

Take the next step in  
your Pharmacy career  
and create the lifestyle  
you want



"We're just enthusiastic about what we do."

Steve Jobs

Operating a successful pharmacy in today's competitive environment requires sound business knowledge, an entrepreneurial flair, management and leadership ability as well as the right strategy.

Star Pharmacy Group offers you the support and strategy to enable you to realise your full career potential, build wealth in the pharmacy business and create the lifestyle of your dreams.

## Are you ready to take the next step?

Whether your goal is to build a strong business and healthy income stream doing the work you love in Pharmacy, or you want to leverage your degree to be more entrepreneurial, you'll find the knowledge, support and framework you need to do it with Star Pharmacy Group.

With a growing network of 38 member pharmacies in South Australia, Queensland and New South Wales, Star Pharmacy Group has developed a number of important strategic advantages that make its stores formidable competitors in their local markets.

In an environment where business acumen, negotiation skills and high level strategy are as important as dispensing time and customer

service, this places a Star Pharmacy Group Pharmacist at a competitive advantage.

## A clear pathway to seeing your name on the door

Most Pharmacists in the Star Pharmacy Group are on the path to their goal of owning their own store and having their name on the door.

If that's a goal for you too, then Star Pharmacy Group can help you reach it faster and give you the lifestyle you are seeking.

If you have what it takes, your career could progress from Intern to Owner-Manager within 3 years.

## Why Star Pharmacy Group?

When it comes to advancing your career, you'll want to be sure you're getting the experience, education and support you need as you move into business management. Plus, you'll want to see a clearly defined career path and know that the harder you work, the faster you move along.

If you're a motivated and enthusiastic person, Star Pharmacy Group will provide you with the best opportunities, guidance and support available to become a successful Managing Pharmacist.

Plus, you'll already be ahead of the pack with critical business essentials taken care of, like...

Group Buying Power that can instantly boost your Gross Profit

The combined resources of the Star Pharmacy Group, along with its experienced National Support Office Executives, mean that our pharmacies are able to access the best buys available in the country. Star Pharmacy Group has built strong alliances with suppliers who are equally committed to providing our customers with quality products at reasonable prices across all product categories.

In the dispensary, you'll also have access to high-margin generics, ensuring your pharmacy has an enduring reputation for value in your area.

PBS reform has made it more difficult for community pharmacies to sustain their margins. While many independent pharmacies and those in smaller networks are forced to sacrifice gross profit to retain market share, Star Pharmacy Group stores have been prepared well in advance.

“During my time with this group, I had the honour of working with extreme professionals from various departments including HR, IT, Payroll and liaised quite closely with the Owner-Directors and CEO. Although we were far away in distance, I was always provided with an immense amount of support; resources, communication and information by each member to assist me to carry out all duties required of me and have always been provided with any help I needed. No problem felt too small to ask for assistance, and no problem felt impossible to overcome with their backing. They have all the necessary tools/structure to achieve such wonderful results and create such dynamic stores.”

Namita Mahanama, Pharmacist Manager - QLD

# Business is good. Life is great.

Two years on from finishing his Pharmacy degree, Gareth Phillips found himself working 6 days a week and often 12 hours a day.

He'd worked in the one store throughout his internship and the following year and was effectively managing the business for a single store owner. While his friends were enjoying 30 hour weeks thanks to shared workloads, Gareth was becoming frustrated and burnt out. He was doing the work of managing the business but was unable to have a real impact on the decision making, nor could he benefit financially from the extra work he was putting in.

