

CONFERENCE PROGRAM

WEDNESDAY 18 MARCH 2020

8.30am – 6.00pm
REGISTRATION DESK OPEN

PRE-CONFERENCE WORKSHOP 1: MY COMMUNITY PHARMACY ACTION PLAN VENUE: Meeting Rooms 5, GCCEC

9.00am – 5.30pm



Whether you are early in your career, navigating your way through study, internship or early career opportunities, or you are an established owner looking to future proof your business or succession plan, this is the workshop for you. Our industry experts will work with you to design an action plan tailored to you, that you can take away and apply to your career. Workshop sessions include: leadership, how to implement professional services, mentoring, recruitment, ownership and innovation. Register your place now to experience a hands-on, interactive workshop with real outcomes.
Cost: \$165 per person (includes morning tea, lunch & afternoon tea)

PRE-CONFERENCE WORKSHOP 2: PHARMACY GUILD IMMUNISATION COURSE VENUE: Meeting Room 2 & 3, GCCEC

9.30am – 4.30pm



The Pharmacy Guild Immunisation Course *will* provide you with vaccinator qualification and 34 group 2 CPD points. The course provides:

- a background to immunisation in Australia;
- a familiarisation of the resources that are available to support immunisation services;
- an outline of the regulatory requirements which cover the provision of immunisation services within pharmacy;
- practical skill-based training in safe injection technique.

Cost: Guild Member \$500 (GST free) / Non-Member \$640 (GST free)
Inclusions: Workshop materials and morning/afternoon tea and lunch
NB: This course is open to pharmacists practising in QLD, NSW, ACT and NT only (course does not currently meet requirements for all jurisdictions).

PRE-CONFERENCE WORKSHOP 3: HARM MINIMISATION VENUE: Meeting Rooms 7 & 8, GCCEC

1.00pm – 5.00pm



Our patients, but also our staff, communities and families, are affected by behaviours that sometimes become hazardous. This workshop will enable your pharmacy to be better prepared to respond to the demands of the new decade. The workshop will include a vision for recognising and treating patients. Attendees will come away with a better understanding of addictive behaviours and current pharmacotherapies available.
Cost: \$30 (includes afternoon tea)

1.00pm – 1.30pm

Cannabis in Australia

Cannabis has had a confused introduction into Australia with pharmacists, doctors and patients struggling with regulation and supply. This session will clarify and inform.
Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health

1.30pm – 2.00pm

Withdrawal syndrome and treatment options for some illicit drugs

Hazardous drug use can lead to painful withdrawal. Treatment options, which can be important to minimise these effects and help with the ongoing condition, will be discussed.
Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health

2.00pm – 2.30pm

A tale of two cities (and their supervised injecting centres)

This session will take a look at the experiences of Sydney and Melbourne injecting rooms and the drugs used (including prescription items), plus examine some data from the international scene
Speaker: Marianne Jauncey, Medical Director, Sydney Medically Supervised Injecting Centre

2.30pm – 3.00pm

Dental implications of addiction

This presentation will cover oral health problems associated with the use of addictive substances, challenges in management, and what we can do as a team of healthcare professionals to help.
Speaker: Dr Sarah Chaw, Associate Lecturer School of Dentistry, The University of Queensland

3.00pm – 3.15pm

Afternoon tea

3.15pm – 3.45pm

Paracetamol toxicity

This session will explore the latest research in paracetamol overdose and toxicity. The role of community pharmacists in preventing harm from paracetamol poisoning will be highlighted.
Speaker: Rose Cairns, Lecturer in Pharmacy, The University of Sydney

3.45pm – 4.15pm

Real time monitoring

This presentation will provide an update on the current status of Real Time Prescription Monitoring across Australia and share some of the learnings from the successful SafeScript RTPM solution in Victoria.
Speaker: Paul Naismith, CEO, Fred IT Group

4.15pm – 4.45pm

Buprenorphine depot, naloxone and a general update

This session will examine these two drugs, which have been used for many years are still very relevant, as new dose forms make their use more important than ever.
Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health; Angelo Pricolo, Community Pharmacist

KEYNOTE ADDRESS










VENUE: Meeting Rooms 7&8, GCCEC












4.45pm – 5.30pm













Candy Man













Join internationally renowned, award-winning screenwriter and novelist, Luke Davies, who will recount his remarkable story of reliance on heroin, his subsequent treatments including buprenorphine, and what led him to Hollywood success. Luke is the author of **Candy**, an autobiographical account of how he lived through his 20s addicted to heroin, which he later adapted for the screen and in which Heath Ledger starred. Find out how Luke was able to get out of his downward spiral in part by the relationship he maintained with his community pharmacist, and gain a first-hand account of how pharmacists are assisting patients in the ORT program. This session is open to all APP delegates, including Trade Only Attendees.



