

NDSS Access Point Guidelines

2017 – 2020

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Note: The actual forms used may be amended from time to time to reflect changes in Commonwealth policy.

1. Overview

1.1. Purpose of Guidelines

These Guidelines identify the role, function and responsibilities of Diabetes Australia, State and Territory NDSS Agents (NDSS Agents), the Commonwealth Department of Health (Commonwealth), established Access Points and all entities interested in becoming an Access Point under the National Diabetes Services Scheme (NDSS).

This document should be used and read in conjunction with the NDSS Access Point Agreement, and other applicable manuals and procedure documents.

The purpose of this document is to provide guidelines for Diabetes Australia, NDSS Agents and Access Points in the following areas:

1. appointment criteria;
2. appointment and termination processes;
3. functions, responsibilities and service targets; and
4. information relating to Product, such as stock holding, delivery and supply.

1.2. Availability of Guidelines

Access Point Guidelines are available on the NDSS Website (www.ndss.com.au), NDSS Connect and the LMS.

The NDSS Agent will supply all applicants, and established Access Points, with a copy of the current Access Point Guidelines when they sign an NDSS Access Point Agreement. This will be in an electronic format.

1.3. Glossary

Term	Meaning
Access Point	An entity (which includes, but is not limited to, a company, a sole trader or a partnership) appointed to supply Products and related information to Registrants.
Base Stock	NDSS Product held by Access Points for supply to Registrants when they present to the Access Point and request NDSS Products.
Commonwealth	Commonwealth of Australia as represented by the Department of Health.
CSO Distributor	A pharmaceutical wholesaler which has entered into an arrangement with the Commonwealth to access the CSO Funding Pool established in connection with the PBS.
Learning Management System (LMS)	NDSS Learning Management System operated by Diabetes Australia and / or NDSS Agent(s) for the purposes of the Scheme.
National Diabetes Services Scheme (NDSS or Scheme)	The Commonwealth funded program administered by Diabetes Australia that aims to improve the health outcomes for people with diabetes across Australia by supporting self-management of diabetes.
NDSS Access Point Agreement	An Agreement between the Commonwealth and appointed entities to undertake the role of an Access Point (of which these Access Point Guidelines form part).
NDSS Administrator	Diabetes Australia
NDSS Agent	A state or territory based diabetes organisation engaged by Diabetes Australia to provide services under the NDSS.
NDSS Agreement	The 2016-2020 Agreement between the Commonwealth and Diabetes Australia for the administration of the NDSS.
NDSS Connect	Point of sale software supplied by Diabetes Australia to the Access Point under the NDSS.
Newly Appointed Access Point	A community pharmacy or non-pharmacy which has been approved but not commenced supplying NDSS Products and related information to Registrants under the NDSS.
PBS	The Pharmaceutical Benefits Scheme established under the <i>National Health Act 1953</i> (Cth).
Pharmacy Accreditation	Accreditation under a recognised national safety and quality accreditation scheme, standard or program operating in Australia that is open to community pharmacy. An example includes (but is not limited to) accreditation under the Quality Care Pharmacy Program (QCPP).

Term	Meaning
Product(s)	Subsidised diabetes aids and appliances available through the NDSS. These include syringes, pen needles, blood glucose test strips, urine ketone test strips and insulin pump consumables and continuous glucose monitoring products.
Registrant	An eligible person with diabetes who is registered with the NDSS.
Registrant Contribution	The financial contribution made by each Registrant towards the cost of Product supplied to that Registrant.

Unless the context otherwise requires, capitalised terms in this document that are otherwise undefined have the meaning given to them in the NDSS Access Point Agreement.

2. Introduction

2.1. What is the NDSS?

The NDSS is an initiative of the Australian Government administered with the assistance of Diabetes Australia.

The current NDSS Agreement between the Commonwealth and Diabetes Australia for the administration of the NDSS commenced on 1 July 2016 and will expire on 30 June 2020.

The objective of the NDSS is to improve health outcomes for people with diabetes across Australia.

To achieve this, the Commonwealth has arranged to:

- a) provide Products to Registrants across Australia;
- b) provide appropriate information and support services on a national basis to maximise the capacity of Registrants to self-manage their diabetes; and
- c) ensure that there are appropriate and equitable access arrangements to the NDSS across Australia whilst addressing the different population and regional needs of Registrants.

2.2. What are Access Points?

Access Points are organisations that supply Registrants with Products and related information to assist in the self-management of diabetes. The majority of Access Points are community pharmacies.

2.3. The Role of Diabetes Australia and NDSS Agents

Diabetes Australia administers the relationship with Access Points under the NDSS on behalf of the Commonwealth. To assist in the delivery and administration of the Scheme, Diabetes Australia appoints an NDSS Agent in each state and territory.

NDSS Agents are contracted by Diabetes Australia to support access to the NDSS and provide a range of information, education and support services to Registrants.

The role of Diabetes Australia includes the administration of the Scheme, the collection of Registrant contributions from Access Points, maintenance of NDSS Connect and payment of handling fees to Access Points.

NDSS Agents are responsible for:

- a) Access Point appointment including the assessment of applications submitted by all entities interested in becoming Access Points;
- b) Access Point inductions and refresher training; and

- c) the ongoing assessment of Access Points' compliance with the Access Point Obligations as outlined in these Guidelines and the remainder of the NDSS Access Point Agreement.

NDSS Agents and Diabetes Australia will facilitate regular communication and effective relationships with all Access Points to ensure the provision of a professional service to Registrants.

Diabetes Australia and/or NDSS Agents will communicate relevant NDSS messages to Access Points via the 'Announcements' section of NDSS Connect as soon as practicable.

Where relevant, Diabetes Australia will provide the Pharmacy Guild of Australia or, as appropriate, key allied health professional bodies with a copy of significant announcements for information at the time of, or before, publication on NDSS Connect.

Any right, role or function allocated to an NDSS Agent under these Guidelines, may also be exercised by the Commonwealth or Diabetes Australia.

2.4. The role of CSO Distributors

With effect from 1 July 2016, the responsibility for the supply of Products to Access Points shifted from Diabetes Australia to pharmaceutical wholesalers that have entered into arrangements with the Commonwealth to access the CSO Funding Pool established in connection with the PBS.

Product ordered by Access Points through NDSS Connect will be supplied by the CSO Distributors. Access Points will not be required to pay for NDSS Product supplied by the CSO Distributors for the NDSS which will continue to be paid for by the Commonwealth.

2.5. Eligibility Criteria

Pharmacies

All approved pharmacies (approved under section 90 of the *National Health Act 1953* (Cth)) throughout Australia are eligible to be considered as an Access Point.

To be considered for appointment the pharmacy will need to demonstrate (including by providing copies of relevant documents) that it has:

- a) a Pharmaceutical Benefits Scheme approval, a current business registration and trading name, and a registration for GST;
- b) a commitment to referring and facilitating access for NDSS registrants to NDSS information, resources and services;
- c) business systems and hardware capable of operating and connecting to the Diabetes Australia operating system (NDSS Connect) for recording the sale and delivery of Products to Registrants; and

- d) a pharmacy accreditation or be in the process of attaining such Pharmacy Accreditation within six (6) months (unless the Commonwealth determines otherwise in the circumstances described below); and
- e) an account with a CSO Distributor and a PharmX account.

