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Campaign snap shot

Compliance
rate
75%

Audits of
523
community pharmacies
completed

Non-
compliance
rate
25%

Over
280K

recovered for 599 employees

National Pharmacy Campaign Report

Summary

Between 1 July 2010 and 30 September 2012, the Fair Work Ombudsman (FWO) received 196 complaints from the community pharmacy sector (the sector).

Based on our complaint findings and the results from our pharmacy industry campaign in Queensland in 2010, we believed it was necessary to visit the sector nationally to undertake further compliance work.

Communication was a key component of the National Pharmacy Campaign 2012-13 (the campaign). We communicated with the industry through numerous channels including webinar, media, letters and email and importantly through our stakeholder networks.

We aimed to inform all employers and employees in the industry of the campaign and to encourage them to make use of the free information, resources and tools on our website to help them achieve compliance.

We were pleased to have promotional support from all our stakeholders, in particular, the Pharmacy Guild (the Guild). They co-badged our Pharmacy Industry Handbook and encouraged their members to conduct self-audits prior to our assessment.

In April 2013 we notified the employers selected for assessment. Of the 523 assessments completed, we found 391 (75%) to be compliant.

The majority (76%) of non-compliant employers had monetary contraventions.

Through this campaign we recovered \$280 912 for 599 employees who had been underpaid their entitlements.

Purpose of the campaign

The aim of the National Pharmacy Campaign (the campaign) was to educate employers and employees in the community pharmacy sector (the sector) on the *Pharmacy Industry Award 2010* (the Award) and assess compliance with the *Fair Work Act 2009* (the Act), *Fair Work Regulations 2009* (FW Regulations) and the Award.

Specifically we assessed to what extent employers were meeting obligations in regard to:

- record-keeping and issue of pay slips
- wages

Our industry partners

In November 2012 we notified industry stakeholders of our intention to conduct the campaign within the community pharmacy sector.

We appreciated the support from:

- the Guild
- Shop Distributive and Allied Employees Association (SDA)
- Association of Professional Engineers Scientists and Managers Australia (APESMA)
- Pharmacy Board of Australia
- Australian Friendly Society Pharmacies Association.

It was pleasing that the Guild agreed to co-badge the '[Pharmacy Industry Handbook](#)' for employers and managers in the community pharmacy industry. The handbook outlines employer's rights and responsibilities under the Act.

During the campaign we had several positive discussions with the Guild which resulted in

clarifying various interpretation issues associated with transitional arrangements.

In the spirit of working in collaboration with us the Guild encouraged their members to a self-audit prior to our campaign.

Why did we target this industry?

Our decision to target this industry was based on:

- the number and type of complaints we had received from the sector
- the number of calls received by our Infoline
- the number of searches to our website using the key word 'pharmacy'
- our findings from an audit program conducted in Queensland in 2010.

Analysis of complaints

An analysis of complaints received by FWO from 1 July 2010 to 30 September 2012 showed that 196 of the complaints came from the pharmacy industry.

Figure 1: Complainants by age

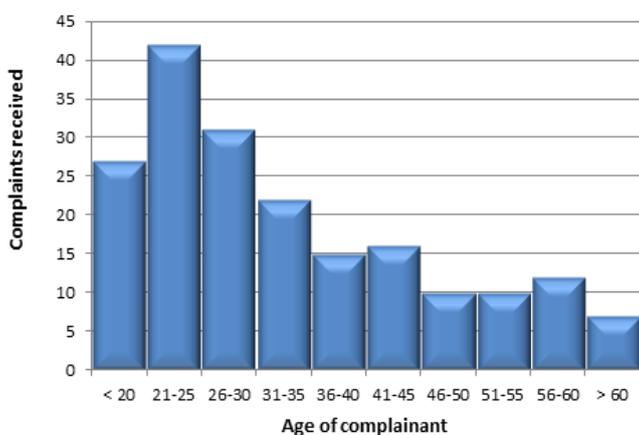


Figure 1 shows that the majority of these complaints were lodged by pharmacy workers aged between 21-25 years.

Figure 2: Complainant by gender

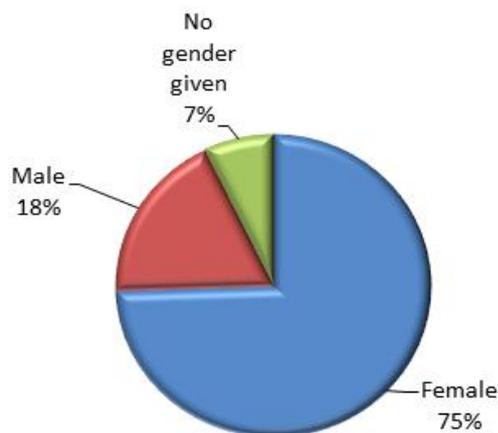


Figure 2 shows that 75% of the complainants were female.

