



Together in Health

MEMBER SUMMIT 2024

DELEGATE BOOK

We can achieve more when we come together

With the industry’s ongoing rapid change, driven primarily by regulatory and economic factors, our priority is to protect and preserve your flexibility as a pharmacy owner, allowing you to tailor your care to your community’s needs.

We know that Australians support their local independent pharmacy, but today, they want more convenience, service and affordability from our pharmacies.

This year, at our first Independent Pharmacies of Australia Group (IPA) Member Summit, bringing together pharmacies across our membership brands for the second time, we will show you how we will use our 1100-strong membership and its collective scale to meet the health needs of Australians across the country.

We are together in health.

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PARTNERS & SPONSORS



PROGRAM HIGHLIGHTS

Keynote Speakers



Kos Sclavos
Chief Pharmacist
DBG Health



Peter Bol
Olympian



Brian Walker
Founder & CEO
Retail Doctor Group



Steve Sammartino
AI Expert



Dennis Bastas
Exec. Chairman & CEO
DBG Health



Carolyn Butler-Madden
Speaker, Author,
Podcast Host

MCs



Cassandra Eifler
Director and Facilitator
Consistent Excellence
Consulting



Craig Edwards
Director and Facilitator
Consistent Excellence
Consulting

Your Support Team



Steve Kastrinakis
Managing Director,
Founder, Pharmacist



Michael Flannery
Director, Founder,
Pharmacist



Lynne Gallucci
Chief Operating
Officer

Networking Functions



**Pre-Conference Lunch:
Supporting women to succeed
in pharmacy**
14 Oct, 12pm - JW Marriott



**Welcome drinks
with our sponsors**
14 Oct, 6pm - JW Marriott



Evening river cruise
15 Oct, 5:45pm - YOTClub
Private Charter



Our night of nights
16 Oct, 6:30pm - Member Summit
Gala and Awards Dinner

CONFERENCE LOCATIONS



We believe that healthy pharmacy partnerships support healthy communities.

The right solutions to grow your business and protect your future.

Visit the team at the Sigma Healthcare stand to discuss the **best product pricing** available for you.

