**BW PHARMA Terms of Service**

This Terms of Service Agreement will outline the obligations for both pharmacy clients and BW PHARMA for the supply of Locum Pharmacist services in Australia.

*Locum Pharmacist Bookings:*

1. All Pharmacy Locum bookings are subject to availability and confirmation between both parties.
2. All hours to be worked by BW PHARMA will be mutually agreed on at the time of booking confirmation.
3. Acceptance of any bookings by both parties is indicated by an acceptance email between both parties.
4. Any material changes to confirmed bookings including hours, start and finish dates, location, rates, etc. must be mutually agreed upon prior to any acceptance of the changes.

*Payment:*

1. BW PHARMA holds an ABN, and unless otherwise agreed between both parties, all clients will be invoiced on a weekly basis during a locum assignment.
2. Invoice payment via bank deposit is strictly seven (7) calendar days from invoice date, unless an alternative arrangement is agreed upon by both parties prior to the commencement of a locum assignment.
3. GST will be applicable for all services invoiced by BW PHARMA.

*Changes and Cancellations:*

1. All changes and cancellations must be submitted in writing via email as soon as possible.
2. Changes will not be accepted without prior mutual consent from both parties, and will be confirmed in writing via email.
3. Any changes to a confirmed booking require 14 days notification prior to the commencement date. Both parties must provide mutual consent to the changes, and any changes will be confirmed in writing via email from BW PHARMA.
4. In the event that BW PHARMA cancels a booking in the case of emergency, it will be the responsibility of BW PHARMA to source a suitable replacement at their own cost to undertake the remainder of the confirmed booking.

*Other:*

1. BW PHARMA pharmacists are responsible for maintaining their AHPRA Pharmacist Registration and Professional Indemnity Insurance for the duration of all locum assignments.
2. BW PHARMA pharmacists will maintain a consistently high level of professionalism and integrity at all times.

*Pre-Booking Service Analysis:*

1. Prior to booking confirmation, either a telephone conversation outlining the locum assignment or completion of the BW PHARMA Pharmacy Locum Service Questionnaire is required to ensure both parties can determine the level of locum pharmacist support required.
2. This conversation/questionnaire will cover the following aspects:
   1. Systems/processes used in the pharmacy
   2. Number of staff: Dispensary and Retail including levels of experience
   3. Extra responsibilities to be undertaken, any training requirements
   4. Hours of work, Out of hours responsibilities, emergency processes
   5. Number of scripts per day, Webster packs, Methadone/Suboxone
   6. Any other supply requirements: Hospital, RACF’s, Deliveries, Out of hours supply
   7. Responsibility of Open/Close hours, Alarms, Lock-Up procedures, Security breaches, etc.