The Commonwealth may waive the requirement for a community pharmacy to hold or be seeking a Pharmacy Accreditation in order to ensure that Registrants have suitable access to the NDSS. The circumstances where a Pharmacy Accreditation may not be required include (but are not limited to) where:

- a) the applicant, if approved, will be the only Access Point within a 25 kilometre radius;
- b) the applicant's Pharmacy Accreditation is delayed as a result of exceptional circumstances beyond the applicant's control; or
- c) the Commonwealth determines that the appointment of an Access Point who does not hold a Pharmacy Accreditation is in the interests of the NDSS or Registrants.

Applicants may direct any queries regarding Pharmacy Accreditation (including whether their accreditation is suitable for the purposes of the NDSS) to the NDSS Helpline (1300 136 588).

Other Entities

The Commonwealth may approve other entities acting as Access Points on a case by case basis depending on Registrant access needs or service gaps identified by the Commonwealth or Diabetes Australia and the demonstrated capacity of such entities. In addition to satisfying needs identified by the Commonwealth, such entities will be required to demonstrate (including by providing copies of relevant documents):

- a) compliance with any applicable professional standards;
- b) a current business registration and registration for GST;
- c) a commitment to referring and facilitating access for NDSS registrants to NDSS information, resources and services;
- d) business systems and hardware capable of operating and connecting to the Diabetes Australia IT system (NDSS Connect) for recording the sale and delivery of Products to Registrants; and
- e) an account with a CSO Distributor and a PharmX account.

Re-Appointment of Former Access Points

Diabetes Australia (through the NDSS Agent) will ensure that, where an Access Point ceases for whatever reason to be an Access Point, that entity, or a related body corporate, related party or related entity (as those terms are defined in the *Corporations Act 2001 (Cth)*) of that entity does **not** become an Access Point within twelve (12) months of the termination of the NDSS Access Point Agreement unless the Commonwealth agrees in writing.

Where an entity or a related body corporate, related party or related entity (as those terms are defined in the *Corporations Act 2001 (Cth)*) of a former Access Point is re-appointed as an Access Point (**Re-Appointed Access Point**) and the former Access Point:

- a) has previously received a base stock of Product paid for by the Commonwealth; or
- b) a Scheme establishment payment from Diabetes Australia, an NDSS Agent or the Commonwealth,

the Re-Appointed Access Point will not be entitled to receive a new Base Stock of Product paid for by the Commonwealth (of the kind described in 4.3 Base Stock) unless the Commonwealth agrees (at its absolute discretion) that the circumstances justify the provision of a new Base Stock of Product.

If a former Access Point wishes to be considered for new Base Stock, they should contact their State/Territory NDSS Agent which will share the request with the Commonwealth for consideration through Diabetes Australia.

2.6. Complaints Process

Complaints from Access Points

In the event that an Access Point has a complaint or an issue about the service provided by the NDSS Agent in its State or Territory or Diabetes Australia, it should first contact the NDSS Agent in its State or Territory to discuss the complaint. Product supply related complaints should be directed to the relevant CSO Distributor in the first instance for resolution.

NDSS Agents or Diabetes Australia must provide a response to Access Point complaints within five (5) Business Days.

If an Access Point believes an NDSS Agent does not satisfactorily address the complaint or issue, then the Access Point should contact Diabetes Australia.

NDSS Agents and Diabetes Australia must document all complaints and actions taken to rectify those complaints and report through Diabetes Australia to the Commonwealth as required by the Commonwealth.

Complaints about Access Points

In the event that a Registrant makes a complaint about an Access Point to the relevant Access Point (or another Access Point), they must be directed to the NDSS Helpline (1300 136 588).

NDSS Agents are required to provide an initial response to a Registrant's complaint within five (5) Business Days of the complaint being received.

NDSS Agents will contact an Access Point as soon as possible if a complaint has been lodged to assess the situation and determine necessary steps to address the complaint.

NDSS Agents and Diabetes Australia must document all complaints and actions taken to rectify those complaints and report through Diabetes Australia to the Commonwealth as required by the Commonwealth.

3. Access Point Application Process

3.1. Application Overview

STEP 1 -

The Access Point application is completed by the applicant.

There are separate application forms for Pharmacy (*Attachment A*) and other approved entities – Non Pharmacy (*Attachment B*)

Application forms are available at www.ndss.com.au or by phoning the NDSS Helpline on 1300 136 588.

Application forms should include details of the applicant's account with each CSO Distributor with which it has an account and its PharmX identifier (if any). If such details are not available at the time of the application, information should be provided by the applicant promptly after the application is submitted.

Applications from applicants awaiting their PharmX identifier and CSO Distributor account will not be progressed until the applicant can provide this information.

STEP 2 –

The applicant submits the completed application form to the NDSS Agent. The contact details and mailing address for each NDSS Agent are provided at *Appendix A*.

STEP 3 –

The NDSS Agent will assess the completed application form using nationally consistent criteria outlined in the assessment form at *Appendix D* and *E*.

This will include either a physical site inspection or if an applicant is in a regional or remote location, photographic evidence of the site.

If additional information is required, the NDSS Agent will contact the applicant and may return the application for completion.

STEP 4 –

The NDSS Agent will provide a written response to the applicant within twenty (20) Business Days of the receipt of completed application forms.

RESPONSE –

Applicants not meeting the eligibility criteria will be provided with:

- (a) clear information outlining why the criteria were not met;
- (b) details of a contact officer for queries and advice;
- (c) an appeals form (*Attachment C*); and
- (d) advice on how to appeal the decision.

Applicants meeting the eligibility criteria will, within 20 Business Days, be provided with:

- (a) a proposed date for the induction process to commence;
- (b) details of a contact officer for queries and advice;
- (c) a copy of the NDSS Access Point Guidelines; and
- (d) a copy of the NDSS Access Point Agreement.

3.2. Access Point Agreements.

Access Points will be required to enter into an individual Agreement with the Commonwealth.

3.3. Appeal Process

An applicant that is unsuccessful may appeal the decision to the NDSS Agent by completing the Appeal form (*Attachment C*) enclosed with its notification letter.

All appeals will be referred in the first instance to the Chief Executive Officer (or authorised delegate) of the responsible NDSS Agent who will conduct a review of the application and supporting appeal documentation.

The outcome of the appeal will be provided in writing to the appellant within twenty (20) business days of the appeal being lodged. This communication will also inform the applicant of its right to appeal the decision at a higher level should it not be resolved to its satisfaction.

All communications will be copied to Diabetes Australia at the time of issue.

3.4. Escalation Process

If the applicant requests that a decision be appealed at a higher level, the appeal will be reviewed by a Committee of three members.

The Committee must consist of a senior representative from each of Diabetes Australia, the Department of Health and The Pharmacy Guild of Australia. All decisions of the Committee must be unanimous. Where the Committee does not reach a unanimous decision, the senior representative of the Department of Health will determine the matter.

The decision related to the outcome of the Committee's investigation will be final and will be documented and forwarded to the applicant by Diabetes Australia within forty (40) Business Days of receipt of the appeal request.

4. Induction as an Access Point

4.1. Induction Support and Information

During the induction and training phase, any newly appointed Access Point will be classified as “pending.”

Following approval, a pending Access Point will be provided with:

- (a) an introduction to the Scheme (information and training) within twenty (20) Business Days, or at a time that is by mutual agreement with the local NDSS Agent;
- (b) procedural documentation;
- (c) access to NDSS Connect and associated training within twenty (20) Business Days, or at a time that is by mutual agreement with the local NDSS Agent;
- (d) Scheme refresher training on request by an Access Point;
- (e) identification of other suitable training or updates for Access Point staff;
- (f) suitable Scheme material for the Access Point to provide to Registrants;
- (g) a contact officer for queries, advice and complaints;
- (h) NDSS marketing information and signage to identify the outlet as an Access Point; and information about NDSS resources and services provided by NDSS Agents or others for referral by an Access Point and advice on local diabetes services and networks.

