

Famous for value

Discount
CincottaChemist®

Famous for care

Join a Brand with Over 70 Years Experience

... and Still Growing Strong



20%
STORE
GROWTH IN
12 MONTHS



Join a Value Driven Pharmacy Group Backed by Seven Decades of Proven Success



Join a Thriving Network
of 50+ High-Performing
Locations



Leverage Proven
Strategies in Customer
Engagement, Retail
Excellence & Marketing
Support

symbion 

Powered by
Symbion Wholesale
for Industry-Leading
Order Fulfilment and
Reliability

Highly professional Support Office Team driving sales and profit growth
Be part of a Brand with Over 70 Years of Trusted Pharmacy Care

Register your interest today by contacting Jason or Amy directly:



Jason Blanchard
CEO, Ventura Health
Phone: **0488 606 330**
Email: **Jason.Blanchard@venturahealth.com.au**



Amy Blunt
Office Manager & Project Co-ordinator
Phone: **0435 018 845**
Email: **amy.blunt@venturahealth.com.au**

Today's issue of PD

Pharmacy Daily today features four pages of industry news, plus a front cover wrap from **Cincotta Discount Chemist**, our **Beauty & Wellness** feature, and a full page from **Dispense Assist**.

Proven success

WITH over 70 years' experience and more than 50 high-performing locations, Cincotta Discount Chemist is still growing strong.

To find out more about joining the thriving network, see the **cover page**.

Dispensary help

DISPENSE Assist is a low-cost staffing solution with dispensary technicians available 24/7, at rates from as low as \$7.42 per hour, for services that include compounding, DAAs and any other required tasks - see **p5**.

Share purchases

PATIENT engagement firm MedAdvisor Limited has exceeded its \$2 million capital raising target via its latest Share Purchase Plan Offer, generating \$2.66 million from eligible shareholders.

MedAdvisor CEO and MD Rick Ratliff said the funds will provide additional working capital to drive ongoing growth.

IPE Colloquium focus on trust

TRUST was the key theme at the 2025 Interprofessional Education (IPE) Colloquium hosted by the Australian Pharmacy Council (APC) on 13 May.

The Colloquium brought together over 180 educators, students, policymakers and health professionals from across the country to explore the role of collaboration in building and rebuilding trust in healthcare.

Discussions highlighted that rebuilding trust in healthcare starts with how practitioners are educated, with fostering collaboration across disciplines, centring patients and communities, and preparing them to lead with integrity, inclusivity, and shared responsibility in a changing world.

APC Chief Executive Officer, Bronwyn Clark, expressed in her opening remarks that the future depends on how we learn together.

"With the challenges we're seeing today, interprofessional education is more critical than ever," Clark explained.

"Rebuilding trust - with patients, and with each other - depends on how we learn together.

"We need graduates who understand not just the science, but the systems, not just their own role, but the value and insight others bring for patient-centred care," Clark stated.

Professor Julie Leask of University of Sydney, who has a special interest in vaccine hesitancy, emphasised how trust is shaped by people's beliefs and experiences - and the importance of communicating using trust-



Hartley's Gripe Water helps reduce colic and wind in infants.

Available from Symbion, Sigma, API & CH2.

Australian made. Pharmacy only. Always read the label and follow the directions for use. **Petrus** PHARMACEUTICALS



promoting strategies, creating safe spaces, and community engagement.

Prominent pharmacist, health practitioner leader and educator, Professor Lisa Nissen, ran a session titled 'Trust in me, trust in you - the key to optimising scope of practice', which emphasised the need to recognise where health professions share overlapping skills.

"Because we don't have a good understanding of what other members of healthcare teams do and how they contribute to patient care, it is undermining the trust that teams can have to work together," stated Prof Nissen.

Planetary health came up for discussion, with Associate Professor Hayley Blackburn of University of Montana, USA, delivering a powerful reminder of the responsibility of health professionals in the face of climate and health challenges.

Finally, a panel discussion explored how trust and collaboration in healthcare are built not just through formal roles, but through everyday interactions - listening deeply, involving patients and carers in decision-making, and fostering inclusive, growth-oriented learning environments.

Discount confusion

PRICING tactics at major pharmacy brands are under the Choice microscope after a survey found customers are struggling to identify whether a price represents a discount.

According to the consumer watchdog, a study of 1,000 people said they are unable to tell if coloured price tags at Chemist Warehouse, Priceline and TerryWhite are a saving.

One in three respondents said if the tags are in fact a price cut, they overestimated the discount on offer.

"We regularly hear from people who are frustrated with how major pharmacies communicate prices and specials in store," said Choice Senior Campaigns and Policy Advisor, Bea Sherwood.

"Our new research has found that those yellow and pink sales tags consumers are often bombarded with in pharmacy aisles are highly confusing."

