

| Covid & Coping                 |  | Compliance & HR              |  | \$ & IT                      |   |
|--------------------------------|--|------------------------------|--|------------------------------|---|
| Saturday<br>28th February 2022 |  | Sunday<br>27th February 2022 |  | Monday<br>28th February 2022 |   |
| 08:30 - 08:55                  | <b>Annual General Meeting</b><br>- an opportunity for RANZCO Practice Manager Associate Members to give feedback on membership   | 08:00 - 08:45                | <b>Practice Recalls, Reminders &amp; Tracking Patients</b><br>Angela Mason-Lynch, Avant Mutual Group<br>Chair: Lara  | 08:00 - 08:45                | <b>Practice Staffing Costs/KPIs</b><br>Jarrod Bramble, Cutcher & Neale<br>Chair: Alison   |
| 08:55 - 09:00                  | <b>Welcome to Country</b>  | 08:45 - 09:35                | <b>Risk Assessments</b><br>Angela Mason-Lynch, Avant Mutual Group<br>Chair: Lara   | 08:45 - 08:55                | <b>Payroll Tax Implications</b><br>Jarrod Bramble, Cutcher & Neale<br>Chair: Alison   |
| 09:00 - 09:20                  | <b>Welcome and Housekeeping</b><br>Lucy and Lara   |                              |  | 08:55 - 09:50                | <b>Demystifying Websites, SEO and Google My Business: 3 must-haves for your practice to thrive in an online world</b><br>Maz Hancock<br>Chair: Lara |
| 09:20 - 09:45                  | <b>15 Years of RANZCO Practice Managers</b><br>Colleen Sullivan OAM<br>Chairs: Lucy & Lara   | 09:35 - 9:45                 | <b>Presenting Sponsor: Strategic Leadership</b><br>Anna-Maria Gibb, Practice Hub<br>Chair: Michelle  | 09:50 - 10:00                | <b>Presenting Sponsor</b><br>Ian Yates, 'The Benefits of Automation for a Practice Manager' Medical IT<br>Chair: Tracey                             |
| 09:45 - 10:00                  | <b>Education pathways for Practice Managers and staff.</b><br>Margaret Kirby, UNE Partnerships with AAPM<br>Chair: Lucy<br><i>Practice Manager course prize giveaway!</i>  | 9:45 - 10:00                 | <b>Q&amp;A</b><br>Angela Mason-Lynch, Avant Mutual Group<br>Chair: Peggy   | 10:00 - 10:45                | <b>Excel spreadsheets &amp; extracting data</b><br>Fiona Stopp, Practice Management Plus<br>Chair: Stasia   |
| 10:00 - 10:45                  | <b>My Professional Journey</b><br>Henry Macphillamy, Corporate Lawyer at Suncorp Group<br>Chair: Peggy   | 10:00 - 10:45                | <b>Succession Planning</b><br>Scott Bell, Nexus Hospitals<br>Chair: Lara   | 10:45 - 11:15                | <b>MORNING TEA</b>  |
| 10:45 - 11:15                  | <b>MORNING TEA</b>   | 10:45 - 11:15                | <b>MORNING TEA</b>   | 11:15 - 11:25                | <b>Presenting Sponsor: PACS systems &amp; streamlining workflow</b><br>Lachy Wheeler, Topcon Harmony<br>Chair: Alison                               |
| 11:15 - 12:35                  | <b>Resilience, Managing Change and Stress</b><br>Karen Phillips, International Speaker, Author, Innovation Facilitator<br>Chair: Libby or Lucy                             | 11:15 - 12:00                | <b>Effective Delegation</b><br>David Wenban - Australian Health Industry Group<br>Chair: Lara  | 11:25 - 12:10                | <b>Medicare web services by 13/03/2022 - make sure you are ready!</b><br>Australian Digital Health Agency<br>Chair: Lucy                            |
| 12:35 - 12:45                  | <b>Presenting Sponsor: Clinical Software; Injection Manager</b><br>Dr Weng Chan, Inservio<br>Chair: Michelle   | 12:00 - 12:45                | <b>Emerging HR and Legal Issues</b><br>David Wenban - Australian Health Industry Group<br>Chair: Peggy   | 12:10 - 12:45                | <a href="#">Change to Zoom Link</a><br><b>Getting to Know Each Other - Live Poll</b><br>Chair: Lucy   |
| 12:45 - 13:45                  | <b>LUNCH</b>   | 12:45 - 13:45                | <b>LUNCH</b>   | 12:45 - 13:45                | <b>End of Practice Manager's Conference</b>   |
| 13:45 - 15:00                  | <b>Practice Manager Panel Discussions</b><br>Topic 1: Covid Q&A<br>Panel: Lara (Vic), Peggy (QLD), Michelle (NSW), Gail (WA)<br>Topic 2: Staff WFH Q&A<br>Panel: Lucy, tbc | 13:45 - 13:55                | <b>Presenting Sponsor: If dry eye is the answer, what are the questions?</b><br>Anita Townsend, Seqirus<br>Chair: Lucy   | 13:45 - 14:45                | <b>Practice Manager Panel Discussions:</b><br><i>Have your Questions Answered Live!</i><br>Panel: Donna, Lara, Peggy (tbc)                          |
| 13:55-15:00                    |  | 13:45 - 15:00                | <b>Practice Manager Panel Discussions</b><br>Topic 1: HR issues - Panel: Lisa, Peggy<br>Topic 2: Induction - Panel: Lucy, tbc<br>Topic 3: as voted by you! - Panel: tbc  | 14:45 - 15:00                |   |
| 14:15 - 15:45                  |  | 15:00 - 15:30                | <b>AFTERNOON TEA &amp; IChange link</b>  | 15:00                        |   |
|                                |  | 15:30 - 17:00                | Join! the 52nd RANZCO Annual Scientific Congress for:<br><b>Professional Development: Protecting your Practice: Medicare Compliance &amp; Billing FAQ and Cyber Security</b><br>Panel of: Ms Lara Sullivan, A/Prof Alex Hunyor, Prof John Grigg, Dr Bradley Horsburgh with Chair Donna Glenn |                              |   |

\*Timing is AEDT