

PBS Authorities - Supporting respectful and productive interactions

Treat our PBS Authorities officers with respect

Services Australia has seen an increase in aggressive, abusive and other counterproductive behaviours from health professionals seeking approval to prescribe PBS-subsidised medicines from the PBS Authorities telephone line.

Services Australia officers will remain calm, courteous and respectful in their interactions with you and ask to be treated with the same respect. Behaviour that's aggressive, abusive or disruptive isn't acceptable and may result in us ending the call, impacting on your patient's health care needs.

Online PBS Authorities

You can also use the Online PBS Authorities system as an alternative to requesting an authority approval from the PBS Authorities telephone line.

Access the system using your integrated clinical prescribing software or through Services Australia's Health Professional Online Services (HPOS) platform.

The system allows you to request all PBS-subsidised authority medication electronically and receive real-time immediate outcomes for most authority requests. Requests that need further assessment will be reviewed by a Services Australia officer.

More information and support

Online PBS Authorities: www.servicesaustralia.gov.au/hppbsauthorities

Health Professional Education Resources: <https://hpe.servicesaustralia.gov.au/pharmaceutical-benefits-scheme.html>

For additional assistance, email authority.comms.change@servicesaustralia.gov.au