

# NDSS

# Access Point

# Guidelines

2011-2016

Version 1: September 2011

# Document Management

## Document Development

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## Document History

Version	Date	Description
1.0	26/09/2011	First release

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# 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 and Ageing (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 Access Point Agreement, and other applicable manuals and procedure documents.

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

1. appointment criteria;
2. appointment and termination process;
3. Key Performance Indicators; and
4. information relating to Product, such as stock holding, delivery and supply.

## 1.2. Availability of Guidelines

Access Point Guidelines are published by Diabetes Australia and are available on the NDSS Website ([www.ndss.com.au](http://www.ndss.com.au)) and NDSS Connect.

The NDSS Agent will supply all applicants and established Access Points with a copy of the Access Point Guidelines, upon application or by 30 September 2011 for existing Access Points. This may be in hard or electronic format.

### 1.3. Glossary

<b>Term</b>	<b>Meaning</b>
National Diabetes Services Scheme (NDSS or Scheme)	The Commonwealth funded program administered by Diabetes Australia that aims to improve the health outcomes of people with diabetes across Australia by supporting self-management of diabetes.
Diabetes Australia	Holds the NDSS Agreement with the Commonwealth to deliver the Scheme
NDSS Agent	A state or territory based organisation engaged by Diabetes Australia to provide services under the NDSS.
Access Point	An entity appointed by an NDSS Agent to supply Products and related information to Registrants.
Newly appointed Access Point	An Access Point which has not previously been engaged to supply Products and related information to Registrants under the NDSS.
Registrant	An eligible person with diabetes who is registered under the NDSS.
NDSS Connect	Point of Sale software supplied to the Access Point under the NDSS.
Registrant Contribution	The financial contribution each Registrant makes towards the cost of NDSS Products.
Applying Entity	An eligible entity who applies to become an Access Point.
Product(s)	Subsidised diabetes aids and appliances available through the NDSS.
Commonwealth	Commonwealth of Australia as represented by the Department of Health and Ageing.
NDSS Agreement	The current Agreement between the Commonwealth and Diabetes Australia for the administration of the NDSS.
Access Point Agreement	An Agreement between the NDSS Agents and appointed entities to undertake the role of an Access Point.
Access Point Guidelines	Extract of NDSS Agent Access Point Guidelines for publication and distribution.
Base Stock	Stock owned by Access Point to be supplied to NDSS Registrants through the Scheme.
Establishment Payment	Payment made to a newly appointed Access Point to assist with Scheme access establishment costs.

## 2. Introduction

### 2.1. What is the NDSS?

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

The current NDSS Agreement between the Commonwealth and Diabetes Australia for the administration of the NDSS commenced on 1 July 2011 and will expire on 30 June 2016.

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

To achieve this, Diabetes Australia and / or NDSS Agents:

- a) provide diabetes aids, equipment and appliances in accordance with paragraph 9A(1)(a) of the *National Health Act 1953* (Cth) 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 (*previously known as Sub- Agents*) are organisations / entities, the majority of which are community pharmacies, which supply Registrants with Products and related information to assist in the self-management of diabetes.

### 2.3. The role of Diabetes Australia and NDSS Agents

Diabetes Australia administers 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 to support access to the NDSS, coordinate the supply of Products to Registrants, and provide a range of information and support services to Registrants.

NDSS Agents are responsible for appointing and managing Access Points to create a convenient, effective and efficient system for Registrants accessing NDSS Products, and related information.

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

Where possible, Diabetes Australia will communicate NDSS messages to Access Points via the 'Announcements' Section of NDSS Connect.

Where relevant, Diabetes Australia will provide the Pharmacy Guild of Australia with a copy of announcements for information at the time of, or before, they are published on NDSS Connect.

## 2.4. Eligible entities

Entities that are eligible to apply to be an Access Point include:

- a) community pharmacies;
- b) community health centres;
- c) Medicare Locals;
- d) general practices;
- e) Integrated care centres;
- f) Diabetes centres;
- g) hospitals;
- h) appropriate allied health practices;
- i) Aboriginal health services; or
- j) other appropriate outlets which have been approved by Diabetes Australia.

A full list of current NDSS Agents and Access Points can be found at [www.ndss.com.au](http://www.ndss.com.au)

## 2.5. Eligibility Criteria

### Pharmacies

All approved pharmacies throughout Australia are eligible to be considered as an Access Point. To be considered the pharmacy needs to demonstrate its:

- a) pharmacy licence, location approval and approved Pharmaceutical Benefits Scheme supplier status; and
- b) commitment to providing specialty services to people with diabetes through:
  - i) registration in the Diabetes Med-Check Program;  
*(Pilot program 2011-12 to invited participants with rollout proposed to commence in 2012, note, this criteria will not be assessed until national roll out of this program.)*
  - ii) accreditation under the Quality Care Pharmacy program (other programs);

- iii) allocation of an area that will be dedicated for the counselling of clients and demonstration of Products which can maintain the confidentiality of such meetings; and
- iv) the availability of 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 where suitable internet service is available. Where suitable internet service is not available alternative arrangements are by agreement with NDSS Agents.

### Other Entities

All other eligible entities can be considered for selection as Access Points. To be considered these entities must demonstrate:

- a) commitment to providing specialty services to people with diabetes;
- b) a commitment to staff for ongoing education on developments in diabetes management through programs recognised or accredited by Diabetes Australia, or as directed by the Commonwealth;
- c) the ability to assist culturally and linguistically diverse/indigenous groups (eg. languages spoken);
- d) allocation of an area that will be dedicated for the counselling of clients and demonstration of Products which can maintain the confidentiality of such meetings;
- e) the availability of 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 where suitable internet service is available. Where suitable internet service is not available alternative arrangements are by agreement with NDSS Agents.
- f) suitable location in relation to public transport and/or car parking; and
- g) other criteria considered appropriate by Diabetes Australia in consultation with the Commonwealth, in relation to specific or special areas or locations.

### Re-Appointment of former Access Points

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

Where Diabetes Australia agrees it must notify the Commonwealth of its decision and the reasons for that decision prior to the re-appointment of the entity.

## 2.6. Access Points appointed under previous NDSS Agreements

All Access Points appointed (as Sub-Agents) prior to the commencement of the current NDSS Agreement will need to meet the above eligibility criteria by no later than 1 July 2013.

A transition plan will be created by NDSS Agents to assist these Access Points. Finalised transition plans will be developed by NDSS Agents and communicated to Access Points no later than 31 December 2011.

## 2.7. 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, it should first contact the NDSS Agent to discuss the complaint.

NDSS Agents must respond to Access Point complaints within two (2) Business Days.

If an NDSS Agent does not satisfactorily address the complaint or issue, then the Access Point may contact the NDSS General Manager at Diabetes Australia.

NDSS Agents and Diabetes Australia must document all complaints and actions taken to rectify those complaints and report annually to the Commonwealth.

### Complaints about Access Points

In the event that a Registrant makes a complaint about an Access Point, they should be directed to the NDSS Agent via the NDSS helpline (1300 136 588).

NDSS Agents are required to respond to a Registrant's complaint within two (2) Business Days of that complaint.

NDSS Agents will immediately contact an Access Point 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 annually to the Commonwealth.

## 3. Access Point Application Process

### 3.1. Application Overview

#### STEP 1 -

The Access Point application is completed by the Applying Entity.

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

Application forms are available at [www.ndss.com.au](http://www.ndss.com.au) or by phoning 1300 136 588.

#### STEP 2 –

The Applying Entity 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 Applying Entity is remote, photographic evidence of the site.

If additional information is required, the application will be returned to the Applying Entity 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 –

*Applying Entities 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 be provided with:*

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

### 3.2. Appeal Process

An unsuccessful applicant may appeal the decision to the NDSS Agent and /or Diabetes Australia by completing the Appeal form (*Attachment C*) enclosed with its notification letter.

All appeals will be referred to the Chief Executive Officer 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 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.

#### *Escalation Process*

If the applicant requests that a decision be appealed at a higher level, the appeal will be escalated to a Committee of three members selected by the NDSS General Manager, Diabetes Australia. The Committee may consist of senior representatives from Diabetes Australia and NDSS Agent/s.

The decision related to the outcome of the Committee's investigation will be documented and forwarded to the applicant within twenty (20) Business Days of receipt of the escalation 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.”

Within 20 business days of an Access Point being approved and after the commencement of the arrangement between the NDSS Agent and the Access Point, pending Access Points will be provided with:

- (a) an introduction to the Scheme (information and training);
- (b) procedural documentation;
- (c) access to NDSS Connect;
- (d) NDSS Connect training;
- (e) suitable Scheme material for the Access Point to provide to Registrants;
- (f) advice on local diabetes services and networks; and
- (g) NDSS signage provided by the NDSS Agent.

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

### 4.2. Commencement

Upon completion of the induction process, the Access Points will be required to hold base stock of Product in accordance with 6.3 of these Guidelines.

The NDSS Agent will then 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 upon appointment as an Access Point.

### 4.3. Establishment Payments

Diabetes Australia will provide newly appointed Access Points with a one off payment to a maximum \$2,800 (excluding GST) to assist with the costs associated with becoming an Access Point.

The payment will consist of two components:

- \$2,300 to purchase Product or assist with establishment costs; and

- \$500 to connect to NDSS Connect.

The establishment payment will be made by Diabetes Australia to newly appointed Access Points and will become payable within twenty (20) Business Days on submission of the Access Point's first order for Product resupply. This payment will be paid by electronic funds transfer.

#### 4.4. Establishment Payment Eligibility

Newly appointed Access Points are eligible to receive an "Establishment Payment"

An existing, or previously appointed Access Point is **not** eligible for an establishment payment if:

- (a) it previously received an establishment payment;
- (b) it has previously ceased, or been terminated as an Access Point and is reappointed;
- (c) there is a change of owner;
- (d) there is a change of franchise / business name;
- (e) there is a change of Trading Name; or
- (f) there is a change of ABN.

#### 4.5. Access Point Agreements

Access Points will be required to enter into an individual Agreement with the relevant NDSS Agent in the state / territory for the term of the NDSS Agreement.

#### 4.6. Ongoing Support

NDSS Agents will provide the following ongoing support to Access Points:

- (a) a contact officer for enquiries, advice and complaints, identified in *Appendix A<sub>i</sub>*;
- (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) provision of Products in line with the product handling arrangements identified in this document;
- (f) advice on additional training for Access Point staff on diabetes care and management; and
- (g) advice on appropriate marketing opportunities.

An online support and training module will be available from Diabetes Australia and / or the NDSS Agent from 1 January 2012. This training module will provide general information about diabetes and the NDSS, as well as information about how to operate NDSS Connect.

#### 4.7. Stakeholder Meetings

The Commonwealth and Diabetes Australia appreciate the importance of stakeholder engagement to create the best outcomes for the Scheme.

