



The Pharmacy  
Guild of Australia  
WA Branch

# GUILD NEWS

WA BRANCH MEMBER MAGAZINE | AUTUMN 2018 EDITION



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# GUILD NEWS PRESIDENT'S MESSAGE

**It is my pleasure to welcome you to the Autumn Edition of WA Guild News.**

## Burgeoning Pharmacist Immuniser workforce ready for flu season

2018 began with a series of preparatory workshops for the upcoming flu vaccination season. The 2018 Immunisation training program has so far seen another 73 WA pharmacists enrol to join the burgeoning state-wide network of Pharmacist Immunisers. Patient safety remains of paramount importance and to this end all pharmacist immunisers must ensure they have satisfied all their annual re-accreditation requirements. You can find out more at <https://www.guild.org.au/guild-branches/wa/training/immunisation>.

## Guild Roadshow – Member Advocacy Update

In February members were invited to attend the Perth leg of the Guild's National Roadshow. It was great to see so many members attend both in person and via webinar to hear the latest advocacy updates from the National Guild team. President George Tambassis, Trent Twomey (QLD Branch President and Head of Pharmacy Viability) and Nick Panayiaris (SA Branch President and Head of Pharmacy Transformation) attended as guest speakers.

Members were updated on a range of pertinent issues including 7CPA negotiations, the WA pharmacy ownership

review, and the Guild's ongoing work regarding codeine up-scheduling. The Guild has fought hard to oppose codeine re-scheduling and continues to advocate for provision of a real-time monitoring system.

The recently announced Pains MedsCheck targets follows negotiations between the Guild and Federal Health Minister Greg Hunt; this Professional program targets patients with chronic pain. We look forward to providing members with further information as soon as the business rules have been finalised. If you missed the meeting you can access a webinar recording at <https://goo.gl/ubx9ck> (member login required)

## Your feedback matters

Nearly one hundred members have already provided feedback as part of our ongoing member profiling initiative. We are seeking your honest opinion on how your Guild is performing and are helping members identify ways to optimise their member benefits. The feedback received has proven invaluable and continues to inform the strategic direction of the Branch, including the Future Pharmacy Program.

Members have requested increased support for effective business and financial management. In response we look forward to welcoming members to our upcoming

Business Breakfast on Tuesday 15th May. Featuring a panel of industry experts this workshop is ideal for owners looking to optimise their LVR. Places are limited so register today to avoid disappointment. You can find more information regarding this event on page 8.

## Sustainable Health Review

The WA Government's Sustainable Health Review recently released its Interim Report. Health spending has doubled over the last decade and now accounts for approximately 25% of the State's budget. Left unchecked this is forecast to reach 30% in the next decade.

On page 4, Branch Director Matthew Tweedie outlines the key priorities the Guild identified in its submission to the Review. By better utilising the community pharmacy network we can help address unmet need and deliver improved health outcomes to West Australians as a quality partner.

I hope you enjoy this issue and welcome your feedback.

*Andrew Ngeow*

**Andrew Ngeow**  
ACTING WA BRANCH PRESIDENT



**The Pharmacy  
Guild of Australia**

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# BRANCH DIRECTOR'S REPORT

**Ownership Review: Pharmacy owners will recall that last year the Minister for Health announced a review with the express intent of strengthening the Act and regulations to ensure the community pharmacy sector continues to be a community focused provider of essential primary and secondary health services.**

The review stated:

*"The Western Australian government views community pharmacy as an integral part of primary health care in this State. Every day, thousands of us rely on pharmacists for our basic healthcare needs, while increasingly we turn to pharmacists for vital services such as vaccines or basic health care. Pharmacists enjoy a compact of trust with the community which we must protect."*

*"Recently, trends have emerged in pharmacy ownership which have raised questions about the future of pharmacy and how they might play their role in health care in WA."*

*"In the Eastern States especially, the growth of large 'chains' of pharmacies has*

*been argued to have changed the nature of pharmacy."*

*"To make sure we best play our role in regulating pharmacy, and that it continues to play its role as a trusted partner in the delivery of health services, the WA government is undertaking a 'Review of Community Pharmacy Ownership'."*

Firstly thank you to all those pharmacies and groups that submitted to the review. It was vital the community pharmacy sector take the lead in raising awareness of the value and the community benefit that will be preserved by a sustainable community pharmacy sector. Often the only health service available (over 40 rural remote towns have a pharmacy with no GP) and more accessible than GPs, Supermarkets and Banks, the community pharmacy continues to be the most trusted and accessible health service in WA.

