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National Pharmacies tops satisfaction awards

NATIONAL Pharmacies has taken top place in Canstar's 2026 Most Satisfied Customers Award for pharmacies, with Australian consumers rating it the highest across the categories that drive

customer satisfaction.

With a five-star overall rating, the chain, which has 63 stores across South Australia, Victoria and New South Wales, also topped the list for value for money.

PharmaSave, which also scored five stars overall, came in second place, while Blooms The Chemist was the top-ranked pharmacy for efficiency in filling scripts and Chemist Warehouse rated best for product range.

National Pharmacies CEO Mark Smith said on social media that it was a "proud moment for the entire team at National Pharmacies".

"This achievement reflects the consistency, care and commitment our people deliver every day across our pharmacies, optical network and support teams," he continued.

"In an environment where customers have more choice than ever, trust is earned through



service, reliability and genuine care - and that is exactly what our teams continue to deliver."

As Smith thanked National Pharmacies team members, customers and communities for their continued support, he said: "We are proud of the result - but even more focused on continuing to raise the standard of customer experience and healthcare retail into the future."

See the awards [HERE](#). *KB*

MERS warning

THE Department of Health is warning health professionals to be alert for Middle East respiratory syndrome (MERS), with people travelling to the Middle East for Hajj from 24 to 30 May 2026 potentially facing increased risk of contracting the rare but severe illness.

MERS is a notifiable disease and all suspected and confirmed cases must be reported - learn more [HERE](#).

Today's issue of PD

Pharmacy Daily today features three pages of news, including our **Beauty & Wellness** feature.

NOT JUST FLU. THERE'S WHOOPING COUGH TOO

Ask about a

DOUBLE SHOT

Help prevent whooping cough as well as the flu¹

1. Australian Government. Department of Health, Disability and Ageing. Australian Immunisation Handbook. Available at <https://immunisationhandbook.health.gov.au>. Accessed March 2026.
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sanofi

AFT set to build on strong FY26 growth

AFT Pharmaceuticals has announced it is targeting revenue in excess of NZ\$300 million (A\$246 million) in FY27 after reporting double-digit growth across all its territories - including 19% in Australia - in the year to end of Mar 2026.

The New Zealand-based company announced an FY26 revenue of NZ\$254.7 million (A\$209 million) and an operating profit of NZ\$24.4 million (A\$20 million), exceeding its guidance range of NZ\$20-24 million.

The Australian market saw broad-based strength across OTC brands, ongoing uptake of prescription medicines and a steady stream of new launches.

AFT Pharmaceuticals chair

David Flacks said: "AFT has delivered another strong result, reflecting the strength of our core Australasian business and the benefits of our increasing geographic and product diversification.

"We have continued to invest for long-term value creation - progressing international hubs, executing licensing opportunities, and advancing a portfolio of valuable innovative products that can support our ambition to exceed \$300 million sales this financial year."

Strategic wins included licensing intellectual property from AFT's R&D programs, and further advancing efforts to address unmet clinical needs.

Pharmacy spend grew to \$15.6b over the year.

Discover what's driving the uplift.

Read **CommBank Health Insights**



CommBank iQ Market Monitor iQ. Health industry spending between 01 February 2025 and 31 January 2026.



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LEARN MORE

Editor's Choice: New Garnier range aims to create sleek, smooth hair

THE new Garnier Fructis Keratin Sleek range is a four-step hair care system designed to nourish and tame dry, frizzy hair.

Enriched with a keratin smoothing complex and argan oil, the blend of ingredients deeply hydrates and smooths each fibre to keep frizz under control, improve dullness and minimise hair breakage.

The first step in the program is the Keratin Sleek Smoothing Shampoo (RRP \$14) to gently cleanse the hair and scalp, followed by the Keratin Sleek Smoothing Conditioner (RRP \$14) to soften and detangle strands.

Next is the Keratin Sleek Smoothing Mask (RRP \$16), offering deep conditioning



benefits, then the Keratin Sleek & Stay Serum (RRP \$25) as the final step of the routine.

The keratin hair smoothing treatment is a heat-activated

leave-in serum, best used after a blow-dry, followed with a straightener to encourage longer-lasting sleekening effects.

Available now nationwide.

Good skin intentions



AFFORDABLE UK skincare giant No 7 has released its Good Intent range in Australia, landing in Priceline stores.

Designed to create the viral dewy 'glass skin' look made famous by K-Beauty, the 12-piece lineup showcases hydrating formulas and lightweight textures, with each product priced under \$30.

Ingredients include squalane, vitamin C, hyaluronic acid, avocado oil, collagen and niacinamide, with gentle formulations suitable for most skin types.

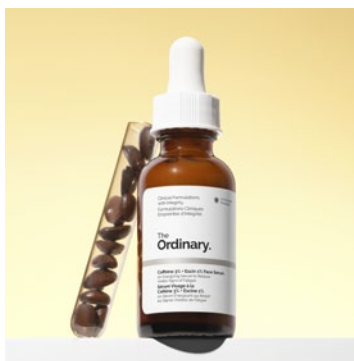
Featured in the range are the Glow Grind Cleansing Balm (RRP \$25.99), the Skin Slip Moisture Milk (RRP \$29.99), the Dew Bank Water Cream (RRP \$9.99) and the HydroGel Mask (RRP \$9.99).

