

# ANNUAL REPORT 2018-2019



australian  
pharmacy  
council

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## WHO WE ARE

**The Australian Pharmacy Council (APC) is the accreditation authority for pharmacy education in Australia.**

Our purpose is to accredit pharmacy education programs in Australia and New Zealand universities and assess the competency of graduates and overseas pharmacists who want to practice in Australia.

We maintain the high standards of pharmacy education in Australia and New Zealand and ultimately protect the public to ensure practising pharmacists have the skills and knowledge to deliver effective health care that meets the changing needs of the community. Our vigorous assessment work also ensures that overseas pharmacists who want to work in Australia meet our standards in pharmacy.

We are an independent company limited by guarantee and work within the [National Registration and Accreditation Scheme \(NRAS\)](#), under assignment of the [Pharmacy Board of Australia](#).

## OUR MISSION

Advancing and assuring quality in pharmacy education

The Australian Pharmacy Council acknowledges the traditional owners of the land on which we are located, the Ngunnawal people, and pay respects to their elders past, present and emerging.

# Our Leaders

and what drives us into the future

## OUR VALUE STATEMENTS

We are committed to achieving our mission through following and aligning our values in all that we do.

### RESPECT

We treat all people with courtesy, compassion and tolerance and all situations are handled in a timely manner.

### FAIR

We treat everyone in an impartial, equitable, ethical, sensitive and just manner.

### TRANSPARENT

We are open, honest and trustworthy in all we do. We take responsibility for our actions.

### CREATIVE

We encourage originality, enquiry, risk taking, critical thinking and diversity. We are constantly striving for excellence.

### SUPPORTIVE

We care about our fellow team members and stakeholders. We own and learn from our mistakes, build resilience and celebrate success.

### LIFE LONG LEARNING

We encourage intellectual curiosity and ongoing personal and professional development.

## OUR STRATEGIC DIRECTION

Our agreed strategic direction for 2017-2020 reflects our priority to protect public safety by advancing and *assuring quality in pharmacy education* and ensuring future pharmacists are competent and work-ready. To achieve this, we have identified **five key areas** of strategic focus:

- 1 to emerge as a leader in this dynamic and ever-changing co-regulatory environment
- 2 using contemporary and integrative methodologies for accreditation and assessment standards
- 3 demonstrate that our governance, staff and systems are fit for the future
- 4 building our reputation as the leader in pharmacy education standards, and
- 5 building our business model

Everything we do is underpinned by the drive to maintain quality in the pharmacy education and accreditation sector, at a high level of efficiency.

## OUR CHAIR SUE KIRSA

We have had another a successful year at the Australian Pharmacy Council (APC), and I am honoured to have been Chair of the Board.



“ This year was also a year of quiet reflection about how we see the future of pharmacy. The key theme that underpinned that direction was social accountability.

Sue Kirsa  
Chair ”

I am very fortunate to be surrounded by seven Directors of a high calibre who offer excellent support and wisdom and share in the strategic direction and progress of the APC. This year I was reappointed for a second term of three years, alongside Emeritus Professor Nicholas Glasgow, Professor Rhonda Clifford and Ms Amanda Galbraith. I thank all our Board Directors for their contribution to enhance APC's strategic projects.

APC applied and was successfully registered as a charity with the Australian Charities and Not-for-profit Commission (ACNC) in December 2018. Our Constitution was reviewed in November 2018 in preparation for our ACNC registration and amended to align with best practice. The Constitution was further reviewed in April 2019 and updated to include provision for a completely skills-based Board.

This year we achieved a significant milestone, securing the APC as the accreditation authority for pharmacy for a further five years until 30 June, 2024. This was achieved during quite a time of uncertainty when all health accreditation authorities were under review by Health Ministers through the COAG Health Council. The APC emerged stronger and is now more determined than ever to embed APC as the leading national accreditation body for high quality pharmacy education and training in Australia and New Zealand, in line with our strategic plan.

In addition, we had an impressive year financially which has enabled APC to continue our work in developing robust examination platforms and to enhance our accreditation, standard-setting and assessment processes.

APC is now leading the pharmacy education and training sector into a new era in which both degree and intern training programs will be covered by a single set of standards. This is a significant change that will bring about much-needed consistency and clarity for the education sector. This change followed a review of Accreditation Standards for Pharmacy Degree and Intern Training Programs which involved extensive consultation and research. This couldn't have been achieved without the valuable contributions and input from all our stakeholders who have offered their time and expertise to the development of the standards, ensuring they reflect the evolving nature of pharmacy practice and education.

This year was also a year of quiet reflection about how we see the future of pharmacy. The key theme that underpinned that direction was social accountability. Social accountability is about a willingness and ability on the part of pharmacists to: deliver culturally safe and responsive person-centered care; address the health care needs of individuals and the wider society; assume responsibility for the sustainable use of health care resources; and contribute to the ongoing

improvement of individual and societal health outcomes. The benefits of integrating social accountability across accreditation means the APC is able to create a 'present focus' in which our graduates are fit for contemporary practice and have the knowledge, skills, behaviours that are necessary for current scopes of practice, whilst also preparing them for emerging roles and practice scope.

Through CEO Bronwyn Clark's leadership, the team at APC and the talented host committees, the APC delivered a number of thought-provoking and impacting events, which have all aligned with APC's new standards around social accountability and interprofessional collaboration. We have been on a mission to ensure our members and our future pharmacists factor in social accountability and interprofessional collaboration every step of the way in their pharmacy journey.

As we developed our deliberate shift towards social accountability APC has also taken the opportunity to amend its strategic intent document to dedicate our efforts towards cultural safety for our Aboriginal and Torres Strait Islander people and to strengthen our commitment to *Closing the Gap*. This involved APC members attending a cultural safety training day with John Briggs, and we are currently forming an Expert Advisory Group to help us

develop our strategic plan that will position us as a socially progressive organisation and one that also offers and guides the right social and cultural standards for the pharmacy profession.

I would like once again to thank the members of the Board and the Staff at the APC for their contributions to a successful year for 2018-19.

## OUR CEO BRONWYN CLARK

It's pleasing to come to this yearly chapter of the Australian Pharmacy Council (APC) and to be able to report on yet another fulfilling and successful 12 months for our organisation.



*We strive to deliver high quality pharmacy education for the benefit of the people who matter; the general public, our community.*

Bronwyn Clark  
CEO



However, I'd like to take this opportunity to reflect on and emphasise the absolute importance about what we do – *profession-based accreditation which is in the best interests of the public.*

APC's contribution as the leading independent accreditation body that oversees and assures the standards and quality for the pharmacy profession and the pharmacy education sector cannot be underestimated. *Our connection to the profession, coupled with our expertise in quality assurance and our commitment to quality improvement, is instrumental to providing high quality health care services.*

We do this because we are part of a patient's healing journey. We do this because we want to ensure people are getting the right treatment, at the right time and for the right reason. We do this because we care.

I am very proud of APC's work and the standard to which we do it. APC has pharmacists working within our executive office, we have pharmacists in house, on our Board and Committees, and pharmacists as contractors on our exam-writing and accreditation teams. It's with this expertise that we are providing our stakeholders the assurance they need for their pharmacy accreditation.

Adding to this expertise I am also backed by an excellent Board led by Sue Kirsas. It's our combined efforts, strategic thinking and vision that contributes to our achievements year on year and this year, APC delivered in droves.

This past year we have continued improving our operations despite the ongoing Accreditation Systems Review being conducted by Health Ministers. Consultation continued throughout early 2019 on the 32 recommendations looking the costs, benefits and risks of implementing the recommendations and the proposed governance models. Many of the recommendations are aimed to improve efficiency and effectiveness within the Scheme across all professions which we at APC have made considerable inroads into since the report was written. Recommendations will be presented back to the COAG Health Council later in 2019.

During this year of review, we have worked collaboratively with stakeholders to ensure the Standards for Pharmacy and Intern Training programs underpin a contemporary pharmacist education system in Australia. In short, that these Accreditation Standards serve as a guarantee to the public that the pharmacy training and education programs produce pharmacists fit for now and the future. In addition, we wanted the revised Standards to factor in a social accountability principle to ensure pharmacists contribute to the ongoing improvement of individual and societal health. This social accountability was also extended to focus on the health disparities and inequities experienced by Aboriginal and Torres Strait Islander and Māori peoples, to highlight the importance of providing a culturally safe environment for their care. Ultimately, the Standards have been set with a lens on a broader understanding of culture which

incorporates the concepts of social determinants of health and the needs of diverse groups within society. I am very proud of this work by APC, which reflects a culturally sophisticated organisation.

This year, we also published revised Standards for the Accreditation of Programs to support Pharmacist Administration of Vaccines, which will allow pharmacy students enrolled in an APC accredited degree program to complete an accredited vaccination training program. This followed a wide stakeholder consultation process with the changes being aligned to the National Immunisation Education Framework for Health Professionals.