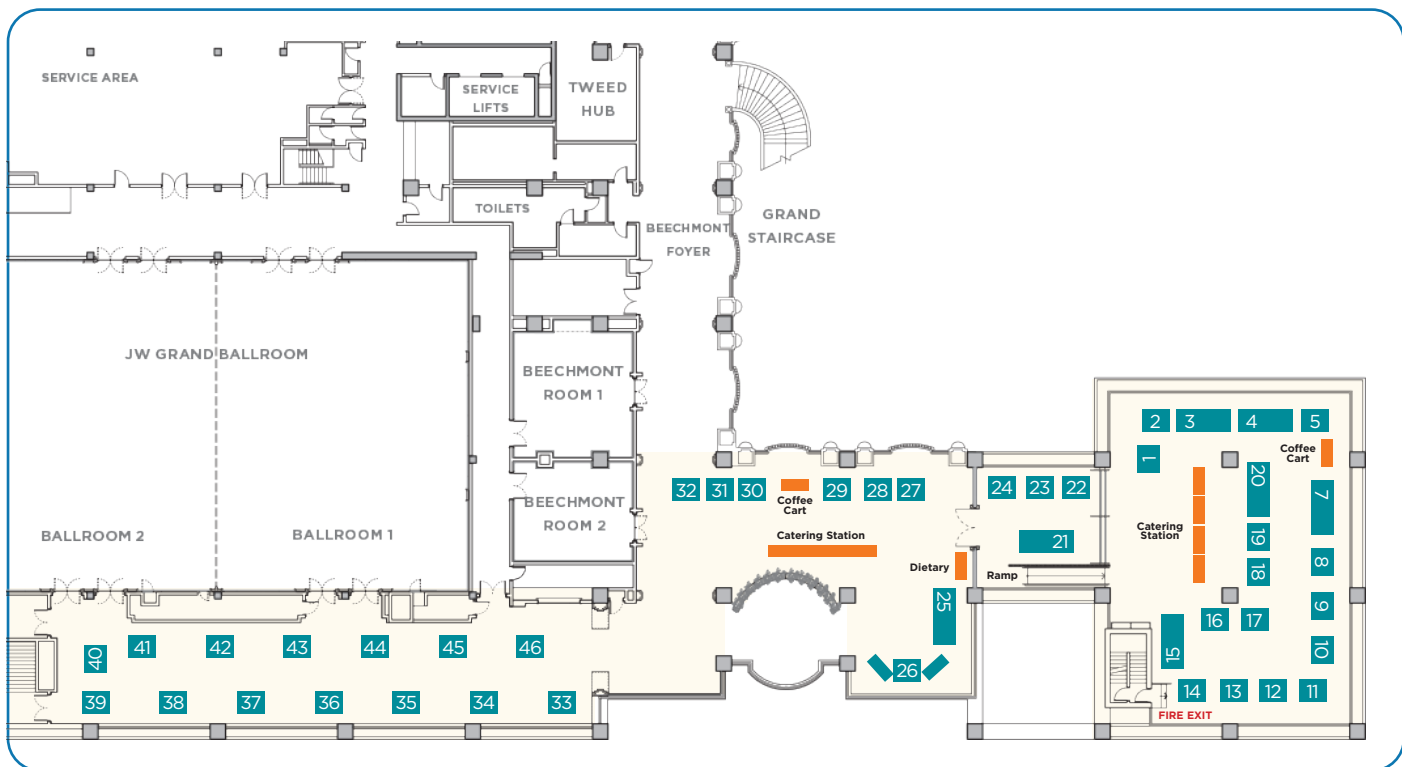


Sigma Healthcare is committed to the good health of your business.

Sigma Healthcare is committed to helping pharmacy owners to grow the right commercial business to suit their requirements. Speak with us today. **Visit sigmahealthcare.com.au**



PARTNER VILLAGE



BOOTH	SPONSOR	BOOTH	SPONSOR	BOOTH	SPONSOR
1	myPak Solutions	18	Blackmores Group	34	AFT Pharmaceuticals
2	PharmaPrograms	19	Aspen Australia	35	Smith+Nephew
3	Arrotex	20	Reckitt	36	Designer Brands / Total Beauty Network
4	VidaCorp	21	Medadviser		
5	MCoBeauty	22	Veev	37	Bayport Brands
7	API	23	Mens Health Downunder	38	McPhersons
8	Haleon	24	Viatrix	39	Gibson Eyewear
9	Bayer	25	Pfizer	40	Howden
10	Caruso's Natural Health	26	IPA Professional Services	41	Paul Hartman
11	Inova Pharmaceuticals	27	Meditech	42	Aero Healthcare
12	Pharmacare	28	Shopfront & Pharmacy View	43	United Pacific
13	Sanofi	29	Fred	44	StirlingFildes
14	Metagenics	30	Buy It Right & Patient 360	45	Key Pharmaceuticals
15	Sigma Healthcare	31	Know It All	46	e.l.f Cosmetics
16	Care Pharmaceuticals	32	Z Software		
17	Procter & Gamble	33	Pharmabroker Sales		

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HEALTHCARE,
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Summit Mega Raffle



IPA is proud to stand alongside the Fullife Foundation in their noble mission. Through our support, we contribute to their vital work in Africa, enabling them to expand their reach and impact. Together, we are making strides towards a future where every woman and child has access to quality healthcare and the opportunity to thrive.

TICKET OPTIONS:

- \$10** - 1 strip **\$40** - 6 strips **\$100** - 15 strips
- \$20** - 3 strips **\$50** - 7 strips

RAFFLE PRIZES INCLUDE:

- **\$500 Travel Voucher**
Sponsored by **Blue Powder Travel**
- **Cricket Australia men's jersey**
Sponsored by **Reckitt Health**
- **6-Bottle Wine Box**
Sponsored by **Morilla**
- **2 x \$250 e.l.f Vouchers**
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- **\$200 Red Balloon Voucher**
Sponsored by **Ive**
- **\$300 Red Balloon Voucher**
Sponsored by **Ive**
- **\$1000 Loyalty Credit to boost your store's reach (redeemable on SMS & Email)**
Sponsored by **IPA**
- **\$500 LAM HUB Package**
Sponsored by **IPA**
- **\$500 Beauty Hamper**
Sponsored by **Total Beauty Network**
- **2 x For Love & Money Books**
Sponsored by **The Cause Effect**
- **\$250 QT Hotels Voucher**
Sponsored by **EVT**
- **1 Night package at JW Marriott (valued at \$600)**
Sponsored by **JW Marriott**
- **\$250 Visa Gift Card**
Sponsored by **StirlingFildes**
- **\$500 Credit with StirlingFildes**
Sponsored by **StirlingFildes**
- **1 hour consulting sessions with Steve Sammartino**
Sponsored by **Steve Sammartino**
- **2015 Louis Roederer 'Brut Vintage' Champagne Magnum (\$385.00 RRP)**
Sponsored by **Allfin Financial**
- **2019 Leeuwin Estate 'The Arts Series' Chardonnay Magnum (\$385.00 RRP)**
Sponsored by **Allfin Financial**
- **2 x General admission double passes to Cold Play Music of the Spheres World Tour on 2/11/2024, Melbourne**
Sponsored by **IPA**
- **2 x Steve Sammartino Books**
Sponsored by **Steve Sammartino**

Special thanks to the following sponsors:



MEMBER SUMMIT PARTNER VILLAGE SCAVENGER HUNT

Connect with our sponsors and submit the correct answer in the app for a chance to win.

1

Download the **Scavify App**



2

Create an account with your full name (as listed on your name badge)

3

Search "**Member Summit - Partner Village Activation**"

4

Click "**Join Now**"

The app will go live at **6:00 pm** on **14 October**, giving you the opportunity to get a head start at the Welcome Function.

Daily leaders will be announced & prizes awarded, with the overall winner will be announced at the Gala Evening!

DAY 1 PROGRAM

Program timings may change

DAY 1 - MON 14 OCTOBER | LOCATION: JWM BALLROOM

Time	Activity	Speaker
11:30	Pre-Conference Lunch Registration	
12:00	Pre-Conference Lunch - Supporting women to succeed in pharmacy	Hosted by Nicole Hooley - General Manager Health Programs, IPA with Carolyn Butler-Maden - Chief Purpose Activist, Speaker Author, Podcast Host; Hayley Tamborini - Arrotex; Kavita Nadan - CDC Endeavour Hills, Locumate
1:30	Registration and Afternoon Tea	
2:00	Opening Address	MCs Craig Edwards and Cassandra Eifler - Directors, Consistent Excellence
2:10	Together in health - Delivering an unrivalled patient experience	Steven Kastrinakis - Founder, Managing Director, Pharmacist, IPA
2:30	Partnering for shared success with Q&A	Dennis Bastas - Chairman & Group CEO, DBG Health
3:30	Purpose Driven Leadership	Carolyn Butler-Madden - Chief Purpose Activist, Speaker Author, Podcast Host
4:15	Day 1 Wrap-up	MCs Craig Edwards and Cassandra Eifler - Directors, Consistent Excellence
4:30	End	
6:00	Welcome Function at the Partner Village JWM	

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TAKE OUTS AND ACTIONS

DAY 1: MONDAY 14 OCTOBER

KEY TAKE OUT	ACTION



* COME SEE US AT THE DB STAND TO FIND OUT MORE ABOUT GROWING YOUR BEAUTY SALES WITH TOTAL BEAUTY NETWORK

DAY 2 PROGRAM

Program timings may change

DAY 2 - TUES 15 OCTOBER LOCATION: JWM BALLROOM		
Time	Activity	Speaker
8:00	Partner Village Open	
8:30	Opening address	MCs Craig Edwards and Cassandra Eifler - Directors, Consistent Excellence
8:40	Sponsor Spotlight	Arrotex
9:10	Keynote: Maximising Pharmacy Performance from 8CPA and other Commonwealth Funded Programs	Kos Sclavos - Chief Pharmacist, DBG Health
9:40	Innovation in health programs Service innovation with 8CPA for better community health	Nicole Hooley - General Manager Health Programs, IPA Prof. Harriet Hiscock - Murdoch Children's Institute Brad Butt - Cooleman Court Pharmacy, Mens Health Down Under
10:15	Building your capability to deliver better patient outcomes	Vanessa Lontos - Head of Member Capability, IPA Keely Paul - National Professional Services Manager, IPA
10:35	Morning Tea	
11:05	Keynote: AI - Fear or opportunity?	Steve Sammartino - AI Expert
11:50	Sponsor Spotlight	PFIZER
12:20	Lunch	
1:20	Enhancing pharmacy performance with technology and intelligence	John Kardis - But It Right Manager, IPA Warwick Marx - Chief Technology Officer, IPA Richard Manthey - Head of Platforms, IPA Damian Mead - Know It All Manager, IPA Mardy Wiltshire - Buy It Right Operations Manager, IPA
2:50	Afternoon Tea	
3:10	Sponsor Spotlight	Sigma
3:40	Keynote: Redefine the future of pharmacy retail	Brian Walker - Chairman & Founder, Retail Dr Group
4:25	Wrap-up	MCs Craig Edwards and Cassandra Eifler - Directors, Consistent Excellence
4:45	Day end	
5:45	Coach Pick-up from JW Marriott to YOT	
5:50	Coach Pick-up from QT Gold Coast to YOT	
6:30	Drinks and Canapes on YOT	
9:30	End time	

