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ACCOUNTANTS & BUSINESS ADVISORS

Pharmacy Sample Report, 2025

# BENCHMARK REPORT

Pharmacies

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Benchmarking
DATA & RESEARCH

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# Industry Statistics

## *Fast Facts: Pharmaceutical, Cosmetic and Toiletry Goods Retailing Industry*

In Australia, the Pharmaceutical, Cosmetic and Toiletry Goods Retailing Industry forms part of the overall Retail Trade Division. All data in this report has been sourced from the Australian Bureau of Statistics and is current as of June 6, 2025.

## *Number of Businesses*

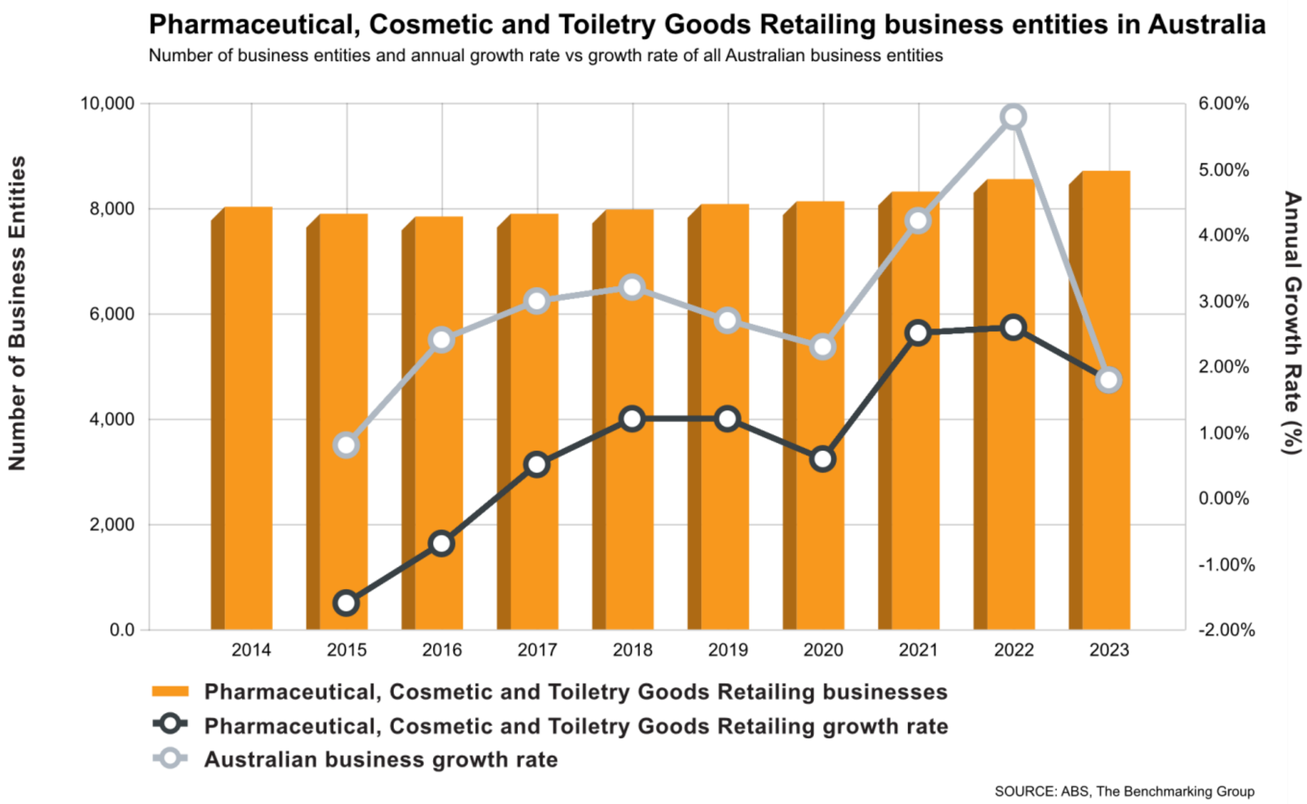
The number of businesses in the Pharmaceutical, Cosmetic and Toiletry Goods Retailing Industry has increased by 9% over the past five years to reach 8,696 entities. The average five-year growth rate across all industries is 18% showing the Pharmaceutical, Cosmetic and Toiletry Goods Retailing Industry is in a slow growth stage. In 2023, there was a total of 926 business entries and 770 exits, thus the industry grew by 1.81%.

**Division**
Retail Trade

**Sub-Division**
Other Store-Based Retailing

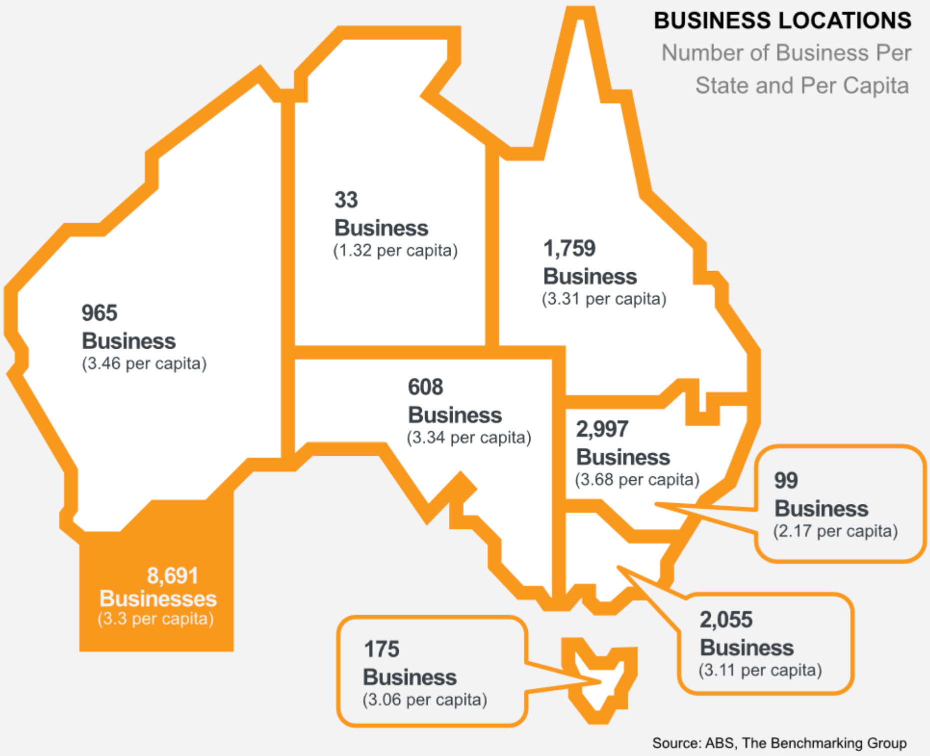
**Group**
Pharmaceutical and Other Store-Based Retailing

**Industry**
Pharmaceutical, Cosmetic and Toiletry Goods Retailing



## *Business Locations*

34% of businesses in the Pharmaceutical, Cosmetic and Toiletry Goods Retailing Industry are located in New South Wales, with a further 24% located in Victoria. Additionally, New South Wales has the highest ratio of Pharmaceutical, Cosmetic and Toiletry Goods Retailing businesses per capita.




## *Business Size*

Of the 8,696 businesses operating in the Pharmaceutical, Cosmetic and Toiletry Goods Retailing Industry, 54.83% of businesses employ 1-19 people with only 14.14% employing 20 or more workers. The remaining 31.03% are non-employing businesses, which are primarily sole traders and partnerships.

### Employees per business in Australia

Percentage of employees per business for the Pharmaceutical, Cosmetic and Toiletry Goods Retailing industry vs all Australian Businesses

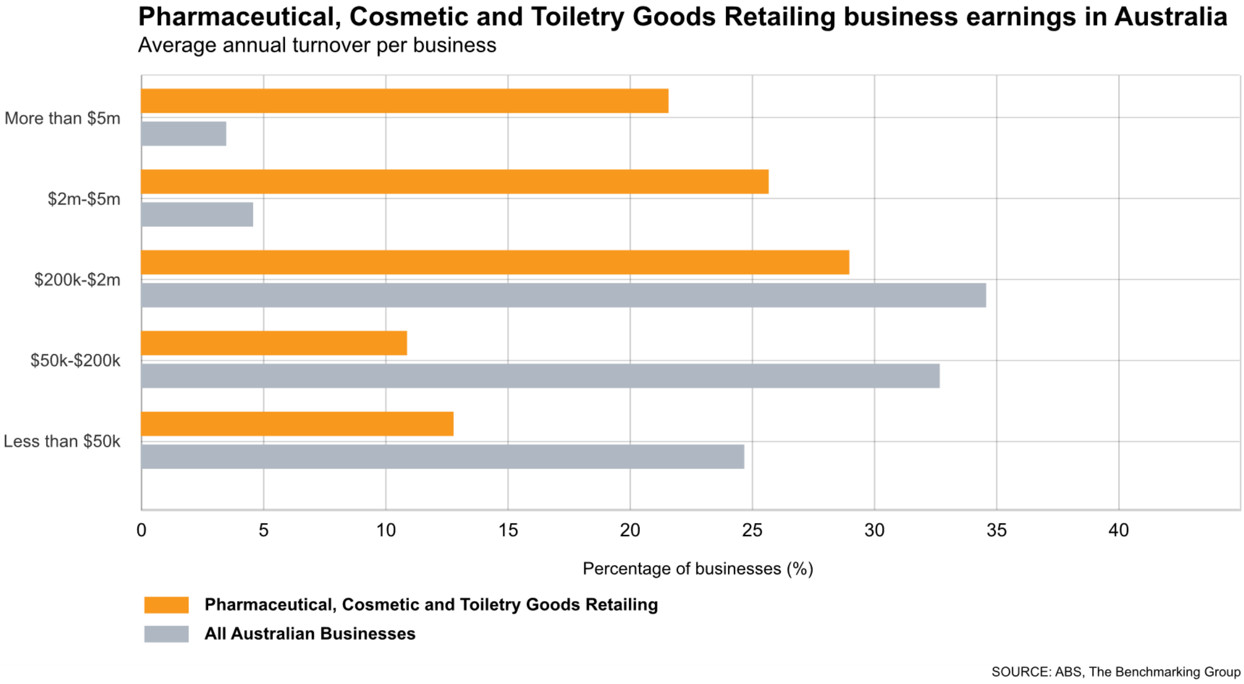

SOURCE: ABS, The Benchmarking Group

FUN FACT

The Pharmaceutical, Cosmetic and Toiletry Goods Retailing industry has a smaller percentage of non-employing businesses when benchmarked against other industries; thus, in comparison there are fewer sole proprietors/owner-operators and a higher proportion of employees.

