



PHARMACY
CONNECT

9 SEPT - 11 SEPT 2026
HYATT REGENCY SYDNEY



Program

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WITH CARE**

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The Pharmacy
Guild of Australia

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WEDNESDAY 9 SEPTEMBER 2026

8.30am - 7.30pm REGISTRATION DESK OPEN – WHARF ROOM FOYER, LOBBY LEVEL

PRE-CONFERENCE WORKSHOP 1:
MP Liaison Program – Connection to impact
VENUE: King Room 2

PRE-CONFERENCE WORKSHOP 2A:
Quality & Safety Pharmacy Program
VENUE: Wharf Rooms 3 & 4

9.30am – 1.00pm Reconnect, reflect and celebrate the achievements of the first year of the MP Liaison Program. This closed session for MP Liaisons offers a valuable opportunity to share experiences, highlight what has worked well, and contribute ideas for further improvement so we can continue to grow capacity and deliver meaningful impact. A skill development component will also be provided (details to be announced), making this a practical and rewarding session for connection, learning and collaboration.

Cost: FREE. Includes morning tea.

INVITATION ONLY – OPEN TO GUILD MP LIAISONS AND BRANCH COMMITTEE MEMBERS ONLY. For information and to register, email katie.sheehan@guild.org.au.

9.30am – 1.00pm As community pharmacy continues to strengthen its role as a central pillar of Australia’s primary healthcare system, the expectations placed on pharmacies are evolving. Pharmacies are now delivering a broader range of clinical services, including vaccinations, medicines checks, chronic disease support and other patient-facing care. With this expanded role comes the need for stronger systems, better governance, improved clinical oversight and more consistent ways to demonstrate quality, safety and compliance.

The transition from the Quality Care Pharmacy Program (QCPP) to the Quality and Safety Pharmacy Program (QSPP), aligned with AS 85000:2024 and the National Safety and Quality Primary and Community Healthcare Standards, represents an important step forward for community pharmacy. This interactive workshop will explore how digital systems and technology can support pharmacies on their journey to QSPP accreditation - not as an additional burden, but as an enabler of safer, smarter and more efficient practice.

The session will look at how technology can help embed clinical governance into daily pharmacy workflows, support documentation and evidence requirements, strengthen operational consistency, and reduce duplication across teams. It will also explore what pharmacies should be thinking about when reviewing or selecting digital solutions, including interoperability, conformance, cyber security, privacy, data quality and future readiness.

Importantly, this workshop will take a practical and agnostic approach. It will focus on the capabilities, considerations and questions pharmacies should be asking, rather than a single system or vendor. Participants will leave with a clearer understanding of how digital tools can support QSPP preparation, what good technology enablement looks like in practice, and how technology can become a foundation for stronger workflows, better governance and the continued delivery of high-quality patient care in community pharmacy.

Moderators: Erica Vowles - Head of Quality and Safety, Quality Care Pharmacy Program; Simon Carroll - CEO, Pharmacy Hive; Ben Wilkins – Pharmacy Owner; Aaron D’Souza - Head of Government Programs, MedAdvisor Solutions

Cost: \$66 per person. Includes morning tea



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PRE-CONFERENCE WORKSHOP 2B:

Frontline to influencer - how to drive awareness of full scope services

VENUE: King Room 3

9.30am – 1.00pm

This interactive workshop is designed to equip community pharmacists with the skills, confidence and tools to effectively communicate their expanding role in diagnosing, treating and managing a range of everyday health conditions. As scope of practice evolves, success will depend not just on clinical capability, but on how clearly and consistently pharmacists can articulate their value to patients, teams and communities.

Bringing together expert speakers, real-world examples and hands-on activities, the session explores how to build awareness, trust and engagement across multiple audiences. Participants will learn how to activate their teams as advocates, simplify patient conversations, and strengthen relationships with local stakeholders including with other health professionals and community groups.

A strong focus is placed on practical communication strategies, including digital and social media, local engagement and content creation. Participants will leave with a clear action plan, ready-to-use tools and a deeper understanding of how to tell their pharmacy's story in a way that drives service uptake and reinforces their role as accessible primary healthcare providers. This workshop will cover:

- Communicating full scope services in clear, patient-friendly language
- Turning pharmacy teams into confident advocates through simple messaging
- Practical roleplay to build confidence in patient conversations
- Strategies to engage other health professionals and local community groups
- Creating effective organic and paid social media campaigns
- Hands-on content creation using Canva for in-store and digital promotion
- Development of a personalised 30-day communication action plan

Facilitator: Laureta Wallace - General Manager

Communications & Marketing, The Pharmacy Guild of Australia

Cost: \$66 per person. Includes morning tea

PRE-CONFERENCE WORKSHOP 3:

Pharmacists Practising at Full Scope in NSW

VENUE: Wharf Rooms 3 & 4

2.00pm – 5.30pm

Following strong support and recent announcements from the Minns Labor Government, pharmacists in NSW now have expanded opportunities to practise to their full scope. This workshop is designed to help pharmacists understand these new opportunities and develop a practical, pharmacy level implementation plan to safely and sustainably deliver full scope services.

