

# **Funding and Services Agreement**

## **– Supply of Blood and Blood Products**

### **Commonwealth of Australia**

acting through and represented by the  
National Blood Authority

### **Australian Red Cross Society**

acting through the Australian Red Cross Blood Service

**Edited version for publication on NBA website**

The Funding and Services Agreement (FSA) provided here has been edited, and is not in the form as executed. In addition, certain parts of the contract are not disclosed.

The FSA is provided for information only and should not be relied on by any person. The NBA is not liable for any reliance upon the contract herein which results in loss or damage to any person.

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## Funding and Services Agreement

between the following parties:

**Commonwealth of Australia** acting through and represented by the **National Blood Authority**, a Non-Corporate Commonwealth entity established under the *National Blood Authority Act 2003* (Cth) (**NBA**)

**Australian Red Cross Society (Red Cross)**, a body corporate and politic established by Royal Charter dated 28 June 1941, acting through that part of its operations known as the Australian Red Cross Blood Service (**Blood Service**)

### F1 Background to the Funding and Services Agreement

- F1.1 The Parties entered into a nine (9) year deed (commencing 1 July 2016 and expiring 30 June 2025) that sets out the overarching arrangements between the parties in relation to Australia's national blood and blood product supply system (the **Deed**).
- F1.2 The Deed contains the Parties' long-term commitment to work together to ensure the proper operation of Australia's national blood supply framework to collaboratively deliver a safe, secure and affordable blood supply to the Australian nation.
- F1.3 Clause 8 of the Deed requires the Parties to enter into a separate Funding and Services Agreement. Clause 6 of the Deed describes the purpose of the Funding and Services Agreement as being to set out the detailed process and specifications for the supply of Products and Services and the mechanisms and processes for the calculation and payment of funding for those Products and Services.
- F1.4 This Funding and Services Agreement has been entered into by the Parties in accordance with clause 8 of the Deed.

### F2 Definitions and Interpretation

- F2.1 Chapter 14 of the Deed applies to the interpretation and general operation of this Funding and Services Agreement.
- F2.2 Schedule 1 of this Funding and Services Agreement sets out the definitions that are used in the Schedules and should be used in conjunction with Schedule 1 of the Deed.
- F2.3 In the event of any inconsistency between any of the provisions of this Funding and Services Agreement:
  - F2.3.1 the clauses of this Funding and Services Agreement prevail over the Schedules or any documents attached to, incorporated by reference into or referred to in this Funding and Services Agreement; and
  - F2.3.2 the Schedules prevail over any documents attached to, incorporated by reference into or referred to in this Funding and Services Agreement.

### F3 Term of the Funding and Services Agreement

#### Commencement

F3.1 This Funding and Services Agreement commences on 1 July 2019 or such other date as may be agreed in writing by the Parties(**Commencement Date**).

#### Expiry

F3.2 This Funding and Services Agreement will continue until the earlier of:

