

CONFERENCE PROGRAM

WEDNESDAY 6 MARCH 2019

PRE-CONFERENCE WORKSHOP 1: AAPC ACCREDITED PHARMACISTS' FORUM - NEW HORIZONS IN PAIN MANAGEMENT VENUE: Meeting Rooms 5&6, GCCEC		PRE-CONFERENCE WORKSHOP 2: VACCINATION COURSE FOR PHARMACISTS VENUE: Meeting Room 3, GCCEC		PRE-CONFERENCE WORKSHOP 3: CULTURAL SAFETY WORKSHOP VENUE: Meeting Rooms 7& 8, GCCEC	
9.00am - 5.00pm  	With a focus on pain management, this forum will appeal to pharmacists who provide in-pharmacy consultations with consumers as part of the 6CPA Chronic Pain MedsCheck Trial. Funded by the Australian Department of Health as part of the Sixth Community Pharmacy Agreement (6CPA) Pharmacy Trial Program (PTP), the trial will focus on improving the lives of thousands of Australians who face the daily battle of chronic pain. The program is structured to provide accredited pharmacists, those undergoing accreditation, and other interested pharmacists with relevant high-quality education covering therapeutics, practice pointers and clinical controversies. Presentations will be delivered by a range of experienced consultant pharmacists and clinicians. Open to all pharmacists, the day is designed to equip you with the knowledge and skills to contribute to shared therapeutic decision making and to improve the management of chronic pain in the community. Cost: \$385.00 per person Inclusions: Morning tea, lunch and afternoon tea	9.30am - 4.30pm 	The Guild's Vaccination Course for Pharmacists provides you with vaccinator qualification and 24 group 2 CPD points The course provides: <ul style="list-style-type: none"> • 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 <i>NB: This course is open to pharmacists practising in QLD, NSW, ACT and NT only (course does not currently meet requirements for all jurisdictions).</i>	9.30am - 12.30pm	This three hour interactive workshop will explore Indigenous community and patient engagement and strategies for retention. With a focus on pharmacy, the workshop will enable participants to work in a culturally safe space, ask questions and learn about areas such as the purpose of closing the gap targets, Australian history based on truth, the diversity of Indigenous cultures and the consequences of exclusion leading to inclusion. The workshop is designed to encourage participant engagement. Participants will take away workable actions and strategies for engagement with Indigenous patients and their team. Facilitator: John Briggs, Managing Director, John Briggs Consultancy
				PRE-CONFERENCE WORKSHOP 4: BIOSIMILARS - PHARMACY PROGRAM VENUE: Meeting Rooms 7& 8, GCCEC	
				1.30pm - 4.30pm 	This three hour workshop is in three parts. Part 1 - will support pharmacists through the completion of the Guild's program for MSD's biosimilar. This program is a prerequisite for the Pharmacy Program which is eligible for CPD points and will be detailed in Part 2. The Guild course provides clinical and product information for the biosimilar for etanercept and assists pharmacists to provide support to patients. Part 2 - details the Pharmacy Program. There are two key objectives to the Pharmacy Program: 1. To help improve patient health outcomes by educating pharmacists and patients about biosimilars and specifically about the biosimilar for etanercept. 2. To ensure pharmacists provide the best care they can for patients needing these medicines. Part 3 - pharmacists will showcase their experience in this area of practice and the steps they have undertaken to implement the Pharmacy Program. This part includes a Q&A session in which delegates are encouraged to participate. The workshop will be facilitated by Kos Sclavos, the PharmaPrograms systems architect who has written this Pharmacy Program. Cost: FREE (numbers are limited - register by 1 March to secure your place) Inclusions: Afternoon tea
1.00pm - 7.00pm	REGISTRATION DESK OPEN				

THURSDAY 7 MARCH 2019

7.00am - 7.00pm	REGISTRATION DESK OPEN				
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A					
8.30am - 10.30am 	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.				
10.30am - 11.00am	MORNING TEA				
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A			CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7		
11.00am - 11.45am 	Panel Session: Pharmacy as a pain destination - international case studies of the role of community pharmacy Post the up-scheduling of codeine in Australia, it is vital for community pharmacy to demonstrate it is still the primary source for pain relief in Australia. This panel session, which will feature international pharmacy leaders, will discuss what lessons we can learn from overseas markets and what can be implemented in Australia. Facilitator: Kos Sclavos, Senior Health Strategist, Sinapse Panellists: Doug Hoey, Chief Executive Officer, National Community Pharmacists Association (US); Christine Hrudka, Chair, Canadian Pharmacists Association; Mark Burdon, North East and Cumbria Regional Representative, Pharmaceutical Services Negotiating Committee (UK); Graeme Blanchard, President, Pharmacy Guild of New Zealand; Darragh O'Loughlin, Secretary General, Irish Pharmacy Union; Glenn Cochrane, Regional Director ANZ Health, Reckitt Benckiser; George Tambassis, National President, The Pharmacy Guild of Australia	11.00am - 11.30am 	Clinical Bites: Hay fever - an aristocratic disease? Hay fever, an allergy to pollen, sounds like an ancient, rural name for a long-established malady. But two centuries ago nobody had heard of it. What do we know about this condition in the 21st century? Based on the results of a recent epidemiological study on the effects of allergic rhinitis in children, this session will explore how health care professionals are tackling this condition in Australia. Speaker: Professor Sinthia Bosnic-Anticevich, Principal Research Fellow, Woolcock Institute, The University of Sydney		
		11.30am - 12.00pm 	Clinical Bites: Harnessing the microbiome for better health outcomes The gastrointestinal microbiome influences our health in numerous ways and most certainly, there are significant opportunities to improve health by shaping the composition of this microbiome through dietary intervention. Over the years, there have been many attempts to amend the microbiome by modifying diets or by including probiotics into the diet by way of food or dietary supplements. This session will shed light on the latest developments in this exciting field of research, with examples on how protein, resistant carbohydrates and probiotics may have an impact on the composition of the microbiome and its influence on health. Speaker: Dr Anders Henriksson, Principal Application Specialist, DuPont Nutrition & Health		
11.45am - 12.30pm 	Education Session Session details will shortly be available on the conference website at www.appconference.com .	12.00pm - 12.30pm 	Clinical Bites: Demystifying abdominal pain Abdominal pain is a common presentation in the pharmacy, but the diagnosis can be varied and challenging to differentiate. Whether it is an acute abdominal pain presentation or functional gastrointestinal disorder, the pharmacist must be able to ask the right questions to assess the urgency of care and advise on the appropriate next steps of management. This session will provide a summary of the different types of abdominal pain, the role of the pharmacist in managing abdominal pain, and how efforts can be optimised to improve the outcomes of those suffering abdominal pain. Speaker: Joyce McSwan, Pharmacist & Clinical Program Director, Gold Coast Primary Health Network Persistent Pain Program		