Choice said it is concerned over the lack of transparency on pharmacy labels particularly on the use of RRP pricing which may lead people to overestimate the discount.

"Our research shows that confusing price displays aren't limited to the supermarkets," Sherwood added.

"If the pharmacies have never offered those products at that RRP, consumers may be misled about how much they're really saving, making it harder for people to get the best value," Sherwood added.



"I'm very happy with Symbion Elite Rewards as it has enabled me to transfer my points to Krisflyer miles and book business class flights on Singapore Airlines to visit my son in the USA. I highly recommend this platform to all pharmacy owners."

Join Australia's fastest growing Pharmacy Loyalty Program | symbionelite.com.au/join



Adrian Staltari
TerryWhite Chemmart Playford



Medicine
in the Community

L-theanine for Sleep

WATCH NOW

Key Takeaways

- About 42% of Australians experience poor sleep, often due to circadian disruptions from stress and high cortisol.
- L-theanine enhances sleep and cognitive function by boosting calming brain waves without causing drowsiness.
- Recent studies, including a 2024 trial on Alzheimer's, confirm L-theanine's safety and effectiveness for improving sleep and reducing stress.

Innovating pharmacy tech



KENNETH Cheng's innovative approach to healthcare technology is transforming the pharmacy profession in Australia, with some of his most impactful digital health projects in use in pharmacies around the country.

After starting his career as a community pharmacist working at a busy metropolitan pharmacy, Cheng's interest in technology led him to building new clinical systems for a large pharmacy chain in Australia.

From there, he has worked across multiple products ranging from digital health mobile apps, the MyScript dispense system, e-commerce marketplaces, booking systems and SaaS clinical workflow tools for health professionals, and is now the Product Manager at MedAdvisor Solutions.

In an interview for Raven's Recruitment podcast, *Your Pharmacy Career*, Cheng shared his insights into the behind-the-scenes challenges and lessons from implementing e-prescriptions during the pandemic, his startup roots with PharmHack and his rise as a digital product leader.

For pharmacists who feel they have reached the top of their career journey and want to know what else is out there, Cheng's top tip is to be curious.

"Put yourself in uncomfortable positions, lean into situations outside your comfort zone, and just be curious, because ultimately, you just don't know what's going to come about from those interactions and events," he said.

Listen to the podcast [HERE](#).

Overwork linked with HC worker brain changes

LONG working hours may alter the structure of the brain, particularly the areas associated with emotional regulation and executive function, such as working memory and problem solving, according to preliminary research involving healthcare workers.

The findings suggested that overwork may induce neuroadaptive changes that could affect cognitive and emotional health, with mental health issues and burnout well-recognised in healthcare professions.

While the behavioural and psychological consequences of overwork are reasonably well understood, the underlying neurological mechanisms and anatomical changes are not.

The South Korean researchers used structural brain volume analysis to compare the impact of overwork on specific brain regions in healthcare workers routinely clocking up long working hours, defined as 52 or more a week.

The final analysis included MRI scans from 110 people: 32 who worked excessive weekly hours (28%), and 78 who worked standard hours.

Comparative analysis of the findings showed that people who worked 52 or more hours a week

displayed significant changes in brain regions associated with executive function and emotional regulation, unlike participants who worked standard hours every week.

It is important to note that this is a small observational snapshot study, and no firm conclusions can be drawn about cause and effect.

In addition, the researchers noted that in the absence of long term data, it is unclear whether these structural changes are a consequence of overwork or a predisposing factor.

However, they said the study represents "a meaningful first step in understanding the relationship between overwork and brain health".

"The observed changes in brain volume may provide a biological basis for the cognitive and emotional challenges often reported in overworked individuals," they continued.

"Future longitudinal and multi-modal neuroimaging studies are warranted to confirm these findings and elucidate the underlying mechanisms.

"The results underscore the importance of addressing overwork as an occupational health concern and highlight the need for workplace policies that



mitigate excessive working hours," they concluded.

Kay Dunkley, Executive Officer of Pharmacists' Support Service, told **Pharmacy Daily** that Australian pharmacists often work long hours without adequate rest breaks, and can find it hard to take leave, placing members of the profession at a high risk of burnout and mental health issues.

"Pharmacists' Support Services often receives calls about heavy workloads, which is as much an issue as hours of work," Dunkley said.

"We certainly recommend that pharmacists and all those working in pharmacy seek a balance in their lives with adequate time away from their workplace undertaking activities they enjoy, so that they can be at their best when at work to provide the care our Australian community needs and deserves," she added. *KB*

Pharmacists lead the change in health literacy at FIP Congress

THE International Pharmaceutical Federation (FIP) Health and Medicines Information Section is hosting a Health Literacy Summit at the FIP Congress in Copenhagen this year.

