



Sunday 29 October 2017

Time	Presentation	Room
0830 – 0840	Welcome Reception & Annual General Meeting (AGM) - Optional attendance for delegates	Level 2, Meeting Room 8
0845 – 0925	Let's Network! Get to know your colleagues	Level 2, Meeting Room 8
0930 – 1000	Managing Accreditation – A Systems Approach Speaker: Mr Bret Mannison	Level 2, Meeting Room 8
1000 – 1030	Morning Tea	Outside Meeting Room 8
<i>1030 – 1100</i>	<i>^Congress program: Opening Address, College Business & Updates</i>	<i>TBC</i>
1030 – 1125	Performance Management Speaker: Mr David Wenban	Level 2, Meeting Room 8
1130 – 1230	Turning the Key – Practice Management Speaker: Ms Robyn Peters	Level 2, Meeting Room 8
1230 – 1400	Lunch	Exhibition Hall
1400 – 1455	Effective Interviewing Speaker: Mr David Wenban	Level 2, Meeting Room 8
1500 – 1530	Optometrist Study and IT Health Check Speaker: Ms Katarina Steele	Level 2, Meeting Room 8
<i>1400 – 1530</i>	<i>^Congress program: Ethics and Professionalism: Crossing the Line</i>	<i>TBC</i>
1530 – 1600	Afternoon Tea	Outside Meeting Room 8
1600 – 1655	Staffing Contracts Speaker: Mr David Wenban	Level 2, Meeting Room 8
1700 – 1800	Bullying, Harassment & Discrimination in the Workplace Speaker: Mr Chris Johnson	Level 2, Meeting Room 8
1800 – 1830	Practice Managers' Social Drinks (sponsored by LOGIQC)	Outside Meeting Room 8

^ Session from Congress program recommended by the Practice Managers' Committee for delegates to attend as an alternative from the Practice Managers' program



Monday 30 October 2017

Time	Presentation	Room
0830 – 0925	Workplace Stress Management Speaker: Dr Kathryn Choules	Level 2, Meeting Room 8
0930 – 1000	Social Media Speaker: Ms Morag Smith	Level 2, Meeting Room 8
1000 – 1030	Morning Tea	Outside Meeting Room 8
1030 – 1125	*Update: Strategic Planning in Ophthalmology Speaker: Ms Moira McInerney	Level 2, Meeting Room 8
1130 – 1140	Practice Accreditation - RANZCO NUCELUS Program Speaker: Mr Simon Janda (RANZCO staff)	Level 2, Meeting Room 8
1130 – 1140	^Congress program: College Update on Collaborative Care	TBC
1145 – 1230	Practice Accreditation - PracticeHub Speaker: Ms Anna-Maria Gibb	Level 2, Meeting Room 8
1230 – 1400	Lunch	Exhibition Hall
1400 – 1530	Customer Service: The Patient Experience Speaker: Mrs Colleen Sullivan	Level 2, Meeting Room 8
1400 – 1530	^Congress program: The Case for Inclusion	TBC
1530 – 1600	Afternoon Tea	Outside Meeting Room 8
1600 – 1625	Medicare Q&A Session with the Medicare Advisory Committee Speaker: Dr Bradley Horsburgh & Dr William Glasson	Level 2, Meeting Room 8
1630 – 1655	*Update: CADUCO Practice Costs Calculator Speaker: Dr Bradley Horsburgh	Level 2, Meeting Room 8
1700 – 1715	Building Partnerships Speaker: Ms Colette Kinsella	Level 2, Meeting Room 8
1900 – 2100	Practice Managers' Social Dinner (Registration required)	The Reveley Bar

* Topics continued from PM conference 2016

^ Session from Congress program recommended by the Practice Managers' Committee for delegates to attend as an alternative from the Practice Managers' program



Tuesday 31 October 2017

Time	Presentation	Room
0830 – 0855	St John Community Transport Service Speaker: Mrs Cheryl Bushe-Jones	Level 2, Meeting Room 8
0900 – 1000	Benchmarking Speaker: Mr Scott Bell	Level 2, Meeting Room 8
1000 – 1030	Morning Tea	Outside Meeting Room 8
1030 – 1125	Terminating the Employment Relationships Do's and Don'ts Speaker: Mr Simon Bibbly	Level 2, Meeting Room 8
1130 – 1155	AAPM/UNE – Pathway Guidelines for Practice Managers Speaker: Mrs Colleen Sullivan	Level 2, Meeting Room 8
1200 – 1230	Risk Assessment & Minimisation Strategies: An Orthoptics Perspective Speaker: Ms Jane Schuller	Level 2, Meeting Room 8
1230 – 1400	Lunch	Exhibition Hall
1400 – 1530	Thrive in Your Practice! How to be Emotionally Resilient in Changing Times Speaker: Ms Rachel Green	Level 2, Meeting Room 8
1530 – 1600	Afternoon Tea	Outside Meeting Room 8
1600 – 1730	“Stepping up to the challenges of the future” (<i>Tie in with the Congress program</i>). This jam-packed session will paint a picture of the future of the profession from a non-clinical standpoint. The findings from the official RANZCO Workforce Survey will be presented and followed by a panel discussion aimed at highlighting changes to work patterns, funding and area of need. The Younger Fellows will then reveal what's on the horizon; the rise of the digital era – everything from e-health records to robots. Finally, find out what changes the government is driving regarding CPD and revalidation and how RANZCO can assist you in being prepared and accredited.	TBC
1730	Practice Mangers' Conference 2017 concludes	