Exemptions Portal – Health Service Guide

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# Introduction

This guide outlines the steps required to manage an exemption application for a HSV contract via the online Exemptions Portal. The portal includes the ability to track/monitor the progress of an exemption application and receive reminder notifications for exemption expiries.

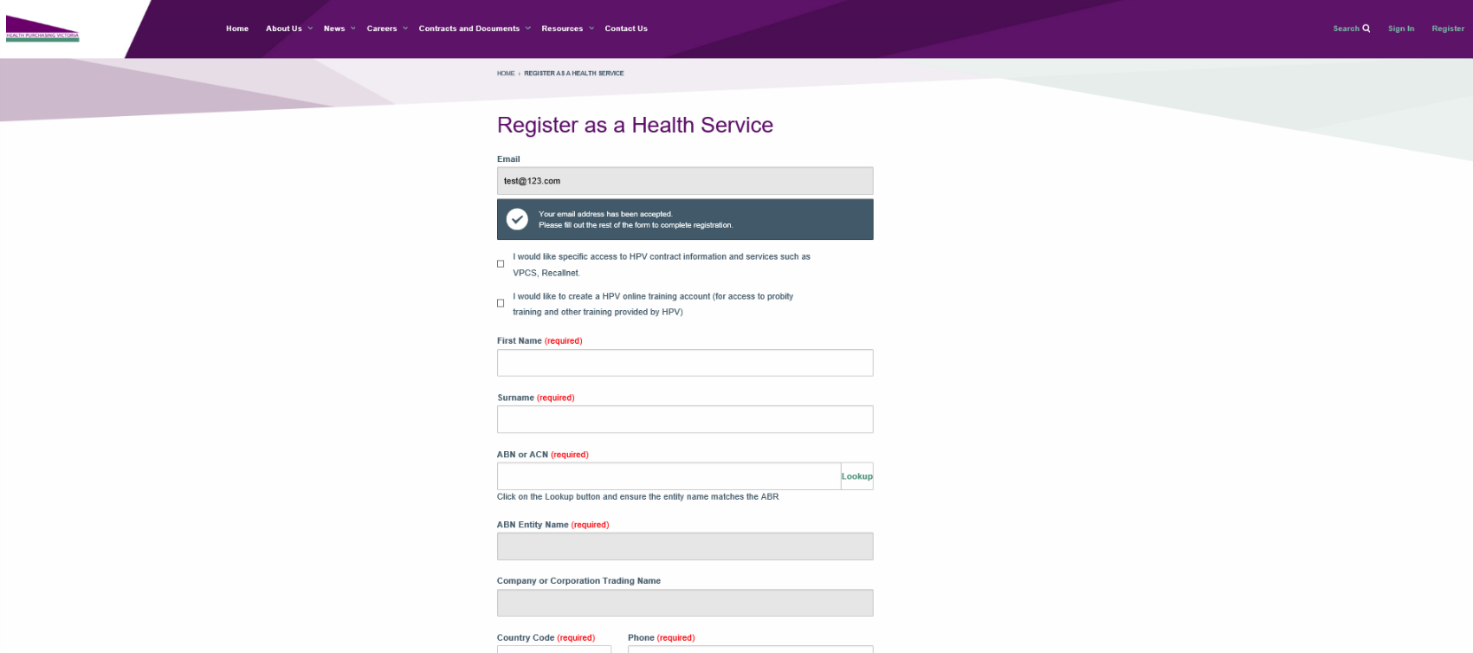
To access the exemptions portal, you will need to have a HSV website account. If you already have an account, go to the **Accessing the Exemptions Portal** section on page 3.