2.00pm – 2.20pm – NSW legislative update on full scope

Speaker: Johnson Lee – Chief Pharmacist, The Pharmacy Guild of Australia (NSW)

2.20pm – 3.00pm – Training pathways and requirements

Speakers: Assoc Prof Sarah Dineen-Griffin - Program Convenor, Graduate Certificate in Pharmacist Prescribing & Advanced Practice, The University of Newcastle

Farooq Shaikh - Head of Pharmacy Discipline, Charles Sturt University

Kylie Williams – Head of Discipline (Pharmacy), University of Technology Sydney

Dr Francisco Javier Martinez Mardones – Senior Lecturer, Graduate School of Health, University of Technology Sydney

3.00pm – 3.30pm – Afternoon tea

3.30pm – 4.00pm – Business planning for full scope

Speaker: Daniel Kicuroski – Branch Director, The Pharmacy Guild of Australia (NSW)

4.00pm – 4.30pm – Insights from a full scope pharmacist

Speaker: Karen Carter – Owner, Carter's Pharmacy Gunnedah & Narrabri Pharmacy

4.30pm – 5.30pm – Interactive Q&A session

Cost: \$66 per person. Includes afternoon tea.

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PRE-CONFERENCE WORKSHOP 4:
Pharmacy owners masterclass: Blueprint to success
VENUE: King Room 2

2.00pm – 5.30pm



Are you an aspiring or current pharmacy owner looking to enhance your knowledge and skills? Join RSM Australia, CommBank Health and partners for an immersive workshop designed to provide a comprehensive 360-degree view on the essentials of pharmacy ownership and management. Whether you are just starting out or looking to refine your existing skills, this program will provide you with the knowledge and confidence to thrive as a pharmacy business owner. This workshop will cover:

- Due diligence - tips for best practice accounting due diligence when acquiring a pharmacy business
- Bank financing journey - navigate the complexities of applying for bank financing with confidence
- Accounting basics - understand how to evaluate financial statements, how this impacts the value of your pharmacy, and managing financial KPIs specific to your pharmacy.
- Utilising full scope of practice - discover how to leverage full scope of pharmacy practice to enhance your pharmacy business. Explore strategies to expand your services and improve patient outcomes
- Building and retaining great pharmacy teams - learn effective team-building techniques and retention practices to create a positive and productive work environment
- Utilising technology to improve pharmacy outcomes - explore innovative tools and systems that can enhance overall pharmacy performance and improve patient care

Facilitators:
Emma Brown – National Director Pharmacy Services, RSM Australia
Nathan Marris – National Director, CommBank Health
Keely Paul – National Professional Services Manager, Independent Pharmacies of Australia Group
Anne Seah – Manager, Pharmacy Services, RSM Australia; Lloyd Smith – Founder, Scrypt Ventures
Taje Zelka - Full Scope of Practice Qualified Pharmacist

Cost: \$66 per person. Includes afternoon tea.

THIS WORKSHOP IS FOR PHARMACISTS ONLY

PRE-CONFERENCE WORKSHOP 5:
Harm minimisation
VENUE: King Room 3

2.00pm – 5.30pm



The scope of pharmacist practice is ever expanding, and Harm Minimisation is at the forefront of change. Beyond oral opioid replacement treatments, it is now becoming common to see long-acting injectable buprenorphine administration at the local pharmacy which has allowed flexibility and engaged many living in regional and rural Australia. The use of illicit drugs continues to alarm and how pharmacists react to the new challenges provides opportunities to protect our communities. From tobacco to anabolic androgenic steroids, cannabis to synthetic opioids and 'party drugs' it is important that we are all informed pharmacists.

2.00pm – 2.15pm – Welcome & introduction
Moderator: Angelo Pricolo

2.15pm – 2.45pm – Pharmacists and harm reduction
Speaker: Dr Marianne Jauncey - Medical Director, Uniting Medically Supervised Injecting Centre

2.45pm – 3.15pm – Steroid use and ROIDCheck
Speaker: Dr Timothy Piatkowski – Senior Research Fellow, The University of Queensland, Centre for Health Services Research

3.15pm – 3.45pm – Afternoon tea

3.45pm – 4.15pm – The Opioid Dependence Treatment Program - is this care or containment?
Speaker: Dr Hester Wilson - GP & Addiction Specialist

4.15pm – 4.45pm – LAIB and the pharmacist
Speaker: Jalal Chami – Pharmacy Manager, Pharmacy 4 Less Parramatta

4.45pm – 5.30pm – The Great Debate – Party drugs should be available at your community pharmacy

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PRE-CONFERENCE WORKSHOP 6:

Compliance, complaints and consequences - navigating regulation and your responsibilities in NSW

VENUE: King Room 4

2.00pm – 5.30pm

This workshop is a must-attend for all employee and employer pharmacists to get a better insight to complexity of pharmacy regulations in NSW and how compliance, complaints and professional consequences intersect in everyday practice. With presenters from Pharmacy Council of NSW (PC), the Pharmaceutical Services Unit (PSU), PBS Compliance Section and Pharmaceutical Defence Limited (PDL), attendees will gain a clear, practical overview of the laws and regulations governing practice of pharmacy in NSW. The workshop will demonstrate how complaints are raised in terms of performance, conduct and health related issues, and how they may be escalated and the processes involved until a final resolution to the complaint is reached. The workshop will also aim to equip you with strategies to manage and minimise regulatory risks in your workplace and improve patient safety with case studies to demonstrate issues may trigger an investigation, how to respond to regulatory action if raised, and what steps you can take to improve and strengthen proprietor and clinical governance within your pharmacy in order to minimise regulatory issues.

