



POSITION STATEMENT

Community Pharmacy and the NDIS

Position

The Pharmacy Guild of Australia recognises the importance of improving the health status of Australians living with a disability. The Guild believes that pharmacists, in collaboration with other health care professionals, can increase the self-reliance and community participation of people living with a disability.

The Guild promotes fair access to medicines and pharmacy services for all Australians. The Guild is committed to collaborating with disability and carer organisations, communities, and all levels of government to enhance healthcare services and infrastructure for people living with a disability.

The Guild advocates for policies, systems, and funding arrangements designed to help people with disabilities maintain their independence and quality of life. This support extends to initiatives from both the Commonwealth government and the states and territories.

Community pharmacies are pivotal in supporting individuals with disabilities by offering accessible health care products and services. The Guild encourages community pharmacy owners to design pharmacies and consultation rooms to facilitate access and use by people with a disability. The Guild also recognises that people with a disability may have difficulty with personally attending health service providers, including community pharmacies. The Guild supports pharmacies offering home delivery services and providing outreach services, including administering vaccines and other injectables, at patients' homes in such circumstances.

National Disability Insurance Scheme (NDIS)

The Guild supports the National Disability Insurance Scheme (NDIS) in principle, recognising its value as part of Australia's National Disability Strategy. However, the Guild acknowledges that the scheme's complex registration process and structural challenges must be addressed to ensure it effectively meets the needs of people living with a disability and ensure that providers are not engaging in unethical practices like price gouging.

To enable community pharmacies to better support patients under the NDIS, the Guild advocates for a streamlined registration process, including QCPP accreditation being recognised as a standard requirement for all community pharmacies delivering services to NDIS participants. Aligning sector-specific quality and safety standards with existing accreditation frameworks like QCPP would reduce duplication, simplify provider onboarding, and maintain high standards of care for individuals living with a disability.

The Guild believes that community pharmacies play a crucial role in supporting the NDIS by providing accessible healthcare services and medications to people with disabilities. Community pharmacies are often more accessible than other healthcare providers, offering extended hours and convenient locations and as such this accessibility is vital for individuals with mobility issues or those living in remote areas.

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The Guild advocates that with the implementation of full scope of practice, community pharmacies can significantly enhance healthcare delivery, including for NDIS patients. The Guild emphasises that pharmacists are highly accessible healthcare professionals, often available without an appointment. Community pharmacists currently provide an array of services, which extend well beyond the provision of medicines, meaning pharmacies are often the first contact point of the primary health care system for many people, including people living with disabilities. The Guild supports people with disabilities to use NDIS funding at their discretion for pharmacy services, including services to assist in the management and use of their medicines to optimise their health outcomes. Local NDIS coordinators must be more aware of the types of pharmacy services available locally that can assist their clients.

Background

Disability is understood as a limitation, restriction, or impairment that affects a person's ability to perform everyday activities. This can be temporary or permanent, total or partial, lifelong or acquired, and visible or invisible.¹

An estimated 5.5 million (21.4%) of the Australian population had a disability in 2022.² Generally, people with a disability are more likely to have poor overall physical and mental health, experience barriers to accessing and using health services, live in the low income earning households with low awareness and education due to lack of support for their needs.

The National Disability Insurance Scheme was established by the Commonwealth government in 2013 under the National Disability Insurance Scheme Act. The aim of the establishment is to help people with disabilities achieve their goals, including greater independence, community involvement, employment and improved well-being.³ Community pharmacies in Australia provide essential support to people living with disabilities through various services and initiatives such as medication management, personalised health services like medication reviews, health checks.

Pharmacists provide education on managing health conditions, lifestyle changes, and the use of medical devices. Community pharmacies often act as a hub for coordinating care, working with other healthcare providers to ensure a comprehensive approach to health management such as liaising with doctors, specialists, and allied health professionals. By offering these services, community pharmacies play a vital role in supporting the health and independence of people living with disabilities in Australia.

Related Statements

Nil.

Authority

Endorsed

National Council – October 2025

National Council – March 2015

National Council – June 2011

Reviewed

Policy and Regulation Sub-Committee – September 2025

Policy and Regulation Sub-Committee – December 2014

Government Relations & Policy Committee – May 2011

References

¹ [Definition of disability | Australian Public Service Commission \(apsc.gov.au\)](https://apsc.gov.au/definition-of-disability)

² [Disability, Ageing and Carers, Australia: Summary of Findings, 2022 | Australian Bureau of Statistics](#)

³ [What is the NDIS? | NDIS](#)