F3.2.1 30 June 2022; or

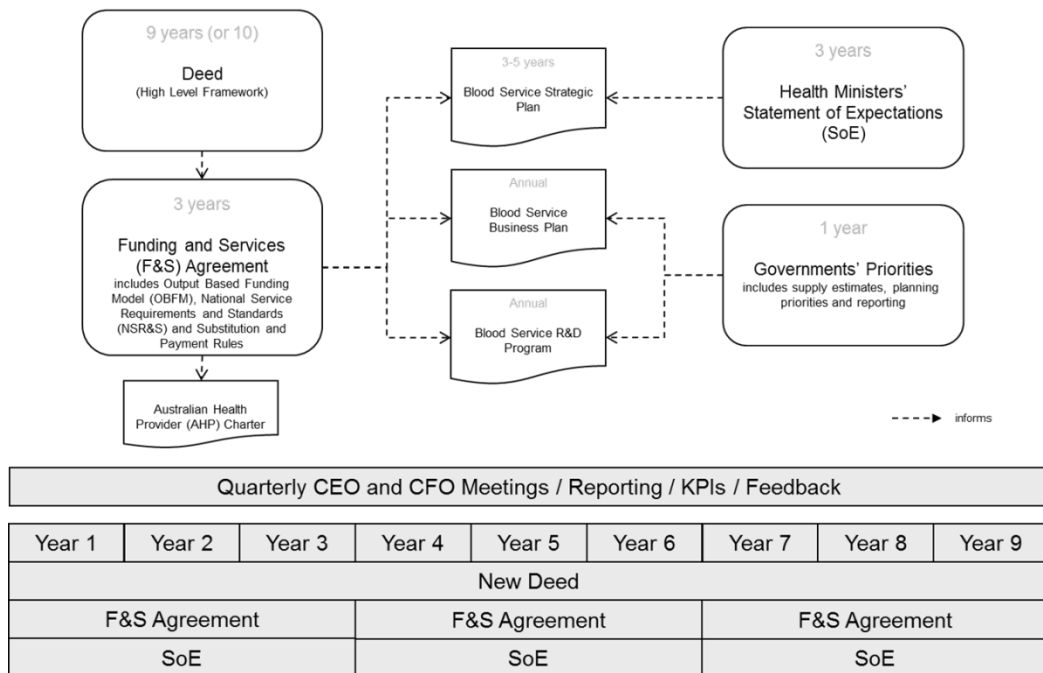
F3.2.2 the date that this Funding and Services Agreement is terminated in accordance with Chapter 13 of the Deed,

unless the term is extended by the agreement of the Parties through automatic extension in accordance with clause 9 of the Deed or a variation to this Funding and Services Agreement in accordance with clause 121 of the Deed.

### F4 Operation of the Funding and Services Agreement

F4.1 This Funding and Services Agreement sets out the details of how the Parties will work together during the Term of this Funding and Services Agreement to achieve the aims of the Deed.

F4.2 This Funding and Services Agreement operates within an interrelated set of planning and process documents, each of which defines a particular aspect of the Australian national blood supply arrangements. This set of documents can be represented by the following diagram:



F4.3 The set of documents described in clause F4.2 contains the governance arrangements, requirements, standards and processes against which the Blood Service must supply Products and Services under the Deed and this Funding and Services Agreement.

- F4.4 A number of documents described in clause F4.3, as made from time to time in accordance with the Deed, are set out in Schedules to this Funding and Services Agreement.
- F4.5 For the purpose of relating relevant provisions of the Deed to relevant Schedules of this Funding and Service Agreement, Tables 1 and 2 operate as follows:
- F4.5.1 provisions of the Deed requiring matters to be set out in this Funding and Services Agreement relate to the Schedules of this Funding and Service Agreement in the manner set out in Table 1; and
  - F4.5.2 the Schedules to this Funding and Services Agreement set out in Table 2.
- F4.6 Where the Funding and Services Agreement provides for something to be done or not done by one or both Parties:
- F4.6.1 if the Funding and Services Agreement uses the word ‘must’ – the relevant Party must meet the relevant requirement in accordance with the Deed and this Funding and Services Agreement; or
  - F4.6.2 if the Funding and Services Agreement uses the phrase ‘will use Best Endeavours’ or expresses the requirement in any other manner (except with the word ‘must’) – the relevant Party must use Best Endeavours to meet the relevant requirement in accordance with the Deed and this Funding and Services Agreement.
- F4.7 The Parties acknowledge that systems have outages from time to time and that manual processes are prone to error. The Parties must use Best Endeavours to reduce system outages and errors to reasonable levels but agree that minor system outages and errors, or those caused by circumstances outside the control of that Party, will not constitute a breach of the Deed or this Funding and Services Agreement. Wherever practicable, the Parties will specify the service levels in the Funding and Services Agreement and use the continuous improvement and performance indicator processes in the Deed to clarify their expectations around reasonable levels of system outages and errors.
- F4.8 This Funding and Services Agreement may be varied in accordance with Chapter 14 of the Deed.

