

| Time | SUNDAY 21 November | MONDAY 22 November | TUESDAY 23 November | WEDNESDAY 24 November |
|-------------|--|--|--|--|
| 0830 – 0900 | | AGM | Specialist Accreditation – should we be planning now? <i>Meeting Room 2</i> | Finding your Market in ophthalmology– Mark Grey Qld Eye Hospital <i>Meeting Room 2</i> |
| 0900 – 1000 | | Emotional Intelligence – Leadership within the diversity of healthcare <i>Meeting Room 2</i> | Specialist Accreditation – should we be planning now? (Cont) <i>Meeting Room 2</i> | Finding your Market in ophthalmology– Mark Grey Qld Eye Hospital (Cont) <i>Meeting Room 2</i> |
| 1000 – 1030 | | Morning | Tea 1000 - 1030 | |
| 1030 – 1100 | Council Lecture – Noel Alpins <i>Hall E</i> | Gregg Lecture – Paul Mitchell <i>Hall E</i> | Human Resources session – People Behaviours that Challenge us An interactive two hour workshop addressing people management. Workplace culture and positive working relationships are both keys to success. This session will develop strategies for the practice manager to assist with effective leadership. <i>Meeting Room 2</i> | Hollows Lecture – Henry Newland <i>Hall E</i> |
| 1100 - 1200 | Practice management overview – survey results <i>Meeting Room 2</i> | IR – Health Professional Awards and OH&S initiatives Joanne Clancy – Business Savvy <i>Meeting Room 2</i> | Human Resources session – People Behaviours that Challenge us (Cont) <i>Meeting Room 2</i> | Tour of Low Vision Centre |
| 1200 – 1300 | Round Table networking Tables - A networking session of round tables with topics relevant to Australian Ophthalmology <i>Meeting Room 2</i> | Industry Panel – Medicare, Health Fund Representatives - Electronic Claiming – compliance and other initiatives <i>Meeting Room 2</i> | Human Resources session – People Behaviours that Challenge us (Cont) <i>Meeting Room 2</i> | Tour of Low Vision Centre (Cont) |
| 1300 – 1400 | LUNCH 1300 - 1400 | LUNCH 1300 - 1400 | LUNCH 1300 - 1400 | |
| 1400 – 1530 | Patient surveys for Ophthalmology – Ultra feedback <i>Meeting Room 2</i> | Information Technology <i>Meeting Room 2</i> | Risk Management and Compliance for the ophthalmology practice <i>Meeting Room 2</i> | |
| 1530 – 1600 | | Tea 1530 - 1600 | Tea 1530 - 1600 | |
| 1600 – 1730 | Industry presentations <i>Meeting Room 2</i> | Develop a practice manager's job description – what do you really do? A framework for all job descriptions for your practice Professional development pathway for a practice manager <i>Meeting Room 2</i> | Practice Manager Panel – Forum discussion with practice managers sharing ideas <i>Meeting Room 2</i> | |