

THE PHARMACY GUILD OF AUSTRALIA
WESTERN AUSTRALIAN BRANCH



2018 ANNUAL REPORT

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1322 Hay Street, West Perth, Western Australia 6005



EXECUTIVE COMMITTEE

Stephen Wagg	President (Leave of absence October 2017; resigned March 15 2018)
Andrew Ngeow	A/President from October 2017 Vice President Finance Alternate National Councillor
Natalie Willis	Senior Vice President; Alternative National Councillor to 11 October. National Councillor from 11 October
Anthony Masi	Vice President Alternative National Councillor form 13 March 2018
Lenette Mullen	National Councillor to 26 September 2017

BRANCH COMMITTEE

Stephen Wragg	Lenette Mullen
Greg Darui	Ernie Pirone
Donna Pearson	Paul Jardine
Andrew Ngeow	Adrian Staltari
Anthony Masi	Tom Golovoda
David Manuel	Paul Rees
Linda Keane	Natalie Willis

GUILD BRANCH EMPLOYEES

Matthew Tweedie	Branch Director
Anthony McAnuff	Business Development Manager
Janice Godsall	Accountant
Lyndsey McKie	Admin Assistant
Kate Jensen	Receptionist

MEMBER SERVICES

Cathie Marshall	Quality and Training Manager
Sonya Owen	Industrial Relations Officer (resigned April 2018)
Kate Post	Industrial Relations Officer (May 2018)
Andria Aird	Professional Pharmacy Services Officer
Nada Clark	Professional Pharmacy Services Officer
Joanne Arbuckle	QCPP Implementation Officer

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TRAINING

Elizabeth Murphy
Leanne Eifler
Natasha Sergeant

Pharmacy Assistant Training Officer
Pharmacy Assistant Training Officer
Pharmacy Assistant Training Officer

INTERN TRAINING

Lenette Mullen

Clinical Tutor

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I am pleased to report the Branch has again maintained its high level of membership, exceeded budget predictions, and held another highly successful Pharmacy WA Forum.

This year the Branch farewelled two long standing and invaluable servants to our profession.

Words cannot express our gratitude for the contribution made by Lenette Mullen as a Committee member, Vice President and President over a 25 year period. Lenette continues to serve as a member of the WA Pharmacy Registration Board, is a past President of both the WA Branch of the Pharmacy Guild and the Pharmaceutical Society, life member of both organisations, and ex-Chair of the Guild's Training and Quality sub committees in which time she established the Pharmacy Guild Academy and has been a champion for professional standards and the industries quality program QCPP. Added to this impressive list of achievements Lenette was instrumental in overseeing the development and roll out of the Guild Intern Training Program. Lenette's contribution to community pharmacy cannot be underestimated.

I acknowledge immediate past President Stephen Wragg who has provided his expertise, and deep industry knowledge to the Guild both at state and national level for over 25 years. Stephen's drive and insight provided a unique depth of understanding informing our policy development and strategy across all the issues the Guild deals with. During his term of Presidency the Branch built a strong political advocacy presence and achieved a major breakthrough when WA became the first state to regulate a state-wide community pharmacy flu immunisation program. A hallmark of Stephen's Presidency will be the quiet and calm approach he brought to a difficult and tense 6CPA negotiation. Thank you Stephen for your selfless contribution over many years.

This year saw the community pharmacy influenza vaccination program enhanced with the introduction of the NIP 65 and over program. We will continue to work with the Minister for Health, the public of Western Australia and our members to build on the success of this initiative.

The full impact of the compact with federal Minister for Health Greg Hunt should continue to see the full benefit of the Guild Government agreement flow on to community pharmacy over the final years of the 6CPA. Now that the government has committed to removing the sunset clause for location rules this bedrock of the community pharmacy model will continue in perpetuity allowing these rules to work to the benefit of the community by providing equitable access to a central pillar of the Australian health system.

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Our membership numbers remain high and we continue to need all owners to join their Guild to ensure when we communicate to Government we speak from a position of strength.

The training department continues to provide excellent training for pharmacy staff. All our trainers have an extensive background in pharmacy, have training and assessing qualifications and do regular industry experience in pharmacies so they remain relevant to today's conditions.

WA has consistently high accreditation rates for QCPP and once again we saw two WA pharmacies in Friendlies Pharmacy Busselton and Gerald Burns Pharmacy win their category in the QCPP "Pharmacy of the Year" competition. Congratulations go to all who registered in this high profile competition.