## **F5 Operation and interpretation of National Service Requirements and Standards, Templates and OBFM**

- F5.1 The National Service Requirements and Standards, Templates and Output Based Funding Model (OBFM) comprise those Schedules to this Funding and Services Agreement which are identified in Table 2 as part of the National Service Requirements and Standards, Templates and OBFM.
- F5.2 Subject to the Deed, the Parties agree that the National Service Requirements and Standards, Templates and OBFM operate, and are to be interpreted in accordance with, Schedule 1 (National Service Requirements and Standards – Introduction and Definitions) to this Funding and Services Agreement.

## **F6 Notices**

F6.1 Notices given under this Funding and Services Agreement must be given in accordance with the process for giving notices set out in Clause 136 (Notices) of the Deed, except that notices given under this Funding and Services Agreement must be addressed (as applicable) to:

### **NBA**

Address: Level 2, 243 Northbourne Avenue, Lyneham ACT 2602  
Postal Address: Locked Bag 8430, Canberra ACT 2601  
Email Address: Supply.Management.Fresh@blood.gov.au

### **BLOOD SERVICE**

Address: Level 3, 417 St Kilda Road Melbourne, VIC 3182  
Postal Address: As above  
Email Address: GovernmentRelationsAUS@redcrossblood.org.au

**Table 1 – Relation of Deed clauses to FSA Schedules**

[Not disclosed. It contains detail of documents that are under review.]

**Table 2 –FSA Schedules**

Reference	Title	Description
Schedule 1 Introduction and Definitions	Introduction and Definitions	The purpose of the NSR&S is to facilitate ‘the right product, at the right place, at the right time’.
NSR&S 1	Products and Services	To outline the obligations for the Blood Service relating to the provision of Products and Services. They provide both the NBA and Blood Service with a clear picture about the expectations of governments for the provision of Products and Service within the Scope of Activities and paid under the Output Based Funding Model (OBFM) under the Deed of Agreement.
NSR&S 2	Schedule C - Scope of Activities	The Scope of Activities listed in Schedule C is the activities the Blood Service performs under the Deed and for which the Payments under the OBFM are derived to provide Products and Services listed in Schedule B.
NSR&S 3	Schedule B - Product and Services List	To provide a list of Products and Services under the Deed.
NSR&S 4	Australian Health Provider Class and Categories	To outline the classes of Australian Health Provider ( <b>AHP</b> ) that the Blood Service can provide Products and Services to under the Deed and within the rules of the Australian Health Provider Approval Process (NSR&S 1).
NSR&S 5	Australian Health Provider Approval Process	To outline the process for determining how AHPs become approved to receive Products under the Deed. This includes the process for updating AHP details including AHP closures.
NSR&S 6	Order Management	To outline the requirements and processes for taking and processing orders from AHPs for Products under the Deed.
NSR&S 7	Order and Receipt Management of Groups 3 & 4 Products	To outline the requirements for order, packaging and delivery of Group 3 and Group 4 Products to AHPs under the Deed.



