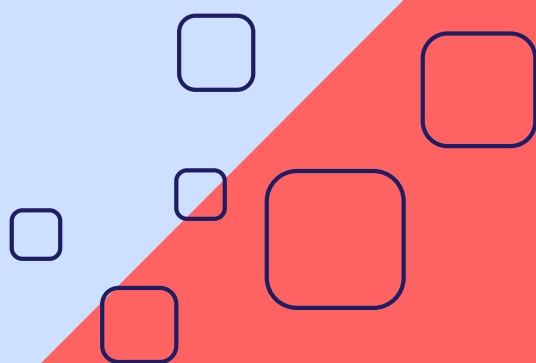




ePlacebo

MARCH/APRIL
2025



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President's Report

Dear NAPSA members,

The months since NAPSA Congress 2025 in Brisbane – our biggest Congress in years – have been as always incredibly busy. For many of you, this may be the first edition of the ePlacebo you have received as a new member of our organisation.

The fight to end placement poverty for pharmacy and allied health students continues, with the Health Students Alliance officially launching our campaign to expand the Commonwealth Prac Payments in March.

Since then, we have campaigned in every state and territory, highlighting that while the Government and Opposition make bold announcements expanding our healthcare system, students are struggling to put food on the table.

Hundreds of health students gathered for free BBQs hosted by the Alliance in Townsville and Orange, as we called on local candidates to make a commitment in the final days of this election campaign. On Saturday, as the dust settles on this election period, NAPSA and the Alliance will keep fighting for you regardless of the government elected.

I've been across the country advocating for your interests, notably participating in the PSA's Pharmacy Programs Roundtable. We want to ensure that all new and updated pharmacy programs meet your needs, including rural placement support, scholarships for Indigenous students, and financial incentives for rural Intern Pharmacists.

PRESIDENT

**Sebastian
Harper**



Charity Cup is well underway, with all NAPSA branches raising money for Bandu in the spirit of a charitable competition. Indigenous students have significantly poorer outcomes than non-Indigenous Australians, and the 2025 Charity Cup is just one way to contribute towards Closing the Gap.

At the largest pharmacy conference in the southern hemisphere, APP2025, we launched NAPSA's first-ever long-term vision document NAPSA 2030. Available at napsa.org.au, NAPSA 2030 will lay the foundations for a strong association. The NAPSA of 2025 is unrecognisable to those who built it in decades past, and our ambitious but achievable goal is for the Association of 2030 to be equally unrecognisable to the students of today.

The work continues at all levels of our organisation, and that time of the year is approaching where we will open nominations for a new Board of Directors. I encourage any pharmacy student who sees themselves as a potential leader, inspired by the work that is done and is yet to come, to nominate.

As we enter the last half of the semester, I want to wish on behalf of the Board, best of luck to all students in their exams and assessments.

Yours faithfully,



Sebastian Harper
National President 2024/2025
president@napsa.org.au

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2026 *Internship*

APPLICATIONS OPEN 5TH MAY!

Pharmacy 777 have been serving the healthcare needs of the community for over 60 years. With more than **85+ pharmacies across Australia**, we take a patient-centred approach to health.

Our Pharmacists **serve patients beyond the dispensary**, offering a range of health services group-wide.

As a Pharmacy 777 Intern Pharmacist, you will be introduced to the range of clinical services we provide. As well as being supported with intern training plans, regular check-ins, mock exams and the 777 Academy – our online training platform.



We live and breathe our vision “**to enhance the quality of life within our community**”, forming real connections with our patients.

We want passionate, clinically minded future Pharmacists to join us as we continue to grow! **If you share our vision, we want you on our team.**



Scan to find out *more!*

Pharmacy **777**®

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Pharmacy Careers Summit 2025

Are You Ready to Launch Your Pharmacy Career?

**Join the Biggest Virtual Pharmacy
Careers Summit in Australia!
Friday 4th July 2025**

- Engage with over 30 of Australia's leading Pharmacy Employer Groups.
- Hear 40+ speakers, all helping you maximise your career opportunities.
- Expert guidance on internships, job applications & advancing your career.
- Mastering your CV and interviews - don't leave it to ChatGPT!

Early Registration Bonus



Register before 15/05 for + 100 bonus points on the leaderboard!



