Handbook

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**QUMAX Introduction**

The QUMAX Program is a Quality Use of Medicines (QUM) support program that aims to improve health outcomes for Aboriginal and Torres Strait Islander people of any age, who present at participating ACCHOs and Community Pharmacies in rural and urban Australia. The program is intended to support those most at risk of adverse health outcomes from medicine-related issues, including compliance.

QUMAX is funded under the Sixth Community Pharmacy Agreement (6CPA) and is supported by The Pharmacy Guild of Australia (the Guild), NACCHO and the Department of Health.

To participate, ACCHOs need to submit a registration form, within the advised registration period. The registration form collects some basic information about the ACCHO which is used to assess eligibility to participate and collect contact information. The form needs to be signed off by the ACCHO’s Chief Executive Officer (CEO) before submission. Once this registration information is complete and eligibility is confirmed, an annual QUMAX budget will be allocated to each participating ACCHO. NACCHO will send ACCHOs an excel document containing the budget allocation and templates for work plan development and progress reports.

Each ACCHO then completes an annual Work Plan where they plan local QUM objectives for each support category in the program. The Work Plan also allows ACCHOs to negotiate with preferred Community Pharmacies to establish bulk local QUMAX DAA Agreements and any other support as needed.

**QUMAX Video**

Under the 5th Community Pharmacy Agreement (5CPA) a QUMAX video was developed. The video is a good insight into the QUMAX program and outlines the seven QUM support areas. Please note, the NACCHO Communication Network (NCN) mentioned in this video is no longer used. There is an excel spreadsheet which replaces this resource.

You can view the QUMAX video here- [https://www.youtube.com/watch?v=pMCwbI0zm4Y](https://www.youtube.com/watch?v=pMCwbI0zm4Y)
QUMAX Support Categories

1. DAA arrangements
2. QUM pharmacy support
3. HMR models of support
4. QUM devices
5. QUM education
6. Cultural awareness
7. Transport

Further information on each of the QUM support areas, and the Programme Specific Guidelines can be found on the NACCHO website


QUMAX Cycle

**Key Dates**

1 May 2018  
Registration for 2018/2019 open

31 May 2018  
Registration for 2018/2019 close

July – August 2018  
Budget Allocation and Work Plan Development

31 January 2019  
Progress Report 1 due (covers Jun-Dec 2018)

31 July 2019  
Progress Report 2 due (covers Jan-Jun 2019)
What must my ACCHO do to get started?

**Step 1**
- **Registration** - NACCHO will send out the ‘QUMAX Registration Form’ form late April each year. If your ACCHO wishes to participate in the upcoming QUMAX cycle, the form needs to be completed and returned to NACCHO by the given date.

**Step 2**
- **Work Plan Development** - once your ACCHO is approved to participate in the new QUMAX cycle, an excel document with your annual budget allocation will be sent to the CEO and QUMAX contact person.

**Step 3**
- **Work Plan Approval** - the submitted QUMAX work plan is assessed by NACCHO’s National QUMAX Co-ordinator and the Guild's QUMAX Program Manager. Recommendations are forwarded to the Department of Health.

**Step 4**
- **Contract** - when the QUMAX Work Plan has been approved by the Department, your ACCHO will be sent a Contract by the Guild for participation in the Program.

**Step 5**
- **Implement QUMAX Work Plan** - the QUMAX Work Plan runs on 12 month cycles (July - June). Once approved, and funding is allocated, your ACCHO has until 30 June to implement the activities outlined in the Work Plan.

**Step 6**
- **Monitor and Report** - the QUMAX Work Plan is monitored by NACCHO’s National QUMAX Co-ordinator and the Guild's QUMAX Program Manager. ACCHOs report on a six-monthly basis.
QUMAX Registration

The registration template is sent out to ACCHOs in April-May for the new QUMAX cycle to start 1 July.

The form needs to include the Aboriginal and Torres Strait Islander clients that have accessed the service between 29th February of the previous year to 1st March of the current year. This is not Online Service Reporting (OSR) data. It needs to include clients at GP outreach clinics and eligible auspice services not accessing section 100 Remote Area Supply. A client is only counted once during this period, whether they access your service one or multiple times.

It is essential that the client number provided with your Registration is accurate, as it is used in the QUMAX Funding Algorithm to allocate ACCHO budgets.

Completed registration forms need to be sent to NACCHO by the due date – qumax@naccho.org.au. No late registrations will be accepted.