NDSS Connect is an NDSS specific information technology system used to assist Access Points, Diabetes Australia and CSO Distributors to manage the supply and distribution of NDSS Products.

4.2. Commencement

Upon completion of the induction process, the NDSS Agent will transition the Access Point from “pending” to “active”.

It is expected that any “active” Access Point will have the ability to service Registrants in the provision of Product and information as required, in accordance with the roles and responsibilities in these Guidelines.

Exclusive territory rights are not granted to any Access Point.

4.3. Base stock

Newly Appointed Access Points after 1 April 2017 will be eligible for an initial supply of Product to establish the Base Stock to the value of up to \$2,500 (excluding GST). The Base Stock may be ordered in one or two orders within six months from the date the Newly Appointed Access Point returns its executed NDSS Access Point Agreement to Diabetes Australia. Diabetes Australia will provide Newly Appointed Access Points with details of how to order this Base Stock.

An existing or previously appointed or re-appointed Access Point is not eligible for a new supply of Base Stock unless the Commonwealth agrees (at its absolute discretion) that the circumstances justify the provision of a new Base Stock of Product. Refer to 2.5 Eligibility Criteria.

4.4. Ongoing Support

Diabetes Australia and/or NDSS Agents will provide the following ongoing support to Access Points:

- (a) a contact officer for enquiries, advice and complaints, identified in *Appendix A*;
- (b) regular, clear, concise and timely communication;
- (c) regular updates regarding the NDSS and NDSS processes via the “*Announcements Section*” of NDSS Connect;
- (d) Scheme refresher training on request by an Access Point by online support immediately or onsite support within a reasonable timeframe after the receipt of the request;
- (e) advice on additional training and/or updates for Access Point staff;
- (f) one kit of suitable marketing information and signs to identify the outlet as an Access Point under the NDSS and appropriate NDSS information. If Access Points need additional kits, a charge will be applied by Diabetes Australia and/or NDSS Agents;
- (g) suitable NDSS materials for the Access Point to provide to Registrants; and
- (h) information about NDSS resources and services provided by NDSS Agents or others for referral by the Access Point, and advice on local diabetes services and networks.

Online support and training modules are available through NDSS Connect and the Learning Management System for Access Point staff. This training module provides general information about diabetes and the NDSS, as well as information about how to operate NDSS Connect. Additional e-learning modules may be developed in future and Access Points will be notified accordingly.

5. Access Point Obligations

5.1. Overview

Access Points must:

- (a) provide a reliable supply of Product to eligible Registrants;
- (b) provide Registrants with information materials about the Scheme, as provided by Diabetes Australia;
- (c) refer Registrants to appropriate organisations and services which can provide them with information on diabetes as directed by their NDSS Agent;
- (d) comply with administrative and reporting guidelines as required by Diabetes Australia;
- (e) enter a Direct Debit arrangement with Diabetes Australia;
- (f) have and maintain a valid CSO Distributor account for NDSS Product supply;
- (g) collect, promptly bank, properly account for and remit Registrant contributions (including interest on Registrant Contributions) to Diabetes Australia;
- (h) consult and provide reasonable administrative advice, documents or information about the Scheme at the request of Diabetes Australia, NDSS Agents or Commonwealth within a fair and reasonable timeframe;
- (i) display and promote the Scheme, Scheme Materials and Products in accordance with the NDSS Scheme Brand Usage and Style Guidelines and any reasonable requirements of Diabetes Australia;
- (j) maintain good communication and an effective relationship with Diabetes Australia and/or NDSS Agent(s) to provide high quality, professional services to Registrants;
- (k) ensure that all Access Point staff are made aware of the Australian Privacy Principles and that, where required by Diabetes Australia, all staff that access NDSS information have signed confidentiality agreements;
- (l) to the extent physical forms and applications continue to be used in connection with the Scheme, the Access Point must:
 - update NDSS Connect where relevant (e.g. Blood Glucose Test Strip Approval); and
 - send all original registrant documentation to NDSS Agents within ten (10) Business Days of receipt;
- (m) ensure that Registrant information is updated at the time of each transaction within NDSS Connect e.g. Registrant address, contact or concession card information;

- (n) ensure that any change of details documents available from NDSS Agents or NDSS Connect are provided upon request to Registrants (or Registrants are directed to the NDSS Helpline) e.g. change of medication;
- (o) ensure that all NDSS communications are communicated to all Access Point staff as soon as practicable to ensure the proper functioning and administration of the Scheme; and
- (p) direct any enquiries about the use of trademarks/branding to the NDSS Agent's contact officer as listed in Appendix A.

5.2. Registrant Contribution Procedures

When purchasing Product, Registrants are required to pay a Registrant Contribution.

The amount of Registrant Contribution required is determined by the Commonwealth and can vary based on product type, product pack size and if a valid Registrant concession applies, refer to 6.3 Supplying Products to Registrants.

When supplying Product to Registrants, the Access Point must charge the applicable Registrant Contribution to the Registrant at the time of transaction.

Where the Product ordered is not held in stock by the Access Point and will be obtained from the CSO following the order, the Registrant Contribution must still be collected at the time of the order.

Access Points must advise the person making the order that the Registrant Contribution is not refundable if the Registrant chooses not to proceed with the order. Forfeited Registrant Contributions must still be paid to Diabetes Australia who will remit them to the Commonwealth.

Registrant Contributions are exempt from GST.

No additional administration or other fee may be charged with respect to performing the NDSS functions or otherwise supplying products or services to Registrants under the Scheme. This does not prevent an Access Point from charging for a diabetes service provided outside of the Scheme.

Diabetes Australia will inform the Access Point regarding the Direct Debit payment method for remittance of Registrant Contributions. Prior to being remitted, the Registrant Contributions must be banked by the Access Point as soon as practicable. The Access Point must maintain proper records in relation to Registrant Contributions.

Where Diabetes Australia is not able to collect Registrant Contributions from the Access Point, Diabetes Australia may suspend or terminate the Access Point approval (See: Section 8 Termination)

The Commonwealth may from time to time require the Access Point to account for any interest earned by the Access Point on Registrant Contributions, e.g. on termination due to non-payment of Registrant Contributions.

All Registrant Contributions are subject to an annual indexation change on 1 January in line with PBS patient co-payment indexation. The increases in Registrant Contributions will be notified to Access Points via NDSS Connect.

5.3. Scheme Promotion

Promotion of the Scheme by Access Points must be in line with the Scheme Brand Usage and Style Guidelines. A copy of these Guidelines can be obtained from the NDSS Agent. Access Points can contact their NDSS Agent for advice in regard to NDSS marketing and promotion.

5.4. Legal obligations

For the term of the appointment all Access Points must comply with all laws including: the *Privacy Act 1988 (Cth)*; *Crimes Act 1914 (Cth)*; *Criminal Code Act 1995 (Cth)*; *Competition and Consumer Act 2010 (Cth)*; *Racial Discrimination Act 1975 (Cth)*; *Sex Discrimination Act 1984 (Cth)*; *Disability Discrimination Act 1992 (Cth)*; *Workplace Gender Equality Act 2012 (Cth)*; *Age Discrimination Act 2004 (Cth)*; *Ombudsman Act 1976 (Cth)*; *Auditor-General Act 1997 (Cth)*; *Public Service Act 1999 (Cth)*; and relevant state and territory legislation.