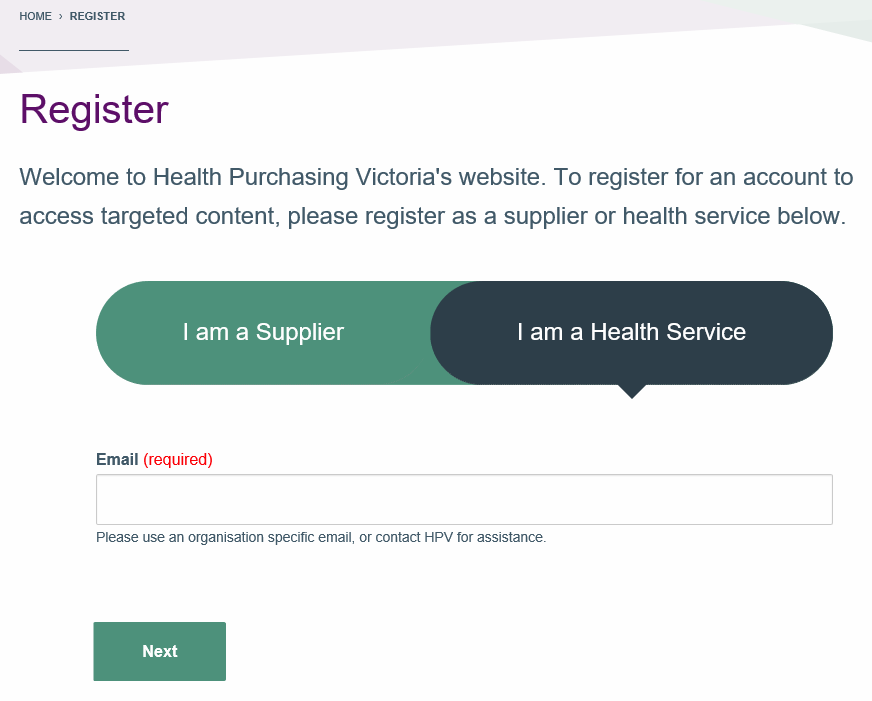
If you do not have an account, please register for one on the HSV website by following the instructions below to register on the HSV website.

# Register on the HSV website

Click **Register** at the top right of the HPV Website (<https://www.healthsharevic.org.au/>)

Select **I am a Health Service** and enter your email address. Click **next** to continue to the next page,

complete all the required fields in the request form and **submit** the request.

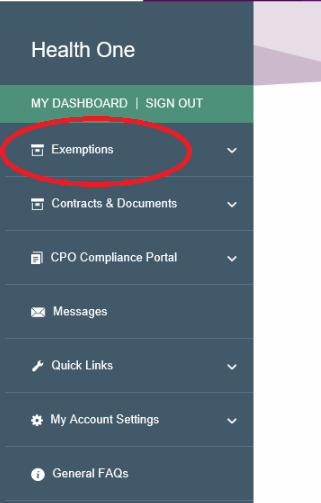


Please note, users applying for full registration (access to restricted content) on the HSV website will need to wait for their health service representative (super-user) to approve an account request before they can access other logged-in areas of the website.