QUMAX Budget

QUMAX has a funding algorithm which is used for the ACCHO budget allocations. Each participating ACCHO will receive $10,000. The remainder of the budget is then allocated to all ACCHOs based on the client number provided at registration.

QUMAX Budget per ACCHO = $10,000 + \left[ \frac{a}{b} \times (5d - c10,000) \right]

Where:

- \(a\) = number of current QUMAX registered clients attending ACCHO i.e. total number QUMAX clients in previous 12 months.
- \(b\) = total number of QUMAX registered clients across all participating ACCHOs.
- \(c\) = number of ACCHOs registered to participate in the QUMAX Programme.
- \(d\) = total annual QUMAX budget allocated to QUMAX Work Plan support.
ACCHO Templates

Excel templates for all components of the QUMAX program are used (e.g. work plan development and the two progress reports). Each ACCHO will receive an excel document containing the 2018/2019 QUMAX cycle information which includes their budget allocation.

There are four tabs within the document. The first tab ‘ACCHO Summary’ will be pre-populated with ACCHO name, budget and client number provided at registration.
ACCHO Summary tab -

The ACCHO Summary helps track funding allocations against the total QUAMX budget. This tab is locked, and data cannot be entered directly into this section.

As you enter budget information (dollar amounts) into the Work Plan or Progress Reports the ACCHO Summary will automatically update. It will show the totals against each support area as a budget amount is added. These amounts are automatically deducted from the total QUAMX Budget amount as the work plan is completed.

**Remaining funds to be allocated** indicates the amount of funds left and must be at zero balance before the Work Plan can be submitted by the ACCHO CEO.
## Work Plan

To develop your work plan, click tab ✅ **Work Plan**

- **✓** Budget allocations can be against any or all seven QUM support categories (see the 6CPA QUMAX Programme Specific Guidelines for more information on the seven support categories).
- **✓** ACCHOs complete the **BLUE** sections under each category of the work plan.
- **✓** The information provided within your work plan will automatically update the ‘ACCHO Summary’ page.
- **✓** A description of each category can be found within the ‘Work Plan’ tab.
- **✓** Once work plan is complete the CEO / authorised person is then required to submit it to [qumax@naccho.org.au](mailto:qumax@naccho.org.au)

### Example of work plan – ACCHOs complete the **BLUE** section for each QUM Support Category

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
</tr>
</tbody>
</table>

Please ensure the information provided above (1a. DAA Contracts) reflects the signed DAA Agreement - Form A. Send all signed DAA Agreements to qumax@naccho.com.au

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Please complete the **BLUE BOXES** of this work plan.

1a. **DAA Contracts**

ACCHOs can allocate funding for QUMAX DAA’s. This program will operate only in participating pharmacies nominated by the ACCHO. The ACCHO is restricted to having an agreement with a maximum of five pharmacies. If this restriction is going to cause hardship it is requested that the ACCHO contact NACCHO to discuss individual circumstances. This applies to all services including those who had more than five approved in the previous financial year.

The ACCHO has the opportunity to negotiate local level service arrangements and pricing for DAA’s for clients.

It is the responsibility of each ACCHO to negotiate a new contract each financial year with the pharmacies that supply DAA’s.

The DAA contract (Form A) must be signed by both the ACCHO and the Pharmacy and form B needs to be completed by the Pharmacy and returned to the Guild for approval. Return information can be found on both forms.

The QUMAX contract will not be finalised until all DAA Agreements (Form A and Form B) are received and approved.

The Guild will pay the Pharmacies direct according to the QUMAX DAA Agreement the service has with the pharmacy. The pharmacy will report to the Guild on a 4 monthly basis. The pharmacy will report back to the ACCHO on DAA activity on a mutually agreed basis.

**DAA Calculation:**

- Number of patients or DAA’s provided per week x 52 (weeks per year) x $ cost per DAA = total amount negotiated for the financial year.
Work Plan example continued - ACCHOs complete the **BLUE** section for each QUM Support Category

**Work Plan for ACCHO**

<table>
<thead>
<tr>
<th>Estimated No. of HA per year</th>
<th>No. HAs per HMA</th>
<th>Rate per Hour</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding for <strong>ACCHO</strong> to participate in HMA</td>
<td>$ -</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Funding for <strong>ACCHO</strong> to facilitate and complete paperwork and claiming for HMA</td>
<td>$ -</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Funding for <strong>ACCHO</strong> for clients who fail to attend HMA appointments</td>
<td>$ -</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>ACCHO Core costs</td>
<td>$ -</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total funding allocated to 5 HMA models of support</strong></td>
<td>$ -</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

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Below is an example of completed work plan from the ‘ACCHO Summary’ page. Remaining funds must be 0.00 (zero) before work plan can be submitted.