<b>Reference</b>	<b>Title</b>	<b>Description</b>
NSR&S 8	Delivery Management	To outline the requirements for packaging and delivery of Products to AHPs under the Deed.
NSR&S 9	Schedule A - Australian Health Provider Delivery Details	To provide a list of delivery information for AHPs under the Deed.
NSR&S 10	Provision of Starting Plasma or other starting materials	To outline the roles and responsibilities of the Blood Service for the provision of starting Plasma and other starting materials to commercial suppliers.
NSR&S 11	Inventory Management Group 1 and 2 Products	To outline the process for how the Blood Service manages their inventory of Products and the levels.
NSR&S 12	Inventory Management for Groups 3 & 4 Products	To outline the requirements for inventory management to ensure supply sufficiency and reduce Groups 3 and 4 Product loss.
NSR&S 13	Patient Specific Blood Products	To outline the requirements for approving Products to meet specific patient needs where the Product is not included in NSR&S 2 – Schedule B (Product List).
NSR&S 14	Supply of Blood Products for Use Overseas	To outline the requirements for issuing Products for use overseas that aligns with Commonwealth policy.
NSR&S 15	Imported Fresh Blood Products	To outline the requirements for importing fresh blood components by the Blood Service.
NSR&S 16	Material Supply	Supply of Non-conforming Product for non-clinical use is covered under this NSR&S.
NSR&S 17	Product Recalls	To outline the requirements for Product recalls to provide detail to the Deed.
NSR&S 18	Lookback	To outline the requirements for lookback investigations to provide detail to the Deed.
NSR&S 19	Notifiable Events	To outline the process for the communication of a Notifiable Event by the Blood Service under the Deed of Agreement.

Reference	Title	Description
NSR&S 20	Contingency planning and supply prioritisation for Group 1&2 products	To outline the roles and responsibilities of the Blood Service during activation of the National Blood Supply Contingency Plan, to provide detail to the Deed.
NSR&S 21	Group 3 & 4 Intensive Product Management and Other Supply Events	To outline the roles and responsibilities of the National Blood Authority and the Blood Service during Intensive Product Management (IPM) [for Group 3 & 4 Products, to provide detail to the Deed.
NSR&S 22	Adverse Event and Incident Management and Reporting	To outline the requirements for Incident and Adverse Event management and reporting.
NSR&S 23	Health Provider Feedback	To outline the requirements for responding to feedback and complains by AHPs.
NSR&S 24	Information Communications Technology (ICT) Obligations	To outline the service requirements and standards relating to ICT, to give detail to the Deed.
NSR&S 25	Implementing System Changes relating to Products	To provide instructions to the Blood Service on rolling out changes to Products from an IT and communication perspective.
NSR&S 26	Not signed and removed	Replaced with NSR&S 42, 43 and 44 as listed in table 1 'transition arrangements'.
NSR&S 27	Blood Service Inventory Stocktake	To outline the requirements for the Product stocktakes.
NSR&S 28	Governance and Planning (and Compliance Statement)	To outline the requirements for Governance and Planning activities of the Blood Service.

<b>Reference</b>	<b>Title</b>	<b>Description</b>
NSR&S 29	Demand and Supply Planning	To define the demand and supply planning process activities.
NSR&S 30	Clinical Services Framework	Not signed
NSR&S 31	Research and Development (R&D) Framework	To outline the strategy to ensure appropriate incorporation of governments' priorities and expectations in the development and implementation of the Blood Service Research program funded under the Deed with the NBA, and to ensure that appropriate reporting is provided by the Blood Service to the NBA and governments.
NSR&S 32	Communication	To outline the service requirements relating to communication, to provide detail to the scope of activities outlined in the Deed.
NSR&S 33	Protective Security Policy Framework	To outline the process for how Protective Security will be managed by the Blood Service.
NSR&S 34	Data and Information Protocol	To outline the process for how data and information will be managed by the Blood Service. See also the Protective Security Policy Framework (PSPF) NSR&S (NSR&S 33).
NSR&S 35	Approval process for proposals	To outline the requirements for seeking changes to Products and Services and the Scope of Activities provided by the Blood Service under the Deed. Including Tier 1, Tier 2 and Tier 3 Forms.
NSR&S 36	Claims Management Process	Not signed
NSR&S 37	Government Instruction and Known Blood Borne Diseases	To outline the requirements for a government instruction under the Deed of Agreement. This includes the list of Known Blood Borne Diseases as at the Commencement of the Deed that can be updated from time to time on agreement by the Parties.