The Guild's submission makes the undeniable case that:

- The ownership rules are important to protect consumers, and designed to drive safe and high quality care.
- Community pharmacies are an integral part of primary health care in this State (and the whole of Australia).

In parallel to this the Guild submitted 16 recommendations to the Minister's

"Sustainable Health Review" proposing how the government can better leverage over 600 health hubs servicing up to 140,000 people every day.

We know community pharmacy can help reduce costs to the system.

**Access to a fully capitalised risk free asset employing a tertiary trained workforce with expertise in health and medicines is too good an opportunity to miss.**

Specifically there exists opportunity to improve the scope and reach of primary and secondary health care services including:

- **Immunisation** in which we have established an outstanding record providing an estimated 86,000 safe influenza vaccinations last year!
- **Post hospital discharge** including an aged care focus to prevent readmissions within 28 days
- **Wound care**
- **Minor ailments**
- **Preliminary triage**
- **Point of care testing**
- **Chronic disease management** including evidence based patient centred self-management models of care
- **After hours care**

- **Continued dispensing**
- **Drug and alcohol** (the existing Methadone replacement therapy program is a living exemplar)
- **Early intervention programs** in mental health care for at risk youth and young adults
- **Telemedicine** proving reach into the rural and remote areas of our vast state
- **Emergency Response Plans** including Pandemic Response Teams
- **Real-time monitoring and recording** of supply of drugs of addiction

The Guild will continue to promote the potential and value of the State's community pharmacy network.



*Matthew Tweedie*  
**Matthew Tweedie**  
 WA BRANCH DIRECTOR

# A super fund for the pharmacy industry

**We are a specialist superannuation fund, committed to:**

- Enhancing financial literacy amongst pharmacy workers
- Helping pharmacy employers meet their super needs
- Providing support to you and your staff when and where you need it

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# THE PHARMACY GUILD OF AUSTRALIA MEET YOUR WA BRANCH COMMITTEE



The Pharmacy  
Guild of Australia  
WA Branch

**The WA Branch Committee are elected to provide Guild members with representation on a range of pharmacy-related matters. Your Branch Committee representatives are Guild members too. Find out more about your local WA Branch Committee member and how to contact them.**

**Andrew Ngeow**  
Acting Branch President  
Alternative National Councillor  
District: Eastern Country  
andrew.ngeow@guild.org.au  
0412 650 052

Acting Branch President Andrew has owned and run pharmacies for more than 19 years. He owns four pharmacies and is a member of the management executive of Pharmacy 777. Andrew also sits on the 360 Health Board of Directors.

Andrew has two sons aged 14 and 16. He loves watching almost any sport on TV and lives by the rule "too much golf is never enough".

**Natalie Willis**  
Vice President & National Councillor  
District: South Perth Metro  
natalie.willis@bigpond.com  
0410 304 364

In 1999 Natalie entered into a pharmacy partnership and that same year was elected to the Pharmacy Guild of WA Branch Committee. As the current Senior Vice-President she is heavily focussed on training and expanding the role of pharmacists. In 2001 she became involved in the training and final examination of pharmacy interns with the Pharmaceutical Council of WA, a role she continues today with AHPRA.

For several years from 2011 she was a sessional lecturer at Curtin University providing tutelage to 4th year students in business management and human resources. In 2012 she was honoured to be the recipient of the PSWA Five Star Pharmacist Role Model award. In late 2017 she was elected as a Guild National Councillor. She considers herself fortunate that in her varied roles she maintains contact with different generations of pharmacists which provides perspective over the industry.