Internationally, we have further cemented our place as a leading accreditation authority this year. I met with our MoU partners the Accreditation Council for Pharmacy Education and the National Association of Boards of Pharmacy in the USA early in 2019 for discussions on collaboration and sharing. We also contributed to the Council of Licensure, Enforcement and Regulation (CLEAR) conferences and meetings, presenting our work and chairing the Mid-Winter Symposium in Charleston, South Carolina.

Encouraging intellectual curiosity and ongoing personal and professional development is one of our key values. Every year, APC endeavours to offer pharmacists, students and valued stakeholders, further educational and networking opportunities through a number of key events.

Our 2018 Life Long Learning in Pharmacy Conference (LLLPP) delivered in spades, as did our 2019 Colloquium. We also presented our work at national conferences on our exams and accreditation work.

Our intellectual curiosity was further triggered when APC past-president, Professor Debra Rowett presented *Influencing Interprofessional Communication and Practice: Today's Realities at the 2018 Emeritus Professor Lloyd Sansom, AO Distinguished Lecture Series*. Debra highlighted the importance of interprofessional communication in practice, policy and education to improve the patient journey and optimise the outcomes from medicines. This lecture explored the patient journey in the health care system and the complexities facing the pharmacy sector, couched in terms of the need for interprofessional communication. The clear message from Professor Rowett: *"Successful interprofessional communication cannot be left to chance. It is a skill that needs to have the same amount of investment as that of the effort we put into communication with our patients"*.

Finally, I wish to thank my dedicated team at APC, the Board and our valued stakeholders who have been a part of this year's milestones. All of these excellent events and our achievements this year have contributed to our pharmacy narrative – *to deliver high quality pharmacy education for the benefit of the people who matter; the general public, our community.*



Chair  
Associate Professor  
Sue Kirsa

Deputy Chair  
Professor  
Iqbal Ramzan

# Our Board



Ms Gayle Ginnane

Miss Amanda Galbraith

Professor  
Rhonda Clifford



Emeritus Professor  
Nicholas Glasgow

Professor Sarah  
Roberts-Thomson

Ms Leanne Wells

## OUR BOARD

### Chair

#### Associate Professor Sue Kirsa

B.Pharm, Grad Dip Hosp Pharm, FSHP, MAICD

Sue is currently the Director of Pharmacy at Monash Health. Prior to moving to Monash Health in 2015, she was the Director of Pharmacy at the Peter MacCallum Cancer Centre for 10 years.

Sue has been the President of the Society of Hospital Pharmacists of Australia and has been a member of numerous professional and government organisations and committees, including the Pharmacy Board of Victoria. She has a special interest in Oncology, Quality Use of Medicines, patient safety and antimicrobial stewardship. Sue is a Distinguished Alumni of Monash University School of Pharmacy and Pharmaceutical Sciences.

Sue was appointed to the Board in May 2016 and elected as President (now Chair) in February 2018.

### Deputy Chair

#### Professor Iqbal Ramzan

Dip Pharm (NZ); MSc; PhD (University of Sydney), GAICD

Iqbal recently stepped down as the Dean of Pharmacy at The University of Sydney, a position he held for over 12 years. He has also held the position of President/Director of the Council of Pharmacy Schools and was the Chair of the Australian Pharmacy Leaders Forum.

His research interests are in the pharmacokinetics, pharmacodynamics and toxicodynamic of western and complementary medicines and in nanomedicine and nanotoxicity.

Iqbal was first appointed to the Board in May 2015 and was elected as Vice President (now Deputy Chair) in February 2018. He also sits on the APC Finance, Audit and Risk Monitoring Committee.

#### Ms Gayle Ginnane

BA, BEd, MDefStud, GradDipStratStud, FAICD, IPAA

Gayle is a community member of the APC. As an independent director and consultant, brings a non-pharmacy and consumer perspective to the Board. Her time as CEO of the Private Health Insurance Administration Council assists her with an excellent knowledge of the overall health system in Australia.

Gayle serves on a wide variety of other Boards including the National Blood Authority and Police Health and is the Chair of a number of Government agency Audit and Risk Committees.

Gayle is the Chair of the Finance, Audit and Risk Monitoring Committee and was first appointed to the Board in May 2012.

#### Miss Amanda Galbraith

B.Pharm. CDE. GradCertPharmMgt. GradCertDiabEd&Mgt. GAICD, GCBA(Exec)

Amanda is a registered community pharmacist, community pharmacy owner and credentialed diabetes educator. Her experiences as a pharmacist have included the training and mentoring of many pharmacy students and interns, including appointment by the ACT Pharmacy Board as a supervisor and assessor of pharmacy interns.

Amanda has extensive experience within the pharmacy industry as a National Councillor of The Pharmacy Guild, and ACT Guild Branch President, from 2010 to the end of 2017, is a member of the Australian Community Pharmacy Authority, and a Board member for Marathon Health.

Amanda was appointed to the Board in November 2017.

## OUR BOARD

### Professor Rhonda Clifford

BPharm, PGDipHospPharm, PhD, FPS, MAICD

Rhonda is the Head of School, Allied Health in the Faculty of Health and Medical Sciences at the University of Western Australia. Prior to this Rhonda was the Director of Pharmacy in the School of Medicine and Pharmacology (SMP) (December 2012 to December 2016).

She was recently recognised by her peers for her life-long dedication to excellence in education and outstanding contribution to the practice of pharmacy and pharmacy research in Western Australia, by receiving the Erik Kirk Memorial Award.

Rhonda was first appointed to the Board in October 2017 and also sits on the APC Accreditation Committee.

### Emeritus Professor Nicholas Glasgow

BHB; MBChB(Auckland); GradDipFamMed (Monash); GradCertEdStudies(Sydney); MD(Auckland); FRNZCGP(Dist); FRACGP; FACHPM, MD(Honoris Causa, International Medical University)

Nicholas is currently the Acting Head, Department of Health Services Research and Policy, at the Australian National University (ANU) in Canberra. Prior to this he was the Dean, Medicine and Health Sciences, and Dean, Medical School and Chair of the Academic Board of ANU.

He has been President of the Medical Deans Australia and New Zealand and served on a number of Australian Government committees including the Australian Drug Evaluation Committee, the Asthma Expert Advisory Committee and the National Lead Clinicians Group.

Nicholas was appointed to the Board in November 2017.

### Professor Sarah Roberts-Thomson

B.Pharm(Hons), PhD, MPS, GAICD, GCELead, PFHEA

Sarah is currently the Associate Dean (Academic) for the Faculty of Health and Behavioural Sciences at the University of Queensland. Sarah's role as Associate Dean (Academic) involves responsibility for teaching and learning strategy across 12 health-related disciplines including pharmacy.

Sarah is passionate about interprofessional education and interprofessional practice as elements of a sustainable and effective healthcare system. She has worked across a range of different scopes of practice including community and hospital pharmacy as well as academia.

A past board member of the Queensland Pharmacists Board of Queensland, she is currently a non-executive director of the not-for-profit company UQ Health Care.

Sarah was appointed to the Board in February 2018.

### Ms Leanne Wells

BA (Comms), GradDipBusMgt, MAIM, MAICD

Leanne is the Chief Executive Officer of the Consumers Health Forum of Australia. She is a health advocate and service executive with over thirty years' experience in health and social policy, program and service development.

Leanne has held executive positions within federal government and in national and state non-government organisations.

Leanne is Board Director of Coordinare South East New South Wales' Primary Health Network, the Ozhelp Foundation, PainAustralia and the Advancing Practice Advisory Board. She is the Independent Chair of Coordinare's Community Advisory Committee and a member of the NSW Agency for Clinical Innovation's International Expert Advisory Committee.

Leanne was appointed to the Board as a Community member in May 2018.