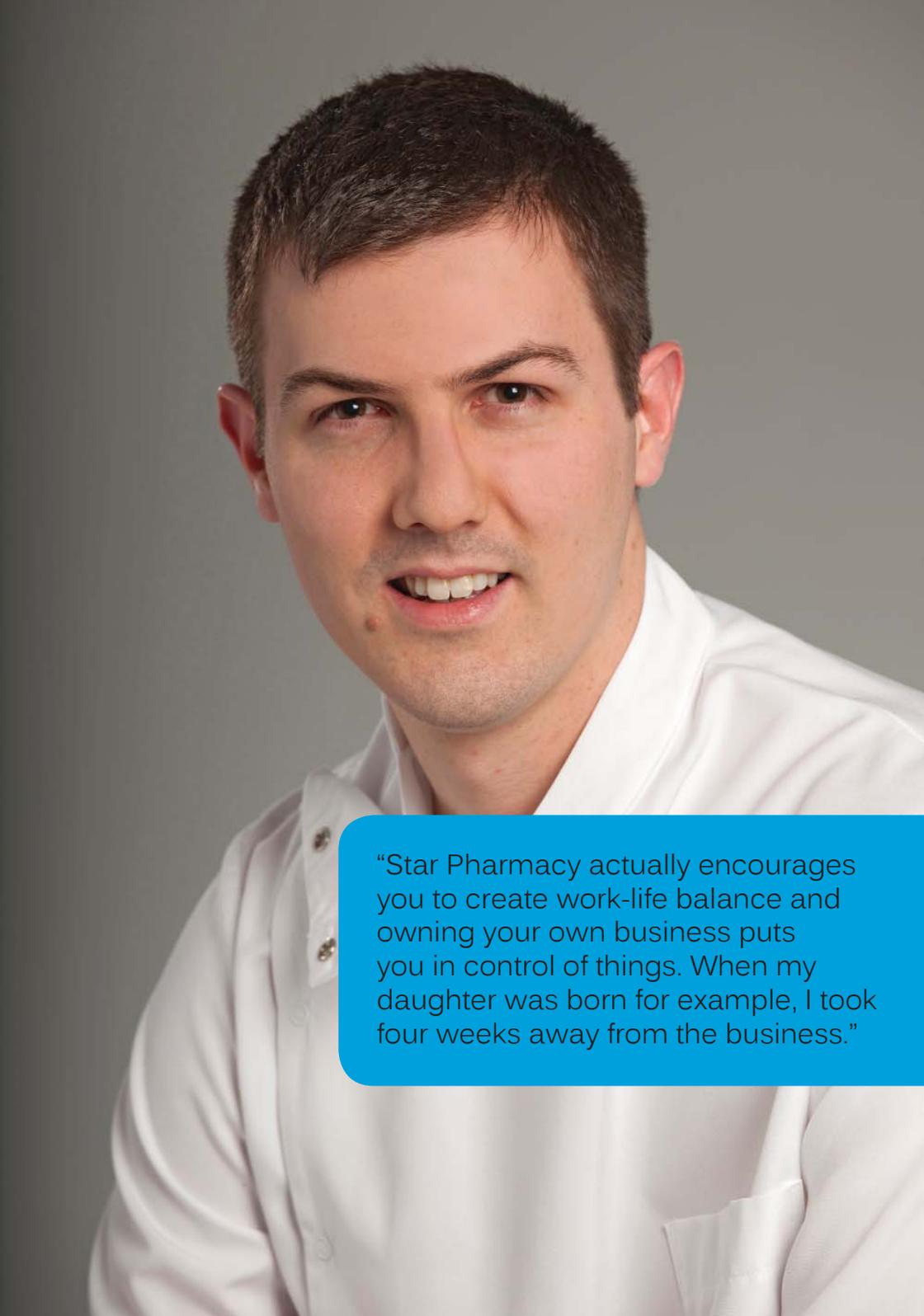
His fortune changed when Star Pharmacy Group acquired the business and retained Gareth as the Pharmacy Manager. 'Finally, I had the autonomy I wanted with the added bonus of advice and access to a wealth of experience,' says Gareth. Gareth had also expressed his desire to have ownership in the business which was open for discussion 12 months down the track 'If you can show us you're able to do it'. Gareth worked hard on the business and his ownership goals were realised, 'Just as they'd promised, a year later Star Pharmacy Group rewarded me with the opportunity to become an Owner-

Manager,' he explains.

In Gareth, the Star Pharmacy Group saw the commitment, energy, values and enthusiasm they seek in a Managing Partner. Gareth's career is now fast-tracked and he's been able to grow his business and career while also improving his lifestyle. "Star Pharmacy actually encourages you to create work-life balance and owning your own business puts you in control of things. When my daughter was born for example, I took four weeks away from the business," Gareth explains.

Star Pharmacy Group offers Managing Partners and Multi-Store Partners enormous competitive advantages in their businesses. Gareth believes it's the ability to access the experience and knowledge of the other Pharmacy Owners, the services and expertise at the National Support Office and the advice and mentoring from the group founders Stan and Peter, that makes Star Pharmacy Group the ultimate partnership for a hard-working, ambitious Pharmacist.

