

PROGRAM

8.00am - 8.45am Registration and Coffee in Plaza Level Foyer

8.45am - 9.00am Welcome in Plaza Terrace Room Desley Fricke, AAPM QLD President

9.00am - 10.30am Plenary Session in Plaza Terrace Room:
Communication: Crucial Conversations and Confrontations - Getting it Right Geraldine Burton
 Chair: Desley Fricke, AAPM QLD President

10.30am - 11.00am Morning Tea in Plaza Level Foyer

11.00am - 11.45am Workshop Sessions 1

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| Privacy and Confidentiality Dr Beres Wenck, MDA National Chair: Carmel Brown, AAPM QLD Committee | Stress Management and Relaxation Merilyn Tefay, Occupational Therapist Chair: Sue Ayres, AAPM QLD Committee | Breast Awareness - What Every Woman Should Know Dr Lisa Creighton, Breast Surgeon Chair: Pam Hendry, AAPM QLD Committee | Q-COMP Angela McLeod, Health Services Advisor, Q-COMP Chair: Jill Knapp, AAPM QLD Committee | Finding Finance Opportunities Within Your Practice Ross Andrews, Investec Experien Chair: Jan Chaffey, AAPM QLD Committee | Weight Loss - From Diets to Surgery Jenne Turner, Psychologist Chair: Yvonne Simmonds, AAPM QLD Committee |
| PLAZA TERRACE | P1 | P2 | P3 | P4 | P5 |

12.00pm - 1.00pm Workshop Sessions 2

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| Doing It Better Together: Essentials for Building Effective Teams Geraldine Burton, Consultant Psychologist Chair: Desley Fricke, AAPM QLD President | Stress Management and Relaxation (repeat) Merilyn Tefay, Occupational Therapist Chair: Jan Ford, AAPM QLD Vice President | Let's Talk About Fees... Colleen Sullivan, Practice Manager Chair: Pam Hendry, AAPM QLD Committee | Health Quality and Complaints Commission Marianna Kelly, Avant Chair: Sue Ayres, AAPM QLD Committee | Infection Control in a Non-Clinical and Clinical Setting Sue Resnik, Infection Control Plus Chair: Jill Knapp, AAPM QLD Committee | AGPAL - Supporting your practice through accreditation! Kylie Fahey, Deputy CEO, QIP/AGPAL Chair: Clare Tuti, AAPM QLD Committee |
| PLAZA TERRACE | P1 | P2 | P3 | P4 | P5 |

1.00pm - 2.00pm Lunch in Plaza Level Foyer

2.00pm - 2.45pm Workshop Sessions 3

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| | There and Back Again Tim van Schyndel, Manager Workplace Relations & Legal, AMAQ Chair: Sue Ayres, AAPM QLD Committee | Recalls and Reminders Jan Chaffey, Executive Officer, Camp Hill Medical Centre Chair: Clare Tuti, AAPM QLD Committee | Search Engine Optimisation and Internet Marketing Llew Jury, Managing Director, Reload Consulting Chair: Pam Hendry, AAPM QLD Committee | Infection Control (repeat) Sue Resnik, Infection Control Plus Chair: Carolyn Ingram, AAPM QLD Committee | Getting the Most Out of Your Diabetic Patients Dr Chrys Michaelides, Sponsored by Novo Nordisk Chair: Carmel Brown, AAPM QLD Committee |
| | P1 | P2 | P3 | P4 | P5 |

2.45pm - 3.15pm Afternoon Tea in Plaza Level Foyer

3.15pm - 3.35pm Surprise Guest Speaker in Plaza Terrace Room Chair: Desley Fricke, AAPM QLD President

3.35pm - 3.45pm Prize Draw (Winner must be present)

3.45pm - 4.25pm Plenary Session in Plaza Terrace Room - **Positive under Pressure** Andrew Horabin
 Chair: Desley Fricke, AAPM QLD President

4.25pm - 4.30pm Prizes & Conference Close in Plaza Terrace Room

ABOUT OUR PLENARY SPEAKERS

GERALDINE BURTON

Geraldine is the principal consultant of Geraldine Burton and Associates, a Sydney based psychology practice that has provided organisational consulting services to the health sector and counselling, psychotherapy and coaching services to the public since 1985.

Geraldine has postgraduate qualifications in psychology, education, coaching and hypnotherapy and has trained in a wide range of psychological therapies. She is a presenter for the University of New England Partnerships programs and is delighted to have spoken at numerous AAPM Conferences across the country.

ANDREW HORABIN

As a communication skills specialist, Andrew Horabin has worked with big and small business, Government departments, community organisations and schools in the areas of teamwork, positive conflict resolution, stress management and building relationships.

As a public speaking expert, Andrew Horabin has trained sales people, lawyers, detectives, teachers, senior managers and school students in the attitudes, knowledge and skills of confident, effective speaking.