Top 10 win a Glucojel prize pack 🎉

For every student who attends PCS25 \$5 will be donated to the PSS.

Free - Register Now



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Society of Australia

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MEMBERSHIP IS FREE!
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Annual career symposium gives students an edge

Considering a career in hospital pharmacy? All content now available online.

Back in force on 15 April, the annual **AdPha x NAPSA Careers Symposium** gave AdPha student and intern members an exclusive introduction to the challenging and rewarding world of hospital pharmacy.

Facilitated via a team of experts, the **live virtual session** dived deeply into what hospital pharmacy is all about in metro, regional and rural settings, giving all who attended an edge to kickstart their own careers.

Thank you to the many AdPha members below who shared insider tips on landing a hospital pharmacy job while providing valuable real-world experience from the hospital pharmacy coalface.



- **Dr Kate O'Hara** FANZCAP (Neonatal, Paeds) AdPha Vice-President 'AdPha Welcome'
- **Janki Solanki** ANZCAP-Reg (Edu) 'What is hospital pharmacy all about?'
- **Ange Young** FANZCAP (Lead&Mgmt, RuralHtlh) 'Going bush: hospital pharmacy practice in rural and remote settings'
- **Alannah Mann** FANZCAP (Lead&Mgmt., MedSupply) 'From community to hospital pharmacy'
- **Travis Phelan**, Medication Safety Pharmacist 'How did I end up here...?'
- Panel session featuring **Erica Marson**, **Joshuan Clements** ANZCAP-Res, **Medline Edwards** ANZCAP-Reg (Neonatal, Paeds), **Madeleine Hills**, **Travis Phelan**: 'Answering your burning questions about hospital pharmacy'



Your Program, Your Voice

PSA is committed to shaping pharmacy programs that meet the evolving needs of pharmacists and the communities you serve. To achieve this, we are seeking feedback from students, interns and pharmacists on current programs and potential improvements.

Your feedback will help improve current pharmacy programs and shape the direction of future programs. We want to hear from pharmacists about:

- challenges you've encountered,
- barriers limiting patient access, and
- your ideas on how to improve the quality and accessibility of these services.

Workforce and Education Programs

Rural Continuing
Professional Education
(CPE) Allowance

Emergency Locum
Service (ELS) Program

Rural Intern Training
Allowance (RITA)

Rural Pharmacy
Scholarship Scheme
(RPSS)

Rural Pharmacy
Scholarship Mentor
Scheme (RPSMS)

Rural Pharmacy
Liaison Officer
(RPLO) Program

Rural Pharmacy
Student Placement
Allowance (RPSPA)
Program

Administrative
Support to
Pharmacy Schools
Scheme (ASPSS)

Intern Incentive
Allowance for Rural
Pharmacies (IIARP)

Intern Incentive
Allowance for Rural
Pharmacies - Extension
Program (IIARP-EP)

Please complete a short survey on the programs most relevant to you!

<https://www.psa.org.au/pharmacy-programs-feedback/>

What benefits do you get from being a PSA student member?

E	W	A	S	O	T	R	P	U	N	W	A	W	O
N	S	E	O	O	R	C	O	B	C	O	O	T	A
A	P	F	B	O	A	G	N	S	E	C	T	G	O
T	O	E	E	I	I	A	E	W	C	E	N	G	O
A	H	A	E	E	N	I	L	E	C	I	V	D	A
A	S	D	N	T	I	A	C	T	K	R	A	G	N
C	K	V	L	A	N	V	R	R	E	N	O	C	A
C	R	O	I	E	G	P	O	S	W	I	C	I	L
O	O	C	I	R	N	W	D	E	S	R	N	P	R
S	W	A	C	G	T	I	C	W	I	N	H	N	D
A	C	C	R	E	D	I	T	A	T	I	O	N	S
O	T	Y	N	E	C	N	E	R	E	F	N	O	C
S	T	U	D	E	N	T	M	E	M	B	E	R	S
S	T	N	E	V	E	L	A	I	C	O	S	C	S

Webinars

Social Events

Student Members

Advice Line

Networking

Training

CPD

Workshops

Advocacy

APF

Accreditations

Conference

For more information: <https://www.psa.org.au/psa-membership/>

Study, Work, Grow – Be a Locum Dispensary Technician While You Study.

