

ndss

National Diabetes Services Scheme

An Australian Government Initiative

NDSS Helpline 1800 637 700
ndss.com.au

NDSS Access Point Guidelines

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The NDSS is administered by Diabetes Australia

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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 and Aged Care (Commonwealth), established Access Points and all entities interested in being appointed as an Access Point under the National Diabetes Services Scheme (NDSS).

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.

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

1.2. 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.
Business accreditation	Accreditation under an Australian recognised accreditation agency relevant to your business. An example includes (but not limited to) GP practices being accredited by Australian General Practice Accreditation Limited (AGPAL) or another approved accreditation agency.
Commonwealth	Commonwealth of Australia as represented by the Department of Health and Aged Care
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.
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 diabetes organisation engaged by Diabetes Australia to provide services under the NDSS.
NDSS Agreement	The National Diabetes Services Scheme Grant Agreement 2021 - 2025 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).
Product(s)	Subsidised diabetes aids and appliances available through the NDSS. These include syringes, pen needles, blood glucose monitoring strips, urine ketone monitoring strips, insulin pump consumables and continuous or flash 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 National Diabetes Services Scheme is an initiative of the Australian Government that commenced in 1987 and has been administered with the assistance of Diabetes Australia under successive agreements.

The present NDSS Agreement between the Commonwealth and Diabetes Australia for the administration of the NDSS commenced on 1 July 2021 and will expire on 30 June 2025.

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.

Most 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 to support access to the NDSS and provide a range of information and support services to Registrants.

The role of Diabetes Australia includes:

- (a) the administration of the Scheme
- (b) Access Point appointment including the assessment of applications submitted by all entities interested in becoming Access Points;
- (c) maintenance of NDSS Connect;
- (d) the collection of Registrant contributions from Access Points, and
- (e) payment of handling fees to pharmacy Access Points.
- (f) assessing and monitoring the performance of Access Points against the obligations set out in their Access Point Agreements and these Access Point Guidelines.

NDSS Agents are responsible for:

- a) Access Point engagement; and
- b) assisting Diabetes Australia to provide support and training of Access Points to meet the obligations set out in their Access Point Agreement and these Access Point Guidelines.

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 and, 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

The supply of Products to Access Points is facilitated by 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 pharmacy licence, location approval under the *National Health Act 1953* (Cth) and a Pharmaceutical Benefits Scheme approval
- b) a current business registration and registered trading name,
- c) a current Australian Business number (ABN) for the registered company, trust or sole trader including registration for GST
- d) a commitment to referring and facilitating access for registrants to NDSS information, resources and services
- e) 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
- f) an account with a CSO Distributor and a PharmX account
- g) 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).

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 is situated in a remote or regional location in accordance with the Modified Monash Rural Classification System (MMM), category 5 – 7;
- b) the applicant, if approved, will be the only Access Point within a 25-kilometre radius;
- c) the Commonwealth determines that the appointment of an Access Point that 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 (1800 637 700).

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 registered trading name
- c) a current Australian Business number (ABN) for the registered company, trust or sole trader including registration for GST
- d) a commitment to referring and facilitating access for registrants to NDSS information, resources and services
- e) 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
- f) an account with a CSO Distributor and a PharmX account.

Re-Appointment of Former Access Points

Diabetes Australia 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 Diabetes Australia which will share the request with the Commonwealth for consideration.

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 contact the NDSS Helpline (**1800 637 700**) in the first instance to discuss their concerns.

Product supply related complaints should be directed to the relevant CSO Distributor 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 (**1800 637 700**) in the first instance.

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, contained within this document, for Pharmacy (*Attachment A*) and other approved entities – Non-Pharmacy (*Attachment B*)

If you have any questions about applying to become an Access Point please contact the NDSS Helpline (**1800 637 700**) for assistance.

Please ensure before submitting an application form that all details are completed. Details of the applicant's account with their preferred CSO Distributor and its PharmX identifier are to be provided. 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 this information can be provided.

STEP 2 –

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

STEP 3 –

Diabetes Australia will assess the completed application form using nationally consistent criteria.

If additional information is required, Diabetes Australia or the NDSS Agent will contact the applicant for completion.

STEP 4 –

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

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

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

3.2. Access Point Agreements.

Access Points will be required to enter into an individual Agreement with the Commonwealth this will also include a Privacy Declaration and Direct Debit Authority to be completed.

3.3. Appeal Process

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

All appeals will be referred to the General Manager, NDSS (or authorised delegate) of Diabetes Australia 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 to a higher level should it not be resolved to their satisfaction.

