



LiveLife
PHARMACY 

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LIVE, LAUGH AND LOVE WHAT YOU DO!

Our team members can expect:

Ongoing Training – Product training, condition based training and importantly in store coaching as to how to provide service that customers will LOVE.

Flexibility – We know you have a life outside the workplace and we believe that flexibility and balance makes for happy members of our team.

Positive Company Culture – Our LiveLife Values are embedded into our company culture which supports our awesome team environment.

A MESSAGE FROM THE CEO

At LiveLife, we strive to “Make a Difference” by making customer service our Number 1 priority (and we often shorten this to “MAD”). Everybody at a LiveLife Pharmacy is expected to familiarise themselves with the “MAD” concepts and make them part of their daily work practices – in each and every customer interaction. If we all do this, then we believe we can always meet and hopefully exceed our customer’s expectations. At LiveLife we believe that while there is an expectation that everybody works hard and to their full potential this doesn’t mean that you shouldn’t enjoy your workday – in fact I encourage you to do so! Clearly, we are professional, but a smile and a laugh and genuine care, empathy and concern go a long way in helping those who are looking to us for help. A busy day in the pharmacy is much more enjoyable if you are really making

a difference and making an effort to help others – customers and our team members. It has been my personal goal to ensure that employees of the LiveLife pharmacies are encouraged to embrace the LiveLife Values. Achieving a happy work environment for all will go a long way towards ensuring that our customers are welcomed into a warm and friendly retail pharmacy environment and that they will speak positively about their interactions with you and others at the pharmacy. In your career you will find that patients like to choose their pharmacists as they do their doctors. The long-term pharmacist – patient relationships you build will be one of the most satisfying parts of your professional life. Help your work mates, and customers as best you can and really enjoy your day!



LiveLife Values

Laugh and enjoy the day

Inspire others – maintain a positive attitude and work ethic

Fully Engage – customers and peers

Enrich their Day

Please do not underestimate the difference you can make in the lives of both our customers and your work mates. As a Pharmacist Intern you have an extremely important role to play at LiveLife in improving the health and lives of the people who seek help, advice and care from us. Please ensure that your time is well spent and in return we will do our best at LiveLife to ensure your time with us is memorable and rewarding!

Good luck – have fun!

Clint Coker CEO- LiveLife Pharmacies

ABOUT LIVELIFE

First established in 1986 the LiveLife Pharmacy Network was developed with a desire to change the way pharmacies provided service to their communities. Where majority of pharmacy models left much to be desired, with staff cutbacks, pharmacists stuck in the dispensary checking prescriptions and assistants giving most of the OTC medicines advice, LiveLife has a focus to do the opposite.

Our framework and policy promote all prescriptions and OTC symptom-based requests being dealt with by our pharmacists. We feel through that through this framework we are better able to connect and help our communities. After all it is our ultimate goal to leave our customers feeling cared for and supported. With the knowledge they've received tailored advice from highly qualified pharmacists, they will be encouraged to return to their local LiveLife time and time again.



Starting out with just a couple of likeminded pharmacists, LiveLife Pharmacy Network has continued to grow through young pharmacists partnering with existing, more experienced LiveLife partners. With only one exception, each of these partners worked for some time within the group prior to the offer of a partnership. Many started with their internship year. Not all pharmacists with ownership ambitions are future LiveLife partners, but those with the right professional skills and knowledge, the right attitude to customer and patient care, the focus on making of difference, and a strong work ethic are encouraged, trained and mentored until they have the skills and confidence to become owner pharmacists.

Naturally there are a lot of pharmacists working within LiveLife pharmacies who wish to work in a professional, patient focused manner, but are not interested in pharmacy ownership. Their professional careers are fully encouraged and supported at LiveLife. The page 7 Career Progression Chart shows the many pharmacist options available at LiveLife and in the future it will expand further.

Decisions are made and agreed upon as a team with our values at the front of our minds.

It's important to know the history of the LiveLife Network to understand it is not just any group. We are not a franchise, and we have not licensed the use of our name to anyone. LiveLife partners have worked together to build the reputation of our brand as a true health focused, patient centred, professional pharmacy group.

Continue reading to find out what it truly means to be a LiveLife Pharmacist and what it would be like to work with us.

LIVELIFE NETWORK TIMELINE

LiveLife Pharmacies has grown significantly since its inception and is currently made up of 25 like-minded partners who own and manage 40 pharmacies in Queensland, Australia.