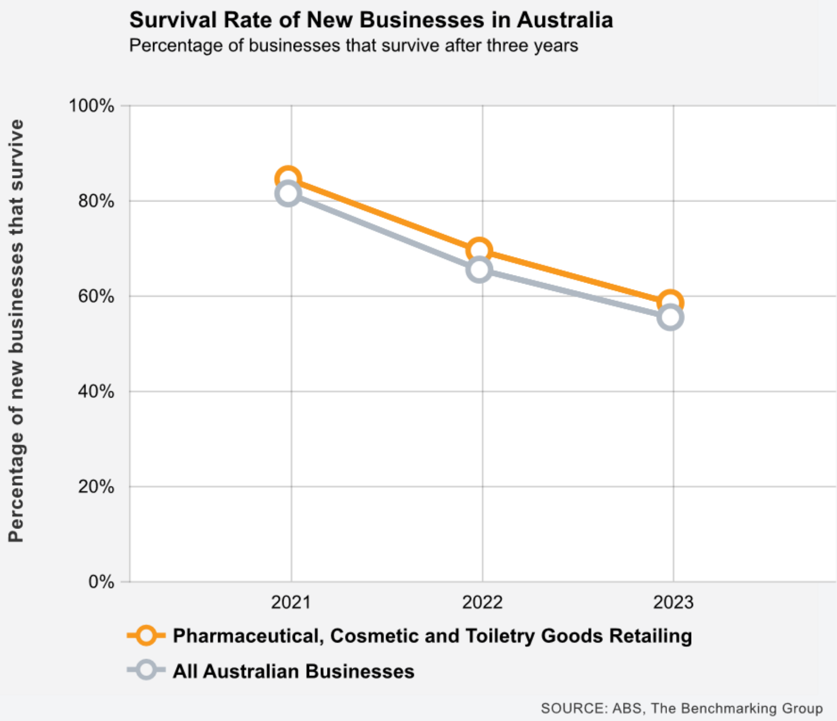
## *Average earnings per business*

Majority of businesses in the Pharmaceutical, Cosmetic and Toiletry Goods Retailing Industry generate between $200k-$2m. 47% of businesses generate $2 million or more, a figure that has increased at a high rate over past 5 years. Only 22% bring in more than $5 million, and 13% generate less than $50,000 annually.




## *New Business Entrants and Survival*

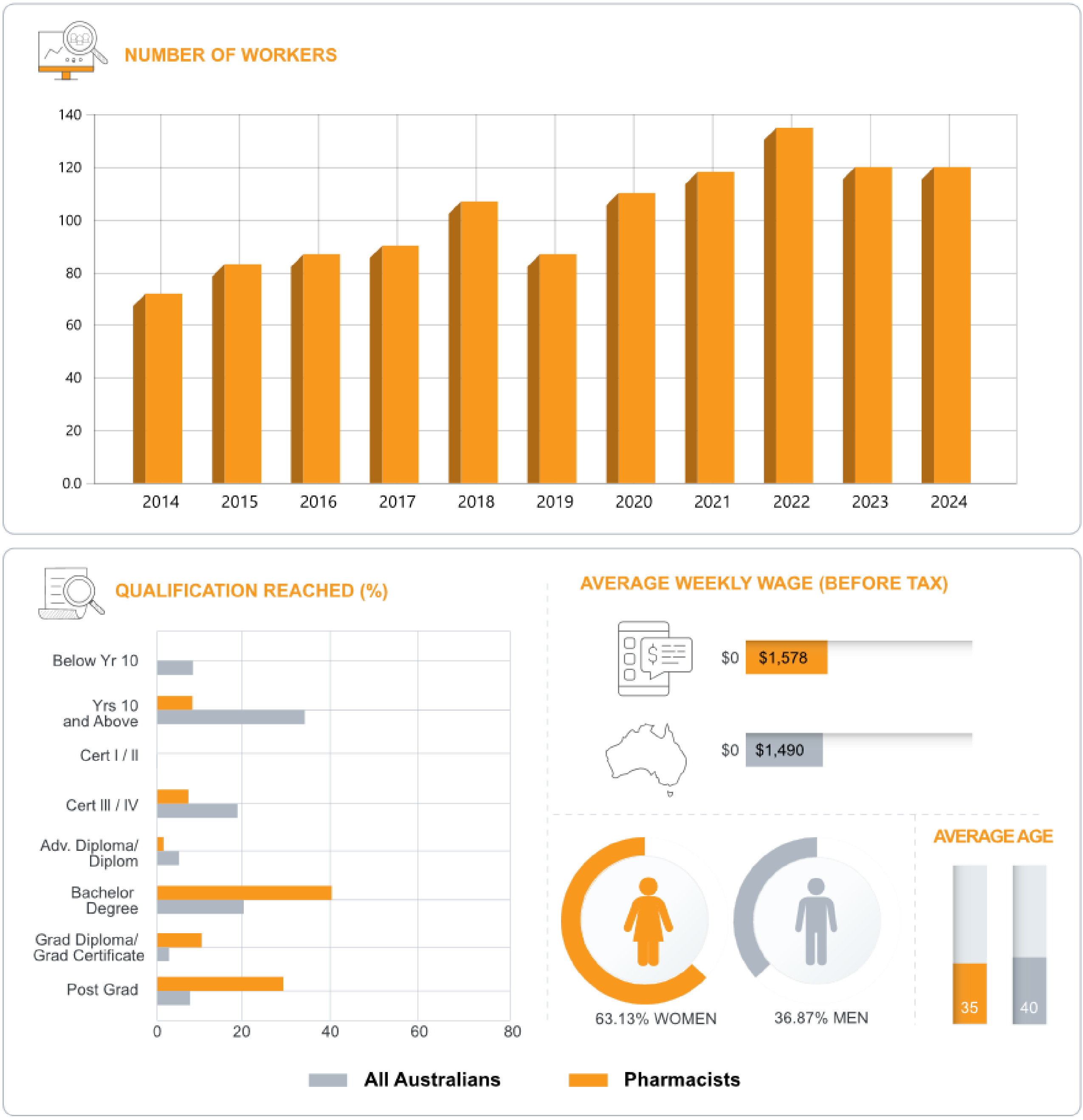
For new businesses, 54.39% survive the first three years of operations, which is about the average three-year survival rate of all businesses at 53%.



## *Employment Trends: Pharmacists*

In Australia, the main occupation associated with Pharmacies businesses is Retail Pharmacists. There are currently 11,844 Retail Pharmacists working in Australia, a figure that is forecast to increase by 12% over the next five years. 63.13% are female and 36.87% male with an overall average age of 35. This is 5 years lower than the Australian average of 40. This industry takes home a high weekly average wage of $1,578 before tax. This figure is 5.89% higher than the Australian average of $1,490. 39.50% of the industry has completed a bachelors degree, 28.50% completing post graduate qualifications.

**Australian Employment Trends**
Occupation: Pharmacists




SOURCE: ABS, The Benchmarking Group

# 2 Benchmark Comparison

Benchmark data last updated 6/5/2025

| | Your Business: 2025 | Your Business: 2024 | Turnover: All Firms Average | Turnover: $2,500,000 to $3,499,999 |
|---|---|---|---|---|
| ***Income*** | | | | |
| Total Income | $3,035,600 | $3,035,600 | $4,447,952 | $2,996,819 |
| Less Cost of Goods Sold | 64.57% | 64.57% | 64.89% | 67.20% |
| Equals Gross Profit | 35.43% | 35.43% | 35.11% | 32.80% |
| Dispensary% of Income | 85.09% | 85.09% | 72.30% | 76.56% |
| OTC % of Income | 14.51% | 14.51% | 25.47% | 21.76% |
| Dispensary Gross Profit | 36.04% | 36.04% | 29.31% | 18.84% |
| OTC Gross Profit | 30.10% | 30.10% | 41.94% | 33.36% |
| ***Less Overheads as %'s of Total Income:*** | | | | |
| Advertising, Promotion & incl Franchise/Group Fees | 2.34% | 2.34% | 0.56% | 0.95% |
| Accounting and Legal Fees | 0.30% | 0.30% | 0.40% | 0.25% |
| All Insurance | 0.43% | 0.43% | 0.45% | 0.33% |
| Interest, Bank Charges etc | 0.40% | 0.40% | 1.62% | 2.10% |
| Printing, Postage, Stationery, Packaging & Wrapping | 0.13% | 0.13% | 0.46% | 0.81% |
| Rent of Premises | 0.30% | 0.30% | 2.78% | 2.11% |
| Other Occupancy Costs | 3.29% | 3.29% | 0.49% | 0.46% |
| Other Depreciation, Lease and HP | 0.36% | 0.36% | 0.57% | 0.66% |
| Repairs and Maintenance | 0.66% | 0.66% | 0.29% | 0.48% |
| Staff On Costs | 0.76% | 0.76% | 1.24% | 0.92% |
| Employees' Wages & Salaries | 8.73% | 8.73% | 10.47% | 10.62% |
| All Other Expenses | 1.65% | 1.65% | 3.82% | 2.06% |
| Total Overheads | 19.34% | 19.34% | 23.15% | 21.74% |
| Net Profit (bps*) | 16.10% | 16.10% | 11.97% | 11.06% |
| ***Net Profit (bps*) per....*** | | | | |
| Principal | $488,600 | $488,600 | $311,586 | $224,154 |
| Principal Workhour | $239.04 | $239.04 | $165.45 | $131.51 |
| ***Total Pharmacy Income per....*** | | | | |
| Person | $252,967 | $252,967 | $601,096 | $515,512 |
| $ of Wages # | $8.27 | $8.27 | $8.87 | $7.22 |
| Square Metre of Total Area | $20,935 | $20,935 | $10,003 | $4,640 |