<b>Reference</b>	<b>Title</b>	<b>Description</b>
NSR&S 38	Blood Service engagement with JBC	To outline the avenues for the Blood Service engagement with the Jurisdictional Blood Committee (JBC).
NSR&S 39	Core Key Performance Indicators	To specify the agreed Core Key Performance Indicators (Core KPIs) and Targets (Core KPI Targets) which demonstrate the Blood Service's ability to deliver the Products and Services under the Deed.
<b>Meeting templates</b>		
Meeting 1	CEO/CFO Quarterly Meeting	The requirements for Meetings between the parties under the Deed, agreed by the parties that may be varied from time to time.
Meeting 2	Planning Forum	
Meeting 3	Joint Board and Board Participation	
Meeting 4	Research and Advisory Committee (RAC)	
Meeting 5	Weekly teleconference	
Meeting 6	Blood Service engagement with JBC	
<b>Reporting templates</b>		
Reporting 1	Activity and performance report	The requirements for Reports provided by the Blood Service to the NBA under the Deed, agreed by the parties that may be varied from time to time.
Reporting 2	Finance report	
Reporting 3	Performance report to COAG Health Council	

Reference	Title	Description
Reporting 4	Research and development report	
Reporting 5	Research and development project proposals	
Reporting 6	Insurance report	
Reporting 7	Blood Service Incident Report for the NMF purposes	
Reporting 8	Horizon Scanning Report	
Reporting 9	International Benchmarking Presentation	
Reporting 10	Business Plan	
Reporting 11	Strategic Plan	
Reporting 12	Risk Management Plan	
Reporting 13	Capital Plan	
Reporting 14	Supply Chain Loss Report	
Reporting 15	Transfusion Haemovigilance Report	
Reporting 16	AHP details and delivery schedule	
Reporting 17	Donor Haemovigilance Report	

Reference	Title	Description
<b>Notices templates</b>		
Notices 1	Guidance letter	The requirements Notices provided by the Blood Service to the NBA under the Deed, agreed by the parties that may be varied from time to time.
Notices 2	Annual jurisdictional estimates	
Notices 3	Audited financial statements	
<b>Data Set templates</b>		
Data Set 1	eProgresa Issue Files for BloodNet	The requirements Data Sets provided by the Blood Service to the NBA under the Deed, agreed by the parties that may be varied from time to time.
Data Set 2	IVIg STARS Data	
Data Set 3	Incident Data for NMF	
Data Set 4	National Inventory Report Fresh Components	
Data Set 5	Overseas Supply Report	
Data Set 6	IDMS Monthly Upload - Invoices	
Data Set 7	IDMS Monthly Upload - Supply Data Products 7a-7c	
Data Set 8	IDMS Monthly Upload - Warehouse Issuance	

Reference	Title	Description
Data Set 9	IDMS Monthly Upload - Stock Movements	
Data Set 10	IDMS Monthly Upload - Stock Counts	
Data Set 11	Monthly Plasma for Fractionation	
Data Set 12	Monthly Supply to States and Territories	
Data Set 13	Monthly receipts - Group 3 & 4 Products	
Data Set 14	Monthly 6 Month Forward Expiry - Group 3 & 4 Products	
Data Set 15	Blood Service AHP Report	
<b>OBFM and Attachments</b>		
OBFM 1	Principles	The OBFM sets out the Payment obligations and principles agreed between the parties for the provision of Products and Services provided by the Blood Service under and in accordance with the Scope of Activities under the Deed.
OBFM 2	Attachment A – Cost Attribution Rules	
OBFM 3	Attachment B – SPC and MPC Calculation	
OBFM 4	Attachment C – Invoice Format	
OBFM 5	Attachment D – Prepayment Calculation example	

Reference	Title	Description
OBFM 6	Attachment E – Timetable	
OBFM 7	Attachment F – Scope and Terms of Reference for a Full Disclosure Audit	



