The Pharmacy Guild of Australia

Clinical Governance

Roles and Responsibilities Matrix

This resource sets out who is accountable, responsible, consulted and informed for each clinical governance task in a community pharmacy. Use it to confirm that every task has a clear owner, to induct new team members, and as evidence of defined roles and responsibilities at assessment.

How to read the matrix

A — **Accountable**
The person who owns the task or deliverable. They might not do the work themselves, but they are responsible for making sure it is finalised. To avoid confusion and the diffusion of responsibility, it is better to have one accountable person per task.

R — **Responsible**
The people who take action to get the task done. They are responsible for the work or for making the decision. You can have more than one person responsible for a task, but to keep decision-making effective, try having one person responsible for a single task.

C — **Consulted**
The person, role or group who will help complete the task. They have two-way communication with the people responsible for the task, providing input and feedback over the task completion.

I — **Informed**
The people, roles or groups that need to be kept up to date on the task's progress. They will not have two-way communication, but it is essential to keep them informed since they will be affected by the final outcome. This is relative to their individual roles and responsibilities.

Before you use it

The allocations on the following page are a starting point, not a rule. Adjust them to match the roles that actually exist in your pharmacy, then record the version your team agreed on. Where a role is not employed at your pharmacy, reassign its tasks rather than leaving them unallocated.

Roles and Responsibilities Matrix

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Task	Pharmacy Owner	Managing Pharmacist	Pharmacist/s on site	Retail Manager	Dispensing Technician	Pharmacy Assistant	Retail Assistant
Maintain adherence to all policies and procedures involving quality and safety.	A	R	R	R	R	R	R
Monitor and review the safety and quality performance of the pharmacy.	A	R	C	C	I	I	I
Use the current Australian Open Disclosure Framework when a patient is harmed through the delivery of health care.	A	R	R	R	R	R	R
Comply with relevant safety and quality legislation, regulations and jurisdictional requirements.	A	R	R	R	R	R	R
Comply with professional standards, guidelines and codes of practice.	A	R	R	I	I	I	I
Operate within your scope of practice.	A	R	R	R	R	R	R
Align service offering with community needs.	A	R	C	I	I	I	I
Involve patients and consumers in the co-design of services.	A	R	C	I	I	I	I
Document and routinely monitor safety and quality risks.	A	R	R	R	I	I	I
Communicate safety and quality issues and actions.	A	R	C	I	I	I	I
Recognise and report incidents and near misses that occur inside, or outside, the pharmacy.	A	R	R	R	R	R	R
Support patients, carers, families and other health professionals to communicate concerns or report incidents.	A	R	R	R	R	R	R
Identify, mitigate and manage safety and quality risks.	A	R	R	R	R	R	R
Incorporate risks identified in the analysis of incidents into the risk management system.	A	R	C	C	C	I	I
Identify priorities for safety and quality improvement.	A	R	C	C	I	I	I
Collect and action patient feedback on their experiences and outcomes of service delivery.	A	R	R	C	C	I	I
Implement and monitor safety and quality activities.	A	R	R	R	C	I	I
Respect the cultural needs of patients when healthcare is provided.	A	R	R	R	R	R	R
Safeguard patients' privacy when healthcare is provided.	A	R	R	R	R	R	R
Comply with privacy and security regulations for the handling, storage and disposal of records.	A	R	R	R	R	R	R
Use practice guidelines, available evidence and decision support tools relevant to clinical practice.	A	R	R	I	I	I	I
Monitor and review care delivered against best practice standards.	A	R	C	I	I	I	I
Manage the environment where healthcare is delivered to be fit for purpose and well maintained.	A	R	C	C	I	I	I
Complete training to meet their safety and quality training needs.	A	R	R	R	R	R	R
Integrate care with other providers in the care team.	A	R	C	I	I	I	I
Understand and fulfil assigned safety and quality roles and responsibilities.	A	R	R	R	R	R	R

A - Accountable | R - Responsible | C - consulted | I - Informed | Detailed definitions on page 1