5.5. Service Targets

Objective	Service Target
Post original Registration forms to the NDSS Agent.	10 Business Days
Provision of Products to Registrants.	<ul style="list-style-type: none"> Where Products are held in stock - at the time of Registrant's visit Where Products are not held in stock - within the standard CSO Distributor delivery time for the Access Point
Collection of Registrant Contributions	At the time of ordering Product
Transfer of Registrant Contributions to Diabetes Australia by Direct Debit	Weekly
Provision of NDSS registration and other forms upon Registrant request.^	At the time of Registrant's visit
Provision of staff education on the NDSS.	Quarterly
Update and confirm Registrant details when purchasing Product e.g. address details, contact information and concession card details.	At the time of Registrant's visit

Provide Registrants with NDSS information and material upon request.^	At the time of Registrant's visit
Provide Registrants with referral pathways for advice on correct Product use and diabetes management.	At the time of Registrant's visit

^If not available in hardcopy Registrants should be referred to the NDSS Helpline on 1300 136 588. Alternatively, Access Points may choose to assist Registrants by printing forms and information materials at www.ndss.com.au.

5.6. Reporting Requirements

To enable Diabetes Australia to meet reporting requirements to the Commonwealth, all Access Points must report their performance against the Service Targets to its NDSS Agent by completing the Access Point Self-Compliance Checklist (*Attachment G*).

NDSS Agents will contact Access Points on an annual basis to request this information. NDSS Agents will provide Access Points with twenty (20) Business Days to respond to this request.

In addition, Diabetes Australia and its Agents will conduct a review of NDSS Scheme delivery and compliance within Access Points randomly selected for review nationally each year.

The completion of the Access Point Self-Compliance Checklist will assist in ensuring the NDSS reviews are carried out as efficiently as possible with minimal disruption to Access Points.

On occasion and within reason, NDSS Agents may require Access Points to provide additional information regarding the NDSS and its role as an Access Point.

Any request will be made in writing by the NDSS Agent, clearly outlining why the information is required from the Access Point.

The Access Point will have ten (10) Business Days to respond to the NDSS Agents request.

If the Access Point has concerns regarding the request it should contact the NDSS Agent contact officer. In the event the Access Points concerns are not addressed it should contact the General Manager NDSS at Diabetes Australia.

6. Product - Supply and Management

6.1. Product

Product Subsidy

Access Points supply subsidised Products to Registrants.

Product Schedule

The Product Schedule is a list of Products that can be subsidised through the NDSS. The Product Schedule contains information on each Product such as a description, pack size and Registrant Contribution. The Product Schedule is maintained by the Commonwealth and provided to Diabetes Australia.

6.2. Supply of Product to Access Points

Product Supply

CSO Distributors will supply Product to Access Points upon receipt of an electronic order through NDSS Connect.

Access Points must only submit a Registrant Product order when Products are requested by a Registrant. When a physical order form is used, Access Points must ensure order forms are signed by the Registrant or appointed carer at the time of supply of Product.

To verify receipt of the Product, all Registrants must sign sales documents.

Any signed sales documents (including physical order forms) for Registrants must be forwarded by the Access Point to their NDSS Agent within ten (10) Business Days.

Where an Access Point is aware that a NDSS Product line is on 'back-order' with their CSO Distributor(s), they should advise the Registrant at the time of ordering, thereby giving the Registrant the opportunity to seek the Product through another Access Point.

Stock holdings

There is no minimum stock level requirement, but Access Points should hold sufficient stock of Product (other than insulin pump consumables and continuous glucose monitoring products) to supply Registrant demand. The stock held by community pharmacy Access Points should be based on the supply history for the Access Point. NDSS Agents can assist new Access Points with advice on setting up an appropriate level of base stock to meet local demand.

Community pharmacy Access Points are not expected to hold insulin pump consumables or continuous glucose monitoring products supplied under the Scheme but may choose to do so.

If a community pharmacy Access Point does not hold a product sought by a Registrant, that Access Point can place an order for that Product using NDSS Connect and it should be delivered to the Access Point within the standard CSO Distributor delivery time for that

Access Point. If Product is not delivered within the standard delivery timeframe, the Access Point should contact their CSO Distributor.

It is important to note that there is no minimum stock level requirement; however, Access Points are encouraged to review stock holdings at least biannually to ensure stock held is appropriate to meet Registrant demand. Access Points may contact their NDSS Agent for recommendations about appropriate stock levels.

If future demand for a listed Product is identified the Access Point should take reasonable steps to ensure timely supply to the Registrant.

All Product provided to Access Points is owned by the Access Point and is provided for the purpose of on-supply to Registrants under the Scheme. In particular, Access Points must ensure that Products continuous glucose monitoring ordered under the NDSS arrangements are only supplied to eligible Registrants for the purposes of the Scheme.

Diabetes Australia and / or NDSS Agents will provide Product supply reports to Access Points upon request to assist in achieving optimal stock management and Product availability at an Access Point.

Product Returns

Product with expiry dates shorter than 6 months may be supplied by the CSO Distributor subject to acceptance by the Access Point. Given their nature, Products for continuous glucose monitoring may have a shorter expiry or used before date than other NDSS Product and must be accepted by the Access Point unless their expiry or used before date upon delivery to the Access Point means they cannot be activated and used by the Registrant for whom they were ordered in accordance with the manufacturer's recommendations.

The CSO Distributors are responsible for resupplying incorrectly supplied or short-dated Product. Access Points should contact the relevant CSO Distributor to make the necessary re-supply arrangements.

As CSO Distributors are responsible for supplying NDSS Products ordered by an Access Point, return or exchange of incorrectly ordered Products is only permitted where the CSO Distributor is prepared to accept the return of such Product and will refund the cost of such Product to the Commonwealth or exchange the Product for one with an equivalent cost to the Commonwealth.

In situations where a CSO Distributor cannot supply or resupply Product because it has been discontinued, the Access Point should contact the NDSS Agent to discuss alternatives.

If an Access Point incorrectly orders Product, it is that Access Point's responsibility to resolve this with the CSO Distributor that supplied the Product.

Delivery

There is no cost to Access Points or Registrants for delivery of NDSS Product to Access Points. Upon request by a Registrant, an Access Point may post Product to that Registrant within Australian territories at the Registrant's cost.

6.3. Supplying Products to Registrants

Products must only be supplied to eligible Registrants or their representatives upon production of one or more of the following:

- (a) a valid NDSS registration card/number;
- (b) a valid Medicare card/number;
- (c) a valid DVA Gold card/number; and
- (d) a signed NDSS registration form and valid Medicare card;

and payment of the correct amount of Registrant Contributions.

If a Commonwealth concession number is indicated on the Product order form, a valid Commonwealth approved concession card must be produced before the supply of Product to the Registrant. If requested, an alternative proof of identity, e.g. driver's licence, must be provided before the supply of Product to the Registrant.

Some Registrants may not be eligible for all Products. For example (but without limitation), not all Registrants will be eligible for selected blood glucose test strips, insulin syringes or pen needles, insulin pump consumables or continuous glucose monitoring products.

Access Points must ensure that they only provide Registrants who are eligible for such Products (as identified on NDSS Connect) with those Products.

6.4. Access Point Stock Control

Access Points should have systems to ensure sufficient and appropriate stock is held to meet Registrant demand.