As always the Branch continues to assist members with numerous issues. Leasing and rental queries, pricing, legal, rules and regulations, small business issues and Industrial Relations issues continue to receive attention from our dedicated staff so members can concentrate on running their businesses. We are particularly proud of our success in the WAIRC and Fair Work Commission which further demonstrate our members value their employees. Despite facing the massive impost of price disclosure and an economy under stress they continue to provide fair and reasonable working conditions for all their staff.

All of this could not have been achieved without considerable combined effort. The Branch Committee continues to develop and oversee the Guilds strategic plan and provide critical input into the direction the Branch takes. Many of the Branch Committee members are involved in other Branch activities and give freely of their time and expertise. We are fortunate to have such a dedicated group of pharmacists guiding the Branch.

Congratulations and thanks must go to Branch Director Matt Tweedie, the Senior Management team, and all the staff within the Branch office who have worked tirelessly throughout the year to provide the Branch with the strength to best provide for our members. Without this huge effort from all concerned the Branch could not provide all the services it does.

My sincere thanks go to all concerned for this great effort.



Andrew Ngeow
President, Western Australian Branch
The Pharmacy Guild of Australia

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DIRECTOR'S REPORT



The Branch has maintained a strong focus on political advocacy again this year. We are working with the Minister for Health Roger Cook in his review of the community pharmacy ownership laws in WA. The review is predicated on a desire of the government to strengthen our sector and ensure community pharmacy remains a trusted provider of vital primary health care to all West Australians.

We thank all those who provided submissions to the review. It is critical that we understand and respect the strength of our laws and the role the WA Pharmacy Registration Board plays in safeguarding the intent of the Act which underpins the security of the sector.

We will continue to work every week to ensure that MPs both federal and state continue to understand the diverse ownership and “skin in the game” ownership regulations we have underpin the enormous consumer benefit the state accrues from its community pharmacy network.

Our submission to the Sustainable Health Review provides a menu of opportunity for a government which has accepted business as usual is not sustainable and it must be willing to implement change. The Guild has advised government we are ready to work with his department to facilitate the change necessary to move to a more efficient use of available resources. Community pharmacy sees up to 138,000 West Australians a day. It's time to maximise the contribution this wonderful asset can provide.

The Guild continues to monitor policy settings and respond to the many reviews called for by federal and state governments. It is a fundamental part of our role to ensure that no review requiring a pharmacy response slips by.

This includes in the past year alone reviews on productivity and competition, ownership, health systems, small business legislation and regulations, the WA Industrial Relations review, franchising and the endless modern award review process which has devoured resources for the past 4 years and impacts every owner in Australia.

We will continue to fight the \$1 tax imposed on pharmacy which is to be reviewed as part of the Guild – Government Compact agreement. Even the King Review has noted it does not work. We have not given up and we will continue to advocate for the removal of this unjust tax.

The Branch Committee and staff continue to be devoted to building on the fantastic level of support from West Australian Community Pharmacies. The Branch has expanded our pharmacist support team this year and we have built on the Branch's Future Pharmacy Business Support Program. QCPP support will continue to be available as a Member Only service, and our IR

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team will handle up to 3,000 calls over the year.

Sadly it appears we cannot reach agreement with the SDA who have walked away from the registration of a Pharmacy Assistants award for non-constitutional corporation employers and employees.

Members will know that the SDA have bought an award cover action against Chemist Warehouse in the WAIRC. Unfortunately this impacts on all non-constitutional members and we are supporting our sister organisation in the WAIRC; the Pharmacy Guild of Western Australia which is registered as an intervenor in the case. It is essential non constitutional owners understand the complexities of this issue and we will continue to keep members informed.

The Branch will continue to build and support our Future Pharmacy Business Series providing training and development opportunities for owners, managers and staff alike.

Highlights

- Our Industrial Relations division continues to provide support and advice to members throughout WA dealing with an average of 9-10 calls per day which translates up to 3,000 occasions of service per year.
- We continue to provide the secretariat to our sister organisation the Pharmacy Guild of Western Australia which is there to ensure all non-constitutional employers continue to receive the IR and WR support every member of the Guild expects.
- 95% of WA Pharmacies are QCPP accredited or booked for accreditation assessment.
- Conducting the successful ninth Pharmacy WA Forum.
- The Branch has developed our pharmacist political network using Branch Committee members as captains to coordinate the WA Branch in its political advocacy work.
- Our panel of lawyers and solicitors will be extended to include tenant advocates providing support/advice and representation for members in issues concerning leasing, rents and landlords, commercial and contractual law, regulatory hearings, government departments' dealings and partnership and personal issues.
- Representation of member issues continues across a wide range of stakeholders and regulators including the WA Pharmacy Board / ACCC/ Woolworths and Coles / Medicare/ TGA/ Department of Health/ Department of Consumer Protection/Fair Work and the Small Business Commissioner to name a few.