COMING SOON



IBS + DIGESTIVE RELIEF

All-in-one effective treatment from medically diagnosed IBS symptoms + digestive symptoms¹⁻²

Always read the label and follow the directions for use.

1. Madisch A. Aliment Pharmacol Ther 2004; 19: 271-279. This study was supported by a grant from Steigerwald Arzneimittelwerk GmbH, the manufacturer of Iberogast®. 2. Madisch A et al. Treatment of Functional dyspepsia with a herbal preparation. Digestion. 2004. 69; 45-52

Provides clinically proven relief from:

- ✓ Heartburn
- ✓ Indigestion
- ✓ Stomach pain & cramps
- ✓ Bloating
- ✓ Gas
- ✓ Constipation



TAKE OUTS AND ACTIONS

DAY 2: TUESDAY 15 OCTOBER

KEY TAKE OUT	ACTION

DAY 3 PROGRAM

Program timings may change

DAY 3 - WED 16 OCTOBER			
Time	Activity	Location	Speaker
8:30	Opening - recap and overview of final day	JWM Ballroom	MCs Craig Edwards and Cassandra Eifler - Directors, Consistent Excellence
8:45	Sponsor Spotlight	JWM Ballroom	Reckitt Health
9:15	Sponsor Spotlight	JWM Ballroom	Locumate
9:30	Getting your pharmacy ready for 2025	JWM Ballroom	Lynne Gallucci - Chief Operating Officer, IPA
10:00	Sponsor Spotlight	JWM Ballroom	VIDACORP
10:30	Morning Tea		
11:00	Sponsor Spotlight	JWM Ballroom	API
	Chemist Discount Centre - The recipe for success in 2025	JWM Binna Burra	Theo Gakelos - General Manager Franchising & Network Development, IPA
11:30	Excellence in Merchandising & Marketing	JWM Ballroom	Darragh O Se - General Manager, Merchandise, IPA Kate McGrath - General Manager, Marketing Operations, IPA
	Achieving excellence with new Health Programs	JWM Spring Brook	Nicole Hooley - General Manager, Health Programs, IPA Melody Mugari - Programs & Corporate Partnerships Manager, IPA
12:40	Lunch		
1:40	Chemist Discount Centre - The recipe for success in 2025 (contd.)	JWM Binna Burra	Theo Gakelos - General Manager, Franchising & Network Development, IPA
1:40	Sponsor Spotlight	JWM Ballroom	Haleon
1:55	Together in Health: Your 2025 Partnership Playbook	JWM Ballroom	Patrick Stoll - General Manager Member Engagement, IPA
2:40	Keynote: Creating your focus for high performance	JWM Ballroom	Peter Bol - Olympian
3:25	Wrap up	JWM Ballroom	Steven Kastrinakis - Founder, Managing Director, Pharmacist, IPA
4:00	Group Photo	JWM Staircase	
4:15	End		

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TAKE OUTS AND ACTIONS

DAY 3: WEDNESDAY 16 OCTOBER

KEY TAKE OUT	ACTION

Winners to be announced at the Gala and Awards Evening 16 Oct

Retail Manager of the Year

Cathou Batterham, Twin Waters Pharmacy

Jakki Begley, Chemist Discount Centre Patterson Lakes

Sue Hagan, Warners Bay Pharmacy

Lauren Marks, Coopers Pharmacy Taree,
Wingham & Chatham

Grace McCarthy, Camden Day & Night,
Mittagong Day & Night, and Carrington Day & Night

