Pharmacy
Board of Australia | AHPRA

Health Profession Agreement

Pharmacy
Board of Australia

and

The Australian Health Practitioner Regulation Agency

2014 - 2015

Health Profession Agreement

Preamble

1.1 The Health Practitioner Regulation National Law Act 2009 requires the Australian Health Practitioner Regulation Agency (Agency) and the Pharmacy Board of Australia (the Board) to enter a Health Profession Agreement (Agreement) that provides for the following:

1.1.1 the services to be provided by the Agency to the Board to enable it to carry out its functions;

1.1.2 the fees payable by health practitioners; and

1.1.3 the annual budget of the Board.

1.2 The National Law framework for this Agreement is set out in Attachment 1.

1.3 In developing and signing this Agreement:

1.3.1 both parties agree that a successful Health Profession Agreement is an important element of an effective working relationship;

1.3.2 the Board will do everything it can to make its requirements clear; and

1.3.3 the Agency will do everything it can to provide the services required by the Board to perform its functions.

1.4 The NRAS Strategy 2011 -2014 outlines an agreed high level strategy for the joint work of National Boards and AHPRA. See Attachment 2.

1.5 Boards commit to actively co-operate and collaborate with other national Boards wherever appropriate, in areas of mutual interest and of wider importance for the implementation of the National Scheme as a whole.

Guiding principles for the Agreement

2.1 The guiding principles, which underpin this Agreement, are as follows:

2.1.1 the Board and the Agency recognise each other's distinct and complementary statutory responsibilities;

2.1.2 the Board and the Agency recognise their mutual accountability and partnership;

2.1.3 the implementation of the agreement provides mutually beneficial outcomes for both parties and the community we jointly serve;

2.1.4 the Board and the Agency are committed to the efficient management and continuous improvement of their respective functions;

2.1.5 the Board and the Agency have a commitment to resolve problems or disputes promptly.

Scope of this Agreement

3.1 This Agreement is for the period 1 July 2014 to 30 June 2015.

3.2 Under this Agreement, the Board will recognise its statutory and policy responsibilities. In particular, it will:

3.2.1 advise the Agency of any risks which may impact on its ability to meet its statutory obligations; and

3.2.2 ensure prompt consideration of policy matters necessary to fulfil its obligations under this agreement.

3.3 The Board will also recognise the operational responsibilities of the Agency. It will:

3.3.1 provide clear directions on its requirements in relation to the services from the Agency as specified in Schedule 1;

3.3.2 develop a fee structure which provides adequate financial resources to the Agency to enable it to perform its functions under this agreement and which provides an adequate level of equity as agreed between the Board and the Agency;

3.3.3 ensure that Board members are accessible to Agency staff;

3.3.4 ensure prompt consideration of operational matters raised by the Agency as a consequence of its fulfilling its obligations under this agreement and in relation to the shared objective of national consistency and improving the ways AHPRA delivers services on behalf of the Board;

3.3.5 ensure adherence to AHPRA's financial responsibilities in procurement and other operational processes in fulfilling the Board's work plans;

3.3.6 direct any requests for additional tasks, beyond those detailed in Schedule 1 of this Agreement, through the Executive Director, Strategy and Policy. Time frames and impact on other services and priorities will then be negotiated;

3.3.7 authorise the Chair of the Board (or his/her nominee) to act as liaison officer with respect to this Agreement;

3.3.8 provide information requested by the Agency on the Board's performance of its functions for inclusion in the Agency's annual report and other agreed purposes;

3.3.9 liaise and consult with the Agency to develop the Board's strategic and work plans.

3.4 Under this Agreement the Agency will recognise its statutory and policy responsibilities. It will:

3.4.1 advise the Board of any risks which may impact on its ability to meet its statutory obligations;

3.4.2 provide policy, secretariat and research support for the Board and its delegate to enable effective and timely decision making including;

3.4.2.1. policy advice

3.4.2.2. advice on regulatory or legislative changes

3.4.2.3. responses to questions from Ministers and parliaments

3.4.2.4. Board appointments

3.4.2.5. Freedom of Information and Privacy legislation and the Ombudsman

3.4.2.6. media, public relations, issues management and communication support.