**Execution**

Executed as an agreement

Date:

Signed for and on behalf of the  
**Commonwealth of Australia**, acting through  
and represented by the National Blood  
Authority, in the presence of:

.....  
Signature of witness

.....  
Signature of authorised person

.....  
Name of witness (print)

.....  
Name of authorised person (print)

Signed for and on behalf of  
**the Australian Red Cross Society** by its duly authorised  
representatives:

.....  
Signature of authorised person

.....  
Signature of authorised person

.....  
Name of authorised person (print)

.....  
Name of authorised person (print)

Schedule 1

**National Service Requirements and  
Standards, Templates and OBFM for the  
Australian Red Cross Blood Service**

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# Introduction and Definitions

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## **Rationale**

The arrangement between the National Blood Authority (NBA) and the Australian Red Cross Blood Service (Blood Service) is described in the Deed of Agreement (Deed). This Deed outlines the activities the Blood Service is to undertake. The Australian National Audit Office conducted an independent performance audit of the National Blood Authority (NBA) in 2011. One of the key recommendations of this audit was for the NBA to clearly identify the responsibilities, deliverables and service standards for each primary function specified under the Deed.

The NBA and the Blood Service have worked collaboratively to develop these National Service Requirements and Standards (NSR&S), Templates and the Output Based funding Model (OBFM). They outline the requirements and set the standards for the efficient, timely and effective provision of these products to health providers on behalf of all Australian Governments through the NBA.

## **Objective**

The purpose of the NSR&S, Templates and OBFM are to facilitate 'the right product, at the right place, at the right time'. They provide both the NBA and Blood Service with a clear picture about the expectations of governments for the provision of functions under the Deed of Agreement.

This document outlines the requirements (a task or process that the Blood Service is to undertake) and the standards (the level of performance expected from the Blood Service). It also describes any actions required from the NBA to enable the Blood Service to meet these requirements. The 'National Service Expectations for Health Providers – Blood and Blood Products' outlines what health providers are expected to do to be assured of the level of service provision from the Blood Service.

These NSR&S, Templates and OBFM have been developed to cover activities the Blood Service undertake to perform the functions described in the Deed where there is a lack of clarity or detail, or where there is interaction with other organisations such as health providers. They do not cover all activities, particularly where that activity is highly regulated by the TGA.

## **Measurement**

Blood Service performance against the NSR&S, Templates and the OBFM will be measured through the reporting indicators outlined in each schedule.

## **Dispute Resolution**

Disputes between the NBA and Blood Service should be managed in accordance with clause 72 of the Deed.

## **Other agreements between the Blood Service and Health Providers**

Over time the Blood Service has developed agreements with many health providers. These agreements describe the level of access and service that the individual health provider can expect. These NSR&S and the National Service Expectations for Health Providers – Blood and Blood Products, seek to identify nationally consistent service requirements and standards and expectations from the Blood Service. They are based on the principle of fair and equitable access and service delivery across Australia. For this reason, the Blood Service will not develop

separate agreements with health providers (such as service level agreements, or products and services offerings) relating to the provision of products and services by the Blood Service except where they are funded outside of the Deed.

### **Review and Update of the NSR&S, Templates and OBFM**

The NSR&S, Templates and OBFM have been developed to facilitate a simple process for review and update. Changes to the NSR&S and Templates may be implemented through the signature of the Chief Executive of the Blood Service and the NBA's Deputy Chief Executive, Fresh Blood Products & Business Systems. Changes to the OBFM must be implemented through the signature of the Blood Service Chief Executive and the NBA Chief Executive..

The NBA and Blood Service are to negotiate and agree any proposed changes prior to implementation.

The version numbers are to be updated in accordance with each new approved schedule, which will be managed by the NBA.

Annually the NBA and Blood Service will review the schedules to confirm whether any changes are required, and to ensure that both parties are working from the same version.