| | Your Business: 2025 | Your Business: 2024 | Turnover: All Firms Average | Turnover: $2,500,000 to $3,499,999 |
|---|---|---|---|---|
| ***Total Pharmacy Gross Profit per....*** | | | | |
| Person | $89,633 | $89,633 | $200,994 | $164,860 |
| $ of Wages # | $2.93 | $2.93 | $3.07 | $2.35 |
| Square Metre of Total Area | $7,418 | $7,418 | $3,519 | $1,681 |
| ***Non Personnel-Related Overheads*** | | | | |
| Person | $24,917 | $24,917 | $63,493 | $53,372 |
| $ of Wages # | $0.81 | $0.81 | $1.17 | $0.69 |
| Square Metre of Total Area | $2,062 | $2,062 | $968 | $387 |
| ***Personnel*** | | | | |
| Working Principals | 1.00 | 1.00 | 1.48 | 1.64 |
| Employed Pharmacists | 1.00 | 1.00 | 2.07 | 1.55 |
| Any Other Staff | 10.00 | 10.00 | 6.22 | 5.55 |
| Total Personnel | 12.00 | 12.00 | 9.77 | 8.73 |
| Hours Worked per Principal per Year | 2,044 | 2,044 | 1,494 | 1,534 |
| ***Other Information*** | | | | |
| Owners' Equity as % of Total Assets | 79.34% | 79.34% | 41.79% | 46.17% |
| Asset Turnover | $1.83 | $1.83 | $0.24 | $1.79 |
| Stockturn Rate | 9.03 | 9.03 | 11.09 | 9.57 |
| Gross Margin Return on Inventory | 496% | 496% | 599% | 448% |
| Growth Capacity | 10.66% | 10.66% | 9.47% | 8.89% |
| % Revenue drops before Losses Start | 45.43% | 45.43% | 33.90% | 34.39% |
| Dispensary Sales as % of Total Income | 85.09% | 85.09% | 72.30% | 76.56% |
| Trading Hours per Week | 50 | 50 | 52 | 57 |
| Sales Area per Sales Assistant (sq mtrs) | 9 | 9 | 29 | 15 |
| Dispensary Sales per Script | $51.66 | $51.66 | $42.92 | n/a |
| Scripts dispensed per Pharmacist | 25,000 | 25,000 | 18,289 | 16,667 |
| OTC Sales per Sq Mtr of Sales Area | $5,184 | $5,184 | $11,046 | $3,921 |
| Rent per Square Metre of Total Floor Area | $62 | $62 | $480 | $129 |
| Current ratio | 1.58 | 1.58 | 1.97 | 1.42 |
| Days' debtors | 3.74 | 3.74 | 4.96 | 4.54 |
| Liability turnover | $8.85 | $8.85 | $2.89 | $4.97 |
| Interest cover: business | 61.08 | 61.08 | 877.99 | 16.78 |

- * bps - before principals' salaries and benefits # including principals' notional wage of $50 per hour

# KPI Feedback

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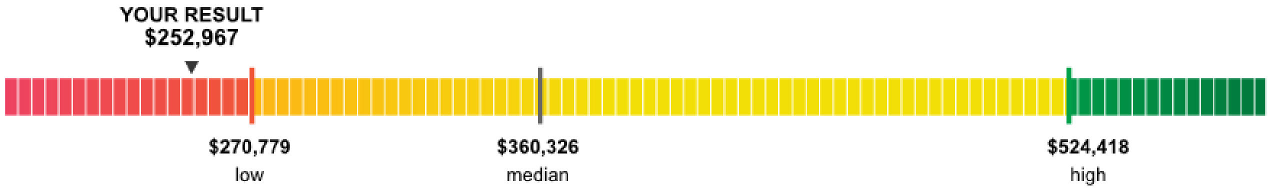
## *Personnel Productivity & Profit*

| Ratio | Your Business | Feedback |
|---|---|---|
| **Income per Person** | $252,967 | Your total income per person is low compared to other businesses in the Pharmacies industry. This means you may need to review your pricing strategies to increase total revenue. Whilst rated low, it is important to note that gross profit per person is a more accurate measurement for business success. |



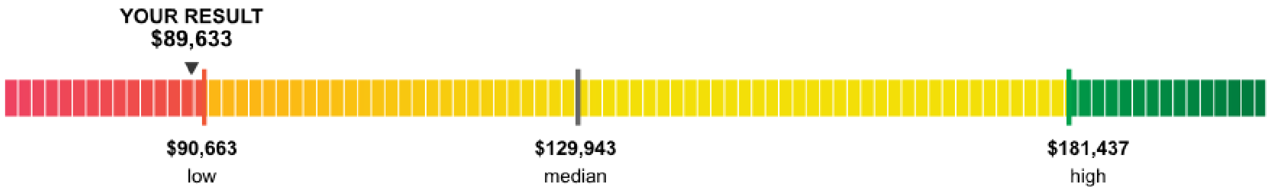

$252,967
Your Business 2025

$252,967
Your Business: 2024

$601,096
Turnover: All Firms Average

$515,512
Turnover: $2,500,000 to $3,499,999

| Ratio | Your Business | Feedback |
|---|---|---|
| **Gross Profit per Person** | $89,633 | A low score in gross profit per person can indicate Pharmacy Sample Report is not performing efficiently compared to others in the Pharmacies industry. It is important to review stock control and management systems to increase your productivity output, which will increase this margin. |




$89,633
Your Business 2025

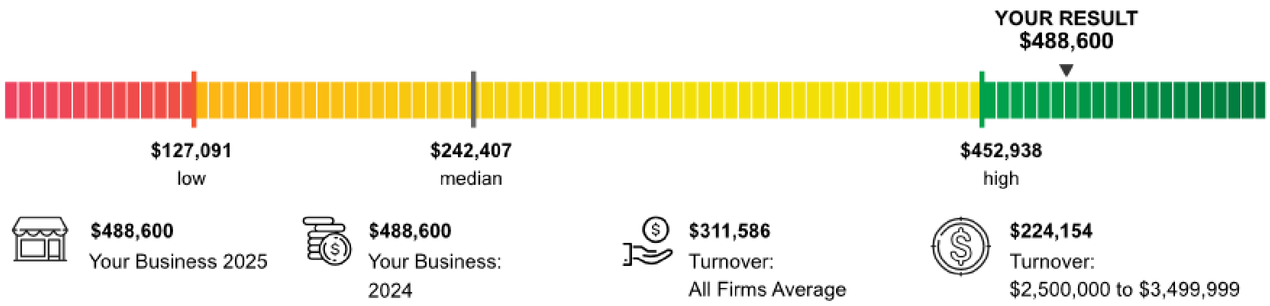
$89,633
Your Business: 2024

$200,994
Turnover: All Firms Average

$164,860
Turnover: $2,500,000 to $3,499,999

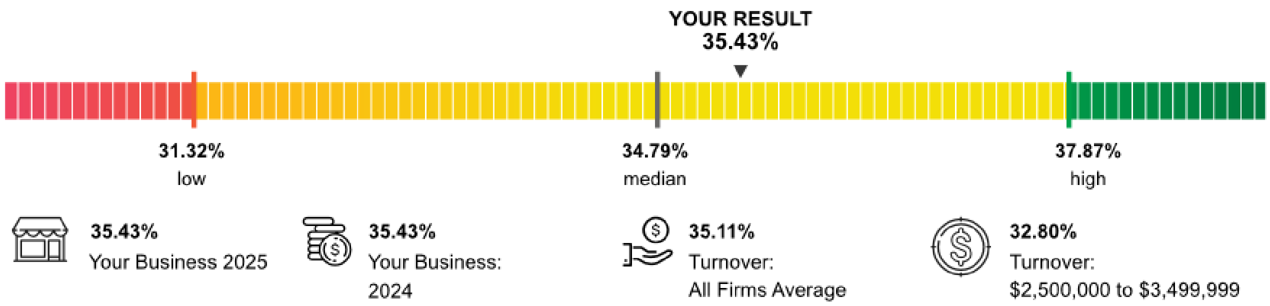
**Net Profit per Principal** $488,600

High net profit is a result of strong cost controls and high business productivity. This is a positive result for Pharmacy Sample Report and you should continue to invest in business efficiencies.



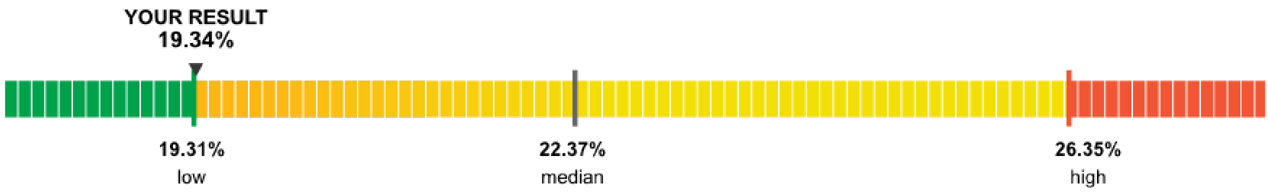

## *Margins*

| Ratio | Your Business | Feedback |
|---|---|---|
| **Gross Profit** | 35.43% | Average gross profit results may be caused by your low or discounted pricing. Research your competitors to assess prices in the marketplace. You may be able to increase your mark-up without increasing your costs. |



**Total Overheads** 19.34%

Your overheads are about average for the industry. It is important for Pharmacy Sample Report to review fixed costs regularly to consider how to increase profit margins. Ensure the business focuses on investing in the in the premises upkeep to encourage more customers.




**19.34%** Your Business 2025

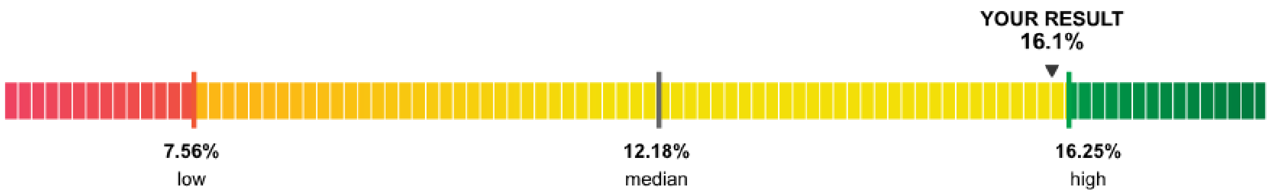
**19.34%** Your Business: 2024

**23.15%** Turnover: All Firms Average

**21.74%** Turnover: $2,500,000 to $3,499,999

**Net Profit (*bos)** 16.10%

An average net profit margin is not a bad result. Pharmacy Sample Report is well positioned to increase this margin via review of business expenses and pricing strategies.