Pharmacist of the Year

Ben Wishaw, Twin Waters Pharmacy

Jack Buckley, Flannery's Pharmacy
& Life Pharmacy Forbes

Kirstie-Jane Grenfell, Chemist Discount Centre Berwick

Carli Unwin, Thursday Island Pharmacy
& Bamaga Pharmacy

Lisa Gibson, Orana Mall Pharmacy

Community Engagement Award

Twin Waters Pharmacy

Taroom Pharmacy

Chemist Discount Centre Bundaberg

Emerald Village Pharmacy

Wonthaggi Miners Dispensary

Narrabri Pharmacy

Professional Services Innovation Award

Flannery's Pharmacy

Cooleman Court Pharmacy

Piggott's Pharmacy Huntlee

Aspley Day & Night Pharmacy

State Group Pharmacy of the Year - QLD/NT

Childers Community Pharmacy

Twin Waters Pharmacy

Chemist Discount Centre Mackay

State Group Pharmacy of the Year - NSW/ACT

Chemist Discount Centre Chester Hill

Doc's MegaSave Chemist

Piggott's Pharmacy Huntlee

Old Bar Pharmacy

Leeton Discount Chemist

Oberon Pharmacy

Coopers Pharmacy Taree

Warners Bay Pharmacy

State Group Pharmacy of the Year - VIC/TAS

Campbellfield Pharmacy

Chemist Discount Centre Warragul

Advantage Pharmacy Waterfall Gully

Emerald Village Pharmacy

Chemist Discount Centre Altona

Brighton Pharmacy

State Group Pharmacy of the Year - WA/SA

Chemist Discount Centre Gosnells

Riverland Plaza Pharmacy

Hillarys Community Pharmacy

National Pharmacy of the Year

Doc's MegaSave Chemist

Chemist Discount Centre Warragul

Twin Waters Pharmacy

Chemist Discount Centre Gosnells

Founders Industry Excellence Award

Karen Carter, Narrabri Pharmacy
& Carter's Pharmacy

Veronica Nou, Morris Care & Advice Pharmacy

Nick Pearson, Aspley Day & Night Pharmacy



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make a difference for you.**

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*IQVIA Pharmacy value sales MAT July 2024

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#MHDU2024



Our journey began with a shared vision - a commitment to revolutionise pharmacy software.

Frustrated by stagnant, aging systems, Z Software was created by pharmacists for pharmacies.

We developed DispenseIT - now known as Z Dispense. Next we created an integrated POS and back-office system from the ground up - giving rise to Z Software. Our "zero boundary attitude" drives us to empower pharmacies with previously unattainable capabilities.

Visit our stand to check out Z Pocket and Z Freedom! Plus there are prizes to be won!



Z FREEDOM

*Control your pharmacy
anytime, anywhere*



Z POCKET

*Event driven notifications in
the palm of your hands*

Z SOFTWARE



**Summit
Fundraising**



We're supporting the Fullife Foundation to reduce preventable deaths in Ethiopia, especially amongst expectant mothers and their babies.

- **Summit Mega Raffle**
Enter for a chance to win great prizes!
- **Gala Evening Fundraising Auction**
Bid on fantastic items up to the value of \$20,000!



**1 IN 2
WOMEN
FEEL THEY'VE
HAD THEIR
PAIN IGNORED
OR DISMISSED***

LEARN MORE



**SEE MY PAIN
NUROFEN** 

Always read the label and follow the directions for use. Incorrect use could be harmful.

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*Nurofen Gender Pain Index Report 2024 (Reckitt Sponsored) <https://www.nurofen.com.au/see-my-pain/>

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HOT DEAL



- ✓ NON-DROWSY
- ✓ FAST ACTING
- ✓ 24 HOUR ACTION

Telfast® kids

- ✓ FAST ACTING
- ✓ TRUSTED** ALLERGY RELIEF
- ✓ PARABEN FREE
- ✓ NO IMPACT ON CONCENTRATION DUE TO NON-DROWSY FORMULA



Always read the label and follow the directions for use.