Natalie enjoys cooking, a fruity gin and tonic, and watching sport of any kind, especially her beloved West Coast Eagles.



*Pictured: Branch Committee (from left to right) Linda Keane, Barbara Kirk, Paul Rees, Adrian Staltari, Anthony Masi, Andrew Ngeow, Greg Da Rui, Natalie Willis, Donna Pearson, Paul Jardine. Absent: David Manuel and Ernie Pirone.*

**Greg Da Rui**  
District: Great Southern Country  
greg.darui@pharmacy777.com.au  
0412 463 677

Alongside his role as Branch Committee member, Accredited Pharmacist and Proprietor in the Pharmacy 777 Group, Greg is also a member of the WAPHA Clinical Commissioning Committee. Greg's work in the community includes his position as Board member of Bayswater Community Financial services Ltd (operating Bayswater and Noranda branches of Bendigo Community Bank) and Chairperson of the Bayswater Village Retailers association.

He is a Carlton supporter but remains unsure why!

**Paul Jardine**  
District: South East Metro  
maddington@amcal.net.au  
0409 302 101

Elected as Guild Branch Committee member in 2008, Paul is co-proprietor at Jardine's Pharmacy and TerryWhite Chemmart Maddington. Paul has worked in the Maddington area since 1992. He also spent three years as Board member of the Bentley Armadale Medicare Local.

Married with two children, Paul is a keen cyclist and foodie who enjoys travelling to Asia with his family.

**Linda Keane**  
District: South West Country  
dunspharmacy@westnet.com.au  
0419 183 050

In addition to her work on the Branch Committee Linda sits on the WAPHA South West Country Clinical Commissioning Committee. She has a keen interest in integrative medicine and disease prevention.

Linda is a keen sportswoman, completing a number of triathlons including the 70.3 Ironman events. She also ran the 2017 Paris Marathon.

**David Manuel**  
District: Perth City  
david.manuel@amcal.net.au  
0411 222 466

Long-time Committee member David has owned Peter Cook Amcal Chemist since 1994 and co-owned Amcal Express Burswood since 1999. David remains an active participant on various industry bodies including roles as Non-Executive Director on both the Black Swan Health Pty Ltd and Sigma Healthcare Ltd Boards.

David has a professional interests in CPOP, Aged Care Services, Compounding and Commercialisation of Professional Pharmacy Services.

**Barbara Kirk**  
District: Fremantle Melville  
barbara.kirk@ppsportal.com.au  
0414 986 369

Barb is the newest addition to the WA Branch Committee. She brings with her experience as a Board member for the Midwest Regional Clinical Commissioning Committee.

With businesses in both Geraldton and Perth Barb is well acquainted with the challenges of running a pharmacy in both Metro and Regional locations.

**Anthony Masi**  
District: Northern Country  
amasi@broomepharmacy.com.au  
0418 942 214

Anthony has been the owner and operator of Broome & Chinatown pharmacies for more than 27 years. As such he is a passionate supporter of pharmacies in regional and remote locations.

In addition to his work at the Pharmacy Guild Anthony is a Board Member for both Boab Health and the Small Business Development Corporation.

**Donna Pearson**  
District: West Coast Metro  
donnapearson@westnet.com.au  
0417 883 553

Donna has worked in community pharmacy since she was 15, has been a practicing pharmacist for 30 years and a business owner for 25. She is currently a partner of Friendlies Greenfields and owner of Terry White Chemmart Mandurah Forum.

Donna is also a Director of Greenseasons Management Services, a retail services company and was elected to the WA Branch Committee in 2014.

Donna is a mother to two children, Joshua and Grace, and a self-proclaimed volleyball tragic.

**Ernie Pirone**  
District: Northern Metro  
ernie@bonmore.com.au  
0417 962 389

Ernie has been involved in Community Pharmacy for over 30 years and has been a WA Branch Committee Member for almost 20 years. Ernie is the Managing Director of Bonmore Pharmacy Services.