**16.10%** Your Business 2025

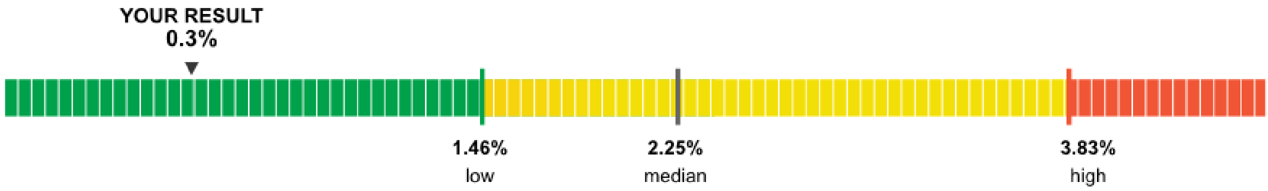
**16.10%** Your Business: 2024

**11.97%** Turnover: All Firms Average

**11.06%** Turnover: $2,500,000 to $3,499,999

## *Major Overheads as a % of Total Income*

| Ratio | Your Business | Feedback |
|---|---|---|
| **Rent of Premises** | 0.30% | You have managed to keep rent low compared to other businesses in the Pharmacies industry. This will greatly support your profit margins. |



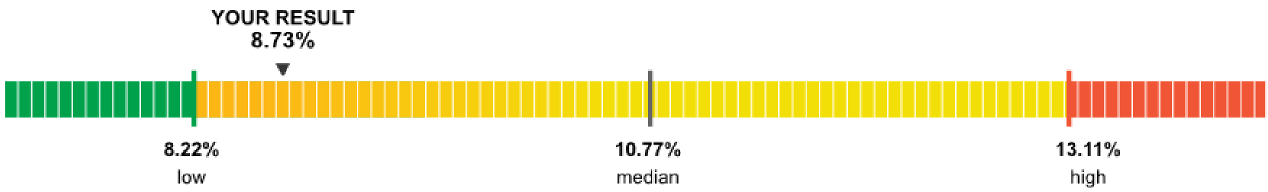

**0.30%** Your Business 2025

**0.30%** Your Business: 2024

**2.78%** Turnover: All Firms Average

**2.11%** Turnover: $2,500,000 to $3,499,999

| Ratio | Your Business | Feedback |
|---|---|---|
| **Employees' Wages & Salaries** | 8.73% | Your result is about average compared to others in the Pharmacies industry. Check your personnel productivity to ensure you are maximising output per person. Also, review the current local market to ensure employee wages are competitive. |



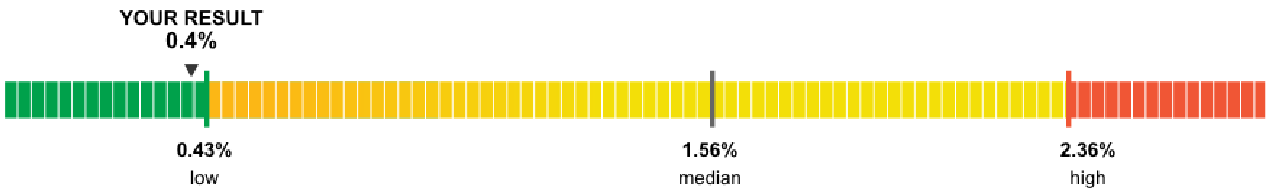

**8.73%** Your Business 2025

**8.73%** Your Business: 2024

**10.47%** Turnover: All Firms Average

**10.62%** Turnover: $2,500,000 to $3,499,999

| Ratio | Your Business | Feedback |
|---|---|---|
| **Interest, Bank Charges etc** | 0.40% | Your result is influenced by your approach to 'debt' vs 'equity'. Build a strong relationship with your bank manager to ensure you have optimal banking packages, which will minimise your total outlay on these items. |



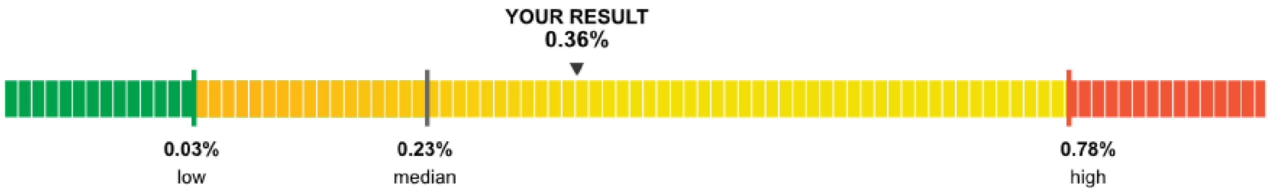

**0.40%** Your Business 2025

**0.40%** Your Business: 2024

**1.62%** Turnover: All Firms Average

**2.10%** Turnover: $2,500,000 to $3,499,999

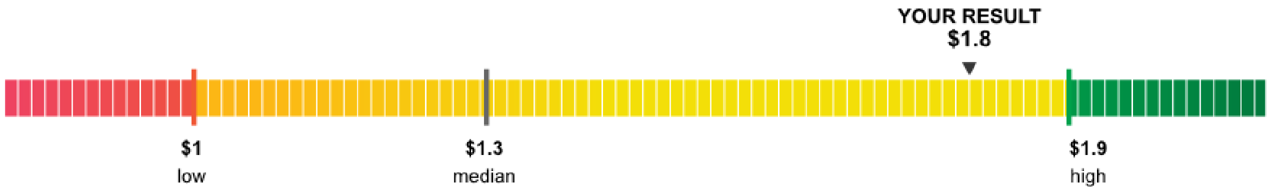
| Ratio | Your Business | Feedback |
|---|---|---|
| **Other Deprn etc** | 0.36% | Depreciation is a direct reflection of your assets and equipment. Whilst this ratio is measured against others in the industry, it is important to note that a high or low result does not reflect poor business management. It is important for Pharmacy Sample Report to continue investing in equipment required for business operations. |




| | | | |
|---|---|---|---|
| **0.36%** Your Business 2025 | **0.36%** Your Business: 2024 | **0.57%** Turnover: All Firms Average | **0.66%** Turnover: $2,500,000 to $3,499,999 |

## *Assets*

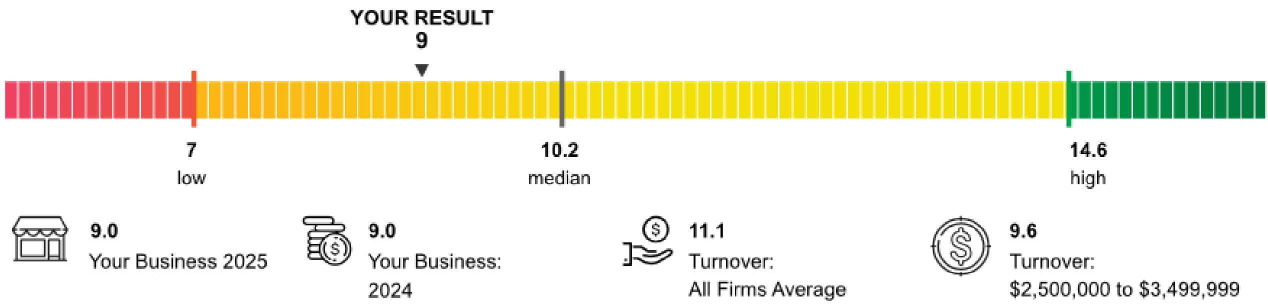
| | | |
|---|---|---|
| **Asset turnover** | $1.83 | Your asset turnover ratio is reasonably close to others in the Pharmacies industry. However, you should consider how you can best utilise all assets to ensure you achieve strong profit margins. |




| | | | |
|---|---|---|---|
| **$1.8** Your Business 2025 | **$1.8** Your Business: 2024 | **$0.2** Turnover: All Firms Average | **$1.8** Turnover: $2,500,000 to $3,499,999 |

**Stockturn Rate** 9.03

Your stockturn rate is well balanced showcasing strong ordering and sales processes. You need to ensure that you don't experience shortages or excess stock.



# Graphs

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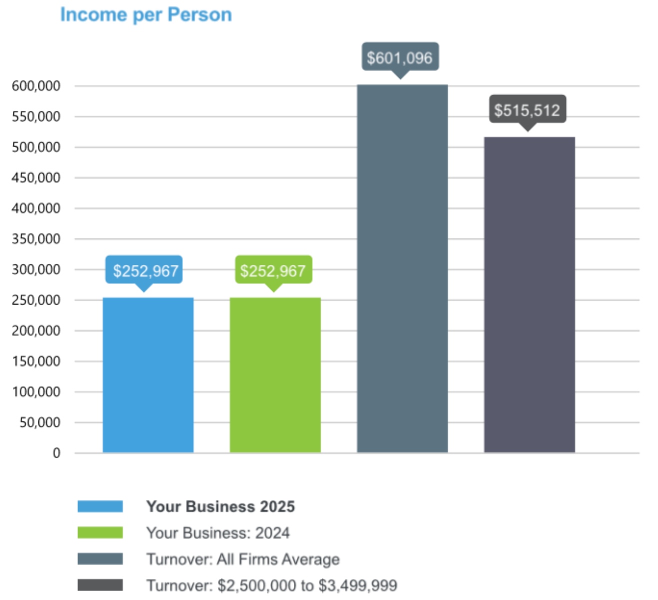
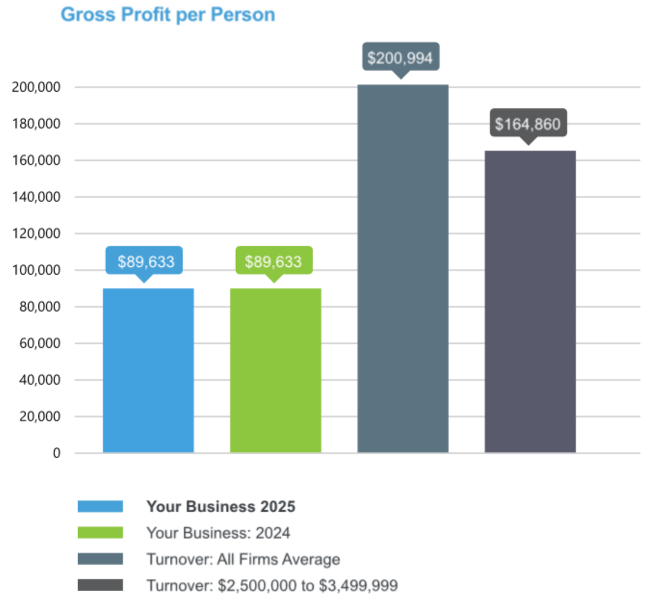
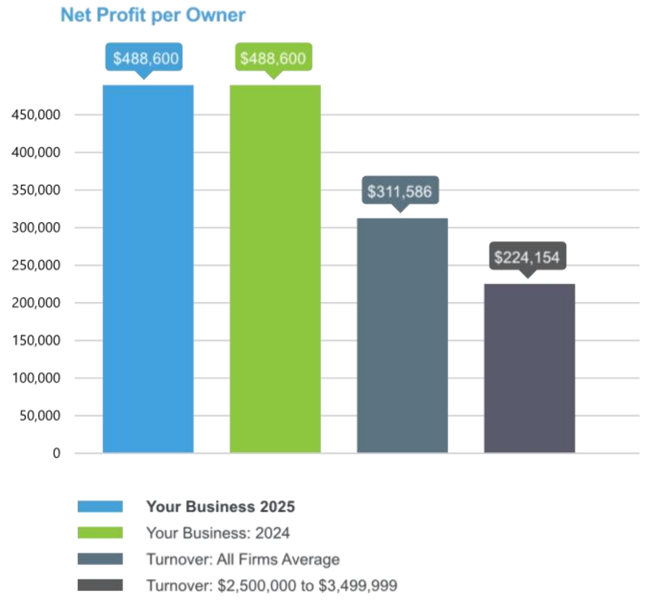
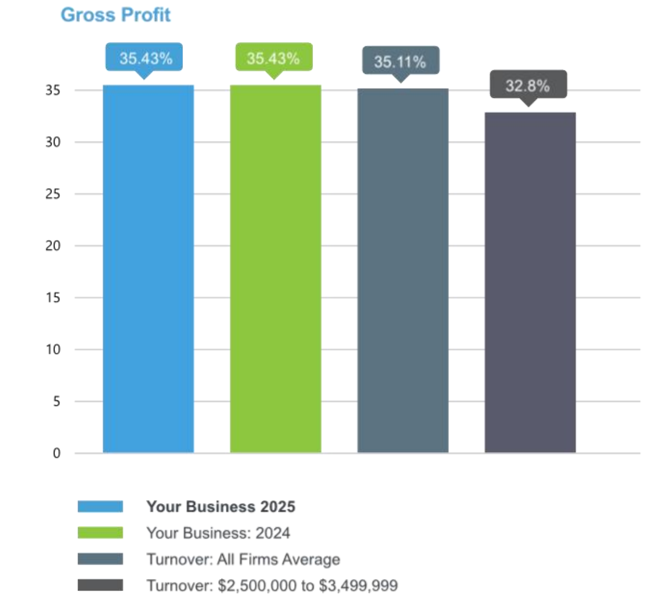
## Key Performance Indicator Graphs