Access Points must ensure that appropriate stock management systems are in place, such as stock rotation, correct storage and handling.

6.5. Unavailability of Products

In the event a Product is unavailable, an alternative Product **must not** be supplied unless an order has been placed by the Registrant for the alternative Product.

If the Registrant orders an alternative Product, they should be advised to seek advice from a credentialed diabetes educator or medical practitioner prior to provision of the alternative Product or referred to the NDSS Helpline on 1300 136 588 for further assistance.

If an Access Point is unable to supply a Product requested by a Registrant, they must either:

- (a) refer the Registrant to an alternative Access Point; or
- (b) contact the NDSS Helpline on 1300 136 588 for further assistance.

Access Points should report ongoing shortages of Product listed on the NDSS to the NDSS Agent or Diabetes Australia as soon as possible.

For information about supplier Product shortages, Access Points should refer to NDSS Connect announcements.

7. Fees

7.1. Handling Fees

The Commonwealth via Diabetes Australia will pay each Access Point which is a community pharmacy the amount of \$1.00 (exclusive of GST) for each Pack Quantity of Product supplied by that Access Point to Registrants (**Fees**).

Diabetes Australia will review data from NDSS Connect on a monthly basis to determine the amount that is payable to each Access Point and will advise the Commonwealth of this amount.

Fees will be paid monthly in arrears to Access Points by Direct Deposit. This usually occurs around the end of the month following the month to which the Fees relate. Diabetes Australia will make payments into the nominated bank account as advised on the Registrant Contribution Direct Debit form provided by the Access Point.

7.2. Registrant Contributions

Access Points are required to enter into a direct debit arrangement with Diabetes Australia by completing the Direct Debit request form to authorise Diabetes Australia to collect Registrant Contributions from the Access Point's nominated bank account.

Diabetes Australia is required to collect Registrant Contributions collected by Access Points by direct debit every Wednesday and remit these payments to the Commonwealth every Friday.

Access Points are to ensure that their preferred banking institution has been advised that Diabetes Australia is authorised to direct debit their account and that their account has adequate funds available. Diabetes Australia may suspend or terminate an Access Point in the event that Registrant Contributions are not remitted.

8. Termination

8.1. Termination Reasons

In addition to (and without limiting) the termination rights set out in the NDSS Access Point Agreements, an Access Point may be terminated or suspended for the following:

- (a) where Diabetes Australia or the NDSS Agent identifies that an Access Point has not complied with, or is unwilling to comply with the terms of its engagement as an Access Point;
- (b) an Access Point fails to perform a reasonable NDSS related activity or meet a timeframe requested in writing by Diabetes Australia and / or the NDSS Agent;
- (c) where Diabetes Australia or the NDSS Agent identifies that a report or requested information provided by an Access Point is not complete or accurate;
- (d) an Access Point undertakes a change of control, e.g. receivership, administration, change of ownership;
- (e) an Access Point fails to collect Registrant contributions or remit them to Diabetes Australia;
- (f) an Access Point that is an approved pharmacy (for the purposes of section 90 of the *National Health Act 1953* (Cth)) ceases to be an approved pharmacy; or
- (g) an Access Point is considered by Diabetes Australia or the NDSS Agent to have undertaken fraudulent activities. Fraudulent activities include but are not limited to:
 - i. a product order submitted but the relevant Product not supplied to the Registrant;
 - ii. falsely claiming that Product was supplied to a Registrant;
 - iii. inappropriate supply of Product to ineligible Registrants, persons or other entities;
or
 - iv. the collection of additional monies for providing Product under the Scheme.

8.2. Termination Process

If Diabetes Australia or an NDSS Agent determines that termination is necessary, it will provide the Access Point with written notice and nine (9) Business Days to correct or remedy an action that has resulted in the reason for termination.

If an action cannot be remedied, or is not remedied within the nine (9) Business Day period, the NDSS Agent will provide written notice that the entity's role as an Access Point has ceased and the Access Point must immediately stop supplying Products under the NDSS and return NDSS collateral e.g. signage and forms to its NDSS Agent.

An Access Point may appeal a termination decision made under these Guidelines by contacting Diabetes Australia and / or its NDSS Agent (refer Appeals Process 3.3 and 3.4).

8.3. Access Point – Elective Relinquishment of Appointment

If at any stage an Access Point chooses to cease its role as an Access Point it must notify its NDSS Agent of its decision in writing. A notification period of sixty (60) Business Days is required to ensure minimal disruption to Registrants. A shorter period of notification may be agreed in writing.

8.4. Access Point – Change of Ownership

Should an Access Point change ownership and wish to continue as an Access Point, the new entity operating the Access Point will be required to sign a new NDSS Access Point Agreement including the Privacy Obligation Declaration and any other forms required by Diabetes Australia at the time of the change of ownership.

Written documentation of the new ownership, including Pharmaceutical Benefits Scheme approval certificate (where the Access Point is a community pharmacy), evidence of registration for GST, banking information, and certificate of business registration must be provided to the NDSS Agent at the time of the change of ownership.

Further information regarding change of ownership can be obtained from NDSS Agents.

Appendix A: Contact Information

National Diabetes Services Scheme

NDSS Helpline: 1300 136 588

Fax: 1300 536 953

Website: www.ndss.com.au

Email: ndss@diabetesaustralia.com.au

Diabetes Australia

Contact: General Manager NDSS

Phone: 02 6232 3800

Fax: 02 6230 1535

Website: www.diabetesaustralia.com.au

Email: ndss@diabetesaustralia.com.au

Postal Address: GPO Box 3156, Canberra City ACT 2601

Address: Level 1 / 101 Northbourne Avenue, Turner ACT 2612

New South Wales and Australian Capital Territory:

Diabetes NSW & ACT

Contact: Compliance Manager

Phone: 1300 136 588

Fax: 1300 536 953

Website: www.diabetesnsw.com.au

Email: customerservice@diabetesnsw.com.au

Postal Address: GPO Box 9824, Sydney NSW 2001

Address: 26 Arundel Street, Glebe NSW 2037

Northern Territory:

Healthy Living NT

Contact: Finance & Administration Manager
Phone: 1300 136 588
Fax: 1300 536 953
Website: www.healthylivingnt.org.au
Email: info@healthylivingnt.org.au
Postal Address: GPO Box 9824, Casuarina NT 0811
Address: Shop 1 & 2 Tiwi Place, Tiwi NT 0810

Queensland:

Diabetes Queensland

Contact: Manager, Business Support Services
Phone: 1300 136 588
Fax: 1300 536 953
Website: www.diabetesqld.org.au
Email: info@diabetesqld.org.au
Postal Address: GPO Box 9824, Brisbane QLD 4001
Address: 29 Finchley Street, Milton QLD 4064

South Australia:

Diabetes SA

Contact: General Manager
Phone: 1300 136 588
Fax: 1300 536 953
Website: www.diabetessa.com.au
Email: info@diabetessa.com.au
Postal Address: GPO Box 9824 Adelaide SA 5001
Address: 159 Sir Donald Bradman Drive, Hilton SA 5033

Tasmania:

Diabetes Tasmania

Contact: Administration Coordinator
Phone: 1300 136 588
Fax: 1300 536 953
Website: www.diabetestas.org.au
Email: mail@diabetestas.org.au
Postal Address: GPO Box 9824, Hobart TAS 7001
Address: Level 1, 88 Bathurst Street, Hobart TAS 7000

Victoria:

Diabetes Victoria

Contact: Chief Operating Officer, NDSS & Business
Phone: 1300 136 588
Fax: 1300 536 953
Website: www.diabetesvic.org.au
Email: mail@diabetesvic.org.au
Postal Address: GPO Box 9824 Melbourne VIC 3001
Address: 570 Elizabeth Street, Melbourne VIC 3000

Western Australia:

Diabetes WA

Contact: NDSS Business Manager
Phone: 1300 136 588
Fax: 1300 536 953
Website: www.diabeteswa.com.au
Email: info@diabeteswa.com.au
Postal Address: GPO Box 9824, Subiaco WA 6904
Address: Level 3/322 Hay Street, Subiaco WA 6008



Access Point Application - Pharmacy

Instructions:

Use this form to apply to become an NDSS Pharmacy Access Point.