Diabetes Australia and its NDSS Agents will organise an annual stakeholder reference group meeting between the Commonwealth, Diabetes Australia, NDSS Agents, the Pharmacy Guild of Australia and a range of Access Point nominees drawn from eligible entities to ensure ongoing stakeholder communication and engagement.

Diabetes Australia will invite Key Health Professional Bodies to attend the meetings and NDSS Agents will notify Access Points in writing, in advance of the meeting. This will provide Access Points with the opportunity to discuss matters with its representative body or its NDSS Agent prior to the meeting.

## 5. Access Point Responsibilities

### 5.1. Overview

As part of the Agreement with the Commonwealth, Diabetes Australia and / or NDSS Agents must ensure Access Points:

- (a) provide a reliable supply of Product to Registrants;
- (b) provide Registrants with information materials about the NDSS;
- (c) provide Registrants with information on diabetes by a person/s engaged or employed by the Access Point who is capable of providing an informed response to Registrant questions. This person must be aware of other services to which the Registrant can be referred;
- (d) comply with administrative and reporting guidelines to NDSS Agents in order for the NDSS Agent to fulfil its obligations to Diabetes Australia and the Commonwealth;
- (e) collect, properly account for and remit Registrant contributions to NDSS Agents;
- (f) 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;
- (g) 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 NDSS Agents;
- (h) maintain good communication and an effective relationship with the NDSS Agent to provide high quality, professional services to Registrants;
- (i) ensure that all Access Point staff are made aware of the National Privacy Principles and have signed confidentiality agreements for all staff that access NDSS information;
- (j) fax or scan and email by arrangement with the NDSS Agent original registration applications as received or on the following business day when received during extended trading hours;
- (k) ensure all original registration applications are sent to NDSS Agents within ten (10) Business Days;
- (l) ensure that Registrant information is updated at the time of each transaction within NDSS Connect eg: Address or Registrant contact information;
- (m) 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) eg: Change of Medication; and

- (n) ensure that all NDSS communications are communicated to all Access Point staff in a timely manner.

## 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 6.4 Supplying Products to Registrants.

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

The total collected Registrant Contributions must be paid to the NDSS Agent upon submission of an order for Product re-supply. Registrant Contributions are exempt from GST.

The NDSS Agent will inform the Access Point regarding available payment methods available for remittance of Registrant Contributions during Access Point induction training.

All Registrant Contributions are subject to an annual indexation change on 1 January in line with Pharmaceutical Benefits Scheme (PBS) patient co-payment indexation.

## 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.

Access Points must receive written approval from the NDSS Agent and / or Diabetes Australia prior to the use of NDSS branding for any purpose.

Diabetes Australia and / or NDSS Agents will respond to the request within five (5) Business Days.

## 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)*; *Racial Discrimination Act 1975 (Cth)*; *Sex Discrimination Act 1984 (Cth)*; *Disability Discrimination Act 1992 (Cth)*; *Equal Opportunity for Women in the Workplace Act 1999 (Cth)*; *Age Discrimination Act 2004 (Cth)*; *Ombudsman Act 1976 (Cth)*; *Auditor-General Act 1997 (Cth)*; and *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.*	At the time of Registrant's visit
Provision of NDSS registration and Product order forms upon request. ^	At the time of Registrant's visit
Provision of staff education on the NDSS and diabetes management.	Quarterly
Update and confirm Registrant details when purchasing Product eg; contact information and address details.	At the time of Registrant's visit
Provide Registrants with NDSS information material upon request. ^	At the time of Registrant's visit
Provide Registrants with advice on correct Product use and diabetes management.	At the time of Registrant's visit

*\*Note: If requested Product is not held in stock, this requirement may be met by referring the Registrant to the NDSS helpline on 1300 136 588.*

*^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](http://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 Key Performance Indicators to its NDSS Agent by completing the Access Point Self-Assessment Criteria (*Attachment G*).

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

In addition, Diabetes Australia and its Agents are required to conduct an NDSS audit of 5% of Access Points randomly selected nationally each year.

The completion of the Access Point Self-Assessment Criteria will assist in ensuring the NDSS audits 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 be provided with 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 NDSS General Manager at Diabetes Australia.

## 6. Product - Supply and Management

### 6.1. Products

#### Product Types

Access Points supply subsidised Products to Registrants. Products include syringes, pen needles, blood glucose test strips and urine ketone test strips.

Eligible Registrants can access subsidised insulin pump consumables and reservoirs from NDSS Agents. Insulin pump consumables are not available through Access Points. Registrants seeking information about insulin pump consumables and reservoir eligibility and ordering processes should be directed to contact NDSS Agents by phoning 1300 136 588.

#### Product Schedule

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

The Commonwealth updates the Product Schedule on a monthly basis. The Product Schedule is used to update the NDSS Product Order form.

A copy of the Product Order Form can be found on the NDSS website ([www.ndss.com.au](http://www.ndss.com.au)), NDSS Connect or can be obtained through NDSS Agents.

### 6.2. Diabetes Australia and NDSS Agent Responsibilities

Diabetes Australia and / or the NDSS Agents must purchase Products required for the purpose of the Scheme from suppliers nominated and agreed by the Commonwealth.

To achieve optimal supply of Products to Registrants, NDSS Agents will ensure that sufficient stock and types of Products are maintained at all times to meet all reasonable orders by Access Points in accordance with best practice for stock administration.