## *Key Performance Indicator Graphs*

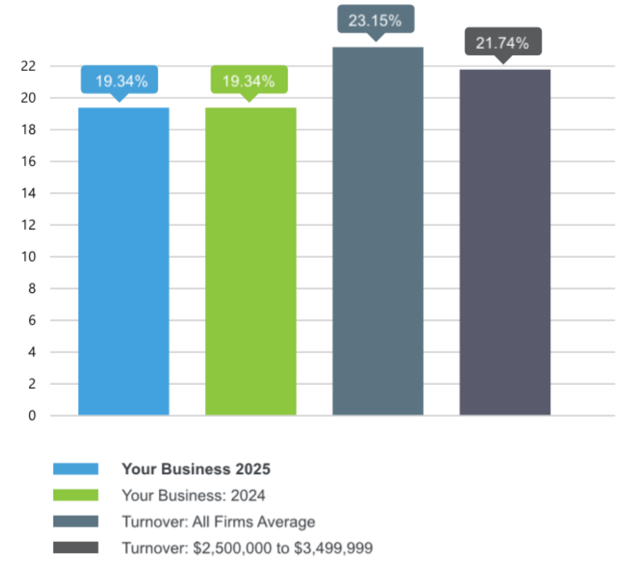


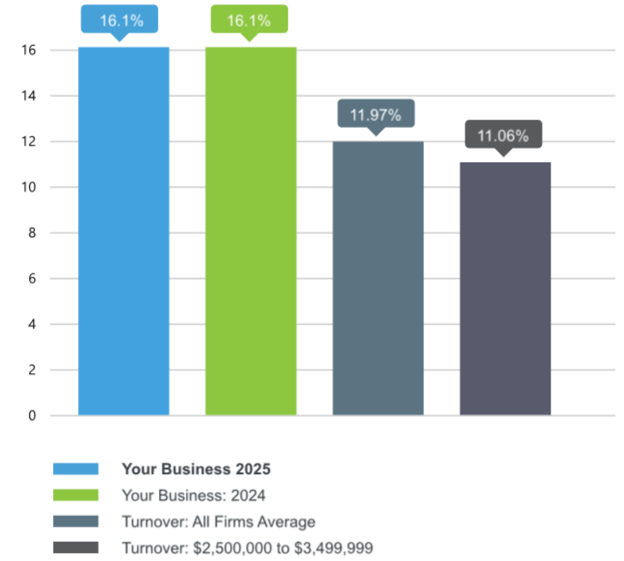



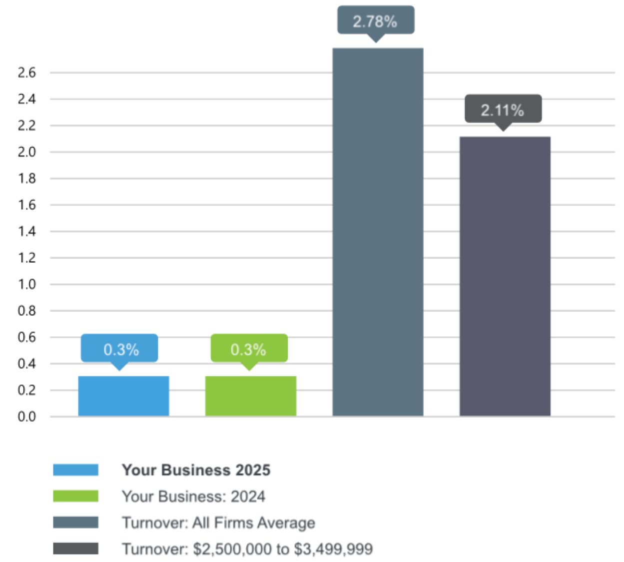
## Total Overheads



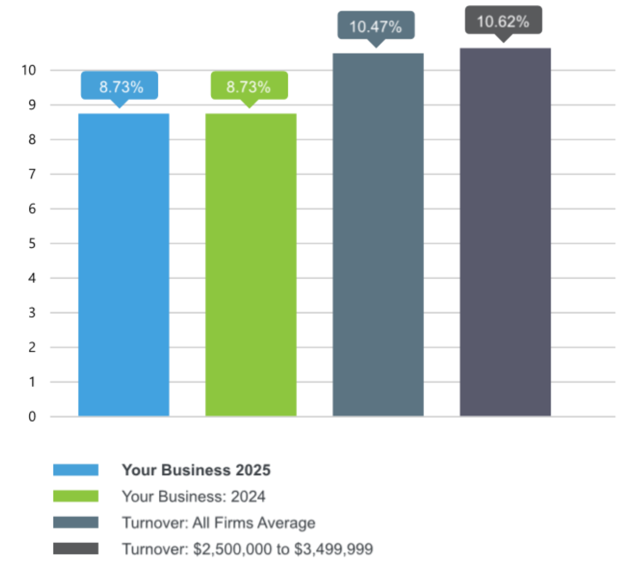

## Net Profit (*bos)




## Rent of Premises




## Employees Wages & Salaries



# 5 Profit Gap

Profit Gap Analysis

## *Profit Gap Analysis*

The Benchmarking Profit Gap identifies potential critical business areas where your business can improve the profit margin. To provide the most accurate and realistic profit gap, your business has been benchmarked against competitors.

Within your industry, the key opportunities for increasing your net profit and profit margin include reviewing your personnel numbers, reducing non-salary overheads, and improving your asset turnover.

Combining these aspects, we have identified your profit gap below.

The below tables show your detailed profit gap analysis.

| | Your Business | High Profit Firms' Average | Profit Gap Relative to 'High Profit' firms |
|---|---|---|---|
| If you could achieve the average gross profit margin | 35.43% | 35.52% | |
| this means increasing your gross profit by an extra... | 0.08% | | |
| then your present turnover of... | $3,035,600 | | |
| **means your Profit Gap for gross profit is...** | | | **$2,568** |
| If you could achieve the average level of gross profit per person | $89,633 | $189,732 | |
| then your firm's present gross profit of | 1,075,600 | | |
| would need a total personnel of | 5.67 | | |
| but you presently have total personnel of | 12.00 | | |
| so you are over-staffed by | | | 6.33 |
| and at your average salary cost per employee of | $24,091 | | |
| **then your salary-related Profit Gap is:** | | | **$152,518** |
| If you could achieve the average level of non-salary overheads | 9.85% | 10.22% | |
| you should reduce your overheads by | | | -0.37% |
| then on your present turnover of... | $3,035,600 | | |
| **you are over-spending by...** | | | **0** |
| Your asset turnover is presently | $1.83 | $-4.29 | |
| but your current revenue of | $3,035,600 | | |
| suggests you should have assets of | | | $-707,014 |
| Currently you have assets (net of any loans to owners) of | $1,660,500.00 | | |
| So you could look to reduce total assets by | | | $2,367,514 |
| If this could save you interest at, say, | 7% | | |
| **Then you'd close a Profit Gap of:** | | | **$165,726** |