2.00pm – 2.10pm – Welcome & introduction

Moderator: Rick Samimi – President, Pharmacy Council of NSW

2.10pm – 2.35pm – No place to hide: The new era of PBS integrity

Speakers: Peter Andrews – Professional Officer, Advisor & Inspector, Pharmacy Council

2.40pm – 3.00pm – Protecting the public – regulating pharmacists and pharmacies

Speaker: Peter Andrews – Professional Officer, Advisor & Inspector, Pharmacy Council

3.00pm – 3.30pm – Afternoon Tea

3.35pm – 3.45pm – First session wrap and introductions

3.45pm – 4.30pm – New Medicines, Poisons and Therapeutic Goods Regulation

Speaker: Monique Reyes – Principal of Policy and Regulation, NSW Ministry of Health

4.30pm – 4.50pm – Pharmacy inspections: Compliance, accountability and continuous improvement

Speakers: Andrew Hargreaves – Director of Pharmaceutical Operations, NSW Ministry of Health

4.50pm – 5.15pm – Q&A Panel

5.15pm – 5.30pm – Session wrap

Cost: \$66 per person. Includes afternoon tea.

5.30pm - 7.30pm



Welcome Reception

Step into the bustling world of pharmacy innovation at the Trade Exhibition. Held in the Trade Exhibition area within the Maritime Ballroom, this key networking event will allow delegates to catch up with colleagues, build new business relationships, and meet with industry suppliers in a relaxed environment while enjoying canapes, drinks and live music. Canapes and drinks will be served.

Tickets: Inclusive for all full registrations & students

Additional Tickets: \$85 per person

Venue: Maritime Ballroom, Mezzanine Level, Hyatt Regency Sydney

THURSDAY 10 SEPTEMBER 2026			
6.45am - 5.45pm		REGISTRATION DESK OPEN, MEZZANINE LEVEL	
7.00am - 8.15am		The Pharmacy Guild of Australia Guild Member Only Breakfast Join the Guild’s National President, Chief 8CPA Negotiator and New South Wales Branch President for a confidential update on key issues affecting community pharmacy. This will be followed by an interactive Q&A session. All Guild members are encouraged to attend. Speakers: Professor Trent Twomey, National President, The Pharmacy Guild of Australia; Anthony Tassone, Chief Negotiator, The Pharmacy Guild of Australia; Mario Barone – NSW Branch President, The Pharmacy Guild of Australia Cost: \$60 (includes hot breakfast) Venue: Wharf Rooms 1 - 3, Lobby Level	
PLENARY SESSIONS: Grand Ballroom 1, Mezzanine Level		PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level	
8.25am - 8.30am		Welcome	
8.30am - 8.40am		Keynote Address	
8.40am - 9.25am		 Great moments in critical thinking in pharmacy How do we know what we know—and how do we avoid getting it wrong? In this engaging and thought provoking session, Australia’s favourite scientist and communicator, Dr Karl, explores the pivotal role of critical thinking in pharmacy. Drawing on memorable moments from science, medicine, and everyday life, Dr Karl will unpack how evidence is built, challenged, misunderstood, and sometimes overturned—and why questioning assumptions is essential for safe, effective healthcare. From spotting flawed logic and dodgy data to making better decisions under pressure, this session will challenge pharmacists to sharpen their thinking skills in an increasingly complex clinical and information rich world. Speaker: Dr Karl Kruszelnicki AM - Scientist	
9.00am - 4.05pm		TRADE EXHIBITION OPEN Grand Ballroom 2, Pre-function Foyer and Maritime Ballroom, Mezzanine Level	
9.25am - 10.10am		The Pharmacy Guild of Australia Panel Session: Industry Update Community pharmacy is facing no shortage of big issues right now. In this fast paced 45 minute panel session, you’ll hear expert perspectives on the priority topics shaping the profession, and the ones pharmacists need to be paying attention to. The discussion will explore a mix of global trends and uniquely Australian challenges. While some of these forces are outside pharmacists’ direct control, adapting to a changing market is essential. With a broad representation of the pharmacy sector and consumer voices, the panel will offer practical insights, diverse viewpoints and a deeper understanding of what lies ahead for community pharmacy. Facilitator: Daniel Kicuroski – NSW Branch Director, The Pharmacy Guild of Australia Panellists: Dr Kristen Riddle - President, National Community Pharmacists Association (US); Lisa Robins – CEO, Patients Australia; Professor Mark Naunton – President, Pharmaceutical Society of Australia (PSA); Mario Barone - NSW Branch President, The Pharmacy Guild of Australia; Professor Trent Twomey - National President, The Pharmacy Guild of Australia	
10.10am - 10.55am		 Community pharmacy and the expanded role in Women’s Health From January 2027, a new Commonwealth Government pharmacy trial will enable concession card holders to access more affordable contraceptives and treatment for uncomplicated urinary tract infections prescribed by appropriately trained pharmacists, outside the PBS. To deliver these services safely and effectively, pharmacies will need clear implementation plans, covering additional pharmacist training, suitable consultation spaces, and the use of clinical software. Beyond this pilot, there are significant opportunities for community pharmacy to further support women’s health across multiple medicine schedules and service categories, including point of care testing, supplements, and full scope clinical services. This key session will provide a practical framework to help pharmacies prepare for these changes and confidently embrace the growing role of community pharmacy in women’s health. Speakers: Catherine Bronger - General Manager, ChemistWorks & National Councillor, The Pharmacy Guild of Australia; Hayley Tamborini - Chief Commercial Officer, Arrotex Pharmaceuticals	
		8.25am - 10.00am	Refresher Training Part I: Travel health essentials in community pharmacy Travel health enquiries are a common part of community pharmacy practice, with patients often seeking advice on how to prepare for overseas travel, manage travel-related health risks, and select appropriate over-the-counter products. This practical and engaging session equips pharmacy assistants with foundational knowledge to support patients preparing for travel and recognise when referral to the pharmacist is required. Participants will explore common travel health considerations, including destination-related risks, travel vaccinations, food and water safety, insect bite prevention, traveller’s diarrhoea, motion sickness, jet lag and sun protection. Attendees will learn about key over-the-counter products used to support safe travel, including oral rehydration products, antidiarrhoeals, antiemetics, insect repellents, sunscreen and first aid items. The session will cover how these products are used, key counselling points, and when they may not be appropriate.The session concludes with practical guidance on the pharmacy assistant’s role in supporting travel health conversations, identifying red flags, and referring clinical questions to the pharmacist or medical practitioner where required. Facilitator: Caysie Kelly – Trainer & Assessor, Pharmaceutical Society of Australia
			10.00am - 11.00am