Adelaide pharmacist Veronika Seda, who volunteers for the organisation, said the group recently collaborated with the University of Sydney on improving health literacy across the Western Pacific.

"We are expanding on these efforts and bringing pharmacists from all over the world around the table to address the health literacy gaps at the Health Literacy Summit," Seda said.

"Low health literacy leads to poorer patient outcomes, riskier

health behaviours, and more hospitalisations," she continued.

"As healthcare professionals, it's our responsibility to lead the change."

The one-day Health Literacy Summit takes place the day before the conference officially starts and features world-renowned speakers.

"It is packed with information, evidence, hands-on tools to improve patient communication, and fresh ideas to enhance pharmacy practice," Seda enthused.

"Attendees will expand their knowledge, connect with passionate colleagues from around the world, and take home practical insights that will make a real difference in patient care."



The FIP World Congress of Pharmacy and Pharmaceuticals takes place in Copenhagen, Denmark, from 31 Aug to 03 Sep, with earlybird registration ending 02 Jun.

Learn more about the Health Literacy Summit [HERE](#).

Designer Brands branches into premium skincare products

DB COSMETICS is expanding beyond makeup to launch a dedicated skincare collection, bringing its approach to high-quality, affordable beauty into the world of skincare.

Inspired by Trinny London, this Australian-made collection provides a luxe, results-driven alternative to top-tier products.

The range comprises premium formulations packed with active ingredients like vitamin C, lactic acid and peptides that hydrate, brighten and firm.

DB Cosmetics' customisable three-step skincare routine is designed to streamline users' beauty regimen, and includes Revitalising Cleanser with Glycolic



Acid (\$24.99); a hydrating Plumping Serum with Hyaluronic Acid (\$28.99); Brightening Serum with Vitamin C (\$28.99); and Nourishing Moisturiser with Peptide Complex (\$26.99).

"These products are gentle

enough for sensitive skin but powerful enough to deliver real, glowing results, proving that great skincare doesn't have to come with a high price tag," said CEO Liz Webster.

Available at leading pharmacies.

Mitochondrial health



AT THE Complementary Medicines Australia (CMA) Innovation Day in Sydney yesterday, naturopath Leah Hechtman was invited by Kaneka Ubiquinol to present on women's reproductive health and the role of mitochondria - organelles that serve as the energy centres of every cell.

Modern lifestyle factors such as stress, environmental toxins, sub-optimal nutrition, persistent fatigue and hormonal fluctuations can affect mitochondrial functioning, potentially impacting overall fertility, vitality and wellbeing, Hechtman said.

She then discussed the role of ubiquinol - a naturally produced compound in the body - in mitochondrial energy pathways.

"Ubiquinol levels in the mitochondria start to decline naturally after the age of 20 as the body's endogenous production of ubiquinol decreases and the cells are exposed to higher levels of oxidative stress, impacting the energy production in the cells of our body and affecting mitochondrial health."

Hechtman suggested that pharmacies are positioned to support women's mitochondrial health through evidence-based supplementation such as ubiquinol.

Beat your breakout

TBH Skincare has introduced its Beat The Breakout Starter Pack, now available in Priceline pharmacies across Australia.

The set features three of the brand's best-selling products to cleanse, treat and protect acne-prone skin.

Retailing for \$54.99, the starter pack includes a full-size anti-bacterial cleanser, designed to control breakouts; acne hack spot treatment; and multi-size pimple patches, which absorb pus and oil.



Natural plant-based dry & chesty cough relief



AYURSCIENCE has released two pharmacist-formulated herbal cough syrups - one for dry coughs and another for chesty coughs.

Both formulations feature herbal actives inspired by both Ayurvedic and Western herbal traditions, delivering natural, plant-based relief that meets the growing

demand for plant-based remedies.

With a great taste that improves compliance, especially in children, they are an ideal choice for families and individuals seeking effective yet gentle alternatives.

AyurScience Herbitus Dry Cough Syrup (RRP \$29.95) soothes dry, tickly coughs and helps stop non-productive coughs, while AyurScience Herbitus Chesty Cough Syrup (RRP \$29.95) acts as an expectorant, loosens mucus and clears congestion.

The non-drowsy formulas are sugar- and alcohol-free, and are suitable for adults and children from five years old.

Pharmacies can order now to take advantage of a 20% discount.

Contact info@ayurscience.com.au for details.

Want to feature on this page?

email advertising@pharmacydaily.com.au to find out more

Beauty & Wellness
by Pharmacy Daily



Dispensary Corner

FEELING tired no matter how much sleep you get?

As it turns out, hayfever may be to blame, according to a UK GP, Dr Babak Ashrafi.

The pollen allergy, which effects around one in four Australians, can trigger an immune system reaction, which then drains energy levels, the doctor warned.