 This session is related to Community Pharmacy 2025 (CP2025)

<p>12.30pm – 2.00pm</p>  	<p>LUNCH Garden Terrace Marquee Lunch or Level 1 Lounge Lunch (Quick Lunch)</p>	<p>CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7</p> <p>12.30pm – 1.00pm</p>   <p>Clinical Bites: Compounding Pharmacy - improving quality, minimising risk The compounding of medicines is an expanding business opportunity in community pharmacy and appropriate risk management is important for success. While compounded products do not have to be registered by the TGA, pharmacists are still responsible for the quality of these products. This session will explore risk management in compounding with the use of dedicated compounding software and the implementation of Operating Procedures. The incorporation of these is vital to ensure product quality and patient safety. Speaker: Marina Holt, Pharmacist & Education and Training Manager, PCCA</p>	
<p>PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A</p>			
<p>1.15pm – 2.00pm</p>  	<p>Alan Russell Oration: The future of healthcare Be prepared to go on a journey into the future of healthcare that in many ways will seem like it's straight out of a science fiction movie, but is in fact already happening around the world due to stunning advances in the convergence of medical research and technology. Speaker: Shara Evans, Futurist</p>		
<p>PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A</p>	<p>CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7</p>	<p>RURAL PHARMACY FORUM VENUE: Meeting Room 8</p>	
<p>2.00pm – 2.45pm</p>  	<p>Panel Session: E-health and pharmacy – from electronic prescriptions to electronic health records In Australia, the My Health Record system, of which electronic prescriptions are a critical part, is full steam ahead. Featuring a panel of international pharmacy leaders, this session will discuss how electronic prescriptions and electronic health records have impacted community pharmacy overseas. Opportunities that the new environment presents for community pharmacy in Australia will also be discussed. Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia Panellists: Doug Hoey, CEO, National Community Pharmacists Association (US); Christine Hrudka, Chair, Canadian Pharmacists Association; Sue Sharpe, Secretary General, World Pharmacy Council; Graeme Blanchard, President, The Pharmacy Guild of New Zealand; Darragh O'Loughlin, Secretary General, Irish Pharmacy Union; Paul Naismith, CEO, FRED IT Group; George Tambassis, National President, The Pharmacy Guild of Australia</p>	<p>2.00pm – 2.30pm</p>  <p>Clinical Bites: Osteoarthritis and opportunities for pharmacist intervention Osteoarthritis results in disabling symptoms in 10% of people older than 55 years. Treatment guidelines include strategies ranging from weight loss, muscle strengthening and joint replacement to cell-based therapies. In practice, analgesic/ anti-inflammatory drugs are most frequently prescribed, however there are safety considerations with long-term use. Despite controversy surrounding symptomatic slow-acting drugs use, these agents are commonly used to control symptoms. This session will explore evidence for management options and provide pharmacists with an approach to improve the lives of patients affected by osteoarthritis. Speaker: Dr Treasure McGuire, Medicines Information Pharmacist</p> <p>2.30pm – 3.00pm</p>  <p>Clinical Bites: Natural Gout Gout is a debilitating inflammatory condition affecting four times more men than women. Management of gout can be challenging and relies on reducing inflammation and uric acid production, combined with assessment and adjustment of contributing dietary and lifestyle factors. This session takes a closer look at natural gout management, including a review of researched based interventions for reducing uric acid levels and managing inflammation. Practical suggestions for improving lifestyle habits to assist with this condition will also be provided. Speaker: Isabelle Baissac, Naturopath & Senior Educator, BioCeuticals</p>	<p>Rural Pharmacy Forum 1.30pm – 5.30pm This half day forum will enable discussion of current and future solutions addressing workforce issues in rural and remote community pharmacy. We will explore opportunities for long-term sustainability using the CP2025 nine growth pathways, with specific focus on how this can be achieved in the rural environment. Discussion will include the expansion of clinical training opportunities, student and intern placements, pharmacist remuneration and funding, innovation and integrated collaboration across allied health teams in communities and broadening the range of health related services within community pharmacy. Recruitment and retention continues to challenge rural and remote pharmacies and the forum will provide an overview of the Guild's work towards addressing this and broader workforce issues across Australia. The forum will provide attendees the opportunity to network and exchange information.</p>  
<p>2.45pm – 3.30pm</p> 	<p>Education Session Session details will shortly be available on the conference website at www.appconference.com.</p> <p>3.00pm – 3.30pm</p>  <p>Clinical Bites: An evidence-based skin integrity model for continence & skin health management This session will discuss the latest clinical evidence that supports the need for a skin integrity management plan for the incontinent individual. Recommendations from the evidence will be examined to ensure that you and your staff are equipped with the latest tools and knowledge to provide the best outcomes for your customers. Speaker: Sonya Meyer, Hospital Clinical Educator</p>		
<p>3.30pm – 4.00pm</p>	<p>AFTERNOON TEA</p>		
<p>PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A</p>	<p>CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7</p>		
<p>4.00pm – 4.45pm</p>  	<p>Education Session: How your pharmacy can benefit by thinking like an entrepreneur Is your pharmacy business prepared for the future? How can you embrace change and achieve success? This session will take a look at the considerations that you can start to make based on the lessons of past business experience, and the current investment expertise of Network Ten's 'Shark' Steve Baxter, revered entrepreneur, investor and mentor. Speaker: Steve Baxter, Tech Entrepreneur</p> <p>4.45pm – 5.30pm</p>   <p>Education Session: Lactern Rock – what can you be? For over 30 years, brand expert, cultural anthropologist and best-selling author, Simon Hammond has pushed the boundaries of traditional thinking to provoke creative change within global business. This session will examine the re-emergence of belief as a powerful business positioning tool in the pharmacy sector. Using live music, popular cultural cues and brand strategy, Hammond and guitarist Sam Vandenberg will show how successful businesses in 2019 enable consumers to align and belong to relevant points of view and shared beliefs. Through his BE Brands methodology and insights into consumer truths, Hammond will present the thinking that has reshaped hundreds of organisations around the world. Speaker: Simon Hammond, Founder, Hammond Thinking</p>		
<p>4.30pm – 5.00pm</p> 	<p>4.00pm – 4.30pm</p> <p>Clinical Bites Session details will shortly be available on the conference website at www.appconference.com</p> <p>4.30pm – 5.00pm</p>  <p>Clinical Bites: The role of the pharmacist in anaphylaxis care Anaphylaxis, the most severe form of allergic reaction, is potentially life threatening and should be treated as a medical emergency which requires immediate treatment and urgent medical attention. This session will provide an overview on anaphylaxis, identify common anaphylaxis triggers, and outline the resources available to assist patients who present for anaphylaxis prevention management. Speaker: Professor Pete Smith, Allergist and Immunologist, Queensland Allergy Services</p> <p>5.00pm – 5.30pm</p>  <p>Clinical Bites: Effects of UVA on skin (UVA photo-toxicity) UVA has always been known for its effects on premature aging and pigmentation, but what about the evidence relating to UVA and skin cancer? Do all sunscreens claiming SPF 50+ protection provide the same coverage against UVA? How much sunscreen is enough? How important is the texture of a sunscreen in relation to compliance? This session will discuss these findings and how to counsel patients. Speaker: Associate Professor Scott Byrne, Senior Academic, Westmead Institute for Medical Research</p>		
<p>5.30pm – 8.30pm</p> 	<p>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</p>		