3.4.3 ensure that services comply with Board policy and relevant laws;

3.5 The Agency will also recognise its operational responsibilities to enable the Board to exercise its functions. It will:

3.5.1 fulfil the requirements for the delivery of services as outlined in Schedule 1 through the provision of appropriately trained and experienced staff;

3.5.2 provide registration and notification services to delegated decision-makers in accordance with agreed Board delegations, operational policies and the National Law;

3.5.3 provide National Boards with information that will enable them to perform their notifications functions in a timely and efficient way;

3.5.4 facilitate Board access to relevant information, facilities and staff of the Agency;

3.5.5 ensure that senior Agency staff liaise and consult with the Board to provide guidance and advice and raise issues likely to impact on the Board's strategic and work plans;

3.5.6 manage financial resources in an efficient, transparent and accountable way ensuring that there are appropriate internal safeguards which are subject to controls and audit;

3.5.7 enter into and manage any third party contracts, agreements or key relationships required by the Board to support its statutory obligations and provide agreed services to support such contracts;

3.5.8 develop and implement operational protocols and guidance to promote nationally consistent service delivery which reflects the Board's standards, guidelines and policies;

3.5.9 maintain relevant website content in line with Board's direction and expectations including updates relating to board activities;

3.5.10 provide responsive customer services including counter, email response and telephone services in support of Board and Agency functions and services;

3.5.11 monitor and regularly report on performance and provide feedback on the level of performance in relation to the standards for the agreed services;

3.5.12 undertake specific projects as requested by the Board within agreed priorities and agreed timeframes. Additional funding may be negotiated with the Board where the work impacts on normal operational staffing and is considered not to be part of routine roles and functions performed by the Agency;

3.5.13 monitor and regularly report on the management of significant risks which may impact the Board's ability to meet its statutory obligations;

3.5.14 manage a program of projects to continuously improve the consistency and quality of services, promote innovation and to adopt contemporary business and service delivery models;

3.5.15 authorise the Executive Director, Strategy and Policy as the Agency's liaison officer with respect to this agreement.

Dispute resolution

4.1 If a dispute arises, the parties will raise the matter with each other setting out the issues in dispute and the outcome desired. Each party agrees to use its best endeavours to resolve the dispute fairly and promptly.

4.2 If the dispute cannot be resolved, the matter will be referred to the Chief Executive Officer of the Agency and the Chair of the Board.

4.3 If the dispute cannot be resolved following the steps above, it will be referred to the Chair of the Agency Management Committee and the Chair of the Board.

4.4 Either party may request the appointment of an independent, accredited mediator at any stage in the process.

4.5 If the Agency and the Board(s) are unable to resolve the dispute it may be referred to the Ministerial Council, consistent with the requirements of the National Law.

Review

5.1 The Agency and the Board agree to review this agreement on an annual basis. The Agreement continues on the same terms and conditions until either revoked or replaced.

Schedules

Schedule 1: Services to be provided to the Board by AHPRA

Schedule 2: Board's annual work plan

Schedule 3: Income and expenditure budget, balance sheet and budget notes

Schedule 4: Schedule of fees

Schedule 5: Performance indicators and reporting

This Agreement is made between

The Pharmacy Board of Australia

and

The Australian Health Practitioner Regulation Agency (AHPRA)

Signed for and on behalf of AHPRA by:	Signed for and on behalf of the Pharmacy Board of Australia by:
Signature of Chief Executive Officer	Signature of the Board Chair
Mr Martin Fletcher	Mr Stephen Marty
Date 18/8/14	Date

Attachment 1: Legislative framework for Health Profession Agreements

Health Practitioner Regulation National Law, as in force in each state & territory (the National Law).

Objectives and guiding principles of the legislation

(1) The object of this Law is to establish a national registration and accreditation scheme for:

(a) the regulation of health practitioners; and

(b) the registration of students undertaking;

(i) programs of study that provide a qualification for registration in a health profession; or

(ii) clinical training in a health profession.

(2) The objectives of the national registration and accreditation scheme are:

(a) to provide for the protection of the public by ensuring that only health practitioners who are suitably trained and qualified to practise in a competent and ethical manner are registered; and

(b) to facilitate workforce mobility across Australia by reducing the administrative burden for health practitioners wishing to move between participating jurisdictions or to practise in more than one participating jurisdiction; and

(c) to facilitate the provision of high quality education and training of health practitioners; and

(d) to facilitate the rigorous and responsive assessment of overseas-trained health practitioners; and

(e) to facilitate access to services provided by health practitioners in accordance with the public interest; and

(f) to enable the continuous development of a flexible, responsive and sustainable Australian health workforce and to enable innovation in the education of, and service delivery by, health practitioners.