# 6 ATO Benchmarks

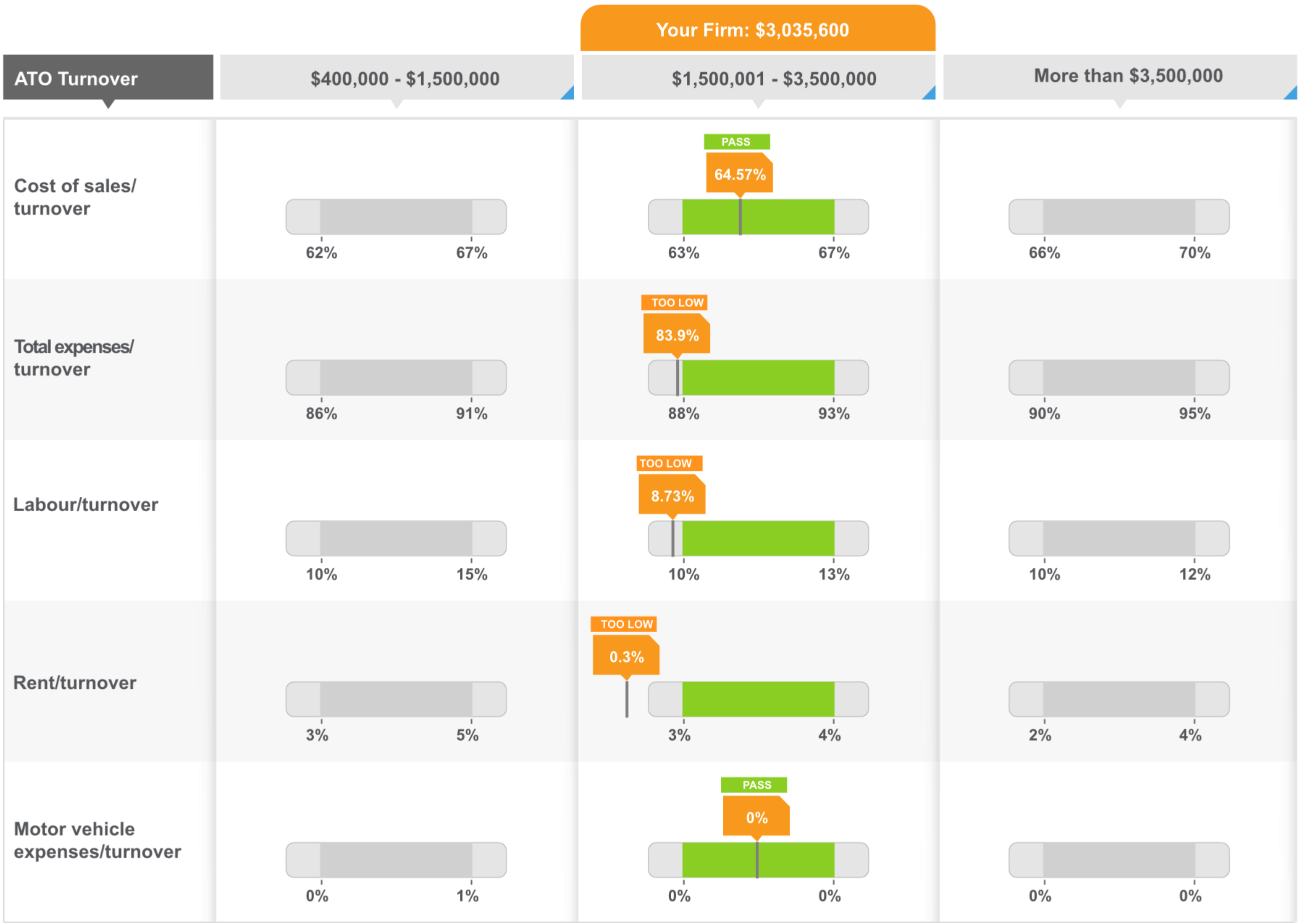
## *ATO Benchmarks*

Below you will find benchmarks for the pharmacy industry as compiled by the Australian Taxation Office (ATO) against which you can compare your business performance. In addition to an alternative point of comparison, the ATO benchmarks may be useful for the following reason.

The ATO website states that:

*'Benchmarks are key financial ratios developed from information provided by businesses on activity statements and tax returns that can help you compare your business performance against similar businesses in an industry.'*(Australian Tax Office, 2019, https://www.ato.gov.au/businesses-and-organisations/income-deductions-and-concessions/small-business-benchmarks/how-we-use-business-performance-benchmarks/)
*'Businesses operating outside the key benchmark may be contacted by us.'*(Australian Tax Office, 2019, https://www.ato.gov.au/businesses-and-organisations/income-deductions-and-concessions/small-business-benchmarks/how-we-use-business-performance-benchmarks/)
*'During an audit, if a business does not have records to support their reported income and expenses, we may use benchmarks and other information available to assess the profits of the business.'*(Australian Tax Office, 2019, https://www.ato.gov.au/businesses-and-organisations/income-deductions-and-concessions/small-business-benchmarks/how-we-use-business-performance-benchmarks/)
Below you will find key KPIs for cost of goods, turnover, labour, rent and motor vehicle expenses as percentages of total income.

Your individual results will flow through from the Data Entry page and have been calculated to match the ATO's benchmark statistics.


Your Firm: $3,035,600
ATO Turnover
$400,000 - $1,500,000
$1,500,001 - $3,500,000
More than $3,500,000
Cost of sales/ turnover
62%
67%
PASS
64.57%
63%
67%
66%
70%
Total expenses/ turnover
86%
91%
TOO LOW
83.9%
88%
93%
90%
95%
Labour/turnover
10%
15%
TOO LOW
8.73%
10%
13%
10%
12%
Rent/turnover
3%
5%
TOO LOW
0.3%
3%
4%
2%
4%
Motor vehicle expenses/turnover
0%
1%
PASS
0%
0%
0%
0%
0%

# 7 Action List

Strategies for business growth

## *Strategies for business growth*

The following growth strategies relate to utilising market proximity to drive increased traffic to business premises, upskilling crucial management and employees to retain employees and building customer relationships to increase customer satisfaction and ensure strong reviews and referrals.

Each action has been recommended upon reviewing the financial performances of all businesses across the Pharmaceutical, Cosmetic and Toiletry Goods Retailing industry, as well as assessing future industry trends and opportunities.

For businesses in the Pharmaceutical, Cosmetic and Toiletry Goods Retailing industry, the three high level strategies include:

- Leverage location position via signage and branding
- Develop an employee professional development scheme for external training
- Build a CRM system for ongoing customer engagement

To support each strategy, a series of actions are recommended in this section. All strategies and actions are designed to be considered with a business's overarching business plan and objectives.

1

**Strategy: Leverage location position via signage and branding**

- Utilise building site for sales and promotion signage
- Seek local council guidance on developing additional signage for business via street signage
- Utilise windows strategically to increase foot traffic to business via promotion of bestselling items on display
- Ensure shop layout is effective for customers to search and purchase conveniently

2

**Strategy: Develop an employee professional development scheme for external training**

- Establish an employee training policy to upskill professionals
- Invest in a training budget for employees to increase retention
- Develop regular training assessments with employees to ensure all employees are leveraging the training programs
- Promote training programs to all employees and encourage participation

3

**Strategy: Build a CRM system for ongoing customer engagement**

- Create a customer database to record all information about customers which will streamline future sales for the business and the customer.
- Establish an automated communications system for customers to remind them of appointments, sale opportunities and important information.
- Build a loyalty program into the CRM to reward loyal customers
- Establish systems to gather customer information (i.e. collect email and details when purchasing)

# 8

# Pharmacies

## Average Results for businesses grouped as indicated

| | All Firms Average | Turnover: Less than $1,500,000 | Turnover: $1,500,000 to $2,499,999 | Turnover: $2,500,000 to $3,499,999 | Turnover: $3,500,000 to $4,499,999 | Turnover: $4,500,000 or more |
|---|---|---|---|---|---|---|
| **Income** | | | | | | |
| Total Income | $4,447,952 | $1,238,895 | $1,866,812 | $2,996,819 | $4,044,522 | $6,903,435 |
| Less Cost of Goods Sold | 64.89% | 62.85% | 62.48% | 67.20% | 64.18% | 66.18% |
| Equals Gross Profit | 35.11% | 37.15% | 37.52% | 32.80% | 35.82% | 33.82% |
| Dispensary% of Income | 72.30% | 71.80% | 74.66% | 76.56% | 69.61% | 71.39% |
| OTC % of Income | 25.47% | 26.54% | 22.94% | 21.76% | 28.29% | 26.13% |
| Dispensary Gross Profit | 29.31% | 18.01% | 31.50% | 18.84% | 46.26% | 27.55% |
| OTC Gross Profit | 41.94% | 46.10% | 45.67% | 33.36% | 25.37% | 47.42% |
| **Less Overheads as %'s of Total Income:** | | | | | | |
| Advertising, Promotion & incl Franchise/Group Fees | 0.56% | 0.24% | 0.46% | 0.95% | 0.59% | 0.57% |
| Accounting and Legal Fees | 0.40% | 0.68% | 0.53% | 0.25% | 0.46% | 0.28% |
| All Insurance | 0.45% | 0.74% | 0.73% | 0.33% | 0.36% | 0.32% |
| Interest, Bank Charges etc | 1.62% | 2.15% | 1.65% | 2.10% | 1.70% | 1.32% |
| Printing, Postage, Stationery, Packaging & Wrapping | 0.46% | 0.61% | 0.38% | 0.81% | 0.56% | 0.34% |
| Rent of Premises | 2.78% | 4.62% | 2.30% | 2.11% | 2.64% | 2.73% |
| Other Occupancy Costs | 0.49% | 0.97% | 0.62% | 0.46% | 0.54% | 0.30% |
| Other Depreciation, Lease and HP | 0.57% | 0.33% | 1.08% | 0.66% | 0.20% | 0.52% |
| Repairs and Maintenance | 0.29% | 0.57% | 0.37% | 0.48% | 0.23% | 0.15% |
| Staff On Costs | 1.24% | 1.10% | 1.58% | 0.92% | 1.41% | 1.14% |
| Employees' Wages & Salaries | 10.47% | 11.20% | 11.80% | 10.62% | 11.93% | 9.13% |
| All Other Expenses | 3.82% | 1.97% | 2.28% | 2.06% | 2.59% | 5.85% |
| Total Overheads | 23.15% | 25.19% | 23.77% | 21.74% | 23.21% | 22.66% |
| Net Profit (bps*) | 11.97% | 11.96% | 13.76% | 11.06% | 12.62% | 11.16% |
| **Net Profit (bps*) per....** | | | | | | |
| Principal | $311,586 | $118,797 | $201,292 | $224,154 | $331,829 | $423,260 |
| Principal Workhour | $165.45 | $85.49 | $86.70 | $131.51 | $187.56 | $220.48 |
| **Total Pharmacy Income per....** | | | | | | |
| Person | $601,096 | $276,883 | $340,102 | $515,512 | $516,359 | $850,931 |
| $ of Wages # | $8.87 | $5.19 | $6.58 | $7.22 | $7.13 | $11.87 |
| Square Metre of Total Area | $10,003 | $673 | $7,186 | $4,640 | $7,219 | $15,972 |
| **Total Pharmacy Gross Profit per....** | | | | | | |
| Person | $200,994 | $97,470 | $127,187 | $164,860 | $182,349 | $275,621 |
| $ of Wages # | $3.07 | $1.94 | $2.40 | $2.35 | $2.55 | $4.02 |
| Square Metre of Total Area | $3,519 | $275 | $2,616 | $1,681 | $2,469 | $5,585 |
| **Non Personnel-Related Overheads** | | | | | | |
| Person | $63,493 | $35,387 | $33,489 | $53,372 | $44,921 | $93,155 |
| $ of Wages # | $1.17 | $0.67 | $0.64 | $0.69 | $0.75 | $1.79 |
| Square Metre of Total Area | $968 | $115 | $799 | $387 | $566 | $1,551 |
| **Personnel** | | | | | | |
| Working Principals | 1.48 | 1.58 | 1.15 | 1.64 | 1.20 | 1.67 |
| Employed Pharmacists | 2.07 | 2.25 | 1.13 | 1.55 | 2.04 | 2.57 |
| Any Other Staff | 6.22 | 3.92 | 3.81 | 5.55 | 9.42 | 6.84 |
| Total Personnel | 9.77 | 7.75 | 6.09 | 8.73 | 12.66 | 11.08 |
| Hours Worked per Principal per Year | 1,494 | 1,797 | 1,661 | 1,534 | 1,454 | 1,346 |

