



Australasian Pharmacy  
Professional Conference  
& Trade Exhibition

# Program

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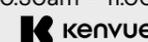
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The Pharmacy  
Guild of Australia

8.30am – 6.00pm	Name badge collection		
<p><b>Pre-conference workshop 1: Immunisation course</b>  <b>Venue:</b> Meeting Room 5</p>	<p><b>Pre-conference workshop 2: Supplementary scope symposium Full Scope</b>  <b>Venue:</b> Meeting Room 6 &amp; 7</p>	<p><b>Pre-conference workshop 3: Pharmacy owners masterclass: Blueprint to success</b>  <b>Venue:</b> Meeting Room 8</p>	
<p>9.00am–5.00pm</p>   <p><b>PHARMACIST ONLY SESSION</b></p>	<p>The Australasian College of Pharmacy offers the Pharmacy Guild Immunisation Course. The course will provide you with vaccinator qualification CPD credits. The course provides:</p> <p>The course provides:</p> <ul style="list-style-type: none"> <li>• a background to immunisation in Australia;</li> <li>• a familiarisation of the resources that are available to support immunisation services;</li> <li>• an outline of the regulatory requirements which cover the provision of immunisation services within pharmacy;</li> <li>• practical skill-based training in safe injection technique.</li> </ul> <p><b>Cost:</b> \$549 (GST free) College member / \$739 (GST free) non-member.</p> <p><b>Inclusions:</b> Workshop materials, morning/afternoon tea and lunch</p> <p><b>NB:</b> This course is open to pharmacists practising in QLD, NSW, ACT and NT only (course does not currently meet requirements for all jurisdictions).</p>	<p>10.00am–5.00pm</p>      <p>Prepare to elevate your clinical confidence and practical skills at the supplementary scope symposium. This full-day workshop is an immersive experience designed to support pharmacists expanding into autonomous prescribing and enhanced clinical practice.</p> <p>With a dynamic mix of demonstrations, hands-on activities, and peer-led discussions, this workshop offers two tailored learning streams to ensure education tailored to your unique journey. Participants will engage in structured clinical scenarios covering sexual and reproductive health, otoscopy, respiratory and cardiovascular examinations, antimicrobial stewardship, abdominal assessments, wound care, and more.</p> <p>Facilitated by experienced educators and clinicians, the workshop maintains a high facilitator-to-participant ratio to ensure personalised guidance and meaningful feedback.</p> <p>Whether you're prescribing now, or looking to broaden your scope of practice, this workshop delivers practical training in a collaborative and supportive environment.</p> <p>Spaces are limited. Secure your spot and take the next step in your professional journey.</p> <p><b>Cost:</b> \$250 (College/PSA member) / \$350 (non-member). Includes lunch &amp; afternoon tea</p> <p><b>NB: This workshop is designed to complement full scope university training and is therefore only available to pharmacists who have completed their full scope training or are currently undertaking training.</b></p>	<p>12.30pm–5.00pm</p>   <p>Are you an aspiring or current pharmacy owner looking to enhance your knowledge and skills? Join RSM Australia, CommBank Health and partners for an immersive workshop designed to provide a comprehensive 360-degree view on the essentials of pharmacy ownership and management. Whether you are just starting out or looking to refine your existing skills, this program will provide you with the knowledge and confidence to thrive as a pharmacy business owner. This workshop will cover:</p> <ul style="list-style-type: none"> <li>• Due diligence – tips for best practice accounting due diligence when acquiring a pharmacy business</li> <li>• Bank financing journey – navigate the complexities of applying for bank financing with confidence</li> <li>• Accounting basics – understand how to evaluate financial statements, how this impacts the value of your pharmacy, and managing financial KPIs specific to your pharmacy.</li> <li>• Utilising full scope of practice – discover how to leverage full scope of pharmacy practice to enhance your pharmacy business. Explore strategies to expand your services and improve patient outcomes</li> <li>• Building and retaining great pharmacy teams – learn effective team-building techniques and retention practices to create a positive and productive work environment</li> <li>• Utilising technology to improve pharmacy outcomes – explore innovative tools and systems that can enhance overall pharmacy performance and improve patient care.</li> </ul> <p><b>Facilitators:</b>              Emma Brown – National Director Pharmacy Services, RSM Australia              Lachlan Scadden-McHugh – Director Healthcare, CommBank Health              Keely Paul – National Professional Services Manager, Independent Pharmacies of Australia Group              Lloyd Smith – Founder, Scrypt Ventures              Taje Zelka – Full Scope of Practice Qualified Pharmacist</p> <p><b>Cost:</b> \$66 per person</p> <p><b>Inclusions:</b> Afternoon tea</p>
<p>5.00pm – 7.00pm</p> 	<p><b>Drive to Prescribe networking event</b></p> <p>This exclusive networking event is complimentary for pharmacists and interns registered with the Drive to Prescribe program – an initiative of the Pharmacy Guild of Australia, Queensland Branch to support trained pharmacists to deliver scope of practice services. Attendance is also free for participants of the Supplementary Scope Symposium pre-conference workshop. All other guests are welcome to purchase a ticket. Join us to connect with peers, celebrate milestones, and enjoy an evening of networking as we move toward the future of pharmacy. A ticket is required for entry. Bookings can be made via <a href="#">this form</a>.</p> <p><b>Venue:</b> Outdoor Terrace, GCCEC</p> <p><b>Tickets:</b> FREE for Drive to Prescribe registrants &amp; Pre-conference Workshop 2 attendees</p> <p><b>Additional tickets:</b> \$15 per person</p>		
<p>5.30pm – 7.30pm</p> 	<p><b>Victorian Guild member cocktail event</b></p> <p>This stand-up networking event is open to all Victorian Guild members. If you have not received an invitation and wish to attend, please email <a href="mailto:events@vic.guild.org.au">events@vic.guild.org.au</a></p> <p><b>Venue:</b> Cucina Vivo, Broadbeach</p>		