(3) The guiding principles of the national registration and accreditation scheme are as follows:

(a) the scheme is to operate in a transparent, accountable, efficient, effective and fair way;

(b) fees required to be paid under the scheme are to be reasonable having regard to the efficient and effective operation of the scheme;

(c) restrictions on the practice of a health profession are to be imposed under the scheme only if it is necessary to ensure health services are provided safely and are of an appropriate quality.

Section 26 of the National Law sets out the requirement for Health Profession Agreements as follows:

"(1) The National Agency must enter into an agreement (a health profession agreement) with a National Board that makes provision for the following:

(a) the fees that will be payable under this Law by health practitioners and others in respect of the health profession for which the Board is established (including arrangements relating to refunds, waivers, or reductions and penalties for late payment),

(b) the annual budget of the National Board (including the funding arrangements for its committees and accreditation authorities),

(c) the services to be provided to the National Board by the National Agency to enable the National Board to carry out its functions under the national registration and accreditation scheme."

Section 26(1)(c) is an enabling clause that requires the National Agency to support the National Board in performing its function. This is detailed under section 25, the functions of the National Agency.

Section 25 – Functions of the National Agency

The functions of the National Agency are as follows:

a) to provide administrative assistance and support to the National Boards, and the Boards' committees, in exercising their functions;

b) in consultation with the National Boards, to develop and administer procedures for the purpose of ensuring the efficient and effective operation of the National Boards;

c) to establish procedures for the development of accreditation standards, registration standards and codes and guidelines approved by National Boards, for the purpose of ensuring the national registration and accreditation scheme operates in accordance with good regulatory practice;

d) to negotiate in good faith with, and attempt to come to an agreement with, each National Board on the terms of a health profession agreement;

e) to establish and administer an efficient procedure for receiving and dealing with applications for registration as a health practitioner and other matters relating to the registration of registered health practitioners;

f) in conjunction with the National Boards, to keep up-to-date and publicly accessible national registers of registered health practitioners for each health profession;

g) in conjunction with the National Boards, to keep up-to-date national registers of students for each health profession;

h) to keep an up-to-date and publicly accessible list of approved programs of study for each health profession;

i) to establish an efficient procedure for receiving and dealing with notifications against persons who are or were registered health practitioners and persons who are students, including by establishing a national process for receiving notifications about registered health practitioners in all professions;

j) to provide advice to the Ministerial Council in connection with the administration of the national registration and accreditation scheme;

k) if asked by the Ministerial Council, to give to the Ministerial Council the assistance or information reasonably required by the Ministerial Council in connection with the administration of the national registration and accreditation scheme;

l) any other function given to the National Agency by or under this Law.

The National Law in section 32(2) limits the powers of the National Board so that, among other limitations, it cannot enter into contracts. In this regard the National Board may only engage services through the National Agency.

The activities provided for in a health profession agreement must necessarily relate to the functions of a National Board. Section 35 of the National Law details those functions which, with the exception of sub-clause (f), are regulatory functions.

Section 35 – Functions of National Boards

1) The functions of a National Board established for a health profession are as follows:

   a) to register suitably qualified and competent persons in the health profession and, if necessary, to impose conditions on the registration of persons in the profession;

   b) to decide the requirements for registration or endorsement of registration in the health profession, including the arrangements for supervised practice in the profession;

   c) to develop or approve standards, codes and guidelines for the health profession, including:

      i. the approval of accreditation standards developed and submitted to it by an accreditation authority; and

      ii. the development of registration standards for approval by the Ministerial Council; and

      iii. the development and approval of codes and guidelines that provide guidance to health practitioners registered in the profession;

   d) to approve accredited programs of study as providing qualifications for registration or endorsement in the health profession;

   e) to oversee the assessment of the knowledge and clinical skills of overseas trained applicants for registration in the health profession whose qualifications are not approved qualifications for the profession, and to determine the suitability of the applicants for registration in Australia;

   f) to negotiate in good faith with, and attempt to come to an agreement with, the National Agency on the terms of a health profession agreement;

   g) to oversee the receipt, assessment and investigation of notifications about persons who:

      i. are or were registered as health practitioners in the health profession under this Law or a corresponding prior Act; or

      ii. are students in the health profession;

   h) to establish panels to conduct hearings about:

      i. health and performance and professional standards matters in relation to persons who are or were registered in the health profession under this Law or a corresponding prior Act; and

