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

1. Once only - applicant obtains AUSkey\* from Australian Business Register (allowing 10 business days), then registers for access to the PBS Approved Suppliers Portal.
2. The applicant submits the application via the PBS Approved Suppliers Portal\*\*
3. The Department receives and checks the application form for completeness. Note that the Department does not assess the supporting evidence for completeness.
4. The process then follows one of two pathways depending on whether the application form is complete or incomplete:
   1. *Complete 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. *Incomplete application form*
      1. The Department contacts the application contact to request required information and inform them about how the information should be submitted (telephone/email).
      2. The applicant provides the required information and the application moves to step 4(a).
5. The Secretariat schedules the application for consideration by the Authority.
6. 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.)

1. The Secretariat advises the application contact of the Authority’s recommendation (by email) and the process then follows one of two pathways depending on the Authority’s recommendation:
   1. *Recommendation to approve*
      1. 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 Department notifies the application contact of an administration number (timing of this depends upon the confirmed opening date of the pharmacy) (email)
      3. Delegate’s decision
      4. The Department notifies the application contact of the Delegate’s decision and, if approved, issues the approval number and certificate (letter via email)
      5. The Secretariat provides notice of the Authority’s recommendation to any surrounding pharmacists who commented about the application (email approx. 2 weeks after recommendation is made)
   2. *Recommendation to not approve*
      1. 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)

\* 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).