Approved pharmacies throughout Australia satisfying the eligibility criteria in the Guidelines may apply for appointment as an Access Point. Your application will be assessed and you will be provided with a response within 20 business days on receipt of a completed application. A detailed application will assist with the application process.

The completed form should be sent by:

- Post to **NDSS Agent, GPO Box 9824 in your capital city or**
- Email to **the NDSS Agent in your State/Territory (Refer to Appendix A).**

Please refer to the Access Point Guidelines for further information regarding the eligibility criteria and application process.

Important Note:

You will need to provide evidence of the following at the time of application or when a site inspection is conducted:

- Pharmaceutical Benefits Scheme approval,
- current business registration,
- registration for GST,
- CSO Distributor account and PharmX account.

PART A: Applicant Details		
Business Name:		
ABN:		
Trading Name:	Contact Name:	
PharmX Account:	CSO Distributor Account:	
Address:		
Locality:	State:	Postcode:
Phone:	Mobile:	Fax:
Business Email:		
Owner's Name:		
Owner's Email:		

PART B: Business Details		Yes	No				
1. Does your pharmacy have Pharmaceutical Benefits Scheme approval? If yes, provide PBS approval number:		<input type="checkbox"/>	<input type="checkbox"/>				
2. Is your pharmacy accredited with a relevant industry standard? If yes, provide the name of the accreditation program or scheme below and attach a copy of the accreditation certificate to this application.		<input type="checkbox"/>	<input type="checkbox"/>				
PART C: Information Technology		Yes	No				
The following questions will indicate to us the ability of your business to utilise NDSS Connect.							
1. Is there a computer on the business premises?		<input type="checkbox"/>	<input type="checkbox"/>				
2. Are there business systems and hardware capable of operating and connecting to the Diabetes Australia operating system (NDSS Connect) for ordering the supply and recording the delivery of Products to Registrants?		<input type="checkbox"/>	<input type="checkbox"/>				
3. Is a suitable internet service available to operate a point of sale system at the business premises?		<input type="checkbox"/>	<input type="checkbox"/>				
Please provide details:							
PART D: Level of Interest & Commitment to Diabetes		Yes	No				
The following questions relate to your business' level of interest and commitment to providing specialty services to people with diabetes.							
1. Are you prepared to make all staff available for initial and ongoing NDSS training? (please speak to your NDSS Agent for training requirements)		<input type="checkbox"/>	<input type="checkbox"/>				
2. Do you currently have diabetes training and education programs in place for staff?		<input type="checkbox"/>	<input type="checkbox"/>				
Please provide details:							
3. Can your business cater for language and cultural needs in your area?		<input type="checkbox"/>	<input type="checkbox"/>				
Please provide details:							
Please state your opening hours:	Mon:	Tues:	Wed:	Thurs:	Fri:	Sat:	Sun:

PART E: ADDITIONAL COMMENTS THAT MAY SUPPORT YOUR APPLICATION:

PART F: Applicant Declaration

I declare that the information on this form is true and correct.

Applicant Signature: _____ **Dated:** __/__/__

Name/Position: _____

Office Use Only

Date Received:

Received by:



Access Point Application – Non Pharmacy

Instructions:

Use this form to apply to become an NDSS Access Point.

Non-pharmacy entities throughout Australia satisfying the eligibility criteria in the Guidelines may apply for appointment as an Access Point. Your application will be assessed and you will be provided with a response within 20 business days on receipt of a completed application. A detailed application will assist with the application process.

The completed form should be sent by:

- Post to **NDSS Agent, GPO Box 9824 in your capital city or**
- Email to **the NDSS Agent in your State/Territory (Refer to Appendix A).**

Please refer to the Access Point Guidelines for further information regarding the application process.

Important Note:

You will need to provide evidence of the following at the time of application or when a site inspection is conducted:

- Professional or industry accreditation,
- current business registration,
- registration for GST,
- CSO Distributor account and PharmX account.

PART A: Applicant Details		
Name:	ABN:	
Trading Name:	CSO Distributor account:	
Contact Name:	PharmX account:	
Address:		
Locality:	State:	Postcode:
Phone:	Mobile:	Fax:
Business Email:		
Owner's Name:		
Owner's Email:		

PART B: Business Details			
1. Please tick the box which is relevant to your business type.			
Community Health Centre	<input type="checkbox"/>	Diabetes Centre <input type="checkbox"/>	
General Practice	<input type="checkbox"/>	Allied Health Practice <input type="checkbox"/>	
Aboriginal Health Service	<input type="checkbox"/>	Hospital <input type="checkbox"/>	
		Integrated Care Centre <input type="checkbox"/>	
2. Is the business accredited as compliant with a relevant industry standard? Yes or No If yes, provide the name of the accreditation program or scheme and attach a copy of the accreditation certificate with this application.			
3. Please provide details of specialty services that your business provides to people with diabetes:			
4. Other (please specify):			
PART C: Information Technology		Yes	No
The following questions will indicate to us the ability of your business to utilise NDSS Connect.			
1. Is there a computer on the business premises?	<input type="checkbox"/>	<input type="checkbox"/>	
2. Are there business systems and hardware capable of operating and connecting to the Diabetes Australia operating system (NDSS Connect) for recording the delivery of Products to Registrants?	<input type="checkbox"/>	<input type="checkbox"/>	
3. Is a suitable internet service available to operate a point of sale system at the business premises?	<input type="checkbox"/>	<input type="checkbox"/>	
Please provide details:			
PART D: Level of Interest & Commitment to Diabetes		Yes	No
The following questions relate to your business' level of interest and commitment to providing specialty services to people with diabetes.			
1. Why should your business be considered as an Access Point?			
2. Are you prepared to make relevant staff available for initial and ongoing NDSS training? (please speak to your local NDSS Agent for training requirements)	<input type="checkbox"/>	<input type="checkbox"/>	
3. Do you currently have diabetes training and education programs in place for staff?	<input type="checkbox"/>	<input type="checkbox"/>	
Please provide details:			
4. Is your business actively involved with medical and allied health care service providers and diabetes support services in your area?	<input type="checkbox"/>	<input type="checkbox"/>	
Please provide details:			

5. Can your business cater for language and cultural needs in your area?							<input type="checkbox"/>	<input type="checkbox"/>
Please provide details:								
Please state your opening hours:	Mon:	Tues:	Wed:	Thurs:	Fri:	Sat:	Sun:	
PART D: ADDITIONAL COMMENTS THAT MAY SUPPORT YOUR APPLICATION:								

PART E: References	
Please provide the details of three business referees below:	
1. Name:	
Role/Position:	
Phone:	Email:
2. Name:	
Role/Position:	
Phone:	Email:
3. Name:	
Role/Position:	
Phone:	Email:
PART E: Applicant Declaration	
I declare that the information on this form is true and correct.	
Applicant Signature: _____	Dated: __/__/__
Name/Position: _____	
Office Use Only	
<i>Date Received:</i> _____	<i>Received by:</i> _____



Access Point Application - Appeal

Instructions:

Please use this form to appeal an unsuccessful Access Point application.