      ii. health matters in relation to students registered by the Board;

   i) to refer matters about health practitioners who are or were registered under this Law or a corresponding prior Act to responsible tribunals for participating jurisdictions;

   j) to oversee the management of health practitioners and students registered in the health profession, including monitoring conditions, undertaking and suspensions imposed on the registration of the practitioners or students;

   k) to make recommendations to the Ministerial Council about the operation of specialist recognition in the health profession and the approval of specialties for the profession;

   l) in conjunction with the National Agency, to keep up-to-date and publicly accessible national registers of registered health practitioners for the health profession;

   m) in conjunction with the National Agency, to keep an up-to-date national register of students for the health profession;

n) at the Board's discretion, to provide financial or other support for health programs for registered health practitioners and students;

o) to give advice to the Ministerial Council on issues relating to the national registration and accreditation scheme for the health profession;

p) if asked by the Ministerial Council, to give to the Ministerial Council the assistance or information reasonably required by the Ministerial Council in connection with the national registration and accreditation scheme;

q) to do anything else necessary or convenient for the effective and efficient operation of the national registration and accreditation scheme;

r) any other function given to the Board by or under this Law.

2) For the purposes of subsection (1)(g)-(j), the Board's functions do not include receiving notifications and taking action referred to in those paragraphs in relation to behaviour by a registered health practitioner or student that occurred, or is reasonably believed to have occurred, in a co-regulatory jurisdiction.

Finance

Part 9 of the National Law regulates finance for the national scheme. Section 208 establishes the Australian Health Practitioner Regulation Agency Fund (the Agency Fund), to be administered by the National Agency. Sections 209-211 provide for the payments into and out of the Agency Fund as well as the investment of money in the Agency Fund.

Financial management duties of the National Agency and National Boards are provided in section 212. Duties are imposed on the National Agency to ensure its financial management and operations are efficient, transparent and accountable and its financial management practices are subject to appropriate internal safeguards.

A National Board is required to ensure its operations are efficient, effective, and economical, and to take any necessary action to ensure the National Agency is able to comply with its financial management responsibilities.

The National Law provides in section 236(1) protection from personal liability for persons who act in good faith in the exercise of functions under the law. Any liability that arises in this regard attaches to the National Agency.

Attachment 2: NRAS Strategy

National Registration and Accreditation Scheme Strategy

OUR VISION

A competent and flexible health workforce that meets the current and future needs of the Australian community.

OUR MISSION

To regulate health practitioners in Australia in the public interest.

OUR VALUES

In fulfilling our role:

- We act in the interest of public health and safety
- We work collaboratively to deliver high-quality health regulation
- We promote safety and quality in health practice
- Our decisions are fair and just
- We are accountable for our decisions and actions
- Our processes are transparent and consistent

KEY STRATEGIC PRIORITIES

In accordance with the National Law and our values, we will:

1. Ensure the integrity of the National Registers
2. Drive national consistency of standards, processes and decision-making
3. Respond effectively to notification about the health, performance and conduct of health practitioners
4. Adopt contemporary business and service delivery models
5. Engender the confidence and respect of health practitioners
6. Foster community and stakeholder awareness of and engagement with health practitioner regulation
7. Use data to monitor and improve policy advice and decision-making
8. Become a recognised leader in professional regulation

Schedule 1: Services to be provided to the Board by AHPRA

Business Operations

Notifications, registration applications and renewals

Within approved delegations:

- Manage applications for registration consistent with approved registration standards.
- Manage student registrations.
- Receive and investigate notifications about health practitioners in relation to performance, conduct or health matters and students on grounds specified in the National Law.
- Provide effective coordinated support and comprehensive data and advice for state and territory boards, national committees and registration and notifications committees and immediate action committees in their decision making about registration and notification matters.
- Manage matters relating to practitioner impairment.
- Facilitate communication with stakeholders and manage key relations.
- Provide support for hearing panels - preparation and circulation of agendas and associated papers, drafting decisions and correspondence.
- Establish effective arrangements for professional advisers.
- Continuously improve the design and implementation of delegations.
- Provide communications support for issues and media management which is consistent with the Board's media strategy.
- Increase national consistency and continuous improvement of processes and decision making to implement standards.
- Provide legal advice and services.

Liaison with external authorities

Where appropriate and in agreement with the Board, enter into memorandums of understanding with relevant authorities to facilitate the application of sections 219 and 221 of the National Law.