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10.55am - 11.25am		MORNING TEA Trade Exhibition Area			
CLINICAL SESSIONS: Grand Ballroom 1, Mezzanine Level		BUSINESS SESSIONS: Wharf Rooms 1 - 3, Lobby Level		PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level	
11.25am - 12.10pm 		11.25am - 12.10pm 		11.00am - 12.30pm	
A five-step pharmacist pathway for paediatric ear infections This session tackles a persistent issue in paediatric care - the overreliance on antibiotics for ear infections. Structured around a five-step, guideline-led management pathway aligned with the Queensland expanded scope framework, John Bell will demonstrate how pharmacists can lead effective care for acute otitis media and acute otitis externa presentations in children. With a strong focus on anti-inflammatory analgesia as the cornerstone of treatment, building skills in managing parental expectations, and defining clear thresholds for referral, attendees will leave with practical strategies to deliver confident, evidence-based management, and meaningfully contribute to antimicrobial stewardship in the community. Speaker: John Bell - Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney		Fish where the fish are Charlie Munger built his career on one idea - stop fishing in empty water. The best pharmacies are doing exactly this - using their data to find the right patients, deepen loyalty, close adherence gaps, and lead in the therapeutic areas that are being completely rewritten. Full scope of practice is expanding what pharmacists can do and where they can play. And beneath it, a cardiometabolic revolution is underway - reshaping scripts, consumer behaviour and chronic disease management all at once. New currents are forming, new clinical territory is opening, and the schools of fish are moving with them. The pharmacies that read the water first will be the ones with the greatest catch. Do you know where they're headed? This session gives you the map. Speakers: Jim Xenos - CEO, NostraData; Nick Biggs - General Manager Client Services, NostraData		Refresher Training Part II: Paracetamol use and safety in pharmacy practice Paracetamol is one of the most commonly used medicines for pain and fever, and pharmacy assistants play an important role in supporting safe and appropriate use, particularly when assisting patients with product selection. This training program provides pharmacy assistants with foundational knowledge about paracetamol, including how it is used, common indications, available formulations, and key safety considerations. Participants will explore the role of paracetamol in managing pain and fever across different patient groups, including adults, children, older people and people with complex health needs. Core content covers safe dosing principles, the risk of accidental double dosing, combination products, modified-release formulations, and the importance of checking other medicines that may also contain paracetamol. The session will also explore common patient scenarios, such as selecting products for cold and flu symptoms, children's fever, acute pain and ongoing pain. Pharmacy assistants will build practical capability in recognising when to refer to the pharmacist, including suspected overdose, persistent pain or fever, use in young children, pregnancy or breastfeeding, liver disease, heavy alcohol use, and uncertainty about dosing. The session reinforces the pharmacy assistant's role in providing safe product information, supporting medicine safety, and escalating clinical concerns appropriately. Facilitator: Caysie Kelly – Trainer & Assessor, Pharmaceutical Society of Australia	
12.15pm - 1.00pm GALDERMA		12.15pm - 1.00pm 			
Pharmacists at the frontline of acne care: Holistic management across the scope of practice Pharmacists are often the first point of care for acne, yet management is frequently clouded by misconceptions and mixed advice. This session empowers pharmacists to lead evidence-based, patient-centred acne care across the full scope of practice. Learn how to assess severity, triage effectively, and support both prescription and non-prescription treatments. Covering topical therapies, antibiotic stewardship, adherence, and expectation setting, this practical session will build your confidence to improve outcomes - and patients' quality of life.		Enhancing Medicines Safety and Pharmacist Scope through AI and Patient Histories With prescribing rights expanding and scope of practice evolving, pharmacists are uniquely positioned to lead improvements in medication safety and deliver more accessible, patient-centred care. Realising this potential requires a leap forward in pharmacy technology. Integrated, cloud-based systems, real-time access to comprehensive patient medicine histories, and the power of AI are reshaping how pharmacists work - streamlining workflows, reducing manual tasks, and empowering pharmacists to focus on clinical decision-making and optimising patient outcomes.. Speakers: Jason Bratuskins – Product Manager, eRx Script Exchange; Andrew Matthews - Partnerships and Engagement Lead Digital Health, Fred IT Group			
				12.30pm - 1.30pm	LUNCH Trade Exhibition Area