During the same analysis period, FWO investigated 175 complaints from the sector and found 89 (51%) employers had contraventions.

Figure 3: Contravention rates by state/territory

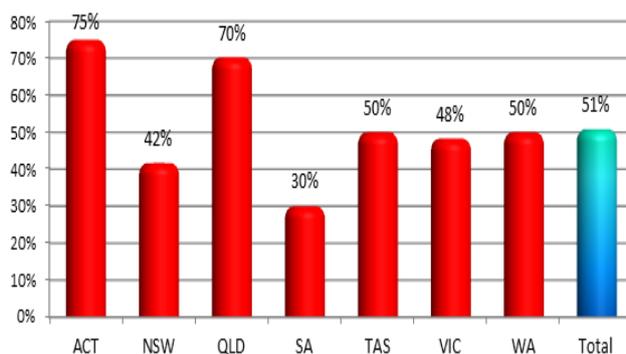


Figure 3 shows that the Australian Capital Territory had the highest contravention rate (75%) followed by Queensland (70%).

Figure 4: Top 8 contraventions identified

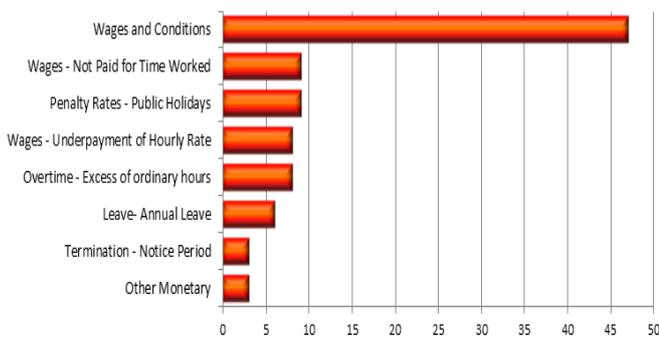
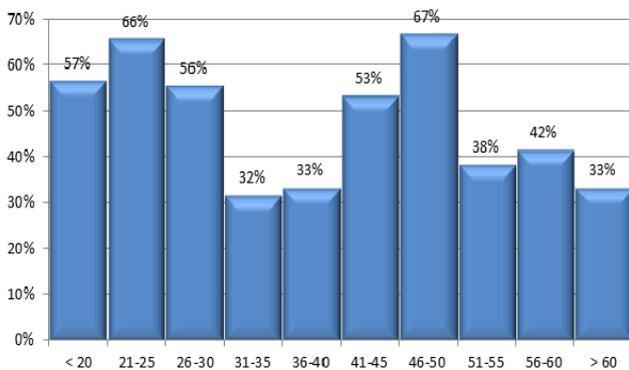


Figure 4 shows that of the 89 cases where we identified contraventions the majority related to wages and conditions followed by unpaid wages for time worked and weekend penalty rates.

Figure 5 : Contravention rates by age group



Although we received the most complaints from employees aged 25 years or younger, Figure 5 shows that the highest contravention rate (67%) was identified in the 46 – 50 age group. Complaints from those 21 – 25 years of age and 20 years and younger recorded the second and third highest contravention rate (66% and 57%) respectively.

Figure 6: Occupation of complainant

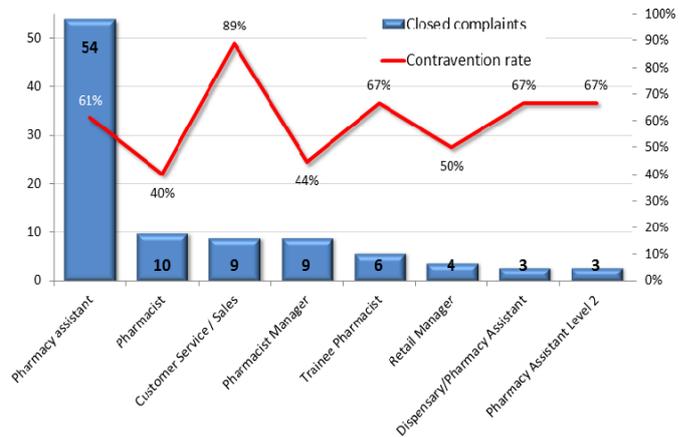
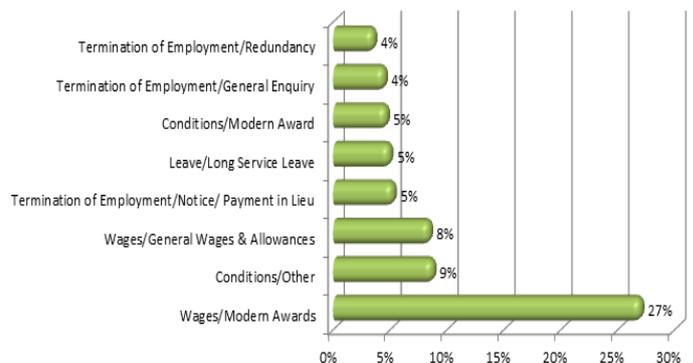


Figure 6 shows that most complainants were employed as pharmacy assistants. Investigations into these complaints showed a contravention rate of 61%. However, the greatest contravention rates were found among those employees who were customer service/sales staff (89%) and trainee pharmacists (67%).