Diabetes Australia and / or NDSS Agents may from time to time determine that not all Products need to be held at all locations, but instead ensure that appropriate referral mechanisms exist to allow Registrants to access Products via an alternative method without additional cost and within two (2) Business Days.

Diabetes Australia and / or NDSS Agents will use its best endeavours to ensure that the ordered quantity of Product is dispatched to a Registrant or Access Point, within two (2) Business Days.

This timeframe will not apply when the Product is on back-order with the relevant supplier.

Diabetes Australia and NDSS Agents will ensure that current Scheme registration and order forms are provided to all Access Points and are available on the Scheme website.

If an Access point has concerns regarding Products or service, it should first contact its NDSS Agent for assistance. (*Appendix A*)

If the response is unsatisfactory the Access Point can raise their concern with Diabetes Australia.

### 6.3. Supply of Product to Access Points

#### Base Stock

Access Points are required to hold an initial base stock of Product to supply Registrant demand. This may require an initial purchase which can be made through an NDSS Agent or any preferred wholesaler.

It is important to note that there is no minimum stock level requirement; however Access Points are required 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 must take reasonable steps to hold the Product for future supply.

All stock purchased by the Access Point is owned by the Access Point.

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.

#### Resupply Stock

NDSS Agents will resupply Product to Access Points upon receipt of:

- (a) electronic submission through NDSS Connect or via a manual submission; and
- (b) Registrant contributions.

All order forms or signed sales documents for Registrants must be forwarded by the Access Point to their NDSS Agent upon completion of an order submission.

There is no provision for credit or exchange of incorrectly ordered Products.

If an Access Point has concerns regarding variation to product requirements it should contact its NDSS Agent to discuss stock management options such as an NDSS Product Exchange.

#### Delivery

NDSS Agents are required to deliver stock to Access Points in accordance with the NDSS Agreement.

Products are required to be despatched to Access Points within two (2) Business Days after receipt of an order from an Access Point. This timeframe will not apply when the Product is on back-order with the relevant supplier.

There is no cost to Access Points for delivery of NDSS Products from NDSS Agents.

In the event of a Product Exchange, the Access Point may be required to meet the delivery costs to return the stock to an NDSS Agent. There will, however, be no delivery cost to the Access Point to receive the new Product.

## 6.4. Supplying Products to Registrants

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

- (a) a valid Scheme registration card; or
- (b) a valid Medicare card / or valid DVA Gold card; or
- (c) a valid Scheme registration number; Medicare number; or valid DVA Gold card number and
- (d) alternative proof of identity if requested eg: Drivers Licence; and
- (e) a signed registration form\*; and
- (f) presentation of a valid Commonwealth approved concession card as indicated on the NDSS order form; and
- (g) payment of the correct amount of Registrant Contributions.

Access Points must **not** submit a Registrant Product order without having supplied the Product and without an NDSS Connect or NDSS order form signed by the Registrant or appointed carer.

*\* Valid Medicare card must be sighted upon presentation of signed registration form.*

## 6.5. Access Point Stock Control

Access Points should have systems to ensure sufficient and appropriate stock is held to meet Registrant demand. In this regard, Access Points should be mindful of supply timeframes.

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

## 6.6. Unavailability of Products

In the event of the unavailability of a Product, 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 alternate product, they should be advised to seek advice from a Credentialed Diabetes Educator, Pharmacist or Medical Practitioner prior to provision of 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 refer the Registrant to the NDSS Helpline on 1300 136 588 for further assistance.

# 7. Termination

## 7.1. Termination Reasons

An Access Point may be terminated or suspended for the following:

- (a) Diabetes Australia and / or NDSS Agent can identify 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) Diabetes Australia and / or NDSS Agent can identify that a report or requested information provided by an Access Point is not complete or accurate; or
- (d) an Access Point undertakes a change of control eg: receivership, administration, change of ownership; that may affect its capability to undertake the role of an Access Point.
- (e) an Access point is considered to have undertaken fraudulent activities. Fraudulent activities include but are not limited to;
  - a. Product order submitted but not supplied to Registrant;
  - b. Registrant orders being amended for an additional re-supply of Product;
  - c. inappropriate supply of Product to ineligible Registrants, persons or other entities; or
  - d. the collection of additional monies for providing Product under the Scheme.

## 7.2. Termination Process

If 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 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 eg: signage, forms to its NDSS Agent.

An Access Point may appeal a termination decision by contacting Diabetes Australia and / or its NDSS Agent (refer Appeals Process 3.2).

### 7.3. 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 with the NDSS Agent.

### 7.4. Access Point – Change of Ownership

Should an Access Point change ownership, and wish to continue as an Access Point, Access Points will be required to complete a new Access Point Agreement including the Privacy Obligation Declaration.

Written details of the new ownership, including banking information and certificate of business registration must be provided to the NDSS Agent within ten (10) Business Days of the change.

Further information regarding Change of Ownership can be obtained from NDSS Agents.

### 7.5. Access Point – Re-Appointment

Diabetes Australia must ensure that, where an Access Point ceases for whatever reason to be an Access Point, re-appointment as an Access Point it does not occur within 12 months of the termination of the Access Point Agreement unless Diabetes Australia (through the NDSS Agent) agrees in writing.

Where Diabetes Australia agrees, it must notify the Commonwealth of its decision in writing and the reasons for that decision prior to the re-appointment of the Access Point.