Are you currently studying and looking to gain different experiences within pharmacy? Working as a **locum dispensary technician** is a fantastic way to build real-world experience, earn income, and stay connected to the profession while keeping your study commitments front and centre.

We work with a wide range of pharmacies who love having enthusiastic, reliable dispensary techs on board—even if it's just a few shifts a week.

Whether you're after flexible weekend work, evening shifts, or something more regular between classes, we'll help you find a fit that works for you.

Got Questions About Locum Life as a student? Let's Go!

Q: Can I work as a dispensary technician while I'm still studying?

A: Absolutely! We encourage students to work part-time as locum dispensary techs. It's a great way to gain experience, build your network, and earn income while you study.

Q: Can I still work a part-time job and do locum shifts?

A: Yes, you can do both! Just make sure that any locum work you take on isn't in direct competition with your current employer (e.g. a nearby pharmacy or the same brand), and always let your employer know. Transparency is key to keeping things professional and respectful.

Q: Do I need to be qualified or registered to work as a locum tech?

A: It is important to have pharmacy assistant and dispensing experience. Reach out if you're unsure if you are ready or not, we can guide you through it.

Q: Do I need an ABN (Australian Business Number) to locum?

A: Yes, locum work is usually as an independent contractor, so you'll need an ABN to get paid. It's free to apply for one online, and we can point you in the right direction if you need help setting it up.

Q: How flexible are the shifts?

A: Super flexible! You choose when you're available, evenings, weekends, Uni breaks and we'll send you shifts that match. It's perfect for fitting around your studies.

Q: Will I get to work in different pharmacies?

A: Yes, and that's one of the best parts! Locum work gives you exposure to a variety of pharmacy settings, different teams, and systems, all of which boost your confidence and experience.

Q: How do I get started?

A: First, ensure you're confident in your role as a Dispensary Technician. Then, complete your registration via this link: <https://locumco.com.au/register/job-seekers/>. Once we receive your details and availability, we'll be in touch with opportunities that match your skills, preferred locations, and schedule.





Rx Futures



The Pharmacy
Guild of Australia

RX Futures Webinar

First Nations Health: A Shared Responsibility



Shi-Anne Wallace

Indigenous Chair, National Australian
Pharmacy Students' Association



Samantha Kourtis

Pharmacist & Managing Partner,
Capital Chemist Charnwood



Kelly Tanner

Indigenous Engagement Manager,
The Pharmacy Guild of Australia



Lachlan Munns

President, University of Queensland
First Nations Students Association

Wednesday 28 May 2025
6:00PM - 7:00PM AEST via Zoom

Register now!



**PHARMACY
CONNECT**



Students attend for FREE!

Join us for two days of learning, networking, and a celebration of excellence. Attend our designated Student Summit and discover your path to success at Pharmacy Connect from 3-5 September 2025 at the Hyatt Regency Sydney.

Register Now!



**The Pharmacy
Guild of Australia**

PDL insights: Privacy considerations in the pharmacy



The PDL Professional Officers receive only a small number of incidents relating to the practices of pharmacy students, however privacy is a common theme amongst these and is often the subject of calls to PDL for professional advice.

Patients and consumers are increasingly concerned about how their personal and sensitive information is stored and used. To avoid incidents in this space, students should be aware of their obligations and responsibilities and how they might apply these to everyday interactions in their practice setting.



Direct patient interactions

The Australian Charter of Healthcare Rights

applies to all healthcare settings in Australia and outlines a patient's rights when accessing healthcare. This includes their right to have their personal privacy respected and for their information to be kept secure and confidential.

In all interactions with patients, it is essential to consider the information discussed with the patient and whether it would be more appropriate for the interaction to occur in a private area or consult room.

While it may be obvious that some interactions require more discretion than others, e.g. supply of an emergency contraceptive, some may not be as obvious, e.g. counselling on medication to lower cholesterol. The PDL Professional Officers recommend asking the patient whether they would like to have the discussion in a more private area. It is important to gauge both verbal and non-verbal cues from the patient during interactions to identify any discomfort the patient may be experiencing with the interaction, e.g. the patient may lower their voice when speaking with you.