Ernie's mission is to ensure that pharmacy retains its status in the community and continues to evolve as a major player in the health system. "I strive to use the experience that I have gained over the years to provide guidance and development of our members, and to hopefully influence government and other stakeholders to achieve the Community Pharmacy model we all aspire to."

**Paul Rees**  
District: North Coast Metro  
paul.rees@elementshhealthcare.com.au  
0417 958 612

Paul is owning partner of Innaloo Guardian, Medicine Box Innaloo and TerryWhite Chemmart Innaloo. He is also Director of Peak Pharmacy Realignment and Elements Healthcare.

**Adrian Staltari**  
District: Eastern Metro  
adrian@otcgs.com.au  
0409 684 401

Adrian has been a pharmacist for over 34 years and is a long serving Branch Committee Member for the East Metro District.

He has vast experience with franchised and non-franchised models of pharmacy both in shopping centres and medical centres.

Adrian was an inaugural non-executive Director of the Terry White Group where he served for over 6 years.

# FUTURE PHARMACY PROGRAM BUSINESS BREAKFAST WORKSHOP 15TH MAY 7.30AM - 8.30AM

## DISCOVER HOW TO GET THE MOST OUT OF YOUR BANK AND MAXIMISE YOUR PHARMACY'S VALUE!

This breakfast workshop is open to Guild members and their staff as an inclusive member benefit. Places are limited and offered on a first-come-first-served basis. A free continental breakfast will be provided to all attendees.



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Featuring guest speakers John Chew (Bankwest Senior Manager (Pharmacy Portfolio) and John Thornett (Bankwest Panel Valuer) this workshop will provide members with the latest insights from pharmacy finance specialists.

### How to get the most out of your Bank!

Featuring John Chew - Senior Manager (Pharmacy Portfolio)

- ✓ Crucial things to look out for when obtaining Bank finance - buying a Pharmacy or refinancing existing loans.
- ✓ What you can do to maximise your borrowing capacity
- ✓ How to fund pharmacy fit outs and equipment purchases
- ✓ Optimum usage of your business credit card, transactional account & merchant facilities

### How to Maximise Your Pharmacy's Value

Featuring (Bankwest panel valuer) - John Thornett

- ✓ What is the value of your Pharmacy
- ✓ How to improve the value of your pharmacy

Hear the latest update on the current valuation landscape for WA community pharmacies and learn what you can do to ensure you get the best valuation.

Register now at [www.guild.org.au/wa](http://www.guild.org.au/wa)

# FUTURE PHARMACY PROGRAM FPP BLOG SERIES: ISSUE 37: WHEN BUYING A PHARMACY, WHAT EXACTLY ARE YOU ACQUIRING?

PEAK  
STRATEGIES



It is important when you are buying a pharmacy outright or buying into a partnership you are aware of what exactly you are buying and what liabilities you are responsible for. Typically when you are buying a pharmacy an outright purchase means you are acquiring three things: Stock, Fixtures and Fittings and Goodwill.

All three components have separate values attached to them in the sale agreement. The Fixtures and Fittings and Goodwill components are largely fixed, with the Stock component subject to a stocktake undertaken on the day (give or take) of settlement.

When settlement takes place, the new owner is only responsible for debts incurred from that day forward. Any customer debtors, PBS amounts outstanding, BAS refunds, creditor invoices, GST, PAYG Withholding, Superannuation or equipment leases that existed prior to that date are the responsibility of the previous owner.

I am quite sure most people feel comfortable with that concept. Partnerships though can be a bit different, depending on how the parties want to arrange the transaction.

There are two different options here:

1. The first option is the same as discussed above. A new partnership commences from the settlement day when the incoming partner buys in. The old partnership ceases on that day. The old partnership is responsible for all debts incurred prior to that date. A clear separation needs to take place to isolate supplier invoices, and customer payments that existed prior to settlement date for the old partnership, from those that belong to the new partnership from settlement day onwards. In this case the incoming partner only pays for stock, fixtures and fittings and goodwill.
2. The second option involves the incoming partner not only acquiring the stock, fixtures and fittings and goodwill, but also the remaining net assets of the business. When this occurs the purchase price is adjusted as follows:

**Purchase price = stock + fixtures and fitting + goodwill**

**Plus = PBS debtors + customer accounts + GST refunds + cash at bank**

**Less = Trade Creditors + PAYG Withholding owing + Superannuation owing + employee liabilities (annual leave, long service leave, sick leave etc)**

Of course, every situation is different, so make sure you get the right advice.