FRIDAY 8 MARCH 2019

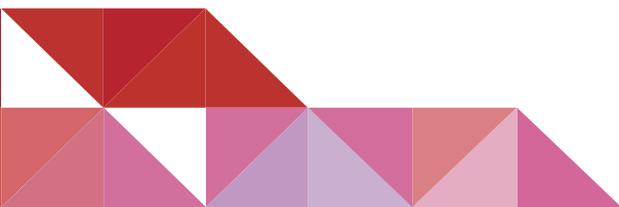
7.00am – 8.00am	Guild Member (Proprietor) Only Breakfast: Industry Update This session is open to Proprietor Guild Members only. National President George Tambassis will present a confidential update on key issues affecting community pharmacy. Speaker: George Tambassis, National President, The Pharmacy Guild of Australia Cost: \$50.00 per person (includes hot breakfast) VENUE: Pavilion Ballroom, The Star Gold Coast	 	
7.30am – 5.45pm	REGISTRATION DESK OPEN		
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A			
8.30am – 9.30am	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. Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia Panellists: Lindsay Forrest, Director & Chairman of the Board, Australian Self Medication Industry Association; Mark Hooper, Chair, National Pharmaceutical Services Association; Sylvain Vigneault, Chair, Generic and Biosimilars Medicines Association; Elizabeth de Somer, CEO, Medicines Australia; George Tambassis, National President, The Pharmacy Guild of Australia	 	
9.30am – 5.00pm	TRADE EXHIBITION OPEN		
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7	
9.30am – 10.00am	Education Session: Mastering Community Pharmacy Community pharmacy is often described as a 'one stop shop', a local hub where patients can access prescriptions, advice, vaccinations, health checks, beauty consultations, and more, 12 hours a day. Pharmacists are a jack of all trades and unfortunately, the pressure of this dynamic business can lead to the age-old dilemma – jack of all trades, master of none. So how do you manage 2019 and beyond? This session will explore some simple ways you can make a significant difference to your pharmacy's performance and your patient outcomes. Speaker: Feras Karem, Managing Director, Pharmacy 4 Less	 Clinical Bites: Functional Digestive disorders – benefits of treatment with herbal medicine This session will explore Functional Gastrointestinal Disorders (FGID) such as Functional dyspepsia (FD) and Irritable Bowel Syndrome (IBS) and the associated symptoms. How are FGID diagnosed and classified, what causes FGID and its prevalence, and QOL impact of the symptoms will also be discussed. How to choose appropriate treatment option/s, including a herbal medicine clinically proven and having a multi-targeted action, will also be covered. Speaker: Professor Geoff Hebbard, Director Gastroenterology and Hepatology, The Royal Melbourne Hospital	Early Career Progression Stream 9.30am – 5.00pm This stream focuses on community pharmacy career pathways and will assist pharmacists, early career pharmacists, interns and students in developing the knowledge and skills needed to be the leaders and future owners of community pharmacy. 
10.00am – 10.30am	MORNING TEA		