Then there is the Spray Serum (RRP \$29.99), the Silky Jelly Lip Mask (RRP \$19.99), Calm Fix Soothing Pads (RRP \$29.99) and the Dream Drench Wrapping Mask (RRP \$29.99).

A skin wake-up call

SKINCARE giant The Ordinary has released the new Caffeine 3% + Escin 1% Face Serum (RRP \$14.30) to help wake up the skin and reduce visible signs of fatigue.

The lightweight emulsion boosts radiance and hydration and promises to decrease redness within four hours.



L'Occitane enters 50 with sophisticated redesign



FRENCH heritage body brand L'Occitane has undergone a rebrand, rolling out new packaging for its popular almond collection.

The modern brand refresh coincides with L'Occitane's 50th anniversary, although its well-known product formulations have all remained the same.

L'Occitane slowly began updating the packaging of its ranges last year, including its collection of 14 fragrances.

Meanwhile, to honour its heritage, L'Occitane has changed some of its names to French, including the almond collection, now Amande Sublime.

L'Occitane has also evolved its in-store recycling program, with customers invited to bring in their hard-to-recycle empties.

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Dispensary Corner

THE latest development in treating autoimmune diseases has come from a somewhat unexpected quarter, and entails “becoming a bitch”, according to many on social media.

When US woman Micaela Riley developed Hashimoto’s disease - an autoimmune disorder in which the body attacks the thyroid - she started looking for answers.

With no family history of the disease, which is largely thought to have a genetic basis, she wondered if years of chronic stress and bottled up emotions may have set it off.

“I started looking at my relationships, work life balance and asking myself how I can show up for myself better,” she told the *New York Post*.

“I started setting boundaries with certain people and not putting myself in situations I didn’t want to be in, whether that’s a love interest or friendships or family.”

Her condition improved to the point where she no longer had to take thyroid medication.

Inevitably, social media is playing its role, with a viral phrase circulating across TikTok and X: “Women have two options: become a bitch, or get an autoimmune disease.”

There is actually some substance to the claim, with rheumatologist Dr Erin Hammett explaining that chronic emotional stress can influence how the body functions and how symptoms are experienced - including in the body’s immune system.

“You’ve got to be where the people are”

EXCLUSIVE

TWO Australian clinical pharmacists have launched a new evidence-based women’s health education platform to address what they believe is one of the biggest emerging challenges in modern healthcare - women feeling increasingly overwhelmed, confused and unsupported when navigating health information online.

Sisters Miranda Chan and Courtney Oar (**pictured**) designed the *Pretty Proven* platform to support and complement healthcare professionals by delivering accessible, digestible and evidence-based health education tailored for the modern consumer.

Topics range from hormonal changes, perimenopause and fertility, to gut health supplements, longevity and preventive health.

“When navigating health information online, we were really concerned about how much misinformation was out there and how information from social media influencers potentially had sort of conflicts of interest through advertising and sponsorships,” Oar told *Pharmacy Daily*.

Chan said the catalyst for action was a podcast video on Instagram.

“The person that they were interviewing injected the host - on camera - with unregulated peptides that he got out of his fridge at home,” Chan explained.

“I looked at the credentials of this gentleman and he had a business degree and some kind of ownership of the peptide company - so [there was] a huge conflict of interest.

“But I found this so alarming, it put a fire under me to really take on this space,” she told *PD*.

The initiative is not about replacing doctors or healthcare

teams, but rather improving health literacy and supporting more informed patient conversations, stressed the sisters.

“We know that the majority of people now access to health information online, and we’re just trying to make the online space much more helpful and evidence-based for people who are there,” Chan said.

“You’ve got to be where the people are,” she added.

Oar told *PD* that future plans for the website include creating a community for women who can access trusted health advice from registered health professionals, “but also have that community feeling, a feeling of being listened to, a feeling of being respected - because that’s what we do here”.

“I think it’s a really exciting time to be a pharmacist,” Oar continued.



“[Based on] the trends that we’re seeing with women seeking health information online, we as pharmacists are uniquely positioned to meet them where they are and be essential in providing that health information to them.”

Now the platform is up and running, the sisters are keen to work with community pharmacists, providing a tool that they can direct their patients to.

“Use us as a resource,” Chan urged. Access the website **HERE**. KB

Warning over private script claims

THE Department of Health, Disability and Ageing is reminding pharmacy owners and dispensing pharmacists that a private prescription cannot be claimed on the Pharmaceutical Benefits Scheme (PBS).

The department noted that it continues to identify incorrect PBS claims for the supply of medicines from private (non-PBS) prescriptions in breach of the *National Health Act 1953*, which requires pharmacists to supply only what is directed on the prescription.

If the prescription does not authorise PBS supply, the

pharmacist is not entitled to claim a PBS benefit, and the department warned there may be consequences, even if the error is inadvertent.

The department also explained that private prescription cannot be “converted” into a PBS supply.

Pharmacists are urged to confirm the script type (PBS or private) before dispensing or claiming, train new staff on PBS versus private claiming rules, and confirm with the prescriber.

“Maintaining strong internal processes can help prevent errors and costly compliance action,” the department concluded.

EDITORIAL

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

ADVERTISING AND MARKETING

Head of Sales & Marketing - Sean Harrigan
Business Development Manager
Kara Stanley
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