Some key interactions where a patient may be concerned about privacy:

- Discussing a patient's health to determine a suitable treatment
- Discussing monitored medicines
- Patient counselling
- Confirming patient identity, e.g. date of birth, mobile number, address

When involved in any of these interactions, always consider:

- The patient's preference for privacy
- A patient's verbal and non-verbal cues
- Proximity of other customers or staff who may be close enough to overhear

Interaction via a third party

It is common for a third party, e.g. carer/friend/family member to collect medication on behalf of a patient. It cannot be assumed that they have consent to discuss the patient's sensitive information. Consideration should be given to speaking with the patient over the phone if further information or counselling is required. Written information, e.g. CMI can also be provided.

Accessing patient records

In general, patient records should only be accessed if you are directly involved in the patient's care. Before accessing a patient record, consider whether you have the required authorisation to do so and familiarise yourself with training and legislative requirements, e.g. Active script list. Digital health platforms such as My Health Record, Real Time Prescription Monitoring and AIR were discussed in the previous [January/February ePlacebo](#).

Requests for information

Requests for records or information are quite common in pharmacy practice. From a patient seeking a receipt to claim a medication through a health fund, to a request from the police to provide a copy of a forged prescription.

When asked to provide a record it is important to consider:

- Who is requesting the information? Have you confirmed their identity? Do they have authority to request the information?
- If it is not the patient, has the patient provided consent?
- If the patient has not consented, are you allowed to provide the information?
- What is the information required for?

Guidance on permitted general situations where consideration can be given to whether information may be provided without consent is available in the [Australian Privacy Principles](#).

As a student, if you receive a request to provide records without the consent of the patient, or you are unsure if you can legally provide the record, ensure you refer the request to the pharmacist in charge.

Case study

A regular patient asks for a medication history for herself and her husband to be emailed to her.

You know the patient well and she often presents prescriptions for herself and her husband, so you email through the history reports as requested.

The next day the husband presents to the pharmacy and demands to speak with the manager. He advises that his privacy has been breached. He had not disclosed to his wife that he takes Viagra and someone has provided this information to his wife.

Consider the following:

1. Has a privacy breach occurred?

The patient's medication history has been provided to a third party without their consent. With the information available, it appears that a privacy breach has occurred.

2. What immediate action should you take?

- Notify your supervising pharmacist and the owner of the pharmacy
- Apologise
- Reflect on your actions and how this occurred
- Seek guidance from PDL
- Review privacy obligations

3. How could this have been avoided?

- Confirm whether they have authorisation and/or consent to request this information and document their response.
- Confirm what the records were required for, e.g. if the patient was seeking a medication history for safety net purposes, the names of the medication would not have been displayed on the report.

Outcome

Under the supervision of the pharmacist, you apologise to the patient and assure them that you take their right to privacy seriously and will reflect on your practice to ensure this does not occur again.

The owner of the pharmacy uses this incident as an opportunity to retrain all staff in the pharmacy's privacy policy and standard operating procedures for managing requests for patient information.

Resources

- [Office of the Australian Information Commissioner](#) - an independent agency whose primary functions are privacy, freedom of information and government information policy. You can also call them for advice in these fields.
- [The Privacy Act 1988](#)
- [The Australian Privacy Principles](#)
- [The Australian Privacy Principles guidelines](#)
- [Ahpra Shared Code of Conduct](#)

**Not a PDL member? Join now,
it's free for students and interns!**



pdl.org.au



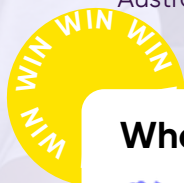
Pharmacy Student of the Year

**Polish your portfolio and win
a trip to MM2025!**

ANZCAP Pharmacy Student of the Year nominations are now open

The **ANZCAP Pharmacy Student of the Year Award** celebrates students who are building standout portfolios to kickstart their pharmacy careers.

One exceptional student will be named the winner this **September** and receive an **all-inclusive trip to Melbourne for Medicines Management 2025 (MM2025)** – Australia's largest scientific pharmacy conference.



What you need to know:



Free to enter – Access to the ANZCAP portfolio-builder platform access is free with AdPha Student Membership (and yes, that's free too!)



Easy to apply – Submit a Custom Portfolio via ANZCAP including at least 6 of the 11 current student Learning Experiences (LXs) while super-charging your CV at the same time!