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7		EARLY CAREER PROGRESSION STREAM VENUE: Meeting Room 9
10.30am – 11.15am	 Education Session: The future of the pharmacy profession – listening for the faint signals of change This presentation will examine three ways of thinking about the future to make the most of the opportunities and challenges. The main issues confronting the future of the pharmacy profession will also be examined. Speaker: Dr Keith Suter, Global Futurist	 Clinical Bites: Probiotics in obstetrics and gynaecology The vaginal microbiota plays an important role in maintaining women's health. When this predominantly Lactobacillus community is disrupted or decreased, vaginitis or other diseases affecting pregnancy or the newborn may occur. Vaginitis is often caused by bacterial vaginosis (BV) and vulvovaginal candidiasis (VVC). However, therapy with oral antibiotics is often ineffective. The dominance of Lactobacilli in healthy vaginal microbiota and its depletion in BV and VVC has given rise to probiotics for treatment and prevention of vaginitis. The vaginal microbiota undergoes many changes throughout pregnancy, but certain probiotics may provide an effective means to stabilise vaginal flora during this period. Speaker: Professor Franco Vicariotto, Obstetrician & Gynaecologist		
11.15am – 12.00pm	 Education Session: Transforming Retail Pharmacy with advanced analytics & machine learning This session will demonstrate key concepts of advanced analytics and machine learning and how these optimize the basic elements of running an efficient and profitable pharmacy. Specialized techniques and tools used to determine product mix, strategic pricing and to deliver improved quality of care at the lowest possible prices will be discussed, as will innovative software to improve process efficiency and execute strategies to increase profitability, whilst effectively managing stock availability. Speaker: Dr Ian Tho, Customer & Risk Analyst; John Kardis, Pharmacist & Business Owner	 Clinical Bites: Building loyalty – how to unlock the Community Pharmacy customer experience (understanding the difference between proactive and reactive pharmacy shopper behaviours) This session will deliver independent Australian pharmacy research findings on the role pharmacists can play in delivering strategic, ethical and commercially smart patient-centred interventions to their customers. With a key focus on community pharmacy outcomes and service-based delivery expectations and recommendations, the session will also focus on the role integrative health interventions can play in patient care when considered part of a full-service, community-based business model. Speaker: Brett Ballantine, Branding & Retail Marketing Expert		
		 Clinical Bites: The evolution of Community Pharmacy – supporting the varied roles of Modern Pharmacists (patient-centric management for today's busy pharmacist) This session will provide key learnings to support modern pharmacists in their mixed and varied roles as the medical expert, the business manager and the holistic partner, with an emphasis on patient centric treatment protocols to support patient care and build strong customer loyalty. Speaker: Amber Foley, Naturopath & Integrative Medicine Educator		

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FRIDAY 8 MARCH 2019

12.00pm – 2.00pm  	LUNCH Garden Terrace Marquee Lunch or Level 1 Lounge Lunch (Quick Lunch)	CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7 12.00pm – 12.30pm 	Clinical Bites: The importance of hydration when treating dermatological skincare conditions This session will provide strategies on how to best address patient skincare needs when managing dermatological skincare conditions, with the aim of improving quality of life. The importance of hydration when treating dermatological skincare conditions, what to consider when recommending adjunctive skincare and the hydration benefits of cleansers and moisturisers to improve therapy outcomes will be discussed.	EARLY CAREER PROGRESSION STREAM VENUE: Meeting Room 9
12.30pm – 2.00pm 	International Women's Day Lunch This lunch is open to all female pharmacists, pharmacy staff and students who are registered as full and day delegates. VENUE: South Eastern Terrace			
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A 1.15pm – 2.00pm  	Education Session: Using data and technology to improve patient satisfaction and sales Pharmacists' professional roles have matured to include provision of information, education, and pharmaceutical care services. At the same time, pharmacists and assistants are much loved in their communities and have established personal relationships with their patients. In a technological era when pharmacists use advanced dispensing and point-of-sales systems to collect significant customer data, it can be challenging to navigate information sharing, responsible behaviour and interpersonal patient connections. This session will explain how you can use the disruptive power of data and social technology to increase patient satisfaction and sales. Speaker: Lauren Fried, Entrepreneur, Marketer & TV Personality	12.30pm – 2.00pm  	LUNCH 11.30am – 2.00pm Garden Terrace Marquee Lunch 12.30pm – 2.00pm Level 1 Lounge Lunch (Quick Lunch)	



PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A 2.00pm – 2.45pm 	Education Session: Electroceuticals – effective non-pharmacological treatments as part of multi-modal pain management Central sensitisation is often seen as the physiological explanation for many neurological disorders, such as chronic pain. Electroceutical treatments may provide a non-invasive means of desensitisation. This session will provide insights into the role of electroceuticals as valuable, non-prescription interventions in multi-modal chronic pain management. Speaker: Sree Koneru, Vice President Product Development, BioElectronics Corporation (US)	CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7 2.00pm – 2.30pm 	Clinical Bites: Dietary interventions for Irritable Bowel Syndrome (IBS) IBS appears to be on the increase in Australia, now affecting approximately 10% of the population. IBS can be difficult to diagnose, has a variety of symptoms and can have a significant negative impact on quality of life for sufferers. This presentation will cover some of the latest research in the dietary management of IBS, specifically looking at the low FODMAP diet, with the aim of helping pharmacists to advise their customers on ways to get symptom relief. Speaker: Dr Jane Winter, Accredited Practising Dietitian	EARLY CAREER PROGRESSION STREAM VENUE: Meeting Room 9
2.45pm – 3.30pm  	Panel Session: Remunerated Professional Pharmacy Services around the world – opportunities for Australia This panel session will showcase remunerated services in community pharmacy throughout the world. International pharmacy leaders, as well as key Australian representatives, will discuss the types of professional services that work well in pharmacy, as well as the key elements of successful programs. Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia Panellists: Doug Hoey, CEO, National Community Pharmacists Association (US); Christine Hrudka, Chair, Canadian Pharmacists Association; Sue Sharpe, Secretary General, World Pharmacy Council; Graeme Blanchard, President, The Pharmacy Guild of New Zealand; Darragh O'Loughlin, Secretary General, Irish Pharmacy Union; Roger Millichamp, Managing Director Asia Pacific, Apotex	2.30pm – 3.00pm 	Clinical Bites: The first 1,000 days of life – the latest research & how to engage patients The first 1,000 days of life marks an important and highly influential period that not only has a bearing on our growth and development, but on our long-term health as adults. The journey starts with the health of a baby's parents during pre-conception, which can be a challenging topic to address in a pharmacy setting. This session will look at ways to engage and offer advice to patients in this delicate stage, as well as discuss the latest research and studies in male reproductive health, pregnancy and breastfeeding. Speaker: Di Mitchelmore, Immunology and Microbiology Medical Scientist	
3.30pm – 3.45pm	AFTERNOON TEA	3.00pm – 3.30pm 	Clinical Bites: Beyond the dressing – where does nutrition fit in wound healing? Chronic wounds are a major health concern, with malnutrition and older age both being major risk factors for developing a wound. It is important that nutrition is considered a fundamental part of any wound management plan. Without adequate nutrition healing of wounds may be delayed, wound strength may be impaired, making it prone to breakdown, or the wound may not heal at all. This session will discuss the nutritional requirements for someone with a wound and look at the clinical research of supplementing with additional nutrients for faster wound healing. Speaker: Fiona Justice, Accredited Practising Dietitian	
		3.30pm – 4.00pm	AFTERNOON TEA	

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7		EARLY CAREER PROGRESSION STREAM VENUE: Meeting Room 9
3.45pm – 4.30pm	Education Session: Pharmacy partnerships to optimise osteoporosis outcomes Join Dr Chrys Michaelides, who will discuss the critical role that pharmacists play in managing osteoporosis in 2019 and Kos Sclavos, who will introduce a comprehensive osteoporosis pharmacy program to support your business, and help patients at risk of fracture. Speakers: Dr Chrys Michaelides, General Practitioner; Kos Sclavos, Senior Health Strategist, Sinapse 	4.00pm – 4.30pm	Clinical Bites: Australia's ageing population & its impact on community pharmacy Australia's population is older and more diverse than ever before. This session will cover what this means for people with incontinence and how it impacts pharmacy as a place for trusted advice. Key initiatives such as CAPS and engagement strategies will also be covered. Speaker: Claire Dobson, Community Continence CNC, South Western Sydney Local Health District 	
4.30pm – 5.30pm	Education Session Session details will shortly be available on the conference website at www.appconference.com 	4.30pm – 5.00pm	Clinical Bites: The burden of allergic rhinitis in adolescents – should we be concerned? Allergic rhinitis and allergic rhinoconjunctivitis are often considered to be trivial diseases, despite having a significant impact on quality of life. This session will explore the detrimental effect of allergic rhinitis in adolescents and strategies to minimise the burden, including the role of pharmacists in the optimal management of allergic rhinitis. Speaker: Professor Pete Smith, Allergist and Immunologist, Queensland Allergy Services 	
		5.00pm – 5.30pm	Clinical Bites Session details will shortly be available on the conference website at www.appconference.com 	

7.00am – 8.15am	Breakfast Educational: Celebrating Innovation – Breakfast with Guild Pharmacy of the Year Winners Celebrating Innovation provides delegates with the opportunity to learn from the Guild Pharmacy of the Year winners. During the breakfast session delegates will learn about what key steps these industry leaders took in planning and growing their businesses and how the CP2025 growth pathways can help to provide the foundations for change, growth and a sustainable future. VENUE: Meeting Rooms 5&6  			
7.00am – 5.00pm	REGISTRATION DESK OPEN			
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A				
8.30am – 9.00am	Plenary: Pharmacists practising at full scope of practice This session will provide an international example from Saskatchewan, Canada where pharmacists are increasingly practicing to full scope, including the prescribing of hormonal and emergency contraceptives, medications for ailments such as uncomplicated urinary tract infections in women, and erectile dysfunction medications. Speaker: Christine Hrudka, Chair, Canadian Pharmacists Association  			