Infoline

Between July 2011 to April 2012 our Infoline logged 2 344 enquiries from the pharmacy sector (this may include clinical pharmacy queries), representing 3% of all enquiries logged. Most of the enquiries (83%) came from employees. The main issue was wages/modern awards as shown in Figure 7.

Figure 7: Infoline enquiry topics



Hits to our website

During the 2011-12 financial years, 1 478 searches on www.fairwork.gov.au included the word 'pharmacy'.

Queensland Pharmacy Industry Audit Program

In December 2010, FWO undertook the Queensland Pharmacy Industry Audit Program. The program assessed compliance with rates of pay, minimum hours of engagement, meal break entitlements, time and wage record-keeping and pay slip obligations.

Fair Work Inspectors assessed the records of 575 employers operating pharmacies throughout Queensland. Updated findings in September 2013 showed that of the 575 audits completed, 320 (56%) employers were found to be compliant and 255 (44%) to be in contravention.

Of the 255 employers found to be in contravention, 186 were identified as having monetary contraventions and 54 had time and wage records or pay slip contraventions. A further 15 employers were identified as having both monetary and non-monetary contraventions.

The 255 non-compliant employers were found to have 298 separate contraventions.

The program recovered \$194 905 for 1 334 employees. Most of the monetary contraventions resulted from employers not being familiar with their obligations, incorrectly calculating rates of pay and allowances or not engaging staff for the required minimum hours.

What did we do?

Information and awareness phase

In February 2013 we aimed to contact all community pharmacies across Australia to direct them to our self-help resources at our dedicated web page www.fairwork.gov.au/pharmacy.

We contacted 6 738 pharmacies by mail and 1 620 by electronic direct mail (email). 541 of the recipients opened the email, with a further 235 clicking through to the dedicated web page.

Between 1 January and 24 September 2013 there were 5 828 views of our web page.

'The Pharmacy Industry Handbook' was a key resource made available to the sector. This handbook was initially developed by FWO. However the Guild added value to the publication which was then co-badged and posted on both the FWO and Guild websites.

The handbook has been downloaded from the FWO website 1 692 times.

On 6 March 2013 we conducted a webinar for the sector. This was attended by 148 attendees on the day. We then posted the webinar together with answers to question raised on Youtube. There have been 140 subsequent views of the webinar on the YouTube channel.

Assessment phase

In April 2013 we selected a sample number of businesses nationally for an audit. We wrote to these businesses informing them of their selection and requesting a sample of their employment records for a two week period.

When we received the documents from the employers we checked them to see if they were

meeting their record-keeping and wages obligations. We contacted employers we believed to have contraventions and in some cases asked for further information. Based on the documents and information provided, we were able to determine if the employer was compliant or non-compliant.

We asked non-compliant employers to rectify their contraventions and provided them with any assistance required to achieve this.

We advised each employer of our findings in writing.

What did we find?

National findings

By October 2013, we had completed all 523 audits and found:

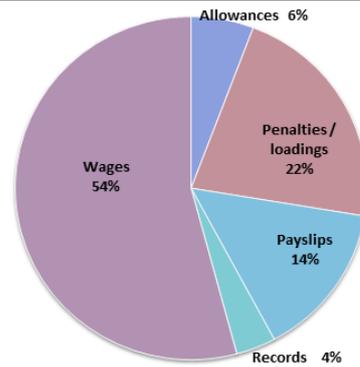
- 391 (75%) businesses to be compliant
- 132 (25%) businesses to be in contravention and

We recovered \$280 912 for 599 underpaid employees.

Of the 132 businesses in contravention:

- 100 (76%) had monetary contraventions
- 20 (15%) had pay slip/record keeping (technical) contraventions
- 12 (9%) had both monetary and technical contraventions.

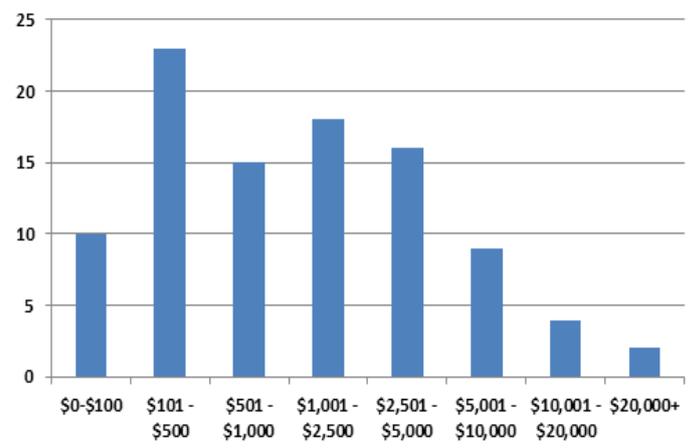
Figure 8: Contraventions identified



We found the 132 businesses in contravention had a total of 192 separate contraventions. As seen in Figure 8, most related to wages (54%), followed by penalties/loadings (22%), pay slips (14%), allowances (6%) and records (4%).

The amount we recovered from individual businesses ranged from \$20 to over \$32 000. Figure 9 illustrates that most businesses underpaid their staff between \$101 and \$500.

Figure 9: Monetary recoveries



We did not find any interns to be underpaid in the businesses we audited.

Guild members

In total we audited 332 employers who were Guild members. Of these we identified:

- 261 (79%) to be compliant
- 71 (21%) to be in contravention.

Of the 71 employers in contraventions:

- 51 (72%) had monetary contraventions
- 14 (20%) had non-monetary contraventions
- 6 (8%) had both monetary and non-monetary contraventions.

As a result of the Guild's pre-audit we found some Guild members had rectified their contraventions prior to our campaign and provided us evidence of the rectification.

Of the 71 non-compliant members:

- 21 (29%) had rectified their contraventions before our audits
- 42 (60%) had rectified contraventions after our audits
- 8 (11%) we are uncertain due to the contraventions being technical in nature.

Regional findings

Compliance rates varied between the states and territories from 33% in Western Australia to 93% in South Australia.

Figure 10: Compliance rates by states/territory

State/Territory	Compliant	Monetary	Technical	Both
SA (29)	93%	7%	0%	0%
ACT (13)	92%	0%	8%	0%
QLD (157)	88%	7%	4%	1%
TAS (38)	84%	11%	5%	0%
NSW (185)	71%	26%	1%	2%
NT (8)	63%	37%	0%	0%
VIC (87)	51%	31%	10%	8%
WA (6)	33%	67%	0%	0%

We recovered the greatest amount of money in New South Wales (\$196 715). This accounted for 70% of the money recovered however we undertook the greatest number of audits (38%) in New South Wales.

Figure 11: State/Territory monetary contraventions

State (Businesses with monetary contraventions)	Recovered	Employees paid	Average recovery per business
NSW (45)	\$ 196 715	253	\$ 4 371
VIC (29)	\$ 54 480	251	\$ 1 879
QLD (13)	\$ 17 729	20	\$ 1 364
TAS (4)	\$ 5 529	27	\$ 1 382
WA (4)	\$ 3 323	9	\$ 831
NT (2)	\$ 3 103	38	\$ 1 552
SA (1)	\$ 33	1	\$ 33
Total (97)	\$ 280 912	599	\$ 2 896

Figure 11 shows the number of employees who were paid, the number of businesses that underpaid and the average monetary recovery per business in each state. We did not find any ACT employers to have underpaid their employees.

New South Wales/Australian Capital Territory

Of the 198 businesses we audited in New South Wales/Australian Capital Territory:

- 143 (72%) were compliant
- 55 (28%) were in contravention
- we recovered \$196 715 for 253 employees.

Most non-compliant employers (48) were found to have monetary contraventions.

Figure 12: NSW regional findings

Regions	Compliant	Monetary	Technical	Both
Illawarra (11)	100%	0%	0%	0%
Mid Western (3)	100%	0%	0%	0%
Sydney CBD (4)	100%	0%	0%	0%
Wentworth (2)	100%	0%	0%	0%
Hunter (15)	86%	7%	0%	7%
Greater Murray (7)	86%	0%	14%	0%
South Eastern Sydney (12)	83%	17%	0%	0%
Macquarie (5)	80%	20%	0%	0%
Central Coast (8)	75%	25%	0%	0%
Southern (8)	75%	25%	0%	0%
Northern Rivers (6)	66%	17%	0%	17%
Western Sydney (38)	66%	31%	0%	3%
South Western	63%	29%	4%	4%

Sydney (27)				
Northern Sydney (17)	59%	41%	0%	0%
Mid North Coast (17)	47%	53%	0%	0%
New England (5)	40%	60%	0%	0%

Figure 12 shows that South Western Sydney, Northern Sydney, Mid North Coast and New England had compliance rates less than 65%. These regions also had high monetary contravention rates. The greatest non-monetary contraventions were found in the Greater Murray region.

In the Australian Capital Territory, Inner South Canberra was the only region to record a contravention.