Quite often the amount the incoming partner pays in this situation is less than what it would be in Option 1.

But it is important the incoming partner knows exactly what they are acquiring. If the continuing partners want the new partnership to be responsible for prior debts, trade creditors and employee liabilities, then it is only fair the price the incoming partner pays is reduced accordingly.

With regards to employment of staff and employee entitlements, the new employer has the right to determine which (if any) staff they will provide employment to going forward. It is at this point that the employee entitlements must be calculated and included in calculations for the sale of the business or passed on to a terminating or transmitting employee.

**It is strongly recommended that members contact the Guild Industrial Relations team at this point to ensure that employee entitlements are treated correctly.**

It is very important for those of you buying or selling a pharmacy business, or those who are buying or selling a partnership interest that you are aware of the purchase price and how that price is determined. You also need to be careful of the terms of the sale agreement, particularly around the debts of the business prior to settlement and who is responsible for those. Also make sure you are aware of employee liabilities and what is happening to them on the day of settlement.

**Make sure you are well advised here from your own accountants and lawyers.**

*Written by John Thornett FCA CTA, Director, Peak Strategies Pty Ltd.*

# PROFESSIONAL SERVICES IMMUNISATION UPDATE

## The WA Branch of the Pharmacy Guild of Australia is pleased to announce an ANTICIPATED exciting new initiative for Community Pharmacy in 2018.

It is hoped WA pharmacies will soon be able to access the two free trivalent higher-immunogenicity influenza vaccines on the National Immunisation Program (NIP) for people over 65. This follows extensive work in conjunction with the WA Department of Health on strategies to increase immunisation rates in this vulnerable population. The proposal is currently with the WA Department of Health for approval.

Community Pharmacy has an opportunity to further enhance our immunisation offering to the community and reduce the devastating effects of flu. People aged over 65 are most severely affected by influenza each year, accounting for up to 90% of mortality. On average 13,500 older Australians are hospitalised with influenza each year, with up to 3000 deaths recorded.

The new trivalent vaccines, Fluzone High-dose and Fluad are often referred to as the 'enhanced' vaccines. Fluad and Fluzone High-dose are only available on the NIP for patients over 65 years. These vaccines are strongly recommended for >65yo, rather than the quadrivalent. Fluzone High dose and Fluad offer potential increased protection, especially against influenza A/H3N2 which is more

common and severe in the elderly. The benefit is likely to offset any loss of protection against the alternative B lineage not in the vaccine.

*The enhanced trivalent vaccine is expected to be available to pharmacies in May through pharmacy wholesalers.*

The proposed 2 year trial aims to show benefit in making these NIP influenza vaccines available through community pharmacy by increased vaccination rates. Improved convenience, patient accessibility and consumer satisfaction with the program are also desirable and anticipated outcomes.

*Pharmacies would be prohibited from charging for the free vaccine itself, but may charge a service fee. All NIP vaccinations must be recorded on the Australian Immunisation Register.*

### Structured Administration and Supply Agreement (SASA) update

The SASA authorises pharmacists trained

in immunisation to administer influenza vaccination at a registered pharmacy in WA. The current version of the SASA was released 1 Oct 2017.

There are two notable changes in the SASA from previous versions. Pharmacists must now enter details on the immunisation into the Australian Immunisation Register (AIR). This replaces the requirement to notify a patient's GP.

Secondly, it is not mandatory to have two pharmacists on duty during immunisation. There must however be an additional member of staff with current First Aid qualifications and capability. This staff member can monitor patients for adverse effects following immunisation.