# Appendix A: Contact Information

## National Diabetes Services Scheme

Website: [www.ndss.com.au](http://www.ndss.com.au)

Registrant NDSS Helpline: 1300 136 588

## Diabetes Australia

Contact: NDSS General Manager

Phone: 02 6232 3800

Fax: 02 6230 1535

Website: [www.diabetesaustralia.com.au](http://www.diabetesaustralia.com.au)

Email: [admin@diabetesaustralia.com.au](mailto:admin@diabetesaustralia.com.au)

Postal Address: GPO Box 3156, Canberra City ACT 2601

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

## Australian Capital Territory:

## Diabetes ACT Ltd

Contact: NDSS Manager

Phone: 02 6287 8740

Fax: 02 6287 8723

Website: [www.diabetes-act.com.au](http://www.diabetes-act.com.au)

Email: [diab@diabetes-act.com.au](mailto:diab@diabetes-act.com.au)

Postal Address: PO Box 3727 Weston Creek ACT 2611

Physical Address: 27 Mulley Street, Weston ACT 2611

## New South Wales:

### **Australian Diabetes Council**

Contact: Contracts Manager  
Phone: 02 9552 9900  
Fax: 02 9518 9443  
Website: [www.australiandiabetescouncil.com](http://www.australiandiabetescouncil.com)  
Email: [info@australiandiabetescouncil.com](mailto:info@australiandiabetescouncil.com)  
Postal Address: GPO Box 9824 Sydney NSW 2001  
Physical Address: 26 Arundel Street, Glebe NSW 2037

## Northern Territory:

### **Healthy Living NT**

Contact: Finance & Administration Manager  
Phone: 08 8927 8488  
Fax: 08 8927 8515  
Website: [healthylivingnt.org.au](http://healthylivingnt.org.au)  
Email: [admin@healthylivingnt.org.au](mailto:admin@healthylivingnt.org.au)  
Postal Address: PO Box 40113 CASUARINA NT 0811  
Physical Address: Shop 2 Tiwi Place, TIWI, NT 0810

## Queensland:

### **Diabetes Australia Queensland**

Contact: Manager, Business Support Services  
Phone: 07 3506 0999  
Fax: 07 3506 0909  
Website: [www.diabetesqld.org.au](http://www.diabetesqld.org.au)  
Email: [info@diabetesqld.org.au](mailto:info@diabetesqld.org.au)  
Postal Address: GPO Box 9824 Brisbane QLD 4001  
Physical Address: 29 Finchley Street, Milton, QLD 4064

## South Australia:

### Diabetes SA

Contact: Manager, Business Support Services  
Phone: 08 8234 1977  
Fax: 08 8234 2013  
Website: [www.diabetessa.com.au](http://www.diabetessa.com.au)  
Email: [info@diabetessa.com.au](mailto:info@diabetessa.com.au)  
Postal Address: GPO Box 9824 Adelaide SA 5001  
Physical Address: 159 Sir Donald Bradman Drive, Hilton SA 5033

## Tasmania:

### Diabetes Tasmania

Contact: NDSS Co-Ordinator  
Phone: 03 6215 9000  
Fax: 03 6215 9099  
Website: [www.diabetestas.com.au](http://www.diabetestas.com.au)  
Email: [mail@diabetestas.com.au](mailto:mail@diabetestas.com.au)  
Postal Address: GPO Box 827 Hobart TAS 7001  
Physical Address: 88 Bathurst Street, Hobart TAS 7000

## Victoria:

### Diabetes Australia Victoria

Contact: Director, NDSS & Business  
Phone: 03 9667 1777  
Fax: 03 9667 1778  
Website: [www.diabetesvic.org.au](http://www.diabetesvic.org.au)  
Email: [mail@diabetesvic.org.au](mailto:mail@diabetesvic.org.au)  
Postal Address: GPO Box 9824 Melbourne VIC 3001  
Physical Address: 570 Elizabeth Street, Melbourne VIC 3000

Western Australia:

## **Diabetes WA**

Contact: NDSS Business Manager  
Phone: 08 9325 7699  
Fax: 08 9221 1183  
Website: [www.diabeteswa.com.au](http://www.diabeteswa.com.au)  
Email: [info@diabeteswa.com.au](mailto:info@diabeteswa.com.au)  
Postal Address: PO Box 726 Belmont WA 6984  
Physical Address: 172 Campbell Street, Belmont WA 6104



## Access Point Application – Pharmacy

### Instructions

Use this form to apply to become an NDSS Access Point. All approved pharmacies throughout Australia are eligible to be considered for selection as an Access Point. Your application will be assessed and you will be provided with a response within 20 business days of receipt of a completed form. A detailed application will assist with the application process.

The completed form should be sent to your NDSS Agent, GPO Box 9824 in your capital city.

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 when a site inspection is conducted:  
Pharmacy Licence, Location Approval and PBS Supplier Status.