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1.00pm - 2.00pm 	Women's Networking Lunch Network with fellow delegates and Guild officials at this stand-up lunch, which is open to pharmacists registered as full and day delegates. This special Women in Pharmacy Networking Lunch, held as part of the conference program, offers a valuable opportunity to connect, share experiences, and celebrate the contributions of women in the profession. Venue: Sailmaker Restaurant		
1.00pm - 2.00pm	LUNCH Trade Exhibition Area		PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level
CLINICAL SESSIONS: Grand Ballroom 1, Mezzanine Level		BUSINESS SESSIONS: Wharf Rooms 1 - 3, Lobby Level	
2.00pm - 2.45pm 	When sunshine isn't enough: Supporting maternal and neonatal bone health with vitamin D - evidence and optimal doses Many commonly prescribed medicines, including antibiotics, proton pump inhibitors, GLP-1 receptor agonists and NSAIDs, are essential to patient care. Yet persistent, repeated, or concurrent use can alter gut microbial composition, reduce functional diversity, and disrupt immune and inflammatory pathways. For pharmacists managing patients on complex or long-term regimens, the cumulative microbiome impact of polypharmacy is an increasingly important clinical consideration. This session explores medication-associated dysbiosis, evidence for clinically trialled probiotic strains that support microbial resilience, and practical strategies for identifying at-risk patients, selecting appropriate strains, and communicating microbiome risks and repair while supporting prescribed therapies in routine pharmacy practice settings. Speaker: Assoc Prof Treasure McGuire - Assistant Director of Pharmacy, Mater Health		2.00pm - 2.45pm SmithNephew From walk-in to patient: Shaping the future of your pharmacy through service-led care Pharmacy's scope of practice is rapidly evolving, creating new opportunities for pharmacies to differentiate their business through expanded clinical services. As pressure on the primary healthcare system grows, pharmacies that confidently deliver wound care services are positioning themselves as trusted destinations for advice, outcomes and value. In this session, pharmacists who are already capitalising on this shift share how they have successfully established wound care clinics, attracted patients, and implemented sustainable fee-for-service models to help unlock new revenue streams. The discussion will challenge price led thinking, reframing wound care through a value based lens that supports improved patient outcomes and a more resilient, future ready pharmacy business. Moderator: Trent Playford – Pharmacy Owner, Priceline Pharmacy Kincumber Panellists: Samantha Kourtis – Pharmacy Owner, TerryWhite Chemmart Charnwood; Molly McGuire - Pharmacy Owner, TerryWhite Chemmart Wilsonton
			1.30pm - 2.00pm  Helping patients move through musculoskeletal pain Musculoskeletal pain is a common reason patients seek support in community pharmacy, with pharmacy assistants often being the first point of contact. This practical session provides foundational knowledge to help recognise common presentations such as back pain, muscle strains, sprains and joint pain, explore appropriate over-the-counter and self-care options, and identify red flags that require referral to the pharmacist or medical practitioner. Participants will leave with greater confidence in supporting patients with musculoskeletal pain while understanding the limits of their role. Speaker: Caysie Kelly – Trainer & Assessor, Pharmaceutical Society of Australia 2.00pm - 2.30pm  Pharmacy assistants' role in caring for ageing skin Ageing skin is often fragile, sensitive, and prone to various concerns, making effective customer care essential. This session will highlight how to confidently engage with customers, understand their specific skin challenges, and provide practical advice to support healthy skin as they age. Speaker: Bec Coulson - Northern Region Field Coach, Ego Pharmaceuticals