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7		
9.15am – 9.45am	Education Session: Redefining value in the management of chronic disease The role of a community pharmacist is shifting and evolving, as is the treatment landscape for chronic disease. With the increase in dispensing of high cost medicines, there is a need to maintain value as a medicines specialist and to forge partnerships with other healthcare providers to become a key part of a clinical care team. How can you redefine your value as a full scope pharmacist, ensuring the optimal use of high cost medications and better health outcomes amongst those with chronic disease? Join our panel discussion to hear from leaders in pharmacy and chronic disease management on innovative ways to redefine your value.  	9.15am – 9.45am	Clinical Bites: A "complete" approach to Dry Eye Dry eye disease affects hundreds of millions of people throughout the world. Market research shows that many patients take their ocular symptoms for granted, and are unaware that they are suffering from a complex dry eye disease. Patients may also visit a pharmacy to self-select over the counter preparations, but end up being confused by the wide range of artificial tears available on the market. This session will discuss the signs and symptoms of dry eye disease and the diagnosis and management approach as per the latest 2017 TFOS Dry Eye Workshop II Report. Different lubricant eye drops will be categorised to identify which drops should be used for which type of dry eye patient. Speaker: Anson Tang, Optometrist 	
9.30am – 5.00pm	TRADE EXHIBITION OPEN			
9.45am – 10.15am	MORNING TEA			
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7		
10.15am – 11.00am	Education Session: Dynamic Dispensing – a whole solution A medication inventory management robot enables pharmacies to manage up to 97% of common dispensary stock automatically. Following a 1-touch philosophy, the inventory handling would be reduced to a single touch from delivery to dispensing. To further streamline the pharmacy workflow, digital displays extend the concept to non-prescription medication. Modern pharmacies in Australia are actively promoting quality consultations, patient convenience and a smart shopping experience across all product segments. Find out how Dynamic Dispensing can help you achieve this. Speaker: Dirk Bockelmann, Sales Director International, BD Rowa  	10.15am – 10.45am	Clinical Bites: Clearing the air on intranasal corticosteroids The Australasian Society of Clinical Immunology and Allergy Guidelines recommend intranasal corticosteroids (INCS) as a first line option for moderate to severe allergic rhinitis. So why are customers for whom an INCS is recommended either not always being offered optimal relief or not adhering to treatment? This session will highlight the need for greater education on recognising when to recommend an INCS spray to manage allergic rhinitis, plus the importance of educating customers so they can get the best out of treatment – through setting realistic expectations for onset of relief and clear communication around correct use. 	
		10.45am – 11.15am	Clinical Bites Session details will shortly be available on the conference website at www.appconference.com 	

 This session is related to Community Pharmacy 2025 (CP2025)

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		CLINICAL SESSION STREAM VENUE: Meeting Rooms 5-7	
11.00am – 12.00pm 	Ann Dalton Address: Pandora's Box In this entertaining session author of 'Pandora's Box' Dr Cindy Pan will lift the lid on life's 'little nasties' and take a humorous look at health, relationships, sex and drugs. Speaker: Dr Cindy Pan, General Practitioner, Television Personality & Author	11.15am – 11.45am 	Clinical Bites Session details will shortly be available on the conference website at www.appconference.com
12.00pm – 2.00pm 	LUNCH Garden Terrace Marquee Lunch or Level 1 Lounge Lunch (Quick Lunch)	11.45am – 12.15pm 	Clinical Bites: New management approaches in nerve pain – a practical guide to optimising customer outcomes Nerve pain is commonly reported as the most severe form of pain, can be challenging to manage, and for many patients is not well controlled. Pharmacists often find themselves at the frontline of care, with many patients seeking advice on pain relief. This session will provide pharmacists with an understanding of their role in the management of nerve pain and how to assist customers seeking relief. An understanding of the mechanisms involved, new terminology, updated guidelines and treatment options will be discussed, with a practical application using the Pain MedsCheck to demonstrate how pharmacists can improve patient outcomes. Speaker: Joyce McSwan, Pharmacist & Clinical Program Director, Gold Coast Primary Health Network Persistent Pain Program
		12.15pm – 12.45pm 	Clinical Bites Session details will shortly be available on the conference website at www.appconference.com .

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A			
1.15pm – 2.00pm 	Education Session: The little bacteria that could – a tale of development of Streptococcus salivarius probiotics for ear, nose and throat This session will discuss the discovery, development and delivery of a new concept of probiotics for the oral cavity. Find out how orally-targeted probiotics can promote a healthy oral microbiome and help people improve their oral health through reduction in streptococcal sore throats, otitis media, improved breath and dental health. Speaker: John Hale, CTO, Blis Technologies	1.00pm – 2.00pm 	LUNCH Garden Terrace Marquee Lunch or Level 1 Lounge Lunch (Quick Lunch)
			