Now a Multi-Store Owner himself, Gareth is well on the way to achieving his business and financial goals.

A portrait of Gareth Phillips, a man with short dark hair, wearing a white button-down shirt, smiling slightly. The background is a plain, light grey color.

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"To me, business isn't about wearing suits or pleasing stockholders. It's about being true to yourself, your ideas and focusing on the essentials."

Richard Branson



## Public company level financial management

Each Star Pharmacy Group store is serviced by the accounts team in the National Support Office. A permanent team of three Accountants with experience at Chief Financial Officer level ensures that book keeping, accounts and financial administrative duties are well managed. As a Managing Pharmacist or a Managing Partner, you'll also have access to strategic financial advice as well as business valuation expertise. All this means you're free to focus on doing what you do best.

## The support to run better businesses

Operating a successful business requires a wide range of skills and an enormous amount of flexibility. Just when you're planning to spend your day training your team and working in the front of shop, your Pharmacist calls in sick... For an Independent Pharmacist, this will most likely mean the day will be spent in the dispensary. For a Star Pharmacist, it means a phone call.

You're not worried about book keeping, HR and other issues because your Star Pharmacy National Support Office provides you all the vital services you need to operate a successful business and stay focused on your customers. Every Owner-Manager has access to the highest

level staff in the areas of:

- » Human Resources & Recruitment
- » Accounting & Bookkeeping
- » Training, Education & Development
- » Strategic Advice & Entrepreneurship
- » Marketing Support & Advice
- » Compliance; and
- » Business Administration

No longer are Pharmacists expected to be a jack of all trades... Just Star Pharmacists!

“The management team are extremely supportive and efficient. I would thoroughly recommend any pharmacist interested in working for a group with high professionalism, education and have a passion for the pharmacy industry to join Star Pharmacy Group.”

Melissa Antonel, Pharmacist Manager - QLD

## A framework to create a brilliant life

We understand our people are our most important asset. That's why we invest heavily in each and every member of our team – both professionally and personally. Your fulfilment,

quality of life and growth are just as important to us as your performance and we believe the two go hand in hand.

That's why Star Pharmacy Group is unique in providing both structured and unstructured development programs as well as mentoring and advice from some of the most successful people in the industry and outside it.

If you want to build an incredible life around your Pharmacy career, the Star Pharmacy Group offers you the framework and support to do it.

“Star Pharmacy Group have never stopped investing time and resources in shaping me into a better person at work, personal life and business. The mentoring offered by the CEO, Tim Payze, and the owners always kept me highly motivated and enthusiastic in pursuing my personal and business goals. I have picked up enormous amount of skills and have earned profound vision from the mentors.”

Jason Wong, Pharmacist Manager - QLD

## Broad experience & flexibility

Working with Star Pharmacy Group will provide you with a broad range of experience. You'll have the opportunity to be exposed to a range of different businesses in varied locations with different brand positioning.

Star Pharmacy Group enables Pharmacists to collaborate and share experiences and ideas. So you're not limited to just one banner group or business model. Instead, you'll be learning from across the industry and you'll share the benefits of swapping ideas and strategies between stores.

Star Pharmacy Group also provides you with the flexibility to move around without having to run great risks in choosing a new location.

The Executive team at Star Pharmacy Group is constantly assessing new store acquisitions and carrying out high-level due diligence to ensure each pharmacy has strong fundamentals and room to grow. You can be confident that the Star Pharmacy you choose to work in has been put through its paces and has the potential to thrive.

With stores in both regional and metropolitan areas, where you go with Star Pharmacy Group is entirely up to you.

# One pharmacist achieving big things

Since graduating in 2005, Trac Hoang has been 'designing his perfect pharmacy'. The first two years of his career were spent in a large discount pharmacy, one of the first of its kind in South Australia, where he learned a lot about the discounting model and customer service. Ultimately he came to the decision his perfect store would not be a discounter.

The next two years of his career were spent locuming for a large South Australian group. "In this role I had the opportunity to work in different pharmacies every day. It gave me the chance to see what worked well and what didn't work well and I gathered a lot of great ideas," he says.