Figure 13: ACT regional findings

Region	Compliant	Monetary	Non-Monetary	Both
Belconnen (3)	100%	0%	0%	0%
Southern (4)	100%	0%	0%	0%
Tuggeranong (3)	100%	0%	0%	0%
Woden/Weston Creek (2)	100%	0%	0%	0%
Inner South Canberra (1)	0%	0%	100%	0%

We found high levels of compliance in both New South Wales and the Australian Capital Territory. We also noted a sizeable number of employers were members of the Guild and many had taken part in

the pre-audit encouraged by the Guild prior to the campaign.

We identified contraventions related to the incorrect or non-payment of uniform allowances. Some businesses were paying below the required allowance and others were unaware that they were required to pay it.

We also found some businesses were not paying pharmacists weekend penalty rates. Instead they were paying an above Award flat-rate for all hours worked which we determined did not result in any overall underpayment of entitlements.

However we found that pharmacy assistants that were being paid an above Award flat-rate for all hours worked were being underpaid, especially where they worked many shifts that attracted penalties.

We also found some underpayments were caused by employees being incorrectly classified under the Award.

Case study: Getting the correct information

James* is the owner of a chain of pharmacies across New South Wales. We had selected one of James' pharmacies for assessment and as a result identified underpayments of casual hourly rates, weekend penalty rates and non-payment of the uniform allowance. When the inspector spoke with James he advised that he was not a member of the Guild. Although James was aware that the Award applied to his workplaces, he was unaware of how to calculate rates of pay, instead using wage rates from the New South Wales Office of Industrial Relations rather than those contained in FWO's Paycheck Plus.

After the inspector demonstrated to James how to use FWO's Paycheck Plus tool he was able to calculate the underpayment and willingly paid \$135 850 to the 151 employees, across the chain, who he had underpaid.
*Pseudonym

Queensland

Of the 157 audits in Queensland:

- 138 (88%) employers were compliant
- 19 (12%) employers were in contravention
- we recovered \$17 729 behalf of 20 employees

Figure 14 shows that the compliance rates across most Queensland regions were between 80% and 100%. The one exception was Rockhampton where we found a compliance rate of 34%. Rockhampton also had the highest contraventions rate for both monetary and non-monetary contraventions.

Figure 14: Queensland regional findings

Region (total audits)	Compliant	Monetary	Technical	Both
Brisbane CBD (7)	100%	0%	0%	0%
Central West (1)	100%	0%	0%	0%
North West (1)	100%	0%	0%	0%
Sunshine Coast (13)	92%	8%	0%	0%
Brisbane South (33)	91%	3%	6%	0%
Ipswich/ Toowoomba (19)	90%	5%	5%	0%
Far North Qld (9)	89%	0%	0%	11%
Gold Coast (17)	88%	6%	6%	0%
Brisbane North (24)	88%	12%	0%	0%

Wide Bay (8)	88%	12%	0%	0%
Townsville (7)	86%	14%	0%	0%
Mackay (10)	80%	10%	10%	0%
South West (5)	80%	20%	0%	0%
Rockhampton (3)	34%	33%	33%	0%

In light of the 2010 audit program in Queensland, it was pleasing to find that the majority of businesses in Queensland were compliant. Most businesses were paying the correct Award rates, including all penalty rates, overtime and allowances.

A significant number of businesses we audited (75%) were members of the Guild and we saw evidence that they were paying correct Award rates based upon the advice they had received from the Guild. We also found a number of businesses that had been part of the Guild audit prior to the FWO audit.

Like New South Wales and Australian Capital Territory we found qualified pharmacists were being paid a flat rate of pay significantly above the Award rate. Whilst they did not receive particular penalties, the hourly rate they were paid was more than enough to cover all Award minimum entitlements.

We found pharmacy assistants were generally paid all entitlements according to the Award.

In a small number of businesses we found juniors that were underpaid as the employer had missed the entitled pay increase at the employees' birthday.

Also in a small number of businesses we found employers not paying penalty rates for those hours which attract a penalty. For example one employer did not pay penalty rates to an employee who

performed work on Saturday mornings before 8 am.

We found some underpayments were due to employers not keeping up with the annual wage increase.

We found some businesses were using Individual Flexibility Arrangements however most of these had been made with the assistance of the Guild and were compliant.

Victoria

Of the 87 businesses we audited in Victoria:

- 44 (51%) were compliant
- 43 (49%) were in contravention
- we recovered \$54 480 for 251 employees

Figure 15 shows the compliance rate varied by region from 100% in Daylesford & Macedon Ranges to 37% in Melbourne Eastern Suburbs and 0% in the Grampians and Mornington Peninsula. The majority of non-compliant employers (27) had monetary contraventions.