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CLINICAL SESSIONS: Grand Ballroom 1, Mezzanine Level		BUSINESS SESSIONS: Wharf Rooms 1 - 3, Lobby Level		PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level	
2.50pm - 3.35pm 	Collateral damage: how common medications disrupt the gut - and how pharmacists can help Many commonly prescribed medicines, including antibiotics, proton pump inhibitors, GLP-1 receptor agonists and NSAIDs, are essential to patient care. Yet persistent, repeated, or concurrent use can alter gut microbial composition, reduce functional diversity, and disrupt immune and inflammatory pathways. For pharmacists managing patients on complex or long-term regimens, the cumulative microbiome impact of polypharmacy is an increasingly important clinical consideration. This session explores medication-associated dysbiosis, evidence for clinically trialled probiotic strains that support microbial resilience, and practical strategies for identifying at-risk patients, selecting appropriate strains, and communicating microbiome risks and repair while supporting prescribed therapies in routine pharmacy practice settings. Speaker: Michael Alexander - Integrative Pharmacist & Naturopath	2.50pm - 3.35pm 	Panel Session: Unlocking the future of community pharmacy Community pharmacy stands at a defining moment facing rising healthcare expectations while navigating real commercial pressure. Join a panel of expert industry leaders as they unpack how pharmacies can unlock stronger performance, energise engagement, and drive sustainable growth. This dynamic discussion will cut through complexity to focus on what truly works: lifting execution in-store, supporting owners in a rapidly shifting market, and embedding healthcare services into everyday practice. Expect candid insights, practical strategies, and fresh thinking on how community pharmacy can strengthen its position as both a trusted healthcare destination and a resilient, future-ready business. Moderator: Andrew Pattinson - Strategic Advisor, Guild Group	2.30pm - 3.00pm  We are dedicated to helping people live happier, healthier lives.	The weight question - new options customers are asking about Customers seeking weight management and metabolism support without using weight management medications - mostly due to personal preferences, practical constraints, or clinical considerations - often present in pharmacy. This session explores how pharmacy teams can confidently support these customers through informed, solution focused conversations. It will highlight the emerging role of next-generation gut microbiome organisms in metabolism and weight management, with a focus on Akkermansia as an innovative ingredient supporting metabolic health. Speaker: Belinda Duffy – Retail Education Lead, Metagenics
				3.00pm - 3.30pm	AFTERNOON TEA Trade Exhibition Area

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3.35pm - 4.05pm		AFTERNOON TEA Trade Exhibition Area		PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level	
4.05pm - 4.50pm		Metagenics™ We are dedicated to helping people live happier, healthier lives. Panel Session: The missing microbe in metabolic health - Akkermansia and sustainable weight support Pharmacists are increasingly at the frontline of weight related conversations, as patients look beyond short term fixes toward sustainable, long term solutions for metabolic health. This session brings together international industry experts to explore the emerging science of Akkermansia muciniphila -a next generation gut microbiome organism gaining global attention for its role in metabolism, weight maintenance, and metabolic resilience. Find out how Akkermansia influences key metabolic pathways, why reductions in this organism are consistently associated with weight gain and metabolic dysfunction, and what this means for pharmacist led care. Moderator: Belinda Duffy – Retail Education Lead, Metagenics Panellists: Declan Rooney - Regional Vice President Asia Pacific, Metagenics; Kristy O'Brien - Global Science & Education Manager, Metagenics; Elenna Barton, Sales Training Lead, Metagenics		AFT pharmaceuticals Working to improve your health How to boost your front of store capabilities This session will explore practical strategies to strengthen your front of store offering as the industry evolves with Full Scope of Practice. Focusing on common conditions frequently managed in pharmacy, you'll gain insights into effective companion selling techniques that support better patient outcomes while driving retail performance. Pharmacy assistants will leave with simple, easy-to-follow guides to confidently recommend complementary products, along with an enhanced understanding of the full AFT OTC pharmacy-exclusive range. Speakers: Scott Crawford - General Manager ANZ, AFT Pharmaceuticals; Shao Ping Ling - Global Medical Marketing & Education Manager, AFT Pharmaceuticals	
				4.00pm - 4.30pm	
				CSL Seqirus Everyday conditions, everyday conversations: Navigating dry eye and hay fever in pharmacy This session will support pharmacy assistants in confidently assisting customers presenting with symptoms of two common conditions encountered in community pharmacy – dry eye disease and hayfever. The session will provide a practical overview of these therapy areas including causes, symptom recognition, impact on daily quality of life and a foundational understanding of management approaches. By the end of the session, attendees will be more confident to engage in informed conversations, provide appropriate support and know when to involve the pharmacist. Speaker: Dr Jason Yu - GP Allergist	