1986

LiveLife founding partners Clint Coker and Bob Ranson acquired the Noosa Heads Pharmacy, now LiveLife Pharmacy Noosa Heads.

1994-2000

LiveLife philosophy of pharmacist accessibility was born. The network also welcomed the addition of partners, Martin Dines, Steve Winnett and Allan Milsotic. With the acquisition of LiveLife Pharmacy Airlie Beach Day and Night, LiveLife Pharmacy Noosaville (flagship store) and LiveLife Pharmacy Macrossan Street.

2001-2005

LiveLife welcomed partners Bruce Elliot and Edward Candotti to the network. With the addition of LiveLife Pharmacy Port Douglas, LiveLife Pharmacy Airlie Beach, LiveLife Pharmacy The Habitat, LiveLife Pharmacy Coolum Beach, LiveLife Pharmacy Coolum Village and LiveLife Pharmacy Keppel Bay Plaza.

2006-2010

LiveLife welcomed partners Wesley Meyer, Tom Lloyd, Christian Mee, Pete Ashden and Brad Reilly to the network. With the acquisition of LiveLife Pharmacy Gracemere, LiveLife Pharmacy Cannonvale, LiveLife Pharmacy Yeppoon Central, LiveLife Pharmacy Peregrine Springs, LiveLife Pharmacy Mossman, LiveLife Pharmacy Anich's Mossman, LiveLife Pharmacy Goodchap Street and Yeppoon Day and Night Pharmacy.

2011-2015

LiveLife welcomed partners Amanda Gravalin, Lee McLennan, Andrew Feichter, Adam Fraser, Jamie Dalton and Jacquie Meyer to the network. With the acquisition of LiveLife Pharmacy Gracemere Shoppingworld, LiveLife Pharmacy Noosa Fair, LiveLife Pharmacy Noosa Junction, LiveLife Pharmacy Coolum Park, LiveLife Pharmacy Mission Beach, Priceline Pharmacy Noosa Civic, LiveLife Pharmacy Tully, LiveLife Pharmacy Pomona, LiveLife Pharmacy Sunrise Beach and LiveLife Pharmacy Cooroy.

2016-2020

The existing LiveLife partners welcomed Sam Harbison as partner and continued to grow the network with the acquisition of LiveLife Pharmacy Bowen Plaza, LiveLife Pharmacy Bowen Healthcare, LiveLife Pharmacy Tewantin, LiveLife Pharmacy Cape York and LiveLife Pharmacy Birtinya.

