



Becoming an approved provider and collection point

This fact sheet outlines the eligibility criteria and administrative arrangements for becoming an 'approved provider' and collection point for individuals to access a free Advance Care Directive Kit.

What does an approved provider and collection point mean?

Being an approved provider and collection point means your business / organisation has been registered by the Department for Health and Wellbeing as an official place for individuals to access a copy of an Advance Care Directive Kit. It also means your business / organisation is listed on the official [Advance Care Directives website](#) 'collection points' [page](#).

The various collection points across the State are intended for individuals to access a free ACD Kit. Collection points are not intended for businesses / organisations requesting bulk copies for their client services.

As a collection point, it is expected that your business / organisation will always have a supply of ACD Kits available to individuals.

How do you become an approved provider?

Please email Health.AdvanceCarePlanning@sa.gov.au if you would like to register your interest in becoming an approved provider and collection point. Please note that the Department for Health and Wellbeing reserves the right to decline your request if you do not fulfil the eligibility criteria outlined in this document.

Eligibility criteria:

The Department for Health and Wellbeing is committed to ensuring South Australians have access to information and materials to support them to complete an ACD. To become an approved provider and collection point, we kindly ask that you:

- > are registered with an Australian Business Number (ABN) or Australian Company Number (ACN)
- > are a not-for-profit organisation
- > have a public and accessible location, where individuals can visit to collect an ACD Kit
- > are willing to be listed on the Advance Care Directives website as a collection point
- > are willing to comply with the administrative arrangements set out in this document.

What are the administrative arrangements?

The administrative arrangements have been designed with the aim to streamline the process and the resources required for the distribution of ACD Kits across the State.

Approved providers are to order a nominal amount of ACD kits via the [online order form](#) up to two times per calendar year, with delivery free of charge. It is recommended that organisations establish an annual or bi-annual delivery schedule that ensures sufficient stock of ACD kits between deliveries.

Should an approved provider require additional ACD Kits outside of the annual or bi-annual arrangement, orders placed by your organisation will be charged a standard delivery fee of \$20 for metropolitan areas and \$40 for regional areas (as of March 2024). This is to minimise costs and optimise the distribution across the State's collection points. The minimum quantity per order for approved providers is one (1) box (50 kits).

Best practice example:

Your first order is placed in May and contains two (2) boxes of ACD Kits. Demand for ACD Kits is monitored in order to plan the required quantities in the second order. Your second order is placed in October and contains five (5) boxes which should ensure sufficient stock of ACD Kits until May the following year. You may also choose to receive one larger order for the following year, instead of making two, to help minimise delivery costs to the government, i.e., one delivery of seven (7) boxes for the following year.

Additional information:

You may consider limiting the number of Kits provided per person in your collection point to ensure efficient supply. We suggest limiting them to two (2) per person. Please ask anyone visiting your collection point seeking bulk ACD Kits (e.g., for community forums etc), to email us directly at Health.AdvanceCarePlanning@sa.gov.au.

Each box of ACD Kits contains 50 Kits. The boxes are similar to the size that A4 reams of paper come in [23cm X 33cm].

All orders must be placed using the online [Advance Care Directive Kit order form](#).

The Department for Health and Wellbeing uses a third-party distributor to pick, pack and deliver all orders.

If your business / organisation does not meet the eligibility criteria, i.e., the business / organisation is wanting to obtain bulk copies for client services, you may consider placing an order for ACD brochures instead. The ACD brochures provide information about ACDs generally and about the ACD website. On the ACD website, people can:

- > download and print an [ACD Form](#) or [ACD Kit](#) for free
- > complete an ACD Form [online](#)
- > have an ACD Kit delivered to their nominated address, and
- > view the [collection points](#) where they can collect a free ACD Kit.

Thank you for your interest in undertaking this process to supply these important documents to the community.

For more information

**End of Life Care
Health Services Programs
Department for Health and Wellbeing**
Health.AdvanceCarePlanning@sa.gov.au
www.advancecaredirectives.sa.gov.au

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