Where service levels can be enhanced, work in partnership with external authorities to ensure that relevant issues are considered by both entities.

Online service delivery

Develop online services for health practitioners consistent with agreed business priorities.

Promote uptake of online services by health practitioners.

National registers

Maintain a current online national register of registered health practitioners and specialists.

Implement strategies to ensure the accuracy and completeness of data on the registers.

Maintain a current national register of students of the profession.

Provide the Board and key partners with relevant workforce registration information.

Customer service

Ensure that practitioners and members of the public can have their phone, email and in person queries dealt with by AHPRA within agreed response times.

Develop and disseminate communications including production of practitioner newsletters.

Compliance

Monitor those practitioners who are subject to conditions on their registration, undertakings or who are suspended.

Implement an agreed program of audit of registration standards.

Examinations

Manage examinations where agreed with Board. Detailed arrangements for the conduct of examinations will be agreed with each Board.

Business Support

Board and committee support

AHPRA will provide sufficient resources to meet the needs of the Board in the following:

- Develop registration standards, codes, guidelines and policy as agreed with the Board and across Boards on agreed priority areas.
- Facilitate stakeholder engagement, government relations including Health Workforce Principal Committee and coordination of whole-of-scheme issues such as community engagement.
- Operational support - arrange Board and committee meetings, travel, accommodation, payment of sitting fees and expenses. Where meetings are held on Agency premises the costs will be charged to the allocated cost pool. Where the Board chooses to meet elsewhere, meeting costs will be charged as a direct cost to the Board and will be treated as part of the Board's budget.
- Secretariat services - prepare and circulate agendas and associated papers, draft decisions, correspondence and communiqués for the Board and its committees.
- Project management – deliver agreed projects on behalf of the Board.
- Legal advice - provide legal advice and services.
- Board effectiveness – services including training, recruitment and succession planning.

Communication

Provide high quality, relevant and current information to stakeholders in a timely and positive manner, enhancing the stakeholder confidence in the Board and the National Scheme and to assist in building key stakeholder relationships. The communications program will be developed in consultation with the Board and will include:

- production and distribution of newsletters to practitioners;
- continual development and enhancement of the Board's website, management of publications, Board events and advice and support on media issues, consistent with the Board's media strategy.

Financial management

Maintain a specific account for the Board within the Agency Fund.

Manage funds in accordance with requirements of the National Law and within guidelines agreed with the Board.

Provide agreed regular financial and performance reports.

Implement appropriate procedures for the collection, refund, reduction and waiver of fees.

Provide financial support and advice to the Board and relevant committees, including strategies for managing specific issues, fee setting and achievement of agreed levels of equity.

Implement measures to improve efficiency and productivity of AHPRA performance through adoption of contemporary business and service delivery models.

Manage and report costs according to established cost allocation principles.

Cost allocation principles

The main objective of cost allocation is to assign each cost to the activity that is most responsible for the generation of that cost. Some costs can be easily identified and attributed to Boards or AHPRA cost centres based on direct causal relationships. Other common or indirect costs need to be shared using accepted cost allocation methodologies.

The allocation methodology used for indirect costs should meet the following criteria.

- Defensible – able to be scrutinised and tested both internally and externally by all impacted parties.
- Auditable – ready to be tested from a financial perspective by an independent arbitrator.
- Understandable – simple, non-complex and understood by all stakeholders, irrespective of their level of financial acumen.
- Flexible – able to alter its calculations and approach as the structure of costs changes over time.
- Accurate – ensures that all costs required to be passed on are calculated accurately and that data capture is robust to enable all costs to be charged back appropriately.

Cost allocation business rules

The principle of no cross-subsidisation of costs will be maintained.

As a first step, where possible AHPRA will allocate costs directly to Boards. If direct allocation is not possible through the identification of a direct causal relationship, costs will be allocated to the indirect cost pool.

The application of the indirect cost allocation framework may result in different cost allocation percentages each year, depending on changes to inputs to the allocation base.

Outcomes of the cost allocation framework will be described in reports to all National Boards each year and will be used as a basis for determining Boards' budgets.

AHPRA will not allocate the same cost more than once. That is, the same cost will not be treated as both a direct and shared (allocated) cost. A direct cost will only be attributed once to a Board. A shared cost will only be allocated once across Boards.