<table>
<thead>
<tr>
<th>Name of ACCHO</th>
<th>QUMAX Budget 2018/19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACCHO Name</strong></td>
<td>$1,023</td>
</tr>
</tbody>
</table>

| **Remaining funds to be allocated** | $0.00 |

| **Funds Remaining** | $17,476.00 |

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Your ACCHO can allocate QUMAX funding against any or all of the seven QUMAX support areas. There is no requirement to put some money against all the areas. Some ACCHOs choose to have all their QUMAX funding allocated to 1a DAA Agreements or 1b Flexible Funding, and others distribute the funds against all the support areas according to the needs of their service.

**1a DAA Agreement** - ACCHOs negotiate with their preferred Community Pharmacies for the provision of a DAA service for eligible patients. This arrangement is documented by both parties on a QUMAX DAA Agreement Form A.
Pharmacies are then paid in three installments by the Guild for the provision of DAA’s. Patient numbers and dollar amounts in the DAA Agreement must match the Work Plan.

✓ **Form A** - DAA Agreements 2018/2019 are to be completed by both the Community Pharmacy and ACCHO; and

**Form B** banking details and RCTI agreement, to be completed by Community Pharmacy. – DAA forms are available from the NACCHO website - [http://www.naccho.org.au/programmes/qumax-program/](http://www.naccho.org.au/programmes/qumax-program/)
QUMAX Contract

Once final approval for the ACCHO Work Plan has been received from the Department, the Guild will send two original contracts via post to the CEO.

The Contract includes:

✓ ACCHO approved Work Plan
✓ 6CPA General Terms and Conditions
✓ 6CPA QUMAX Programme Specific Guidelines

When the ACCHO has signed the two contracts, they are both returned to the Guild for signature. One original contract is then posted back to the ACCHO for their records along with details of the first payment.

The first payment is 50% of ACCHO budget allocation, less any funding in 1a DAA Agreement as this is paid directly to the community pharmacies by the Guild. The first payment is generally made to the ACCHO within two weeks of the signed contracts being returned to the Guild.

The remaining 50% of the budget allocation is made in a second payment, on receipt and acceptance of Progress Report #1.

Example ACCHO funding:

| QUMAX Budget | $30,078 |
| 1a DAA Agreement | $2,600 |
| ACCHO Allocation | $27,478 |
| 1st Payment 50% ACCHO Allocation | $13,739 |
| 2nd Payment remaining 50% | $13,739 |

The Guild hold the 1a DAA Agreement funds to make payments directly to the Community Pharmacies. Payment are in 3 installments on receipt of reports. There is no requirement for ACCHOs to report on this category.
Progress Report #1

This report covers the period 1 July 2018 – 30 December 2019 (due 31 January 2019).

To complete report click on tab

ACCHOs report on their actual expenditure and activities against the approved Work Plan. Once this report has been approved by NACCHO and the Guild, the Guild will make the 2nd (final) payment to the ACCHO.

✓ As with the Work Plan the information provided within the report will automatically populate the ‘ACCHO Summary’ page and provide you with the ‘Funds Remaining’ for each QUM support category.
✓ Funds remaining also indicates what will need to be reported on in Progress Report 2.
✓ If underspend is predicted in one support area it can be reallocated to another support area. Please talk to the NACCHO QUMAX Coordinator if you wish to transfer funds within the QUM support areas.
✓ Your CEO must approve the report before it is submitted.
Progress Report #2

This report covers the period 1 January 2019 – 30 June 2019 (due 31 July 2019) and is the final report required to acquit the 2018/2019 QUMAX cycle.

To complete report click on tab  

☑ The information provided in the report will automatically populate the ‘ACCHO Summary’ page and provide you with the ‘Funds Remaining’ for the QUM support category.
☑ If surplus funds are recorded on the submission / approval of the acquittal, funds may be recovered by the Guild.

Once this report has been approved by NACCHO and the Guild, it completes the QUMAX cycle.

<table>
<thead>
<tr>
<th>Resources</th>
</tr>
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| All QUMAX resources are available on the NACCHO website:  