



Guardian Wins Canstar Blue's Most Satisfied Customer Award for 2021

Guardian was once again awarded Canstar Blue's Most Satisfied Customer Award for 2021! This is the fourth time Guardian has been awarded the title of best pharmacy for overall satisfaction (2012, 2013, 2017, and 2021).

The Canstar Blue review reported results from more than 4,100 respondents who visited pharmacies (physical and online) in the prior six months. Guardian was ranked against 14 pharmacy banner groups and topped the categories with five-star reviews for service and advice, pharmacist availability, prescription availability and spend, and value for money.

Congratulations to all our Guardian Pharmacy stores who work hard every day to support their local communities and provide exceptional customer service and care.



Discount Drug Stores celebrated 20 years!

The past 20 years has seen DDS evolve from humble beginnings, with just 14 stores in rural Queensland, to become one of the most sought-after discount pharmacy brands in Australia.

The growth of DDS can be attributed to its agility, customer focus and innovative healthcare and retail solutions including in-store health clinics, e-commerce, and their DiscountPlus™ loyalty program.



Pharmacy Guild of Australia's 2022 Pharmacy of the Year Finalist

Amcal Life Clinic Donnybrook Pharmacy, WA qualified as one of the Pharmacy Guild of Australia's 2022 Pharmacy of the Year finalists (winners will be announced at APP 2022).

Amcal Donnybrook embraced the Amcal Life Clinic 'health hub' format as they "realised that what holds people back is availability and access" – getting an appointment, travel, and navigating the health system. Amcal Life Clinic Donnybrook Owner Rowan Lowe spoke about the competitive advantage the profitable business model offers and how they're adapting to meet recent industry changes.

Congratulations to Rowan and his team!



Driving Innovation

Over the past 12 months, the number of WholeLife Pharmacy and Healthfoods stores has grown along the east coast of Australia. With increasing consumer demand for health, wellness and wellbeing products and services, WholeLife is proud to drive innovation in our stores with monthly launches of new and exciting products and brands.

We were delighted to have opened three WholeLife Healthfoods Market stores this year in Cairns, Townsville and Tweed Heads. WholeLife Healthfoods Market stores are our latest concept providing shoppers with a wide range of health foods, vitamins, natural beauty, sports nutrition, ready meals and sustainable living products all in one convenient location.