Speaker: Luke Davies, Screenwriter, Novelist & Academy Award Nominee for Lion













THURSDAY 19 MARCH 2020			
7.00am – 8.30pm	REGISTRATION DESK OPEN		
OPENING PLENARY VENUE: Arena 1A			
8.30am – 10.00am GOLD CROSS	Opening Plenary This opening session will highlight the achievements and challenges of the Guild in the last 12 months, and set the vision for the next 12 months and beyond. Awards of excellence will be showcased, including the presentation of the prestigious Pharmacy of the Year Award.		
8.30am – 6.00pm	TRADE EXHIBITION FOYER STANDS OPEN		
10.00am – 10.30am	MORNING TEA Foyer Trade areas		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 – 7	
10.30am – 11.15am  HEALTH • HYGIENE • HOME	PANEL SESSION: The strength of standing together: how interdisciplinary care can build your business Join Australia's pain expert Joyce McSwan, who will uncover the best kept secrets to a thriving pharmacy business – multidisciplinary care. Joyce will discuss how to make all the moving parts of a cross-functional healthcare team excel when it comes to addressing musculoskeletal pain, one of pharmacy's biggest opportunities. A leading panel of allied healthcare professionals will then join Joyce to discuss best practice from the view of pharmacists, physiotherapists and general practitioners. Find out how sharing the care can translate to better patient outcomes and a more efficient and engaging business. Facilitator: Joyce McSwan, Clinical Program Director of the Gold Coast Primary Health Network Persistent Pain Program Panellists: Karalyn Huxhagen, Consultant Pharmacist; John Bell, Specialist Practitioner/Teacher, University of Technology Sydney; Ian Harris, Principal Physiotherapist, Coastal Physiotherapy and Sports Injuries Clinic; Dr Anchita Karmakar, Senior Medical Officer, Queensland Health	10.30am – 11.00am 	CLINICAL PHARMACY UPDATE: Can medicines causing constipation be deprescribed? Constipation is a commonly occurring functional gastrointestinal disorder which can cause serious consequences such as urinary incontinence and may cause or contribute to delirium in older people. The condition has been reported to occur in more than 50% of patients taking opioid analgesics for non-cancer pain and to become almost universal in palliative care patients. Commonly occurring adverse events associated with polypharmacy in elderly inpatients have included constipation in addition to arrhythmia, bleeding, orthostatic hypotension and seizures. Yet it may not be possible to deprescribe medicines causing constipation. Speaker: Dr Ben Basger, Clinical Pharmacist Medication Management, Wolper Jewish Hospital
11.15am – 12.10pm 	The pharmacist's clinical process – a foundation of patient care practice Patients don't always need more medicines, but they do need more pharmacist help to achieve optimal drug therapy outcomes. It's time to shift front line pharmacist practice, and it's not as hard as you may think. This presentation describes how pharmacists can create and use a clinical process to have a successful, patient-centred community pharmacy practice. Speaker: Barbara Gobis, Director of Pharmacists Clinic, University of British Columbia (Canada)	11.05am – 11.35am 	CLINICAL PHARMACY UPDATE: Medicine innovation – from laboratory to dispensary This panel discussion will bring together some of the brightest minds in innovative medicine discovery, commercialisation and patient care. Take a behind the scenes look to uncover what it takes to bring a medicine from the lab to the dispensary in your pharmacy. Using the emerging treatment class of IL-23 inhibitors in psoriasis as a case study, the panel will uncover the evolution of treatment and patient care, while highlighting the future potential of scientific research. Moderator: Andrew MacLachlan, Head of School & Dean, University of Sydney Panellists: Associate Professor Gillian Marshman, Dermatologist; Professor; Dr Alvin Quah, Medical Communications & Patient Relations Manager ANZ, AbbVie
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 – 7	
12.15pm – 1.00pm 	Alan Russell Oration: Global search for innovation – learnings for Community Pharmacy in Australia This session will detail the findings of an international pharmacy study tour investigating innovative pharmacy practices. Conducted in September/October 2019, the study mission encompassed Sweden, Germany, Scotland, England, Ireland, USA, Canada and New Zealand. Find out how Australian pharmacies can benefit from these investigations. Speaker: Lucy Walker, Community Pharmacist & 2018 Churchill Fellowship Recipient	11.40am – 12.10pm 	CLINICAL PHARMACY UPDATE: Compounding pharmacy – using testing protocols in a community pharmacy setting Regulators, prescribers and users of compounded medicines continue to be concerned about the quality of medicines prepared in community pharmacies. The challenge most compounders face is how to provide adequate evidence that their products meet expectations of quality and safety in the same way as the commercial products registered by the TGA. One of the most valuable validation processes available to compounders is end product testing, but the process can at times be confusing. This session will explore the various testing procedures available to compounders, and provide simple protocols to enable pharmacists to implement a testing program for compounded preparations. Speaker: Marina Holt, Pharmacist & Education and Training Manager, PCCA
12.15pm – 12.45pm 		12.15pm – 12.45pm	CLINICAL PHARMACY UPDATE: An evidence-based approach to managing chronic atopic eczema – practical applications for pharmacists Atopic dermatitis, also known as eczema, can have a profound effect on the quality of life of those affected. Whilst common in children, it can occur at any age and prevalence worldwide is increasing. This chronic condition takes on many forms making differential diagnosis challenging. Whilst there is no cure, early recognition and intervention are critical and it is important that patients don't constantly seek different treatments. This session will focus on the role of the pharmacist in the management paradigm and provide evidence-based strategies to help improve patient outcomes. Speaker: Dr Philip Tong, Dermatologist
1.00pm – 1.30pm 	Black Summer: Australia's 2019/2020 bushfire season – a community pharmacy perspective The pharmacy profession can be proud of the efforts of pharmacists on the frontline during the bushfire crisis. Now is the time to reflect and to learn from the outcomes of this devastating period. Join two pharmacists from the Capital Chemists Group, Andrew Topp and Danielle Campbell, who will share their insights in this not-to-be missed session. Speaker: Andrew Topp & Danielle Campbell, Pharmacists, Capital Chemist Group		
12.00pm – 2.00pm 	LUNCH Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)		
1.00pm – 2.00pm	FIRST TIMER'S LUNCH New to APP? Join fellow first timers and Guild staff and find out how to make the most of your APP experience. VENUE: Foyer A		
1.20pm – 2.00pm	SPECIAL INTEREST GROUP SESSION: AGED CARE VENUE: Meeting Room 8 The Federal Government's Royal Commission into Aged Care will impact every Community Pharmacy in Australia. This facilitated discussion session will explore the key issues that Community Pharmacy will face and likely recommendations that could enhance the role of pharmacy in Aged Care. Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session. Facilitator: Fiona Watson, Branch Committee Member, The Pharmacy Guild of Australia, Queensland Branch		









BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5-7		RURAL PHARMACY & INDIGENOUS HEALTH STREAM (CONT) VENUE: Meeting Room 9 11.00am - 5.30pm
2.00pm - 2.45pm 	What are ePrescriptions and what do they mean to me? ePrescriptions without paper have long been discussed and are finally a reality. This session will focus on two new models for ePrescriptions, demonstrate how they work, and discuss the changing role of pharmacy in the medications supply process. Speakers: David Freemantle, General Manager eHealth, Fred IT Group; Danielle Bancroft, Product Manager & Experience Designer, Fred IT Group; Dr Frank Pyefinch, CEO, Best Practice	2.00pm - 2.30pm 	CLINICAL PHARMACY UPDATE: UV protection - an essential update for pharmacists. Hear from a Queensland dermatologist on the topic of UV protection, with a focus on the frequently asked questions in pharmacy practice on UV protection and the science of sunscreens. By the end of the session, pharmacists should have greater confidence in answering tricky questions around filters, application and the environment. Speaker: Dr Samantha Davidson, Dermatologist	2.00pm - 5.30pm Rural Pharmacy Forum The Rural Pharmacy Forum provides attendees with the opportunity to network and discuss issues unique to rural pharmacy. There is inequitable access to health services for the 7 million Australians living in rural and remote communities with the biggest cause being the ability to attract and retain health professionals. The forum will explore the many and varied issues, including workforce and rural community pharmacy sustainability, and share with each other current and future solutions to these complex matters at a local, jurisdictional and national level. And of course, the popular #iloveruralpharmacy video competition will be back. Speakers: Michael Flannery, Managing Director, instigo; Sarah Hazell, Flannery's Pharmacy  
2.45pm - 3.30pm 	Electronic prescriptions - changes to patient engagement with the pharmacist and pharmacy workflow Much focus regarding the benefit of electronic prescriptions is on having access to a more complete electronic record. This change, however, will have major impact on how the pharmacist interacts with patients, and workflow configuration in the pharmacy will need to change. After reviewing health systems overseas, this session will outline the most efficient and effective way community pharmacy in Australia should set up their systems to maximise the benefits of electronic prescriptions. Speaker: Paul Naismith, CEO, Fred IT Group	2.35pm - 3.05pm 	CLINICAL PHARMACY UPDATE: Herbal formula improves upper and lower gastrointestinal symptoms The "Gut Relief Study" run by the National Institute of Integrative Medicine (NIIM) in Melbourne shows that the Nutrition Care "NC Gut Relief" formula can reduce the frequency and severity of gastrointestinal symptoms by 60-80%. The study revealed significant improvements in gastrointestinal symptoms including indigestion, heartburn, nausea, constipation, diarrhoea, abdominal pain, stool consistency, gut microbiome, troublesome flatulence and bad breath. There were also evident improvements in quality of life, energy and sleep. Speaker: Associate Professor Dr Karin Ried, Director of Research, National Institute of Integrative Medicine	
3.30pm - 4.00pm	AFTERNOON TEA Foyer Trade areas		3.10pm - 3.40pm 	
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5-7		RURAL PHARMACY & INDIGENOUS HEALTH STREAM (CONT) VENUE: Meeting Room 9 11.00am - 5.30pm
4.00pm - 4.45pm 	How far can you go? In business and in life, we all face obstacles and crossroads. While John Maclean's story of becoming a paraplegic seems like an extreme account of setbacks and facing up to them, the message is not about the obstacles but about overcoming the challenges they create. In this session, John will share how adversity can be harnessed and turned into an energy to drive achievements, and more. Speaker: John Maclean OAM, Motivational Speaker & Founder, John Maclean Foundation	4.00pm - 4.30pm 	QUALITY CARE 2020: the evolution of QCPP This session will provide important information on how to prepare your pharmacy for the enhanced Quality Care Pharmacy Program, "Quality Care 2020". This session is especially important for pharmacies being assessed for QCPP accreditation in 2020. Hear about the critical role for pharmacy proprietors, how to access the new Knowledge Hub, and the impact of new assessment processes and QCPP Requirements for your pharmacy. Speaker: Simon Blacker, President, The Pharmacy Guild of Australia, ACT Branch	
4.45pm - 5.30pm 	How to connect with your customers This session will make an immediate impact in the areas of communication, sales, leadership and building customer relationships. Business Communication Expert, Chris Helder will reveal a fresh approach that concentrates on understanding those you are trying to influence, in order to create a stronger connection and ultimately results. Speaker: Chris Helder, Business Communication Expert			
5.30pm - 8.30pm 	WELCOME RECEPTION The networking focal point of APP, the Welcome Reception provides the perfect opportunity to catch up with colleagues, meet with suppliers and build new business relationships in a relaxed environment. Entertainment is provided and a buffet dinner and drinks will be served. VENUE: Trade Exhibition Area, GCCEC			