## Other Information

| | | | | | | |
|---|---|---|---|---|---|---|
| Owners' Equity as % of Total Assets | 41.79% | 34.75% | 52.51% | 46.17% | 35.57% | 40.22% |
| Asset Turnover | $0.24 | $1.69 | $1.31 | $1.79 | $1.60 | $-1.48 |
| Stockturn Rate | 11.09 | 7.02 | 13.39 | 9.57 | 11.09 | 11.53 |
| Gross Margin Return on Inventory | 599% | 396% | 739% | 448% | 614% | 622% |
| Growth Capacity | 9.47% | 9.13% | 9.79% | 8.89% | 9.23% | 9.65% |
| % Revenue drops before Losses Start | 33.90% | 31.77% | 37.57% | 34.39% | 35.12% | 32.29% |
| Dispensary Sales as % of Total Income | 72.30% | 71.80% | 74.66% | 76.56% | 69.61% | 71.39% |
| Trading Hours per Week | 52 | 49 | 45 | 57 | 60 | 52 |
| Sales Area per Sales Assistant (sq mtrs) | 29 | 2 | 7 | 15 | 59 | 35 |
| Dispensary Sales per Script | $42.92 | n/a | $37.59 | n/a | $30.78 | $47.45 |
| Scripts dispensed per Pharmacist | 18,289 | 584 | 11,370 | 16,667 | 37,985 | 20,033 |
| OTC Sales per Sq Mtr of Sales Area | $11,046 | n/a | $1,533 | $3,921 | $6,827 | $14,764 |
| Rent per Square Metre of Total Floor Area | $480 | n/a | n/a | $129 | $352 | $595 |
| Current ratio | 1.97 | 3.02 | 2.70 | 1.42 | 2.25 | 1.42 |
| Days' debtors | 4.96 | 5.73 | 5.73 | 4.54 | 4.28 | 4.79 |
| Liability turnover | $2.89 | $3.64 | $7.34 | $4.97 | $3.40 | $0.07 |
| Interest cover: business | 877.99 | 16.89 | 6.78 | 16.78 | 5.38 | 2,009.83 |

- * bps - before principals' salaries and benefits # including principals' notional wage of $50 per hour

Please note certain mathematical operations with benchmark averages will not yield the results you may be expecting. For more info please see the Ratio Calculations section of this report.

## Average Results for businesses grouped as indicated

| | All Firms Average | Net Profit per Owner: Less than $150,000 | Net Profit per Owner: $150,000 to $249,999 | Net Profit per Owner: $250,000 to $349,999 | Net Profit per Owner: $350,000 or more |
|---|---|---|---|---|---|
| **Income** | | | | | |
| Total Income | $4,447,952 | $2,087,640 | $3,715,780 | $4,661,678 | $6,262,615 |
| Less Cost of Goods Sold | 64.89% | 62.38% | 67.64% | 65.78% | 64.48% |
| Equals Gross Profit | 35.11% | 37.62% | 32.36% | 34.22% | 35.52% |
| Dispensary% of Income | 72.30% | 65.33% | 78.93% | 79.42% | 69.50% |
| OTC % of Income | 25.47% | 32.44% | 19.28% | 18.39% | 27.74% |
| Dispensary Gross Profit | 29.31% | 28.34% | 20.85% | 22.58% | 24.05% |
| OTC Gross Profit | 41.94% | 39.82% | 44.50% | 48.69% | 46.95% |
| **Less Overheads as %'s of Total Income:** | | | | | |
| Advertising, Promotion & incl Franchise/Group Fees | 0.56% | 0.55% | 0.48% | 0.26% | 0.81% |
| Accounting and Legal Fees | 0.40% | 0.65% | 0.33% | 0.28% | 0.34% |
| All Insurance | 0.45% | 0.57% | 0.53% | 0.45% | 0.33% |
| Interest, Bank Charges etc | 1.62% | 2.59% | 1.69% | 1.58% | 0.95% |
| Printing, Postage, Stationery, Packaging & Wrapping | 0.46% | 0.76% | 0.36% | 0.45% | 0.45% |
| Rent of Premises | 2.78% | 4.28% | 2.42% | 2.03% | 1.77% |
| Other Occupancy Costs | 0.49% | 0.86% | 0.63% | 0.37% | 0.24% |
| Other Depreciation, Lease and HP | 0.57% | 0.70% | 0.58% | 0.38% | 0.60% |
| Repairs and Maintenance | 0.29% | 0.55% | 0.20% | 0.14% | 0.29% |
| Staff On Costs | 1.24% | 1.27% | 0.74% | 1.37% | 1.37% |
| Employees' Wages & Salaries | 10.47% | 12.72% | 8.31% | 10.02% | 9.29% |
| All Other Expenses | 3.82% | 3.11% | 4.30% | 4.16% | 4.45% |
| Total Overheads | 23.15% | 28.61% | 20.57% | 21.49% | 20.89% |
| Net Profit (bps*) | 11.97% | 9.01% | 11.79% | 12.73% | 14.63% |
| **Net Profit (bps*) per....** | | | | | |
| Principal | $311,586 | $94,551 | $193,850 | $300,751 | $656,857 |
| Principal Workhour | $165.45 | $64.27 | $102.23 | $162.78 | $335.49 |
| **Total Pharmacy Income per....** | | | | | |
| Person | $601,096 | $392,933 | $493,424 | $1,196,674 | $538,091 |
| $ of Wages # | $8.87 | $6.01 | $8.91 | $8.87 | $11.80 |
| Square Metre of Total Area | $10,003 | $1,684 | $6,804 | $2,519 | $27,611 |
| **Total Pharmacy Gross Profit per....** | | | | | |
| Person | $200,994 | $137,100 | $153,708 | $369,629 | $189,732 |
| $ of Wages # | $3.07 | $2.23 | $2.83 | $2.92 | $4.20 |
| Square Metre of Total Area | $3,519 | $600 | $2,213 | $921 | $9,833 |
| **Non Personnel-Related Overheads** | | | | | |
| Person | $63,493 | $51,431 | $50,196 | $127,499 | $56,105 |
| $ of Wages # | $1.17 | $0.92 | $1.21 | $1.12 | $1.57 |
| Square Metre of Total Area | $968 | $226 | $720 | $463 | $2,467 |
| **Personnel** | | | | | |
| Working Principals | 1.48 | 1.81 | 2.01 | 1.63 | 1.39 |
| Employed Pharmacists | 2.07 | 2.24 | 2.23 | 1.52 | 3.28 |
| Any Other Staff | 6.22 | 5.38 | 7.12 | 5.36 | 8.06 |
| Total Personnel | 9.77 | 9.43 | 11.37 | 8.51 | 12.74 |
| Hours Worked per Principal per Year | 1,494 | 1,421 | 1,619 | 1,707 | 1,991 |

## Other Information

| | | | | | |
|---|---|---|---|---|---|
| Owners' Equity as % of Total Assets | 41.79% | 28.45% | 47.57% | 38.69% | 54.80% |
| Asset Turnover | $0.24 | $1.59 | $1.31 | $1.33 | $-4.29 |
| Stockturn Rate | 11.09 | 7.20 | 12.04 | 12.72 | 14.30 |
| Gross Margin Return on Inventory | 599% | 424% | 568% | 684% | 802% |
| Growth Capacity | 9.47% | 9.46% | 14.08% | 2.25% | 11.22% |
| % Revenue drops before Losses Start | 33.90% | 23.41% | 36.37% | 37.34% | 40.42% |
| Dispensary Sales as % of Total Income | 72.30% | 65.33% | 78.93% | 79.42% | 69.50% |
| Trading Hours per Week | 52 | 53 | 52 | 44 | 60 |
| Sales Area per Sales Assistant (sq mtrs) | 29 | 7 | 17 | 26 | 29 |
| Dispensary Sales per Script | $42.92 | n/a | n/a | n/a | $49.10 |
| Scripts dispensed per Pharmacist | 18,289 | 1,494 | 11,274 | 4,539 | 21,106 |
| OTC Sales per Sq Mtr of Sales Area | $11,046 | $887 | $5,853 | $1,294 | $17,033 |
| Rent per Square Metre of Total Floor Area | $480 | $361 | n/a | n/a | $534 |
| Current ratio | 1.97 | 2.22 | 1.14 | 3.09 | 1.65 |
| Days' debtors | 4.96 | 4.85 | 3.74 | 6.39 | 3.65 |
| Liability turnover | $2.89 | $2.72 | $5.06 | $6.06 | $-2.65 |
| Interest cover: business | 877.99 | 4.37 | 464.78 | 7.69 | 272.62 |

- * bps - before principals' salaries and benefits # including principals' notional wage of $50 per hour

Please note certain mathematical operations with benchmark averages will not yield the results you may be expecting. For more info please see the Ratio Calculations section of this report.

## Average Results for businesses grouped as indicated

| | All Firms Average | Location: Capital City CBD | Location: Suburban Major Regional | Other: Shopping Centre/ Arcade |
|---|---|---|---|---|
| **Income** | | | | |
| Total Income | $4,447,952 | $3,817,157 | $4,238,899 | $5,591,129 |
| Less Cost of Goods Sold | 64.89% | 63.66% | 64.57% | 66.26% |
| Equals Gross Profit | 35.11% | 36.34% | 35.43% | 33.74% |
| Dispensary% of Income | 72.30% | 53.39% | 69.52% | 76.02% |
| OTC % of Income | 25.47% | 43.39% | 28.33% | 21.73% |
| Dispensary Gross Profit | 29.31% | 10.43% | 26.75% | 27.74% |
| OTC Gross Profit | 41.94% | 56.72% | 41.99% | 42.45% |
| **Less Overheads as %'s of Total Income:** | | | | |
| Advertising, Promotion & incl Franchise/Group Fees | 0.56% | 0.46% | 0.56% | 0.93% |
| Accounting and Legal Fees | 0.40% | 0.52% | 0.36% | 0.28% |
| All Insurance | 0.45% | 0.54% | 0.48% | 0.44% |
| Interest, Bank Charges etc | 1.62% | 1.90% | 1.56% | 1.23% |
| Printing, Postage, Stationery, Packaging & Wrapping | 0.46% | 0.24% | 0.52% | 0.75% |
| Rent of Premises | 2.78% | 4.14% | 2.82% | 2.55% |
| Other Occupancy Costs | 0.49% | 0.95% | 0.52% | 0.40% |
| Other Depreciation, Lease and HP | 0.57% | 0.04% | 0.73% | 0.90% |
| Repairs and Maintenance | 0.29% | 0.38% | 0.32% | 0.31% |
| Staff On Costs | 1.24% | 1.48% | 1.23% | 1.40% |
| Employees' Wages & Salaries | 10.47% | 14.22% | 10.51% | 12.03% |
| All Other Expenses | 3.82% | 2.26% | 3.10% | 1.76% |
| Total Overheads | 23.15% | 27.14% | 22.70% | 22.99% |
| Net Profit (bps*) | 11.97% | 9.20% | 12.73% | 10.75% |
| **Net Profit (bps*) per....** | | | | |
| Principal | $311,586 | $79,783 | $356,007 | $269,568 |
| Principal Workhour | $165.45 | $112.59 | $194.54 | $169.55 |
| **Total Pharmacy Income per....** | | | | |
| Person | $601,096 | $287,032 | $559,863 | $958,946 |
| $ of Wages # | $8.87 | $6.41 | $8.15 | $6.90 |
| Square Metre of Total Area | $10,003 | $3,656 | $12,868 | $17,178 |
| **Total Pharmacy Gross Profit per....** | | | | |
| Person | $200,994 | $101,194 | $187,584 | $299,889 |
| $ of Wages # | $3.07 | $2.32 | $2.88 | $2.33 |
| Square Metre of Total Area | $3,519 | $1,166 | $4,651 | $5,944 |
| **Non Personnel-Related Overheads** | | | | |
| Person | $63,493 | $27,979 | $60,881 | $93,802 |
| $ of Wages # | $1.17 | $0.70 | $0.96 | $0.67 |
| Square Metre of Total Area | $968 | $315 | $1,138 | $1,466 |
| **Personnel** | | | | |
| Working Principals | 1.48 | 2.42 | 1.54 | 1.49 |
| Employed Pharmacists | 2.07 | 1.33 | 2.29 | 1.44 |
| Any Other Staff | 6.22 | 8.04 | 6.15 | 5.14 |
| Total Personnel | 9.77 | 11.79 | 9.97 | 8.07 |
| Hours Worked per Principal per Year | 1,494 | 607 | 1,811 | 1,357 |