PART A: Applicant Details		
Trading Name:		
Contact Name:		
Address:	State:	Postcode:
Company name:	ABN:	
Phone:	Mobile:	Fax:
Pharmacy Email:		
Owners Name:		
Owners Email:		

PART B: Business Details	Yes	No
1. Is your pharmacy registered in the pilot Diabetes MedsCheck Program?	<input type="checkbox"/>	<input type="checkbox"/>
If no, will you be registering with the program in the near future?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is your pharmacy accredited under the Quality Care Pharmacy Program or other similar programs?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is your pharmacy working towards being accredited with the Quality Care Pharmacy Program or another similar program?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have a dedicated area allocated for counseling and demonstration of products to Registrants?	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details:

Information Technology	Yes	No
<b>The questions following will indicate to us the ability of your business to utilise NDSS Connect.</b>		
(a) Is there a computer on the business premises? <i>*if no go to part C</i>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Is the computer less than 3 years old?	<input type="checkbox"/>	<input type="checkbox"/>
(c) Does the computer have a super VGA (1024 x 768) or higher - resolution monitor with 256 colours?	<input type="checkbox"/>	<input type="checkbox"/>
(d) Does the computer have Browser Internet Explorer 7 or 8? <i>(please note that IE9 is not compatible with NDSS Connect at this time)</i>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Does the computer have Microsoft Windows Operating System Window XP or greater?	<input type="checkbox"/>	<input type="checkbox"/>
(f) Does the computer have 512MB RAM or greater?	<input type="checkbox"/>	<input type="checkbox"/>
(g) Does the computer have PDF Viewer (eg. Adobe Acrobat)?	<input type="checkbox"/>	<input type="checkbox"/>
(h) Does the computer have a broadband connection of 512k or greater?	<input type="checkbox"/>	<input type="checkbox"/>
(i) Is your computer connected to a black and white printer with high resolution?	<input type="checkbox"/>	<input type="checkbox"/>

PART C: Level of Interest & Commitment to Diabetes	Yes	No
<b>The questions following relate to your business' level of interest and commitment to providing specialty services to people with diabetes.</b>		
1. Are you prepared to make all staff available for initial and ongoing NDSS training? <i>(please speak to your NDSS Agent for training requirements)</i>	<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:		



#### **PART D: 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**

*Date Received:* \_\_\_\_\_ *Received by:* \_\_\_\_\_

## Access Point Application – Non Pharmacy

### Instructions

Use this form to apply to become an NDSS Access Point. Your application will be assessed and you will be provided with a response within 20 business days of receipt of a completed form. A detailed application will assist with the application process.

The completed form should be sent to your NDSS Agent, GPO Box 9824 in your capital city.

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

PART A: Applicant Details		
Trading Name:		
Contact Name:		
Address:	State:	Postcode:
Company name:	ABN:	
Phone:	Mobile:	Fax:
Pharmacy Email:		
Owners Name:		
Owners 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"/>	Other (please specify)	<input type="checkbox"/>
Medicare Local	<input type="checkbox"/>	Hospital	<input type="checkbox"/>	General Practice	<input type="checkbox"/>
Allied Health Practice	<input type="checkbox"/>	Integrated Care Centre	<input type="checkbox"/>	Aboriginal Health Service	<input type="checkbox"/>

2. Please provide details of specialty services that your business provides to people with diabetes:
--

Information Technology	Yes	No
<b>The questions following will indicate to us the ability of your business to utilise NDSS Connect.</b>		
(a) Is there a computer on the business premises? <i>*if no go to part C</i>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Is the computer less than 3 years old?	<input type="checkbox"/>	<input type="checkbox"/>
(c) Does the computer have a super VGA (1024 x 768) or higher - resolution monitor with 256 colours?	<input type="checkbox"/>	<input type="checkbox"/>
(d) Does the computer have Browser Internet Explorer 7 or 8? <i>(please note that IE9 is not compatible with NDSS Connect at this time)</i>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Does the computer have Microsoft Windows Operating System Window XP or greater?	<input type="checkbox"/>	<input type="checkbox"/>
(f) Does the computer have 512MB RAM or greater?	<input type="checkbox"/>	<input type="checkbox"/>
(g) Does the computer have PDF Viewer (eg. Adobe Acrobat)?	<input type="checkbox"/>	<input type="checkbox"/>
(h) Does the computer have a broadband connection of 512k or greater?	<input type="checkbox"/>	<input type="checkbox"/>
(i) Is your computer connected to a black and white printer with high resolution?	<input type="checkbox"/>	<input type="checkbox"/>

PART C: Level of Interest & Commitment to Diabetes	Yes	No
<b>The questions following relate to your business' level of interest and commitment to providing specialty services to people with diabetes.</b>		
1. 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"/>
2. Do you currently have diabetes training and education programs in place for staff?	<input type="checkbox"/>	<input type="checkbox"/>
Please provide details:		
3. 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:		

4. Can your business cater for language and cultural needs in your area?						<input type="checkbox"/>	<input type="checkbox"/>
Please provide details:							
5. Do you have a dedicated area allocated for counseling and demonstration of Products to Registrants?						<input type="checkbox"/>	<input type="checkbox"/>
6. Please state your opening hours:							
Mon:	Tues:	Wed:	Thurs:	Fri:	Sat:	Sun:	

<b>ADDITIONAL COMMENTS</b>							

#### **PART D: References**

Please provide the details of three business referees below:

4. **Name:**

**Role/Position:**

**Phone:**

**Email:**

---

5. **Name:**

**Role/Position:**

**Phone:**

**Email:**

---

6. **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**

*Date Received:* \_\_\_\_\_ *Received by:* \_\_\_\_\_

## Access Point Application - Appeal

### Form 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 documentation to:  
**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	
<b>Applicant Organisation:</b>	
<b>Contact Name:</b>	
<b>Date:</b>	
<b>Phone:</b>	<b>Mobile:</b>
<b>Email:</b>	

PART A: Grounds for Appeal
<p>Please outline the grounds of your appeal below clearly and in detail. You may attach an additional page if you require additional space and any supporting documentation where applicable.</p>

**PART B: 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.

<b>Eligibility Criterion (Application Form Ref.)</b>	<b>Reason for Appeal</b>

**PART C: 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 Assessment Summary is to provide NDSS Agents with a tool to summarise the results of the assessment of an Access Point application.