FRIDAY 20 MARCH 2020			
6.30am – 5.45pm	REGISTRATION DESK OPEN		
7.00am – 8.00am	<div><div></div><div>Guild Member (Proprietor) Only Breakfast: Industry Update This session is open to Proprietor Guild Members only and will present a confidential update on key issues affecting community pharmacy. Speaker: George Tambassis, National President, The Pharmacy Guild of Australia Cost: \$50.00 per person (includes hot breakfast) VENUE: Pavilion Ballroom, The Star Gold Coast</div></div>		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A			
8.25am – 9.10am	<div><div></div><div>The Panel: State of the Industry Join our industry's main players who will explore current issues and discuss the complexity of the current industry environment. Panellists: Andrew Jenkin, Vice Chair, Consumer Healthcare Products Australia; Sylvain Vigneault, Chair, Generic and Biosimilar Medicines Association; Dr Anna Lavelle, Chair, Medicines Australia; Mark Hooper, Chair, National Pharmaceutical Services Association; Suzanne Greenwood, Executive Director, The Pharmacy Guild of Australia; Catherine Bronger, National Councillor, The Pharmacy Guild of Australia Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia</div></div>		
9.10am – 9.25am	Keynote Address Speaker: The Hon Dr Steven Miles MP, Queensland Minister for Health		
9.30am – 5.00pm	TRADE EXHIBITION OPEN		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 – 7	
9.30am – 10.00am	<div><div></div><div>Out of stock again? Healthy supply chain, healthy business Stock management is a pivotal factor in running a healthy pharmacy. In order to be successful, the main three participants (manufacturers/ suppliers, wholesalers and pharmacies) must work together to minimise any risk. This session aims to give a new perspective to the ever challenging out of stock issues. With online business tools such as Mylan MyBusiness Health, pharmacists have an advantage that needs to be adopted on a daily basis. The use of such business tools enables stock visibility throughout the entire supply chain, the ability to manage stock levels online in real time and notifies the pharmacist when stock is low and a new order is required. Speaker: Karl Pfeffer, Director Commercial Supply Chain, Mylan; Mike da Gama, Director, NostraData</div></div>	9.30am – 10.00am	<div><div></div><div>CLINICAL PHARMACY UPDATE: Nutritional solutions for pain The International Association for the Study of Pain defines pain as “an unpleasant sensory and emotional experience associated with actual or potential tissue damage”. Pain is a condition that is subjective and difficult to quantify, and therefore can be difficult to treat. This session will review the differences between acute and chronic pain and investigate the power of nutritional support, both in food and supplements, to help manage the symptoms of both types of pain. Speaker: Isabelle Baissac, Naturopath</div></div>
10.05am – 10.35am	<div><div></div><div>Running into the fire – building your business with courage Designed to inspire people when dealing with change, this session will examine the common fears, individual and group challenges, and personal resilience required to support staff through the change process. How to control the amygdala hijack, the fight or flight response, will also be discussed, and you will learn how to stop worrying, how to generate more energy, how to overcome broken sleep and how to deliver difficult messages. By abiding by the number one tip to stop worrying – “to run into the fire” – you will learn how to make courageous decisions that can take you and your business forward. Speaker: Lance Burdett, Resiliency Expert, Author & Founder, WARN International Limited</div></div>	10.05am – 10.35am	<div><div></div><div>CLINICAL PHARMACY UPDATE: The importance of human milk oligosaccharides for infant microbiome development Human milk oligosaccharides are the third largest component in breast milk and serve numerous functions, in particular feeding and promoting optimal microbiome development in the breastfed infant. Recent advances have allowed milk oligosaccharides to be added to infant formula for the first time in Europe and the US. This session will provide an overview of the emerging evidence regarding the importance of human milk oligosaccharides for optimal infant microbiome development. Speaker: Dr Paula Smith-Brown, Dietitian & Microbiome Coach, Microba</div></div>
10.35am – 11.00am	MORNING TEA Trade areas		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 – 7	
11.00am – 11.45am	<div><div></div><div>Understanding and engaging with the ever changing customer With greater choice and change, today's customers are more diverse and empowered than ever before. This session will give an overview of consumer macro segments and emerging micro segments, and how community pharmacies can analyse and track new consumer cohorts. In a world of global brands and empowered customers, social researcher Mark McCrindle will outline the key influences and decision drivers for today's consumers. Speaker: Mark McCrindle, Principal, McCrindle Research</div></div>	11.00am – 11.30am	<div><div></div><div>CLINICAL PHARMACY UPDATE: Gut health, probiotics and improving immune health – what do we know? It is known that approximately 70% of the immune system is found in the digestive tract. Many researchers have identified key links between the gut microbiome and the immune system and an immune interaction is increasingly being recognised as a significant probiotic mechanism. This session aims to provide an update on the clinical data and explores the mechanism behind the interaction between the gut microbiome and the immune system. Speaker: Professor Georgina Hold, Researcher, Microbiome Research Centre, UNSW Sydney</div></div>
11.45am – 12.30pm	<div><div></div><div>Applying retail strategies to the community pharmacy sector Guy Russo is credited with one of Australia's greatest business turn-arounds, taking Wesfarmers' ugly duckling, Kmart, from the bottom of the discount chain store ladder to the most popular and profitable retail department store business in Australia today. In this session, Guy will offer in-depth insights, narratives and examples of how he and his team transformed Kmart into today's iconic brand. The session will conclude with a Q&A exploring how this example of best practice can be applied to the community pharmacy sector. Speakers: Guy Russo, Senior Adviser, Wesfarmers Limited; Steve Kastrinakis, CEO, Advantage Group</div></div>	11.35am – 12.05pm	<div><div></div><div>Osteoarthritis (OA) pain management – a critical role for pharmacists Recent changes in both Australian (RACGP) and UK (NICE) guidelines for management of OA, the imminent change in scheduling of modified-release paracetamol, changes in paracetamol overdose management and the latest information on the efficacy and safety of topical NSAIDs not only increase the need for pharmacist intervention, but provide the opportunity to enhance pharmacy's professional role and develop business potential. This session will discuss these issues, explore what they mean for pharmacists and staff, and how evidence-based strategies can be best used to help patients as well as pharmacy businesses. Speaker: John Bell, Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney</div></div>
		12.10pm – 12.40pm	<div><div></div><div>CLINICAL PHARMACY UPDATE: A pregnancy nutrition coalition – expanding the scope of pharmacy practice Evidence shows that establishing good nutrition during the first 1,000 days of life (starting from conception) can positively influence lifelong health. However, pregnancy is a nutritionally demanding time, and many women are overwhelmed by the confusing and conflicting information available. Community pharmacies are in an ideal position to provide advice on pregnancy nutrition such as what foods to avoid and why, and the evidence for supplementation. This session will explore counselling tools developed by Nutrition Australia and Bayer which support both consumers and pharmacists by identifying knowledge gaps among Australian women. Speaker: Lucinda Hancock, CEO, Nutrition Australia</div></div>
12.30pm – 12.45pm	Keynote Address Speaker: The Hon Chris Bowen MP, Shadow Minister for Health		
12.30pm – 2.00pm	<div><div></div><div>Women's Networking Lunch This lunch is open to all female pharmacists, pharmacy staff and students who are registered as full and day delegates. Join colleagues and Guild Officials for a buffet lunch and a glass of wine. VENUE: Foyer A</div></div>		