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		BUSINESS SESSION STREAM VENUE: Meeting Rooms 5-7	
2.00pm – 2.30pm 	Education Session: Differentiating your pharmacy with a patient-centric model A patient focused pharmacy model can create a sustainable, relevant and profitable business in the face of future pharmacy industry challenges. For pharmacy owners who are looking to make a difference to patient health care and delivering in-pharmacy professional services, this session will cover the differentiation strategies required to future proof independent community pharmacies and work towards positive business growth. Speaker: Swarup (Sam) Afsar, Pharmacist, Proprietor & Brand Development Manager, Pharmacy 777	2.00pm – 2.30pm 	Business Bites: Smarter pharmacy management in tough times With tighter margins and more pressure on the bottom line than ever, owners need to have access to clearer data in order to make quicker, and ultimately better, decisions in running and managing their pharmacy. Through effective use of technology and applying tried and tested pharmacy performance measures, owners can view what is going on more easily today with less effort required – it is simply a matter of re-shaping the management process. This session will bring together technology and management to show owners how they can keep their eye on their business without being bogged down in paperwork or the data-gathering process, as well as provide a reminder of the basics in pharmacy management that owners sometimes forget due to the busy environment that we now all operate in. Speaker: Peter Saccasan, National Director, Pharmacy Services, RSM Australia
			

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		BUSINESS SESSION STREAM VENUE: Meeting Rooms 5-7	
2.30pm – 3.00pm 	Education Session: Biosimilar update To support the educational activities being undertaken as part of the Biosimilar Education Grant, GBMA Education will produce quarterly literature reviews on biosimilar medicines. These reviews will incorporate a search of all clinical, academic and policy journals and ensure that evidence is kept up to date on the key focus areas of comparability, health outcomes, trends in biosimilar uptake and the perspectives and awareness of biosimilar medicines by patients and practitioners. The focus of this session is to critically explore the rapid evolution of the literature in these areas and to describe the emerging themes since biosimilar medicines became available. Speaker: Associate Professor Michael Ward, School of Pharmacy and Medical Sciences, University of South Australia	2.30pm – 3.00pm 	Business Bites: Pharmacy optimisation This session will provide tips and guidelines on how to make your shelf space work without investing a fortune. Speaker: Andy Buckle, Director of Retail & Supply Chain, KPMG
			

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		BUSINESS SESSION STREAM VENUE: Meeting Rooms 5-7	
3.00pm – 3.30pm 	Education Session: Cardiovascular management and energy production scientific updates with Next Generation CoenzymeQ10 / Ubiquinol Ubiquinol, the readily available form of absorbable CoQ10, is an endogenously synthesized lipophilic antioxidant which delivers potent antioxidant and cellular energy function in the body. There is increasing evidence supporting the antioxidant and mitochondrial energy benefits of Ubiquinol as an important adjunct in a variety of conditions including cardiovascular health and cellular (mitochondrial) energy production. Maintaining optimal blood levels of Ubiquinol is essential to demonstrate benefit in cardiovascular health, minimising potential statin-induced myopathy and a variety of other cardiac disorders as well as vital energy production. Speaker: Dr Jason Kaplan, Integrative Cardiologist	3.30pm – 4.00pm 	Business Bites: Do you want to buy or sell a pharmacy? What's next for you? Tricks and traps for pharmacy buyers and sellers This session will provide an update on the current market prices for pharmacies sold throughout Australia, as well as provide an insight into pharmacy succession and preparing your exit plan. Partnership and non-equity partnerships, as well as tricks and traps for pharmacy buyers (buying a pharmacy) and sellers (selling a pharmacy), will also be covered. Speaker: Frank Sirianni, Managing Director, Medici Capital

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		BUSINESS SESSION STREAM VENUE: Meeting Rooms 5-7	
4.15pm – 5.00pm 	The Great Debate: Team Australia vs The Rest of the World Come along and see a team of high profile Australian debaters repel a squad of international challengers, debating the proposition that "Australia is ahead of the pack." In this no holds barred contest, the team from downunder will be singing the praises of all things Australian – from pharmacy innovation, to sporting prowess, pristine beaches, the Opera House, and our Prime Ministerial turnover rate. The Rest of the World will beg to differ. Who will win? You be the judge. Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia Affirmative Team: Trent Twomey, Senior National Vice President, The Pharmacy Guild of Australia; Catherine Bronger; Natalie Willis, National Councillor, The Pharmacy Guild of Australia Negative Team: Darragh O'Loughlin; Sue Sharpe, Secretary General, World Pharmacy Council; Doug Hoey, Chief Executive Officer, National Community Pharmacists Association (US)	4.00pm – 4.30pm 	Business Bites: The future of medicines adherence – opportunities for pharmacy and patient health outcomes Technology is levelling the playing field for ALL pharmacies. Discover opportunities to benefit your pharmacy and your patients, and learn how digital health innovation is helping and empowering patients to take control of their health now, and into the future. The session will examine ways to ensure your pharmacy is part of this rapid change, including gamification, health apps and intelligent service prompting.
			
		4.30pm – 5.00pm 	Business Bites: How do you handle challenging clinical discussions with prescribers? What is your professional responsibility and potential liability? PDL, the leading risk advisor to pharmacists and the pharmacy profession, will provide hands-on methods to handle challenging scenarios in the pharmacy, both articulately and with confidence. Real incident case scenarios will be provided to help prevent pharmacists from "learning the hard way".

