



# 16

## ELEMENT

WHAT YOU NEED TO DO	PROCEDURES/TEMPLATES	NOTES
Develop a procedure covering the actions required to be followed when a staff member leaves.	P16A Actions When Staff Leave T14B Record of Interview T16A Staff Counselling Interview	The procedure could be used as a checklist for each departing staff member. Detailed personal information will not be assessed.
Develop an exit interview template. Use the template to record the exit interview (or offer of the exit interview).	T14B Record of Interview T16A Staff Counselling Interview	Detailed personal information will not be assessed.
Develop a Statement of Service template. Provide staff members with a Statement of Service when required. Keep a record of Statement of Service issued.	T16B Statement of Service	No additional notes.
Keep a record of Training Record offered.	T15B Training Record	No additional notes.
Document any feedback provided by staff.	P7E Improving the Business T7C Incident Register T7D Incident Report	Staff members leaving employment can be a good source of information about the business. Using their feedback in a positive manner may lead to improvements. Detailed personal information will not be assessed.

### RESOURCES

**QCPP** [www.qcpp.com](http://www.qcpp.com)

**The Pharmacy Guild of Australia**

[www.guild.org.au](http://www.guild.org.au)

The Pharmacy Guild of Australia's State Branches can provide workplace relations support to Guild Members.

**Fair Work Ombudsman** [www.fairwork.gov.au](http://www.fairwork.gov.au)





# 17 MAINTAINING SAFETY AND SECURITY

The pharmacy shall have a system for identifying and managing potentially dangerous or hazardous situations and emergencies and ensuring the safety and security of staff, customers and assets by:

## ELEMENT

ACTION REQUIRED TO MEET THE STANDARD	EVIDENCE REQUIRED AT ASSESSMENT
<p><b>1</b> maintaining and following systems to ensure an effective response to emergencies that may occur</p>	<p>The procedures for responding to emergencies.</p>
<p><b>2</b> maintaining and following systems to ensure the security of staff, customers and assets</p>	<p>The procedures and policies for maintaining security. Proof the procedures and policies are followed.</p>
<p><b>3</b> maintaining and following systems to ensure the safety of staff and customers</p>	<p>The procedures for maintaining safety. Proof the procedures are followed.</p>
<p><b>4</b> ensuring that at least one staff member on duty in the pharmacy at all times has a current First Aid qualification</p>	<p>Proof that at least one staff member on duty in the pharmacy has current First Aid qualification at all times. Proof that at least one staff member has current Mental Health First Aid qualification.</p>
<p><b>5</b> monitoring the effectiveness of the systems for emergencies, security and safety</p>	<p>The schedule for testing the emergency, security and safety systems. Proof the systems have been tested in accordance with the schedule.</p>

### MANDATORY ACTIONS

Actions shown in BLACK are mandatory for accreditation. Actions shown in GREY are non-mandatory.

This Element relates to clause 4.17 of AS 85000:2011 Quality Care Pharmacy Standard – quality management system for pharmacies in Australia.



# 17

## ELEMENT

WHAT YOU NEED TO DO	PROCEDURES/TEMPLATES	NOTES
Determine emergencies (in addition to those listed in the adjacent column) you believe may affect you. Develop the emergency procedures. Apply the emergency procedures, if required.	<p>P17A Armed Robbery Response            P17B Bomb Threat Response            P17C Extortion or Threatening Demand Response            P17D Responding to Fire            P17E Accident Response            P17F Medical Emergency Response            T7C Incident Register            T7D Incident Report            T17A Description of Offender            T17B Bomb Threat Checklist</p>	If your pharmacy is in a subleased premises or shopping centre, you should ensure that any procedures adopted are consistent with landlord or shopping centre policies.
Determine the security issues (in addition to those listed in the adjacent column) you believe may affect you. Develop the security procedures and policies. Apply the procedures and policies, if required.	<p>P17G Opening the Pharmacy            P17H Closing the Pharmacy            P17I Preventing Shoplifting            P17J Apprehending Shoplifters            P17K Bag Inspections            P17L Cash Control            P17M Staff Purchases Policy            T7C Incident Register            T7D Incident Report            T17C Bag Inspection Sign</p>	No additional notes.
Determine the safety issues (in addition to those listed in the adjacent column) you believe may affect you. Develop the safety procedures. Apply the safety procedures, if required.	<p>P17N Identifying Physical Hazards            P17O Manual Handling            P17P Responding to Smoking in the Pharmacy            P17Q Responding to Undesirable Customer Behaviour            T17D Loss Prevention Checklist            T17E Safe Lifting Wall Chart</p>	If your pharmacy is in a subleased premises or shopping centre, you should ensure that any procedures adopted are consistent with landlord or shopping centre policies.
Determine which staff members have a current First Aid and Mental Health First Aid certificate. Provide or undertake the required training if insufficient staff to cover roster requirements.	T15B Training Record	No additional notes.
Determine what systems need to be tested. Develop a schedule for testing these systems.	<p>P17R Testing Safety Systems            T17F Testing Safety Systems Schedule</p>	Testing in a subleased premises or shopping centre may need to be coordinated with other tenants.

### RESOURCES

**QCPP** [www.qcpp.com](http://www.qcpp.com)  
**Guild Group** [www.guildgroup.com.au](http://www.guildgroup.com.au)

# 18 INFORMATION TECHNOLOGY

The pharmacy shall have systems to ensure the appropriate use and protection of IT resources and electronic data by:

## ELEMENT

ACTION REQUIRED TO MEET THE STANDARD	EVIDENCE REQUIRED AT ASSESSMENT
<b>1</b> maintaining and following systems to ensure access to computer records is limited to authorised personnel	The Computer Access and Security procedure. Proof that electronic data cannot be accessed by unauthorised persons.
<b>2</b> maintaining and following systems to ensure public do not have unsupervised access to confidential information displayed on computer screens	The procedure for ensuring computer privacy. Proof the public does not have unsupervised access to confidential information displayed on computer screens.
<b>3</b> maintaining and following systems to ensure all data is backed up according to a planned schedule	The Data Backup procedure. Proof data is backed up according to a planned schedule.
<b>4</b> maintaining and following systems to minimise the potential for external attack on computers (e.g. viruses, worms, spyware)	An explanation of the system for protecting computers from external attack (e.g. viruses, worms, spyware).
<b>5</b> ensuring computer systems are set up in such a way to support effective workflow and operations of the pharmacy	The assessor will conduct a physical inspection of the pharmacy layout.
<b>6</b> maintaining a schedule of information relating to the computer system	The Pharmacy Information Schedule.
<b>7</b> ensuring the pharmacy has computer equipment and software that provides for internet access, an email system that is regularly monitored and an ability to read current formats of documents used for general distribution	Proof the pharmacy has computer equipment and software that provides for internet access, an email system that is regularly monitored and an ability to read current formats of documents used for general distribution.
<b>8</b> ensuring the pharmacy has an ability to receive and monitor facsimile, email and other electronic messaging systems determined to be relevant to the operation of the pharmacy	The equipment that can receive facsimile, emails and other electronic messages.

### MANDATORY ACTIONS

Actions shown in **BLACK** are mandatory for accreditation. Actions shown in **GREY** are non-mandatory.

This Element relates to clause 4.18 of AS 85000:2011 Quality Care Pharmacy Standard – quality management system for pharmacies in Australia.