The following is a list of minimum requirements for an approved pharmacy setting for the delivery of immunisation services:

- ✓ Premises must be a registered pharmacy.
- ✓ Screened or private room ensuring patient privacy and confidentiality, and sufficient space for patient, pharmacist, equipment and possible carer.

- ✓ A desk or table and two chairs.
- ✓ Suitable area for observation of patients post-vaccination.
- ✓ Hand Washing facilities, in the pharmacy, not necessarily the consulting room.
- ✓ Sharps and clinical waste disposal.
- ✓ Anaphylaxis kit, in date and complete.
- ✓ Access to the Australian Immunisation Handbook & National Vaccine Storage Guidelines, available online.

Pharmacy owners are reminded to present their immunisation facility in a professional, clean and orderly manner. Ensure surfaces are cleaned before immunisation services commence each day, sharps and waste bins are not full and easy access to all required equipment and supplies. The consulting room should not be used for any non-clinical purpose.

In the event of a cold chain breach pharmacists can contact the duty nurse at the Central Immunisation Clinic at Rheola Street on 9321 1312. The duty nurse will advise whether the particular vaccines may be used following cold chain breaches.

### The Australian Immunisation Register (AIR)

The AIR records vaccines given to people of all ages in Australia. It monitors vaccination coverage at a local, state and national level. The Medicare number and reference number are used to identify patients. Patients without a medication number still have their immunisations recorded on the AIR.

Pharmacist-administered influenza immunisations in WA must be recorded on the AIR. This is also a mandatory requirement for participation in the proposed NIP Pharmacy pilot.

Pharmacies must URGENTLY register as a provider on the AIR if they have not done so. **Please see page 12 for details.**

### Annual requirements for Pharmacist Immunisers

Pharmacists are reminded of the following annual requirements for pharmacist immunisers:

- Current First Aid and CPR qualifications. Note First Aid must be repeated every 3 years, with CPR refresher annually in the years between.
- ASCIA Anaphylaxis training – Free online training recommended at least every 2 years.
- WA Health Online Influenza Module – updated annually.

*Recently trained Pharmacist Immunisers MUST NOT immunise before they have received their certificate of completion of immunisation training.*

Pharmacists are obliged to ensure their theoretical knowledge and practical skills are maintained with regards to immunisation services, as with all aspects of pharmacy practice.

*Pharmaceutical Defence Limited (PDL) suggest vaccines be stored and labelled according to age restrictions in the dispensary refrigerator. This is particularly relevant with the NIP enhanced trivalent vaccines only being available to persons over 65. In WA pharmacists may only vaccinate patients over 18.*

PDL also reminds pharmacists to be prepared for vasovagal and anaphylactic reactions and ensure all pharmacists and staff monitoring patients post-immunisation have the required qualifications. The Australian Immunisation Handbook contains the latest advice and recommendations. The handbook is available online.

Adverse events of clinical note must be reported to WAVSS (WA Vaccine Safety Surveillance). Pharmacists are advised to contact PDL/their insurer immediately following any immunisation service incidents.

## Celebrating *The Forum's* 10th Anniversary

Register before 30th June and pay 2008 prices!\*

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The Forum  
Pharmacy WA Forum 2018

CELEBRATING 10 YEARS

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[www.pharmacywa.com.au](http://www.pharmacywa.com.au)

\*Available to Guild Members and their staff

# Australian Immunisation Register

## HOW TO REGISTER YOUR PHARMACY

It is now compulsory that all WA Pharmacies delivering Pharmacist-administered Immunisations register with the AIR

1

Fill in the application form at:  
<https://bit.ly/2GMV3Z1>

2

Send the completed form to  
[air.authorisation@health.wa.gov.au](mailto:air.authorisation@health.wa.gov.au)\*

3

WA Health Department will notify you once your application is approved

4

Send your approved application to Department of Human Services\*\*

5

Your pharmacy will be assigned a unique AIR registration number

\*Or post to GPO Box 9848 Perth 6001

\*\*Department of Human Services Australian Immunisation Register: PO Box 7852, Canberra ACT 2610 or Fax: 08 9254 4810

