

TIME	ROOM	Sunday 20 November 2016	TIME	ROOM	Monday 21 November 2016	TIME	ROOM	Tuesday 22 November 2016	TIME	ROOM	*Wednesday 23 November 2016
0830-0900	Level 2, Meeting Room 204	Welcome Reception / AGM Update from RANZCO Practice Managers' Committee Chair	0900-0930	Sir Norman Gregg Lecture	Sir Norman Gregg Lecture Prof Denis Wakefield AO	0900-1000	Level 2, Meeting Room 204	OH&S – What Every Practice Manager Needs to Know Speaker: Mr David Wenban Organisation: Australian Health Industry Group	0900-1000	Level 2, Meeting Room 204	Simon Thiessen's One-Day Workshop 'Practice Manager or Practice Leader'
0900-1015	Level 2, Meeting Room 204	Let's Network! Get to know your colleagues	0930-1000	Level 2, Meeting Room 204	Employee Assistance Program Speaker: Ms Chérryll Scott Organisation: Converge International						
1015-1030		MORNING TEA	1000-1030	1000-1030	MORNING TEA	1000-1030	1000-1030	MORNING TEA	1000-1030		MORNING TEA
1030-1100	Level 2, Meeting Room 204	Tactics for Engaging and Inspiring your Practice Team Speaker: Mrs Colleen Sullivan	1030-1100	Level 2, Meeting Room 204	Update on Accreditation Speakers: Ms Tanya Parsons, Ms Moira McInerney & Dr Alex Hunyor Senior	1030-1100	Level 2, Meeting Room 204	CADUCO Practice Costs Calculator Speaker: Dr Bradley Horsburgh	1030-1230	Level 2, Meeting Room 204	Simon Thiessen's One-Day Workshop 'Practice Manager or Practice Leader' (continue)
1100-1130	Level 2, Meeting Room 204	Eye Learning Online Speaker: Ms Donna Nanda Organisation: Eye Learning Online				1100-1130	Ida Mann Lecture	Ida Mann Lecture Prof Maarten P Mouritis			
1130-1200	Level 2, Meeting Room 204	Eye Emergencies – How to Triage over the Phone. What is Serious and What is Not Speaker: Ms Ana Alexandratos Organisation: Focus Eye Centre	1100-1130	Level 2, Meeting Room 204	Question & Answer Session on Medicare with the Medicare Advisory Committee Speakers: Dr Bradley Horsburgh & Dr William Glasson	1130-1200	Level 2, Meeting Room 204	Strategic Planning in Ophthalmology Speakers: Ms Moira McInerney, Dr Stephen Best & Dr William Glasson			
1200-1245	Level 2, Meeting Room 204	Customer Service, Connection and Empathy Speaker: Mrs Katarina Steele Organisation: Inservio	1130-1230	Level 2, Meeting Room 204	Panel Discussion – Going Paperless Panellists: Dr Brian Harrisberg, Dr Richard Smith & Dr Graham Hay-Smith	1200-1215	Level 2, Meeting Room 204	Eye Surgeons Foundation Update Speaker: Ms Jacinta Spurrett Organisation: Eye Surgeons Foundation			
						1215-1230	Level 2, Meeting Room 204	The Value of an Orthoptist to Clinical Ophthalmic Practice Speaker: Prof Kathryn Rose Organisation: Orthoptics Australia			
1245-1400		LUNCH	1230-1400	1230-1400	LUNCH	1230-1400	1230-1400	LUNCH	1230-1330		LUNCH
1400-1530	Level 2, Meeting Room 204	Managing Challenging Patient Conversations Speaker: Mr Simon Thiessen Organisation: The Real Learning Experience	1400-1500	Level 2, Meeting Room 204	Handling HR Headaches Speaker: Mr David Wenban Organisation: Australian Health Industry Group	1400-1500	Level 2, Meeting Room 204	Panel Discussion – What Would You Do in This Situation? Experienced Practice Managers will answer your questions here!	1330-1630	Level 2, Meeting Room 204	Simon Thiessen's One-Day Workshop 'Practice Manager or Practice Leader' (continue)
			1500-1530	Level 2, Meeting Room 204	Risk Mitigation for Medical Practices & Doctors – Are you ready? Speaker: Mr Neville Cartwright Organisation: Intercharge	1500-1530	Level 2, Meeting Room 204	Changes to Education at RANZCO – Implications for the Eye Workforce Speaker: Dr David Andrews (RANZCO CEO)			
1530-1600		AFTERNOON TEA	1530-1600	1530-1600	AFTERNOON TEA	1530-1600	1530-1600	AFTERNOON TEA	*Wednesday program is separate to the Practice Managers' Conference. To register for Simon's one-day workshop or for further details, please click here		
1600-1630	Level 2, Meeting Room 204	Managing Challenging Patient Conversations (continued)	1600-1630	Level 2, Meeting Room 204	Success Skills: What Every New and Experienced Manager Needs to Know Speaker: Mrs Colleen Sullivan	1600-1700	Level 2, Meeting Room 204	Keys to Building a Successful Referral Network Speaker: Mr Scott Bell Organisation: Nexus Day Hospitals			
1700-1715	Level 2, Meeting Room 204	MDF Update Speaker: Ms Julie Heraghty Organisation: Macular Degeneration Foundation Australia	1630-1730	Level 2, Meeting Room 204	Workplace Automation Speaker: Mr Marcus Wilson Organisation: Focus Eye Centre	1700-1730	Level 2, Meeting Room 204	Open Forum Discussion – Ideas for 2017. Review. Feedback. Led by: Ms Lucy Peters (RANZCO Practice Managers' Committee)			
1715-1730	Level 2, Meeting Room 204	MDNZ Update Speaker: Ms Phillippa Pitcher Organisation: Macular Degeneration New Zealand									
1730		PRACTICE MANAGERS' DRINKS	1900-2100		PRACTICE MANAGERS' DINNER	1730		CONFERENCE CONCLUDES			