Once completed, please sign the form and submit to your local NDSS Agent along with any supporting documents to: **NDSS Agent, GPO Box 9824 in your capital city.**

Appeals will be responded to within 20 business days of receipt of this form by the NDSS Agent.

Please refer to the **Access Point Guidelines** for further information regarding the appeals process.

PART A: Applicant Details	
Applicant Organisation:	
Contact Name:	
Date:	
Phone:	Mobile:
Email:	
PART B: Grounds for Appeal	
Please outline the grounds of your appeal clearly and in detail. You may attach an additional page if you require further space and any supporting documents where applicable.	

PART C: Appeal Detail

If applicable, please provide further detail against specific Access Point eligibility criteria, as detailed in the Access Point Application, outlining the reasons why you are requesting an appeal.

Eligibility Criterion

(Application Form Ref.)

Reason for Appeal

PART D: Applicant Declaration

I declare that the information on this form is true and correct.

Applicant Signature: _____

Dated: __/__/__

Name/Position: _____

Office Use Only

Date Received:

Received by:

Access Point Application

Access Point Assessment - Pharmacy

Instructions:

The Access Point Summary is to provide NDSS Agents with a tool to summarise the results of the assessment of an Access Point application.

Applicant Details		
Applicant Name:		
Address of Applicant:		
State:	Postcode:	
PART A: Pharmacy Registration and Accreditation	Yes	No
1. Is the pharmacy approved for PBS medicines?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the pharmacy accredited with a relevant industry standard?	<input type="checkbox"/>	<input type="checkbox"/>
PART B: Information Technology	Yes	No
1. Does the pharmacy meet the minimum business systems and hardware requirements?	<input type="checkbox"/>	<input type="checkbox"/>
PART B: Pharmacy's level of commitment and interest in Diabetes	Yes	No
1. Can the pharmacy cater for language and cultural needs within its area?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are the pharmacy's opening hours consistent with other businesses in their area?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the pharmacy actively involved with medical, allied health care service providers and diabetes support services in its area?	<input type="checkbox"/>	<input type="checkbox"/>
Other Comments:		
PART C: Feasibility Criteria – Access	Yes	No
1. Would the applicant be the only Access Point in the 'area' to service Registrants' needs?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are there a critical number of Registrants in the 'area' that do not have easy access and/or convenient access to an Access Point?	<input type="checkbox"/>	<input type="checkbox"/>

PART D: NDSS Agent Resources		Yes	No
1. Will you complete a physical site inspection?		<input type="checkbox"/>	<input type="checkbox"/>
2. Will the site inspection be determined by other means, such as photographs?		<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have the resources to conduct ongoing training with the Access Point?		<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have the resources to identify the level of stock requirements for the Access Point?		<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have the resources to provide induction kits and promotion material?		<input type="checkbox"/>	<input type="checkbox"/>
Access Point Assessment Summary			
1. What date was the original application received?			
2. What is the intended date for the site inspection?			
3. What was the actual date of the site inspection?			
4. Has the site inspection criteria been met?	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
5. What is the intended date for induction and training?			
6. What date was the Access Point contract signed?			
Notes			
Assessment Completed by			
Name: _____		Dated: __/__/__	
Signature			
Office Use Only			
<i>Date Received:</i>		<i>Received by:</i>	

Access Point Application

Access Point Assessment – Non Pharmacy

Instructions:

The Access Point Summary is to provide NDSS Agents with a tool to summarise the results of the assessment of an Access Point application.

Applicant Details		
Applicant Name:		
Address of Applicant:		
State:	Postcode:	
PART A: Meeting the NDSS Agreement	Yes	No
1. Is the applicant eligible under Schedule 6 Clause 2.1 of the NDSS Head agreement to become an Access Point?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the business accredited with a relevant industry standard?	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the applicant meet the minimum business systems and hardware requirements?	<input type="checkbox"/>	<input type="checkbox"/>
PART B: Level of commitment & interest in diabetes	Yes	No
1. Can the applicant cater for language and cultural needs within its area?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are the applicant's opening hours consistent with other businesses in their area?	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the applicant have a diabetes training program in place and are they willing to make all relevant staff available for ongoing NDSS training?	<input type="checkbox"/>	<input type="checkbox"/>
4. Is the applicant actively involved with medical, allied health care service providers and diabetes support services in its area?	<input type="checkbox"/>	<input type="checkbox"/>
Other Comments:		

PART C: NDSS Agent Resources		Yes	No
1. Will you complete a physical site inspection?		<input type="checkbox"/>	<input type="checkbox"/>
2. Will the site inspection be determined by other means, such as photographs?		<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have the resources to conduct ongoing training with the Access Point?		<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have the resources to identify the level of stock requirements for the Access Point?		<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have the resources to provide induction kits and promotion material?		<input type="checkbox"/>	<input type="checkbox"/>
Access Point Assessment Summary			
1. What date was the original application received?			
2. What is the intended date for the site inspection?			
3. What was the actual date of the site inspection?			
4. Have the site inspection criteria been met?	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
5. What is the intended date for induction and training?			
6. What date was the Access Point contract signed?			
Notes			
Assessment Completed by			
Name: _____		Dated: __/__/__	
Signature			
Office Use Only			
<i>Date Received:</i>		<i>Received by:</i>	

Access Point Application

Site Inspection Checklist

Instructions:

Complete this form when you conduct a site visit of the applicant's business premises.

If the applicant is a pharmacy collect copies of the following documents:

- Pharmaceutical Benefits Scheme approval certificate,
- current certificate of business registration,
- professional or industry accreditation,
- details of nominated CSO Distributor account and PharmX identifier.

If the applicant is a non-pharmacy collect copies of the following documents:

- Professional or industry accreditation,
- current certificate of business registration,
- details of nominated CSO Distributor account and PharmX identifier.

Applicant Details			
Address of Applicant:			
Store/Business Name:			
Name of Assessor:		Date:	Time:
Pharmacy Only	Yes	No	
1. Have you sighted evidence of the following?			
• Pharmaceutical Benefits Scheme approval	<input type="checkbox"/>	<input type="checkbox"/>	
• Business Registration	<input type="checkbox"/>	<input type="checkbox"/>	
• Details of CSO Distributor account(s)	<input type="checkbox"/>	<input type="checkbox"/>	
• Details of PharmX ID	<input type="checkbox"/>	<input type="checkbox"/>	
• Details of pharmacy accreditation with a relevant industry standard	<input type="checkbox"/>	<input type="checkbox"/>	
Non-pharmacy Only	Yes	No	
2. Have you sighted evidence of the following?			
• Evidence of compliance with any applicable professional standards	<input type="checkbox"/>	<input type="checkbox"/>	
• Business Registration	<input type="checkbox"/>	<input type="checkbox"/>	
• Details of CSO Distributor account(s)	<input type="checkbox"/>	<input type="checkbox"/>	
• Details of PharmX ID	<input type="checkbox"/>	<input type="checkbox"/>	

Pharmacy and Non-Pharmacy	Yes	No
3. Does the applicant have computers on site?	<input type="checkbox"/>	<input type="checkbox"/>
4. Does the applicant meet the minimum business systems and hardware requirements?	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Completed by		
Name: _____	Dated: __/__/__	
Signature		
Office Use Only		
<i>Date Received:</i>	<i>Received by:</i>	

Attachment G



Access Point Self Compliance Checklist

Purpose

The purpose of this form is to assist Access Points in evaluating their compliance with the Access Point Guidelines.