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CLINICAL SESSIONS: Grand Ballroom 1, Mezzanine Level	PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level
4.50pm - 5.35pm  The Pharmacy Guild of Australia Burn out and resilience: Burn bright, not out Research shows more than half of pharmacists' experience burnout, driven by long hours, heavy workloads, high patient demand and poor work-life balance. This ongoing stress leads to emotional exhaustion, cynicism and fear of clinical error. While burnout may feel unavoidable, it doesn't have to be. This practical and engaging session will challenge the idea that burnout is simply part of the profession and demonstrate how sustainable change is possible. Drawing on evidence-based approaches, this session equips pharmacists with realistic strategies that fit into busy, high-pressure environments. Participants will learn how to build sustainable resilience and improve recovery, regain clarity and control under pressure, and maintain energy, motivation and focus over the long term. This session is ideal for pharmacists looking to protect their wellbeing while continuing to deliver high-quality care. Speaker: Kim Bessell – Human Performance & Mindset Coach	4.30pm - 5.30pm  The Pharmacy Guild of Australia Frontline to influencer: Empowering pharmacy assistants to drive awareness and action As community pharmacy expands its role in diagnosing and managing everyday health conditions, pharmacy assistants are critical to ensuring these services are visible, understood and trusted. This two-part session equips pharmacy assistants with the confidence to start meaningful patient conversations and recognise opportunities to refer to the pharmacist. It also highlights the power of each pharmacy's unique story - its people, community and local connection - as a key differentiator. Participants will explore practical ways to promote services through in-store interactions and social media, leveraging their natural digital strengths. Importantly, the sessions will empower assistants to contribute ideas and influence how their pharmacy communicates, ensuring they play an active role in driving awareness and uptake of full scope care
5.30pm - 6.00pm	PA Networking Drinks Unwind after a full day of learning and discovery at the PA Networking Drinks. Connect with fellow delegates and session sponsors in a relaxed setting designed to spark conversation and new connections. Venue: Wharf Foyer Cost: Free
6.30pm - 11.00pm	Pharmacy Guild of Australia (NSW Branch) Gala Dinner Join pharmacy leaders, industry partners and supporters for the Pharmacy Guild of Australia (NSW Branch) Gala Dinner, which will mark the launch of the new Pharmacy Guild Foundation. Celebrating connection and impact, this special evening will raise vital funds to support communities with the greatest need for access to medicines and pharmacy care. This is more than a gala dinner - it is an opportunity to make a meaningful contribution to the Foundation's mission. Funds raised through ticket sales, silent and live auctions, and sponsorships will directly support the work of the Pharmacy Guild Foundation. This event replaces the Pharmacy Connect Cocktail Party. For further details and bookings, CLICK HERE. Venue: Fullerton Hotel Cost: \$295 per person \$2,950 for a table of 10 Dress: Black tie with a Touch of Gold

FRIDAY 11 SEPTEMBER 2026		
8.00am - 2.00pm	REGISTRATION DESK OPEN, MEZZANINE LEVEL	
PLENARY SESSION: Grand Ballroom 1, Mezzanine Level		
8.30am - 9.15am	The Pharmacy Guild of Australia Global policy shifts and the future of Community Pharmacy Primary healthcare is under growing pressure, and community pharmacy has a real opportunity to be part of the solution. Looking beyond our own borders can be incredibly valuable, especially when it comes to learning from markets experiencing rapid change. One such market is the United States, where community pharmacy is evolving fast. The Guild is delighted to welcome Dr Kristen Riddle, President of the National Community Pharmacists Association (USA), to deliver a keynote at Pharmacy Connect. Drawing on her experience on the ground and her deep policy knowledge, Kristen will share what's happening in the US right now - from pharmacy closures to new pricing approaches and emerging digital models - and what these shifts could mean for Australian pharmacies. Delegates will gain practical, real world insights into how to sustain independent pharmacies, expanding patient centred clinical services, and how to strengthen pharmacy's trusted role in the community. Speaker: Dr Kirsten Riddle – President, National Community Pharmacists Association (US)	
9.00am - 2.00pm	TRADE EXHIBITION OPEN Grand Ballroom 2, Pre-function Foyer and Maritime Ballroom, Mezzanine Level	
9.15am - 10.00am	 Buying and selling a pharmacy in today's market This session takes a practical, current look at the realities of buying and selling a pharmacy in Australia and will explore current market conditions, evolving buyer demand and key trends shaping valuations and deal activity. Attendees will gain clear insight into the full sales process - from preparing a pharmacy for sale through to settlement - with a strong focus on navigating the current lending environment, financing options, and risk considerations in a higher interest rate landscape. The session will also examine return on investment expectations in the current climate. A must-attend for both prospective buyers and vendors looking to make informed, strategic decisions. Speaker: Richard Gorman, Managing Director, Corporate Financial Services P/L	PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level 9.15am - 9.45am  Red Brick Thinking – it's not about doing more, it's about doing what matters Real breakthroughs come from what we remove. And yet we grew up with the idea that success meant more - more hours, tools, layers and hustle. In this practical and provocative presentation, Donna McGeorge introduces Red Brick Thinking™ - a smarter, sharper approach for people who are done with overwhelm. It's about clearing the clutter, challenging the “always-on” mindset, and making space for what actually drives results. Speaker: Donna McGeorge – Author, Speaker, Subtraction Strategist 9.45am - 10.15am  Supporting women through peri menopause, menopause and beyond: Practical guidance in community pharmacy Peri menopause and menopause can significantly impact a woman's wellbeing, with many customers turning to community pharmacy for advice and support. This session builds pharmacy assistants' confidence in understanding the menopause journey, recognising common concerns, and providing compassionate, practical guidance. Learn about Blackmores' evidence based peri and menopause support range, how to match products to a customer's life stage, and when referral to the pharmacist is appropriate - empowering you to confidently support women through menopause and beyond. Speaker: Andrea Raftesath – Naturopath, Blackmores
10.00am - 10.45am	 Digital that delivers: Turning workflow into better patient care As full scope of practice becomes a reality across Australia, the constraint is no longer clinical capability - it's capacity. In this session, TerryWhite Chemmart shares how a connected digital ecosystem is helping pharmacies reduce workflow friction, strengthen clinical documentation and create more time for patient care. By integrating patient apps, structured clinical workflows and AI-enabled documentation, pharmacies can move from fragmented processes to consistent, scalable service delivery. Hear how pharmacists and owners are bringing this to life in-store, with practical examples of improving patient experience, operational efficiency and quality of care. This is a no-theory session focused on what's working now - and what pharmacies need to operationalise to deliver full scope care at scale. Speakers: Chloe Backers - Assistant State Operations Manager NSW & ACT, TerryWhite Chemmart; Brenton Hart - Chief Pharmacist, TerryWhite Chemmart	