For more information go to [www.humanservices.gov.au/hpair](http://www.humanservices.gov.au/hpair) or call 1800 653 809 Monday to Friday, between 8.00 am and 5.00 pm (EST)

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## INCLUSIVE IR SERVICES

- 1 STAFF ENTITLEMENTS & CALCULATIONS
- 2 DRAFTING EMPLOYMENT CONTRACTS & INDIVIDUAL FLEXIBILITY AGREEMENTS
- 3 PERFORMANCE MANAGEMENT & DISCIPLINARY ADVICE
- 4 HANDLING MISCONDUCT IN THE WORKPLACE
- 5 AWARD/LEGISLATION INTERPRETATION
- 6 TEMPLATE LETTERS OF OFFER & CONFIRMATION OF EMPLOYMENT CONTRACTS
- 7 TEMPLATES WARNINGS, TERMINATION, MEETING SCRIPTS
- 8 POLICIES AND PROCEDURES REVIEW
- 9 RESTRUCTURING, CHANGE MANAGEMENT, REDUNDANCY & TERMINATION ADVICE
- 10 OCCUPATIONAL HEALTH & SAFETY AUDITS

## INDUSTRIAL RELATIONS HOW WE CAN HELP YOU

GUILDNEWS

Did you know your membership includes access to a range of IR support services and resources?

Membership with the Pharmacy Guild of Australia (WA Branch) provides access to expert Industrial Relations advice over the phone, email or in person to assist you with everything to do with the lifecycle of your employees and to ensure that you meet your responsibilities as an employer.

Our Industrial Relations specialist understands the issues affecting your business and can provide efficient and practical industrial relations advice and solutions to employers.

### PERFORMANCE MANAGEMENT

The Guild can provide help with any aspect of the performance management of your staff. This can be a difficult area to navigate. We can help prepare a step-by-step plan with templates to assist.

### DISCIPLINARY & MISCONDUCT ADVICE

If you have a situation with an employee that involves a disciplinary matter, we can advise on the appropriate steps in order to effectively handle the situation.

### POLICIES & PROCEDURES

Assistance can be provided by the Guild in reviewing an existing policy or drafting a new policy. These are important to have in place particularly if a dispute arises. As the employer, you can then refer back to the relevant policy explaining that the employee should have been aware of their responsibilities in relation to the matter in question.

### BUYING & SELLING A BUSINESS

When buying or selling a business there are many things to consider particularly when it comes to meeting your obligations to current staff. It is important to seek advice before hand in order to avoid costly pitfalls later.

### TEMPLATES

The Guild has a wide range of templates to assist you with everything from drafting contracts of employment to letters of warning, termination and meeting notifications.

### REPRESENTATION - at no extra cost

Did you know we also provide free representation for your Pharmacy if a matter is referred to either the Industrial Relations Commission or Fair Work Commission? We can plan, prepare and represent you in order to achieve a mutually agreeable outcome all at no additional cost.

It is crucial that you contact us on 08 9429 4100 as soon as a claim is received as the timeframes for responding can be relatively short. In the Industrial Relations Commission WA and the the Fair Work Commission you have just 21 days and 7 days respectively to respond.



## MEET A MEMBER

TERRYWHITE CHEMMART DOUBLEVIEW:  
PARTNERSHIPS KEY TO ONGOING SUCCESS

In this edition of Guild News we meet Rebecca Wiltshire, co-proprietor at TerryWhite Chemmart Doubleview.

Rebecca owns TerryWhite Chemmart Doubleview as part of a team of four pharmacists alongside Chad Arnold, Meghan Arnold and Walter Bell. As 2015 Chemmart Wellbeing Pharmacy of the Year the team is no stranger to success; we met with Rebecca to find out what she believes are the foundations for a sustainable pharmacy business.

## Importance of teamwork

The owning partners ensure they maintain tandem roles as both practicing pharmacists and business owners. Rebecca attributes their strong hard working team as being instrumental to their success and commended her team on their ability to help new staffers integrate and adopt the work ethic. To this end Rebecca and her partners invest considerable time and effort in the recruitment process, ensuring new starters can integrate readily into the existing team.

