



RANZCO PRACTICE MANAGER'S 17TH ANNUAL CONGRESS



Saturday 21 October 2023		Sunday 22 October 2023		Monday 23 October 2023	
Health & Wellbeing program: register https://www.surveymonkey.com/r/HRYQWXL 07:00 - 07:30		Hoop Class: Summer Garden 07:00 - 07:30		6:45am PM Guided walk: Bell Tower with Fiona Wong or 7am Pilates: Summer Garden 07:00 - 07:30	
Meditation: Summer Garden		AGM - members only Annual General Meeting for RANZCO Practice Manager Associate Members 		CLOSED SESSION - participants only & pin required for entry Ophthalmology practice costs bench marking Panel session led by Donna Glenn & Dr Laurie Sullivan, ASO https://forms.gle/79eCLT267dnLsovM7 	
Welcome to country & Congress Opening Dr Craig Challen - Thailand Cave Rescue Operation Diver RIVERSIDE THEATRE		08:00 - 08:30		08:00 - 08:30	
Current challenges & Risk Management Strategies		HR, Compliance & IT 08:30 - 10:00 Session		Future Opportunities	
Chair	Lucy Peters	Chair	Lara Sullivan	Chair	Fiona Wong
08:40 - 08:50	ROOM CHANGE: River View 5 Welcome and Housekeeping Practice Manager's Advisory Group	08:30 - 09:00	Saving the planet and the Practice dollar: practical sustainability Dr Michael Loughnan (- via ZOOM)	08:30 - 09:50	 KEYNOTE: Bullshift - Let's Shift Some Bulls Malcolm Dix, Bullshift Filmed
08:50 - 9:00	Allied Health Assistant Course - UNE Partnerships incl. Prize! Donna Glenn 	09:00 - 9:10	ANZEF: RANZCO's Commitment to Eye Health Equity and Access Fiona Devine, Philanthropy Officer – ANZEF		
09:00 - 10:00	Implementing your strategic plan in 2024? Scott Bell, Nexus Hospitals	09:10 - 09:20	Sponsor talk: The future of prescriptions is digital - ready! Inservio 	09:50 - 10:00	KEYNOTE SPONSOR: Avant Practice Solutions Solutions to make running a quality practice simpler, safer and more efficient, Anna-Maria Gibb
09:20 - 10:00		09:20 - 10:00	All the HR tips, techniques, and shortcuts I wish I knew 20 years ago that would make be a better Leader and help me save time David Wenban, Auatralian Health Industry Group		
10:00 - 10:30	MORNING TEA	10:00 - 10:30	MORNING TEA	10:00 - 10:30	MORNING TEA
10:30 - 12:00 Session					
Chair	Gail Drennan	Chair	Lara Sullivan	Chair	Ingrid Durkin
10:30 - 11:30	Caring for your People' Alan Stevenson, Epigroup WHS Strategic Development Consultant	10:30 - 11:30	10-step-plan to success and better staff performance in your business David Wenban, AHIG	10:30 - 11:10	Practice Insurance and when to use it - Gae Nuttal & Will Goodheart, MDA National Insurance Pty Ltd
11:30 - 12:00	Focus on a Fellow - Angus Turner Lions Outback Vision Van / Establishing a WA superclinic	11:30 - 11:40	When emails are outdated: cloud based synchronized communication between Practice Surgical Order - Paul Athanasiov 	11:10 - 11:20	Volunteer driver sedan service under Community Transport Services (CTS) Brody Munyard, St John WA
		11:40 - 12:00	"Ugh Payroll tax... What else has changed or is changing that I have to plan for next?" David Wenban, AHIG - THANK YOU & FAREWELL!	11:20 - 12:00	Co-Management between Practice and Hospitals (PHI reforms) Jane Griffiths, Day Hospitals Australia
12:00 - 13:30	LUNCH	12:00 - 13:30	LUNCH	12:00 - 13:30	LUNCH
Chair:	Peggy Ekeledo-Smith	Chair:	Gail Drennan	Chair:	Stasia Jeffries
13:30 - 14:10	Risk Assessment and Minimisation Strategies: An Orthoptic Perspective Dr Amanda French, President, Orthoptists Australia	13:30 - 14:15	Balancing patient and public relationships in a social media world Anna Hill, Analyze Media	13:30 - 13:35	Stretches
14:10 - 14:20	Sponsor Talk: Efficiency Unleashed: Empowering Practice Managers David Brand, Brand's Ophthalmic Plus 	14:15 - 14:20	Stretches	13:35 - 14:20	Performance management, how to do it right Merna Girgis, AMA WA
14:20 - 15:00	Tips for increasing your team's well-being (and yours!) Tim Wong, Psychologist	14:20 - 15:00	Working with disability staff Daniel Doble, Edge Employment	14:20 - 15:00	Prescription for Preparedness: IT Disaster Recovery David Baines AMA / FocusNet
15:00 - 15:30	AFTERNOON TEA	15:00 - 15:30	AFTERNOON TEA	15:00 - 15:30	AFTERNOON TEA
15:30 - 17:00 Session					
Chair:	Peggy Ekeledo-Smith	Chair	Lucy Peters	Chair:	Stasia Jeffries
15:30 - 15:40	Sponsor Talk: ZEISS Efficiency from time-saving solutions, Rebecca Pott 	15:30 - 15:35	RANZCO CEO Welcome - Mark Carmichael	15:30 - 16:00	My Health Record in specialist practice. Dr Kathy Rainbird, ADHA (- via ZOOM)
15:40 - 16:20	Governance in Ophthalmology Angela Mason-Lynch, Avante Mutual	15:35 - 16:25	Beyond compliance: A four-point model for cyber governance" - Enhance your organisation's cyber protection through a comprehensive model that goes beyond basic compliance Matt O'Kane, Notion Digital Forensics	16:00 - 16:30	Break out sessions - discussion / Q&A time Garner advice from each other's 1000s of hours of experience
16:20 - 16:25	Stretches	16:25 - 17:00	Medicare Q&A Panel ASO Donna Glenn, Dr Nisha Sachdev, Prof. Alex Hunyor, Lara Sullivan	16:30 - 17:00	Live feedback for planning Adelaide in 2024
16:25 - 17:00	Psychosocial Safety, Positive Duty & AWB Checklist Panel: Angela Lynch-Mason & Anna-Maria Gibb, Practice Hub	17:00 - 17:30	AI in professional services firms Matt O'Kane, Notion Digital Forensics	17:00	End of conference
17:00	End of day 1	17:30	End of day 2		
Ensure to submit your Medicare questions by end of today: https://forms.gle/7q1a41S86LHfMJ1v5		Ferry at 18:30 for 19:00 start		Practice Manager's Dinner sponsored by Bayer @ Rambla 15 min scenic ferry ride from Elizabeth Quay (next to conference) to South Per 	
				ASO drinks 5:30-7 Ritz-Carlton	
Get ready for Adelaide 2024!					