



# PROGRAM RULES

## Quality Use of Medicines

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## 1 INTRODUCTION

This document outlines the Program Rules governing the Quality Use of Medicines (QUM) Program. This document must be read in conjunction with the *Pharmacy Programs Administrator General Terms and Conditions* (General Terms) and the *Guidelines for Quality Use of Medicines (QUM) services* (PSA Standards). Definitions in the General Terms apply in these Program Rules.

The QUM Program supports activities that are designed to improve Quality Use of Medicines across approved Australian Government-funded Aged Care Facilities.

## 2 DEFINITIONS

**ACOP** means an Aged Care On-Site Pharmacist, funded by the Australian Government under the Aged Care On-Site Pharmacist Measure.

**Eligible aged care bed** means:

- For an Australian Government funded aged care facility, an operational bed
- For an eligible Transition Care Facility, MPS or a facility receiving funding under NATSIFAC, an operational place

**Facility** means an Australian Government funded residential care facility including the following:

- Aged care facility that receives residential care subsidy in accordance with the *Aged Care Act 2024*; or
- Transition Care Facility; or
- Multi-Purpose Service (MPS); or
- A Facility receiving funding under the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) program.

**QUM** means Quality Use of Medicines.

**QUM Service** means a Quality Use of Medicines Service provided to a Facility through a Facility-wide approach. A Registered Pharmacist or Credentialed Pharmacist conducts a QUM Service in association with appropriate members of the Facility.

**Service Agreement** means an agreement between a prospective Service Provider and a Facility for the provision of QUM Services. An example agreement is available at [www.ppaonline.com.au](http://www.ppaonline.com.au).

**Service Provider** means any of the following who have been approved to provide QUM Services in accordance with the QUM Program Rules and the General Terms:

- An owner of an approved Section 90 Community Pharmacy
- A business entity, with an Australian Business Number (ABN). This includes a Credentialed or Registered Pharmacist operating as a sole trader.

Business entities that are not eligible to perform the role of a QUM Service Provider include:

- Any organisation that is able to initiate a referral for an RMMR Service
- A pharmacist embedded in an eligible facility where they draw a salary or are otherwise funded by the Commonwealth to undertake quality use of medicines activities

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- A Section 94 Pharmacy
- A public or private hospital.

A QUM Service Provider must also have executed a QUM Service Agreement with an eligible residential care Facility.

### 3 BACKGROUND

QUM Services focus on improving Facility practices and procedures as they relate to the Quality Use of Medicines.

The QUM Service is a separate service from a Residential Medication Management Review (RMMR) Service and is provided by a Registered or Credentialed Pharmacist.

The objectives of the QUM Program are to:

- Advise members of the Facility's healthcare team on a range of medication management issues in order to meet the healthcare needs of residents
- Provide medication information and education to residents, carers and other healthcare providers involved in a resident's care
- Assist the Facility to undertake continuous improvement activities, including ensuring medication management accreditation standards are met and maintained.

### 4 PARTICIPATION REQUIREMENTS

To be eligible to participate in the QUM program, Service Providers must meet Program Eligibility Criteria and register for the Program on the Pharmacy Programs Administrator (PPA) [Portal](#).

#### 4.1 Service Provider Eligibility

To be eligible for the QUM Program, a Service Provider must:

- Be an eligible business entity which is either:
  - An owner of an approved Section 90 Community Pharmacy
  - A business entity with an ABN. This includes a Credentialed or Registered Pharmacist operating as a sole trader with an ABN
- Agree to abide by the Pharmacy Programs Administrator General Terms and Conditions available from [www.ppaonline.com.au](http://www.ppaonline.com.au)
- Undertake to provide Services in accordance with these Program Rules and the PSA Standards
- Have a Service Agreement in place with an eligible Residential Aged Care Facility
- Ensure that the Facility is not participating in the ACOP Measure
- Ensure that all QUM activities are undertaken by a Registered or Credentialed Pharmacist.