Feeling the need to settle and perhaps make a start on his perfect store, Trac met Star Pharmacy Group founders, Stan Kontos and Peter Gardiakos. They'd acquired a small community pharmacy that needed a switched-on, motivated Manager and Trac was hired.

As always, Stan, Peter and Trac first discussed their goals. Trac was put on a path to ownership which was realised after a 12 month trial where both he and Star Pharmacy Group were able to see the result of his leadership. Within three months, key metrics like customer numbers, average sale, gross profit and turnover began to increase and Trac demonstrated his talent for Pharmacy Management.

With Star Pharmacy Group, Trac could now see how he could pursue his primary goal of building wealth and passive income, "I've since been offered more opportunities for ownership. Stan and Peter are willing to offer partnerships because they understand the mindset shift that takes place when you make someone an owner of something," he explains

An entrepreneurial pharmacist himself, Trac points out some of the other reasons he believes

Star Pharmacy Group gives new Pharmacists the best shot at success. "Star Pharmacy Group invests a lot of time in growing and mentoring their people. They really focus on helping you be the best you can be," he says.

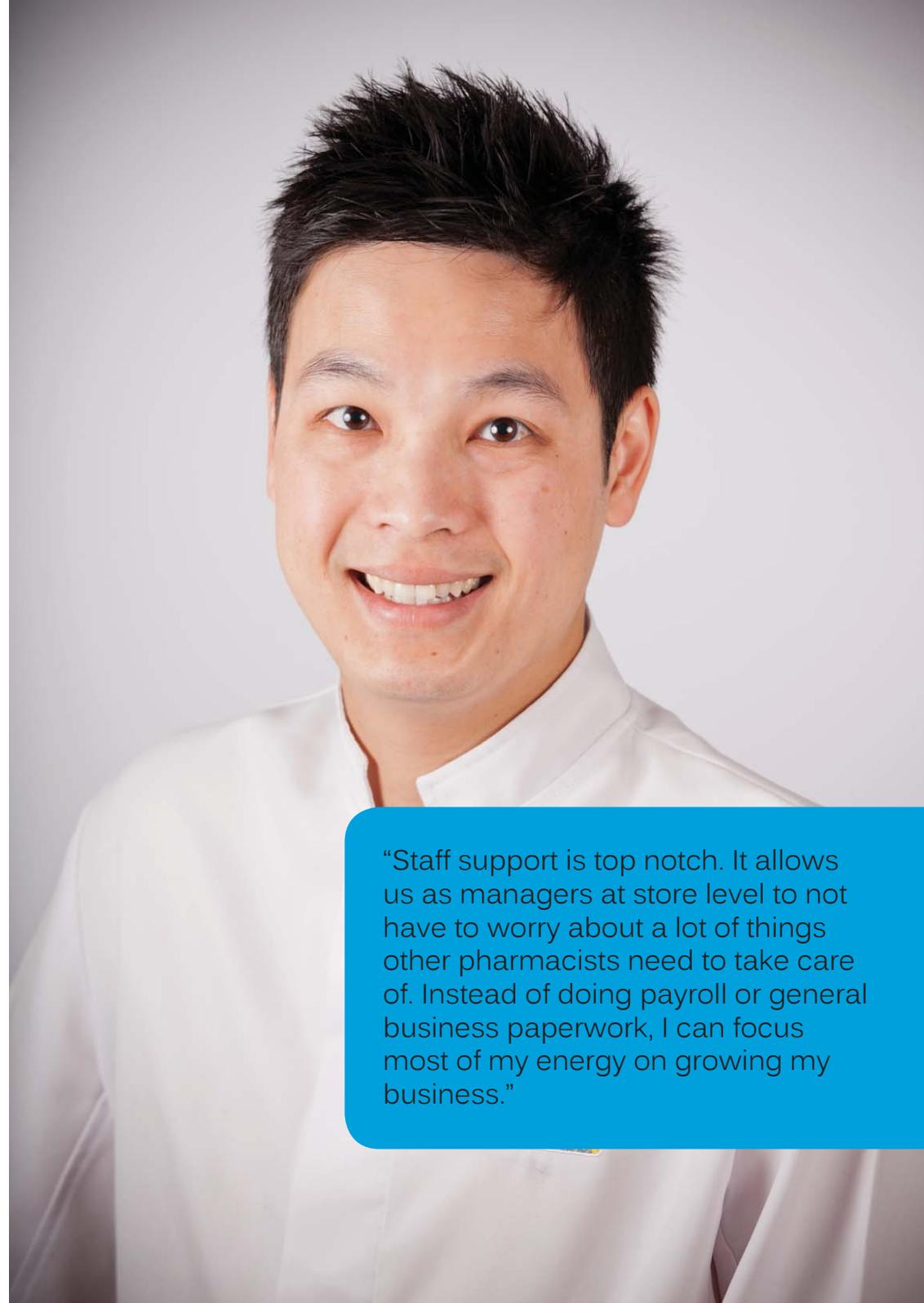
Regular mentoring sessions with all Managers are held each month to ensure they're progressing toward their goals and have the guidance and support they need to keep moving forward.

