**Process for an application for approval for change of ownership of a pharmacy (not involving relocation)**

1. Once only - applicant obtains AUSkey\* from Australian Business Register (allow 10 business days), then registers for access to the PBS Approved Suppliers Portal.
2. The applicant submits the application (including supporting documentation) via the PBS Approved Suppliers Portal\*\* (allow up to 30 business days for application processing from start to finish)
3. The Department receives and checks the application for completeness (allow up to 20 business days).
4. The process then follows one of three pathways depending upon the completeness of the application.
   1. *Complete application*
      1. The Department notifies the application contact of an administration number (timing of this depends upon the date of effect of the change of ownership) (email).
      2. Prior to the Delegate’s decision, the applicant must provide approval from the relevant state or territory regulatory authority or, for Queensland applicants, a copy of the form submitted to Queensland Health for a change of ownership.
      3. The Department telephones the application contact on the date of exchange to confirm the change of ownership has been finalised and the pharmacy is open and trading. Alternatively, the Department will accept email notification confirming the pharmacy has legally transferred to the applicant pharmacist.
      4. Delegate’s decision.
      5. The Department sends advice of:
         * the new approval and certificate to the application contact (letter via email); and
         * cancellation of previous approval to the nominee of the former owner(s) (letter via email).
   2. *Incomplete application: minor omissions*
      1. The Department emails/telephones the application contact to request required information and inform them how the information should be submitted.
      2. The applicant provides the required information and the application moves to step 4(a) above.
   3. *Incomplete application: major omissions and inconsistencies*
      1. The application is deemed invalid and rejected.
      2. The Department emails the application contact to advise the reasons and that a new application should be submitted.
      3. The process restarts from the date the application is resubmitted (step 2 above).

\* First time users of the PBS Approved Suppliers Portal will be required to register with a valid AUSkey. Instructions on how to obtain an AUSkey are available from the [Australian Business Register website](https://abr.gov.au/AUSkey/).

\*\* Instructions on how to register for, and submit an application via, the PBS Approved Suppliers Portal are available from the Department’s website at [PBS Approved Suppliers](http://www.health.gov.au/internet/main/publishing.nsf/Content/pharmaceutical-benefits-scheme-approved-supplier-administrative-functions-frequently-asked-questions#6).