#### 4.2 Residential Care Facility Eligibility

In order for a Facility to participate in the QUM Program it must be either:

- An Aged Care Facility that receives residential care facility subsidy from the Australian Government in accordance with the *Aged Care Act 2024*; or

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- An Australian Government-funded Transition Care Facility; or
- A Multi-Purpose Service providing integrated health and aged care services to small rural and remote communities; or
- A Facility receiving funding under the NATSIFAC program, and
- Not be participating in the ACOP Measure.

Failure to maintain compliance with any or all of the above Eligibility Criteria will result in the Service Provider being ineligible to participate in the QUM Program for that Facility.

## 5 QUM SERVICE AGREEMENT

To become an approved Service Provider, a Service Agreement with an eligible Facility must be in place.

The Service Provider is responsible for ensuring the Service Agreement entered into with the Facility is current and consistent with these Program Rules, prior to conducting any QUM Service. A QUM Service Agreement cannot be entered into if the Facility is participating in the ACOP Measure.

Only one Service Provider may be contracted for a single Facility.

The QUM Service must be provided at no charge to the Facility.

An example QUM Service Agreement template can be found on the QUM page of the Pharmacy Programs Administrator [website](#).

### 5.1 Mandatory requirements of a QUM Service Agreement, Extension and Variation

The Service Agreement must include a Work Plan that details the agreed QUM activities between the Facility and the Service Provider. QUM Services cover areas such as medication advisory activities, education, and continuous improvement. They are designed to assist Facilities in meeting the healthcare needs of residents.

The PPA may verify the authenticity of any QUM Service Agreement submitted. Accordingly, all QUM Service Agreements (including any extensions and variations) must contain the following mandatory details of the Facility employee executing the document:

- Full legal name
- Official position title
- A valid and operational contact email address
- A valid and operational contact telephone number
- Signature; and
- The date on which the QUM Service Agreement was duly executed.

Service Providers are responsible for ensuring that the individual signing on behalf of the Facility holds the appropriate authority to do so. This may require direct liaison with the Facility to verify the signatory's identity and authority.

Failure to submit a fully completed QUM Service Agreement, extension, or variation may affect the Service Provider's ability to participate in the QUM Program

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Newly executed Service Agreements or variations to existing Service Agreements must be uploaded to the PPA Portal prior to submitting a claim for services at that Facility. To be eligible for payment, QUM Services must be provided within Service Agreement start and end dates.

### 5.2 Termination of a Service Agreement

Service Agreements may be terminated by the Facility or the Service Provider with 30 days prior written notice. Termination notices must be provided to the Pharmacy Programs Administrator Support Team prior to the Service Agreement termination date by email to [support@ppaonline.com.au](mailto:support@ppaonline.com.au).

### 5.3 QUM Program and the Aged Care On-Site Pharmacist measure

QUM services cannot be delivered to Residential Aged Care Facilities (RACFs) that are participating in the ACOP Measure. In circumstances where a RACF receiving QUM services intends to commence participation in the ACOP Measure the QUM provider must be given 30 days prior written notice to terminate the QUM service agreement.

From the date that notice is issued, the QUM Provider can provide services for 30 days. Normal claiming deadlines will apply to services delivered during this 30 day period.

At no point in time can a pharmacist provide QUM services to be claimed under the QUM program in a facility they are engaged as an ACOP.

## 6 QUM ACTIVITIES LIST

Activities that can be provided under the QUM Program include (but are not limited to):

### Medication advisory activities

- Participate in Drug Use Evaluation (DUE)
- Advise members of the healthcare team on a range of issues, including storage, administration, dose forms, compatibilities, therapeutic and adverse effects and compliance
- Participate in Medication Advisory Committees (MACs)
- Assist in the development of nurse-initiated medication lists
- Participate in policy and procedure development activities
- Assist in the development of policies and procedures to address medication management concerns, for example, sleep, bowel or pain management and infection control.