<b>Applicant Name:</b>
<b>Address of Applicant:</b>

<b>PART A: Meeting the Head Agreement</b>	<b>Yes</b>	<b>No</b>
Is the pharmacy registered in or are they going to be registered in the Diabetes MedsCheck Program within the next two months? ( <i>POST JULY 2012</i> )	<input type="checkbox"/>	<input type="checkbox"/>
Is the pharmacy accredited or working towards accreditation under the Quality Care Pharmacy Program or other similar programs?	<input type="checkbox"/>	<input type="checkbox"/>
Does the pharmacy have a dedicated area allocated for counselling and demonstration of products to clients?	<input type="checkbox"/>	<input type="checkbox"/>
Does the pharmacy meet the minimum business systems and hardware requirements?	<input type="checkbox"/>	<input type="checkbox"/>

*If no has been selected for any of the four questions in Part A the pharmacy is ineligible under the NDSS Head Agreement at this time. Please send <Letter J>.*

*If yes has been selected for all four questions in Part A please move to Part B.*

<b>PART B: Pharmacy's level of commitment &amp; interest in Diabetes</b>	<b>Yes</b>	<b>No</b>
<b>Required:</b>		
Does the pharmacy have diabetes training programs in place and are they willing to make all relevant staff available for ongoing NDSS training?	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
<b>Desirable:</b>		
Can the pharmacy cater for language and cultural needs within its area?	<input type="checkbox"/>	<input type="checkbox"/>
Are the pharmacy's opening hours consistent with other businesses within their area?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other Comments:</b>		

<b>PART C: Feasibility Criteria - Access</b>	<b>Yes</b>	<b>No</b>
Would the applicant be the only Access Point in the 'area' to service Registrants' needs?	<input type="checkbox"/>	<input type="checkbox"/>
Are there a critical number of Registrants in the 'area' that don't have easy and/or convenient access to an Access Point?	<input type="checkbox"/>	<input type="checkbox"/>

<b>PART D: NDSS Agent Resources</b>		
Will you complete a physical site inspection?	<input type="checkbox"/>	<input type="checkbox"/>
Will the site inspection be determined by other means, such as photographs?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the resources to conduct ongoing training with the Access Point?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the resources to identify the level of stock requirements for the Access Point?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the resources to provide induction kits and promotion material?	<input type="checkbox"/>	<input type="checkbox"/>

<b>Access Point Assessment Summary</b>		
What date was the original application received?		
What is the intended date for the site inspection?		
What was the actual date of the site inspection?		
Has the site inspection criteria been met?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What is the intended date for induction and training?		
What date was the induction and training actually held?		
What date was the Access Point contract signed?		

<b>Notes</b>

**Assessment Completed by:**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_



Access Point Application

## Access Point Assessment – Non-Pharmacy

### Instructions:

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

<b>Applicant Name:</b>
<b>Address of Applicant:</b>

<b>PART A: Meeting the Head Agreement</b>	<b>Yes</b>	<b>No</b>
Is the applicant eligible under Section 5 Clause 5.2 of the NDSS Head Agreement to become an Access Point?	<input type="checkbox"/>	<input type="checkbox"/>
Does the applicant provide specialty services to people with diabetes?	<input type="checkbox"/>	<input type="checkbox"/>
Is the applicant prepared to make all relevant staff available for NDSS and ongoing training?	<input type="checkbox"/>	<input type="checkbox"/>
Can the applicant cater for language and cultural needs within their area?	<input type="checkbox"/>	<input type="checkbox"/>
Does the applicant have a dedicated area allocated for counselling and demonstration of products to clients?	<input type="checkbox"/>	<input type="checkbox"/>
Does the applicant meet the minimum business systems and hardware requirements?	<input type="checkbox"/>	<input type="checkbox"/>
Is the applicant located near public transport and / or car parking?	<input type="checkbox"/>	<input type="checkbox"/>

***If no has been selected for any of the four questions in Part A the entity is ineligible under the Head Agreement at this point in time. Please send <Letter J>***

<b>PART C: NDSS Agent Resources</b>	<b>Yes</b>	<b>No</b>
Will you complete a physical site inspection?	<input type="checkbox"/>	<input type="checkbox"/>
Will the site inspection be determined by other means, such as photographs?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the resources to conduct ongoing training with the Access Point?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the resources to identify the level of stock requirements for the Access Point?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the resources to provide induction kits and promotion material?	<input type="checkbox"/>	<input type="checkbox"/>

<b>Access Point Assessment Summary</b>		
What date was the original application received?		
What is the intended date for the site inspection?		
What was the actual date of the site inspection?		
Has the site inspection criteria been met?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What is the intended date for induction and training?		
What date was the induction and training actually held?		
What date was the Access Point contract signed?		

<b>Notes</b>

**Assessment Completed by:**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_



## Access Point Application

# Site Inspection Checklist

### Instruction

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: Pharmacy Licence, Diabetes Medicines Check registration, Location Approval, PBS Supplier Status and Business Registration.