FRIDAY 11 SEPTEMBER 2026

10.45am - 11.00am



Full Scope, full potential: Building the business case for change

TPharmacy scope is expanding, and with it comes a real opportunity to drive growth, differentiate your offer, and future-proof your business. This session will bring the business case for full scope to life through real-world data from pharmacists already making it work - lifting script volumes, attracting new patients, expanding services, and re-energising their teams. Explore what it actually takes to get started, why early preparation matters, and how readiness translates into competitive advantage. This is your chance to move beyond potential and understand how full scope can deliver growth today, while setting your pharmacy up for what's next.

Speaker: Kate Gunthorpe – Deputy Chief Pharmacist, TerryWhite Chemmart

11.00am - 11.30am

MORNING TEA

Trade Exhibition Area

CLINICAL SESSIONS: Grand Ballroom 1, Mezzanine Level

11.30am - 12.15pm



Introducing neffy® (adrenaline) nasal spray for the emergency treatment of anaphylaxis

This educational session will provide a comprehensive overview of recognising and managing anaphylaxis. It will highlight the recently approved neffy® (adrenaline) nasal spray, including a review of clinical evidence, guidance on patient education, and an overview of available support.

BUSINESS SESSIONS: Wharf Rooms 1 - 3, Lobby Level

11.30pm - 12.15pm



Clinical errors, regulatory notices and vicarious liability: What pharmacy owners need to know

Pharmacy owners carry legal responsibility for the actions of employees, locums and other team members and vicarious liability claims can arise even where the owner was not directly involved. This session explains what vicarious liability means in day-to-day community pharmacy practice and how strong clinical governance (clear roles, credentialling, supervision, documentation, incident response and ongoing training) can reduce risk. Attendees will leave with practical steps to strengthen systems, support their teams and protect the business as pharmacy services expand.

Speaker: Claire Bekema - Professional Officer, PDL

10.15am - 11.00am

MORNING TEA

Trade Exhibition Area

PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level

11.00am - 11.30am



The science behind Dermal Therapy's Face Care innovations

Dermal Therapy's Face Care innovations combine advanced skin science with high-performance ingredients to deliver visible results. Designed to target key concerns while supporting barrier function and hydration, the range works to promote long-term skin health.

Speaker: Jamil Karaki – Megamind Pharmacist

11.30am - 12.00pm



Simplifying serums: A beginner's guide

Serums are an increasingly important part of the skincare routine, but with so many ingredients and options, they can be confusing for both customers and pharmacy staff alike. This session breaks down the basics and will clearly explain what serums do, how key ingredients such as Vitamin C, Retinol and Hyaluronic Acid work, and how to layer them correctly. You'll gain practical tips to confidently recommend the right serum for different skin concerns and learn how to explain the benefits in simple, jargon free language customers can easily understand.

Speaker: Bobby Mehta – Pharmacist & Head of Pharmacy Training, L'Oreal ANZ

FRIDAY 11 SEPTEMBER 2026					
CLINICAL SESSIONS: Grand Ballroom 1, Mezzanine Level		BUSINESS SESSIONS: Wharf Rooms 1 - 3, Lobby Level		PHARMACY ASSISTANT STREAM: Wharf Rooms 4 & 5, Lobby Level	
12.20pm - 1.05pm	 Further details about this session will be available soon. Please revisit the Program page of the website for regular program updates.	12.20pm - 1.05pm	 Further details about this session will be available soon. Please revisit the Program page of the website for regular program updates.	12.00pm - 12.30pm	 Changing the face of Men's Health: Practical skills for pharmacy assistants Men are often less likely to seek help, more likely to downplay symptoms, and can quickly disengage if a health interaction doesn't feel relevant or comfortable. Community pharmacy plays a critical role in supporting men's health, and every member of the pharmacy team can influence whether a male patient feels supported - or slips through the cracks. Drawing on insights from Movember's Men in Mind program, this practical session equips pharmacy assistants with the knowledge and confidence to better engage male customers. Explore the key barriers that prevent men from prioritising their health, and learn simple, effective strategies to initiate conversations, build trust, and create more meaningful connections at the counter. Speaker: Brad Butt – Founder, Men's Health Downunder
1.05pm - 2.00pm	LUNCH Trade Exhibition Area			12.30pm - 2.00pm	LUNCH Trade Exhibition Area
2.00pm	CONFERENCE CLOSE				
2.00pm - 5.00pm	STUDENT SUMMIT: Venue: Wharf Rooms 1-3 To view the full Student Summit program, visit Program - Pharmacy Connect .				
5.00pm - 6.00pm	Student Networking Drinks: Don't miss your chance to connect beyond the program! Once the sessions wrap up, keep the momentum going at these complimentary networking drinks. Meet like-minded students, make valuable industry connections and be part of the conversations everyone is talking about – it's time to begin the climb up the Summit! Venue: Wharf Room Foyer Cost: Free				



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