## Other Information

| | | | | |
|---|---|---|---|---|
| Owners' Equity as % of Total Assets | 41.79% | 26.36% | 45.57% | 32.99% |
| Asset Turnover | $0.24 | $0.49 | $-0.67 | $-3.75 |
| Stockturn Rate | 11.09 | 5.54 | 12.26 | 11.46 |
| Gross Margin Return on Inventory | 599% | 343% | 678% | 591% |
| Growth Capacity | 9.47% | 2.99% | 11.12% | 8.50% |
| % Revenue drops before Losses Start | 33.90% | 26.16% | 35.78% | 31.16% |
| Dispensary Sales as % of Total Income | 72.30% | 53.39% | 69.52% | 76.02% |
| Trading Hours per Week | 52 | 72 | 61 | 53 |
| Sales Area per Sales Assistant (sq mtrs) | 29 | n/a | 38 | 12 |
| Dispensary Sales per Script | $42.92 | n/a | $38.87 | $39.70 |
| Scripts dispensed per Pharmacist | 18,289 | n/a | 22,111 | 17,890 |
| OTC Sales per Sq Mtr of Sales Area | $11,046 | n/a | $14,529 | $15,520 |
| Rent per Square Metre of Total Floor Area | $480 | n/a | $586 | $869 |
| Current ratio | 1.97 | 1.73 | 2.01 | 1.13 |
| Days' debtors | 4.96 | 7.80 | 4.83 | 5.09 |
| Liability turnover | $2.89 | $0.79 | $2.00 | $-3.14 |
| Interest cover: business | 877.99 | 4.06 | 167.84 | 50.87 |

- * bps - before principals' salaries and benefits # including principals' notional wage of $50 per hour

Please note certain mathematical operations with benchmark averages will not yield the results you may be expecting. For more info please see the Ratio Calculations section of this report.

## Average Results for businesses grouped as indicated

| | All Firms Average | State: NSW | State: VIC | Other: Renters | Trading Hrs: Normal Hours | Trading Hrs: High Trading Hours |
|---|---|---|---|---|---|---|
| **Income** | | | | | | |
| Total Income | $4,447,952 | $5,546,323 | $4,223,517 | $4,499,183 | $4,146,038 | $5,549,939 |
| Less Cost of Goods Sold | 64.89% | 64.88% | 64.91% | 64.62% | 64.82% | 64.58% |
| Equals Gross Profit | 35.11% | 35.12% | 35.09% | 35.38% | 35.18% | 35.42% |
| Dispensary% of Income | 72.30% | 80.35% | 69.88% | 71.48% | 75.81% | 62.41% |
| OTC % of Income | 25.47% | 17.96% | 27.73% | 26.09% | 21.91% | 35.50% |
| Dispensary Gross Profit | 29.31% | 31.48% | 28.56% | 32.87% | 28.00% | 40.44% |
| OTC Gross Profit | 41.94% | 39.71% | 43.18% | 41.36% | 43.37% | 31.31% |
| **Less Overheads as %'s of Total Income:** | | | | | | |
| Advertising, Promotion & incl Franchise/Group Fees | 0.56% | 0.89% | 0.47% | 0.52% | 0.48% | 0.68% |
| Accounting and Legal Fees | 0.40% | 0.40% | 0.40% | 0.44% | 0.40% | 0.42% |
| All Insurance | 0.45% | 0.46% | 0.44% | 0.48% | 0.45% | 0.49% |
| Interest, Bank Charges etc | 1.62% | 1.67% | 1.66% | 1.74% | 1.58% | 1.89% |
| Printing, Postage, Stationery, Packaging & Wrapping | 0.46% | 0.48% | 0.44% | 0.46% | 0.44% | 0.26% |
| Rent of Premises | 2.78% | 3.13% | 2.67% | 3.21% | 2.53% | 3.79% |
| Other Occupancy Costs | 0.49% | 0.52% | 0.47% | 0.53% | 0.49% | 0.51% |
| Other Depreciation, Lease and HP | 0.57% | 0.51% | 0.58% | 0.59% | 0.46% | 0.77% |
| Repairs and Maintenance | 0.29% | 0.36% | 0.27% | 0.29% | 0.27% | 0.26% |
| Staff On Costs | 1.24% | 1.31% | 1.19% | 1.26% | 1.29% | 1.08% |
| Employees' Wages & Salaries | 10.47% | 11.78% | 9.80% | 11.15% | 10.07% | 11.20% |
| All Other Expenses | 3.82% | 1.57% | 4.49% | 3.07% | 3.78% | 4.31% |
| Total Overheads | 23.15% | 23.08% | 22.89% | 23.73% | 22.24% | 25.66% |
| Net Profit (bps*) | 11.97% | 12.04% | 12.20% | 11.65% | 12.94% | 9.76% |
| **Net Profit (bps*) per....** | | | | | | |
| Principal | $311,586 | $343,586 | $314,407 | $287,598 | $318,016 | $310,662 |
| Principal Workhour | $165.45 | $224.62 | $156.76 | $157.80 | $160.53 | $209.16 |
| **Total Pharmacy Income per....** | | | | | | |
| Person | $601,096 | $438,933 | $652,244 | $614,706 | $460,533 | $834,150 |
| $ of Wages # | $8.87 | $7.14 | $9.48 | $7.70 | $9.23 | $8.16 |
| Square Metre of Total Area | $10,003 | $16,290 | $8,370 | $10,009 | $10,714 | $9,299 |
| **Total Pharmacy Gross Profit per....** | | | | | | |
| Person | $200,994 | $152,135 | $216,492 | $205,581 | $156,841 | $268,349 |
| $ of Wages # | $3.07 | $2.46 | $3.28 | $2.67 | $3.20 | $2.79 |
| Square Metre of Total Area | $3,519 | $5,682 | $2,959 | $3,531 | $3,700 | $3,508 |
| **Non Personnel-Related Overheads** | | | | | | |
| Person | $63,493 | $43,320 | $69,875 | $62,879 | $44,895 | $98,608 |
| $ of Wages # | $1.17 | $0.68 | $1.32 | $0.90 | $1.19 | $1.18 |
| Square Metre of Total Area | $968 | $1,500 | $831 | $866 | $1,031 | $919 |
| **Personnel** | | | | | | |
| Working Principals | 1.48 | 1.57 | 1.47 | 1.50 | 1.32 | 1.96 |
| Employed Pharmacists | 2.07 | 2.30 | 2.07 | 2.12 | 2.03 | 2.58 |
| Any Other Staff | 6.22 | 8.59 | 5.59 | 6.23 | 6.05 | 7.86 |
| Total Personnel | 9.77 | 12.45 | 9.13 | 9.85 | 9.40 | 12.40 |
| Hours Worked per Principal per Year | 1,494 | 1,332 | 1,555 | 1,387 | 1,473 | 1,574 |
| **Other Information** | | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| Owners' Equity as % of Total Assets | 41.79% | 41.18% | 42.49% | 38.93% | 44.77% | 36.84% |
| Asset Turnover | $0.24 | $1.44 | $-0.11 | $-0.08 | $-0.31 | $1.29 |
| Stockturn Rate | 11.09 | 10.06 | 11.57 | 10.80 | 11.08 | 11.67 |
| Gross Margin Return on Inventory | 599% | 541% | 625% | 587% | 594% | 651% |
| Growth Capacity | 9.47% | 10.80% | 9.33% | 9.78% | 8.26% | 15.17% |
| % Revenue drops before Losses Start | 33.90% | 33.94% | 34.56% | 32.92% | 36.59% | 27.80% |
| Dispensary Sales as % of Total Income | 72.30% | 80.35% | 69.88% | 71.48% | 75.81% | 62.41% |
| Trading Hours per Week | 52 | 59 | 50 | 53 | 44 | 81 |
| Sales Area per Sales Assistant (sq mtrs) | 29 | 20 | 34 | 29 | 22 | 63 |
| Dispensary Sales per Script | $42.92 | $48.17 | $41.21 | $39.88 | $47.61 | $32.61 |
| Scripts dispensed per Pharmacist | 18,289 | 23,579 | 14,558 | 18,070 | 14,081 | 34,070 |
| OTC Sales per Sq Mtr of Sales Area | $11,046 | $8,984 | $13,867 | $12,564 | $10,810 | $11,931 |
| Rent per Square Metre of Total Floor Area | $480 | $676 | $340 | $610 | $384 | $768 |
| Current ratio | 1.97 | 1.30 | 2.20 | 1.88 | 2.03 | 1.90 |
| Days' debtors | 4.96 | 4.84 | 4.83 | 5.26 | 5.07 | 4.27 |
| Liability turnover | $2.89 | $3.52 | $2.78 | $1.78 | $2.75 | $2.89 |
| Interest cover: business | 877.99 | 226.46 | 1,079.64 | 1,030.82 | 114.95 | 353.49 |

- * bps - before principals' salaries and benefits # including principals' notional wage of $50 per hour

Please note certain mathematical operations with benchmark averages will not yield the results you may be expecting. For more info please see the Ratio Calculations section of this report.

# 9 Disclaimer

**Website:** benchmarking.com.au **Login:** benchmarking.com.au/login **Phone:** (02) 9262 5564 **Email:** enquiries@benchmarking.com.au