No red tape – No need for referrals or testimonials. Just self-nominate and you're in!

Ready to show what you've got? Head to the ANZCAP platform and start building your portfolio!

ANZCAP is for anyone who wants to boost their career prospects in pharmacy. Start exploring today with your free AdPha membership – **your future in pharmacy starts now!**

To find out more, visit adpha.au/ANZCAP/anzcap-soty



Find out more about ANZCAP for students:
adpha.au/ANZCAP/ANZCAP-students

Be part of the action in Melbourne this November

The MM2025 Call for Abstracts is now open!

Got research, a case report, or a standout project? This is your chance to shine at **Medicines Management 2025** — Australia's largest scientific pharmacy conference! Each year, students just like you are selected to present posters or oral presentations. **Will your work share the spotlight in 2025?**

Submit under one of three categories:

- Original Research
- Pharmacy Practice
- Case Reports

Deadline

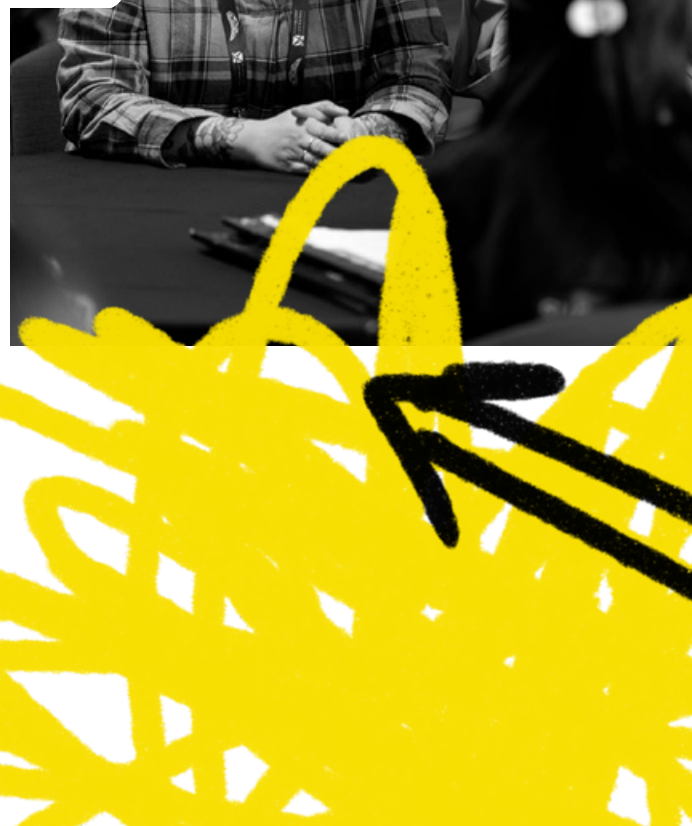
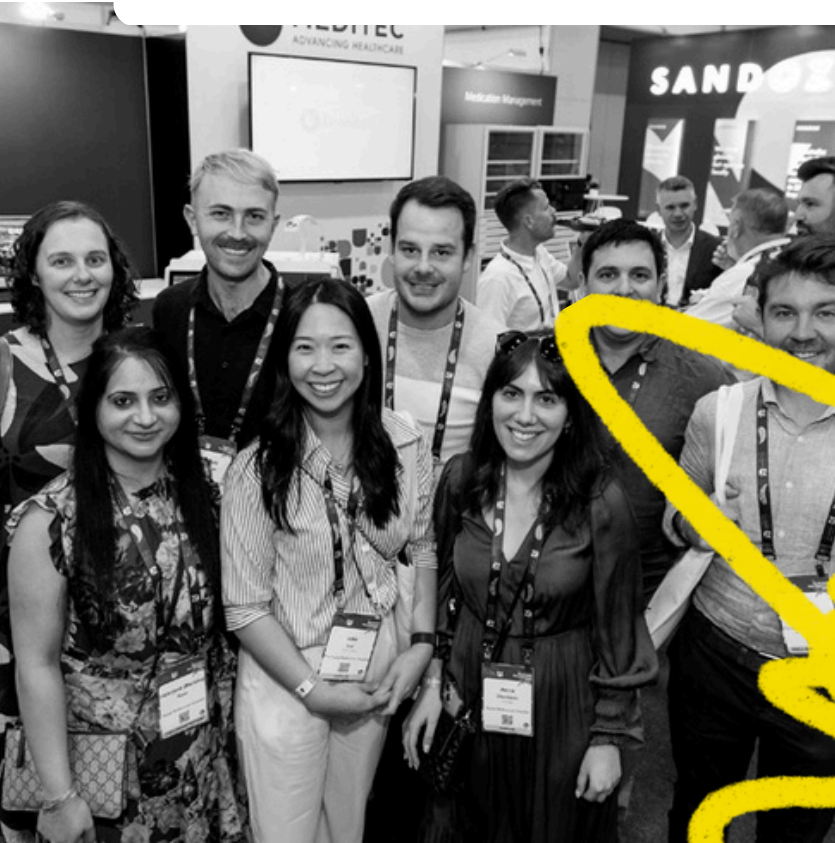
Abstract submissions close at **11.59pm AEST, Wednesday 2 July 2025**