Figure 15: Victorian regional findings

Region (total audits)	Compliant	Monetary	Technical	Both
Daylesford & Macedon Ranges (1)	100%	0%	0%	0%
Murray (4)	100%	0%	0%	0%
Great Ocean Road (4)	75%	0%	25%	0%
Melbourne Northern Suburbs (14)	72%	21%	7%	0%
Gippsland (5)	60%	20%	0%	20%
Melbourne Western Suburbs (7)	58%	14%	14%	14%
Goldfields (2)	50%	0%	0%	50%
High Country	50%	50%	0%	0%

(2)				
Melbourne CBD (2)	50%	50%	0%	0%
Yarra Valley & Dandenong Ranges (7)	43%	57%	0%	0%
Melbourne Eastern Suburbs (37)	35%	41%	13%	11%
Grampians (1)	0%	100%	0%	0%
Mornington Peninsula (1)	0%	0%	100%	0%

About two-thirds of pharmacies that we audited in Victoria were members of the Guild. Many had sought the Guild's advice in relation to rates of pay and conditions. Some of these employers had been part of the Guild's pre-audit and had rectified their contraventions prior to our audit. While the majority of pharmacies were independent businesses we also audited a few franchisee businesses.

Contraventions we identified included non-payment of allowances, including uniform allowance, non-compliance with minimum engagement provisions and the underpayment of hourly rates due to employers missing the annual wage review increase.

It was pleasing to see employers wanting to work with us and quickly rectifying issues that were identified.

Case study: Minimum engagement

Liam* owns a pharmacy in regional Victoria. When the Inspector assessed Liam's records he found that Liam had already identified and rectified an underpayment of \$3288.86 resulting from the national wage increase on 1 July 2012.

However the Inspector also identified that Liam was only rostering some staff for two hours on Sundays when the Award requires payment for a minimum of three hours for both part time employees and casual employees. Liam made further back payments of \$ 3406.84 to the effected employees.

Not only did Liam willingly back pay a total of \$6695.70 to twelve of his employees, he also paid a 15% loading on all the underpayments in lieu of his error.

*Pseudonym

Tasmania

Of the 38 businesses audited in Tasmania:

- 32 (84%) were compliant
- 6 (16%) were in contravention
- we recovered \$5 529 for 27 employees.

Figure 16 details the findings of the audits we conducted in the various regions of Tasmania. The compliance rates varied from 100% in Eastern Tasmania to 0% in Central Tasmania.

Figure 16: Tasmanian regional findings

Region (total audits)	Compliant	Monetary	Technical	Both
Eastern Tas (3)	100%	0%	0%	0%
Southern Tas (16)	94%	6%	0%	0%
North West Tas (10)	90%	10%	0%	0%
Northern Tas (8)	63%	12%	25%	0%
Central Tas (1)	0%	100%	0%	0%

In Tasmania we audited pharmacies in the major centres of Hobart, Launceston, Burnie and Devonport and their surrounding areas with the majority being in Hobart and Launceston.

We found the majority of pharmacy assistants were paid Award rates, whereas all pharmacists were paid well above the Awards rates.

Where we identified underpayments, many had been identified by the employers themselves as a result of the Guild's pre-audit.

We found over 90% of businesses audited were members of the Guild.

Case study: Assistance from the Guild

Mark's* pharmacy was selected for assessment. Prior to our audit Mark undertook a self-audit with the assistance of the Guild and discovered that the above Award rates he paid his staff didn't absorb the July 2012 pay increase. As a result Mark had underpaid 18 employees a total of \$2 512 over a period of six months. Mark rectified the underpayments to his employees.

*Pseudonym

Western Australia

Of the 6 businesses we audited in Western Australia:

- 2 (33%) were compliant
- 4 (67%) were in contravention
- we recovered \$3 323 for 39 employees.

Figure 17: Western Australia regional findings

Region (total audits)	Compliant	Monetary	Technical	Both
Perth CBD (4)	50%	50%	0%	0%
Perth Eastern Suburbs (1)	0%	100%	0%	0%
South West (1)	0%	100%	0%	0%

As shown in Figure 17, contraventions were found in Perth CBD, Perth Eastern Suburbs and the South West region. All contraventions were monetary in nature.

The sample of audits in Western Australia was small as many Western Australian pharmacies are not in federal jurisdiction. However, the compliance and contravention rates were high for the businesses audited. The monetary contraventions ranged from an underpayment of the base hourly rate for junior employees, to the underpayment of Saturday and Sunday penalty rates. The largest amount recovered was for a 20 year old junior who received \$1005.39.

South Australia

Of the 29 businesses we audited in South Australia:

- 27 (93%) to be compliant
- 2 (7%) to be in contravention
- we recovered \$33 for one employee.

Figure 17 shows a 100% compliance rate in all regional areas, except Adelaide CBD.

