Process for applications referred to the Australian Community Pharmacy Authority (the Authority) for approval to establish a new pharmacy or relocate an approved pharmacy

1. Once only – applicant sets up myGovID\* then registers for access to the PBS Approved Suppliers Portal.
2. The applicant submits the application via the PBS Approved Suppliers Portal\*\*
3. The applicant pays the application fee. (An invoice will be issued upon submission of the application; payment should be made immediately to ensure it is finalised within seven calendar days. Failure to finalise payment within seven days will result in cancellation of the application.)
4. The Department checks the application form against the ‘Valid Application Checklist’ available at [PBS Approved Suppliers – Guides and Forms](https://www1.health.gov.au/internet/main/publishing.nsf/Content/pharmaceutical-benefits-scheme-approved-supplier-guides-and-forms). Note that the Department does not assess the supporting evidence for completeness.
5. The process then follows one of two pathways depending on whether the application form is (a) valid or (b) invalid:
   1. Valid application form
      1. The Department generates an application reference number and notifies the application contact (email).
      2. The Department refers the application to the Authority.
      3. The Authority’s Secretariat (the Secretariat) writes to surrounding pharmacist(s) inviting comments about the application (for a new pharmacy only) (letter).
   2. Invalid application form
      1. The Department emails the application contact to advise the reasons why the application form is invalid, and returns the application to the submitter via the PBS Approved Suppliers Portal.
      2. The applicant corrects the errors/omissions, and the submitter resubmits the application via the PBS Approved Suppliers Portal.

The lodgement date will be when the application is resubmitted.

* + 1. The process restarts at step (4) above.

1. The Secretariat schedules the application for consideration by the Authority.
2. The Authority considers the application and makes its recommendation to the Delegate of the Secretary of the Department.

(Where the Authority defers making a recommendation on the application, the Secretariat notifies the application contact via email and requests additional information within five business days.)

1. The process then follows one of two pathways depending on the Authority’s recommendation:
   1. Recommendation to approve
      1. Recommendations are published on the PBS Approved Suppliers Portal within five business days. The Department notifies the application contact of the Authority’s recommendation and any additional requirements before the application can be referred to the Delegate for a decision (email)
      2. The applicant provides evidence of any additional requirements, and requests (via email) the issue of an administration number
      3. The Department notifies the application contact of an administration number (timing of this depends upon the confirmed opening date of the pharmacy) (email).
      4. Delegate’s decision.
      5. The Department notifies the application contact of the Delegate’s decision and, if approved, issues the approval number and certificate (letter via email).
   2. Recommendation to not approve
      1. Recommendations are published on the PBS Approved Suppliers Portal within ten business days. The Secretariat notifies the application contact of the reasons for the Authority’s recommendation (letter via email)
      2. Delegate’s decision to reject.
      3. The Department notifies the application contact of the Delegate’s decision (letter by registered post).

Note: The Secretariat provides notice of the Authority’s recommendation to any surrounding pharmacists who commented about the application (via email approximately two weeks after the recommendation is made).

\* First time users of the PBS Approved Suppliers Portal will be required to set up myGovID. Instructions on how to set up myGovID and link to a business are available from the [myGovID website](https://www.mygovid.gov.au/how-do-i-get-set-up).

\*\* 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 – Guides and Forms.](https://www1.health.gov.au/internet/main/publishing.nsf/Content/pharmaceutical-benefits-scheme-approved-supplier-guides-and-forms)