With special mention to the following Director who has completed his term during the financial year: **Mr Mark Bedford** Retired: 20 February 2019

# 2018-19 Snapshot

We held **13 STAKEHOLDER CONSULTATIONS** for the Review of Accreditation Standards



**52 STAKEHOLDERS** attended our consultation workshops



We collaborated with **155 DEDICATED PHARMACISTS AND COMMUNITY REPRESENTATIVES** (up 10%)



We formed **ONE NEW COMMITTEE**



We attended **36 EXTERNAL MEETINGS** and **19 EVENTS** (up 16%)



We submitted **7 EXTERNAL CONSULTATION RESPONSES** to share our expertise in standard setting



We received **67 SUBMISSIONS** that informed our decisions



We combined **2 SETS OF STANDARDS** INTO ONE



We hosted **3 MAJOR EVENTS** on pharmacy education



**OUR BOARD AND COMMITTEE MEETINGS** WERE UP **29%** due to the new Examinations Committee and Review of Accreditation Standards



We **INCREASED** our in-house pharmacy expertise by employing more pharmacists



### WE GOT SOCIAL

**1819 LinkedIn Followers**



### Twitter:

- Followers: 1790 (up 15%)
- Page visits: 5758 (up 25%)
- Mentions: 278 (up 34%)
- Retweets: 546 (up 55%)
- Likes: 1479 (up 65%)



# Setting the Standards

Achievements with our stakeholders

## REVIEW OF ACCREDITATION STANDARDS

FOR PHARMACY DEGREE AND INTERN TRAINING PROGRAMS

### Purpose and aim

APC was pleased to receive funding from the Pharmacy Board of Australia to undertake the periodic review and revision of the *Accreditation Standards for Pharmacy Programs in Australia and New Zealand* and *Accreditation Standards for Australian Pharmacy Intern Training Programs*. The Standards are the basis on which accreditation decisions are made for providers of pharmacy education as they prepare graduates from an accredited degree program and an intern training program with the necessary knowledge, skills and behaviours to take up their role as pharmacy practitioners and positively contribute to the health outcomes of the community. Specifically, the aim of the review was to produce a set of accreditation standards that ensure graduates are:

- Competent and qualified to practise as pharmacists
- Ethical, safe practitioners for the benefit and well-being of the public
- Flexible, adaptable and responsive to the evolving needs of individuals and communities, and
- Equipped with the skills which will allow them to adopt to as-yet-unknown scopes of practice which will emerge during their careers through a commitment to lifelong learning.



### The review process and outcomes

A stakeholder Reference Group was appointed to inform and guide the consultation and feedback process to ensure the Standards accurately and appropriately reflected the views of stakeholders. Appointments to the Reference Group were determined after an Expression of Interest process and APC was pleased that nominations were oversubscribed for the available positions. We were very fortunate that Professor Debra Rowett agreed to Chair the Reference Group and the face to face consultations that were an integral part of the consultative process.

Education providers, professional associations, consumers, Indigenous health advocates, other accreditation councils and pharmacy students participated in extensive consultation sessions and written submissions. This has ensured that the outcomes have been thoroughly reviewed and considered.

## REVIEW OF ACCREDITATION STANDARDS FOR PHARMACY DEGREE AND INTERN TRAINING PROGRAMS

We are pleased that the feedback received following the written submissions, meetings, interviews, and face to face consultations was exceptionally positive and reflects the project's objectives:

***“The work that has been done by the APC team has been amazing! It has been so clear and well-described that it has taken away any anxiety about the changes moving forward.”***

Degree Program Provider

***“Thank you for including the consumer voice. I hope we can continue to work in that way in the future as pharmacists have a very important role in our health.”***

Consumer Representative

***“I think the way APC has conducted itself and the consultation has been exemplary! I feel very honoured to have been a part of it.”***

Indigenous Representative

***“Very consultative, broad range of opinions from a variety of practice settings, excellent governance from APC!”***

Degree Program Provider

***“The discussions were informed, informal and the group felt comfortable approaching difficult topics they felt strongly about.”***

Intern Training Program Provider

***“Comprehensive, well thought out, practical, rigorous and with view to the future.”***

Degree Program Provider

Our project consultant commenced the process by preparing a literature review of current and emerging issues in accreditation standards and the impact they have on graduate's preparation for the workforce. Subsequently, draft standards were prepared that reflected the feedback received during the consultation and where clear agreements were received:

- One set of Standards for education and intern training programs including the option for integrated programs
- Outcome focused and harmonised with other health professions
- Addressed Aboriginal and Torres Strait Islander and Māori cultural safety
- Streamlined with other accreditation systems to reduce administrative burden on providers
- Addressed interprofessional education, experiential learning, research and scholarship
- Clarified expectations at milestones and end points

Furthermore, the Standards now promote the principle of 'social accountability' for which commendation has been received from stakeholders.

Social accountability has become the underpinning principle for pharmacy education and includes not only public safety but promotion of public health, cultural competence, professional identity, and 'soft skills' such as communication, flexibility and resilience.

The acceptance and commendation for the revised Standards reflect the inclusive and collaborative process APC developed to ensure all partners and stakeholders in pharmacy education were able to contribute and influence the revised Standards. We are very appreciative of the active participation and involvement by stakeholders and their support for the modernised and updated education Standards.

The **final draft Standards** are ready to be submitted to the Pharmacy Board of Australia for its approval.

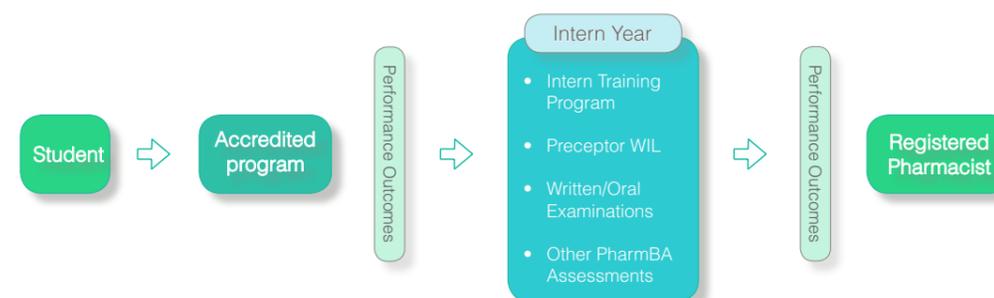
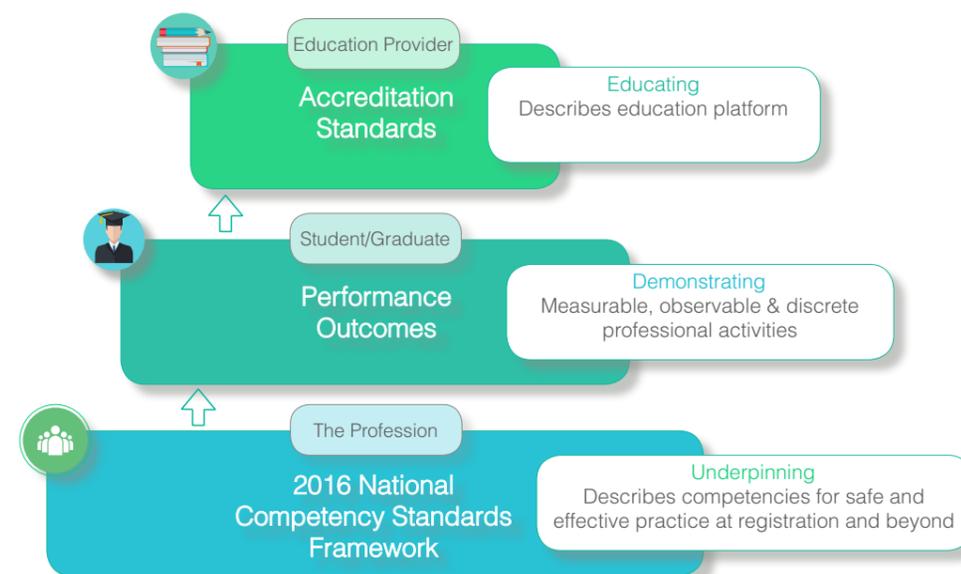
## PERFORMANCE OUTCOMES

As a complement to the Accreditation Standards we have also developed a Performance Outcomes Framework which allows education providers to collect and present evidence that their graduates meet the requirements of the profession at a standard corresponding with particular milestones along the path to registration.

Specifically, the Performance Outcomes outline what an individual is able to do on successful completion of a relevant degree program and at the point of initial general registration.

The [National Competency Standards Framework for Pharmacists in Australia \(2016\)](#) remains the definitive standard

endorsed by the profession of pharmacy in Australia, and the Performance Outcomes are most appropriately regarded as re-packaging in a manner that is tailored to serve the needs of education providers in teaching and assessing the achievement of those Competency Standards.





**Left to right:** Prof Ieva Stupans, Mr Bob Buckham, Ms Glenys Wilkinson, Ms Kate Spencer, Ms Leanne Te Karu, Ms Stephanie Salvatore, Dr Fiona Tito Wheatland, Ms Maja Ajdukovic, Dr Cherie Lucas, Mr Dan Guidone, Ms Bronwyn Clark, Prof Debra Rowett, Dr Erica Sainsbury, Prof Parisa Aslani, Ms Tracy Routledge, Mr Vaughn Eaton, Ms Heather Volk, Prof Carl Kirkpatrick, Mr Allan Groth, Dr Marg Gatling

## VACCINATION STANDARDS CONSULTATION

We also published revised **Standards for the Accreditation of Programs to support Pharmacist Administration of Vaccines** following stakeholder consultation in March 2019.

Eligibility criteria were amended to allow students to take an accredited vaccination training program delivered either within the degree program curriculum or via an external

provider (during the period of study). This change aligns the pharmacy profession to the *National Immunisation Education Framework for Health Professionals*.