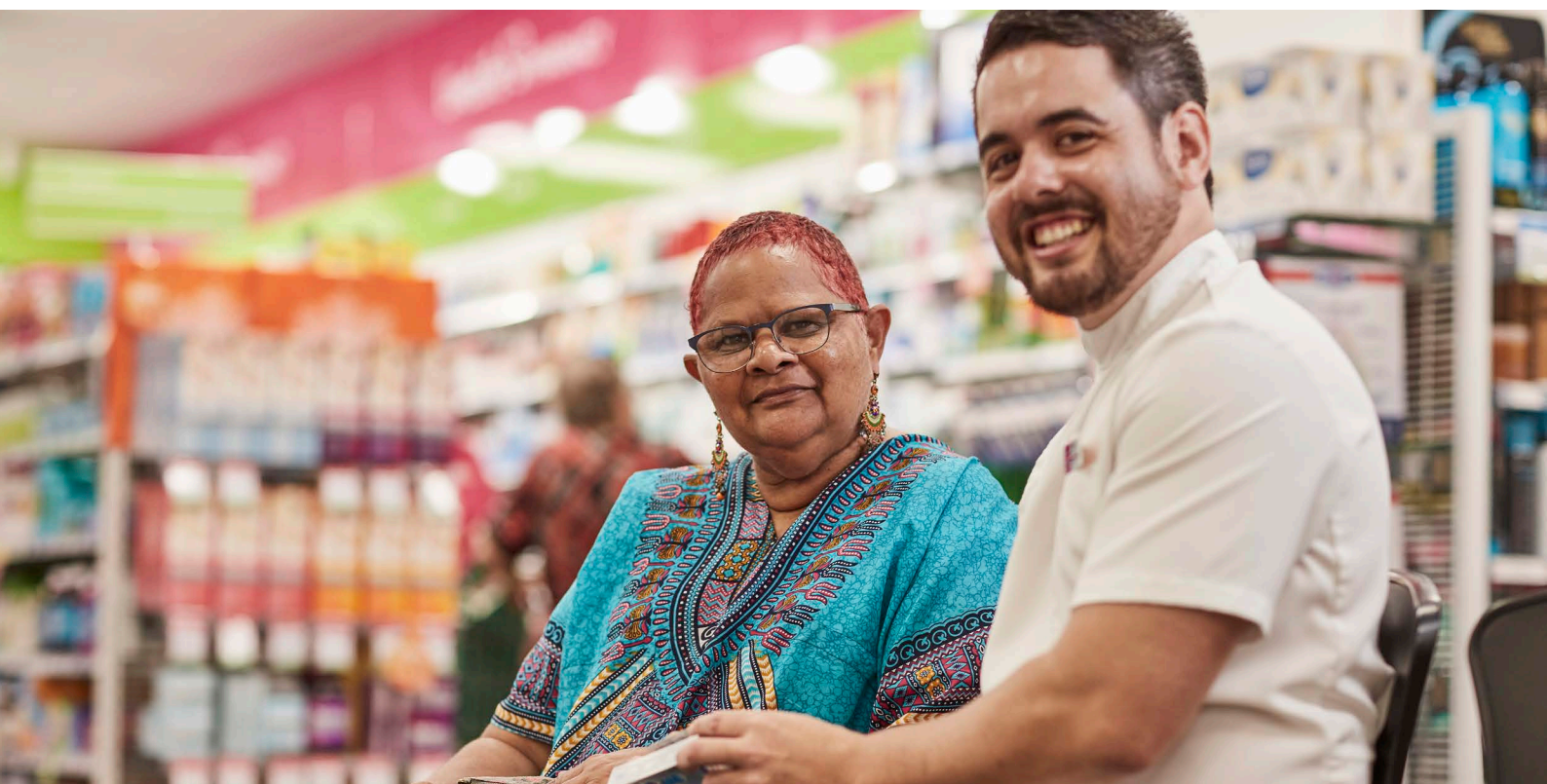
2021-Present

LiveLife welcomed partners Tessa Drew, Damian Glover, Matthew McLean and Amelia McShane-Counahan. With the acquisition of LiveLife Pharmacy Noosa Civic, LiveLife Pharmacy Laidley, LiveLife Pharmacy Plainland, LiveLife Pharmacy Blackwater and Lawnton Chemsave Pharmacy.