To find out more, visit mm2025.adpha.au/abstracts

And there's more!

Keep an eye out for the **MM2025 volunteer call-out** — a fantastic way for AdPha student members to get behind the scenes, build networks, and experience the cutting edge of pharmacy in action.

Let's get your ideas out there!



Managing challenging conversations in pharmacy

In our work in pharmacy there will be times when communication can be challenging. This is usually with a patient or customer who is distressed or angry but it can also be with another health professional such as a doctor or nurse or even a workplace colleague. In this article there are some suggested words but it is important to develop your own phrases which are authentic and come easily to you.

What makes a conversation challenging?

These are some examples of situations which make a conversation difficult:

- Person is impatient/demanding/aggressive/angry.
- Person is distressed/crying/upset.
- Emotions can be transferred to us during a conversation.
- Person does not want to listen or pay attention to what we are saying.
- Person has a fixed view and is unwilling to consider other points of view.
- When there is power imbalance which puts us at a disadvantage.
- When we experience moral distress if we feel conflicted as a situation does not meet our standards or expectations.
- When there is injustice or lack of fairness.

These factors can all impact on our own self-confidence and arouse our emotions. We need to be able to manage our own emotions during a challenging conversation to achieve the best outcome. Take some slow deep breaths if you are aware that your emotions may influence your response and try to engage with your rational self, stay calm and respond with empathy.

Tips for improving our communication

Some techniques which may improve our communication and make a challenging conversation more likely to have a good outcome:

- Look at the person and meet their gaze when you are listening and when you are speaking but be culturally aware and avoid staring. Focus on them and avoid distractions.
- If you are talking on the phone acknowledge what they are saying; even just saying “aha” or “mmm” when they pause between sentences indicates that you are following what they are saying.
- Keep an open posture. Do not cross your arms or put your hands on your hips.
- Listen to hear by focusing on what the other person is saying not how you plan to answer.
- Show you have heard by paraphrasing and acknowledge how they are feeling. E.g. “I can hear that you feel frustrated/distressed/disappointed/upset.”
- Explain what you can and can't do. Show you are willing to help them but know your boundaries. You may need to negotiate an outcome which does not compromise the legal requirements while assisting them to achieve what they need. For example “I can't dispense your prescription as it is out of date but let's organise a telehealth consultation for you to get a new prescription”.

- A light touch on a shoulder or hand may be appropriate to show empathy if someone is feeling sad or distressed. Lightly holding their hand can be a sign of comfort, for example of someone has just received bad news such as the death of a relative. But this may not be appropriate if you do not know them well and so judge carefully and consider if this is culturally acceptable.
- On the phone use your tone of voice and words to show empathy. For example "I am so sorry to hear this news, this must be difficult for you".
- As the conversation comes to a close ask if they have any questions.
- You can check they understand by asking them a question. For example "What are you going to do first?"
- Summarise your actions and confirm what you will do to assist.
- Document the discussion when others need to know or if there is potential risk of an incident. A contemporaneous note about an incident can be very important if a situation results in a complaint.