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 Aged Care 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 and Aged Care 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) NDSS signage to identify the outlet as an Access Point;
- (e) Scheme refresher training on request by an Access Point within a reasonable timeframe after the receipt of the request;
- (f) identification of other suitable training or updates for Access Point staff;
- (g) suitable Scheme material for the Access Point to provide to Registrants;
- (h) a contact officer for queries, advice, or complaints; and
- (i) information about NDSS resources and services provided by NDSS Agents or others for referral by an Access Point

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, Diabetes Australia 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 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;
- (g) information about NDSS resources and services provided by NDSS Agents or others for referral by an Access Point.

5. Access Point Obligations

5.1. Overview

Access Points must:

- (a) provide a reliable supply of Product to Registrants;
- (b) provide Registrants with information and materials about the Scheme, as provided by Diabetes Australia or NDSS Agents;
- (c) refer Registrants with questions about the ongoing management of their diabetes to the **NDSS Helpline (1800 637 700)** or organisations and services which can provide Registrants with information on diabetes;
- (d) comply with administrative and reporting guidelines as provided by Diabetes Australia;
- (e) collect, properly account for and remit Registrant Contributions on the terms set out in the Agreement;
- (f) consult and provide reasonable administrative advice, documents or information about the Scheme at the request of Diabetes Australia or Commonwealth within a fair and reasonable timeframe;
- (g) display and promote the Scheme, Scheme Materials and Products in accordance with the Scheme Brand Usage and Style Guidelines and any reasonable requirements of Diabetes Australia;
- (h) participate in Registrant satisfaction surveys as required throughout the Term;
- (i) maintain good communication and an effective relationship with Diabetes Australia and/or your NDSS Agent to provide high quality, professional services to Registrants;
- (j) to the extent physical forms and applications continue to be used in connection with the Scheme,
 - ensure all original forms and applications are sent to the NDSS Agent within 10 Business Days of receipt;
 - ensure that Registrant information is updated at the time of each transaction within NDSS Connect e.g. Registrant contact information, address and concessional status;
 - when Registrants present *Blood Glucose Monitoring Strip Six Month Access Form*, enter the details into NDSS Connect;
 - ensure that any change of details documents available from the NDSS website or NDSS Connect are provided upon request to Registrants (or Registrants are directed to the NDSS Helpline) e.g. NDSS access forms; and

- (k) 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.

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 may 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 appointed Access Point. (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 as per the indexation methodology specified for co-payments in the *Health Act 1953*. 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 NDSS Brand Standards which outline the accepted uses of the NDSS brand and logo.

As a Government funded program, the NDSS, must not provide potential or perceived product endorsement or support by Government of one product, supplier or service over another.

All marketing or promotional activities referencing the NDSS, NDSS brand or logo must be approved **prior** to use.

Where promotions include non-NDSS products, then the NDSS needs to be separated so as not to provide endorsement of the alternative diabetes products.

A copy of these Standards can be obtained from the NDSS website.

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 1800 637 700. Alternatively, Access Points may choose to assist Registrants by printing forms and information materials at www.ndss.com.au.

5.6. Access Point Compliance Framework

Diabetes Australia and NDSS Agents undertake regular reviews of Access Point compliance in the delivery of the Scheme through appointed Access Points.

For the purposes of the Access Point compliance framework, the following activities may be undertaken in review of an Access Point in fulfilling their roles and responsibilities in relation to providing Scheme functions;

- Access Point site visits;
- Activities undertaken in review of submitted Access Point SATS.
- Review and follow up of anomalous transactions; and
- Engagement with Access Points where a complaint or enquiry regarding the delivery of Scheme functions has been received.

On occasion and within reason, Diabetes Australia / NDSS Agents may require Access Points to provide additional information regarding the NDSS and its role as an Access Point. This may include CSOD invoices/credits to support investigations or corrections of identified anomalies as raised by an Access Point.

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

The Access Point will have ten (10) Business Days to respond to the 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 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 are 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 record a Registrant Product order when Products are requested by a Registrant.

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, nor encouraged to hold insulin pump consumables supplied under the Scheme but may choose to do so.

Due to defined limits on individual registrant product use, Continuous or Flash glucose monitoring products must only be ordered on request for supply by a Registrant and not held by an Access Point.

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 the 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 regularly to ensure stock held is appropriate to meet Registrant demand. Access Points may contact their NDSS Agent for assistance 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 Continuous or Flash glucose monitoring Products ordered through the Scheme are only supplied to the intended eligible Registrant for which the order was placed.

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 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.

In situations where a CSO Distributor cannot supply Product because it has been discontinued or is unavailable due to a global shortage, the Access Point should contact the NDSS Agent to discuss alternatives. Note that even though shortages of Products may have been reported in NDSS Connect, there is no obligation on Access Points to provide the Product. Diabetes Australia will discuss remedial action on a case-by-case basis with the Department of Health and Aged Care if an item is unavailable for extended timelines.