## EXTERNAL CONSULTATION SUBMISSIONS

We are committed to influencing decisions within the health sector at large. This year we prepared submissions to enable our knowledge and experience in standard settings to be widely shared.

The criteria for changing the scheduling of certain medicines to a special category (Appendix M) that would allow pharmacist dispensing without a doctor's prescription, received input from APC. Our submission addressed how our accreditation standards support training of pharmacists that ensures they acquire the competencies required to safely dispense Appendix M medicines.

We provided feedback on the readiness of pharmacists to prescribe medicines. We supported pharmacist prescribing as a means of increasing patient access to essential medicines including a strategy for Closing the Gap and as a vehicle for addressing disease of public health importance. Additional ongoing work in this area includes ongoing participation in the National Prescribing Service (NPS) consultation on the NPS MedicineWise Prescribing Competencies Framework.

We also responded to request for stakeholder feedback on a definition for cultural safety by the Aboriginal and Torres Strait Islander Health Strategy Group & National Health Leadership Forum (NHLF). APC supports a single definition for cultural safety to enable uniformity in the understanding, implementation and adoption of nationally consistent practice amongst members of the NHLF. This will enable ongoing accumulation and application of knowledge of Aboriginal and Torres Strait Islander values, principles and norms in providing optimal health services.

Overall, APC prepared submissions in the following areas:

- The Therapeutic Goods Administration (TGA) public consultation regarding Appendix M Medicines
- Pharmacy Board of Australia (PharmBA) public consultation on Pharmacist Prescribing
- Australian Health Practitioner Regulation Agency (AHPRA) public consultation on the definition of 'cultural safety'
- Australian Nursing and Midwifery Accreditation Council (ANMAC) public consultation on nurse prescribing
- Department of Health public consultation on the Medicare Benefits Schedule (MBS) – Report from the Allied Health Reference Group
- Targeted consultation from Department of Human Services on changes to prescription pads
- National Prescribing Service (NPS) consultation on the NPS MedicineWise Prescribing Competencies Framework

# Guaranteeing our Examinations

The 2018/19 financial year has seen new initiatives, a new Exams Committee and continuing improvements in the defensibility and reliability of exam questions which has allowed us to be able to clearly identify and distinguish competent candidates.

## EXAMINATIONS COMMITTEE

The APC Examinations Committee thoroughly reviewed and advised on our high stakes examinations this past year, including providing advice on current methodology such as book-marking methods, the assessment of communication skills, the testing of cultural safety within our exams and the latest innovations in delivery mechanisms.

This Committee, which was formed in mid-2018 was established to advise the APC CEO on examination methodology, quality, integrity and the defensibility of APC exam administration and processes.

The Committee has so far considered and provided advice on improvements to methodology in areas such as specification of examinations, adoption of scaling, and setting cut scores.

There has also been an emphasis on contemporary issues in examinations, in particular validity measures and standards across the delivery cycle.

The Committee membership provides technical expertise in areas encompassing educational measurement, examinations management, psychometrics and health regulation.



## EXAMINATIONS COMMITTEE

The Committee's role is to:

- Review the outcomes and recommendations developed by APC operational staff after each exam to protect and uphold the integrity of the exams
- Benchmark APC current exam methodologies with national / international practices to ensure the currency of our methodology
- Review and recommend the reporting structure to stakeholders including universities & intern training programs (ITPs)
- Review and recommend the 'pass mark' for all examinations including Intern Written Exam (IWE), Knowledge Assessment of Pharmaceutical Sciences (KAPS) and Competency Assessment of Overseas Pharmacists (CAOP) exams
- Establish parameters for appeals
- Advise on methodologies for implementation of an oral or Objective Structured Clinical Examination (OSCE) examination to meet the APC/PharmBA Intern Year Blueprint
- Undertake any other assessments task referred to by the APC CEO.

### Examinations Committee Chair

#### Emeritus Professor Lloyd Sansom AO

Emeritus Professor Lloyd Sansom AO, the Examinations Committee Chair, is a distinguished educator, researcher and policy advisor and has an illustrious career in health and pharmacy. He has a particular research interest in pharmacokinetics, biopharmaceutics, the quality use of medicines and pharmaceutical policy.

#### Dr Julie Stevens

Dr Julie Stevens is a Senior Lecturer in Pharmacy and Academic Development Coordinator at RMIT University. She is a registered pharmacist with experience in hospital and community settings. Her research includes investigations of pharmacological interventions to improve oral drug absorption and glycaemic control in diabetic gastroparesis.

#### Emeritus Professor David Prideaux

David Prideaux is Emeritus Professor of Medical Education in the Prideaux Centre for Research in Health Professions Education in the College of Medicine and Public Health at Flinders University. He is a Director and Chair of the Assessment Committee of the Australian Medical Council.

#### Professor Jim Tognolini

Jim Tognolini is currently Professor and Director of the Educational Measurement and Assessment Hub at the University of Sydney and Managing Director of JT Educational Consulting Pty Ltd.

He has extensive experience in liaising with representatives at all levels of government and educational organisations within Australia and overseas on assessment, standards and particularly the use of measurement information in informing system level planning, monitoring of standards, and utilising data for improving school level teaching and learning.

#### Dr Daniel Malone

Dr Daniel Malone is the Deputy Director of Pharmacy Education at Monash University, and is the faculty lead for Assessment. He is also a member of the Accreditation Committee of the Nursing and Midwifery Board of Australia.

#### Dr Joanna Moullin

Dr Joanna Moullin is a pharmacy practice lecturer and implementation scientist from Curtin University. Her research is focused on investigating the influences and processes involved in the implementation of innovations into practice. As part of her research she has developed and analysed a number of measurement scales using Rasch Measurement Theory.

## EXAMINATIONS COMMITTEE

#### Ms Kirsty Grady

Kristy Grady is Senior Manager, Programmes and Pathways, at CPA Australia where she has held numerous positions over the past 10 years specialising in certification and assessment. As a strategist and thought leader she has directed the transition of CPAA from paper-based exams to a full suite of computer-based tests and on-demand assessment whilst enhancing and personalising the learner experience through the delivery of guided tuition support and digital learning apps.

#### Professor Sarah Roberts-Thomson

Professor Sarah Roberts-Thomson is currently the Associate Dean (Academic) for the Faculty of Health and Behavioural Sciences and is a Professor in the School of Pharmacy, at the University of Queensland. Sarah's role as Associate Dean (Academic) involves responsibility for teaching and learning strategy across 12 health-related disciplines, including Pharmacy. Within the School of Pharmacy, Sarah is a member of a large and vibrant research team researching new therapeutic targets for breast cancer patients with poor prognosis.

## EXAMINATIONS WORKSHOP

APC Exams held two workshops over the financial year attended by a total of 35 pharmacists from across the country.

The first workshop was held in Adelaide in late 2018 and focussed on training subject matter experts (SME) to use the new question database and secure platform ExamDeveloper™. The second workshop was held in Canberra in mid 2019 and focussed on standard setting.

There has been an emphasis across the year on integrating new persons into the cohort of subject matter experts and feedback suggests that the overall experience of those pharmacists newly involved is one of having been professionally challenged while enjoying immensely the engagement and comradery gained through their commitment.

*“Interesting to see the process (as complicated as it seemed) applied in real life (exam pass or fail to candidates).”*

*“What is already a good process is impressive, as is APC's commitment to improvement. The opportunity to contribute to the process is very welcome.”*

*“Excellent day, very insightful! Well organised, structured and systematic. Thank you very much for the opportunity.”*

# Social Accountability Matters

## CLOSING THE GAP ON INDIGENOUS HEALTH

Last year the APC was one of 37 organisations who signed the National Scheme Statement of Intent as a commitment to ensure Aboriginal and Torres Strait Islander Peoples have access to health services that are culturally safe and free from racism so that they can enjoy a healthy life, equal to that of other Australians, enriched by strong living culture, dignity and justice.

Our role in the National Scheme as an accreditation authority is to develop accreditation standards that assist with recruitment and retention of Aboriginal and Torres Strait Islander Peoples into our health professions and ensure students can deliver culturally safe care.

Our strategy is being enacted through four active initiatives;

- publicly committing to a Statement of Intent with other health professions within the National Scheme

- participating in a cross-profession survey of regulated health professions education providers
- training all our people in cultural safety, and
- reviewing pharmacy education standards with an emphasis on social accountability.

Very soon we will be forming an Aboriginal and Torres Strait Islander Health Strategy Advisory group, which will advise and keep us on track with this important work.



## CLOSING THE GAP ON INDIGENOUS HEALTH

### Training our people in cultural safety

Our commitment to 'closing the gap' also includes training all our staff and Board Directors in cultural safety and understanding indigenous health disparities.