Figure 17: South Australian regional findings

Region (total audits)	Compliant	Monetary	Technical	Both
Eyre and Western (9)	100%	0%	0%	0%
Far North SA (3)	100%	0%	0%	0%
Yorke and Mid North (9)	100%	0%	0%	0%
Adelaide CBD (8)	75%	25%	0%	0%

This was a particularly outstanding result in South Australia. Contraventions we identified included the underpayment of the base hourly rate for a casual grade 1 pharmacy assistant and an underpayment of the Sunday penalty rates. Although two employers were found to have monetary contraventions, only one employee was found to have been underpaid. The other employer was found not to have underpaid any employees as the higher base rate of pay was sufficient to cover the slight underpayment on Sunday.

Case study: Sunday penalty rates

During the assessment of records of a South Australian pharmacy we identified that Jane* an employee had been slightly underpaid her Sunday penalty rate under the Award.

However Alan* her employer had paid her a higher hourly rate from Monday to Friday. The Inspector did further calculations and identified that Jane was not financially disadvantaged overall.

We contacted Alan and advised him of the correct rates of pay and that he should take care to ensure that Jane is not underpaid as a result of the Sunday penalty rate.

*Pseudonyms

Northern Territory

Of the 8 businesses we audited in the Northern Territory:

- 5 (63%) to be compliant
- 3 (37%) to be in contravention
- we recovered \$3 103 for 38 employees.

Figure 19: Northern Territory regional findings

Region (total audits)	Compliant	Monetary	Technical	Both
Central Desert (3)	67%	33%	0%	0%
Darwin (5)	60%	40%	0%	0%

In the Northern Territory we audited businesses in the Central Desert and Darwin regions. The compliance rate and monetary contravention rate were similar in both areas.

We found the Central Desert pharmacy to pay a flat rate for all hours worked. The employees were not financially disadvantaged as the flat rate is significantly higher than the employees base rates of pay. The other non-compliant employers were located in Darwin, and the contraventions related to the underpayment of two pharmacy students, and a situation where the employees collective agreement was below the minimum rates prescribed by the Modern Award.

Case study: Collective Agreements

A pharmacy in the Northern Territory had lodged a collective agreement that was approved by the Workplace Authority. Andrew* the employer had tried to ensure that the wage rates in the collective agreement were in line with the requirements of the Award. However he failed to capture the national wage increase handed down by Fair Work Australia on 1 July 2012. As a result all of Andrew's pharmacy assistants were being underpaid.

Once Andrew was made aware of this issue he paid back a total of \$2 676.04 to 35 of his employees.

*Pseudonym

Conclusion

The impact of the Guild's involvement with their members in promoting compliance and particularly their pre-audit was evident throughout this campaign.

A significant number of the businesses we audited were Guild members and many of these had undertaken the pre-audit.

It is encouraging to see the compliance rate in Queensland had improved significantly from the campaign we ran in 2010.

The findings for South Australia are particularly pleasing. However the results in Western Australia are of concern. Although the audit sample for Western Australia was small, based on the compliance rate of 33%, we may consider further audits to examine the true extent of compliance within the state.

Some of the areas we recommend for education and improvements are:

- uniform allowance obligations
- juniors pay increase at their birthday
- knowing when penalty rates should be paid
- annual wage increase.

We appreciated the support from the Guild in the creation and promotion of resources during this campaign. We also welcomed the support we received from key stakeholders, APESMA and the SDA, both prior to and throughout the campaign. We encourage Guild members to continue to make use of the resources and advice available to them.

About the Fair Work Ombudsman

The Fair Work Ombudsman is an independent agency created by the Fair Work Act 2009 on 1 July 2009.

Our vision is fair Australian workplaces, and our mission is to work with Australians to educate, promote fairness and ensure justice in the workplace.

Our education and compliance campaigns target specific industries to assist them achieve compliance with national workplace laws. Our focus is usually industries that need assistance with compliance and employ vulnerable workers.

We like to work with relevant industry associations and unions to deliver our campaigns. We rely upon their 'real world' knowledge and communication channels to design and deliver our education activities and products.

This report covers the background, method and findings of the National Pharmacy Campaign 2012-13.

For further information and media enquiries please contact the media team at media@fwo.gov.au

If you would like further information about the Fair Work Ombudsman's targeted campaigns please contact Steve Ronson, Executive Director - Dispute Resolution and Compliance steven.ronson@fwo.gov.au

