

TIME	Sunday 20 November 2016	TIME	Monday 21 November 2016	TIME	Tuesday 22 November 2016	TIME	*Wednesday 23 November 2016
0830-0900	Welcome Reception / AGM Update from RANZCO Practice Managers' Committee Chair	0900-0930	Sir Norman Gregg Lecture Prof Denis Wakefield AO	0900-1000	OH&S – What Every Practice Manager Needs to Know Speaker: Mr David Wenban Organisation: Australian Health Industry Group	0900-1000	Simon Thiessen's One-Day Workshop 'Practice Manager or Practice Leader'
0900-1015	Let's Network! Get to know your colleagues	0930-1000	Employee Assistance Program Speaker: Ms Chérryll Scott Organisation: Converge International				
1015-1030	MORNING TEA	1000-1030	MORNING TEA	1000-1030	MORNING TEA	1000-1030	MORNING TEA
1030-1100	Tactics for Engaging and Inspiring your Practice Team Speaker: Mrs Colleen Sullivan	1030-1100	Update on Accreditation Speakers: Ms Tanya Parsons, Ms Moira McInerney & Dr Alex Hunyor Senior	1030-1100	CADUCO Practice Costs Calculator Speaker: Dr Bradley Horsburgh	1030-1230	Simon Thiessen's One-Day Workshop 'Practice Manager or Practice Leader' (continue)
1100-1130	Eye Learning Online Speaker: Ms Donna Nanda Organisation: Eye Learning Online			1100-1130	Ida Mann Lecture Prof Maarten P Mouritis		
1130-1200	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	Question & Answer Session on Medicare with the Medicare Advisory Committee Speakers: Dr Bradley Horsburgh & Dr William Glasson	1130-1200	Strategic Planning in Ophthalmology Speakers: Ms Moira McInerney, Dr Stephen Best & Dr William Glasson		
1200-1245	Customer Service, Connection and Empathy Speaker: Mrs Katarina Steele Organisation: Inservio	1130-1230	Panel Discussion – Going Paperless Panellists: Dr Brian Harrisberg, Dr Richard Smith & Dr Graham Hay-Smith	1200-1215	Eye Surgeons Foundation Update Speaker: Ms Jacinta Spurrett Organisation: Eye Surgeons Foundation		
				1215-1230	The Value of an Orthoptist to Clinical Ophthalmic Practice Speaker: Prof Kathryn Rose Organisation: Orthoptics Australia		
1245-1400	LUNCH	1230-1400	LUNCH	1230-1400	LUNCH	1230-1330	LUNCH
1400-1530	Managing Challenging Patient Conversations Speaker: Mr Simon Thiessen Organisation: The Real Learning Experience	1400-1500	Handling HR Headaches Speaker: Mr David Wenban Organisation: Australian Health Industry Group	1400-1500	Panel Discussion – What Would You Do in This Situation? Experienced Practice Managers will answer your questions here!	1330-1630	Simon Thiessen's One-Day Workshop 'Practice Manager or Practice Leader' (continue)
		1500-1530	Risk Mitigation for Medical Practices & Doctors – Are you ready? Speaker: Mr Neville Cartwright Organisation: Intercharge	1500-1530	Changes to Education at RANZCO – Implications for the Eye Workforce Speaker: Dr David Andrews (RANZCO CEO)		
1530-1600	AFTERNOON TEA	1530-1600	AFTERNOON TEA	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	Managing Challenging Patient Conversations (continued)	1600-1630	Success Skills: What Every New and Experienced Manager Needs to Know Speaker: Mrs Colleen Sullivan	1600-1700	Keys to Building a Successful Referral Network Speaker: Mr Scott Bell Organisation: Nexus Day Hospitals		
1700-1715	MDF Update Speaker: Ms Julie Heraghty Organisation: Macular Degeneration Foundation Australia	1630-1730	Workplace Automation Speaker: Mr Marcus Wilson Organisation: Focus Eye Centre	1700-1730	Open Forum Discussion – Ideas for 2017. Review. Feedback. Led by: Ms Lucy Peters (RANZCO Practice Managers' Committee)		
1715-1730	MDNZ Update Speaker: Ms Phillipa Pitcher Organisation: Macular Degeneration New Zealand						
1730	PRACTICE MANAGERS' DRINKS	1900-2100	PRACTICE MANAGERS' DINNER	1730	CONFERENCE CONCLUDES		