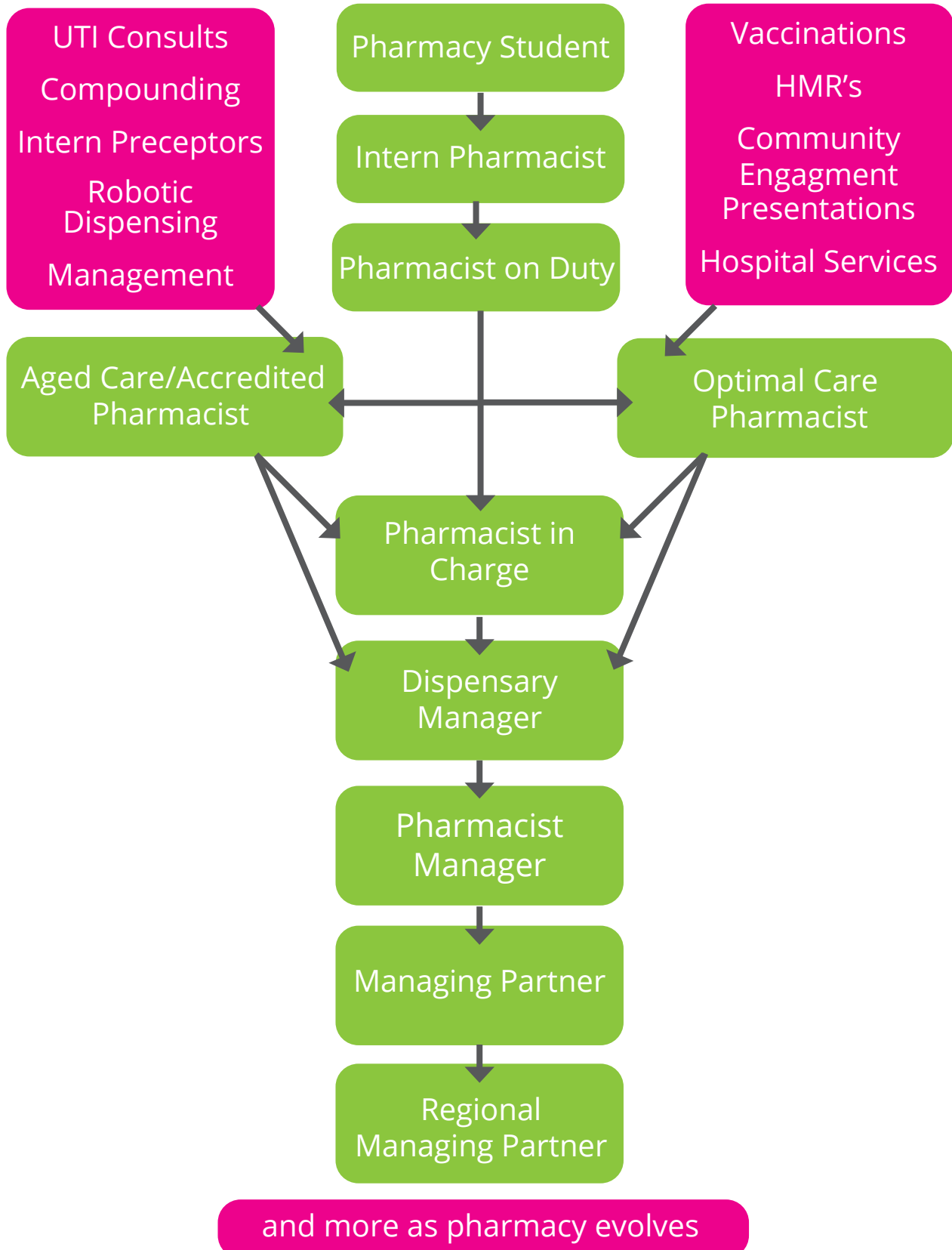
WORKING WITH US

WHAT IT MEANS TO BE A LIVELIFE PHARMACIST

- LiveLife pharmacists are always accessible to our patients. We are never too busy in the dispensary to speak with customers. In fact, LiveLife pharmacists are expected to be the first point of contact at the dispensary practicing forward pharmacy.
- LiveLife pharmacists speak to their customers and form relationships with them so that they can better help them with their health needs. Our patients know and trust our pharmacists and they feel comfortable chatting to us, and confident that we will do our very best to help them.
- LiveLife pharmacists counsel all their patients on their prescription medications and their OTC medications and health products.
- LiveLife pharmacists are committed to their ongoing professional development.
- LiveLife pharmacists have career progression opportunities within LiveLife Pharmacies ranging from clinically focussed practice pharmacist (we call them O.C. or “optimal care” pharmacists) to business owner, or both at once!
- LiveLife pharmacists embrace clinical and service opportunities including medchecks, immunisations, UTI consults, compounding and HMR's.
- LiveLife pharmacists conduct COPD screening, blood cholesterol and glucose testing, diabetes screening and blood pressure monitoring.
- LiveLife pharmacists receive training on how to improve their practice.
- LiveLife pharmacists receive ongoing customer service training.
- LiveLife pharmacists are expected to practice the way they were trained to at university – using their knowledge to care for and help people with their unique health and medicines experiences, not just to dispense.



POTENTIAL CAREER PROGRESSION CHART



BEING AN OC PHARMACIST

Being an OC pharmacist at LiveLife is about really wanting to help the customer to maximise their health, and offering EVERY customer the help, information and advice you would give to your mum, or your own family. The care, advice, and products you would use with your family, are what an OC pharmacist gives to ALL of our customers. Do your best as a professional and knowledgeable pharmacist for everybody, they are all special to someone. People come to a pharmacy for your help, care, advice and complete solutions, and will remember you kindly for your time, knowledge and empathy. An OC pharmacist goes home at the end of the day satisfied and fulfilled, knowing they have made connections and used their knowledge to improve the health and lives of the people who have entrusted their health care, and that of their family, to them.

What does practising as an Optimal Care Pharmacist instore look like?

Being an OC Pharmacist at LiveLife, no matter whether you are solo pharmacist or working in a team of pharmacists, means being AVAILABLE to and pro-active in engaging with our customers in order to provide them with the advice and offer product solutions to help them achieve their personal optimal health outcomes.