Industrial Relations

Our HR Officer Kate Post is available to provide audits, reviews and reports for members, pharmacy groups, sole traders and partnerships. The Branch has

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successfully represented members in hearings, conciliation procedures and presentations to the WAIRC.

Small Business Minister and Commissioner

The Branch will continue to work with the Commissioner and independent valuers towards achieving a more transparent and fairer commercial retail tenancy sector. This is an issue we will not let go.

6th CPA and Professional Services

The agreement was deliberately designed to provide the full flow on of revenue to support professional services in the back end years three to five. In the meantime work continues to develop the business rules now that we have successfully negotiated to ensure full release of moneys over the next 3 year period.

Training

This area is an investment in the future professionalism of our industry. The Branch is working to ensure the Minister for Workforce Development understands the implications of their department's policy directions which have seen government investment in this sector decline for a number of years.

Branch Committee and Staff

My thanks and congratulations again go to Stephen Wragg for his leadership and guidance as President and we welcome Andrew Ngeow who has impressed all with his ability to get across complex issues and come to terms with the responsibility of leading the Branch in October 2017.

I endorse the Presidents comments above and thank both Lenette Mullen who provided a wealth of knowledge and corporate IP to the Branch and to Stephen Wragg who led the development of a strategic vision for the future of his profession and community pharmacy.

The President and the WA Branch Committee all work tirelessly and often give their time free to advocate and plan in the interests of all Guild members, their staff and their profession. I congratulate them all.

The staff of the Branch are to be commended for developing a special and often personal relationship with the membership. The Branch will always strive to do what it does best and support this industry with skilled experts and a willing staff.

The Future

It's worth repeating our most important message. The Guild remains the only organisation in Australia solely focused on the interests of its members – you as owners of community pharmacy.

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Continue to join your Guild and ensure we are there when you need us most.



Matthew Tweedie
Director, Western Australian Branch
The Pharmacy Guild of Australia
June 2018

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FINANCE & ADMINISTRATION

The W.A. Branch of The Pharmacy Guild of Australia ended the 2017/18 year with a surplus of \$nil. The audited financial statements are displayed in Part II of the Annual Report.

The financial performance remains most impacted by: -

- Commitment of operating surplus to fund PGWA in its Industrial Relations case in the WAIRC
- Continued rental return on 1322 Hay Street.
- Loss of commissions from Gold Cross and the Guild Group
- Continued strong membership levels
- A successful 2017 Forum
- Maintaining returns on investments (cash) which will face a difficult investment environment in 2018/19
- Strong management oversight of expenditure and accruals
- A sustainable training services division despite reduced government contributions

Continuing Programs

The Sixth Community Pharmacy Agreement funds the QCPP program.
The National Secretariat funds the Customer Experience Index program.

OTHER MEMBER SERVICES

Training

In the financial year 2017/18 the WA Branch provided training for:

- Professional Pharmacy Incentives (CPD eligible)
- S2S3 medicines
- Cert II Pharmacy Assistant enrolments
- Cert III Pharmacy Assistant enrolments
- Cert IV Pharmacy Assistant enrolments
- Existing worker placements
- VET courses
- School Based Trainee placements

Advocacy and Representation

The Branch has maintained its strong relationships with state and federal politicians from all parties and is proactive in seeking meetings to brief parliamentarians on the issues faced by community pharmacy.

Participation in political party events and functions is an important role for any



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industry body. The Branch has again attended various political and business round tables, state conferences, and functions and provided private member briefings over the past year.

WA Legal Representation

The WA Branch continues to provide a Pharmacy Legal Service offering support of up to \$600 in value on legal matters raised by eligible member pharmacists. A referral from the Branch is made to our panel of lawyers all with extensive experience in the pharmacy industry.

Quality Care Pharmacy Program (QCPP)

WA has maintained its ranking with one of the highest accreditation rates of all the states and territories in Australia and the credit for this must go to the whole team at the WA Branch.

PHARMACY FORUM

Following the outstanding success of the “2017 WA Pharmacy Forum” the Branch looks forward to conducting the tenth Forum in August 2018 at the fabulous Perth Crown Metropol.

The Forum is designed around the Wholesale and Provider Chain and the Branch is particularly indebted to the support of its major sponsors Guild Insurance and Guild Financial Services, Symbion, Sigma, API and BankWest.

Future Pharmacy

The Branch continues to provide pharmacist training and development opportunities and support to member through our Future Pharmacy Program. Using a mix of blogs, articles, workshops and training providers the program provides participants with the opportunity to develop the skills and knowledge necessary to drive and manage their business.