New NSR&S and Templates may be agreed between the NBA and Blood Service at any time.

### **Definitions**

Note: Terms defined in the Deed of Agreement have the same meaning in these NSR&S, Templates and OBFM.

<b>Definition</b>	<b>Meaning</b>
Ad hoc Humanitarian Aid and Disaster relief	Provision of blood and blood related products for a non-Australian resident resulting in the administration of life-saving and life preserving aid.
Adverse Event	An adverse event is an incident in which harm resulted to a person receiving health care. In the case of blood and blood products the resulting harm was from the transfusion of blood and blood products.
BloodNet	A system developed and managed by the NBA for use by health providers for product orders, product line item receipt, and recording information on inventory levels, fate of the product and health provider feedback.
Component	The product description and identifier for each NBMS/BloodNet code.
Consignment Receipt	Consignment receipt is the physical passing of the shipper containing the blood or blood products to the health provider or nominee of the health provider.

<b>Definition</b>	<b>Meaning</b>
Coordinated Humanitarian Aid and Disaster relief	Provision of blood and blood related products supplied through a government department for a non-Australian resident to assist where a major catastrophe has occurred (man-made or natural).
Delivery	Delivery of a product is physical delivery of a consignment to the health provider by the distributor or supplier.
Discards	Unused blood and blood products disposed of due to expiry, breakage or any other reason.
Dispatch	Dispatch is defined as the point at which a consignment leaves the suppliers/distributors premises.
Distributor	A distributor is an entity that is under contract with the NBA, or sub-contracted by an entity, to deliver blood or blood products or services.
Gatekeeping	Review of an authorisation by a Treating Medical Specialist, via BloodSTAR, to confirm that it satisfies specific criteria identified by governments before an authorisation for Immunoglobulin is approved.
Goods Order Receipt Verification (GORV)	This is a government term and relates to the ability to verify that a product that has been paid for by government has been ordered and received by the appropriate entity.
Health Provider	For the purposes of this document, a health provider is considered to be an organisation providing health services to the Australian community and approved by the NBA to receive blood and/or blood products. This is sometimes designated Australian Health Provider (AHP) and is the same as the term Approved Health Provider used in the Deed (Schedule 3, clause 18).
Health Provider Class	The health provider class is the category of persons or institutions that are permitted to seek approval to receive individual products or product groups provided under National Blood Arrangements.
Immunoglobulin (Ig)	A term encompassing IVIg, SCIg and NHlg.
Health Provider Recipient Number	The health provider recipient number is a unique number that is generated by the Blood Service.

Definition	Meaning
Imprest	Imprest is holding of inventory for the purpose of having product available to meet clinical requirements. It has historical origins and is often applied to a stock order for a product that is under special arrangements such as needing to meet qualifying criteria for access. It is often applied to stock orders for albumin and intravenous immunoglobulin (IVIg).
Incident	An incident is an event or circumstance that resulted, or could have resulted, in unintended and/or unnecessary harm to a person and/or a complaint, loss or damage, and a near miss is an incident that did not cause harm, but had the potential to do so.
Intensive Product Management	Intensive Product Management (IPM) is any special arrangements for a nominated Product in relation to supply planning, production, inventory management, ordering, delivery, reporting, invoicing or payments.
International Blood Exchange Program	The Blood Service participates in the International Blood Exchange Program to facilitate supply of product for patients with rare blood requirements. This program is coordinated through the International Society of Blood Transfusion working party on rare donors, and the World Health Organisation international rare donor panel, via the International Blood Group Reference Laboratory in Bristol, United Kingdom.
Line Item Receipt	Line item receipt of product is the process by which a health provider electronically or manually receipts individual products.
Lookback	Lookback is a process that is triggered when a notification of a clinical incident or concern from any source leads to the need for the notification, investigation and the management of a group of commonly affected patients. The clinical incident may arise from complications or errors relating to diagnostics, treatment or products that patients have received. <sup>1</sup>