NDSS Agents will request the completion of this checklist on an annual basis to enable Diabetes Australia to meet its reporting obligations to the Commonwealth.

Access Point Details		
Access Point Number:		
Trading Name:		
Company name:	ABN:	
Contact Name:		
Address:		
	State:	Postcode:
Phone:	Mobile:	Fax:
Email:		
Date:		
PART A: Obligations		
Please answer the questions below pertaining to your obligations as outlined in the Access Point Guidelines, Section 5 – Access Point Obligations.		
REGISTRANTS	Yes	No
1. Have you and your staff fulfilled your obligations by acting in accordance with the Access Point Guidelines at all times?	<input type="checkbox"/>	<input type="checkbox"/>
Comments:		
2. Have you and your staff confirmed and updated Registrant details on NDSS Connect every time a Registrant has accessed NDSS Products?	<input type="checkbox"/>	<input type="checkbox"/>
Comments:		

<p>3. Do you have staff employed who have been able to provide Registrants with:</p> <ul style="list-style-type: none"> • Accurate and appropriate information and professional advice on diabetes and effective self-management? • Referrals to appropriate health professionals? • Advice on the appropriate use of Products? • Scheme Materials as directed by your Agent? 	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>		
<p>4. Do you have staff employed in your Access Point who have:</p> <ul style="list-style-type: none"> • Completed the relevant diabetes training? • Completed the relevant NDSS training? • Are aware of the other diabetes services to which Registrants may be referred? 	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>		
<p>5. Have you and your staff referred appropriate enquiries to your NDSS Agent or the NDSS Helpline, which you have not been able to deal with adequately?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>		
<p>6. Have you and your staff provided information / materials on the self-management of diabetes or the NDSS Helpline on request?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>		
<p>7. Have you and your staff received physical forms and / or new registrations and posted them to your NDSS Agent within ten (10) Business Days of receipt?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>		
<p>8. Have you and your staff promoted and encouraged registration under the Scheme and access to the Scheme by people with diabetes?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>		
<p>9. Have you collected, accounted for and promptly remitted the correct amounts for Registrant Contributions? (<i>Access Point Guidelines 5.2</i>)</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>		

PART B: Premises	Yes	No
Please answer the questions below relating to the premises your Access Point operates from.		
1. Have you provided a reliable supply of products to Registrants, and maintained a supply to meet both the anticipated and actual demand for products from Registrants?	<input type="checkbox"/>	<input type="checkbox"/>
Comments:		
2. Do you have the NDSS Access Point Signage displayed in a prominent position clearly visible to customers?	<input type="checkbox"/>	<input type="checkbox"/>
Comments:		
PART C: Issues or Conflicts		
If you have had any complaints or issues arise within your Access Point, please provide specific details below, including date of issue, type of problem, who the complainant is and resolution provided.		
Comments:		
PART D: Feedback		
Please provide any comments, feedback or suggestions in relation to the service provided to you by your NDSS Agent.		
PART E: Declaration		
<p>I declare that the information on this form is true and correct.</p> <p style="text-align: center;">Owner/Proprietor Signature: _____ Dated: __/__/__</p> <p>Name/Position: _____</p>		
<p>Office Use Only</p> <p><i>Date Received:</i> _____ <i>Received by:</i> _____</p>		

Attachment H

<Insert bi-branded Logo>

<insert Agent Name>
<Address>
<Phone>

<Insert date>

<Owner Name>
<Access Point Name>
<Address>
<Address>

Dear <Title> <Owner Name>

Thank you for your recent application to become an Access Point for the National Diabetes Services Scheme (NDSS).

Based on a preliminary review of the details provided on your application we have sufficient information to commence processing your application.

We will assess your application against the nationally consistent eligibility criteria outlined in Section 2.5 of the Access Point Guidelines and may also perform one or more of the following:

- reference checks with your nominated business referees;
- a site inspection;
- an interview.

We wish to advise that the processing of your application is expected to be completed by <date +20 days>.

Thank you for your interest in providing a service to people with diabetes.

Should you have any queries in relation to this letter or your application, please contact:

<Name of Contact Officer>, <Position>

Phone: <Phone number>, Email: <email address>

Yours sincerely

<Agent Signature block>

Attachment I

<Insert bi-branded Logo>

<insert Agent Name>
<Address>
<Phone>

<Insert date>

<Owner Name>
<Access Point Name>
<Address>
<Address>

Dear <Title> <Owner Name>

Thank you for your recent application to become an Access Point for the National Diabetes Services Scheme (NDSS).

Based on a preliminary review of the details provided on your application form we do not have sufficient information to commence processing your application.

The table below summarises the further information we require from you.

Access Point Application Form Ref.	Further Detail Required

Please provide this information to us in writing by <insert date> to allow us to continue processing your application.

Should you have any queries in relation to this letter or your application, please contact:

<Name of Contact Officer>, <Position>

Phone: <Phone number>, Email: <email address>

Yours sincerely

<Agent Signature block>

Attachment J

<Insert bi-branded Logo>

<insert Agent Name>
<Address>
<Phone>

<Insert date>

<Owner Name>
<Access Point Name>
<Address>
<Address>

Dear <Title> <Owner name>

Thank you for your recent application to become an Access Point for the National Diabetes Services Scheme (NDSS).

We have now completed our assessment of your application and are pleased to advise that your application has been approved.

Please note that this approval is contingent on your staff successfully completing the NDSS induction process. Once induction is completed, you will be able to commence delivery of NDSS products and services.

Newly appointed Access Points may be provided with a base stock of NDSS product. Please refer to Section 4.3 of the enclosed *NDSS Access Point Guidelines* for further details.

For more information, including detail regarding the induction process, please refer to the enclosed copy of the *NDSS Access Point Guidelines*.

We will be in contact with you shortly to agree on the arrangements and timing for the induction and training.

Should you have any queries in relation to this letter or your application, please contact:

<Name of Contact Officer>, <Position>
Phone: <Phone number>, Email: <email address>

Yours sincerely

<Agent Signature block>

Attachment K

<Insert bi-branded Logo>

<insert Agent Name>
<Address>
<Phone>

<Insert date>

<Owner Name>
<Access Point Name>
<Address>
<Address>

Dear <Title> <Owner name>

Thank you for your recent application to become an Access Point for the National Diabetes Services Scheme (NDSS).

We have now completed our assessment of your application against the NDSS Access Point eligibility criteria and advise that your application has been unsuccessful.

Our assessment against the criteria shows that your demonstrated level of compliance with the criteria is not sufficient to be able to appoint you as an Access Point at this time.

The following table summarises the areas where your application was considered insufficient and recommends actions to address these issues. Once these issues are addressed, we would be pleased to re-assess your application.

Eligibility Criterion	Assessment Outcome	Recommended Action

You may appeal this decision by completing the enclosed appeal form. If you appeal, we will respond within 20 business days upon receipt of your appeal.

We appreciate your interest in providing a service to people with diabetes. If you require any clarification on the feedback that we have provided or should you have any other queries in relation to your application, please contact:

<Name of Contact Officer>, <Position>
Phone: <Phone number>, Email: <email address>

Yours sincerely

<Agent Signature block>