FRIDAY 20 MARCH 2020			
<div>12.30pm – 2.00pm</div> <div></div> <div></div>	<div>LUNCH</div> <div>Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)</div>	<div>12.45pm – 1.15pm</div> <div></div>	<div>CLINICAL PHARMACY UPDATE: Winter worries – when is it more than just a runny nose?</div> <div>This session will examine the role that pharmacy plays in alleviating parental concerns in this area. Specialist pardiatriician Dr Jonny Taitz will also answer any questions on this increasingly important topic.</div> <div>Speaker: Dr Jonny Taitz, Specialist Paediatrician</div>
		<div>1.15pm – 2.00pm</div> <div></div> <div></div>	<div>LUNCH</div> <div>Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)</div>
<div>1.15pm – 2.00pm</div>	<div>SPECIAL INTEREST GROUP SESSION: TRAVEL MEDICINES</div> <div>VENUE: Meeting Room 8</div> <div>This facilitated session will focus on community pharmacy lead complete travel consultations . Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session.</div> <div>Facilitator: Dr Ian Heslop, Associate Professor – Pharmacy College of Medicine and Dentistry, James Cook University</div>		
<div>BUSINESS, INNOVATION & LEADERSHIP STREAM</div> <div>VENUE: Arena 1A</div>		<div>CLINICAL PHARMACY/PRODUCT UPDATE STREAM</div> <div>VENUE: Meeting Rooms 5 – 7</div>	
<div>2.00pm – 2.45pm</div> <div></div>	<div>Hitting CP2025 goals – your future pharmacy</div> <div>BD Rowa's product range is evolving with the future of pharmacy. Their products have been developed to help streamline your business operations, provide accurate stock management and improve your pharmacy workflow and resource allocation, enabling you to extend your capabilities as a pharmacist. In this ever-changing pharmacy landscape, it's important to align with the CP2025 strategy and keep your business ahead of the game. Find out how BD Rowa's technologies contribute to this and where their products will feature in your future pharmacy.</div> <div>Speaker: Dirk Bockelmann, Commercial Director Global Sales, BD Rowa</div>	<div>2.00pm – 2.30pm</div> <div></div>	<div>CLINICAL PHARMACY UPDATE: A new S3 pharmacist only treatment for bacterial vaginosis</div> <div>Bacterial vaginosis is the most common vaginal infection and is reported to be twice as common as thrush, yet it is extremely underdiagnosed. The mainstay of treatment has been either oral or topical antibiotics, however recurrence rates of over 50% have been reported within six to 12 months. This session will provide an overview of the diagnosis and management of bacterial vaginosis and will introduce a new pharmacist only, non-antibiotic treatment option for this condition.</div> <div>Speaker: Raymond Li, Pharmacist & Head of Medical Affairs, Aspen Pharmacare Australia</div>
<div>2.45pm – 3.30pm</div> <div></div>	<div>Health and the future: Preparing now for what's next</div> <div>Every business and industry today is facing a perfect storm of disruption and upheaval. In the face of the changes ahead, agility and adaptability will be more important than ever in the health industry. The future success and survival of your business will rest on the ability to anticipate, prepare for and pre-empt disruption. Michael McQueen is a multi-award winning speaker, trend forecaster and six-time bestselling author. Join Michael at this fast-paced and compelling presentation around key health trends that every pharmacy needs to know.</div> <div>Speaker: Michael McQueen, Trends Expert & Author</div>	<div>2.35pm – 3.05pm</div> <div></div>	<div>PRODUCT UPDATE: Product innovation – the lifeblood of pharmacy</div> <div>This session will explore an innovative new range of pharmacy-exclusive products which can help your pharmacy thrive in 2020. With advances in opioid-free pain relief emerging, an update on developments in day and night treatment options that will impact pharmacy will be provided, as well as an innovation on diarrhoea relief for children that offers relief for all the family and and which will help expand the category. Globally, liposomal technology is delivering consumer benefits in natural health and this session will reveal how Australian consumers and pharmacies can benefit from the power of the mighty liposome.</div> <div>Speaker: Dr Hartley Atkinson, Pain Researcher & CEO, AFT Pharmaceuticals</div>
		<div>3.10pm – 3.40pm</div> <div></div>	<div>PRODUCT UPDATE: The key to successful weight loss and keeping it off</div> <div>It is estimated that 75% of Australians are overweight or obese, with no foreseeable regression. There are many methods of weight loss, however only a few have proven long term success. This session will explore the multiple factors within a successful weight loss plan, including the importance of consuming adequate protein. Physical activity in order to maintain as much skeletal muscle as possible to assist with appetite and hormonal changes that occurs as a result of weight loss, and to minimise weight regain, will also be discussed.</div> <div>Speaker: Joanne Turner, Sports Dietitian & Exercise Physiologist</div>
<div>3.30pm – 4.00pm</div>	<div>AFTERNOON TEA</div> <div>Trade area</div>		
<div>BUSINESS, INNOVATION & LEADERSHIP STREAM</div> <div>VENUE: Arena 1A</div>		<div>CLINICAL PHARMACY/PRODUCT UPDATE STREAM</div> <div>VENUE: Meeting Rooms 5 – 7</div>	
<div>4.00pm – 4.30pm</div> <div></div>	<div>Fracture prevention through pharmacy partnerships – The APPOINT Pharmacy Program</div> <div>Osteoporosis is a national health priority that results in a new fracture every 3.6 minutes and is growing rapidly as our population ages. Given that 6 out of 10 patients with osteoporosis are untreated, it's estimated a new fracture will occur every 2.9 minutes by 2022. Join our expert speakers, who will share how busy pharmacies, with limited time, can introduce valuable health services through funded patient interventions. Practical advice on how to best implement this remunerated professional pharmacy program will support your pharmacy to reduce the risk of fracture and allow more of your patients to maintain their independence.</div> <div>Speakers: Dr Simon Vanlint, General Practitioner; Jessamine Kwan, Pharmacist Manager, Priceline North Rocks</div>	<div>4.00pm – 4.30pm</div> <div></div>	<div>PRODUCT UPDATE: The power of protein in ageing</div> <div>Aging is often accompanied by a decline in skeletal muscle mass and strength. Resistance exercise and adequate protein intake accompanied by an overall healthy, well-balanced diet has shown to reduce and even reverse this sign of ageing. Recent studies suggest that in addition to looking at the total amount of protein consumed daily, the time of consumption may also be important. Most adults consume the majority of protein at dinner, however there is a limit to how much protein your body can use at any one time. Spreading protein intake across each main meal of the day, rather than at one sitting, helps meet the body's protein needs.</div> <div>Speaker: Joanne Turner, Sports Dietitian & Exercise Physiologist</div>
<div>4.35pm – 5.35pm</div> <div></div>	<div>Panel: Unique opportunities to improve patient outcomes and drive commercial possibilities for pharmacies</div> <div>The recent Aged Care Royal Commission focus on safety of medications presents some challenges and significant opportunities for pharmacists, specifically around surveillance and medication reviews. This panel will discuss innovations and assessment opportunities for patients with anticholinergic load, highlighting diagnosis, monitoring and safe management of Overactive Bladder. The session will help identify hidden anticholinergic load of medications and symptoms to monitor and present a new solutions based calculator.</div> <div>Speakers: John Bell, Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney; Karalyn Huxhagen, Consultant Pharmacist; Debbie Rigby, Advanced Practice Pharmacist</div>	<div>4.35pm – 5.05pm</div> <div></div>	<div>PRODUCT UPDATE: Hyaluronic Acid to refresh, hydrate and encourage skin cell renewal, from sensitive skin expert, Cetaphil</div> <div>This session will explore details of the new Cetaphil Face range, which has been dermatologically tested and clinically shown to be gentle on sensitive skin. The range has five products including a Gentle Foaming Cleanser, Extra Gentle Daily Scrub Cleanser, Daily Hydrating Lotion with Hyaluronic Acid, Rich Hydrating Night Cream with Hyaluronic Acid and a Hydrating Eye Cream.</div> <div>Speaker: Amy Lamproglou, Pharmacist</div>
<div>5.30pm – 7.30pm</div>	<div>LGBTQ Networking Function</div> <div>This social networking event is open to all LGBTQ and LGBTQ supportive attendees. Whether you're a pharmacist, industry representative, student or anything in between, you're welcome to attend. This inclusive event aims be an open, friendly space where attendees can come together to network and discuss important issues... or just have a chat.</div> <div>VENUE: Foyer A Terrace</div>		

