

The Pharmacy Guild of Australia Case Studies – Senate Inquiry into Paid Parental Leave

Case Study One

An owner who currently has an employee off work due to a worker's compensation claim with a previous employer, has advised that the administrative burden of this paperwork on top of her normal paperwork is causing her a great deal of stress. She has expressed concerns that the proposed PPL Scheme will impose similar stresses, with the requirement to interact with the Family Assistance Office on behalf of the employee for the provision of payments. She highlighted concerns with being responsible for following up on payments not received; withholding tax on these payments; advising the FAO of changes such as the return to work, resignation and/or change of pay cycle for an employee receiving payments. She holds a legitimate view that agencies such as the Family Assistance Office will not get it right 100% of the time and she will be left like the meat in the sandwich to sort out administrative bungles and misunderstandings. This same employer has three employees currently on parental leave – if the PPL scheme was in place now with the paymaster function retained, this employer's administrative work would have increased three-fold.

Case Study Two

A pharmacy owner in WA's experienced three of her employees falling pregnant while in her employ at or around the same time. Of the three employees, two out of three new mothers have maintained contact with the work place and one out of three has returned to work. One employee had made the decision to permanently retire and move away from the business location. This decision was made well in advance of the birth due to favourable financial circumstances. The second employee dropped in from time to time at the pharmacy to pick up baby supplies and keep in contact with other staff and now that her daughter is of an age that

her mother feels comfortable to put her into childcare she has returned to work for two days per week. The third employee is not looking to return to work anytime soon, but calls in regularly for baby supplies and to seek advice from other mothers on the staff. This experience is consistent across the sector, with many members recounting similar scenarios.

Case Study Three

A local ACT member made enquiries as to the cost of completing upgrades to his payroll software to accommodate the required changes. He has advised that in his particular case he will be able to complete the software upgrade configuration in-house, which will not be the case for the majority of community pharmacy employers. Without this in-house expertise, he estimated a cost of \$600 - \$700 to complete this upgrade. In terms of the ongoing administration as a paymaster, his experienced MYOB payroll processing staff estimates approximately one hour per employee, per pay plus additional set up and close off time per employee. In the event that he was to have 6 employees on PPL at once, to perform the role of paymaster for the Government, he estimates the time cost to his business for the payroll processing would be half a day each and every fortnight.