



Pharmaceutical
Society of Australia



ANNUAL REPORT

2023-2024

Who we are

PSA is recognised by the Australian Government as the peak body for Australian pharmacists working in all sectors and specialty areas.

Our vision

Every Australian has access to safe, quality and effective healthcare through optimising the role of pharmacists in the Australian healthcare system.

Our mission

Embedding, equipping and enabling pharmacists to be at the forefront of healthcare in Australia.

Content: Peter Guthrey – Senior Pharmacist - Strategic Policy

Design and layout: Ness Clancy – PSA Creative Lead

Governance: This document has been approved by the PSA National Board on the 4th November 2024.

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www.psa.org.au

Acknowledgement of Country

In the spirit of reconciliation, the Pharmaceutical Society of Australia (PSA) acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We recognise that Aboriginal and Torres Strait Islander history and cultures are inseparable from Australia's collective history and culture, and are something to be proud of and celebrate. This is reflected in the recognition of the diversity of cultures, and the richness, strengths and resilience of the world's oldest living cultures. We recognise that this includes the continuation of cultural practices, including the use of bush medicines, languages and connection to Country. Aboriginal and Torres Strait Islander peoples were our first pharmacists.

We are proud that we live in the country with the world's oldest continuous living cultures, and we are playing our part to support Aboriginal and Torres Strait Islander peoples to keep these cultures alive and vibrant.



President's report

A landmark year

I feel privileged to present this annual report to our members after what was a landmark year for the PSA and our pharmacy profession. 2023/24 was a year of firsts, and a year which builds a stronger foundation for PSA to drive change which supports and empowers pharmacists to be the best they can be.

For the very first time in the history, on behalf of the profession, the PSA entered into a strategic agreement with the Australian Government. Whilst I was the first PSA National President to sign a strategic agreement, I want to acknowledge the years of consistent and forward strategic thinking of the generations of PSA leaders and my predecessors.

This agreement gives recognition to pharmacists as professional health practitioners, and further articulates a shared goal between our beloved profession and the Commonwealth government on empowering pharmacists' role in primary care.

The *Strategic Agreement on Professional Pharmacist Practice* not only recognises PSA's role as the peak body for all pharmacists across all areas of practice, it also outlines an ambitious program of work to drive the highest standards of professionalism in pharmacist care.

This program of work will be powered by the transformational upgrade of the Professional Practice Standards, launched in July 2023, release of the *Australian Pharmaceutical Formulary and Handbook* 26th ed (APF26) and imminent review of the *Competency Standards Framework for Pharmacists in Australia*. It is augmented by PSA's ongoing leadership in medicine safety, seen in part through the next chapter in our medicine safety report series *Medicine safety: mental health care*.

The announcement of the strategic agreement coincided with another significant milestone - the Pharmacy Guild of Australia and Australian Government signing of the 8th Community Pharmacy Agreement (8CPA), which brought much needed certainty to the community pharmacy sector after the destabilising impact of 60-day dispensing.

I am proud PSA has continued to support pharmacists in all jurisdictions in growing our scope of practice; whether through training for vaccination, urinary tract infection management, oral hormonal contraception provision, or the wide range of training and education packages for new and emerging roles. Regardless of policy or practice landscape changes, PSA is committed to be pharmacists' career partners, supporting us through every step of our career. This is a commitment of the PSA.

Pharmacists in 2030, our next vision for the profession, following an extensive consultation process will provide a roadmap for the future. The development process undertaken over the past 12 months highlighted the imperative for the evolution of pharmacy practice to meet the needs of our health system and patients. This has resulted in a vision which has a greater focus on supports which empower pharmacists to reach their full potential, and actions needed to achieve improved access and equity for consumers.

We also look forward to the recommendations of the Unleashing the potential of the Health Workforce Scope of Practice Review, which must focus on improving patient access to care by removing regulation that stops health care professionals – including pharmacists – from fully using their skills and knowledge. It must also remove distortions which encourage less efficient health care, such as interprofessional inconsistencies in remuneration for the same task and referral authority. Further, there must also be investment to build capability and capacity of our health workforce into the future.

Our strong and growing relationships and partnerships with governments, Department of Health and Aged Care, Primary Health Networks and other stakeholder groups are testament to the hard work and dedication of everyone at the PSA.

I thank the National Board, branch committees, our CEO A/ Prof Steve Morris and the PSA team for their confidence in me, and for their commitment to the work of PSA during the past year.

As we look to the year ahead, there is more work to do. I am excited for the future of the profession, and realising the benefits of the foundational work of the past 12 months.