Monthly meetings with all Managers are another valuable way of transferring knowledge, collaborating on new ideas and successes and tackling issues. They also help ensure that each of the Managers are up to date with innovation and change inside the industry.

And with one of the largest national support offices in the country, Star Pharmacy Group can provide owners like Trac with all the resources they need to be a success. "Staff support is top notch. It allows us as Managers at store level to not have to worry about a lot of things other pharmacists need to take care of. Instead of doing payroll or general business paperwork, I can focus most of my energy on growing my business," says Trac.

One of Star Pharmacy Groups 'star' performers, Trac Hoang is modest about his success so far, "I could not have achieved what I have without the knowledge, experience and resources Star Pharmacy Group has provided me with. I'm achieving my goals and enjoying what I do. In fact, although I learnt a lot before Star, I think I'd have jumped in with them sooner if I had my time again."

Trac is continuing to grow his business and acquire more shares in other stores. He's also working with his mentor to diversify his investments and build passive income.



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## Career possibilities limited only by your imagination

As Stan Kontos and Peter Gardiakos demonstrate, a career in Pharmacy can be whatever you want to make it. 23 years ago, when they founded Star Pharmacy Group, they were young, enthusiastic, driven Pharmacists, just like you. Together, they had a big goal to create Australia's leading community pharmacy group. Today, they continue to work toward that goal and Star Pharmacy Group is indeed an inspirational achievement.

Now, along with Star Pharmacy Group, they have other business and personal interests. One of those is coaching and personal development, which, combined with their knowledge of pharmacy, business and wealth creation, provides young Pharmacists in the group access to powerful mentoring which can really fast-track careers and make a difference to your financial independence.

## Now you can get where you want to go faster

If you're the kind of person who wants to see a clear career path, have opportunities for growth and advancement and enjoy good remuneration and incentives, you'll love Star Pharmacy Group.

Star Pharmacy Group rewards dedication, hard work, professionalism and enthusiasm with unlimited career potential.

Many of our Pharmacists have been part of the group since their internship. Others have joined later when their careers seemed to be stalling or they were looking for a better work-life balance. One thing all Star Pharmacists share is unmatched training, professional and personal development which is highly sought after in the industry.

When you become part of Star Pharmacy Group, you'll begin an exciting journey of growth. You'll learn more about being successful in Pharmacy in the first year here than you have in the last three years of your career – at work or university. You'll get everything you need to have a career your colleagues will envy. And, if you shine at what you do, you can be sure Star

Pharmacy Group will notice and you'll move quickly toward your goals in business and life.

## You could be a Star Pharmacist

Star Pharmacy Group is always on the lookout for motivated people who are passionate about what they do, want to be their best, make a difference and grow with us.

We seek people who share our values:

- » Integrity
- » Inspired Inner Purpose
- » Personal Learning
- » Entrepreneurial Growth
- » Commitment to Consistency

Sound like you? Do you also...

- » Approach life with enthusiasm?
- » Enjoy forward dispensing and counselling customers?
- » Have a positive attitude?
- » Have a results-oriented focus?
- » Have a passion for customer service?
- » Consider yourself driven and ambitious?
- » Want to secure your best future?
- » Value learning and growth?

» Love the idea of working with others just like you?

If all that has you nodding your head, then yes, perhaps you could be a Star Pharmacist!

If you'd like to be part of a vibrant industry leader that is professional, people-centric and flexible, we'd love to hear from you. Contact the Star Pharmacy HR Department today to learn more about how you could become a part of Australia's fastest growing Pharmacy Group.

☎ (08) 8443 7955

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