

Times	Practice Managers	Administrative Teams	Nursing
8:30	Registration Coffee/tea		
9:00 – 9.10	Opening & welcome Danny Haydon National President – AAPM Boulevard Room		
9.10 – 9.40	A Standard of Care Defining Standards and why these are important for all of our roles Marion McKay HRM Training and Development Consultant, AAPM SA NT Committee Member Boulevard Room		
9.40 – 10.40	How to switch off Difference between worry and problem solving; strategies for switching off; help you to leave work at work. A session not to be missed! Hugh Kearns Boulevard Room		
10.40 – 11.00	Morning Tea	Morning Tea	Morning Tea
11 – 12:00	Corporate Governance – risk and compliance Workshop Chris Stewart - Hood Sweeney Boulevard Room	Our duty of care at the front desk – Privacy Confidentiality / the perils of Social Media Kaveri Stanley – Avant Clare Room	Patients and drugs- the use of licit and illicit drugs by patients and what it means for your practice Sam Raven – (SANDAS) Barossa Room
12 – 12:45	Ehealth How does eHealth work in your practice? What is in it for you and your practice? Where to from here? Tips and tools to engage both clinicians and patients Katrina Otto - NEHTA Boulevard Room		
12:45 – 1:30	Lunch	Lunch	Lunch
1.30 – 2:30	Come on a pictorial tour and hear about the challenges, highs and lows of running the clinic. An opportunity to share, motivate and empathise about managing people, \$, IT and bricks. Oh, and herding cats..... Jill Coombe - Bridge Clinic Boulevard Room	Vital Signs A collective look at Customer Service from the perspective of the reception / admin team. Diane Godwin Clare Room	What is relevant for me to get through my day? Nurses sharing with nurses. An opportunity to learn from each other. Facilitated by Marion McKay Barossa Room
2:30 – 2:50	Afternoon Tea	Afternoon Tea	Afternoon Tea
2:50– 3:50	Looking after the I and ME in Practice ManageMEnt “If you are living and breathing work, take a moment with Noel to concentrate on what it all means for you.” Noel Speck, EFM Murray Bridge, Fitness Australia Fitness Professional of the Year Finalist 2011 Boulevard Room		
3.50 – 4.00	Close Helen Nagel – SA/NT President		
4:00 – 5:00	Practice Manager of the Year presentation and Happy Hour		