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For immediate release

TerryWhite Chemmart Celebrates Excellence in Practice and Leadership at Annual Gala in Melbourne

The TerryWhite Chemmart IMPACT conference wrapped up on its third day with the eagerly awaited annual celebration, the HEART Awards. With over 1,000 delegates in attendance, this year's event showcased dedication and excellence within the TerryWhite Chemmart community.

Delegates immersed themselves in the future of pharmacy, exploring a rapidly evolving landscape shaped by changing customer and patient expectations, innovative store design, and an expanding scope of practice, with the brand reaffirming its commitment to empowering its network with cutting-edge solutions to drive efficiency, growth, and patient care.

Key announcements set to redefine the pharmacy experience for both businesses and customers included -

- major enhancements to the myTWC health app, and the eCommerce experience,
- a refreshed store design optimised for full scope,
- the rollout of electronic shelf labels,
- and the implementation of a new clinical governance platform

Executive General Manager Nick Munroe remarked, "The past three days have been incredibly productive and inspiring. It has been a year full of change, and we remain steadfast in our direction. TerryWhite Chemmart continues to drive excellence across retail, dispensary, and the continued expansion of pharmacist's scope and delivering health services to our communities. This conference has further reinforced our dedication to this mission."

The culmination of significant efforts from the past year was celebrated at the HEART Awards Gala dinner, which recognised excellence across the TerryWhite Chemmart community. Awards were presented to outstanding pharmacies from each state, acknowledging their commitment to delivering exceptional service and care to their communities.

The **TerryWhite Chemmart National Pharmacy of the Year** was awarded to **TerryWhite Chemmart Norville in NSW**. Pharmacy owners Lachlan Walters and Robert King commented that joining TerryWhite Chemmart showed them what a health focused community pharmacy brand could deliver for their community.

Mr King added, "The support from TerryWhite Chemmart over these past 18 months has been truly incredible. They've been there every step of the way as we've brought a more sophisticated retail offer and health services to the community of Norville."

In addition to recognising pharmacies across the network and supplier partners, individual team members and pharmacy owners were recognised across several categories, including the prestigious Rhonda White Leadership Award.

Karen Brown, this year's award recipient, reflected on the impact of being a pharmacist and the privilege of leading her team.

“Being a pharmacist is incredibly rewarding because every day brings something new. You never know what challenges or opportunities will come through the door, but by the time you leave, you know you've made a difference in someone's life. That's a privilege not many professions offer,” she said.

“I'm also incredibly grateful for my team—leadership isn't about me, but about supporting them in the way they need, which can change from moment to moment. At the heart of it all, we have a responsibility to be there for our community, and I'm so proud to stand alongside my team in that role.”

As the TerryWhite Chemmart IMPACT Conference in Melbourne comes to an end, the Pharmacy Network is committed to solidifying their role as leaders in care, adopting cutting-edge digital technology, providing patient-centric care, and promoting best practices to shape a better future for Australian pharmacy.

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About TerryWhite Chemmart

TerryWhite Chemmart is one of Australia's leading community pharmacy networks delivering frontline healthcare. With more than 600 community pharmacies across Australia, we are committed to ensuring every Australian has easier access to pharmacists and expert health advice every day. TerryWhite Chemmart provides high-quality, accessible, and cost-effective community-based health care services and programs.

The winners of the TerryWhite Chemmart HEART Awards are:

- **Rhonda White Leadership Award**
 - Karen Brown, Arana Hills (QLD)
- **National Winner - Pharmacy of the Year**
 - TerryWhite Chemmart Noraville (NSW)
- **Pharmacy of the Year – State Award Winners**
 - QLD - TerryWhite Chemmart Manly
 - NSW – TerryWhite Chemmart Noraville
 - VIC - TerryWhite Chemmart Drouin
 - ACT – TerryWhite Chemmart Ainslie Compounding
 - TAS – TerryWhite Chemmart Sorell
 - SA – TerryWhite Chemmart Playford
 - WA – TerryWhite Chemmart Eaton
- **Retail Leadership Award**
 - Lucy Ramm, Bunbury Plaza (WA)

Pharmacy Engagement Award

- TerryWhite Chemmart Seacliff Park (SA)