



Fact Sheet: Completing new PPE Order Form (Allied Health Professionals)

Last Updated: 24 June 2022

The following provides Allied Health professionals with guidance on completing the **Allied Health PPE Order Form**, which you will receive through your PHN. The process for PPE ordering, distribution and delivery is illustrated in Appendix 1.

General Information

What's new about PPE ordering, processing and distribution arrangements?

To streamline the distribution of PPE, Emergency Provision PPE can be ordered through the PHNs using a single PPE Order Form and delivered directly to the Allied Health practice by a national distributor (rather than via the PHN). The purpose of this change is to support a more streamlined approach to PPE distribution and to provide greater visibility of stock tracking and delivery. Importantly it has reduced the requirement for PHNs to undertake pick and pack and dispatch of PPE to practices in their area, saving on effort and distribution lags.

Emergency Provision PPE

Allied Health practices **are eligible for PPE** as per the [Tranche 4](#) and [Tranche 5 guidance](#), under Emergency Provision Conditions.

Under what circumstances would Emergency Provision PPE be ordered?

Emergency Provision PPE can only be accessed by Allied Health professionals **where there is no local supply available commercially**, or from another State or Territory government scheme, until 30 September 2022. Given commercial supplies have largely been replenished and supply is widely available, we would expect to see minimal orders placed under the Emergency Provision.

Given the diverse nature of the Allied Health sector and the limited supplies available, your PHN will consider whether an order can be accepted in line with Tranche 4 and Tranche 5 guidance.

What Emergency Provision PPE is available to Allied Health professionals?

Allied Health professionals can access the following Emergency Provision PPE:

- Surgical masks (**All States**) (1 box **per practice**)

¹ Rural and Remote areas are defined as RRMA zones 3-7, as per <https://www.health.gov.au/health-topics/health-workforce/healthworkforce-classifications/rural-remote-and-metropolitan-area>



- Surgical masks and Goggle / face shield (QLD only in line with Tranche 5 arrangements) (1 box of surgical masks **per practice** and up to 2 units of eyewear **per practitioner**, noting these items can be washed and re-used).

How long is Emergency Provision expected to last?

Emergency Provision PPE is intended to supply each eligible Allied Health practice with up to 1 month supply of surgical masks. You must not place an order for surgical masks if you have placed a previous order within the last 4 weeks. Please note the supply of eye protection is a single distribution rather than an ongoing supply.

When do I need to submit my PPE Order Form to my PHN?

The deadline for submitting your PPE Order Form will be communicated by your respective PHN. As illustrated in Appendix 1, PHNs are responsible for consolidating individual PPE Order Forms from Allied Health professionals into a new smart spreadsheet, which is due to the Department of Health by 9am daily.

When completing the PPE Order Form, what are my obligations?

When submitting the PPE Order Form to PHNs, Allied Health professionals must:

- Agree that the details provided in the form are true and accurate, and all eligibility requirements have been met.
- Ensure that consent has been obtained from each eligible Allied Health professional for the collection, use and disclosure of this personal information to the Primary Health Networks, Logistics and Distribution Partners, and to the Australian Government Department of Health for ordering, auditing and delivery purposes.

Tracking a PPE Order

How long will it take for my PPE to be delivered and how can I track my PPE order?

Shipping will be by road freight and transit times will vary depending on location. Once your PPE order is generated by the national distributor a Purchase Order Confirmation (POC) will be emailed to your practice via email. Please allow time for your PHN to place the order and for it to be processed.

You can use the order number to track your order:

- on the [DHL Website https://mysctrackandtrace.dhl.com/](https://mysctrackandtrace.dhl.com/) (preferred)
- by calling the dedicated DHL Customer Service Line on 1300 279 498
- emailing DHL at dhlcontroltower@dhl.com.

Practices can update their contact email addresses with DHL (by phone or email) to ensure their purchase order confirmations are received at the correct email address.