AHPRA will identify to all Boards which costs are charged directly and which are allocated to the indirect cost pool. That is, Boards will be given a clear statement of what services are being delivered via either direct charge or indirect cost allocation.

Risk management

Manage a risk management strategy for both AHPRA and the National Boards.

Communicate to National Boards the identification of and mitigation strategies for extreme and high risks.

Implement an internal audit function to improve AHPRA's management and mitigate risk.

Accreditation

Where accreditation functions are provided by an independent accreditation authority, negotiate and manage an agreement on behalf of the Board for the provision of those functions including any agreed specific projects.

Where the accreditation function is exercised by a committee established by the Board, AHPRA, primarily through its accreditation unit, will support the delivery of the accreditation function.

The accreditation unit will operate the function within the agreed budget and achieve agreed objectives. Maintain a current and publicly accessible list of approved programs of study for the profession.

Board work program

Deliver agreed Board-specific work program within agreed priorities, resources and service standards.

Schedule 2

Pharmacy Board of Australia
Work Plan 2014-15

In addition to its regular work, the Board has agreed to undertake the following work during 2014-15. Some of this work may extend into 2015-16.

Details	Work
Registration standards The following registration standards are being reviewed: • Criminal history • English language skills • Continuing profession development • Recency of practice • Professional indemnity insurance arrangements • Supervised practice arrangements • Examinations for general registration	• Complete review of consultation feedback • Finalise registration standards for consideration by Ministerial Council for approval • Publish approved standards • Communicate to profession • Distribute copies to the profession
Guidelines The following guidelines are being reviewed: • Guidelines on continuing professional development • Guidelines for mandatory notifications • Guidelines for advertising of regulated health services • Guidelines for dispensing of medicines • Guidelines on practice-specific issues • Guidelines on practice-specific issues – Guideline 1 (List of references) • Guidelines on specialised supply arrangements • Guidelines on responsibilities of pharmacists when practising as proprietors • Guidelines on compounding of medicines	• Publish for public consultation • Complete review of consultation feedback • Finalise guidelines and publish • Communicate to profession • Distribute copies to the profession
Competency standards The National Competency Standards Framework for Pharmacists in Australia, 2010 are due for review The Board has also developed and published a *Professional practice profile for pharmacists undertaking complex compounding* (practice profile) for public consultation	• Contribute to the review of the National Competency Standards Framework for Pharmacists in Australia, 2010 • Review impact of updated competency standards on the Board's guidelines • Complete review of consultation feedback on practice profile for complex compounding • Finalise practice profile and publish • Communicate to profession
Registration examination The oral examination (practice) for pharmacy interns is developed and administered by AHPRA on behalf of the Board and is conducted by trained examiners (pharmacists) approved by the Board	• Review current examiner training process and develop and deliver updated examiner training • Expand examination question bank

Schedule 2

Details	Work
Respond to emerging scope of practice initiatives and developing trends The Board monitors developments and trends in the profession and responds accordingly	• Assess the need for any additional guidelines • Finalise compounding guidelines and practice profile for complex compounding • Contribute to the review of the competency standards for pharmacists • Participate in stakeholder forums • Work with stakeholders including state and territory governments on administration of vaccines by pharmacist • Work with stakeholders including state and territory governments on prescribing by pharmacists and convene a Pharmacy Prescribing Committee
Cooperate with other pharmacy entities The Board has established effective working relationships with other pharmacy regulatory bodies	• Development of a memorandum of understanding with pharmacy registering authorities to enable effective exchange of relevant data to enable all entities to carry out functions under respective legislation
Notifications The Board and AHPRA have agreed KPIs for the handling and resolution of notifications against pharmacists	• Ongoing monitoring of notifications process including financial support to facilitate achievement of KPIs as required • Monitor the notification process in Queensland under the new notification arrangements introduced in legislation • Review and assess notifications data for any additional action such as communication to the profession and development of guidelines • Review delegations under the National Law for the effective management of notifications
Communication The Board has developed a communication plan and communicates regularly with the profession and stakeholders	• Publish monthly communiqués • Publish quarterly newsletters • Participate in conferences and stakeholder forums where appropriate
Accreditation The Board provides funding to the Australian Pharmacy Council (APC), the accreditation council for the pharmacy profession for the accreditation of pharmacy programs and other agreed work	• Maintain an effective working relationship with APC • Agree on work to be undertaken by APC on behalf of the Board

Schedule 3: Income and expenditure budget and balance sheet summary, budget notes