To achieve this, we believe the pharmacist must be:

- Leading with the proactive greetings, greeting all customers within 30 seconds of them entering the pharmacy
- Proactively consulting with customers browsing in key health departments including eye & ear, wound care, NRT, Health aids, natural health
- Consulting with patients and counselling on all prescriptions, S3's and symptom based S2 requests
- Pro-active in being the expert to help with direct S2 product requests; Is it the right product for them?
- Using open questions to help start health discussions with customers presenting on regular medications; How are you going with your xxxxx? What have your xxx readings been lately? How do you find xxx in helping your xxxx?
- Delegating all dispensary admin tasks to appropriately trained team members to enable the time to consult with the customer
- Operating in the dispensary so that S3's and single scripts can be dispensed whilst consulting with the customer
- Utilise a designated space for longer consults and health screening which has all your health screening tools, asthma devices and counselling materials
- Spending the majority of their time speaking with customers and preferentially speaking to customers before team members i.e. if the pharmacist is not with a customer they should be greeting and consulting with the customer in the first instance rather than waiting for the team member to 'screen' for the pharmacist
- Finding out the customers story – their health concerns and their purpose and offering practical advice and solutions
- Recommending the best evidence-based products for the customer

Please do not underestimate the difference you can make in the lives of both our customers and your work mates. As a pharmacist you have an extremely important role to play at LiveLife in improving the health and lives of the people who seek help, advice and care.

MEET SOME OF OUR REGIONAL MANAGING PARTNERS



Peter Ashden

B.Pharm

Pete graduated from UQ in 2004 and completed an internship with LiveLife. As an accredited pharmacist he took on a pharmacist manager position at Coolum Beach, then later becoming partner in the LiveLife Pharmacy Peregian Springs. The store has a primary focus on providing highly accessible pharmacists to its patients and is now a fully accredited Compounding Pharmacy and operates with a dispensing robot.

Pete has a firm belief that great pharmacists can make a real difference in people's lives and the reward is an exciting and satisfying career that you can be proud of.



Jacqueline Meyer

B.Pharm MPS

Jacqueline is the Managing Partner of two pharmacies in Cooroy and Pomona, on the beautiful Sunshine Coast. With a passion for Pharmacy, health, fitness and wellbeing, she has further increased her studies to include Naturopathy. Jacqueline has a strong involvement with Early Career Pharmacists across QLD, including mentoring, and professional development through her association with PSA (Pharmacists Society of Australia).

Outside of work, Jacqueline enjoys keeping active, soaking up the sunshine and appreciates fine food and wine.



Wesley Meyer

B.Pharm MPS

Wesley Meyer graduated with a pharmacy degree from the University of Queensland in 2000. It was always his ambition to have pharmacy ownership & when the opportunity came up to join the LiveLife Pharmacy Network, it was the right decision. He worked in a variety of the LiveLife pharmacies before returning to the Sunshine Coast as Managing Partner of two Coolum Beach Pharmacies.

Outside of work Wes enjoys fitness training, outdoor sports & anything that can be done on the waterways that the beautiful Sunshine Coast has to offer.



Bruce Elliot

B.Pharm(QLD), FPS, AACPA, J.P (Qual)

Bruce is currently the Regional Managing Partner of the Central Queensland based community pharmacies, based in Yeppoon. As an accredited consultant pharmacist, he finds domiciliary, and nursing home-based medication reviews a very rewarding part of his role. He has major clinical interests in Aged Care, Pain Management and Chronic Disease Management, particularly Cardiovascular Health and Diabetes. Outside of work, Bruce has interests in Aviation and enjoys sampling beers and foods on his travels!



Amanda Gravolin

Amanda graduated from the University of Queensland with a Bachelor of Pharmacy in 2004. After joining the team at LiveLife Pharmacy Noosaville as the Managing Pharmacist she had the opportunity to become a LiveLife partner with the purchase of LiveLife Pharmacy Goodchap St.

Amanda still manages the busy LiveLife Noosaville Pharmacy and has specific interests in women's health, sleep disorders and chronic pain management.

Outside of work, Amanda doesn't have much time for relaxing as she has a young family that includes 3 young children that keep her busy!



Christian Mee

B.Pharm(QLD), AACPA

Christian obtained his pharmacy degree from the University of Queensland (UQ) in 2002 and completed his intern year at the Airlie Beach Day and Night Pharmacy. After spending time working he moved back to Airlie Beach and opened the Amcal Cannonvale Pharmacy, now LiveLife Pharmacy Cannonvale. In 2009 he relocated to Mossman where he purchased Mt. Demi Pharmacy and Anich's Mossman Pharmacy (now LiveLife Pharmacy Mossman and LiveLife Anich's Pharmacy Mossman).