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		BUSINESS SESSION STREAM VENUE: Meeting Rooms 5-7	
7.00pm – midnight 	APP Street Party – Studio 54/Disco Immerse yourself in a night of 70s disco at this year's Street Party, where flares, platform shoes, glitter and disco balls will be the order of the night. Street Party favourite, comedian Bob Downe is back as MC to perform some of his disco mega hits, as is Lisa Hunt's Forever Soul band with their mix of Motown, disco, soul, R&B, and funk. Headlining the main arena will be the Kylie Minogue tribute show 100% Kylie, who will perform hits including <i>Spinning Around</i> , <i>Locomotion</i> and <i>Can't Get You Out of My Head</i> . For those wanting a quieter Street Party experience, join our silent disco in the marquee. This area will also feature a beauty bar applying 70s makeup, a themed photo booth, roving entertainment and much more. VENUE: Pavilion Ballroom, The Star Gold Coast		
			

SUNDAY 10 MARCH 2019

8.30am – 1.30pm
REGISTRATION DESK OPENOUR COMMUNITIES STREAM: HARM MINIMISATION
VENUE: Meeting Room 9

9.00am – 10.30am



Harm Minimisation has become the buzz topic in the health sector. As we continue to follow the US overdose path, it is essential that attempts are made to curb the damage done by hazardous drug use. The role of pharmacy has been well established through Government projects such as the Chronic Pain Medscheck Trial and the Real Time Prescription Monitoring progress. The aim of this session is to improve the pharmacists ability to engage with patients at all levels of care. The workshop will explore new pharmacotherapies, discuss current treatments and explore initiatives designed to keep people safe.

THE PHARMACY GUILD OF AUSTRALIA:
OUR JOURNEY TO 2025
VENUE: Meeting Rooms 7&8

9.00am – 12.30pm



The Guild's vision for CP2025 is to 'Serve the needs and preferences of patients and consumers through a vibrant, dynamic and commercial pharmacy network'. This session will explore the 'CP2025 Framework for Change' and the practicalities and challenges of implementation. It will workshop ways the Guild can assist, provide case studies of pharmacies which have championed change, and reveal how you can develop a plan to implement your own change agenda. A wide range of topics from health services through to technology, business operations and the 7CPA will be explored. Don't miss this opportunity to engage directly with 'Your Guild' on the journey to 2025 and beyond.

MANAGEMENT & OPERATIONS STREAM
VENUE: Meeting Rooms 5&6

9.00am – 9.30am

**Influencer based communication – encouraging your customers to promote you**

Research by Neilson tells us that 4 out of 5 Australians trust recommendations from someone they already know, and 3 in 5 trust comments from other online consumers. Influencer based communication is growing, and generating and sharing social proof is now essential for all organisations. This session will provide real-life examples and practical ideas so you can use social media, as well as some offline tactics, to encourage your customers to act as influencers and advocates of your brand.

Speaker: Mel Kettle, Communication & Social Media Expert

9.30am – 10.00am

**10 ways to sell more effectively to mums**

Mums hold the overall purchasing power in the majority of households around the country. They are the primary decision makers when it comes to houses, cars, holidays, food and healthcare. This session will reveal key trends and the latest research to identify 10 low-cost ways to sell more effectively and successfully to mums.

Speaker: Katrina McCarter, Founder & CEO, Marketing to Mums

10.00am – 10.30am

**A step ahead**

This session will outline exciting trends on the horizon for the industry and how they will impact on your role in 2020. A six-step process to being a trend-spotter will be provided, as well as a guide on how to empower your team to stay agile, nimble, innovative and obsessed about delivering exceptional customer experiences. How to get ahead of the tech curve, what 'digital' will mean in 2020 and how to innovate from the outside in and incubate from the inside out will also be covered.

Speaker: Amanda Stevens, Customer Experience Expert9.30am – 12.30pm
TRADE EXHIBITION OPEN10.30am – 11.00am
MORNING TEA

11.00am – 1.30pm

11.00am – 11.30am

**Mental health and your workplace**

Healthy workers and healthy workplaces provide a plethora of benefits for individuals and the business including engaged, motivated and productive staff. A safe workplace is not just about physical, but also mental health. Do you understand your legal obligations as an employer in relation to hazards that can adversely impact on a workers' mental health such as workplace bullying and work related stress? Do you know how you can support a worker with a mental health condition? This session will provide practical information and strategies to assist in managing the mental health of your team. Learn how you can take an active role in creating and supporting a mentally healthy workplace.

Speakers: Tina Scrine, Industrial Relations Manager, The Pharmacy Guild of Australia, Queensland Branch; Amanda Seeto, Community Pharmacist & Branch Committee Member, The Pharmacy Guild of Australia, Queensland Branch

11.30am – 12.00pm

**The Reviewed Pharmacy Industry Award**

The Fair Work Commission has been reviewing and amending the *Pharmacy Industry Award 2010* as part of the 4 Yearly Review of Modern Awards. Some of the amendments have been significant. Understand the changes to the Award and how they impact on employment related obligations and entitlements in the community pharmacy industry.

Speaker: Tina Scrine, Industrial Relations Manager, The Pharmacy Guild of Australia

12.00pm – 12.45pm

**Pharmacy Board protecting the public – regulating practitioners and supporting the profession**

This session focuses on the regulations around pharmacists administered by the Pharmacy Board of Australia through the Australian Health Practitioner Regulation Agency (AHPRA), and what happens if those regulations and requirements are not met. Learn more about the various Board guidelines and code of conduct (including some of the de-identified case studies especially in the context of community pharmacy). The aim is educational awareness of various regulatory measures and guidelines for pharmacists and pharmacy proprietors.

Speaker: Brett Simmonds, Chair, Pharmacy Board of Australia12.30pm
TRADE EXHIBITION CLOSES1.30pm
CONFERENCE CLOSES