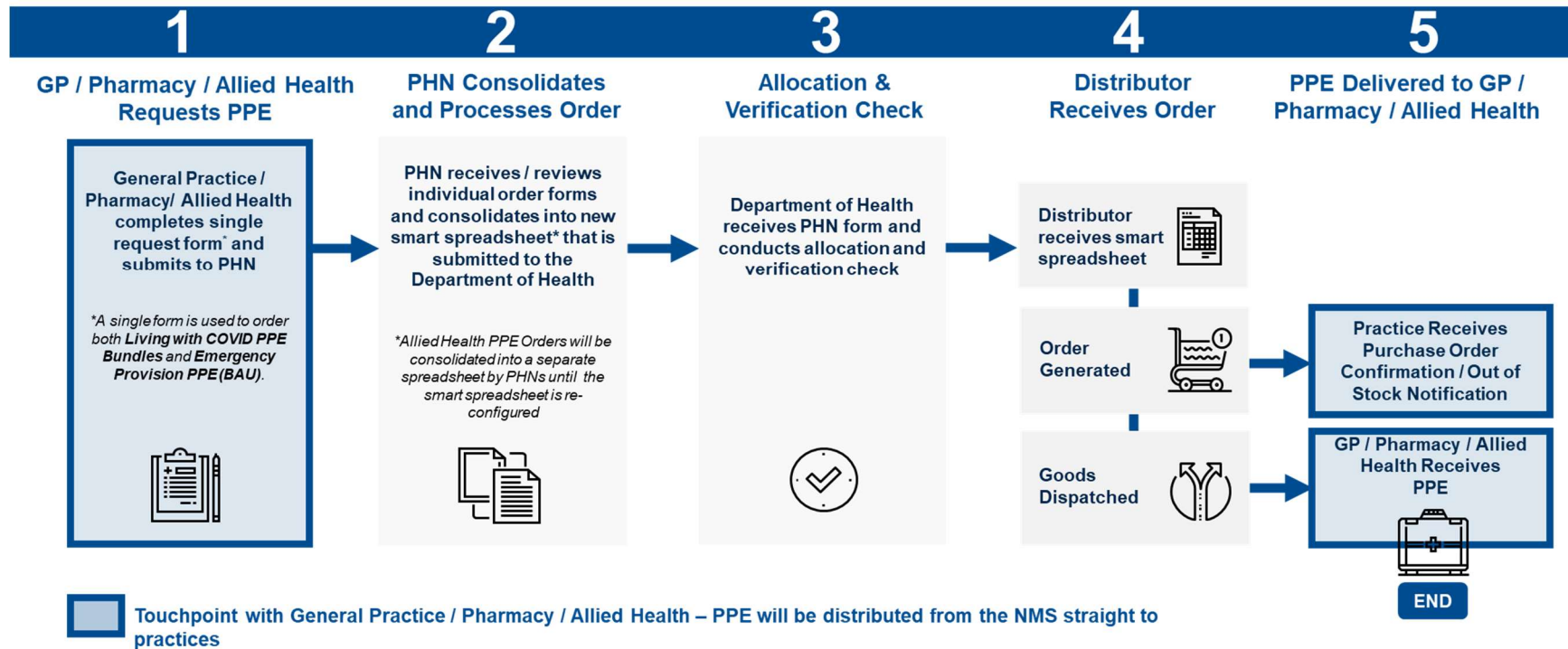
If you have further questions, please contact your PHN



Appendix 1: Living with COVID: PPE Ordering, Distribution & Delivery Bridging Solution

As part of the **Living with COVID-19 Primary Care Package**, the Government is making **additional Personal Protective Equipment (PPE)** available to **Pharmacy, Allied Health and General Practice**, including Aboriginal Community Controlled Health Services (ACCHS) and General Practice Respiratory Clinics (GPRCs).

PPE will be distributed from the **National Medical Stockpile (NMS)** straight to practices using the below 5-step process.



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