Christian is a big believer in professional development and continuing education. He is an accredited pharmacist and has completed a MBA (accounting) through the James Cook University campus. He has since joined the central administration office, LiveLife Central, as part of the management team and is currently the CFO leading the finance team.

When not working he loves spending time with his family, swimming in the surf, playing golf or riding his bike.

Please feel free to contact Christian if you would like to discuss either his or your pharmacy career with him on 0409 594 560 or christian.mee@lifelifepharmacy.com

PROFILES OF OUR REGIONS

As the LiveLife Network continually grows, we have become established in many Regional Queensland areas. We are proud to offer health services to our patients and communities whose areas may have limited resources and access. Below we have outlined a few Profiles of the Regions we are currently operating in and where our new and current pharmacist interns may have the opportunity to work.

PORT DOUGLAS/ MOSSMAN REGION



Port Douglas and Mossman are towns in Far North QLD separated by 15 km. Located about 70 km north of Cairns, Port Douglas is a tourist hot spot boasting beautiful Four Mile beach and many excellent restaurants. Though Mossman is also a popular place for tourists to visit, its population is more community orientated and the industry that supports this town is sugar cane.

Top 5 activities to do while on placement in Port Douglas/Mossman

- Go on a trip to the reef to snorkel or scuba
- Walk along beautiful Four Mile Beach
- Visit the Mossman Gorge for a tour and a swim
- Attend the Port Douglas Sunday Market
- Have a beer at Sunset at the Court House Hotel

WEIPA



Located in Far North Queensland, Weipa offers an abundance of activities and learning experiences to get involved in. With rich cultural history and some of Australia's best fishing it is one of the best places in Cape York to visit.

Top 5 activities to do while on placement in Port Douglas/Mossman

- FISHING!
- Boat Hire
- Visit the Weipa Aquatic Centre
- Go on a Western Cape Eco Tours
- Go on a Mine Tour

WHITSUNDAY REGION



The Whitsunday Region is located 125 km north of Mackay and is one of the gateways to the Great Barrier Reef. It is renowned for its tropical islands, including Daydream, Lindeman, Hayman and Hamilton Islands, beautiful national parks and sunny climate, which attract thousands of visitors to the region each year. Airlie Beach represents the main tourist hub of the region, home to the Abel Point and Shute Harbour Marinas that host an array of motor and sailing boat tours to the surrounding Whitsunday Islands. Bowen, situated in the north-eastern coast of the region, is known for its award-winning beaches, delicious mangoes and picturesque golf course.

Top 5 activities to do while on placement in the Whitsundays

- Go on a trip to the reef to snorkel or scuba
- Visit the magnificent Whitehaven Beach – always in lists of the top 10 beaches in the world
- Visit Daydream Island or Hamilton Island on a day trip
- Visit Bowens popular tourist attraction the Big Mango
- Take a trip Horseshoe Bay on Magnetic Island

SUNSHINE COAST REGION



The Sunshine Coast is a collection of beachside towns, great surf spots, and friendly coffee shops, framed by the Sunshine Coast hinterland with its rolling green hills and magnificent walking and riding trails. From relaxed Coolum Beach, one can head north to stylish Noosa which boasts the twin gems of protected Main Beach and beautiful Noosa River, or west towards the luscious rolling green hills of Pomona and Cooroy.

Top 5 activities to do while on placement in the Sunshine Coast

- Have a surfing lesson at Coolum
- Hire a boat to sail or cruise the Noosa River
- Have a meal and a refreshment at the Noosa Heads or Coolum Beach Surf Club
- Walk or run through the Noosa National Park to Hell's Gates – maybe find a koala!
- Explore the boutique food and beverage industries popping up in Pomona and Cooroy

CAPRICORN COAST REGION



Yeppoon is the principal town on the Capricorn Coast, being the largest of a string of seaside communities stretching more than 150 km from North to South. It is renowned for its beaches, tropical climate and island views. Gracemere is located just west of Rockhampton. It is known for its links to the beef industry and proximity to the mining industry. It is a close and friendly community, and the home town of Anna Meares, world champion track cyclist.

