



**Australian Government**  
**Department of Health**

**Key Policy Principles – Development and Monitoring of  
Key Performance Measures for the  
Seventh Community Pharmacy Agreement**

The development and monitoring of key performance measures (KPM) for the Seventh Community Pharmacy Agreement (7CPA) is guided by the principles of accountability and transparency.

The Australian Government, through the Department of Health (Department), continues to maintain effective and productive relationships with a broad and inclusive set of key stakeholders to develop and monitor the KPM for the 7CPA. Consistent with the provisions of the 7CPA regarding consultation, the Department continues to consult with the Pharmacy Guild of Australia, Pharmaceutical Society of Australia, Consumers Health Forum of Australia, the National Aboriginal Community Controlled Health Organisation and other relevant stakeholders, to gather information to support the development and monitoring of appropriate KPM.

Consultation with stakeholders enables the Department to formulate appropriate options for monitoring, assessment, and reporting. The Department also continues to seek relevant information on data sets and data outputs which are currently existing or ongoing that can be used to support the development of KPM. These information and data outputs include elements of the Pharmaceutical Benefit Scheme (PBS), supported and funded programs and services, and other elements of the pharmacy sector which are relevant to policy objectives and health outcomes under the 7CPA. Other PBS and pharmacy information and data outputs which are not within the scope of the 7CPA are excluded from performance measures for monitoring the progress and achievements of the 7CPA.

For the purposes of accountability, transparency, and reporting, the KPM aim to enable all stakeholders to assess the impacts of the 7CPA, based on the available evidence, and whether policy objectives and health outcomes are being achieved effectively and efficiently under the 7CPA.

Monitoring and reporting on the progress and achievements of the 7CPA is a joint responsibility of the Department, key stakeholders and key contributors to the development, implementation, and delivery of activities under the 7CPA.

Data and information collected and monitored as part of the KPM for the 7CPA may also help to inform a post-implementation review of the 7CPA.

Key objectives and outcomes to be monitored for the 7CPA are to:

1. Demonstrate transparency and accountability while supplying PBS medicines for all Australians;
2. Ensure out-of-pocket expenses for PBS and pharmacy programs are transparent and appropriate for consumers;
3. Continue to supply NDSS products through community pharmacies;
4. Support professional initiatives for pharmacists to better fulfil their current scope of practice;
5. Ensure all Australians have access to pharmacy services and programs that support the safe and quality use of medicines; and
6. Support access to medicines and pharmacy services for Australians in regional, rural, and remote areas.

**Pharmacy Branch**  
**Technology Assessment and Access Division**  
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