SATURDAY 21 MARCH 2020			
6.45am – 5.15pm	REGISTRATION DESK OPEN		
6.45am – 7.15am 	Heart Foundation Walk Make a healthy start to your weekend – join the Heart Foundation for a 30 minute walk along the esplanade for some fresh air, exercise and water views. Don't forget your hat and water bottle. MEETING POINT: Kurrawa Surf Club, Old Burleigh Road, Broadbeach (beachside opposite Tower 28)		
7.00am – 8.15am 	Breakfast Educational: Meet the 2020 Guild Pharmacy of the Year Winners Join us for an interactive Q & A session over breakfast, with the 2020 winners of the Guild Pharmacy of the Year. Hear about the pharmacies' transformations, the challenges they faced along the way and how they implemented the changes that have resulted in them being recognised as the top community pharmacies in Australia. Cost: \$50.00 per person (includes hot breakfast) VENUE: Meeting Rooms 5&6, GCCCE		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A			
8.30am – 9.10am 	Can Australia's record expansion continue? Australia has 28 years of uninterrupted growth. But can the good times last? This session will assess the economic evidence, examining what it means for interest rates, shares and the dollar and ultimately what it means for Australian businesses and families. Speaker: Craig James, Chief Economist, CommSec		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5–7	
9.15am – 9.45am 	Bring some real chemistry to your customer experience Hear from TerryWhite Chemmart CEO Duncan Phillips and leading consumer futurist Amanda Stevens in this inspiring session that looks at the challenges of appealing to today's modern consumer and the powerful strategies that your pharmacy can adopt to build better connections with your customers. Speakers: Duncan Phillips, CEO, TerryWhite Chemmart; Amanda Stevens, Customer Experience Expert	9.15am – 9.45am 	CLINICAL PHARMACY UPDATE: Did you know 85% of consumers self-select sub-optimal medications to manage their allergic rhinitis symptoms? Find out how you can help There has never been more choice of OTC products available for the management of allergy rhinitis. Despite this, 85% of consumers are self-selecting suboptimal medications to manage their symptoms. Pharmacists and the pharmacy team have a crucial role in engaging and discussing with these consumers to ensure their allergic rhinitis symptoms are optimally managed. This session will provide practical tips to identify and diagnose allergic rhinitis and highlight current evidence based pharmacological and non-pharmacological therapies to effectively manage allergic rhinitis within the pharmacy setting, thereby reducing the burden of allergic rhinitis consultations in general practice. Speaker: Professor Connie Katelaris AM, Professor of Immunology & Allergy, University of Western Sydney
9.50am – 10.20am 	Q&A SESSION: Biosimilar medicines in Community Pharmacy Following GBMA Education's 'Your Patients, Your Government' multidisciplinary workshop for biosimilar medicines held 2 October 2019, this Q&A style discussion will look to further address the opportunities, concerns and practicalities of biosimilar medicines in community pharmacy. In particular, the session will focus on patient-centric care – understanding the information needs of patients, the views of specialists, and communication strategies to support patient understanding and confidence. Speakers: Nader Mitri, PharmaPrograms Manager, PharmaPrograms; David Ford, Executive Director of Pharmacy and Redevelopment, North East Health Wangaratta; Carolyn Clementson, Professional Services Pharmacist, Good Price Pharmacy Warehouse	9.50am – 10.20am 	CLINICAL PHARMACY UPDATE: The Brain-Intestinal Mucosa-Appendix-Microbiome-Brain Loop The brain and the gut are connected from early foetal life. The mother's exposure to microbial molecules is thought to exert in utero developmental effects on the foetus. These effects could importantly underpin the groundwork for subsequent pathophysiological mechanisms for achieving immunological tolerance and metabolic equilibrium post birth, events that continue through to 3–4 years of age. Bacteria promote cues that instruct the neonate's mucosal tissues in the language of molecular and cellular biology. Post birth mucosal lymphoid tissue formation and maturation is microbiota-encouraged co-establishing the intestinal microbiome with a developing immune system. Speaker: Professor Luis Vitetta, Director of Medical Research, Medlab Clinical
9.30am – 5.00pm	TRADE EXHIBITION OPEN		
10.20am – 10.45am	MORNING TEA Trade areas		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5–7	
10.45am – 11.30am 	Changes to management of the asthma patient: the role of community pharmacy The management of asthma is evolving in line with new evidence and strategies. Community pharmacists play an active and important role for patients suffering chronic respiratory diseases, such as asthma, through provision of health services in their pharmacy, diagnosing those at risk of disease progression and educating patients on the importance of medication compliance. This session will explore the latest guidelines from the National Asthma Council of Australia and the 2019 update of the Global Initiative for Asthma (GINA) global strategy. It will explore practical tools and resources to help pharmacists in delivering services, and the impact on improving health outcomes. Speaker: John Bell, Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney	10.45am – 11.15am 	PRODUCT UPDATE: Managing Acute Otitis Media (AOM) in children This session will provide an understanding of the prevalence and development of Acute Otitis Media (AOM) in Australian children, as well as the role antibiotics play in its recurrent nature. Gain the knowledge and tools needed to confidently recommend a probiotic by understanding the role in which specific probiotic strains have in the management and progression of Acute Otitis Media. Speaker: Prue Elms, Senior Product Innovation Manager, Metagenics
11.30am – 12.15pm 	Ann Dalton Address: The Rosie Batty Story Rosie Batty knows pain no woman should have to suffer. Her son was killed by his father in a violent incident that shocked not only the nation, but the world. Rosie became an outspoken and dynamic crusader against domestic violence, which led her to be named Australian of the Year in January 2015. Since then, Rosie has made the most of her position of influence, campaigning and advocating for necessary systemic and attitudinal change to address the family violence epidemic. Speaker: Rosie Batty, 2015 Australian of the Year	11.20am – 11.50am 	PRODUCT UPDATE: Understanding Biocompatibility – maximising therapeutic benefits, improving metabolic efficiency & enhancing clinical outcomes This session will provide you with the tools and techniques required to easily identify high quality ingredients, confidently select the appropriate products for your patient's need or condition, and arm you with knowledge of common contraindications and tips of the trade. Attendees will leave with the information and tools needed to provide complementary medicine recommendations with confidence. Speaker: Amber Foley, Retail Education & Training Manager, Metagenics
12.15pm – 1.00pm	COVID-19: a stakeholder briefing from the Australian Government Department of Health Speaker: Dr Catherine Kelaher, Principal Medical Adviser, Office of Health Protection	11.55am – 12.25pm 	CLINICAL PHARMACY UPDATE: The potential of probiotics for the management of paediatric asthma This session will provide an update on clinical research investigating the potential of probiotics for the management of asthma. Dr Jaroslav Boublik will present the results of pioneering research recently conducted in Italy, which showed that targeted probiotic strains can significantly improve the management of paediatric allergic asthma. Speaker: Dr Jaroslav Boublik, Director & Chief Science Officer, Biome Australia Ltd; Rebecca Edwards, Naturopath and Clinical Educator Activated Probiotics, Biome Australia
12.15pm – 2.00pm  	LUNCH Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)	12.25pm – 2.00pm  	LUNCH Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)
1.15pm – 2.00pm	SPECIAL INTEREST GROUP SESSION: PHARMACIST PRESCRIBING VENUE: Meeting Room 8 This facilitated session will focus on pharmacist prescribing and the 2019 Pharmacy Board of Australia discussion paper and position statement on prescribing. Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session. Facilitator: Tim Roberts, Manager – Pharmacist Education and Programs, The Pharmacy Guild of Australia, Queensland Branch		