Commonwealth of Australia 2013

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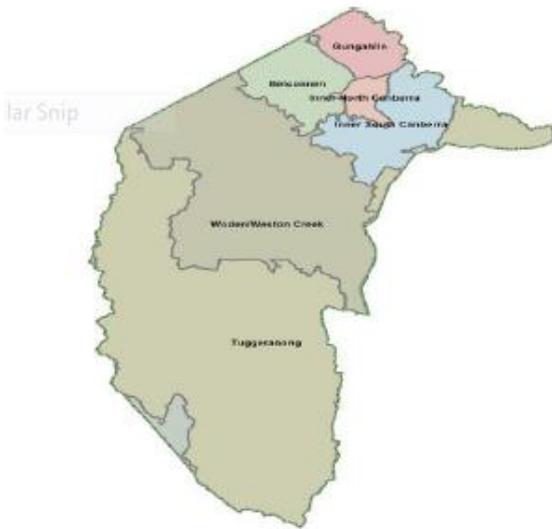
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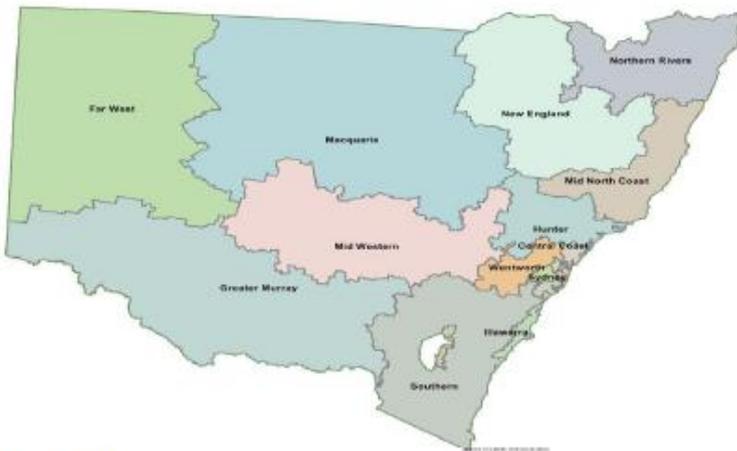


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Appendix A: Regional maps



Map of ACT



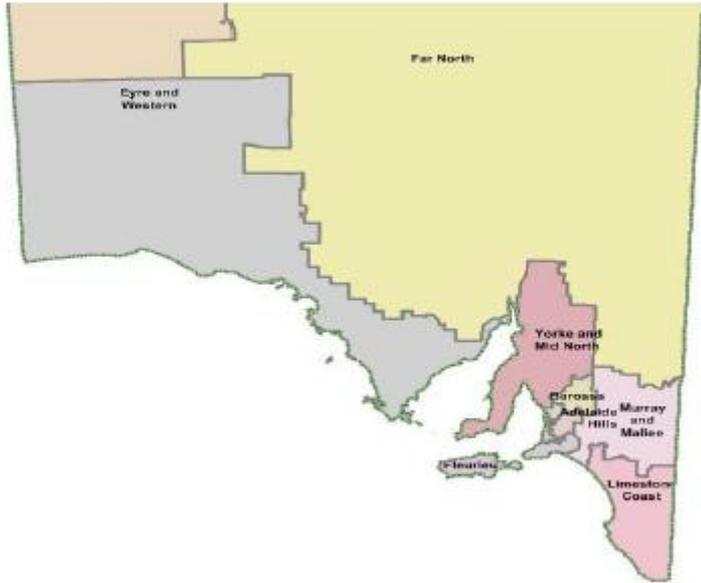
Map of NSW



Map of Queensland



Map of Tasmania



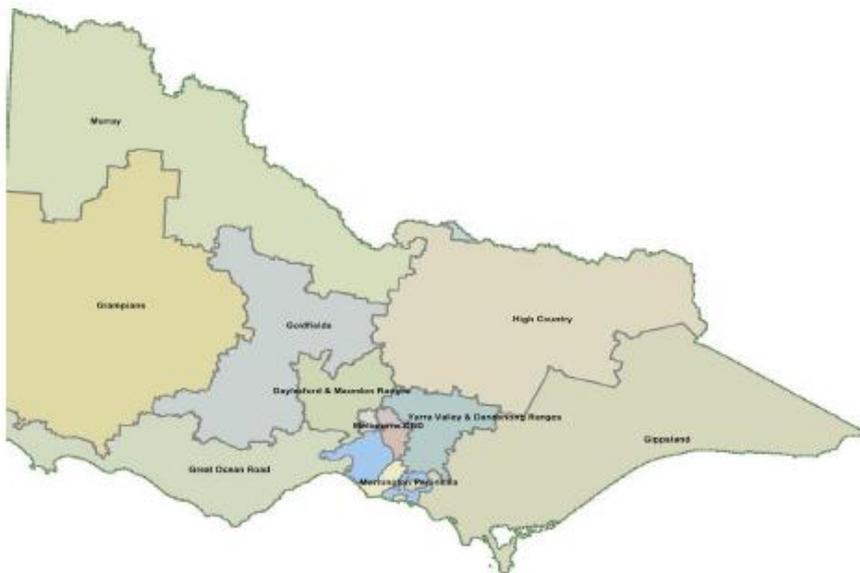
Map of SA



Map of WA



Map of NT



Map of Victoria