### Education activities

- Provide in-service for nursing staff and carers or residents on medication therapy, disease state management or prescribing trend issues
- Provide drug information for medical practitioners and Facility staff, including provision of newsletters.

### Continuous improvement activities

- Assist the Facility to meet and maintain medication management accreditation standards and to comply with regulatory requirements
- Assess competency of residents to self-administer medications

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- Advise on and assess medication storage requirements, monitoring and standards including:
  - Storage and labelling
  - Expired stock
  - Security of medication storage areas
  - Safe disposal of unwanted medications
- Conduct medication administration audits and surveys on medication errors, altered dosage forms and psychotropic drug use
- Assist with the development of, and report on, quality indicators and other quality measures.

## 7 FREQUENCY OF SERVICE

The type and frequency of QUM Services are to be documented within the Service Agreement between the Service Provider and the Facility.

## 8 QUM CLAIMS

Claims must be submitted by approved Service Providers online via the Pharmacy Programs Administrator [Portal](#).

QUM claims must be submitted by the end of the next calendar month following the last day of each claiming quarter. Claims outside this timeframe cannot be submitted and will not be paid.

The QUM Service fee is paid to Service Providers quarterly in arrears. The quarterly period commences on the date the Service Agreement between the Facility and the Service Provider is signed.

A claiming quarter must:

- Cover three consecutive months
- Fall within the start and end dates of the relevant Service Agreement
- Not overlap any previously claimed quarters.

An approved QUM Service Provider is required to complete a quarterly claim and provide quarterly updates to qualify for payment.

A minimum of two agreed QUM Services must be provided each quarter to receive the QUM payment.

### Example of claiming quarters and timeframes:

If the Service Agreement is signed on 5 April the quarters and claiming timeframe for this Agreement would be as follows:

| Claiming quarters   | Claiming timeframes               |
|---------------------|-----------------------------------|
| 5 April to 4 July   | Between 5 July and 31 August      |
| 5 July to 4 October | Between 5 October and 30 November |

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|------------------------|-----------------------------------|
| 5 October to 4 January | Between 5 January and 28 February |
| 5 January to 4 April   | Between 5 April and 31 May        |

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### 8.2 QUM Service Payment Calculations

The QUM Payment consists of a base payment, paid on a quarterly basis, plus an additional amount per eligible aged care bed within the Facility. Payments will include GST where the Service Provider is registered for it and has selected that option within their PPA Portal account.

If registered for GST, Service Providers will need to report the GST associated with QUM payments as part of their quarterly Business Activity Statements. The GST component of the payment will be listed on the Recipient Created Tax Invoice (RCTI) issued by the PPA.

No adjustments to payments will be made when the number of eligible aged care beds changes during the quarter. The change to the number of eligible aged care beds will take effect from the beginning of the following quarter.

## 9 AUDIT AND COMPLIANCE REQUIREMENTS

Service Providers must retain full and true records (including all patient consent forms) in relation to the provision of services for not less than seven years after the claim for payment. Such records must be kept in a manner that permits them to be conveniently and properly audited, and enables the amounts claimed as well as the services provided under the General Terms and these Program Rules to be determined. Service Providers may be subject to audits by the Australian Government Department of Health, Disability and Ageing (or its representative) to ensure that the General Terms and these Program Rules have been complied with and must provide all and any records requested as part of such audit(s).

Service Providers must also ensure that they are using current documents when obtaining information or consent from patients. Service Providers that wrongfully or incorrectly receive support and/or do not meet the requirements set out in the General Terms and these Program Rules may be subject to compliance action (as determined by the Australian Government Department of Health, Disability and Ageing or Pharmacy Programs Administrator) and repayment may be required. Under section 137.1 of the Criminal Code, giving false and misleading information is a serious offence. If an audit/compliance action is to be conducted, Service Providers will be required to produce documentation within a specified time frame.



**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | [support@ppaonline.com.au](mailto:support@ppaonline.com.au)