

Strategic Plan 2025-2029

The Pharmacy Business Ownership Act 2024 (Act) ensures that pharmacy businesses are owned by pharmacists, with limited exceptions, recognising their medicines expertise, public trust and professional obligations to prioritise the safe and competent provision of pharmacy services over commercial interests.

The Queensland Pharmacy Business Ownership Council (Council) is a statutory body established under the Act responsible for ensuring the integrity of pharmacy business ownership.

Vision

A trusted and transparent regulator ensuring pharmacy businesses deliver safe, high-quality care to Queenslanders.



Purpose

To establish and maintain a modern and effective licensing framework for pharmacy businesses to promote the professional, safe and competent delivery of pharmacy services.



Our commitments

We respect, protect and promote human rights in everything we do.

We value and respect Aboriginal and Torres Strait Islander peoples and culture in all we do.



Strategic opportunities

- Improving Queenslanders' safety by ensuring pharmacy business owners meet their regulatory obligations under the Act.
- Applying learnings from other regulators to establish best practice systems and processes.
- Becoming a trusted regulator in the pharmacy profession through proactive stakeholder engagement and a commitment to transparency.
- Establishing a reputation as an employer of choice recognised for our positive, inclusive and supportive workplace culture.

Strategic risks

- Unable to meet stakeholder expectations and build a reputation as a fair, transparent regulator while in our establishment phase.
- Inadequate resourcing to regulate effectively in a complex and evolving regulatory environment.
- The delivery of ineffective change management strategies and communications to support the introduction of the Act and associated requirements.
- Unable to attract, develop and retain skilled and engaged staff to fulfil our role and responsibilities.

The Council supports the Queensland Government's objectives for the community:



Health services when you need them.










A better lifestyle through a stronger economy.



Queensland
Government

Queensland Pharmacy Business Ownership Council

Government objectives for the community	Objectives 	Strategies 	Performance Indicators 
	<p>Establish a best practice licensing framework regulating the ownership of pharmacy businesses.</p>	<ul style="list-style-type: none"> • Build an online solution to manage the licensing framework effectively and efficiently. • Develop consistent and clear internal procedures and policies to support the timely processing of licensing applications. 	<ul style="list-style-type: none"> • Utilisation of online solution for management of licensing applications. • Monitoring of feedback and complaints to assess stakeholder satisfaction.
	<p>Guide and support pharmacy business owners to comply with the Act.</p>	<ul style="list-style-type: none"> • Develop comprehensive external guidance materials and communications. • Proactive stakeholder engagement to promote our role. • Ensure trends and outcomes from our work are shared to improve the provision of pharmacy services. 	<ul style="list-style-type: none"> • Number of engagement activities each year. • Number of subscribers to our communications. • Monitor email open rates. • Number of website visits. • Surveyed applicants indicate that our guidance material and communication have assisted them to comply with requirements.
	<p>Be an innovative Council achieving regulatory excellence.</p>	<ul style="list-style-type: none"> • Develop and publish a risk-based regulatory approach to compliance and auditing with annual review. • Share and receive best practice outcomes with similar regulatory authorities and government. 	<ul style="list-style-type: none"> • Number of audit activities. • Number of engagement activities with other regulators.
	<p>Foster a supportive and inclusive workplace culture that values our staff and their diversity, promotes professional growth, and positions us as an employer of choice.</p>	<ul style="list-style-type: none"> • Ensure staff understand the systems, processes and how to support pharmacy business owners with applications. • Implement development programs and culture enhancement initiatives. 	<ul style="list-style-type: none"> • Percentage of staff undertaking professional development opportunities. • Monitoring of staff satisfaction measures.