I encourage all pharmacists to become PSA members. The more pharmacists who are members, the more PSA can do to support every pharmacist across all areas of practice.

Our vision is aligned, and unity is our strength. I hope you can all join us in the evolution of pharmacy practice in Australia.

Sincerely,



Associate Professor Fei Sim FPS
PSA National President



Chief Executive Officer's report

Year of growth and maturation

Like each year, the 2023/24 financial year had both challenges and opportunities. But looking back at the previous twelve months, it is fair to say that PSA has grown in its impact and maturity and has chalked up some substantial achievements that sets the organisation up to grow in its influence and impact in coming years.

The most significant of these is a growing relationship with governments, with the signing of the strategic agreement the most substantial demonstration of this. However, through our network of state managers, and engagement with relevant state and federal agencies, we have had a year of substantial advocacy wins – many of them detailed in this report – built on effective stakeholder relationships.

Critically, growing collaboration with other organisations is helping PSA deliver more for members without members having to pay more. Examples include creating the cases for future roles and interventions through research projects, delivery of our medicine safety report series and an expanded education catalogue through sharing of intellectual property.

A key challenge has been supporting pharmacists through rapid upscaling of their practice through expansion of scope. This includes broader pharmacist immuniser vaccinator formulary, community pharmacy prescribing pilots, new credentialing structures for pharmacists providing comprehensive medication management review and growth of on-site pharmacist roles in primary and aged care. We have supported PSA members through a whole-of-business approach to each initiative encompassing policy, advocacy, practice support, membership, project delivery and education.

The credentialed pharmacist offer is a great case in point. Through development of our credentialing program (including ACOP and MMR training), compelling member offer, onboarding of trusted personnel and growth in our annual Credentialed Pharmacist Conference, PSA truly has become the home of credentialed pharmacists.

Equally, the introduction of exclusive online PSA member briefings has increased member engagement with members on time-critical practice issues.

We have also partnered to embrace innovation, launching the world's first pharmacist education to use artificial intelligence (AI) to provide more flexible options for pharmacists to undertake training.

And we have continued to deliver tangible products for our members, whether that be the new edition of the APF, monthly *Australian Pharmacist* journal or Annual Gold Questionnaire.

PSA has achieved strong growth in key metrics, including total membership numbers, paid membership numbers and increased revenue driven through our projects and partnerships team. I am proud that we have

continued to deliver for our members across all business units in a very challenging external fiscal environment and in a pharmacy practice paradigm which is rapidly diversifying and becoming more complex.

Like most professional membership organisations, PSA faces long-term financial sustainability challenges. Diversification of revenue sources, internal reforms and constant evolution of our membership offer are critical to securing the organisation's sustainability in the long-term. We are already seeing positive results of some initiatives, with a substantial improvement in cashflow position achieved within the past 12 months.

Looking to next year, PSA has undertaken more sophisticated planning for the 2024/25 Annual Operating Plan, which contains more ambitious and tangible goals which we will report on in future annual reports.

I am proud to lead the organisation through this period of stabilisation, maturation and growth. I would like to take this opportunity to recognise the collective contribution of the whole PSA team around the country during 2023/24 financial year for their work in supporting PSA members. I also wish to thank Fei, the National Board, branch committee members and others who have contributed to the considerable output of PSA.

Sincerely,



Adjunct Associate Professor Steve Morris
PSA Chief Executive Officer



PSA National Board



Associate Professor Fei Sim FPS

National President – WA

13 years PSA membership,
pharmacist since 2009



Benjamin Marchant MPS

National Vice President

13 years PSA membership,
pharmacist since 2006



Caroline Diamantis FPS

National Vice President – NSW

35 years PSA membership,
pharmacist since 1987



Prof Mark Naunton MPS

Board Director – ACT

20 years PSA membership,
pharmacist since 1998



Dr Natalie Soulsby FPS

Board Director – SA/NT

10 years PSA member,
pharmacist since 1987



Dr Helen Benson MPS

Board Director – NSW

12 years PSA membership,
pharmacist since 2000



Dr Amanda Cross FPS

Board Director – Victoria

12 years PSA membership,
pharmacist since 2010



A/Prof Shane Jackson FPS

National Vice President – Tasmania

20 years PSA membership,
pharmacist since 1998



Bridget Totterman MPS

Board Director – QLD

4 years PSA membership,
pharmacist since 2003



Sara Pantzer

Board Appointed Director

Government relations/advocacy practitioner. First
appointed 1 Nov 2021. Reappointed 31 Dec 2023



Anthony Evans

Board Appointed Director

Certified practising accountant. First appointed
1 June 2018. Reappointed 31 Dec 2023

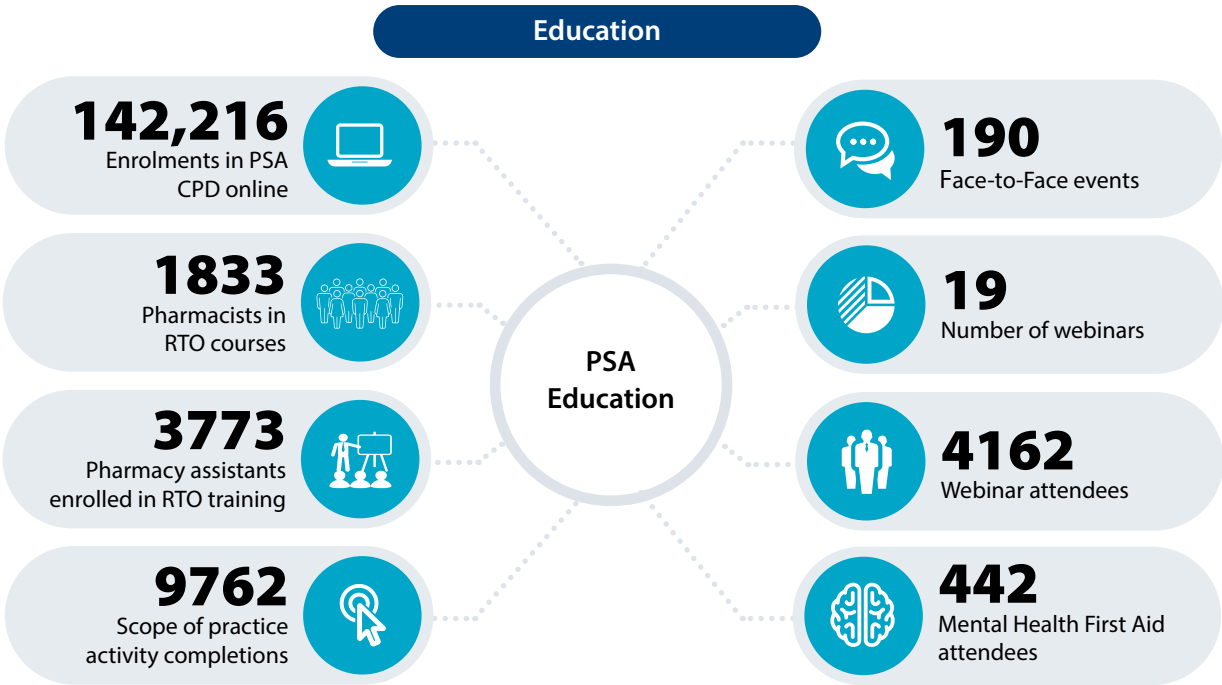
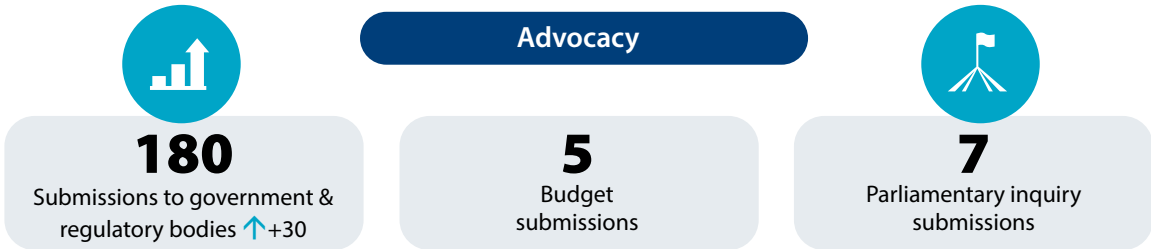


Ayomide Ogundipe MPS

Board Appointed Director

Early career pharmacist, 5 years PSA membership,
pharmacist since 2018. Appointed 17 July 2023

PSA by numbers



PSA by numbers continued

Projects



29

Project delivery partners



43

Projects



47

Pharmacists employed in
GP pharmacist projects

Australian Pharmacist



46,722

AP journal website monthly
users ↑ 40%



1:15 min

Average minutes on
AP website



91%

of readers find articles
relevant



75%

of readers who use
AP CPD

Social media

4,767,295



2,586,313



Social media
engagements

8,352,130



658,972



339,550

29,870



40,721



Total social
media followers


79,149



5,841



2,717

A man in a dark suit and red tie is speaking at a podium. He is looking slightly to his left and has his mouth open as if in the middle of a sentence. The background is dark and out of focus, with some blue light visible.

2023/24 challenged pharmacists to embrace growing scope of practice to support the Australian community's ballooning health needs. PSA had the profession's back, fighting for pharmacists, delivering for pharmacists and supporting pharmacists every step of the way.

Setting the profession up for the future

'Scope of practice' has been a focus of governments, health stakeholders and the health workforce in recent years as government grapple with ways to address the demand on health services and future health needs of the rapidly ageing Australian population.

Whether it be the federal government's 'Unleashing the Potential of the Health Care Workforce – Scope of Practice Review', state and territory pilots or programs, PHNs seeking bespoke initiatives to meet specific local health needs, the past year saw health funders and regulators appetite for change surge to a level most pharmacists will have never seen during their lifetime.

PSA has made the most of these opportunities. We have been consistent in communicating our threefold vision for full scope of practice for pharmacists:

1. To see community pharmacists fulfil their current unfunded and regulatory restricted roles in treating acute health conditions
2. To see pharmacists expertise available in collaborative care teams wherever medicines are prescribed, dispensed, administered or reviewed
3. To see community pharmacists play a greater role in chronic disease management.

This has included heavily investing advocacy resources at a state, federal and PHN level – responding to reviews, agitating for change and partnering in projects to build the evidence for pharmacist-led services across all practice settings.

This advocacy and partnership has delivered, and will continue to deliver as decision-makers continue to implement solutions to upskill the health workforce to meet Australia's health needs. Significant achievements in 2023/24 included:

- commencement of Queensland Community Pharmacy Scope of Practice Pilot, which is delivering enhanced access to care and prescribing of a broader range of medicines for 28 acute and chronic conditions
- maturation and broader availability of community pharmacy urinary tract infection treatment in most jurisdictions
- commencement of pharmacy trial programs for oral hormonal contraception (NSW, ACT, Victoria), skin conditions (NSW, ACT, Victoria), travel health (Victoria)
- dramatic increase in pharmacist immuniser formularies ahead of commencement of NIPVIP Program, and additional broadening of formularies in response to state pilots, new vaccines or local outbreaks of vaccine preventable diseases (e.g. RSV (multiple states), rabies (NSW), mPox in Victoria).

Collaboration and partnerships are key to improving patient care and outcomes. All the work we do is intended to facilitate pharmacists being the best they can be.

The projects delivered by PSA and its partners have made a significant impact in supporting both the wider pharmacy workforce and PSA members. Approximately 40 project partnerships were delivered or in the process of being delivered during the year. This included everything from pharmacist in primary care teams, such as general practices, upskilling pharmacists in mental health first aid or palliative care.

These projects create the evidence base to advocate for change. A perfect case in point is the Aged Care Onsite Pharmacist program which starts 1 July 2024. This evolved from several PSA initiated pilots and projects starting with supporting the first on-site pharmacist Australia in 2017. The evidence based was clear – pharmacists made the use of medicines safer and more efficient than usual care. Substantial advocacy and government engagement by PSA has seen the program secured, with a smoother pathway to implementation.

Once PSA has successfully advocated for change, PSA then supports the implementation of the change. PSA has supported every single scope of practice expansion with best-in-market training, practice guidance, member-only webinars and advisory support through the Pharmacist-to-Pharmacist Advice Line.

Key to PSA's support of pharmacists, our *raison d'être*, is setting the standard for practice through our foundational documents and practice guidelines.



PSA has supported every single scope of practice expansion with best-in-market training, practice guidance, member-only webinars and advisory support through the Pharmacist-to-Pharmacist Advice Line.

Two watershed events in 2023/24 will see the support these fundamental references take a quantum leap forward.

The first of these in July 2023 was the launch of the reimagined *Professional Practice Standards 2023* (6th edition). The

standards were entirely dismantled and rebuilt to make them clearer, more authoritative and more measurable. But most significantly, the transformed structure shifts the standards from a service-specific

to a function-specific approach, making them more flexible and able to meet the diverse and contemporary needs of pharmacists practising in different specialty areas and scopes.

The second of these, in June 2024 was the signing of the *Strategic Agreement for Professional Pharmacist Practice* between the Commonwealth of Australia and PSA. This landmark agreement will see the continuation of the PPS work to transform the profession's fundamental references and integrate into practice guidelines in a way which empowers pharmacists to make stronger, more confident clinical decisions in the support of their patients. It will also allow, for the first time, the value and impact of pharmacist care to be measured.

Collectively, these two achievements form the accountability structures necessary to rapidly embrace scope of practice opportunities, providing regulators, funders and consumers with the confidence capability and risk will be effectively managed.



“PSA’s strategic agreement focuses on supporting pharmacists, and helping pharmacists demonstrate the value of what we do. It provides a pathway to create data and evidence to demonstrate the need for long-term, continued funding for programs we know are critical to the Quality Use of Medicines.”

Dr Shane Jackson, PSA Lead Negotiator (June 2024)



The Strategic Agreement also sets out other work which PSA will partner with the Commonwealth on, including implementation resources for each of these documents and a review into credentialing and accreditation programs to ensure they remain fit for purpose as the role of pharmacists within Australia’s health system continues to grow.

Health Minister the Hon. Mark Butler also announced that the government will work with PSA on other pharmacist-led program and services with PSA as a lead partner in these negotiations.

PSA continues to lead the national conversation on medicine safety, with the release of Medicine safety: mental health care, the next chapter in PSA’s flagship medicine safety series. We are also a key consortium member for three projects awarded funding under the federal government’s quality use of diagnostics, therapeutics and pathology (QUDTP) program, including:

- Quality Use of Medicines (QUM) Alliance
- Medicines Advice Initiative Australia
- Quality Use of Medicines for Insomnia and Sleep Health (QUMISH)

All three programs started in the 2023/2024 financial year and demonstrate PSA’s commitment to drive safer use of medicines in Australia.

All of these collectively reflect PSA’s growing influence, leadership and relevance associated with the recognition of PSA as the peak body for pharmacist practice in Australia.

It is through this leadership lens that PSA engaged in developing a revised vision for the profession, *Pharmacists in 2030*. Commencing in 2022/23, this multi-year project has undertaken deep consultation with PSA members, industry stakeholder and consumers to form a new vision for pharmacist practice in Australia, and the steps needed to get there.

Key feedback from pharmacists was that our members see their future both in more advanced medicine management roles using their medicines expertise, as well as stretching to provide a wider range of services – particularly in prescribing and referral – to address access gaps which Australians are increasingly experiencing.

Pharmacists were also clear that removing the legal impediments to full scope of practice is not enough – a more effective implementation approach is needed, and much more support for pharmacists is needed for pharmacists to reach their full potential.

These themes have driven the design of the final endorsed document which is to be launched in August 2024.

Supporting the pharmacists of today

While PSA has supported the expanding of the breadth of health care that pharmacists provide, the organisation has continued to focus on ensuring its outputs continue to service the day-to-day needs of the profession today.

Our education team has adopted a more sophisticated approach to content planning and development, which includes enhanced feedback loops to listen to members and reduce duplication. Members have seen the results of this through an education catalogue which is more complete and more relevant to them. This has seen increases in member sentiment for the CPD offer of webinars, *Australian Pharmacist*, conferences, and face-to-face workshops.

86%

of respondents say that *Australian Pharmacist* articles are very relevant to them

70%

of respondents say they prefer *Australian Pharmacist* over other pharmacy publications

Source: AP 2024 reader survey

Practice support has been escalated, with greater resourcing provided to answering member queries on the Pharmacist-to-Pharmacist phone support line, providing customised advice on member practice queries, such as compounding, vaping, vaccination, poisons regulations and ethics.

The APF team delivered one of the most substantial upgrades to the hallowed text with the launch of APF26 in early 2024. Significantly, we are seeing a shift towards uptake of the APF Digital product, which now contains a much greater depth of resources and is updated more frequently.



New in 2023 was the introduction of member-exclusive Member Briefings, with timely updates on critical issues affecting members, with the ATAGI update and 8CPA/Strategic Agreement update the most strongly attended.

And our RTO has continue to deliver quality, nationally recognised training for pharmacists and pharmacy assistants in all jurisdictions.

All of this has culminated in a year of achieving increased engagement with the PSA membership, a more compelling membership offer, and greater capacity to provide the support to members which are most valuable in a contemporary world.



Setting PSA up for the future

PSA continued to invest operational initiatives necessary to maintain business resilience, increase productivity and build capacity to be agile and responsive to external trends and opportunities. This is critical to ensure the organisation continues to meet the needs of our members over time.

The behind-the-scenes work to establish the PSA Foundation was the first step in ensuring the assets of members are better able to support the work and practice of the profession. Embracing AI in our learning products is another step towards making sure our training and education offer meets the needs of more and more learners who may not be able to participate in more traditional learning formats. And comprehensive mapping and streamlining of membership processes and business rules has improved the member experience when joining PSA membership, delivering on promises from the 2022-23 Annual Report.

Each of these measures increases the organisation's capacity for future growth and delivering high quality products and services to our members.

Similarly, PSA is part way through implementation of a new digital strategy to increase resilience of internal IT systems and improve workplace collaboration. Members will start to see the benefits of this enabling work in their digital experience with PSA during 2025.

PSA continues to operate a fiscally responsible approach, with the annual Financial Statements for 2023/24 financial year delivered with an unqualified audit opinion, and no material audit issues to be addressed. We continue to invest in our people, including the introduction of the OnePSA Leadership Academy for staff to foster internal talent and drive productivity, innovation and high-quality output for members.

77%

of staff say PSA is a
great place to work

(Australian company average is 56%)

All this work has allowed us to undertake a strategic planning process which is bolder and more ambitious for the professional future of our members. This includes goals to increase the breadth of our projects team, building the evidence base for broader roll-out of professional services. It includes goals to increase membership, building the capacity for PSA to provide a greater range and depth of membership services. And it includes bold advocacy plans to see pharmacists fully recognised for the impact you have on the health and wellbeing of Australians through our next vision for the profession, Pharmacist in 2030.

These goals would not be achievable without the enabling work undertaken in 2023/24.



Around the nation

ACT

In July 2023, ACT pharmacists in 15 community pharmacies commence prescribing antibiotics to treat uncomplicated urinary tract infection under the NSW Health Pharmacy Trial. In October 2023, this trial expanded to allow resupply of oral contraceptives

Local events during this time for PSA members have included the annual awards night (February 2024) and a social night (April 2024) which bring together pharmacists from a range of diverse practice environments to collaborate and form peer networks.

NSW

July 2023 saw the commencement of the NSW Health Pharmacy Trial, in which the UTI program was announced as becoming permanent from 1 July 2024 by Health Minister Ryan Park at the NSW PSA in Parliament Breakfast on 14 June 2024.

PSA Projects delivered increased support to pharmacists administering opioid treatment program through funding for an expanded pharmacist-advice line service; as well as training to upskill pharmacists in managing nausea and vomiting in pregnancy.

Local events included meet-and-greets in North Sydney, Newcastle and Parramatta, as well as online briefing for NSW members and the Annual Therapeutic Update on the Central Coast (February 2024)

Queensland

Advocacy with the Queensland government helped secure a number of advocacy wins, including the Queensland Free Flu Program, addition of RSV vaccines to the Extended Practice Authority, passing of the Pharmacy Business Ownership Act 2024, announcement of the hormonal contraception pilot and commencement of the Queensland Community Pharmacy Scope of Practice Pilot. The Transition of Care Pharmacy Project Final Report, an election commitment secured by PSA, showed that the model of care had a positive impact on reducing patient harm from medicines after they leave hospital.

Local events included the Annual Therapeutic Update, held as a satellite event with the FIP Congress in Brisbane (September 2023), and member meet and greet events.

South Australia / Northern Territory

Advocacy with the state and territory governments helped influence the design of the SA UTI program, removal of the restriction which precluded SA pharmacist from administering vaccines to people deemed 'medically at risk' within the NIPVIP program and worked collaboratively to see implementation of election commitments made to PSA, including the establishment of three 24-hour community pharmacies in Adelaide.

PSA Projects is delivering mental health first aid training to 1000 primary care pharmacists and pharmacy support staff, additional practice support to pharmacists in regional and rural South Australia and a dementia support pharmacist project.

Local events in this period included a member engagement trip in Darwin, a peer learning event for podiatrists and pharmacists and the first Annual Therapeutic Update in South Australia.

Tasmania

The publishing of the Tasmanian Scope of Practice Review report for Pharmacists in Tasmania made substantial recommendations for reform, which commenced with expansion of authority to administer long acting injectable buprenorphine, changes to vaccination formularies, UTI and OCP pilots, as well as

Local events included the first VIC/TAS Annual Therapeutic Update to be hosted in Tasmania. The Hobart event (June 2024) was also host to the Tasmanian Pharmacist Awards.

PSA Projects having a direct impact on Tasmanian members include the Palliative Care Project (ComPPaCT) delivering resources, webinars and face to face multidisciplinary workshops across the state.

Victoria

The past year saw the implementation of government-funded consultations as part of scope of practice pilots for management of uncomplicated UTIs, skin conditions, OCP continuation as well as patient-funded travel health consultation pilot. PSA's advocacy also saw the removal of barriers which prevented intern pharmacists administering vaccines.

PSA Projects supporting Victorian pharmacists include GP pharmacist collaborations with multiple PHNs, implementation of the Palliative Care Core Medicines List in all three Melbourne PHN catchments and rerelease of an updated Victorian Opioid Pharmacotherapy training program.

Local events have included the Victorian Pharmacist Awards (December 2023) and a series of member briefings in partnership with the Victorian Department of Health.

Western Australia

PSA advocacy with the WA government has focused on scope of practice and vaccination, resulting in launch of the OCP program (May 2024), UTI program (August 2023) and the free flu vaccine program (May/June 2024).

PSA Projects continue to place non-dispensing pharmacists in a range of WA facilities, including general practice, with a focus on older adults and chronic heart failure. Projects have also delivered Mental Health First Aid workshops statewide.

Local events have included a member meet-and-greet in the Pilbara, the WA Pharmacist Awards at the WA ATU (October 2023) and ECP trivia event.

Member profiles



Natasha Downing, MPS

Jamestown, South Australia

Natasha is a credentialed pharmacist working in rural South Australia. In addition to community and medication review roles, Natasha works within the local general practice team specialising in palliative care. She was awarded SA/NT Pharmacist of the Year in 2023.

"I love being a PSA member as it has really broadened my horizons and led to some amazing networking opportunities, such as in palliative care, aged care and general practice consultancy. I wouldn't be where I am today without them!"


Grace Quach, MPS

Aranda Hills, Queensland

Grace completed her intern year in 2023, using her passion for marketing and engagement to support uptake of dose administration aids, MedsChecks and Diabetes MedsChecks. She was awarded the PSA Intern of the Year in 2023.

"My experience with PSA, not only as the Intern of the Year, but also as a student within PSA's ITP has been incredible. I've had the opportunity to connect with such driven and knowledgeable members of our industry, as well as have access to a wealth of training materials that have helped me upskill, which has allowed me to further my career and gain confidence as a pharmacist."



A portrait of Indie-Phet Nguyen, a woman with dark hair and glasses, wearing a white short-sleeved top and a necklace. She is smiling and standing in front of a large, colorful Aboriginal artwork featuring geometric patterns and figures. The background is a vibrant mix of orange, red, black, and white.

Indie-Phet Nguyen, MPS

Katherine, NT

Indie-Phet is a locum pharmacist in the Northern Territory who emigrated to Australia in 1975. She speaks 5 languages and finds helping patients improve medicine adherence rewarding.

"While working in the rural outback with little privilege in accessing education and training, PSA has been my anchor and provides me with unconditional care, updated news and training in many ways."

James Buckley, MPS

Port Douglas, Queensland

ECP-CSI Leadership group member, Queensland Branch Committee

James is a community pharmacist with an expanded prescribing scope within the Queensland Community Pharmacy Practice Pilot. He finds prescribing a wider range of medicines rewarding to support the health of patients in his local community.

"The PSA has helped me this year strive for practicing to our full scope! The opportunities I got from PSA to talk about participating in the full scope of practice pilot has helped shape the profession for the future! This is inspiring other young pharmacists and ECP's to do their training and practice to their full potential!"





Haowei Wong, MPS

Warrnambool, Victoria

Haowei currently practices as a compounding community pharmacist in regional Victoria. He was the University of Tasmania's Gold Medal winner in 2019 and has an interest in personalised medicine and geriatrics.

"The PSA has been a huge inspiration in my career, providing great resources and training that boosted my skills and confidence. Seeing pharmacists from different areas of the industry has shown me just how diverse pharmacy can be, helping me offer better care to my patients and broadening my perspective on the field."

PSA recognition

PSA awards for 2023/24

AUSTRALIAN CAPITAL TERRITORY

**Early Career Pharmacist of the Year**

→ Alicia Martin MPS and



→ Jaqueline Lockley MPS

**Pharmacist of the Year**

→ Kirstin Turner MPS

**Lifetime Achievement Award**

→ Amanda Galbraith MPS

NEW SOUTH WALES

**Early Career Pharmacist of the Year**

→ Angus Koerstz MPS

**Pharmacist of the Year**

→ Margaret Ruhnau MPS

**Lifetime Achievement Award**

→ Peter Carroll AM FPS

**NSW Intern Pharmacist of the Year**

→ Shannon Leglise MPS

QUEENSLAND

**Professor James Dare Graduate of the Year**

→ James Oh MPS

**Early Career Pharmacist of the Year**

→ Swapna Chaudhary MPS

**Pharmacist of the Year**

→ Jacqueline Meyer MPS

**Lifetime Achievement Award**

→ Lynette Dupuy MPS and



→ George Kotzas MPS

**QLD Intern Pharmacist of the Year**

→ Zain Langah MPS

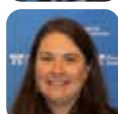
SOUTH AUSTRALIA & NORTHERN TERRITORY

**Pharmacy student of the Year**

→ Chloe Hall MPS

**Early Career Pharmacist of the Year**

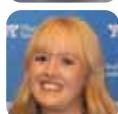
→ Raymond Truong MPS

**Pharmacist of the Year**

→ Natasha Downing MPS

**Lifetime Achievement Award**

→ Peter Halstead MPS

**PSA Gold Medal**

→ Amelia Thompson

PSA recognition continued

TASMANIA



Early Career Pharmacist of the Year

→ Monique Licht MPS



Pharmacist of the Year

→ Kristina Fox



Lifetime Achievement Award

→ Ian Huett MPS



Tasmanian Intern Pharmacist of the Year

→ Ivy Ng MPS



PSA Tasmania Branch Gold Medal

→ Georgia Lucas MPS

VICTORIA



Early Career Pharmacist of the Year

→ Emily Griffin MPS



Pharmacist of the Year

→ Simon Bell FPS



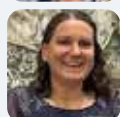
Lifetime Achievement Award

→ Louis Roller FPS



Victorian Intern Pharmacist of the Year

→ Joshua Cooper MPS



Victorian Pharmacy Medal

→ Natalie Kopas MPS

WESTERN AUSTRALIA



Pharmacy Student of the Year

→ Maria Luz Ciance MPS



Early Career Pharmacist of the Year

→ Jade Swarbrick MPS



Pharmacist of the Year

→ Susan Shipway MPS



Lifetime Achievement Award

→ Liza Seubert FPS

PSA EXCELLENCE AWARDS 2023



PSA Symbion Early Career Pharmacist of the Year

→ Dee-Anne Hull MPS



PSA Symbion Pharmacist of the Year

→ Elise Apolloni MPS



PSA Symbion Lifetime Achievement Award

→ Warwick Plunkett FPS



PSA Mims Intern of the Year (2023)

→ Grace Quach MPS



PSA Locumate Locum of the Year (2023)

→ William Chan MPS



Consultant Pharmacist of the Year (2024)

→ Brooke Shelly FPS



Pharmacist Student of the Year (2023)

→ Samantha Montgomery MPS (QUT)



Partners in professional development

PSA thanks our partners in professional development and events:

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- AFT Pharmaceuticals
- AHA/PPA
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PHARMACEUTICAL SOCIETY OF AUSTRALIA LTD.

ABN 49 008 532 072

NATIONAL OFFICE

Ngunnawal country
Level 1, Pharmacy House
17 Denison Street
Deakin ACT 2600

PO Box 42

Deakin West ACT 2600

P: 02 6283 4777

F: 02 6285 2869

E: psa.nat@psa.org.au

BRANCH CONTACT DETAILS

P: 1300 369 772

F: 1300 369 771

AUSTRALIAN

CAPITAL TERRITORY

Ngunnawal country
Level 1, Pharmacy House
17 Denison Court
Deakin ACT 2600

PO Box 42

Deakin West ACT 2600

E: act.branch@psa.org.au

NEW SOUTH WALES

Gadigal country
32 Ridge Street
North Sydney NSW 2060

PO Box 162

St Leonards NSW 1590

E: nsw.branch@psa.org.au

QUEENSLAND

Turrbal country
225 Montague Road
West End QLD 4101

PO Box 6120

Buranda QLD 4102

E: qld.branch@psa.org.au

SOUTH AUSTRALIA

Kaurna country
Suite 7/102
Greenhill Road
Unley SA 5061

E: sa.branch@psa.org.au

TASMANIA

Nipaluna country
161 Campbell Street
Hobart TAS 7000

E: tas.branch@psa.org.au

VICTORIA

Narrm country
Level 1, 381 Royal Parade
Parkville VIC 3052

E: vic.branch@psa.org.au

WESTERN AUSTRALIA

Whadjuk Nyoongar country
21 Hamilton Street
Subiaco WA 6008

E: wa.branch@psa.org.au

PSA6095