll to the bottom of this page and click **Submit Application** to complete your renewal application.

Where BPAY payment was selected, your renewal will be marked as *Submitted – Awaiting Payment*. The VPA will finalise your renewal once your BPAY payment has been received.

Part A : Applicant ✓ Part B: Premises ✓ Part C : Declaration ✓ Payment ✓ **Submit**

BPAY payment selected
When you click **Submit Application**, your renewal will be marked as *Submitted – Awaiting Payment*. The Victorian Pharmacy Authority will finalise your renewal once your BPAY payment has been received.

Submit

Part B : Premises
Have there been any significant alterations to the premises since last financial year (ending 30 June) which have not already been disclosed to the VPA?
No

Part C : Declaration
The applicant declares that the person signing this declaration is legally authorised to make it on behalf of the applicant and all relevant licensees (where there are multiple licensees)
Yes

Information provided in this application is true, accurate and complete
Yes

The applicant confirms compliance with the following regulatory requirements regarding premises from the VPA Standards:

I confirm compliance with all of the following regulatory requirements regarding premises from the VPA Standards:

- 2.1.1 Registered premises shall comply with relevant requirements of the Schedule to the Act on an ongoing basis
- 2.1.2 Registered premises shall be maintained in an organised, uncluttered state
- 2.2.1 Authority approval shall be obtained prior to making any significant alteration to registered premises
- 2.3.1 The doors, windows, skylights, walls and ceilings of registered premises shall be substantially constructed and secured to prevent unauthorised access.
- 2.3.2 There shall be adequate perimeter security measures in place to prevent and deter unauthorised access.
- 2.3.3 The registered premises shall be fitted with a functional, 24-hour monitored intrusion detector alarm which: a) is monitored by an appropriately graded monitoring centre or an onsite security service approved by the Authority in special circumstances, and b) covers all areas where medicines and poisons are kept.
- 2.4.1 The dispensary shall be a private area, dedicated to tasks associated with the dispensing, supply and compounding of medicines and secure storage of medicines and patient records.
- 2.4.2 The dispensary shall be fitted with: a) a sink with integrated drain, that is supplied with hot and cold running water and connected to an appropriate waste outlet b) refrigeration which is dedicated to and appropriate for the storage of medicines, with adequate temperature monitoring c) an appropriate number of suitably equipped dispensing stations d) sufficient free working space and area/s for equipment storage and use e) a storage system which provides for the safe custody and accurate selection of medicines f) a dedicated storage facility for Schedule 8 and 9 poisons which complies with legislation, provides adequate storage for poisons on hand at all times and facilitates their accurate selection.
- 2.4.3 The dispensary shall be well lit, adequately ventilated and temperature controlled, to maintain the integrity of medicines and provide for personal comfort.

Signature of legally authorised representative of applicant:
Trainer

Authorised Representative Name
Trainer

Authorised Representative Position
Trainer

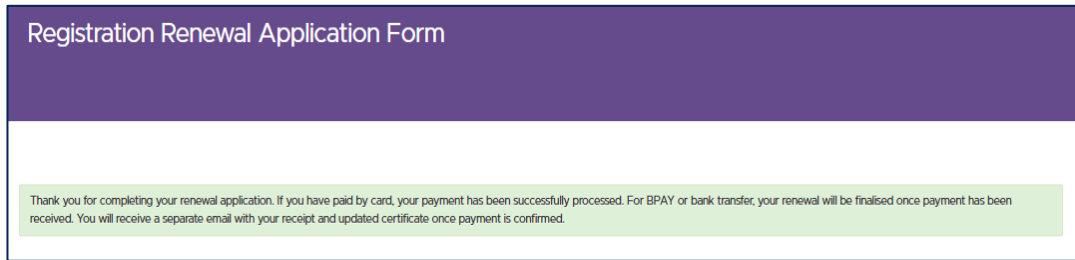
Declaration date
01/06/2026

Premises Type
Pharmacy

Submit Application

6.7 Confirmation from the VPA

You will see the image below as confirmation from the VPA that your premises registration renewal application has been completed. If you have paid by card, your payment has been successfully processed. For BPAY, your renewal will be finalised once payment has been received. You will receive a separate email with your receipt and updated certificate once payment is confirmed.



7. Frequently Asked Questions

Click on the [link here](#) to go to the VPA Portal Landing Page for answers to frequently asked questions.

8. Who to contact for support

Please contact the VPA by phone at 9653 1700 or by email finance@pharmacy.vic.gov.au