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<sup>1</sup> From NSW Health Policy Directive – Lookback Policy  
[https://www1.health.nsw.gov.au/PDS/pages/doc.aspx?dn=PD2007\\_075](https://www1.health.nsw.gov.au/PDS/pages/doc.aspx?dn=PD2007_075)

Definition	Meaning
Order	An order is a request for blood or blood products by a health provider, by phone call, fax, email, or made through a predetermined ordering system (e.g. BloodNet) for a product.
Order Priority - Routine	Routine orders are where the acceptable time for delivery is on the next scheduled delivery by standard transport mode.
Order Priority - Urgent	Products which are the subject of orders in urgent situations (urgent priority orders) must be dispatched to the AHP within 60 minutes of receipt of the urgent priority orders, or at a later time if requested by the AHP.
Order Priority - Life-threatening	Products which are the subject of priority orders in life-threatening situations (life-threatening priority orders) must be dispatched within 30 minutes of receipt of the order, where product is available in Blood Service inventory.
Order Type - Stock	Orders for replenishment of stocks taking into account the agreed health provider inventory levels. This order type also applies to imprest orders.
Order Type - Special	Orders for blood components of extended phenotype and/or which require special processing or calling in of donors e.g. washed red cells, frozen-thawed red cells, HLA-matched platelets, autologous serum eye drops, other specific modifiers, and plasma-derived products not held in inventory (including IVIg).
Overseas Provision of Blood	The supply and use of blood products, blood related products and blood related services that are part of the national blood supply which are supplied either: (a) in Australia for use outside Australia; and (b) outside Australia.
Product	Those products included on the National Product Price List (NPPL) and approved by the Health Ministers for supply to health providers.
Product Recall	An action taken to resolve a problem with a blood or blood product already supplied in the market for which there are issues or deficiencies in relation to safety, quality, efficacy (performance) or presentation.

<b>Definition</b>	<b>Meaning</b>
Quarantine	Product on hold at a health provider at the request of the Blood Service or other supplier, pending investigation on whether the product needs to be recalled or discarded.
Retrieval Operations	This service provides for patients being flown to Australia for medical treatment based on medical need.
Substitution and Payment Rules	A set of agreed rules approved by governments in regards to fresh (Group 1) products ordered and distributed and/or products substituted, for which invoicing for payment can be processed upon product receipt. Note: these are currently under development.
Supplier	A supplier is an entity that is under contract with the NBA to supply blood and blood products, and blood related services.
Wastage	The discard of blood and blood products that is avoidable.

### Acronyms

<b>AHP</b>	Australian/Approved Health Provider
<b>AJE</b>	Annual Jurisdictional Estimate
<b>ASE</b>	Annual Supply Estimate
<b>CIMAR</b>	Corporate Information Management and Reporting
<b>CTS</b>	Consignment Tracking System
<b>HPI-O</b>	Healthcare Provider Identifier – Organisation
<b>ICT</b>	Information Communications Technology
<b>IPM</b>	Intensive product Management
<b>IVIg</b>	Intravenous Immunoglobulin
<b>JBC</b>	Jurisdictional Blood Committee
<b>KPI</b>	Key Performance Indicator
<b>LIMS</b>	Laboratory Information Management Systems
<b>MCA</b>	Multi Criteria Analysis



<b>MYR</b>	Mid-year review
<b>NATA</b>	National Association of Testing Authorities
<b>NBMS</b>	National Blood Management System
<b>NBSCP</b>	National Blood Supply Contingency Plan
<b>NMF</b>	National Managed Fund
<b>NSP&amp;B</b>	National Supply Plan and Budget
<b>NSR&amp;S</b>	National Service Requirements and Standards
<b>OBFM</b>	Output Based Funding Model
<b>S&amp;PR</b>	Substitution and Payment Rules
<b>TGA</b>	Therapeutic Goods Administration