Earlier this year we held an initial day of Cultural Safety training for all our APC Board, staff, Accreditation Committee members and some accreditation evaluators. Over 30 people were involved in this interactive and informative session.

The day was led by John Briggs of JB Consultancy, an Aboriginal man who is passionate about Indigenous culture, inclusion, employment and engagement. John is an expert in creating culturally safe learning environments and establishing trust in workshops and the day included professional conversations that uncovered the idea behind 'exclusion to inclusion', deconstructing unconscious bias and evidence-based research, through conversation and interactive workshoping.

The evaluations of this day were overwhelmingly positive, with a measurable shift in peoples' knowledge of Australian Indigenous cultural history post-workshop. APC is committed to making a meaningful contribution by working respectfully in partnership with our indigenous

communities, and our health profession educators to enhance socially accountable pharmacy education to advance the health and wellbeing of all Australians.



## CLOSING THE GAP ON INDIGENOUS HEALTH



### Understanding the health issues of our nation's First Peoples

In addition to the cultural safety training, APC hosted a screening of the multi-award-winning film 'Take Heart' to support National Close the Gap Day 2019 and raise awareness of Rheumatic Heart Disease (RHD) in Aboriginal and Torres Strait Islander communities.

It is important that our staff and colleagues understand the impact of health issues such as RHD, so that we can work together in closing the gap and support the healing journey.

APC CEO Bronwyn Clark says, "Hosting this film is just one way we can show our support and open up the discussions about how our governments, health services, pharmacy sector and community-based services can work to improve health outcomes for our nation's First Peoples".

The film stated that RHD is preventable through early screening and health education about risk factors, symptoms and treatment. It proved that community-led solutions such as throat swab programs in New Zealand are successful in preventing the disease and that we can be doing more to prevent it in Australia.

We were also joined by our colleagues from the Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM) and ANMAC.

"Stakeholders and health care providers need to work alongside Aboriginal and Torres Strait Islander people and communities to develop strategies to prevent poor health outcomes that focus on social determinants of health, such as housing and education," CATSINaM CEO, Melanie Robinson said.

# Encouraging Intellectual Curiosity

Collaborative learning and practice

The 2018-2019 year has seen a focus on interprofessional collaboration in the events space where APC has emerged as a leader and is committed to embedding it in all avenues of pharmacy education.

## EMERITUS PROFESSOR LLOYD SANSOM AO LECTURE SERIES

### Debra Rowett - Influencing Interprofessional Communication and Practice: Today's Realities

Following a successful event in 2017 the Emeritus Professor Lloyd Sansom, AO Distinguished Lecture Series returned to Canberra in November 2018. APC past president, Professor Debra Rowett, highlighted the importance of interprofessional communication in practice, policy and education to improve the patient journey and optimise the outcomes from medicines.

Professor Rowett said health systems around the world are changing to address a number of existing challenges in providing effective, timely, value-based care now and into the future, with team-based care a key component.

"The increasing array of diagnostic tests, complexity of illnesses, multimorbidity, interventions and care options combined with the number of health carers and organisations involved can make it difficult for patients and providers of care to negotiate the health care system," Professor Rowett said.

"The longitudinal care required for an ageing population and those living with chronic disease requires consideration of effective oral and technical communication between health care team members, their patients and their carers and families.

"Successful interprofessional communication cannot be left to chance. It is a skill that needs to have the same amount of investment as that of the effort we put into communication with our patients," she said.



Professor Rowett has spent a lot of her years working with her medical and pharmacy colleagues developing academic detailing training at a national and international level. Professor Rowett has also successfully introduced interprofessional communication training, in the intern training program in South Australia and post graduate programs at the University of Queensland. Professor Rowett says that training in interprofessional communication needs to be embedded into pharmacy education.

"We need to prepare the pharmacists of tomorrow to not only be competent and the best in their field, but to be collectively competent – we need both for successful healthcare teams." Professor Rowett said.

Professor Rowett had a chat to us about her pharmacy journey, insights to her lecture and where she sees the future of pharmacy heading – [listen to the podcast here](#).

# LIFELONG LEARNING IN PHARMACY CONFERENCE

## Shaping tomorrow's practitioners today

We were very honoured to be chosen to host the 12th International Life Long Learning in Pharmacy (LLLP) Conference for the first time in Australia. The event, held in July 2018, drew in over 230 delegates from across the globe to explore *Shaping tomorrow's practitioners today*.

The International Conferences on LLLP are a series of conferences that have been held for the past 25 years, following the inaugural meeting in Denmark in 1990. They provide an opportunity to discuss issues of importance and relevance to advancing pharmacy practice through continuous professional development (CPD) and lifelong learning. The conferences have been convened around the world in Europe, North America, Africa and New Zealand, and usually attract pharmacists, pharmacy technicians, educators, researchers, regulators, policy-makers and professional associations from around the world.

Delegates gained valuable insights and new perspectives on trends overseas as well as future expectations and standards that will be required for education in pharmacy.

We had a busy program with more than 120 speakers sharing their knowledge and expertise from their various countries and jurisdictions about the direction in which pharmacy education is heading and the opportunities with continuing professional development. Delegates explored the types and styles of leadership that make a difference to pharmacy in other parts of the globe and the important elements needed to achieve interprofessional collaboration and practice.

The conference included pre-conference workshops, concurrent and poster sessions, social events and a 'prophetic' – a dynamic and entertaining technique for engaging participants deeply. The Prophetic harnesses the power of a story to connect, to intrigue, to reveal and to inspire, tapping into the intrinsic problem-solving capacity of the group as a whole.

"The Prophetic triggered a lot of discussion in which pharmacy students and staff examined hypothetical issues with a prophecy about where pharmacy and pharmacy education needs to be," Ms Clark said.

"The next generation is the cohort we need to take notice of and work so closely with as they are the generation that will take our profession forward in bold ways as new technologies, online systems and opportunities not seen before will become their pharmacy 'bread and butter'," she said.



Student volunteers: Kate, Sopor, Stephanie, Vivien, Justin, Stella, Peter and Hannah

"Our conference also explored the personality traits pharmacists need to work in a new emerging area of practice. Prof Zubin Austin reminded delegates that collaboration is not just about leadership, experience and resilience but also about being pragmatic, adaptable, holistic and outward looking."



Keynote speaker Professor Zubin Austin, Canada

Other topics explored included:



Dr Gloria Dall'Alba,  
Becoming Pharmacy Professionals: Curriculum Development for the 21st Century



Dr Catriona Bradley,  
Coaching a Profession: The evolution of CPD in Pharmacy



Dr Gabrielle Brand,  
The Physiology of Teaching: Getting the balance right



Professor Debra Rowett,  
Through the looking glass: interprofessional communication in practice – nothing is quite what it seems

We are grateful for the heartening feedback and support from our delegates:

***"A very hearty congratulations and a big thank you for hosting such a terrific meeting...one of the best conference programs I've attended in years."***

***"I made new professional friends and gained new frameworks to guide my practice. I came away with a few new tools to apply. I leave wishing there were more time to do and see it all!"***

***"Wish I had known about this in previous years."***

***"Thanks and commendations to you Bronwyn, the host committee and your staff for the fantastic job that you have all done in hosting the LLLP18 conference."***

***"Fantastic conference. Not only was it inspiring, I went away with very practical tools that I can implement."***

We are very grateful for the support we received from our sponsors, who are all key APC partners. Their contributions allowed us to plan and execute an outstanding event. Thanks go to the following:

- The University of Auckland, School of Pharmacy
- The University of Sydney, School of Pharmacy
- Pharmaceutical Defence Limited
- Council of Pharmacy Schools Australian and New Zealand
- Pharmaceutical Society of New Zealand
- Society of Hospital Pharmacists of Australia
- The University of Queensland School of Pharmacy
- The Queensland University of Technology, School of Clinical Sciences
- Pharmacy Education Journal

Our thanks also go to our Host Committee, which includes colleagues from across pharmacy education in Australia:

- Bronwyn Clark (Convenor, Australian Pharmacy Council)
- Jacqui Bond (University of Queensland)
- Rhonda Clifford (University of Western Australia)
- Kirstie Galbraith (Monash University)
- Beverley Glass (James Cook University)
- Lisa Nissen (Queensland University of Technology (QUT))
- Brett Simmonds (Pharmacy Board of Australia)
- Jeanne Edwards (Australian Pharmacy Council)
- Gabrielle Sutton (Australian Pharmacy Council)
- Anna Turello (Secretariat, Australian Pharmacy Council)

Following this successful 12th event, APC now hands over the LLLPharm baton to Dublin, scheduled for July 3-6 2020.



# COLLOQUIUM 2019

## TOGETHER WE CAN DO MORE

### Educating for social accountability across the health professions: An interprofessional symposium

Education for high quality and effective health services needs to shift its emphasis away from clinically siloed care and more towards the team-based care that can be shaped according to patient need.