Not to mention, most of us know how much those pesky symptoms like a runny nose, scratchy throat, and irritated eyes can disrupt sleep.

"When we have an allergy, whether it's hayfever related or not, our bodies work in overdrive to fight off the foreign bodies, which can lead to a drop in energy levels," Dr Ashrafi told the *Daily Mail*.

"Other hayfever symptoms such as a runny nose can also result in a restless night's sleep, depleting energy levels further."

In order to combat the negative impact on sleep, hayfever sufferers should consider using an air purifier at night to remove potentially harmful particles from their bedroom, according to sleep expert Dr Daisy Mae.

Other advice from Mae includes vacuuming mattresses to reduce the amount of dust and pollen particles, or going a step further and switching to hypoallergenic bedding.



Meds education key to AF management

UNTREATED atrial fibrillation (AF) is linked to one in 10 deaths, with up to 45% of high-risk patients missing out on potentially life-saving anticoagulant therapy despite clear benefits, according to recent research.

AF accounts for more than 200,000 hospitalisations annually, yet nearly half of high-risk patients are not prescribed anticoagulants, and 43% stop their therapy within 2.5 years.

A free, comprehensive program designed to improve AF treatment and stroke prevention through better anticoagulant use is now available for health professionals.

This initiative is part of the work of the Quality Use of Medicines Alliance, funded by the Australian Government and led by Medcast and the Health Care Consumers' Association (HCCA).

Royal Australian College of GPs spokesperson Professor Nigel Stocks highlighted the importance of patient education in managing atrial fibrillation.

"Once diagnosed, patients may be reluctant to take anticoagulants, so it is important that they fully understand their individual stroke and bleeding risk so they can make informed decisions about future care," he said.

The program seeks to increase consumer awareness about the link between atrial fibrillation and stroke, helping people understand their personal stroke risk and take preventative action.

"This initiative will not only enhance the knowledge of health professionals but also support consumers to engage in more meaningful conversations with their doctors about stroke prevention," said Darlene Cox, Executive Director of the HCCA.

"With so many Australians affected, it is essential that we address the reasons why people are reluctant to take, or stop taking, their anticoagulants and help them better understand their personal stroke risk."

"By improving health literacy, we can better equip people for informed conversations with their health professionals so that fewer lives are impacted by stroke," she said.

Associate Professor Stephen Barnett, Medical Director at Medcast, said the program was about empowering health professionals and their patients to make more confident decisions about stroke prevention in AF.

"By providing targeted education,



we aim to improve the rate of anticoagulant prescriptions when they are needed and to increase ongoing use by patients, ultimately saving lives and reducing the burden of stroke in our community," he said.

Health professionals can access the program [HERE](#). KB

DID YOU KNOW?

That we regularly publish
Health Professional only
editions of *Pharmacy Daily*?

[CLICK HERE TO UPDATE YOUR DETAILS](#)



www.pharmacydaily.com.au

Pharmacy Daily is part of the Business Publishing Group family of publications.

Pharmacy Daily is Australia's favourite pharmacy industry publication.

EDITORIAL

Editor - Karina Bray
Deputy Editor - Matt Lennon
Journalists - Adam Bishop, Myles Stedman, Janie Medbury
Editor-at-large - Bruce Piper
Associate Publisher - Jo-Anne Hui-Miller
Editorial Director - Damian Francis

Pharmacy Daily is a publication of Pharmacy Daily Pty Ltd ABN 97 124 094 604. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of the newsletter no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Damian Francis.

ADVERTISING AND MARKETING

Head of Sales & Marketing
Sean Harrigan
advertising@pharmacydaily.com.au

GENERAL MANAGER & PUBLISHER
Matthew Vince

ACCOUNTS

accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
Tel: 1300 799 220 (+61 2 8007 6760)

info@pharmacydaily.com.au

Travel Daily

CRUISE
WEEKLY

Travel & Cruise

Weekly

travelBulletin

business events news



**STAFF SHORTAGES?
OVER-WORKED?
WAGES INCREASING?**



GIVE YOUR DISPENSARY THE HELP IT NEEDS

Dispense Assist is a revolutionary way of dispensing prescriptions in your pharmacy for a fraction of your normal cost.

Utilising the latest technology, software and security, Dispense Assist technicians work on your workstation to dispense prescriptions and perform any other task you require.



We are available 24/7/365 at a moment's notice whenever needed for sessions of 30mins to 24hrs.

Rates as low as \$7.42 per hour with the same rates for days, nights, weekends and public holidays.

PERFECT FOR DISPENSING AND OTHER TASKS FOR:



DAA



Compounding



Cannabis



Private
Hospitals



Online
Sales



eScripts

and much more

Curious to see if it's a fit for your pharmacy?

Sign up for a FREE Trial Now:



www.dispenseassist.com.au



Scan qr code