## Patient engagement

Ensuring two or three pharmacists are on duty at a time has been instrumental in minimising patient wait times and reducing workloads. This strategy is reflected in the strong positive feedback from the pharmacy's latest Guild Customer Experience Index report with customers indicating they enjoy the high level of pharmacist contact on offer, particularly mothers with young children.

Having pharmacists manning the front counter can pose a challenge to many pharmacists who may be more seasoned at working within the dispensary. However, the

ongoing success of the pharmacy's health promotions is heavily reliant on having the right team in place. *"The team must be willing to engage with customers and talk to them. People are busy so you have to grab their attention and capture it quickly."*

While Rebecca concedes it is near impossible to compete with discount pharmacy chains on price, she believes her pharmacy's in-house immunisation service offers a far superior standard of service and convenience to patients.

A full roster of qualified pharmacist immunisers ensures the pharmacy can deliver immunisations all day six days a week throughout the flu season. This walk-in service enables the pharmacy to cater for consumers who are time poor and who may otherwise miss the opportunity to get vaccinated.

## Health promotions and community engagement

TerryWhite Chemmart Doubleview works closely with local schools and sporting clubs to maintain community ties and has developed a good network particularly through their use of social media. The most successful social media posts are typically those which engage the local community directly.

Health promotion activities are invaluable for improving consumer awareness of the numerous services available in-store. *"The challenge is addressing those patients, particularly asthma patients, that we know simply do not visit their GP often enough."*

Pharmacies are well positioned and qualified to provide simple interventions, for example how a puffer is used and how often. *"People often don't realise*

*pharmacy can help or think there is a cost involved"*.

At TerryWhite Chemmart Doubleview the team have chosen to charge for selected professional services including Flu vaccinations, 20 minute Health checks and Skin Spot Checks.

Nutritional medicine is becoming a niche focus for the pharmacy and is supported by Rebecca's additional accredited study in the area. This has enabled access to a broader range of nutritional products and the team liaise with other nutritional practitioners, including doctors, in the area.

## The future of community pharmacy

Rebecca believes there is an increasing divergence between discounters and professional service pharmacies. *"There are many consumers who do not want the low service model and instead prefer a quality pharmacy service"*.

The pharmacy targets those consumers who see value in discussing their concerns or queries with a pharmacist. The team already spend much of their time having these conversations with patients and Rebecca believes this service is key in nurturing patient loyalty.

In considering the future Rebecca is hopeful that expanding opportunities for pharmacists to use their expertise will ensure community pharmacy is recognised as an effective partner in quality healthcare.



## TRAINING UPDATE

## ACCESS GREAT VALUE S2S3 TRAINING WITH THE GUILD

**SIRCIND002 Support the Supply of Pharmacy Medicines and Pharmacist Only Medicines (S2S3) provides your Pharmacy Assistants with the knowledge and skills to support supplying S2 and S3 medicines to your customers.**



- ✓ **CONVENIENT** - Commence whenever you are ready
- ✓ **ACCESSIBLE** - No entry requirements (sound English and numerical skills are required)
- ✓ **GREAT VALUE** - Prices start from \$90 for Guild member pharmacies
- ✓ **FLEXIBLE** - choose the delivery method that suits you (online and hardcopy available)

## Ready to apply?

1. Go to <https://www.guild.org.au/guild-branches/wa/training/available-courses>
2. Download and complete the current **Enrolment form & Payment form** (unfortunately we cannot accept enrolments forms from superseded training packages).
3. If the enrolling person was not born in Australia they must also provide a **certified copy of proof of citizenship** (Australian Passport or Citizenship certificate) OR a **certified copy of their visa & passport as well as a signed VEVO consent form**.
4. Send completed, signed and dated forms by email to [S2S3@wa.guild.org.au](mailto:S2S3@wa.guild.org.au) or fax (08) 9324 2075.

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