In this year's joint Colloquium with the ANMAC, we discussed how interprofessional education and collaboration can make the difference to deliver culturally sensitive, empathetic and holistic care with the right combination of clinical experts.

APC CEO Bronwyn Clark said, as health professionals, our role is to bring together the right people, at the right time for the right condition to improve health outcomes for all patients.

"This one-day symposium enabled delegates to explore trends in interprofessional education and learning that ensures effective patient-centred care.

"Strong focus was placed on cultural safety, developing empathy, improving mental health systems, handling conflict and building effective

teams, and consequently how we implement these components into health profession education," Ms Clark said.

Indigenous health leaders Leanne Te Karu, (NZ pharmacist prescriber) and Janine Mohamed (the Lowitja Institute) shared their stories and outlined the need for cultural safety to improve access and outcomes for their people.



"If we don't collaborate, we don't have all the pieces to the jigsaw puzzle and those gaps will continue to derail and undermine what can and should be achieved through team-based care," said Ms Te Karu.

ANMAC CEO Fiona Stoker said the Colloquium endowed delegates with reflections on the way we must engage with our clients and recognise the whole person and their origins.



Other highlights included:

- The University of Queensland's interprofessional learning session, where delegates learnt how to remove the narrow lens by which people perceive their own profession to break biases and enable collaboration
- An interprofessional team from Monash University explained the correlation between empathy and effective patient-centred care. Anna Barwick from UNE presented her research on measuring empathy in the student cohort
- Dr Alice Gilbert and Professor Wendy Cross examined the effects that technology is having on mental health and how that impacts on managing the health of others. Alice and Wendy gave delegates a wake-up call about the impact of "nomophobia" (the irrational fear of being without a mobile phone) and
- Professor Lisa Nissen from QUT presented a hypothetical "Prophetic" on a poor patient outcome due to lack of inter-professional collaboration with Credential Diabetes Educator Alison Menzies.

"This session highlighted why we need to ensure the patient understands the why as well as the how treatment is being provided because our

services should be 'patient shaped' according to their needs, not the other way around." Ms Clark said.

The Colloquium will continue as a regular feature on the annual calendar and we sincerely thank colleagues from across the sector for their attendance and engagement. As leading accreditation and education standard-setting bodies, the Colloquium format has been accepted as an excellent opportunity for conversations on health professional education.

***"The first two sessions were excellent. The interactive parts of the day were excellent. Overall a wonderful conference and I will definitely come again."***

***"Topics very useful and currently topical. Well organised. Collegial. Distribution of attendees worked well. Really good to invite students and interns. They all enjoyed and appreciated the opportunity from my observation."***

***"Was great and excellent to have as a multi-professional event. Thank you, APC."***

Colloquium 2020 will be held Wednesday 6 May 2020 in Canberra. Stay tuned for updates.



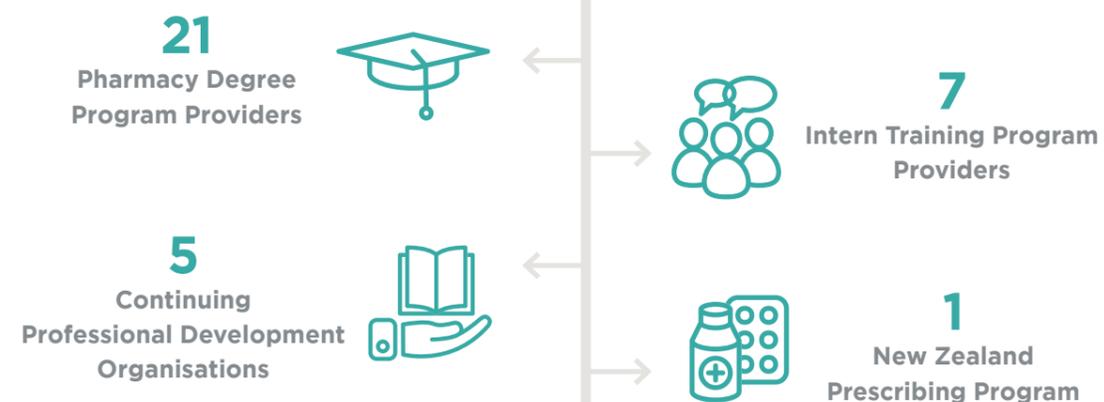
Leanne Te Karu, New Zealand

# Our Core Work

## ACCREDITATION

While the Review of Accreditation Standards was underway, the Accreditation Team also continued their work to review and monitor pharmacy education programs in Australia and overseas.

### THE APC ACCREDITS:



### WHERE ARE THE ACCREDITED DEGREE PROGRAMS?



Visit our website to see the list of Degree Program Providers.

## ACCREDITATION

### Who makes the decisions?

The Accreditation Committee met several times during the year to make accreditation decisions about pharmacy degree programs, Intern Training Programs (ITPs) and Continuing Professional Development (CPD) accrediting organisations to ensure the continual delivery of high-quality pharmacy training.



**6**

Accreditation Committee meetings were held



**42**

accreditation matters were considered

We would like to thank the Accreditation Committee for their valuable contributions and ongoing support to ensure robust, relevant and transparent processes.



**2**

ITP Liaison Group meetings held

### How do we accredit Degree Program Providers?

Site Evaluation Teams (SETs), led by a pharmacy academic with extensive experience in pharmacy education and accreditation, visit degree program providers to review accredited programs. SET members include qualified and experienced pharmacy academics and practitioners.



This year **4** Degree Programs underwent re-accreditation

Following the completion of the accreditation process for each program/provider, SET members and staff from the degree program provider are invited to submit their feedback on our processes to ensure continuous quality improvement. The feedback we've received this past year has assured us that the experience is beneficial and is a major component in improving the quality of pharmacy education.

*"The process is incredibly well run. It is a privilege to be part of the SET and be able to contribute to Australian pharmacy education."* – 2019

*"I think it is a tried and tested formula that works well."* – 2018



## INTERNATIONAL SKILLS ASSESSMENTS

### How many pharmacists applied?

Applications for identity and qualification assessments steadily continued as overseas trained pharmacists sought recognition to live and work in Australia. A total of 790 applications were received in the 2018/19 financial year.

Our assessment period is now becoming shorter due to improvements in our internal processes, our sophisticated IT system and the due diligence of our in-house team. All of this was achieved with minimal increase in resources.

Applications from overseas trained pharmacists



### Candidate locations

Applications in 2018/19 were received from candidates from 51 countries.



In addition, single candidates applied for assessment to Australia from these countries:

- Armenia
- Belarus
- Belgium
- Brazil
- Czech Republic
- Fiji
- Malawi
- Palestine
- Papua New Guinea
- Romania
- Russian Federation
- Sweden
- Ukraine

And two candidates from these countries:

- Canada
- China
- Ethiopia
- Ghana
- Hong Kong
- Indonesia
- Ireland
- Italy
- Japan
- Kenya
- Macedonia, Republic of
- Singapore
- Spain
- Sudan

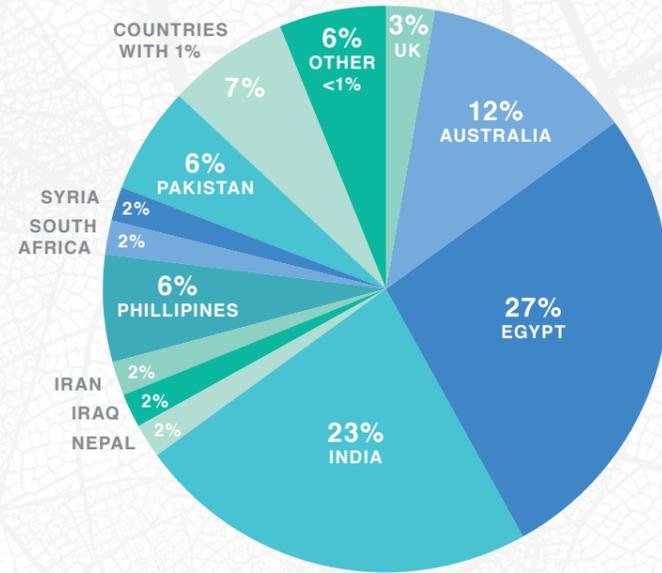
## INTERNATIONAL SKILLS ASSESSMENT

### Country of qualification candidate percentage

United Kingdom	3%
Australia	12%
Egypt	27%
India	23%
Iran (Islamic Republic of)	2%
Iraq	2%
Nepal	2%
Phillipines	6%
South Africa	2%
Syrian Arab Republic	2%
Pakistan	6%
Countries 1%	7%
Other <1%	6%

#### Countries with 1% candidates:

United Arab Emirates, Vietnam, Zimbabwe, Bangladesh, Jordan, Malaysia, Nigeria



## INTERNATIONAL SKILLS ASSESSMENT

### How many applicants received an APC skills assessment letter?

Following validity check processes and satisfactory completion of the KAPS in Stream A or the Competency Assessment for Overseas Pharmacists (CAOP) in Stream B, APC issues a final assessment letter to enable candidates to start their registration process with the PharmBA and to accompany their visa or migration application with the Department of Home Affairs.