Tips for managing an angry person

- These strategies can be used to assist with de-escalating an angry patient. Be mindful that these do not always work, especially if the person is affected by alcohol or drugs or is experiencing an acute mental illness such as psychosis.
- Keep calm. Don't raise your voice.
- Take the patient aside, a private area in the pharmacy is best, but consider your safety and be aware that being alone with an angry or agitated person in a consultation room may put you at risk.
- Introduce yourself, explain that you wish to hear what they have to say.
- Actively listen without interruption, use empathy and try and understand how they might be feeling.
- Find out what outcome they would like.
- Ask if you can now speak and discuss the issues raised, attempt to find a solution to the problem.
- Apologise if needed and build rapport. Note an apology is not an admission of guilt or that you have made an error. For example say "I am sorry this has happened."
- Where appropriate offer to follow up with a phone call to update them on any investigation you may need to undertake.

Tips for comforting a distressed person

- Provide privacy for the conversation and avoid interruptions.
- Acknowledge their distress and how they are feeling.
- Don't minimise the situation or provide false reassurance.
- Allow them to express their emotion e.g. tears, sobbing or crying.
- Be prepared to listen and hear what they are saying without needing to respond with advice.
- Use body language such as nodding your head and reflect their feelings with your facial expressions (e.g. showing concern rather than just smiling).
- If you are on the phone make appropriate short responses to show you are listening e.g. yes, oh dear, hmm, etc. Vary your tone of voice to show empathy.
- Offer tissues and or a glass of water if they are in the pharmacy.

Tips for supporting someone who is grieving

- Let the person talk about their loved one as much or as little as they want to.
- Use body language and facial expressions to display empathy
- Listening to them is therapeutic and helps them to process their grief.
- Don't minimise the pain and acknowledge that it is hard.
- Offer tissues if they are crying but don't make them feel uncomfortable about their tears as it helps them to release their emotions.
- Next time you see them ask how they are going and show you are willing to listen if they want to talk.

Tips for getting a good outcome with a difficult doctor or other health professional

- Keep calm.
- Focus on the needs of the patient not the way the doctor is responding (it is not personal) but don't tolerate abuse and politely call it out e.g. "insulting me is not acceptable so let's focus on solving the problem for our patient".
- Bring the conversation back to the best interests of the patient.
- Don't apologise for something that is not your fault e.g. out of stock medication. Just state the facts.
- Be prepared with a solution if possible e.g. what options are available and what you can do to assist.

Tips for workplace conversations with your manager

- Time your discussion for when the manager is not busy.
- Step away from the busy areas of the pharmacy and find a private place to talk.
- Discussion over a coffee will feel more relaxed if possible.
- Keep calm. Be positive.
- Make sure your request is clearly stated.
- Be prepared with a solution if possible.
- Be prepared to compromise on a satisfactory outcome.

If the outcome of a challenging conversation is not ideal then spend some time reflecting on what you could have done differently and learn from the situation. We are not always going to get it right, and that is ok.

The Pharmacists' Support Service (PSS) is a charity which focuses on the mental health and well-being of the Australian pharmacy profession. PSS is just a phone call away and can help if you are stressed, concerned about your mental health or need a listening ear. PSS is available to all pharmacists, interns, students, overseas pharmacy graduates seeking registration in Australia. PSS provides anonymous and confidential support over the phone every day of the year between 8.00am and 11.00pm AEDT by phoning 1300244910.

For more information about PSS and to access information and resources visit our website at www.supportforpharmacists.org.au.

Kay Dunkley B Pharm, Grad Dip Hosp Pharm, Grad Dip Health Admin, FPS, AdPhaM, FANZCAP (Lead&Mgmt)

Executive Officer, Pharmacists' Support Service



PSA Upcoming Events

For more information on any of the PSA's Upcoming Events, check out their website - <https://www.psa.org.au/networking-events/all-events/>

May 2025

Wednesday 14th May - NSW PSA Member Meet and Greet - Wollongong

Wednesday 21st May - Live Webinar: Supporting stroke prevention - Online

Thursday 22nd May - PSA QLD Member Meet and Greet - Brisbane

Sunday 25th & Tuesday 27th May - Mental Health First Aid Training - WA

June 2025

Thursday 5th June - Holistic care during antidepressant deprescribing - Online

Thursday 12th June - Respiratory Syncytial Virus immunisation products explained - Online

Edited by Felicity Radcliff
NAPSA Publications Chair 2024/2025
Email: publications@napsa.org.au