SATURDAY 21 MARCH 2020			
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5–7	
2.00pm – 2.30pm 	Panel Session: Embracing digital health solutions – reaping the rewards in your pharmacy Digital transformation in health care presents a significant opportunity for pharmacies in generating new revenue, as well as improving their business operations. This panel session features industry leaders who have successfully embraced technology and innovative business solutions to derive maximum value from their professional roles, by using tools that have assisted with enhancing the operational efficiency of their pharmacies. This session is a must attend for anyone starting on the digital transformation CP2025 pathway in their pharmacy. Facilitator: Paul Jones, National Councillor, The Pharmacy Guild of Australia Panellists: Paul Naismith, CEO, Fred IT Group; Catherine Bronger, National Councillor, The Pharmacy Guild of Australia; Andrew Pattinson, General Manager, instigo	2.00pm – 2.30pm 	CLINICAL PHARMACY UPDATE: Pharmacists as a key health care contact for worried families with regurgitation, crying and constipated infants This session will focus on infant regurgitation, colic and constipation. The latest treatment guidelines will be reviewed and the role of pharmacists in infant wellbeing and supporting parents will be discussed. Speaker: Associate Professor Avi Lemberg, Head of Gastroenterology Department, Sydney Children’s Hospital
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5–7	
2.35pm – 3.05pm 	An economic and management update for community pharmacy In light of the current economic climate, this session will provide an overview of the impact of the Australian economy on community pharmacy, as well as discuss strategies that should be applied to address the challenges the economy raises for pharmacy. Based on extensive research and experience, this practical, action-oriented presentation will address the viable strategies for the various pharmacy business models and market differences. Speaker: Frank Sirianni, Managing Director, Medici Capital	2.35pm – 3.05pm 	CLINICAL PHARMACY UPDATE: Demystifying eyedrops Dry eye disease affects hundreds of millions of people throughout the world. Patients often report burning, stinging or tired eyes and often seek advice from pharmacists to recommend a product to help relieve their symptoms. Market research has shown that many patients assume their symptoms are just a part of life, and are unaware that they are suffering from a complex dry eye disease. Many of these patients may also visit a pharmacy to self-select treatment, but end up being confused by the wide range of artificial tears available on the market. This presentation will discuss common signs and symptoms of dry eye and how to identify which solution is best suited for each patient. Speaker: Anson Tang , Professional Affairs Associate, Alcon
3.05pm – 3.30pm	AFTERNOON TEA		
3.30pm – 4.00pm 	How electronic prescriptions will affect my pharmacy This session will provide an update on the rollout of electronic prescriptions nationally, how it can be implemented in your pharmacy and how it will change the day-to-day running of your pharmacy. Speaker: Andrew Matthews, Director Medicines Safety, Australian Digital Health Agency	3.30pm – 4.00pm 	CLINICAL PHARMACY UPDATE: Influenza update – current and future approaches This session will provide an update on current and future approaches towards seasonal influenza vaccines. Speaker: Dr Harsha Shetty, Senior Scientific Adviser for Influenza Vaccines, Seqirus Pty Ltd
4.05pm – 4.35pm 	PANEL SESSION: Pharmacy education in Australia – are we ‘future ready’? As community pharmacy continues to evolve, pharmacy education will need to transform to ensure that Australian pharmacists are ready to meet the workforce needs and seize emerging practice opportunities. Don't miss your chance to hear our panel of experts as they discuss how education and training will shape the community pharmacist of the future, empowering them to practice to the full extent of their professional scope and deliver high quality outcomes to patients and the community. Facilitator: Aaron D’Souza, General Manager, Guild Digital Panellists: Sarah Roberts-Thomson, Associate Dean (Academic), Faculty of Health and Behavioural Sciences, The University of Queensland; Carolyn Clementson, Professional Services Pharmacist, Good Price Pharmacy Warehouse; Nicolette Ellis, Clinical Pharmacist; Brett MacFarlane, Senior Pharmacist, Australian College of Pharmacy	4.05pm – 4.35pm 	CLINICAL PHARMACY UPDATE: Wound care - now and in the future This session will provide an overview of the present and future role of community pharmacy in wound care, wound types and the basic management of wounds. The needs of residential age care facilities, including training needs, the impact of the MBS review and the Royal Commission on Ageing, will also be discussed. Speaker: Associate Prof Geoff Sussman, Wound Management Expert
4.40pm – 5.10pm 	Conflict 101 – understanding interpersonal conflict and developing strategies to manage cases of professional conflict or demand in pharmacy Most pharmacists and interns will have to deal with a challenging patient, prescriber or colleague at some stage in their career. Demanding, threatening or aggressive behaviour against pharmacists is not only stressful, but has the potential for consequence for patients and the community. Responses by pharmacists in these situations may lead to regulatory action against the pharmacist. This session will discuss interpersonal communication skills and provide insights into developing conflict resolution strategies for pharmacists. Case studies based on PDL incident reports will relate these skills and strategies to real life examples. Speaker: Georgina Woods, Professional Officer, PDL		
7.00pm – midnight   	APP Street Party – Nautical But Nice All aboard the APP ‘Nautical but Nice’ themed Street Party! Featuring another exciting line up of entertainment, this highly anticipated event provides the perfect opportunity to network and create amazing memories with pharmacy colleagues. Featuring in the main arena will be illusionist and escapologist, Cosentino and Queen tribute band, KillerQueen who will perform hit songs including ‘Radio Ga Ga’, ‘Under Pressure’, ‘Somebody to Love’ and ‘Don’t Stop Me Now’. Back by popular demand will be the silent disco held in the marquee, which will also feature cruise ship themed games, a beauty bar, photo booth and roving entertainment. VENUE: Pavilion Ballroom, The Star Gold Coast		