PHARMACY BOARD OF AUSTRALIA

SUMMARY BUDGET 2014-15

Item	$
Total income	8,830,000
Total expenses	9,707,500
Surplus (deficit)	(877,500)
Forecast equity at start of year	5,951,000
Forecast equity at end of year	5,073,500
Board indirect cost allocation rate for 2014-15	5.00%

PHARMACY BOARD OF AUSTRALIA

DETAILED BUDGET 2014-15

Item	$
Income	
Registration	7,170,400
Application income	449,800
Interest	348,500
Late Fees and Fast Track Fees	24,700
Other income *	836,600
Total Income	**8,830,000**
Expenses	
Board and committee expenses (see note 2)	833,400
Legal, tribunal costs and expert advice (see note 3)	812,700
Funding support for the National Health Ombudsman and Privacy Commissioner	75,000
Other direct expenditure (see note 4)	2,606,500
Indirect expenditure (see note 5)	5,379,900
Total Expenses	**9,707,500**
Net Surplus (Deficit)	**(877,500)**
Equity at start	5,951,000
Change	(877,500)
Equity at End	5,073,500

*Other income includes cost recoveries and miscellaneous fees

Budget Notes

1. Registrant numbers	The registration income is derived from the following assumptions. Budgeted registrants invited to renew at next renewal period: 28,493 Budgeted lapse rate of renewals: 3.1%
2. Board and committee expenses	Total $ 833,400 This covers the meeting costs of the National Board, as well as the registration and notification committees, which have the delegated authority to make decisions about individual registered practitioners. Costs include sitting fees, travel and accommodation while attending meetings for the Board.
3. Legal, tribunal costs, and expert advice	Total $ 812,700 Note: These legal costs do not include the significant proportion of the Board's direct costs (including sitting fees) and a substantial amount of the work of national committees also relates to managing and assessing notifications. A substantial proportion of the staff costs in each state and territory office relate directly to staff who support work about notifications about practitioners as well as introducing nationally consistent systems and processes to manage notifications.
4. Other direct expenditure	Total $ 2,606,500 Costs associated with the Board's work on registration standards, policies and guidelines. See work plan 2014-15. This includes the following activities: • costs involved in consultation with the community and the profession • engagement of consultants necessary to support the work of the Board • publication of material to guide the profession, such as the Board's newsletter • Board member professional development • policy development and projects • accreditation expenses including funding provided to Australian Pharmacy Council for accreditation functions as well as other projects.

5.	Indirect expenditure	Total $ 5,454,900 Proportion of indirect costs allocated to the Board is 5.00%. The percentage allocation for the Board in 2013-14 was 5.43%. Indirect costs are shared by the National Boards, based on an agreed formula. The percentage is based on an analysis of historical and financial data to estimate the proportion of costs required to regulate the profession. Costs include salaries, systems and communication, property and administration costs. AHPRA supports the work of the National Boards by employing all staff and providing systems and infrastructure to manage core regulatory functions (registration, notifications, compliance, accreditation and professional standards), as well as the support services necessary to run a national organisation with eight state and territory offices, and support all National Boards and their committees. The 2014-15 AHPRA business plan sets out AHPRA objectives for 2014-15 and how they will be achieved.

Schedule 4

Schedule of Fees

Item	National Fee	Rebate for NSW registrants	Fee for registrants with principal place of practice in NSW
	$	$	$
Application fee for general registration*	160		160
Application fee for provisional registration*	107		107
Application fee for limited registration*	160		160
Application fee for non practising registration*	160		160
Application fee for fast track registration*	80		80
Registration fee - general registration	317	0	317
Registration fee - provisional registration	160	0	160
Registration fee - limited registration	317	0	317
Registration fee – non-practising registration	317	0	317
Late renewal fee for general registration	79		79
Late renewal fee for provisional registration	40		40
Late renewal fee for limited registration	79		79
Late renewal fee for non-practising registration	79		79
Replacement registration certificate	20		20
Extract from the register	10		10
Copy of the register (if application is assessed as in the public interest)	2,000		2,000
Oral examination (practice) fee	395		395
Oral examination (pharmacy law and ethics) fee	220		220
Oral exam appeal fee – internal review	195		195
Oral exam appeal fee – external review	195		195
Verification of registration status	50		50

*Payment of both an application fee and a registration fee is required at the time of application. Both application and registration fees are payable.