Top 5 activities to do while on placement in the Capricorn Coast

- Visit Cooberrie Park Wildlife Sanctuary and hold a koala, or a crocodile
- Go sailing on beautiful Keppel Bay
- Go for a walk down the Bluff Point Walking track
- Book Beef Week - Biggest Beef event in the Southern Hemisphere
- Play a round of golf at the Capricorn Resort Golf Club

CASSOWARY COAST REGION



Tully and Mission Beach are gorgeous towns in Far North QLD separated by 30 km and located about 140 km south of Cairns. The area is Australia's premier banana-growing region and a well know cane-growing region. The area is known as the Cassowary Coast, being named after the large iconic flightless bird that inhabits the area.

Top 5 activities to do while on placement in the Cassowary Coast

- Go on a trip to the reef to snorkel or scuba
- Skydive Mission Beach
- Visit Tully Gorge National Park
- Catch some live music and eat some "sliders" at The Garage Bar and Grill, Mission Beach
- Take a tour of the Tully Sugar Mill

DUAL INTERN PHARMACIST AWARDS

LiveLife Pharmacies were proud to celebrate the accolades of two of its early career pharmacists who were both concurrently awarded the national Intern Pharmacists of the Year awards. Yeppoon based pharmacist, Angelica Lagoda, was awarded the PSA Intern Pharmacist of the Year award at PSA18 in Sydney and Port Douglas based pharmacist David Paulmert was awarded the Guild's Intern Pharmacist of the Year at APP. Angelica and David are NAPSA executive alumni and both completed their internships with LiveLife and are continuing to work in the group as pharmacists.

CEO of LiveLife, Clint Coker, said the group is so proud to have both the PSA and Guild Intern of the Year winners being from LiveLife pharmacies.

"It's such an exciting achievement for us. Both David and Angelica contributed greatly to their pharmacies and their communities during their internships and it comes as no surprise to see them being recognised," Clint Coker said.

LiveLife Group has invested heavily over the years in not just disease state education but also customer service and business management training.

"Leadership training is a growing focus for us now and is constantly evolving as we aim to develop our higher performing early career pharmacists into future leaders who will drive strategy, change and innovation within the group in the years to come."



Clint admits there's been no secret to the fact the group wants to attract some of the brightest pharmacists within the industry. "Angelica and David are perfect examples of the young pharmacists LiveLife wants to work with. Some of the graduates coming through now are so motivated to succeed and come out so well trained. We're excited we can offer a great environment for these future stars to fully reach their potential."

He also praised the growing number of younger business partners in the group who take pride in mentoring and supporting the early career pharmacists in their employment so that they realise their full potential early in their careers.

TESTIMONIALS

As a pharmacy student, I chose to align myself with LiveLife because I had witnessed how the group sought to provide real support to their staff to achieve their career ambition. For me, this was real mentorship by LiveLife partners which assisted me to obtain the knowledge and skills to operate a successful business that provides a valuable healthcare service.

As a soon-to-be pharmacy owner, I will be fortunate to have the resources & support of the LiveLife group to ensure that my business is on the leading edge in the pharmacy industry, which will no-doubt continue to be a changing landscape.

- Matthew McLean (Partner)

From the very beginning of my pharmacist career LiveLife has provided invaluable mentorship. It has made me feel valued, supported and most of all, has given me the confidence that I can run a pharmacy as a junior partner. With this support, I also feel driven to take up new opportunities and to always be open to adapting my skillset and in turn, meeting the demands of my local community (vaccines, compounding etc.)

Having worked across many LiveLife stores, spanning from Yeppoon to the Sunshine Coast, I feel extremely proud to be part of a company that displays consistent service in each and every pharmacy. I have witnessed first-hand the difference our pharmacy staff can make to every customer who walks through our doors truly shows the potential that the LiveLife Pharmacy business model has.

- Tessa Drew (Partner)

Within 6 years of working with LiveLife I had gone from being a pharmacist manager to a partner in five successful pharmacies! To me, LiveLife isn't just my banner group, or business office or business partner. It has become my pharmacy family and I cherish the relationships I have with my business partners and also the staff of our pharmacies and at LiveLife Central.

We all work towards the one goal of bringing the best of community pharmacy to our communities. When you look after your community, your pharmacy is rewarded by customer loyalty which ultimately delivers better financial outcomes for the business owners. We have all been able to grow together both financially and professionally. I can't imagine my life without LiveLife. They make me laugh and enjoy the day – each and every day.

- Bruce Elliot (Partner)