

National Blood Authority Factsheet:

Supply of plasma derived and recombinant blood products

The National Blood Authority (NBA) has supply contracts with various suppliers of blood and blood related products which provide secure product supply at value for money prices supported by comprehensive service requirements of suppliers.

Most plasma derived blood products used in Australia are manufactured by CSL Behring using plasma collected by the Australian Red Cross Lifeblood (Lifeblood). Australia is reliant on imported supply of recombinant Factor VIII and IX and additionally plasma derived Factor XI and XIII, anti-inhibitor coagulant complex concentrates, Protein C, plasma-derived intravenous Rh (D) immunoglobulin, Fibrinogen Concentrate and C1 Esterase Inhibitor Concentrate. These products are either not manufactured in Australia or, as is the case for immunoglobulin (Ig), there may be insufficient plasma collected in Australia to be fully self-sufficient.

Depending on the product and in some cases the location involved, the ordering and distribution of plasma and recombinant products under NBA arrangements may be via the manufacturer, a third party distributor contracted by the manufacturer, or Lifeblood as a distributor under contract to the NBA. Participating hospitals can use the NBA's BloodNet system to order products, currently where these are distributed by Lifeblood.

A full list of plasma derived and recombinant blood products available under NBA arrangements can be found on the NBA website here: [What Blood Products are Supplied - National Product Price List | National Blood Authority](#)

Making a difference and improving supply

The NBA's contracts require suppliers to meet defined performance standards, to maintain supply security reserves, and to provide appropriate product support information and services. It is important for the supplier companies and the NBA to know if doctors, nurses, other health professionals, laboratory staff and even patients are happy with the level of service they are receiving from suppliers. The NBA aims to ensure excellent service and responsiveness by our suppliers. If you are dissatisfied, we would also like to know about it so that we can respond to your concerns and improve services.

All suppliers are required to maintain an accessible channel for receiving feedback and we encourage the use of these to register concerns in the first instance. For example, you should contact the product supplier in the following circumstances:

- > You are unable to place an order with the supplier 24 x 7 and have it acknowledged.
- > Orders are not received by time requested or within 48 hours for routine and 24 hours for urgent orders if no time is requested.
- > The product was not delivered to the correct recipient.
- > You do not receive the quantity and presentation size specified in the order.
- > The product delivered is outside the expiry date.
- > You have difficulty in returning product or having faulty or expired product replaced.
- > You do not receive adequate product support, information and advice.

If a matter is unable to be resolved you can email your concerns to the NBA at supply.management.plasma@blood.gov.au