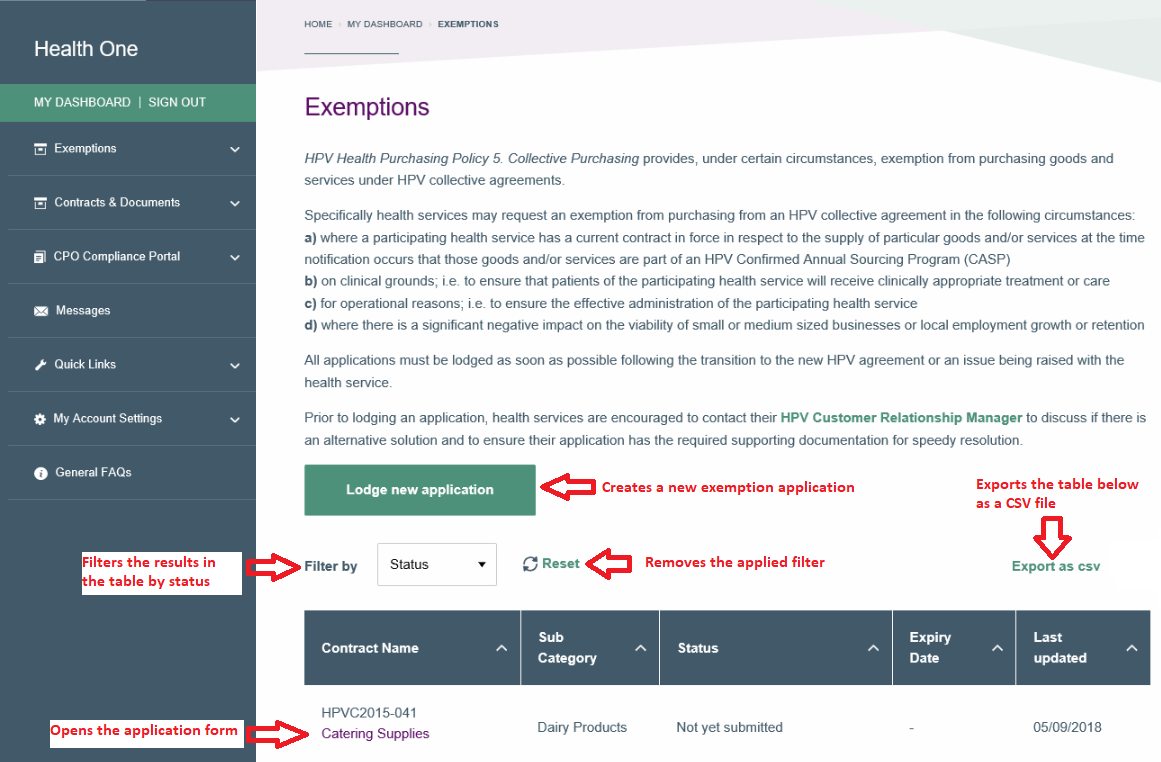
# Accessing the Exemptions Portal

To access the Exemptions Portal, sign in to the HSV website using your health service email address. Once you have logged in to the website, you will be re-directed to your user dashboard which contains quick links to other key areas of the website.

Click on the Exemptions link in the navigation menu on the left of the page to open the portal.



For more information on the HSV exemptions process click [HERE](https://healthsharevic.org.au/tenders-and-contracts/info-for-health-services/exemptions/).

The image below shows the landing page of the Exemptions Portal.

# Exemption categories

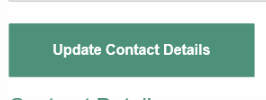
There are 4 exemption types available in the Exemptions Portal.

|  |  |
| --- | --- |
| Type | Purpose |
| Type 1 – Pre-existing contract | Applying for an exemption due to an existing agreement between your health service and a supplier. |
| Type 2 – Clinical risk | Applying for an exemption based on clinical reasons |
| Type 3 – Operational risk | Applying for an exemption based on operational reasons |
| Type 4 – Impact on local business | Applying for an exemption based on a potential impact to a small- or medium-sized business or on local employment growth or retention. |

The exemption form for Type 5 – on selling applications is not yet available in the exemptions portal but can be found on the [exemptions page](https://healthsharevic.org.au/tenders-and-contracts/info-for-health-services/exemptions/) of the HSV website.

# Submitting an application

To submit a HSV contract exemption application:

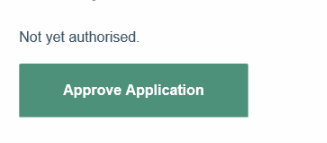
1. Login to the Exemptions Portal on the HSV website
2. Click **Lodge new application** to commence your application
3. Select one of the four exemption types available
4. Review the health service details section of the form and update if necessary
   * Updates to the position and department fields will backfill to your website profile
   * If health service name, email address or phone number is incorrect, please contact [helpdesk@healthsharevic.org.au](mailto:helpdesk@healthsharevic.org.au) for assistance
   * If the contact person for this application changes, the new contact person will require a HSV website account. The contact person can then login and click update contact details to update the contact person to themselves.
5. Complete the remaining fields within the application form and ensure that all mandatory fields/attachments are filled in
6. Submit the completed form for endorsement by your health service CEO/delegated authority

Once endorsed, the ap

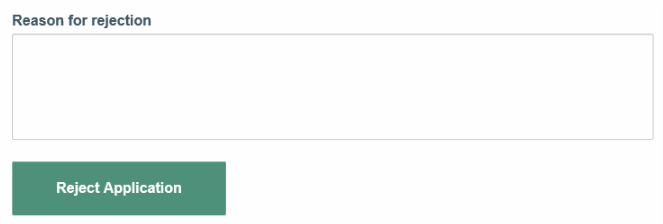
# Endorsing an application (CEO/delegated authority)

As the nominated CEO/delegated authority for your health service, you will receive an email from [noreplyhpv@healthsharevic.org.au](mailto:noreplyhpv@healthsharevic.org.au) which contains a link to a contract exemption application submitted by a member of your health service. The subject of this email is “Review request – HSV contract exemption application – [Contract Name]”.

To **endorse** an exemption application:

1. Click on the **Link to Application** link in the email to open the application
2. Review the submitted application
3. Click on **Approve Application** to approve the application

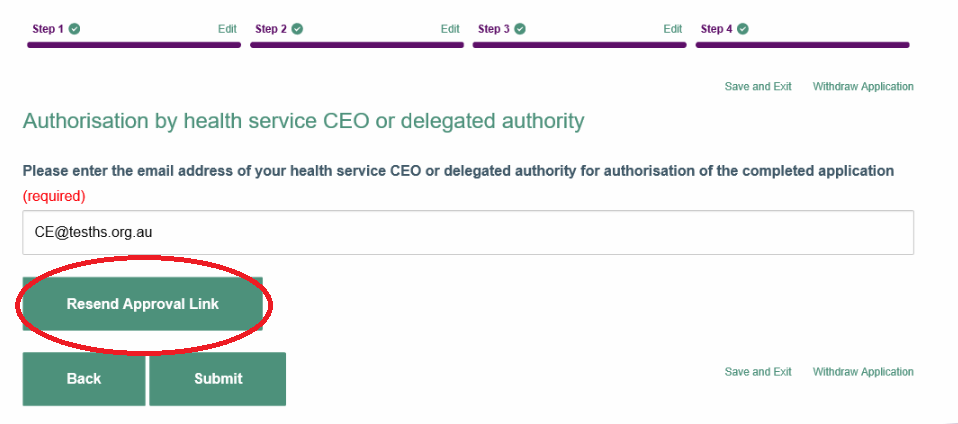
To **reject** an exemption application:

1. Click on the **Link to Application** link in the email to open the application
2. Review the submission
3. Add a reason for the rejection and click **Reject Application** to reject the application

An email will be sent to the contact person of the application advising them outcome. If the application was rejected, the applicant will have the opportunity to update the application and re-submit for endorsement.

# Re-sending an application for endorsement

To resend your application to the nominated health service CEO/delegated authority for endorsement:

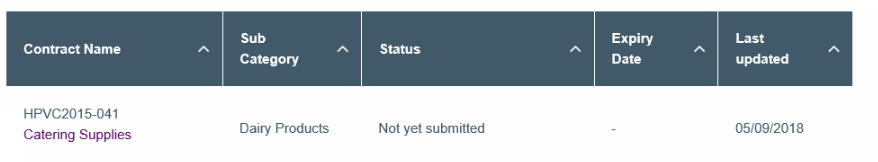
1. Login to the Exemptions Portal on the HSV website
2. Click on the contract name of the application you wish to resend for endorsement
3. Scroll to Part 4 of the application form and click **edit** to open the form
4. Click the **resend approval link** button to resend the endorsement request to the nominated health service CEO/delegated authority

You will receive a notification once your nominated CEO/delegated authority has actioned the request.

# Accessing your existing applications

A summary of the exemption applications for your health service will be displayed on the landing page of the portal. The applications will be displayed with the most recent on top.

Click on the **contract name** to view the application.



If your application is missing from this list, please contact your Customer Relationship manager or HPV via [helpdesk@healthsharevic.org.au](mailto:helpdesk@healthsharevic.org.au)

# Application status

Exemption applications in the portal will have one of the following statuses.

|  |  |
| --- | --- |
| Status | Definition |
| Not yet submitted | The application has been created but not yet submitted to the CEO/delegated authority for endorsement **or** application has been rejected by the nominated CEO/delegated authority |
| Awaiting health service CEO endorsement | The application has been submitted to the health service CEO/delegated authority for review but has not yet been endorsed |
| Received and under review | The application has been submitted and is pending HPV’s review |
| More information required | The application has been reviewed by HSV and more information is required to support the application |
| Interim approved | An Interim exemption has been approved for the nominated contract |
| Approved | The application has been approved by HSV. Health service is exempt from purchasing off the nominated contract |
| Rejected | The application has been rejected by HSV. Health service to continue purchasing from the nominated contract |
| Withdrawn | The application has been withdrawn by your health service |
| Expired | The approved exemption for the nominated contract has expired |

# Assessment of the application

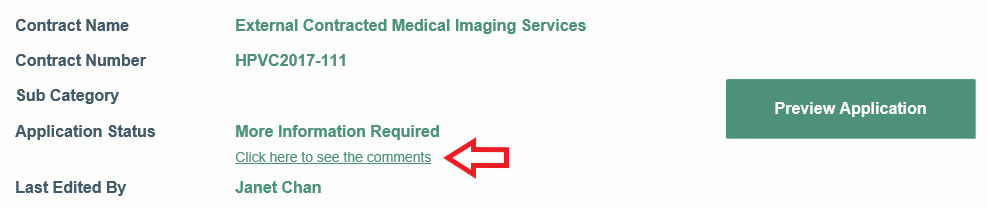
Following the endorsement of the application by the health service CEO/delegate, the application will then be submitted to HSV for review. The review and assessment of your application will be undertaken by a member of HSV’s procurement team.

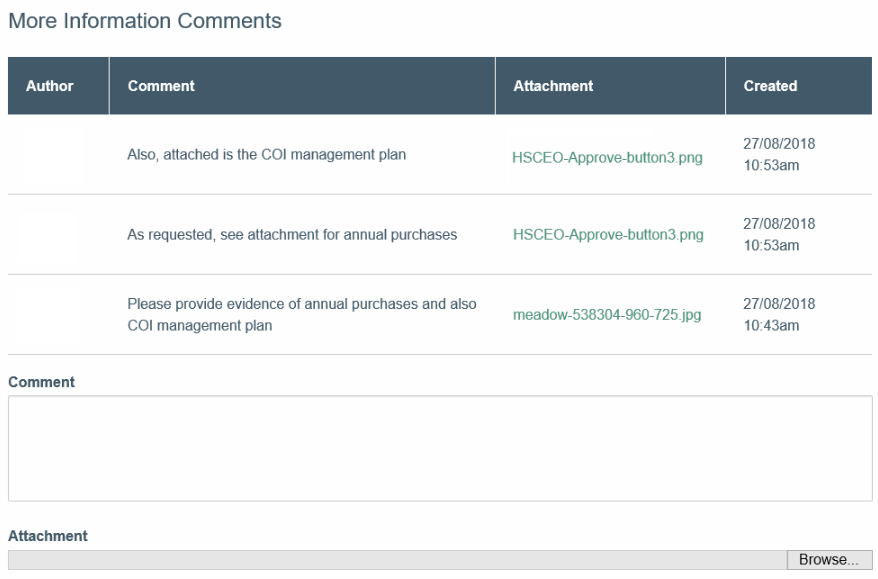
If more information is required to support your application, you will notified by HSV and asked to provide additional information via the existing application form in the Exemptions Portal.

# Responding to more information requests

If you have been asked to provide more information for your application, you will receive an email from [noreplyhpv@healthsharevic.org.au](mailto:noreplyhpv@healthsharevic.org.au) notifying you of this request.

To respond to the request for more information:

1. Login to the Exemptions Portal on the HSV website
2. Click on the **contract name** of the application where the status is set to **More Information Required**
3. Click on the link below the application status to scroll to the **More Information Comments** section at the bottom of the application form and review the comments provided by HSV



1. Provide your response in the comments field and add an attachment (if required)
2. Click **submit** to submit the response to HSV

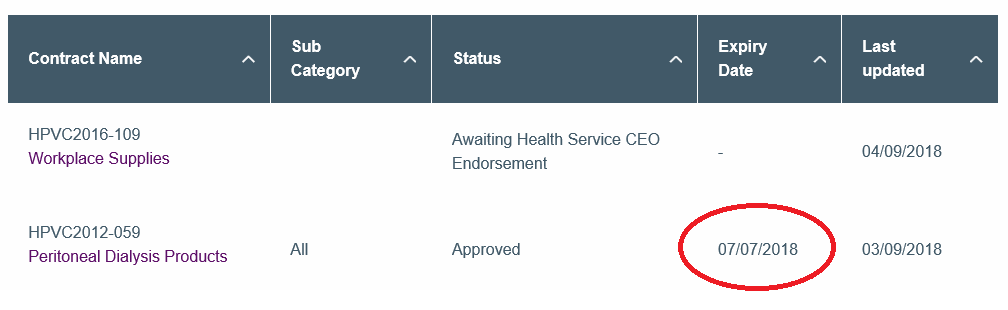
# Withdrawing an application

To withdraw an existing exemption application:

1. Login to the HSV website to view your existing exemption applications in the Portal
2. Click on the **contract name** of the application you wish to withdraw
3. Once the Exemption opens, click the green button for ‘Preview Application’
4. Once the Application opens, scroll to the bottom the page and on the far-right hand side is ‘Withdraw Application’
5. Click the **Withdraw Application** link to withdraw your application
6. Provide a reason for the withdrawal (optional) and click **Withdraw Application** to complete the withdrawal

The status of the application will now have been set to **Withdrawn**. You will also receive a confirmation email for your records.

# Exemption expiry

Exemptions approved by HSV are issued for a specific period. The expiry date of a contract exemption is shown in the summary table on the Exemptions Portal landing page. This table enables you to track the expiry date to plan and re-assess whether an additional request is warranted at that time.

The contact person listed against a contract will be notified by email of:

1. The upcoming expiry of an existing contract exemption, one month prior to expiry date
2. The expiry of an exemption once the expiry date has been exceeded

# Support

For any queries relating to the submission, please contact your [Customer Relationship Manager (CRM)](https://healthsharevic.org.au/contact-us/customer-engagement/) or email [helpdesk@healthsharevic.org.au](mailto:helpdesk@healthsharevic.org.au)