<b>Address of Applicant:</b>		
<b>Store/Business Name:</b>		
<b>Name of Assessor:</b>	<b>Date:</b>	<b>Time:</b>

Pharmacy Only	Yes	No
1. Have you sighted evidence of the following?		
• Pharmacy Licence	<input type="checkbox"/>	<input type="checkbox"/>
• Location Approval	<input type="checkbox"/>	<input type="checkbox"/>
• PBS Supplier Status	<input type="checkbox"/>	<input type="checkbox"/>
• Diabetes MedsCheck Program Certificate	<input type="checkbox"/>	<input type="checkbox"/>
• Quality Care Pharmacy Program Certificate	<input type="checkbox"/>	<input type="checkbox"/>
• Business Registration	<input type="checkbox"/>	<input type="checkbox"/>

Pharmacy and Non-Pharmacy	Yes	No
1. Does the applicant have computers on site?	<input type="checkbox"/>	<input type="checkbox"/>
2. Does the system appear to meet the below minimum requirements?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the computer less than 3 years old?	<input type="checkbox"/>	<input type="checkbox"/>
4. Does the computer have a super VGA (1024 x 768) or higher – resolution monitor with 256 colours?	<input type="checkbox"/>	<input type="checkbox"/>
5. Does the computer have Browser Internet Explorer 7 or 8? (please note that IE9 is not compatible at this stage)	<input type="checkbox"/>	<input type="checkbox"/>
6. Does the computer have Microsoft Windows Operating System Window XP or greater?	<input type="checkbox"/>	<input type="checkbox"/>
7. Does the computer have 512MB RAM or greater?	<input type="checkbox"/>	<input type="checkbox"/>
8. Does the computer have PDF Viewer (eg. Adobe Acrobat)?	<input type="checkbox"/>	<input type="checkbox"/>

9. Does the computer have a broadband connection of 512k or greater?	<input type="checkbox"/>	<input type="checkbox"/>
10. Is the computer connected to a black and white printer with high resolution?	<input type="checkbox"/>	<input type="checkbox"/>

**Note:** you can test this by completing a browser test in NDSS Connect

Pharmacy and Non-Pharmacy	Yes	No
Does the applicant have a private area for consultations?	<input type="checkbox"/>	<input type="checkbox"/>
Is there seating available?	<input type="checkbox"/>	<input type="checkbox"/>
Is there seating available for more than one customer?	<input type="checkbox"/>	<input type="checkbox"/>

Notes

**Assessment Completed by:**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_



## 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		
Trading Name:		
Address:	State:	Postcode:
Company name:	ABN:	
Contact Name:		
Phone:	Mobile:	Fax:
Email Address :		
Access Point Number:		
Date:		

PART A: Obligations		
Please answer the question below pertaining to your obligations as outlined in the Access Point Guidelines, Section 5 - Access Point Responsibilities.		
Registrants	Yes	No
A1. 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		
A2. Have you and your staff confirmed and updated Registrant details on NDSS Connect every time a Registrant has access NDSS Products?	<input type="checkbox"/>	<input type="checkbox"/>
Comments		

Registrants	Yes	No
<p>A3. Do you have staff employed who have been able to provide Registrants with:</p> <ul style="list-style-type: none"> <li>• Accurate and appropriate information and professional advice on diabetes and effective self-management?</li> <li>• Referrals to appropriate health professionals?</li> <li>• Advice on the appropriate use of Products, and Scheme Materials as directed by your Agent?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
<p>A4. Do you have staff employed in your Access Point who have;</p> <ul style="list-style-type: none"> <li>• Completed the relevant training</li> <li>• Are aware of the other diabetes services to which Registrants may be referred?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
<p>A5. 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"/>
Comments		
<p>A6. Have you and your staff provided information material on the self-management of diabetes or the NDSS Helpline on request?</p>	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
<p>A7. Have you and your staff received new registrations and submitted them by fax to your NDSS Agent within two (2) Business Days of receipt?</p>	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
<p>A8. 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"/>
Comments		

<b>Registrants</b>	<b>Yes</b>	<b>No</b>
A9. Have you collected, accounted for and promptly remitted the correct amounts for Registrant Contributions? ( <i>Access Point Guidelines 5.2</i> )	<input type="checkbox"/>	<input type="checkbox"/>
Comments		

<b>PART B: Premises</b>	<b>Yes</b>	<b>No</b>
Please answer the questions below relating to the premises your Access Point operates from		
B1. 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		
B2. Do you have the NDSS Access Point Signage displayed in a prominent position clearly visible to customers?	<input type="checkbox"/>	<input type="checkbox"/>
Comments		
B3. Do you have appropriate stock management systems in place? For example stock rotation, handing controls etc.	<input type="checkbox"/>	<input type="checkbox"/>
Comments		

<b>PART C: Issues or Conflicts</b>
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**

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

**Owner/Proprietor  
Signature:**

\_\_\_\_\_

**Name/Position:**

\_\_\_\_\_

**Dated:**

\_\_\_\_\_

**Office Use Only**

**Date received:**

**Signed off by:**

**Date:**

<Insert bi-branded Logo>

Attachment H

<insert Agency 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 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>

<Insert bi-branded Logo>

Attachment I

<insert Agency 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/detail 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>

<Insert bi-branded Logo>

Attachment J

<insert Agency 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 are required to hold base product for supply and will then be able to commence delivery of NDSS products and services.

Diabetes Australia will provide newly appointed Access Points with a one off payment of up to \$2,800 (excluding GST) to assist with the costs associated with becoming an Access Point.

The establishment payment will be made by Diabetes Australia to newly appointed Access Points and will become payable within 20 business days of submission of your first order for Product resupply.

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>

<Insert bi-branded Logo>

Attachment K

<insert Agency 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>