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 those Registrants 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 requested, an alternative proof of identity, e.g. driver's licence, must be provided before the supply of Product to the Registrant.

If a Commonwealth approved concession card is indicated as being held by the Registrant, the concession card must be produced, and the Registrant record updated on NDSS Connect before the supply of Product to the Registrant.

Some Registrants may not be eligible for all Products as identified by NDSS Connect. For example (but without limitation), not all Registrants will be eligible for selected blood glucose test strips, syringes or pen needles, insulin pump consumables, continuous or flash glucose monitoring products. Access Points must ensure that they only provide Registrants who are eligible for such Products, with those Products.

6.4. Access Point Stock Control

Access Points should have systems in place 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 1800 637 700 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 1800 637 700 for further assistance.

While CSO Distributors are responsible for ensuring the supply of Products, the Access Point may choose to report shortages 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 and that Diabetes Australia is authorised to debit the nominated account and that adequate funds are 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 Access Point Privacy Declaration and any other forms required by Diabetes Australia at the time of the change of ownership.

Written documentation advising of the new ownership, as outlined in section 2.5 including

- a) hold a pharmacy licence, location approval under the *National Health Act 1953* (Cth) and Pharmaceutical Benefits Scheme approval, and
- b) a current business registration and registered trading name, and
- c) a current Australian Business number (ABN) for the registered company, trust or sole trader; and
- d) an account with a CSO Distributor and a PharmX account

A completed Access Point Agreement and supporting documentation must be completed and provided to Diabetes Australia at the time of the change of ownership to continue providing Scheme services.

An Access Point will be placed 'on hold' during the change of ownership process until an Access Point Agreement is executed with the new owner(s).

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

Appendix A: Contact Information

National Diabetes Services Scheme

NDSS Helpline: 1800 637 700

Fax: 1300 536 953

Website: www.ndss.com.au

Email: info@ndss.com.au

Diabetes Australia

Contact: Group Executive, National Diabetes Services Scheme and International Programs

Phone: 02 6232 3800

Fax: 02 6230 1535

Website: www.diabetesaustralia.com.au

Email: apndss@diabetesaustralia.com.au

Postal Address: GPO Box 3156, Canberra City ACT 2601

Address: 19-23 Moore St, Turner ACT 2612

Attachment A



NDSS Helpline 1800 637 700
ndss.com.au

Access Point Application - Pharmacy

Instructions:

Use this form if you are applying 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.

The completed form should be submitted by email to:

- apndss@diabetesaustralia.com.au

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

Important Note:

You will need to provide details of the following at the time of application:

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

PART A: Applicant Details	
Company Name:	
ABN*(must be GST registered):	
Trading Name:	
Contact Name:	
Address	
State:	Postcode:
Phone:	Fax:
PharmX site ID:	CSO Distributor: Account number:
Business Email:	
Owner's Name:	

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 below	<input type="checkbox"/>	<input type="checkbox"/>
PART C: Information Technology	Yes	No
1. I confirm that the 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"/>
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?)	<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 F: Applicant Declaration		
I declare that the information on this form is true and correct.		
<p>Applicant Signature: _____ Date: __/__/__</p> <p>Name/Position: _____</p>		
Office Use Only		
<i>Date Received:</i>	<i>Received by:</i>	

Attachment B



NDSS Helpline 1800 637 700
ndss.com.au

Access Point Application – Non-Pharmacy

Instructions:

Use this form if you are applying 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

The completed form should be submitted by email to:

- apndss@diabetesaustralia.com.au

Important Note:

You will need to provide details of the following at the time of application:

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

PART A: Applicant Details	
Company Name:	
ABN*(must be GST registered):	
Trading Name:	
Contact Name:	
Address:	
State:	Postcode:
Phone:	Fax:
PharmX site ID:	CSO Distributor: Account Number:
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"/>	Other-----
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:		
PART C: Information Technology		
	Yes	No
1. 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"/>
PART D: Level of Interest & Commitment to Diabetes		
	Yes	No
The following questions relate to your organisations' level of interest and commitment to providing specialty services to people with diabetes.		
1. Why should your organisation 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 organisation 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:		

PART E: Applicant Declaration

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

Applicant Signature: _____ **Date:** __/__/__

Name/Position: _____

Office Use Only

Date Received:

Received by:

Attachment C



NDSS Helpline 1800 637 700
ndss.com.au

Access Point Application - Appeal

Instructions:

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

Once completed, please complete the form and submit with any supporting documents to:

apndss@diabetesaustralia.com.au

Appeals will be responded to within 20 business days of receipt of this form.

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

PART A: Applicant Details	
Business Name:	
Contact Name:	
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: _____ **Date:** __/__/__

Name/Position: _____

Office Use Only

Date Received:

Received by: