



# STUDENT PHARMACIST IN THE WORKPLACE

3<sup>rd</sup> Edition

My Rights

My Responsibilities



## THE PHARMACY GUILD OF AUSTRALIA

The Pharmacy Guild of Australia was established in 1928 and is a registered employers' organisation. The Guild has an extraordinary track record of service, innovation and representation. The following is just a snapshot of the many Guild achievements that directly benefit all community pharmacies in Australia.

- Five successive Community Pharmacy Agreements, which over 20 years have provided the certainty and stability required to run a successful community pharmacy business.
- Helping to shape the PBS to ensure the scheme's ongoing sustainability and therefore stability for the profession. In particular, the Guild was instrumental in shaping the PBS Reforms and establishing the Community Service Obligation (CSO) funding pool. The Fifth Agreement introduces for the first time a payment to assist in offsetting the costs of electronic prescriptions; building on the Guild funded pilot for this innovation.
- New pharmacy professional services and programs. The Guild is extremely proud of the Quality Care Pharmacy Program (QCPP) and the way in which it serves to raise the standard of customer service and care in pharmacies across Australia.
- Through the Fifth Agreement, the Guild secured an expansion in the funding and role of QCPP; Medicines Use Review (MURs); and ongoing funding for rural, Indigenous and R&D programs.
- Development of practical IT solutions for community pharmacy. The success of Project STOP, eRx, MedsIndex, Mirixa Australia and other Guild-driven IT developments speaks for itself. The Guild continues to invest Members' funds to support innovations that are shaping the future of community pharmacy

Community pharmacy in Australia has long benefited from having a strong, united voice in the form of the Guild. Without the Guild, much of the great progress made by the profession, as well as the ongoing requirement for pharmacist ownership and maintenance of fair and reasonable remuneration for dispensing PBS medicines would not have been achieved.

We have commenced an era of significant change for community pharmacy, including the Fifth Community Pharmacy Agreement; National registration and accreditation for pharmacists; and the Fair Work legislation, which includes the new modern award for community pharmacy, the Pharmacy Industry Award 2010.

The Guild is delighted to work with NAPSA to bring you this revised edition of the industrial affairs handbook.

Congratulations on selecting pharmacy as a career path, and I wish you well with your studies.

Kos Sclavos  
National President  
The Pharmacy Guild of Australia

## ABOUT NAPSA AND INDUSTRIAL AFFAIRS

The National Australian Pharmacy Students' Association (NAPSA) is the only national pharmacy student body. NAPSA has local affiliated branches which represent students at most Australian university schools of pharmacy.

NAPSA was originally formed in 1948. Through NAPSA's unified national structure, we aim to protect and promote the interests of our members, seek uniform and cutting edge academic programs, and generate and maintain policy platform that outlines the opinions and beliefs of members. NAPSA currently provides information, networking, representation and social opportunities to its members through its annual congress, annual Pharmacy Week, quarterly *Placebo* publication, local branch social functions, and extracurricular educational courses.

The NAPSA structure is simple, strong and unified. Each local elected Branch President and a second representative from each branch form the National Council. From this National Council the Executive and Subcommittee Chairs are elected at the Annual General Meeting, held in July. Each subcommittee consists of members who have expressed interest in that area, with each chair usually elected from the National Council... so why not get involved?

The Industrial Affairs subcommittee was formed to increase the knowledge of NAPSA members on employment issues, such as:

- Pharmacy workforce supply and demand
- Rescheduling of pharmacy items
- Changes to legislation governing pharmacy practice
- Careers and business opportunities
- Emerging roles of pharmacists
- Pharmacy students in the workforce
- Employment advice

This handbook has been developed to outline within the context of community pharmacy, the responsibilities of the different roles, the process involved in seeking employment and the terms of employment, relevant legislation and rates of pay as they apply to the community pharmacy sector. The 'Get The Job' section is a good reference for pharmacy students interested in all fields of the profession, not just those entering the community pharmacy sector.

This interim copy of the IA booklet has been produced with the current relevant information regarding legislation and rate of pay. The final copy will be updated when National Registration is commenced on the 1<sup>st</sup> of July 2010 when new awards, agreements and legislation come into effect.



Jacqui Carbines  
National President



Ashleigh Coome  
Industrial Affairs Chair

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# 1. Get the Job

The recruitment process can be lengthy and time consuming so it is important to consider your employment options early. This section outlines the tools to assist you in constructing your résumé and preparing for interviews. However, it should be stressed that many employment opportunities can be gained through networking within the pharmacy industry, rather than just responding to job advertisements.

- Understanding what employers look for in an employee
- Planning and implementing your approach to job hunting
- Preparing your résumé and covering letter
- Securing and preparing for an interview
- Considering the job offer, obtaining advice, negotiating and signing a contract

The whole job hunting process is a marketing exercise, you are marketing yourself. To make a successful sale you have to know your product and believe in it in order to persuade anyone else of its merits.

## 1.1 What Employers are looking for in Students or Graduates

Employers will be looking for you to demonstrate some key skills and attributes, including:

### Good university results

- A GPA of 7.0 won't get you a job without the other necessary qualities such as communication, teamwork and initiative, but it certainly won't hinder your chances. Employers expect a high standard of pharmaceutical knowledge and the best way to demonstrate your knowledge is in your grades

### Genuine interest in pharmacy and the job you are applying for

- Knowledge goes beyond what you can reproduce in an exam – stay up to date with the wider context of pharmacy by reading journals such as the Australian Journal of Pharmacy or the Australian Pharmacist and subscribing to updates from various pharmacy sources such as National Prescribing Service so that you are up to date with information outside the classroom and can flaunt it in an interview. Make sure your résumé and cover letter are specifically targeted to the job you are applying for and focus on your potential employer's needs not your own

## **Good communication and social skills**

- Ensure your résumé and cover letters are word perfect
- Be conscious of how you present yourself in all points of contact with your potential employer. Try to be confident, polite and articulate
- Be honest but try to avoid negatives of any kind

## **Maturity and leadership potential**

- When asked to explain the peaks and troughs in your academic record, don't be afraid to be honest and reflective – it all forms part of your university learning curve and demonstrating that you've learned from experience will show maturity and growth!
- Clearly identify your core strengths, skills, interests and other personal attributes relevant to the position. You have to be able to manage and lead other employees as well as deal effectively with clients and customers. Graduates are hired for their potential to be managers in the future

## **Communication and interpersonal relations**

- Written and verbal communication skills
- Economic literacy and numeracy
- Understanding of other cultures and worldliness
- Be able to recognise, accept and seek change in order to achieve best practice

## **Career aspirations**

- What do you want? Have an action plan; this includes analysing where you are now, where you want to go and how to get there. Employers look for employees who want to develop themselves, this maximizes your value to their team
- Continuing education and professional development is a continual process, university merely teaches you the skills to develop yourself throughout your career
- Practical and relevant experience
- Previous experience in a pharmacy environment and an understanding of how it operates
- Shows initiative and willingness to work and gain experience
- Critical thinking and an appreciation of business constraints
- An ability to apply the skills learnt at university in the workplace
- Appreciation of business constraints such as balancing client or patient needs with resources available, time constraints, efficiency, costs and profits
- Your ability to analyse issues, anticipate problems and develop practical solutions
- Overall, employers are looking at your common sense and confidence in using your skills in the workplace

## 1.2 Approaches to Job Seeking

No matter what your profession is, chances are you will be facing a highly competitive employment market. You should expect there will be a buyers' market for jobs offering the best opportunities and that employers can afford to be choosy. It has been estimated that up to 70% of jobs are not publicly advertised. Some methods for job seeking include:

- Networking
- Cold canvassing
- Employment agencies
- Newspaper advertisements
- Professional associations
- Department/ Pharmacy School noticeboards

### 1.2.1 Networking – It's not what you know, it's who you know

A large proportion of people find employment through friends or colleagues. Some tips for building your network include:

- Make a list of friends or acquaintances in relevant work and let them know you are looking for work in pharmacy
- Often these contacts will offer to recommend you for an interview or pass on your interest
- Build up your contacts by doing voluntary or vacation work
- Attend conferences and seminars
- Build relationships with lecturers and industry contacts

Networking is simply identifying people and organization that you consider could be of use to you in your job seeking, then approaching them. This can be as simple as advising people you are looking for work, telling them about your skills and interests and tapping into their knowledge, ideas or their contacts. People may be more inclined to help if you ask them for advice rather than a job, treat it as an information gathering activity.

### 1.2.2 Cold-canvassing

Cold-canvassing involves approaching potential employers in which you are interested in working for who may not have advertised a job vacancy. This will allow you to find out whether there are positions available. It is important to do some research on your potential employer and consider where you might fit into their organisation. Make sure you contact the person who has the power to hire you.

Some methods for canvassing include:

- Letter and résumé (possibly with a telephone follow-up)
- Ensure that you state at the end of your letter that you will follow-up with a phone call, this may ensure that your letter is responded to or held on to
- Phone call
- Ask for the name of the person to address your application to
- Door-knocking
- Appear confident and business-like, without being pushy or arrogant

You may wish to try a number of different approaches. Try one method first, gather some feedback and modify your approach until you find one that works for you. It is a good idea to treat this type of introduction as you would when networking. It is unlikely you will be offered a job on the spot, but your details will be placed on file so that they can contact you in the future.

**Some tips for canvassing include:**

- Make a list of questions
- Make a list of relevant information you have to offer
- Take notes
- Make an appointment to speak with your contact for a set time
- Demonstrate your enthusiasm and interest
- Ask for names of people you could contact
- Follow-up any leads
- Leave your résumé with them
- Keep a record of who you have contacted and what you spoke about

### **1.2.3 Employment agencies**

There are several employment agencies specialising in pharmacy services. These services would probably be most suited to a graduate employee.

### **1.2.4 Newspaper advertisements / Internet**

Check the employment section of your local newspaper, or online job-search databases such as [www.seek.com.au](http://www.seek.com.au) or [www.careerone.com.au](http://www.careerone.com.au).

Ravens Recruitment have initiated Pharmspace© which is an online pre-reg careers fair and is open from April to October. By visiting [www.pharmspace.com.au](http://www.pharmspace.com.au) you can view and apply for intern jobs all over Australia.

### **1.2.5 Professional associations**

NAPSA or your local branch provides opportunities for you to network or gather industry information which may help you find the job you want.

National pharmacy bodies also hold several national conferences, information lectures, meetings and networking events. Students normally receive a reduced registration cost and this is an invaluable way to network with the industry.

### **1.2.6 Departmental noticeboards**

Your university should have a departmental noticeboard in which many pharmacies will advertise for student pharmacy assistants or pre-registration employment.

Some schools of pharmacy are converting to online notice boards for employment information so investigate what is the most used option for your school.

## **1.3 Preparing your résumé and covering letter**

### **1.3.1 What is the difference between a covering letter and a résumé?**

A covering letter and a résumé are very different documents which serve distinct purposes in your application. Whereas the purpose of your covering letter is to highlight the extent to which your abilities match the job requirements for a specific company and how you will fit into the pharmacy's culture, your résumé summarises your most positive past experiences and achievements as well as highlighting your most relevant characteristics.

The basic aim of any job application is to convince the employer that you are the best person for the job, and that you should be interviewed. Make sure you 'do your homework' and do some basic industry research or specific company research before writing your application. Be sure to include your qualifications, skills, training and personal qualities required for the job you are applying for and how these relate to the position.

### **1.3.2 Your Covering Letter**

This introduces you to your prospective employer. It is extremely important to make a good first impression and stimulate interest in your attached résumé. The covering letter should highlight your strengths and enthusiasm for the position. A sample covering letter layout can be found in appendix B.

#### **Some tips for writing a good covering letter include:**

- Keep it short (one page)
- Address it to an individual
- Find out who to send the letter to by name and correct title
- Clearly state the position for which you are applying, and where you saw it advertised (if applicable)
- Demonstrate how you meet the specific requirements of the position
- State why you want the job, referring to your résumé wherever possible
- Mention any attributes that set you apart from other applicants (eg academic results, relevant work experience etc)
- Provide the employer with the information they required
- If particular attributes are stated in an advertisement, state how you meet these criteria
- Give examples from your academic or work experience that demonstrate your skills
- Don't just quote directly from your résumé
- Invite a response
- State a keenness to attend an interview or desire to take your application further
- Make sure your letter is completely error free

## **Some DONT'S for cover letters**

- Use long narratives about your life experience
- Write long paragraphs
- Present handwritten letters or corrections
- Forget to state your address and phone numbers
- Use coloured paper

## **1.3.3 Your Résumé**

Your résumé can be the first impression you make – so make it a good one. Try to put yourself in the reader's position and communicate clearly and succinctly. The reader is likely to be someone who has limited time. Keep the layout simple and clear, ensure correct grammar and spelling and make it easy to read. The ideal length should be between 2 and 4 pages. A sample résumé layout can be found in appendix C.

### **A résumé is commonly set out chronologically using headings such as:**

1. Personal Details
2. Education
3. Employment History (last position first)
4. Skills and Qualifications
5. Extracurricular Activities
6. Personal Interests
7. Referees

### **Some tips for writing a good résumé**

- Present it professionally
  - Simple, clear layout
  - Enable the employer to see at a glance your qualifications, skills or potential to fit the job
  - Put dates in a separate column
  - Space around information makes it easy to read
- Be consistent
- Be concise
- Set it out in a logical easy to follow format
- Start with an active verb when describing responsibilities or achievements (eg 'developed', 'implemented' etc)
- Include vacation employment
- Be accurate, and include dates and years where appropriate
- Mention professional associations (eg: NAPSA), including any positions held, interests or activities
- Mention personal successes such as awards, prizes and scholarships
- Include hobbies or community interests
  - Create an impression of a well-rounded person

- Include details of referees
  - Be sure to arrange this with your referee prior
  - Ensure you inform your referees of positions you have applied for
- Always be prepared to 'fine tune' your résumé for each application
- Make sure your résumé is error free

### **Some DONT'S for a résumé**

- Staple or bind your résumé – the reader may want to make copies
- Use coloured paper
- Use typewriters or dot matrix printers
- Use handwritten résumés
- Leave out your address or phone numbers

Recent graduates and students should attach their academic transcript. More experienced applicants may wish to provide additional information such as: present position, further education or training, professional development, publications, key skills and key achievements in professional positions.

## **1.4 Surviving the Job Interview**

Interviews are one of the most important aspects of the application process when applying for a job. Employers use the interview as a method to assess and gauge you as a person - something that they cannot do from merely looking at your résumé. The most important thing to keep in mind is to be prepared. This involves knowing your skills, experiences and the job you're applying for, but not necessarily memorising answers. By memorising answers you are hindering your ability to answer the interview questions in a real and genuine way.

### **1.4.1 Before the Interview**

*Get yourself prepared prior to your interview*

#### **Here are a few keys things you must know and think about before entering an interview**

- Know the exact place and time of the interview, the interviewer's full name, correct pronunciation and his/her title
- Dress in a dark, well fitting suit/skirt and jacket
  - No jeans, sports clothes etc
  - Pay attention to your grooming (e.g. polished shoes, minimal jewellery)
- Know your résumé. Have an answer prepared for any weaknesses, such as leaving another job, failing a course, or changing subjects during the semester.
  - Take with you a copy of your application, academic transcript etc
- Know your strengths, achievements, interests and values

- Know about the position you are applying for. Look at the company/employer's website, talk to past and current employees
- Think of possible interview questions, as well as points you could discuss in answering these questions. Remember though, avoid memorising answers. This will limit your ability to think on your feet during the interview
- Think of possible questions to ask the interviewer. They want to know that you are engaged and are actually interested in working for them
- Know the minimum award rate and appropriate market salary for the position

## 1.4.2 During the Interview

The interview, and how well it goes, all comes down to your performance. How well you perform will be based on your delivery as well as the content of your interview.

### Things to **DO** in an interview

- Have a strong handshake, confident greeting and an enthusiastic, dedicated manner
- Speak concisely
- If asked about your weaknesses, try to turn them into strengths by demonstrating how your weaknesses/experiences have shaped you, or by presenting them in a positive light
- Be honest and humble. Do not talk yourself up too much
- Be confident and calm
- Get settled into the interview and try to relax as soon as possible
- Be a good listener and look the speaker in the eye when they are speaking to you so that they know you are paying attention

### Things **NOT** to do in an interview

- Do not ramble and do not mumble or speak too quickly
- Try not to appear too tense or ill at ease
- When using examples make sure they are of a professional nature, rather than social
- Do not be negative about yourself or others
- Make sure you are confident but not aggressive
- If they question something on your résumé or academic transcript do not become overly defensive

### 1.4.3 Possible Interview Questions

Most employers use questioning techniques designed to find out how you deal with particular situations in real life, for example 'can you describe a situation where you successfully resolved conflict'. Give an example from your experience and demonstrate skills such as listening, good judgement, a calm approach and an ability to suggest constructive solutions. Make sure you mentally prepare a range of examples from your own life experience that can be used to demonstrate your positive attributes

#### Typical questions asked at an interview

- Why did you choose to...
  - Study....
  - Drop subjects....
  - Leave your previous job....
- Which subjects have you enjoyed/disliked?
- What led you to choose this career?
- What have you learned from some of the jobs you have had?
- How do you think your previous work experience will prepare you for this job?
- Why do you want this job?
- What skills can you bring to this position?
- What are your strengths and weaknesses?
- What do you consider to be your greatest achievement?
- What do you hope to be doing in five years time?
- Why do you want to work for us?
- What do you do in your spare time?
- What have you had to give up to in order to undertake full-time study and the extra-curricular activities/work simultaneously?
- Can you describe a situation where you successfully resolved a conflict?

#### Questions to ask an Interviewer

- A detailed description of the position
- Reason the position is available
- Anticipated induction and training program
- How will your work be supervised and appraised
- What sort of people have done well in the position
- Potential for progression and development
- Company growth plans
- Best selling products or services
- Interview process and position start date

#### Closing the interview

- If you are interested ask what the next steps will be
- Thank the interviewer for their time and consideration of you

## 1.5 The Job Offer

Once you have been nominated as the successful candidate, the employer will make an offer directly to you. When offered the position, maintain your enthusiasm but respond in a professional, business-like fashion. Where there are matters that require negotiation with the employer, do so in a pleasant, sensible, non-confrontational manner.

If you have a verbal offer, make sure that you get it in writing as soon as possible. A letter of appointment should contain the following information:

- Job title or position offered
- Date you will start work
- Hours of work and holidays
- Department or location
- Period of notice to terminate employment
- Remuneration and method of payment

You may be requested to sign the letter of appointment and/or employment contract and return it. Try to have the offer checked out before accepting. Ensure the terms and conditions match those outlined in the interview, that you can meet these conditions, and seek clarification if you do not understand, or feel something has changed.

### Missing Out

A negative result may also be conveyed either verbally or in writing. This may take longer than a positive result as employers and agencies are reluctant to advise such results until definite decisions have been reached. They may offer feedback and/or advice as to why you were unsuccessful on this occasion.

### Review

It is useful to review your performance against any feedback to improve your performance for next time. With experience you may discover areas that need attention.

Remember the recruitment process takes time – so start your job searching early, work at it consistently and always maintain a positive attitude.

## **2. Know Your Rights**

### **2.1 National workplace relations system**

The Workplace Relations Act 1996 has been replaced with the Fair Work Act 2009. As a result of this, there are several important changes in Australia's workplace laws from 1 January 2010 that affect the National workplace relations system.

The National Employment Standards (NES) and the new modern award for community pharmacy, the Pharmacy Industry Award (PIA) 2010, combine to form the minimum safety net for employees in community pharmacy. These two instruments apply to pharmacy students when engaged by national system employers.

### **2.2 Terms and conditions**

The NES together with the PIA form the minimum safety net for most employees in community pharmacy.

Employers must ensure a copy of both the PIA and the NES is available to all employees.

#### **2.2.1 National Employment Standards (NES)**

Replacing the lesser Australian Fair Pay and Conditions Standard, the NES legislates ten minimum employment conditions:

- Maximum weekly hours of work, being 38 hours for a full-time employee, plus reasonable additional hours, although the PIA does provide for the averaging of ordinary hours
- A right to request flexible working arrangements for parents of under school aged children, where an employee has completed at least 12 months continuous service. Employers may refuse such a request on reasonable business grounds, which will need to be documented
- Parental leave of up to 12 months unpaid leave for the birth or adoption of a child, where an employee has completed at least 12 months continuous service. Such employees also have the right to request an additional 12 months unpaid leave
- Annual entitlement to 4 weeks paid leave

- Personal/carer's leave (annual entitlement to 10 days paid leave for eligible circumstances) and compassionate leave (2 days paid leave for each permissible occasion, being on the death or contraction of a life threatening condition by a member of the employee's immediate family or household)
- Community service leave, covering such activities as jury service or voluntary emergency management activity
- Long service leave in accordance with existing (pre Fair Work Act) legislation (state or territory law)
- Payment for work on prescribed public holidays
- Notice of termination which must be in writing, and a scale of redundancy pay entitlements
- Provision of a Fair Work Information Statement to all new employees

## **2.2.2 Pharmacy Industry Award (PIA) 2010**

Most Pharmacy Students Australia wide will be engaged under the PIA. There will be some state differences until 31 December 2010, except for Pharmacy Students in Western Australia employed by non-national system employers.

### **Key provisions of the PIA are:**

- Spread of ordinary hours of work is Monday to Sunday, 7am to 12 midnight
- Overtime applies to all hours in excess of 12 hours in one day, an average of 38 hours in one week, and to all hours outside of the ordinary hours spread
- Overtime is payable at a rate of:
  - time and a half for the first two hours
  - double time thereafter
  - with the exception of overtime on a Sunday, payable at double time, and overtime on a public holiday, payable at double time and a half
- Employment status: Full-time, part-time or casual. Importantly, new casual employees can no longer be engaged on a regular pattern of work

- Rostering patterns for permanent employees including:
  - Two consecutive days off each week, or three consecutive days off in two weeks
  - Five days work per week, or six days in one week and four days in the following
  - Three consecutive days off, including a Saturday and Sunday, in each four week cycle where an employee regularly works on a Sunday
  
- However, employees can agree to other arrangements
  
- A part-time employee, on engagement, must receive written confirmation of their pattern of work, detailing such arrangements as:
  - The hours to be worked each day and on which days of the week
  - Start and finish times
  - Times and duration of meal breaks
  
- Part-time hours can be varied:
  - By agreement, up to 38 ordinary hours per week
  - By agreement, and additional hours paid at casual rates
  - Without agreement and paid as overtime
  - With seven days notice, or 48 hours notice in the case of an emergency
  
- Where working 4 or more hours, 10 minute paid rest break; where working more than 5 hours, 10 minute paid rest break plus 30-60 minute unpaid meal break; where working 7.6 hours or more, 2 10 minute paid rest pauses and 30-60 minute unpaid meal break
  
- Annual leave loading of the greater amount of 17.5%, or the relevant weekend penalties for the hours you would have otherwise worked if not on annual leave
  
- Meal allowance of \$14.30 where required to work overtime after 6 or more ordinary hours; additional \$12.80 meal allowance payable where such OT exceeds 4 hours. However no requirement to pay allowance where 24hours of OT was provided; rates are indexed annually
  
- Where required to wear uniform (which employer must provide) laundry allowance of \$6.10 per week is payable to all employees, regardless of status; rate is indexed annually
  
- Allowance of \$0.75 per kilometre where an employee is required to use their own motor vehicle in the performance of their duties; rate is indexed annually
  
- District allowance to employees in NT, WA and Broken Hill – only applies until 31 December 2014, as a modern award cannot contain a state-specific provision past this time

- Wages must be paid weekly or fortnightly (or daily on termination for casual employees unless they agree otherwise)
- Super fund will be REST, Guild Super or another eligible fund an employer may have been using as a default fund at 12 Sep 2008, otherwise employee able to nominate eligible choice fund
- Employees able to make voluntary contributions to same super fund

In lobbying the AIRC (now replaced by Fair Work Australia), the Guild secured significant changes to the original content of the PIA. In fact, when the draft modern awards were first released for consultation, community pharmacy was included under the general retail award. After successfully lobbying to secure a specific community pharmacy award, one of the key amendments secured by the Guild was significant increase to the minimum Pharmacy Student wages. Although these rates will not apply immediately (refer to the following section on transitional arrangements), Pharmacy Students will begin enjoying the benefits of this from their July 2010 pay packets.

### **2.2.3 Pharmacy Industry Award transitional arrangements**

As the PIA has replaced nine federal and state-based awards covering community pharmacy, the impact of the wages and conditions does vary between states and employers.

To lessen the financial impact of the new arrangements, the PIA contains transitional provisions which allow changes to minimum wages and the penalty regime to be progressively phased in.

Some elements of the PIA commenced on 1 January 2010, such as changes to the spread of ordinary hours. However any differences in minimum wages, casual loadings, Saturday, Sunday, public holiday and morning and evening penalty rates will be phased in, commencing on the first full pay period on or after 1 July 2010. Because of this, different minimum wages and penalty rates will continue to apply in different jurisdictions until 2014.

Pre-existing wages and penalty rates will continue to apply until the first full pay period on or after 1 July 2010.

Refer to information in Appendix D for details of the transitional phasing and how it affects wages and penalty rates contained in the PIA.

## **2.3 Further information**

If you are unsure you are receiving the correct wages and conditions, you should discuss the matter with your employer, or their HR/payroll staff where relevant.

Alternatively, you may like to contact the Fair Work Info Line on 13 13 94, or chat online with a live help advisor through [www.fairwork.gov.au](http://www.fairwork.gov.au). There is a wealth of information available to employees on this site also.

## 3. Using your skills

### 3.1 Understand Your Role

A good pharmacy assistant can be a valuable asset. The pharmacy assistant is usually the first point of contact for customers when they enter a pharmacy. Having staff capable of building relationships with your customers and understanding their needs is a core component of running a successful business. As a pharmacy student you should be capable of performing all duties of a pharmacy assistant, including dispensing under the supervision of the pharmacist.

The main objective of working as a pharmacy student is to gain as much experience as possible in all areas of pharmacy operations. The tasks your preceptor assigns you will vary depending on your level of experience (both previous work experience and level of education) and ability to demonstrate competency in other tasks.

When you receive your letter of appointment it should contain a full position description, which your preceptor will ask you to sign. Below is a general list of the core responsibilities of each level of pharmacy assistant and pharmacist. More detailed descriptions should be provided to you upon commencement of employment or can be found the Quality Care Pharmacy Program (QCPP) Standards. Information on Professional Liability Insurance can be obtained from Pharmaceutical Defence Limited (PDL) and The Guild Group who provide free cover for all students. The appropriate information for this cover can be viewed in Appendix E. **The online insurance registration form takes only about five minutes to complete.**

### 3.2 General Description of Key Responsibilities and Tasks

#### Pharmacy Assistant Grade 1

- Process sales transactions
- Promote the Pharmacy image
- Handle non-dispensary stock
- Maintain safety and security of the pharmacy
- Provide general pharmacy services and products to customers
- Assist with prescription procedures

#### Pharmacy Assistant Grade 2

- All requirements of Pharmacy Assistant Grade 1
- Sell Pharmacy products and services
- Merchandise Pharmacy products and services
- Maintain safety and security of the Pharmacy
- Provide basic first aid

- Assist with prescription procedures under the direction of the pharmacist
- Provide general pharmacy services and products to customers
- Product knowledge in the following categories:
  - Analgesics
  - Baby/Infant Care, Home Health Care, Family Planning
  - Cosmetics Men's Toiletries and Grooming Aids
  - Cough and Cold
  - Oral Hygiene
  - Ear Care, Eye Care
  - Photographic, Skin Care (including Deodorants, Soap and Bath)
  - Feminine Hygiene
  - Stomach and Laxative, Foot Care and Footwear, Sun Care and Sunglasses, Fragrances, Hair Care and Accessories
  - Veterinary and Pet Care
  - General Medicines, Sports Medicine
  - Vitamins and Minerals (including Nutrition and Diet)
  - Wound Care
- Any other duties as required by the employer

### **Pharmacy Assistant Grade 3**

- All requirements of Pharmacy Assistant Grade 2
- Assisting in the dispensary:
  - Maintain dispensary stock levels
  - Dispose of out-of-date stock
  - Assist Pharmacist to process patient information
  - Maintain dispensary information system
- Provide specialist services and products to customers
- Organise promotions within the Pharmacy
- Manage non-dispensary stock
- Advanced product knowledge in some pharmacy categories
- Any other duties as required by the employer

### **Pharmacy Assistant Grade 4**

- All requirements of Pharmacy Assistant Grade 3
- Perform duties as a Dispensary Assistant
- Perform duties in accordance with legislative and regulatory requirements:
  - Perform dispensary administrative tasks with the use of a computer
  - Perform operational duties in a pharmacy dispensary under the supervision of a pharmacist
  - Competent in communication with customers, the Pharmacist and other health professionals
  - State drug classifications
  - Perform drug storage tasks and arrange delivery of medicines

- Perform stock control procedures in the Pharmacy dispensary
- Demonstrate a basic understanding of brand substitution
- Support the pharmacist in encouraging patient compliance
- Perform Forward Pharmacy tasks
- Market the Pharmacy
- Any other duties as required by the employer

## **Pharmacist**

- Dispense prescriptions in accordance with Pharmacy Board regulations. The PDL Guide to Good Dispensing has been attached as Appendix F which should be followed by all pharmacists
- Record and complete all dispensing in accordance with HIC requirements
- Counselling of patients on the use of their prescriptions as necessary
- To report any and every error or discrepancy or breach of ethics that may occur in relation to the Pharmacy
- To ensure that professional knowledge in relation to drugs, usage, dosage and side effects remains up-to-date
- NHS return preparation
- Maintain dispensary stock control by regularly checking 'use by' dates and the rotation of older stock to the front of stock displays. The ordering of stock is to be done in accordance with the Pharmacy's policies
- Computer housekeeping and back ups to be performed on a daily, weekly and monthly basis
- The locking and unlocking of the Pharmacy including cashing up the cash register(s) and setting up the computer(s) as required
- Maintain stationery requirements for efficient dispensing
- Be available to other staff members, where requested, to assist in dealing with customers
- Maintain dress standards and other policies in accordance with the Pharmacy's policies and procedures
- Any other duties or directions as required by the employer

### 3.3 Where do you fit in?

Working while studying can be of great benefit to your learning experience. The benefits of working in pharmacy include learning about the day to day operations of community pharmacy, product knowledge and experience dealing with real life patients as they present to you in your practice. As a pharmacy student you can be a great asset to your preceptor.

The role of a student pharmacist is to gain as much experience as possible in all aspects of pharmacy. The tasks assigned to a student pharmacist will vary, dependent upon your level of qualification and the requirements of the particular pharmacy you are working within. For example a first year student opposed to a fourth year student; or a student with pharmacy experience or qualification compared to one with no prior experience; each will receive different tasks.

If you are working as a student on placement the tasks you are required to perform may be outlined by your particular university. If you are completing board hours (in Victoria or Western Australia) you may refer to the board guidelines and consult your preceptor. It is highly recommended that before working as a student pharmacist you obtain a job description from your employer so you know exactly what is expected of you, what tasks you will be responsible for, and what your learning outcomes will be.

As you progress through your degree you can expect to become more competent with your disease state knowledge and more efficient with dealing with a variety of patients and their complaints. A good preceptor will take you through the various levels of pharmacy assistant duties, allowing you to develop knowledge and skills in all areas of their pharmacy. You can use the above guide as a checklist as you progress as an employee. There are many preceptors willing to take on students to teach them about community pharmacy practice, helping you to develop your skills as a future pharmacist.

## **4. The Changing Pharmaceutical Climate**

### **4.1 National Registration**

#### **4.1.1 Background**

From 1 July 2010 the regulatory landscape for 10 health professions in Australia changes dramatically with the introduction of the National Registration and Accreditation Scheme (NRAS) for health professionals.

The decision to introduce a single registration scheme arose from meetings of the Council of Australian Government (COAG) following a 2006 report by the Productivity Commission which examined issues affecting the health workforce. The report recommended, and COAG agreed, to establish a single national registration scheme for health professionals, which includes the pharmacy profession.

Benefits of this new scheme include the creation of a public national register for pharmacists. From 1 July 2010, pharmacists across Australia will have to meet the same requirements to be registered and their registration will be recognised in all States and Territories

The Pharmacy Board of Australia was established as the national body to oversee the registration and accreditation of pharmacists in Australia.

Nationally uniform registration types will exist under the Pharmacy Board of Australia, and include student registration.

#### **4.1.2 The Pharmacy Board of Australia**

The functions of the Pharmacy Board of Australia (the Board) include:

- Overseeing registration of pharmacists
- Development of pharmacy profession standards
- Handling notifications and complaints
- Assessment of overseas trained pharmacists who wish to practice in Australia
- Approve accreditation standards and provide a list of accredited courses of study
- Conduct investigations and disciplinary hearings

The Pharmacy Board of Australia publishes approved registration standards to take effect on 1 July 2010.

### 4.1.3 Registration Standards

All registered pharmacists must comply with the registration standards, which include:

- **Continuing Professional Development**

All registered pharmacists are required to undertake continuing professional development (CPD).

Pharmacists must complete a minimum of 20 CPD credits for the period ending 30 September 2011; 30 CPD credits for the period ending 30 September 2012; and 40 CPD credits for the period ending 30 September 2013.

CPD activities may consist of education programs, seminars, workshops, lectures, conferences, discussion groups, web-based programs, or the research and preparation of articles published in pharmacy publications or such other publications relevant to their area of practice, or review of professional journals. CPD activities must be of significant intellectual or practical content and deal primarily with matters directly related to the practice of pharmacy; be relevant to the scope of the registered pharmacist's role as a provider of pharmacy services; and be conducted by persons who are qualified in the material covered (other than for self-directed learning).

- **Criminal History**

Pharmacists will be required at annual review as well as any time during the registration period to advise the Board of any charges, convictions or findings of guilt for offences punishable by imprisonment.

The Board may check a registrant's criminal history before making a decision about an application for renewal of registration, or at any time during the registration period.

In addition, a registered pharmacist must notify the Board if they form a reasonable belief that another registered health practitioner has behaved in a way that constitutes 'notifiable conduct'.

Notifiable conduct is defined as when a practitioner has:

- practised the profession while intoxicated by alcohol or drugs; or
- engaged in sexual misconduct in connection with their profession; or
- placed the public at risk of substantial harm in their practice because they have an impairment; or
- placed the public at risk of harm during their practice because of significant departure from professional standards.

Registered health practitioners will be required to report to the Board any registered student who, because of impairment, places the public at substantial risk of harm during their clinical training.

- **Supervised Practice**

This standard applies to any new internships commencing from 1 July 2010. Interns who are currently undertaking supervised practice will be able to continue their current internships under existing arrangements that apply before the commencement of the national scheme.

All interns must have provisional registration from 1 July 2010. Interns in New South Wales, Northern Territory, Victoria and South Australia will transition to provisional registration under the Board on 1 July 2010 (or the date on which the national scheme begins in their State or Territory).

In the ACT, Queensland, Tasmania and Western Australia there is currently no power for pharmacy boards to register interns. Therefore, interns in these States and Territories will not automatically transition to provisional registration for interns under the Board. Interns in these states will have to make new application to the Board for provisional registration.

Application forms will be available on the Board's website.

- **Examinations for General Registration**

From 1 July 2010, the Board will conduct registration examinations. In effect, there will be very limited change between what is currently in place and what will be the structure of registration examinations conducted during 2010.

Pharmacy interns currently undertaking their internship, who are eligible to undertake an examination in 2010 to qualify for general registration will be able to sit their examinations on dates scheduled by existing State and Territory pharmacy registration boards. Interns will be notified by current State and Territory boards of the dates of the examinations to be conducted during 2010 by either existing boards or the national Board. Applications to sit the examinations under the national scheme will be issued by the Board after 1 July 2010.

- **English Language Skills**

A current English language test will be required for general registration from 1 July 2010 for applicants who were international students and did not complete their secondary education in English in a specified country, and internationally qualified applicants who did not undertake their secondary education in English and whose tertiary qualifications in pharmacy were not taught in English in a specified country.

The test may be a new requirement in some circumstances. The Board's intention is not to disadvantage interns who are currently undertaking internships and transitioning to the national registration scheme. The Board resolved to apply exemptions in cases where specified conditions are met.

- **Professional Indemnity Insurance**

The standard requiring all registered pharmacists to be covered by professional indemnity insurance has not been settled by the Board, however it is expected to be in place by 1 July 2010.

All registered pharmacists should be familiar with their obligations under the Board's standards, which are published online at [www.pharmacyboard.gov.au](http://www.pharmacyboard.gov.au).

#### **4.1.4 Contact for further information**

Australian Health Practitioner Regulation Agency (AHPRA)

For information including legislation, implementation and employment matters  
[www.ahpra.gov.au](http://www.ahpra.gov.au)

Enquiries, including registration enquiries, can be directed to the AHPRA Helpline 1300 088 590

The Pharmacy Board of Australia

For information on registration standards, codes and guidelines  
[www.pharmacyboard.gov.au](http://www.pharmacyboard.gov.au).

## **4.2 Fifth Community Pharmacy Agreement (5CPA)**

The Fifth Community Pharmacy Agreement underpins the viability of community pharmacy for the next five years, and delivers savings to the Government and to taxpayers. In addition it will see pharmacists expanding their scope of practice as health professionals.

The Agreement between the Federal Government and the Pharmacy Guild of Australia was signed on 3 May 2010 with effect from 1 July 2010. The Agreement ensures that the unique model of community pharmacy will continue to deliver equitable access to medicines and patient-focussed professional services across Australia.

### **Remuneration**

The Fifth Agreement will commit the Federal Government to more than \$15 billion over the five years from 1 July 2010. This is an increase on the previous Agreement which was \$11.6 billion over five years to 30 June 2010. Key elements of the Fifth Agreement include:

- The current dispensing fee of \$6.42 is preserved. However, there will be a freeze on the fee for the first two years of the Agreement (i.e. no indexation increases).

- The Agreement also retains and indexes the \$1.53 premium free dispensing incentive payment.
- The 40 cents per prescription PBS Online incentive payment will cease from July 2010.
- The Government has agreed to retain the community pharmacy location rules which ensure fair and equitable access by consumers to pharmacy products and services across Australia. This includes retention of the Ministerial determination relating to supermarket co-location.
- \$949.8 million for the Community Service Obligation funding pool, which underpins the equitable and timely distribution of PBS medicines by wholesalers across Australia.

### **ePrescribing**

As part of the Agreement, community pharmacies will receive 15 cents per electronic prescription dispensed. This will assist in offsetting the costs associated with electronic prescriptions. E-prescriptions improve patient safety by reducing transcription errors. They also support the core principles of electronic health records for all Australians; Quality Use of Medicines (QUM); and improved compliance to improve therapeutic outcomes for patients.

### **Quality Care Pharmacy Program**

The Agreement includes a boost to quality assurance through Pharmacy Practice Incentives and Accreditation. This program will provide incentives to accredited pharmacies that achieve defined patient care outcomes. New measures have been included which organisations including the Guild will need to meet before they can assess or audit pharmacies against the quality assurance standards.

The current Quality Maintenance Allowance incentive will continue unchanged for at least the first twelve months of the new Agreement so pharmacies undergoing assessment from 1 July 2010 should have no concerns about the transition from the Fourth Agreement incentives to the new arrangements.

### **Medication continuance (repeat prescribing)**

The agreement contains a commitment by the Guild and the Federal Government to work together with State and Territory Governments to establish processes which will allow pharmacists to supply a single standard pack of continuous therapy medicine to a patient under specific circumstances in the absence of a current prescription. This program will be known as Medication Continuance although it is sometimes termed Repeat Prescribing in other countries. Implementation of this measure will require amendment to legislation relating to the supply of medicines across all State and Territory jurisdictions. The objective of Medication Continuance is to facilitate patient adherence to chronic treatment medicines and to prevent treatment interruption due to the inability to obtain a timely prescription renewal. The first stage of Medication Continuance will begin with two therapeutic categories; the Oral Hormonal Contraceptives; and Lipid Modifying Agents. The Agreement provides \$1 million for the development of protocols and IT modifications required to implement the program.

## **Medication management**

The Agreement will deliver a range of programs aimed at ensuring people use their medicines appropriately. These programs are:

- *Medicines Use Reviews (MUR)*: the MUR is a new program that will provide an in-pharmacy medicine review between pharmacies and patients to enhance the quality use of medicines and reduce the number of adverse medicines events. A pilot will be conducted and evaluated before a national roll out in year three of the Agreement.
- *Home Medicines Review (HMR)*: this existing program will continue under the Fifth Agreement with an increased allocation compared to the Fourth Agreement. This program aims to enhance the quality use of medicines through a medication review conducted in the patient's home. The program will be modified in this Agreement to focus on those patients deemed to be at most risk of medication misadventure, such as immediately after discharge from hospital, and also those patients taking medicines that require careful monitoring. Sadly, because of the Government priority on patient focussed services, while the Home Medicines Review program will continue under the Fifth Agreement, the MMR Facilitator Program will not receive further funding. The HMR Accreditation Incentives also will not be funded beyond 30 June 2010.
- *Residential Medication Management Review (RMMR)*: the RMMR program funds approved, accredited pharmacists to conduct medication reviews for permanent residents of Commonwealth-funded residential aged care facilities. The funds allocated for RMMR is an increased allocation compared to the Fourth Agreement. The RMMR program will be modified for the Fifth Agreement with particular emphasis on funding best practice reviews.
- *Diabetes Medication Management Service*: this new program will be delivered to patients with type 2 diabetes who are newly diagnosed or whose diabetes is less than ideally controlled. The availability of this service will be directed to pharmacies in those areas where other diabetes services are not adequate to meet the need of the local population.

## **Dose Administration Aids**

This program will assist patients in the community to better manage their medicines so as to avoid medication misadventure and possible hospitalisation. The program will provide funding to pharmacies for meeting certain performance requirements concerning patient eligibility and compliance arrangements.

## **Aboriginal and Torres Strait Islander Health**

The Agreement will provide funding for the Section 100 Support Allowances to Remote Area Health Services. These allowances are paid to approved pharmacies and approved hospital authorities to improve the quality use of medicines by clients of remote Aboriginal Health

Services. Additionally, the Agreement will provide funding to support rural and urban Aboriginal and Torres Strait islander pharmacy workforce.

In addition, more support will be given to pharmacies which provide medicines in bulk to community controlled Aboriginal Health Services.

### **Rural and remote pharmacy services**

The Agreement will renew the commitment of the Federal Government and the Pharmacy Guild to supporting the Rural Pharmacy Workforce program. This in turn contributes to the access to quality pharmacy services for patients in rural and regional parts of Australia. The Agreement will fund the Rural Pharmacy Maintenance Allowance. This allowance is a monthly payment to eligible proprietors of approved pharmacies in recognition of the additional burden of maintaining pharmacy services in rural and remote areas.

### **Identifying and documenting medicine related issues**

This new program will provide support for pharmacists to identify, resolve and document drug related issues identified within community pharmacies. This program will improve patients' understanding of their medicines, and reduce the number of unnecessary adverse medication events.

### **Use of medication charts**

Arrangements will be put in place during the Fifth Agreement to enable supply and PBS claiming from a medication chart in Residential Aged Care Facilities. This will streamline supply, claiming and governance issues for pharmacists and will ensure medicines are supplied in accordance with the prescriber's most recent intentions.

# Appendix A: Pharmacy Professional and Industry Bodies

## Professional Bodies

Australian College of Pharmacy (ACP)

[www.acp.edu.au](http://www.acp.edu.au)

Australian Association of Consultant Pharmacy (AACCP)

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

Early Career Pharmacists Working Group (ECP)

via [www.psa.org.au](http://www.psa.org.au)

Pharmaceutical Defence Limited (PDL)

[www.pdl.org.au](http://www.pdl.org.au)

Pharmaceutical Society of Australia (PSA)

[www.psa.org.au](http://www.psa.org.au)

Pharmacy Guild of Australia (PGA)

[www.guild.org.au](http://www.guild.org.au)

Society of Hospital Pharmacists of Australia (SHPA)

[www.shpa.org.au](http://www.shpa.org.au)

## Industry Bodies

APESMA Pharmacists Division

[www.apesma.asn.au](http://www.apesma.asn.au)

The Guild Group

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

Raven's Recruitment

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

# Appendix B: Sample Cover Letter

Your name  
Address  
Telephone contact

Date

Name of contact person  
Position  
Name of company/business  
Address of company/business

Dear \_\_\_\_\_ ,

Re: Position applying for and/or reference number

## **Introductory paragraph**

- State your intention to apply for the particular position (sets the tone)
- Make any reference to previous contact with the employer
- Identify your source of information
- Capture the reader's attention

## **Middle paragraphs**

- Detail your qualifications, experience and skills that meet the criteria for the position
- Highlight any key strengths or specific aspects of your background that would be of interest to the employer
- Your skills, qualifications and personal attributes relevant to the position
- Refer to your attached résumé or application form
- State the reasons for your interest in the position, the company/business and how this fits in with your goals
- Demonstrate a logical link between your attributes and the requirements for the position

## **Closing paragraph**

- Closes the letter, asks for a response and requests an interview

Kind Regards,

*Signature*

Your Name

# Appendix C: Sample Résumé

## Personal Details

- Full name
- Address and telephone numbers
- Email address
- Date of birth
- Nationality

## Education

- Tertiary qualifications
  - Institution, title of degree and date or expected date of graduation
  - You may wish to list your best subjects, grad obtained, describe a particularly relevant project, thesis or assignment
- Secondary qualifications
  - If a recent graduate, include your results if they are good and explain what they mean (if applying interstate)
- Any other skills or short courses you have completed

## Employment History

- Dates of commencement and completion (month and year)
- Employer name, division and location and position held
- Statement of responsibilities, duties and key achievements
- State internal promotions as separate positions
- Include any work experience or voluntary positions

## Skills and Qualifications

- List your skills, experience and personal attributes that are relevant to the position you are applying for
  - E.g. team skills, achievement orientation, organization and interpersonal skills
  - Include skills from: university, part-time employment, social, sporting and community involvements

## Extra-curricular Activities

- Professional Associations
  - Membership, positions held, involvement etc
- Differentiate between school, university and community where appropriate
- Keep it relevant and include only recent affiliations

## Personal Interests

Involvement in community or sporting groups etc  
Personal interests, sports, hobbies etc

**Referees**

Give name, title/position, address, phone numbers and fax numbers (if appropriate)

Include at least two

Be sure you choose two that will speak favourably of you

# Appendix D – Pharmacy Industry Award minimum wages and penalties

## Minimum Wages

Ordinary time penalty rates		
Classification	Minimum weekly wage	Hourly rate equivalent
Pharmacy Assistant		
Level 1	\$ 600.00	\$ 15.7895
Level 2	\$ 615.00	\$ 16.1842
Level 3	\$ 637.60	\$ 16.7789
Level 4	\$ 665.00	\$ 17.5000
Pharmacy Student		
First year	\$ 600.00	\$ 15.7895
Second year	\$ 615.00	\$ 16.1842
Third year	\$ 637.60	\$ 16.7789
Fourth year	\$ 665.00	\$ 17.5000
Pharmacy Intern		
500 hour student (WA only)	\$ 334.20	\$ 8.7947
First half	\$ 674.00	\$ 17.7368
Second half	\$ 698.00	\$ 18.3684
Pharmacist	\$ 793.00	\$ 20.8684
Experienced Pharmacist	\$ 871.00	\$ 22.9211
Pharmacist in charge	\$ 892.00	\$ 23.4737
Pharmacist Manager	\$ 997.00	\$ 26.2368

\*\*Junior rates only apply to pharmacy assistant classifications.

Any increases from annual minimum wage reviews by Fair Work Australia must be applied to these rates, from the first full pay period on or after 1 July each year. The rates listed here are current as at 1 March 2010.

Where these minimum rates are different (either higher or lower) to those contained in the previous federal or state award, the difference (the *transitional amount*) is introduced in equal instalments commencing on the first full pay period on or after 1 July 2010, and concluding on the first full pay period on or after 1 July 2014.

For example, minimum wages applying to a third year Pharmacy Student in South Australia would be thus:

PIA ordinary hourly rate <b>(A)</b>	Pre- PIA ordinary hourly rate <b>(B)</b>	Transitional Amount (difference) <b>(A) – (B) = (C)</b>	Proportion of Transitional Amount (as per phasing provision) <b>(D)</b>	Transitional hourly rate to apply <b>(A) – {(C) x (D)}</b>	Effective from first pay period on or after
\$ 16.7789	\$ 15.6784	\$ 1.1005	80%	\$ 15.8985	1 July 2010
			60%	\$ 16.1186	1 July 2011
			40%	\$ 16.3387	1 July 2012
			20%	\$ 16.5588	1 July 2013
			0%	\$ 16.7789	1 July 2014

\$15.6784 will be the employees' hourly rate until first pay period 1 July 2010, at which time it will increase to \$15.8985. The hourly rate will increase once again on first pay period 1 July 2011 etc until 2014, when the Pharmacist Industry Award rate will apply in full.

## Penalty Rates

Ordinary time penalty rates			
Day	Time	Permanent Penalty	Casual Penalty
Monday – Friday	7am – 8am	50%	75%
	8am – 7pm	-	25%
	7pm – 9pm	25%	50%
	9pm – 12midnight	50%	75%
Saturday	7am – 8am	100%	125%
	8am – 6pm	25%	50%
	6pm – 9pm	50%	75%
	9pm – 12midnight	75%	100%
Sunday	All hours	100%	125%
Public Holiday	All hours	150%	175%

\*\*penalty rates listed here apply in addition to the ordinary rate of pay

Where these penalty rates are different (either higher or lower) to those contained in the previous federal or state award, the difference (the *transitional amount*) is introduced in equal instalments commencing on the first full pay period on or after 1 July 2010, and concluding on the first full pay period on or after 1 July 2014.

For example, the penalty rate applying to a Pharmacy Student in Queensland who would previously have been engaged under the Community Pharmacy Award 1998, for work between the hours of 8am and 1pm on a Saturday would be thus:

PIA penalty rate	Pre- PIA penalty rate	Transitional Amount (difference)	Proportion of Transitional Amount (as per phasing provision)	Transitional penalty rate to apply	Effective from first pay period on or after
(A)	(B)	(A) – (B) = (C)	(D)	(A) – {(C) x (D)}	
25%	0%	25%	80%	5%	1 July 2010
			60%	10%	1 July 2011
			40%	15%	1 July 2012
			20%	20%	1 July 2013
			0%	25%	1 July 2014

There is no additional penalty loading for the employee rate until first pay period 1 July 2010, at which time it will increase to 5%. The penalty rate will increase once again on first pay period 1 July 2011 etc until 2014, when the PIA penalty rate will apply in full.

# Appendix E: Complimentary Professional Indemnity Insurance for Pharmacy Students

As a student, we realise that insurance is probably the last thing you want to think about, but as a future pharmacist, you should take steps to protect yourself now.

**Even undergraduates have considerable professional obligations toward the public and are accountable for their actions and advice.**

Pharmacy can be a litigious environment and as such liability related damages awards can amount to millions of dollars. During your years of training you have plenty of other things to worry about, so we have made protecting yourself against costly claims simple.

## **What am I covered for?**

We will provide you with professional indemnity insurance.

This is effected by your local branch of The Pharmacy Guild of Australia and is **free of charge**.

## **Our student insurance will cover you up to \$20million for:**

- Liability as a pharmacy student or pre-registration training graduate involving professional negligence;
- Goods sold liability;
- Libel or slander;
- Faulty advice;
- Liability arising from operating health fund and collection agencies (excluding insurance agencies); and
- Liability arising from photo finishing or demonstration of health and beauty products.

## **What do I do if I have an incident?**

All incidents which may possibly lead to an action against you must be reported to the pharmacist supervising your training as well as Guild Insurance Limited on 1800 810 213.

**As pharmacy insurance specialists, Guild Insurance looks forward to working with you throughout your pharmaceutical career.**

**Apply for complimentary Pharmacy Students' Insurance cover at**

**[www.guildgroup.com.au/pharmacy/insurance](http://www.guildgroup.com.au/pharmacy/insurance).**

**Brought to you by PGA and PDL**

# Appendix F: PDL Guide to Good Dispensing



With Compliments  
Pharmaceutical Defence Limited & Australian Journal of Pharmacy  
Updated April 2010



## GUIDE TO GOOD DISPENSING

This guide is based on the Quality Care Pharmacy Program. It is designed to minimise the potential for dispensing errors and to save you time and expense.

A number of routine checks and procedures have been prepared for your guidance.

You are strongly advised to observe them on each occasion you dispense a prescription.

### 1 Prescription Check

#### Patient Details

- Name
- Address
- Phone or mobile number
- Any other contact
- Concessional entitlements
- Medicare number
- Allergies
- Date of birth
- Body weight

#### Prescription Details

- Date
- Doctor's signature
- S4 requirements
- S8 requirements
- Authority approval
- Advise substitution option

### 2 Computer Input

Using the Pharmacist's original copy of the prescription input then check:

- Electronic prescription data matches patient and prescription details
- Medication profile for consistency of treatment and compliance
- Interactions
- Evidence of misuse
- Use computer software to select and record any brand change
- Ensure the Prescriber's intended specific directions are printed on the label
- Generate labels (one for each pack if multiple packs), repeat authorisations and CMI's where applicable

### 3 Drug Selection

Using the Pharmacist's original prescription document, select manually or robotically and check:

- Drug
- Strength
- Quantity

### 4 Labelling

Label each item CHECKING:

- Expiry date
- Directions with those on original prescription document
- Drug, strength and quantity against the pharmacist's original copy of the prescription
- Apply appropriate cautionary and advisory labels
- Include reference to previous brand and approved name
- When attaching label, do not obscure important information on manufacturer's label (especially name, strength, expiry date and batch number)

### 5 Label Check

- Swipe barcode with scanner and check on computer screen for drug name/patient's name/address/date
- For multiple item dispensing, it is recommended to keep all items together in an appropriate container.

### 6 Assembling Prescription

- Assemble dispensed medicines with all documentation and counselling aids.
- Check all items belonging to the prescription.
- Place in a container which leaves all items visible.
- Store finished prescription out of the reach of the public and so it is not identifiable by the general public.

### 7 Final Check

- Provide CMI
- Counsel patient

### 8 Collection of Prescription

Check:

- The drug, strength and quantity against the pharmacist's original copy of the prescription
- Verify that the correct person is receiving the prescription by checking name and address or cross-check if numbering system used
- Advise staff of the need for counselling by the pharmacist including change of brand

**PDL STRONGLY RECOMMENDS THE USE OF  
SCANNERS IN DISPENSING**

**PHONE PDL 1300 854 838**



**The Pharmacy  
Guild of Australia**