Telfast provides hayfever relief. **Data on File. Consumer Research by Sanofi available on request from CHC.AU@sanofi.com MAT-AU-2401755-1.0 08/2024

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Quality essentials for wounds

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 *Trademark of Smith+Nephew. 44898-anz V1 07/24. 1. The Nursery 2019. PMCF Survey Report for SOLOSITE Gel. Smith+Nephew. 2. Smith+Nephew 2018. Fluid Donation Testing of SOLOSITE Gel (without Allantoin). Internal Report. C3141 R17. 3. Smith+Nephew 2018. OPSITE POST-OP Film Bacterial Barrier Justification. Internal Report. RD/18/042.



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 Cuts, Grazes and Stitches
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 5 Dressings | 6.5cm x 5cm



Approximately 1 in 3 ViatriS medicines supplied to Australian patients are Australian made¹

Based on doses, adjusted for salbutamol (to pack size of 1)

Reference: 1. Data on file.
 Copyright © 2024 ViatriS Inc. All rights reserved. Alphapharm Pty Ltd (trading as ViatriS) ABN 93 002 359 739; ViatriS Pty Ltd ABN 29 601 608 771; Upjohn Australia Pty Ltd ABN 50 629 389 911; Level 1, 30-34 Hickson Road, Millers Point NSW, 2000. Ph: 1800 314 527. AU-NON-2024-00022. August 2024.



ViatriS is one of the biggest employers in the Ipswich region of Queensland¹

We produce approximately 3.5 billion doses of medicines every year¹

Carole Park & Bundamba, Queensland

Our warehouse and distribution centre is equivalent in size to 43 Olympic pools.¹

Welcome to a World of Benefits



Welcome to a network of 1,100 passionate independent pharmacies, all united by a common goal: delivering exceptional healthcare and support to local communities. At IPA, we share this vision. Our mission is to ensure that every Australian has access to the best possible healthcare, and we do this by empowering the independence of local pharmacies like yours, which are at the heart of these communities. As part of your membership with IPA, you gain access to cutting-edge technology for efficient stock management, national marketing campaigns that drive more customers to your door, and professional services that enable your pharmacy to meet a wide range of healthcare needs plus many more!

Over  **64M** scripts processed through

1 in 5  pharmacies are with IPA

1100  members



- ✓ Drive customers to your Pharmacy
- ✓ Boost online sales
- ✓ Increase brand awareness through a localised approach
- ✓ Build customer loyalty and repeat purchases
- ✓ Attract new customers through social content
- ✓ Improved patient outcomes from integrated solutions

Did you know?

As an IPA member you get access to over 35+ exclusive discounts?

IPA provides members with a wealth of valuable benefits tailored to help your pharmacy operate more efficiently and profitably.

From discounted hardware and consumables to exclusive services such as discounted Locums and recruitment, being with IPA ensures your pharmacy receives the highest quality support at the best price.

Your dedicated IPA Business Advisor can help you navigate exactly what your pharmacy needs such as essential products and services like biomedical refrigeration, telecommunication solutions, and dispense technology. These benefits, along with many others, make the IPA membership a truly valuable investment.

For a more comprehensive overview of everything IPA has to offer, scan the QR code below to access all member benefits and explore how IPA can support your business.

Scan the QR code below to discover more member benefits





Gala Evening Fundraising Auction 16 Oct



At our Gala and Awards Evening, we are hosting a special auction to raise funds for the Fulllife Foundation. Your generosity will directly contribute to providing essential healthcare services to mothers and children in need. Every bid you place will bring us closer to ensuring a healthier, more empowered future for communities across Africa.

Auction Items:

- **Dinner with Steve Kastrinakis & Kos Sclavos**
An exclusive money-can't-buy experience for four. Available for Melbourne, Sydney or Brisbane, any suitable date - a once-in-a-lifetime opportunity to connect with these inspiring leaders, valued at \$1,500
- **Polperro Voucher for \$2,500**
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- **\$15,000 Media Package with ARN/Regional Radio**
Promote your pharmacy with a professional media campaign that gets results.
- **\$20,000 oOH Media Package**
Get your message out with impactful out-of-home billboards, bus shelters to amplify your pharmacy in your community.
- **1 x 50" Samsung Digital Screen with CMS**
A high-quality digital screen for your pharmacy, valued at \$4,500.
- **2015 Torbreck 'The Laird' Magnum (Shiraz), Barossa Valley, RRP \$2,535**

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