For mutual recognition with New Zealand practitioners

Schedule 5

Performance Reporting 2014 - 2015

The following principles underpin AHPRA's commitment to performance reporting:

- Performance measures must be based on consistent and reportable data that is taken from a common electronic data base
- Data for performance measure reporting should be collected automatically as part of a normal business process
- Changes to performance target standards will be based on assessment of current baseline performance and planned initiatives that will impact on baseline
- Priority will be given to performance measures and performance reporting that meets requirements of all boards for registration, notifications, offences, monitoring, and national services.
- Consideration will be given to developing customised reports for the Board where appropriate

Monthly reporting outlines a summary of each program area with respect to current caseload, received and finalised cases, and average age of cases as at the end of the reported month.

Business Operations Performance Reporting

Monthly reporting	Component
Registration	• Applications received and finalised by type and sub type • Application process time by registration type • Appeals extract
Notifications	• Notifications received and finalised • Mandatory notifications received • Open caseload • Inactive notifications • Prior law matters • Immediate actions • Tribunals / appeals extract
Offences	• National law offences received and finalised
Monitoring	• Open caseload • Source of cases being monitored
National Services	• Not required monthly

Quarterly reporting outlines a more detailed summary of each program area with respect to current caseload, received and finalised cases, and average age of cases as at the end of the reported quarter. Reporting on performance indicators is also included.

Quarterly reporting	Component
Registration	• Registrants by registration type and sub type • Registrants by division (where appropriate) • Registrants by specialty (where appropriate) • Registrants by endorsement (where appropriate) • Registrants by notation (where appropriate) • Registrants by age and gender • Registration performance reporting (performance indicators)
Notifications	• Notifications received and finalised (source, grounds, outcome type) • Mandatory notifications received (source, grounds, outcome type) • Open caseload (by stage) • Notifications performance reporting (performance indicators)
Offences	• National law offences received and finalised • National law offences by outcome type
Monitoring	• Open caseload (detail) • Source of cases being monitored • Monitoring cases by age
National Services	• Volumes of enquiries (telephone, web) • Enquiry types • Customer service performance reporting (performance indicators) • Public register availability • Website usage

End of cycle reporting outlines a summary of renewal campaigns and practitioner audits for the year.

End of cycle reporting	Component
Renewals	• Renewal outcomes • Method of renewal (paper / online) • Disclosures detail
Practitioner audits	• Audit performance • Audit outcomes • Profession summary (audit completion rate)

Business Support Performance Reporting

Business domain	Service level standard	Standard reports
Financial management	Monthly report provided at each Board meeting based on financial performance during the preceding month and year to date.	Income and expenditure report with analysis and narrative.
Accreditation	Where AHPRA provides support to the delivery of the accreditation function by an accreditation committee, twice yearly reports provided on delivery of the function according to the committee's terms of reference, using the Quality Framework for the Accreditation Function and the sample report guide developed through the Accreditation Liaison Group.	Availability of scheduled reports from accrediting authorities as per the signed agreements with external entities or the terms of reference for accreditation committees.
Legal	Legal update at end of each quarter.	Quarterly legal update providing detail on key matters in progress and key legal advice provided. Legal Practice Notes to all Boards. Legal advices for Boards as required.
Board support for National and State Boards, committees and panels	Timeliness. Board, committee and panel papers available no later than 5 working days prior to the scheduled date of the meeting.	Quarterly report
	Remuneration. Reimbursement of sitting fees and claims paid by electronic funds transfer on the agreed day each month. Measure will be 90% accuracy based on number of corrections to total payments made. Payments will be for all meetings held more that 5 days prior to the scheduled payment date.	Quarterly report
	Financial Reports and Budgets. Financial reports and budgets delivered to National Boards and committees seven calendar days before the board meeting.	Progress reports to National Boards
Risk Management	Quarterly report highlighting the current risk management rating for all significant risks.	Quarterly risk management report, including mitigating strategies for extreme and high risks within all areas of AHPRA's and Boards' operations.
	Administrative complaints and Freedom of Information handling in accordance with AHPRA policy	Half yearly report of complaints lodged, detailing the total number of complaints for the profession, trends and learning.
Quality of support services	Administration of annual structured survey of quality of service support provided.	Report on survey results Action plan to address issues raised in survey.

Budgeting timetable for 2015-16 budget

Month of Board Meeting	Upload to SAI Global
March 2015	1st draft budget
April 2015	2nd draft budget
May 2015	3rd draft budget