

Strategic Plan 2025-2029

The *Pharmacy Business Ownership Act 2024* (PBO 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 PBO 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

Establish and maintain a modern and effective licensing framework for pharmacy businesses ownership, operations and premises that 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

- Improve Queenslanders' safety by ensuring pharmacy business owners meet their regulatory obligations under the PBO Act.
- Apply learnings from other regulators to establish best practice systems and processes.
- Become a trusted regulator in the pharmacy profession through proactive stakeholder engagement and a commitment to transparency.
- Establish 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 resources to regulate effectively in a complex and evolving regulatory environment.
- Ineffective change management strategies and communications to support the introduction of the PBO 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 Pharmacy Business Ownership Council

Government objectives for the community	Objectives 	Strategies 	Performance Indicators 
	Establish a best practice licensing framework regulating the ownership of pharmacy businesses.	• Build and implement an online solution to manage the licensing framework effectively and efficiently. • Develop consistent and clear internal procedures and policies to support the quality decision making and timely assessment of licensing applications.	• Percentage take-up of online solution for management of licensing applications. • Satisfaction with quality of decision and timeliness.
	Guide and support pharmacy business owners to comply with the PBO Act.	• Develop comprehensive, useful external guidance materials and communications. • Proactive stakeholder engagement to promote our role and leverage communications channels. • Ensure trends and outcomes from our work are shared to improve the provision of pharmacy services.	• Satisfaction with quality of guidance materials and communications. • Percentage of applications lodged within required legislative timeframes.
	Be an innovative Council achieving regulatory excellence.	• Develop a risk-based Regulatory Framework and annual Compliance and Enforcement Plan. • Work collaboratively with regulatory authorities and government to share information, best practice approaches and innovation.	• Regulatory Framework documents and outcomes are published and guide our work. • Information sharing agreements are in place and there is regular engagement with similar regulatory authorities and government.
	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.	• Staff understand the systems and processes and how to support pharmacy business owners with applications. • Staff have access to development opportunities relevant to their role and goals. • Learning and continuous improvement is celebrated.	• Staff satisfaction measures in annual survey. • All staff have a professional development plan in place.