In the financial year we issued a total of 606 skills assessment letters.

A 50% increase on previous year.



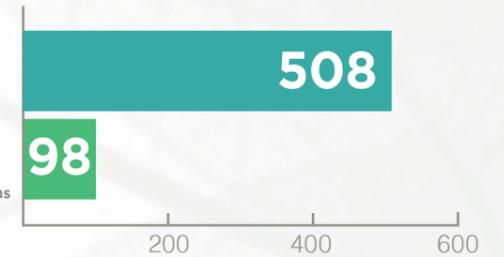
**606**  
Skills assessment letters



**50%**  
Increase on last year

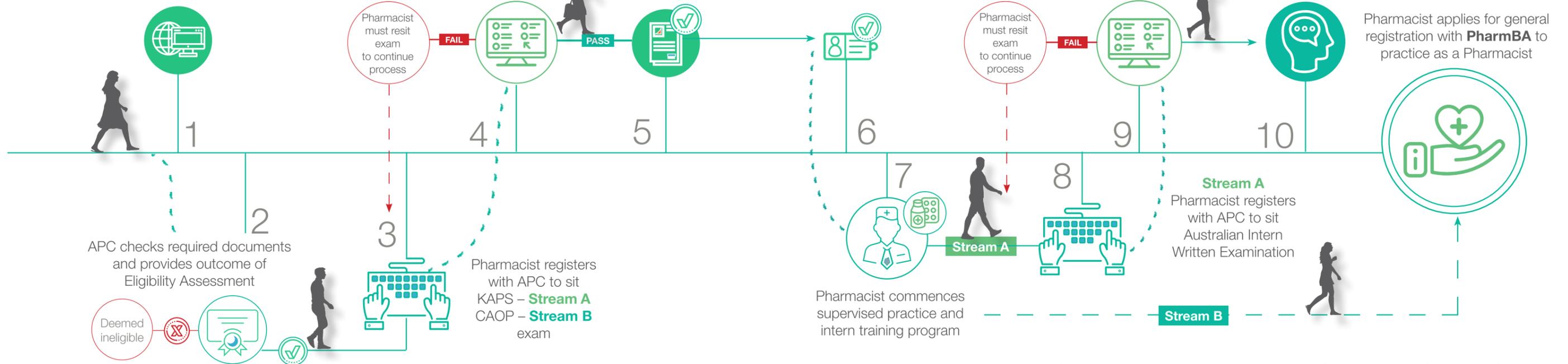
KAPS and CAOP Candidates

International Graduates of Australian and New Zealand Pharmacy Programs



## Start

Overseas trained Pharmacist applies for Eligibility Assessment via our online Candidate Portal



#### To be considered for Stream A eligibility you must:

- Have completed an approved pharmacy qualification
- Be registered, be eligible for registration or eligibility for commencement of registration in the country where the initial pharmacy qualification was achieved.

#### To be considered for Stream B eligibility you must:

- Have completed an approved pharmacy qualification from an accredited institution in the United Kingdom, the United States, Canada or Ireland
- Be currently registered to practise as a pharmacist in the country where the initial pharmacy qualification was achieved (eg the United Kingdom, United States, Canada or Ireland).

The journey of an overseas qualified pharmacist

# EXAMINATIONS

The 2018/19 financial year has seen extensive improvements in the defensibility and reliability of our exams, which has resulted in clear identification of competent candidates.

We thank all our question writers and reviewers for their expert advice and support and ensuring we deliver a comprehensive and robust item bank of examination questions.

The total number of candidate attempts was **2285**

We collect feedback from candidates after every examination to improve our processes and delivery. The positive feedback we so often receive assures we are:

*“The process was excellent, from doing the exam to the material provided.”*

Candidate on the CAOP Exam process

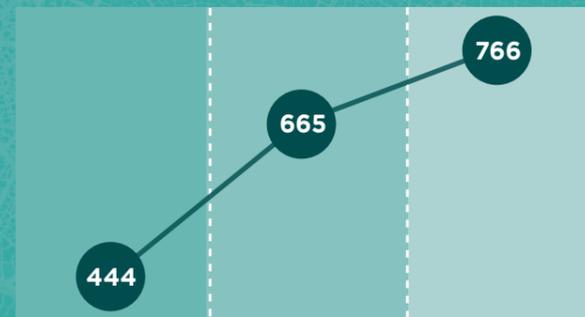
*“Very good service by APC and Pearson. Thank you for making the time left and the number of questions completed available on the top right screen. It helps with time management.”*

Candidate on the KAPS exam delivery

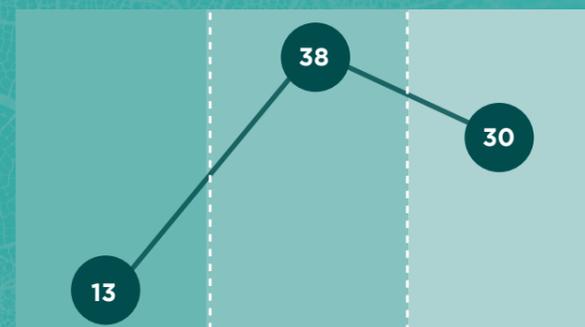
*“APC’s services are excellent. Before the exam they sent me a reminder email which is fantastic as it included what to bring and not to bring. I also once emailed APC regarding my candidate portal and they fixed it for me very promptly. I have nothing else in mind to suggest for improvement.”*

Intern Written exam candidate

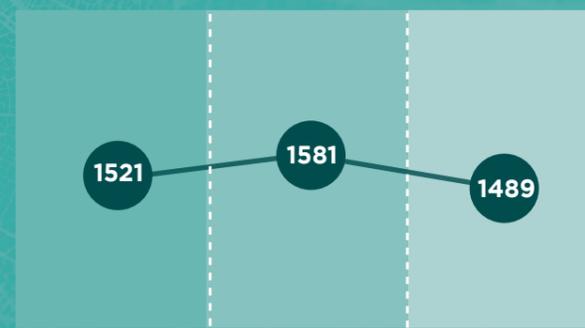
Number of overseas trained pharmacists attempts at KAPS



Number of overseas trained pharmacists attempts CAOP



Number of Australian intern exam candidate attempts



2016-17      2017-18      2018-19

What Makes  
**Us Tick**

## INVESTING IN OUR PEOPLE

At APC we recognise that our people are our most valuable asset, and we are strongly committed to providing ongoing support and development.

During the year staff have accessed a range of learning and development programs including:

- on-the-job-training
- induction training of new staff
- cultural safety training
- technical training for specific roles
- unconscious bias training
- dealing with difficult behaviours
- leadership development
- technology training
- attending external conferences, seminars and webinars

We created and engaged another pharmacist staff position in our Professional Services team.

All staff attended our off-site team day in February where we explored our individual work styles and preferences gaining an understanding of differing and similar ways of working. Leveraging this appreciation to work out how best to 'link' these styles and work together more effectively.

## ICT DIGITAL TRANSFORMATION PROJECT

### Investing in our systems

Our Board made a commitment in February 2018 for a 3-year ICT transformation project to ensure our systems are fit for the future.

Phase 1 involved transitioning APC systems into the Cloud with Office 365 (Exchange, email, office applications and OneDrive) and Dynamics 365 (CRM) and Azure Apps (payment gateway). This was successfully completed on time and within budget by August 2018. This new platform provides us with the agility to innovate and link new applications and is the basis of the next phases of our ICT transformation.

In conjunction with our migration to the Cloud, Single-Sign-On was implemented in September 2018 giving our examinations candidates seamless registration linking booking seats both nationally and internationally with payment in one step.

2018 also saw us launch a new exam development tool providing one platform for our subject matter experts to develop questions; APC staff to manage the development of items and construct examination papers and monitor item performance.

Our ICT transformation project will continue throughout 2019-2020.

## HEALTH SAFETY AND WELLBEING

APC continued with our commitment to a safe and healthy workplace and promoting the general wellbeing of our team.

We launched our Employee Assistance Program offering confidential counselling to staff who feel they would like some support with personal or work issues. We maintained currency of our two first aid officers, and our two fire wardens undertook training and participated in drills.

Our annual Work Health Safety report provided to our Board set out our preventative and monitoring activities, as well as reported issues and resolutions. APC had no reported injuries during the year.