SUNDAY 22 MARCH 2020			
8.30am – 1.00pm	REGISTRATION DESK OPEN		
THE 6TH COMMUNITY PHARMACY AGREEMENT: A RETROSPECTIVE FOR COMMUNITY PHARMACY VENUE: Meeting Rooms 7 & 8		MANAGEMENT & OPERATIONS STREAM VENUE: Meeting Rooms 5 & 6	
9.00am – 10.30am  The Pharmacy Guild of Australia	This session will examine the trends and outcomes for community pharmacy over the period of the 6CPA, including an analysis of the financial viability of the community pharmacy network.	9.00am – 9.30am  GuildDigital	How to gain more customers This session will delve into the simple things pharmacies can do to ensure every marketing cent spent counts towards building a strong, engaging business that values customers' attention and their wallets. Topics covered include why customer journeys matter, how content can help drive revenue, and why small pharmacies need to think outside of the 'price and convenience' bubble. Speaker: Kurt Sanders, Director of Strategy, The Content Division
		9.35am – 10.05am  The Pharmacy Guild of Australia	Why selling to your customers is caring for your customers It is natural to hold back from offering additional products or services to your customers for fear of coming across as pushy or not wanting to be 'salesy'. But what if by not offering a complimentary product or service you are actually doing a disservice to your customers? What if selling is a way of going above and beyond for your customers? Find out how to stay authentic when selling and learn how to make sure you stay customer focused when using sales techniques as a genuine way to show customers that you care. Speaker: Nicky Miklos-Woodley, Sales & Business Growth Consultant
		10.10am – 10.40am  The Pharmacy Guild of Australia	Advertising 101 – crack the code Do you ever advertise your pharmacy services and products on a website or by print? Do you get customer reviews on your pharmacy Facebook page? If you do, then are you also aware of the legislative and regulatory codes and guidelines you need to follow to make sure you are compliant with the law? This session will walk you through what you need to know to advertise therapeutic goods and health services. Case studies and examples will help you understand the TGA Advertising Code and the AHPRA Guidelines for advertising regulated health services. Facilitator: Tiffany King, National Manager Communications, The Pharmacy Guild of Australia Speakers & Panellists: Leanne McCauley, Director of Advertising Education and Assurance, Therapeutics Goods Administration; Emi Gosling, Principal Consultant & Pharmacist, e-MAS Medicine Advertising Service; Paul Jaffar, Community Pharmacist
9.30am – 12.30pm	TRADE EXHIBITION OPEN		
10.30am – 11.00am	MORNING TEA		
THE PHARMACY GUILD OF AUSTRALIA: OUR JOURNEY TO 2025 VENUE: Meeting Rooms 7 & 8		MANAGEMENT & OPERATIONS STREAM VENUE: Meeting Rooms 5 & 6	
11.00am – 12.00pm  The Pharmacy Guild of Australia	Vaccination Booster As we head into another influenza season, this session will look at all aspects of pharmacist vaccination – including timing of influenza vaccination, the range of vaccines in 2020, and the differing rules and scope of pharmacist vaccination across Australian jurisdictions. What should harmonised vaccination scope for pharmacists across Australia look like, and how can we get there? Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia Speakers & Panellists: Dr James Smith, Public Health Physician, Metro North Public Health Unit; Dr Ian Heslop, Associate Professor - Pharmacy College of Medicine and Dentistry, James Cook University; Kaitlyn Vette, Epidemiologist, National Centre for Immunisation Research and Surveillance; Paul Jones, National Councillor, The Pharmacy Guild of Australia	11.00am – 11.30am  Pharmacy	Disconnect to reconnect The irony of our increasingly connected world is that we – as individuals and as organisations – are becoming more disconnected than we ever have before. The more time we spend being digitally distracted, the more we forget the importance of the human relationship. Our love of technology and devices is leading to shorter attention spans, increased anxiety and depression, sleep deprivation, and declines in creativity and critical thinking, which has a huge impact on people, productivity and profits. This session will discuss real-life examples and practical ideas to help you reconnect with your colleagues and staff, customers and community. Speaker: Mel Kettle, Communications & Social Media Expert
		11.35am – 12.05pm  Australian Government Department of Health	Appropriate PBS claiming in the changing practice landscape This session will cover the overarching compliance program of the Division and how this protects Australia's Pharmaceutical Benefits Scheme through the prevention, identification and treatment of incorrect claiming, inappropriate practice and fraud. Topics include the Department's compliance program and how this is operationalised, PBID Pharmacy Approvals, PBS record keeping requirements, compliance behaviour and treatment models, and PBS compliance case studies. Speaker: Daniel McCabe, First Assistant Secretary of Provider Benefits Integrity Division, Department of Health
12.10pm – 1.00pm  The Pharmacy Guild of Australia	The pharmacist's clinical process – bringing yours to life New times require new approaches. The foundation for patient care practice is a pharmacist's clinical process. In this workshop, attendees will establish their own clinical process and learn how to use it to care for patients in alignment with growing service expectations and payment opportunities in community pharmacy practice. Speaker: Barbara Gobis, Director of Pharmacists Clinic, University of British Columbia (Canada) VENUE: Meeting Rooms 5 & 6		
12.30pm	TRADE EXHIBITION CLOSES		
1.00pm	CONFERENCE CLOSES		