## COMMUNITY CONTRIBUTION

Throughout the year individual members of APC volunteered to assist various causes by:

- creating 100 handmade knitted poppies adding to the thousands of others knitted by volunteers across the country to form a moving display of 62,000 poppies on the lawns of the Australian War Memorial to mark each of our fallen soldiers of the First World War
- cycling 62 kilometres from Sydney to Wollongong raising money to support people living with multiple sclerosis
- participating in the UNWomen Trek for Rights in Fiji raising funds to empower females across the pacific through leadership training, financial literacy and assurance of safety while they provide for their families
- supporting Integra Service Dogs to have service dogs available at the Invictus Games in Sydney to provide solace and respite for competitors who had to leave their service dogs at home.

APC also donated a cow (pictured) to a single-parent family in Kenya through the [Global School Partners](#) charity run by local pharmacist, Simon Carroll.



## OUR VALUES

Our Board and staff worked together in the first half of 2019 to identify six core values of APC. Our team workshopped statements of how those values are demonstrated in all that we do - displayed here and on our office wall.

**Respect** We treat all people with courtesy, compassion and tolerance and all situations are handled in a timely manner.

**Supportive** We care about our fellow team members and stakeholders. We own and learn from our mistakes, build resilience and celebrate success.

**Fair** We treat everyone in an impartial, equitable, ethical, sensitive and just manner.

**Transparent** We are open, honest and trustworthy in all we do. We take responsibility for our actions.

**Creative** We encourage originality, enquiry, risk taking, critical thinking and diversity. We are constantly striving for excellence.

**Life Long Learning** We encourage intellectual curiosity and ongoing personal and professional development.

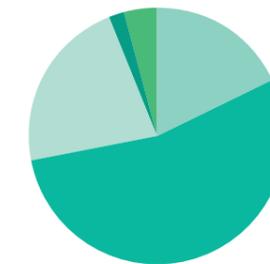
# Financials

## STATEMENT OF FINANCIAL POSITION as at 30 June 2019

### Income

Assessments	\$986,108
Examinations	\$2,952,949
Accreditation	\$1,174,166
IAS	\$103,821
RAS Project	\$196,362
Other Projects/Events	\$46,195

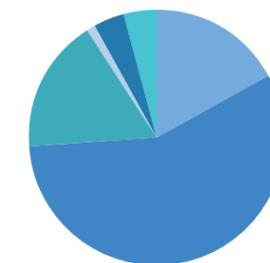
**\$5,459,602**



### Expenses

Assessments	\$815,497
Examinations	\$2,783,093
Accreditation	\$817,608
IAS	\$64,840
RAS Project	\$176,199
Other Projects/Events	\$191,163

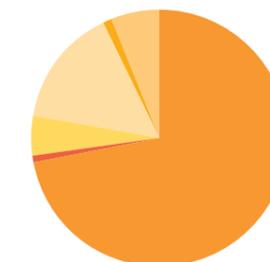
**\$4,848,400**



### Assets

Cash	\$4,963,094
Debtors	\$64,411
Intangible assets	\$332,474
Investments	\$1,019,731
Other	\$107,381
Property and equipment	\$410,672

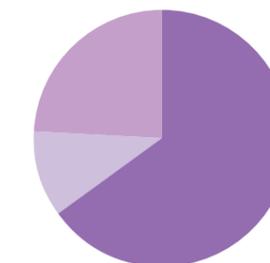
**\$6,897,763**



### Liabilities

Creditors	\$1,361,107
Employee provisions	\$238,076
Other liabilities	\$511,491

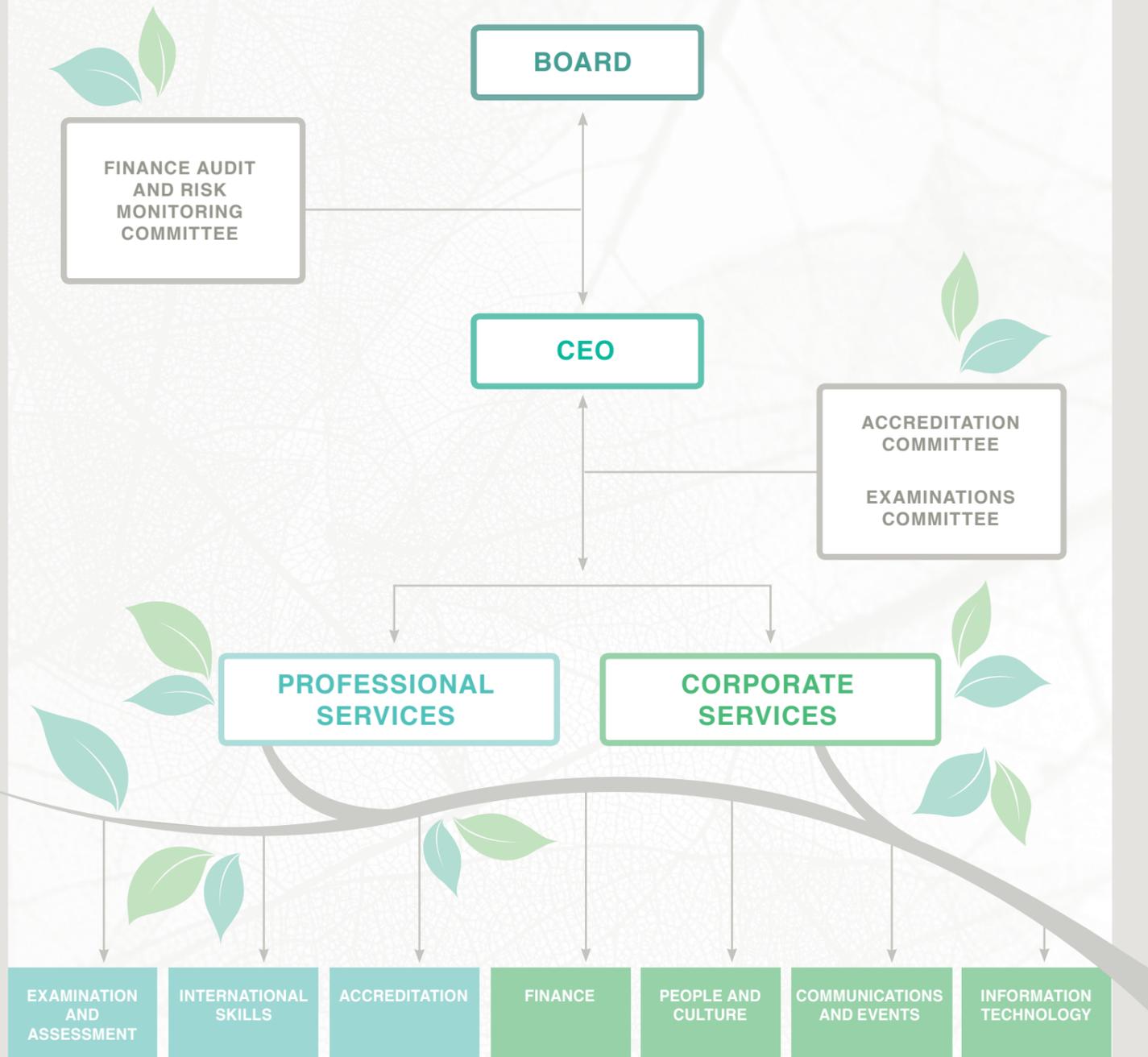
**\$2,110,674**



**Surplus \$611,201**

**Equity \$4,787,089**

# ORGANISATIONAL CHART



# OUR COMMITTEES

## Finance, Audit and Risk Monitoring Committee

The Finance, Audit and Risk Monitoring (FARM) Committee oversees and monitors the APC's financial and compliance risks.

The primary functions of the FARM Committee are to monitor the APC's finances, undertake assessment of risks, review policies relating to the FARM Committee By-law and monitor delegation and management systems.

### Members:

- Ms Gayle Ginnane (Chair)
- Professor Iqbal Ramzan
- Mr Paul Groenewegen

## Examinations Committee

The Examinations Committee is an operational committee of the APC. It ensures the integrity and defensibility in the administration of the high stakes exams for interns and overseas applicants by APC.

### Members:

- Emeritus Professor Lloyd Sansom AO (Chair)
- Dr Joanna Moullin
- Dr Julie Stevens
- Emeritus Professor David Prideaux
- Professor Jim Tognolini
- Dr Daniel Malone
- Ms Kristy Grady
- Professor Sarah Roberts-Thomson

## Accreditation Committee

The Accreditation Committee has responsibility for accreditation decisions in accordance with policies set by the Board. The Committee's structure draws upon relevant expertise across the pharmacy profession, academia and the community to enable the Committee to make decisions that are robust and defensible.

### Members:

- Professor Nick Shaw (Chair)
- Ms Karalyn Huxhagen
- Professor Rhonda Clifford
- Dr Pam Montgomery
- Ms Adele Print
- Dr Erica Sainsbury
- Ms Fiona Tito Wheatland



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**Majura Park, Canberra Airport, ACT 2609**

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