7.00am – 8.30pm	Name badge collection / registration desk open	
<b>Business, innovation &amp; leadership stream</b> Venue: Arena 1A MC: Miranda Deakin		
8.30am – 10.30am	<b>Opening plenary   Celebrating progress and shaping the future</b> Kick off the conference with a powerful opening session that reflects on the achievements and challenges faced by community pharmacy, and the pivotal role the Pharmacy Guild of Australia has played in supporting the sector. Professor Trent Twomey, National President of the Guild, will outline the Guild's strategic vision for the year ahead and beyond. This session will also highlight outstanding achievements in pharmacy through the presentation of key industry awards, including Pharmacy Assistant of the Year, Intern of the Year, and the newly reformatted Guild Pharmacy of the Year Award—now titled the National Pharmacy of the Year Award. This expanded award program now encompasses Pharmacist of the Year and Pharmacy Student of the Year, alongside the traditional Pharmacy of the Year recognition. <b>Keynote Address:</b> The Hon David Crisafulli, Premier of Queensland <b>Speaker:</b> Professor Trent Twomey, National President, The Pharmacy Guild of Australia	
10.30am – 11.00am	<b>Morning tea</b> 	
10.30am – 6.00pm <b>Foyer/not-for-profit stands open</b>		
<b>Business, innovation &amp; leadership stream</b> Venue: Arena 1A MC: Michael Hann   <b>Q&amp;A Moderator:</b> Mario Barone		<b>Clinical pharmacy   product update stream</b> Venue: Meeting Rooms 5 & 6 MC: Anthony Tassone
11.00am – 11.45am	<b>European community pharmacy: Innovations and lessons for Australia</b> Discover how Europe is shaping the future of community pharmacy with international guest speaker Clare Fitzell, President of the Pharmaceutical Group of the European Union and Secretary General of the Irish Pharmacy Union. Clare will highlight the pharmacy services and innovations that are successfully future-proofing community pharmacy across Europe. With Australia's growing emphasis on full scope of practice and expanded clinical services, this session will explore which European models are thriving—and which ones Australia should consider adopting. <b>Speaker:</b> Clare Fitzell – Pharmacist & President, Pharmaceutical Group of the European Union	11.00am – 11.30am  <b>Clinical pharmacy update   Bridging knowledge and practice in compounding: A clinical services perspective</b> Have you ever wondered how the Clinical Services team work out the answer to your questions such as “Can I get a formula for this?”? Sometimes they can give you an answer in just a few minutes, but other times they may need the compounding pharmacist to provide more information, to bridge the link between the team and your patient. After all, they want to make sure that the information provided will result in a safe and efficacious product for the patient allowing for optimal patient outcomes. Join PCCA's Director of Clinical Services and Regulatory Affairs to find the answers to some of your formulation dilemmas and discover other ways her clinical team can assist you. <b>Speaker:</b> Marina Holt – Director of Clinical Services and Regulatory Affairs, PCCA Australia
11.50am – 12.35pm	<b>Panel session   Strengthening community pharmacy's role in primary care</b> This dynamic panel discussion will explore how community pharmacy can play a stronger role in primary care through the delivery of clinical services and innovative programs such as screening and diagnostic testing. The session will feature insights from international guest speaker and President of the Irish Pharmacy Union, Tom Murray, alongside leading voices from the Australian pharmacy sector. <b>Moderator:</b> Steven Kastrinakis – Managing Director, Independent Pharmacies of Australia <b>Panellists:</b> Tom Murray – President, Irish Pharmacy Union; Dennis Bastas – Executive Chairman & Group CEO, DBG Health; Chelsea Felkai – Aged Care and Disability Pharmacist, My Village Pharmacy Whitebridge & Redhead; Joe O'Malley – Tasmania Branch President, The Pharmacy Guild of Australia; Professor Trent Twomey – National President, The Pharmacy Guild of Australia	11.35am – 12.05pm  <b>Clinical pharmacy update   Pharmacy and the great GORD divide: ins and outs of the scope of practice</b> This conversational session explores lessons from putting expanded scope of practice for gastro-oesophageal reflux disease (GORD) into practice and the ongoing role of over-the-counter (OTC) relief. Hear from pharmacist, Anthony Vo, about his educational journey and implementation of his prescribing qualifications in practice, and how this has led to an increased appreciation and utilisation of OTC options. Also in the session, A/Prof McGuire will touch on fundamentals and practical tips to help you walk out of the session and back into pharmacy confident to approach reflux relief in line with underlying pathophysiology and best practice. <b>Speaker:</b> Associate Professor Treasure McGuire – Assistant Director of Pharmacy, Mater Health & Anthony Vo – Pharmacist
12.30pm – 2.00pm	<b>Lunch</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor) 	
12.45pm – 1.15pm	 <b>Clinical pharmacy update   When sunshine isn't enough: Supporting maternal and neonatal bone health with vitamin D – evidence and optimal doses</b> Did you know that up to 40% of Australians are Vitamin D deficient? This, despite us having the most days of sunshine in any country in the world! Join Assoc Prof Treasure McGuire as she unpacks vitamin D deficiency – its incidence, associated harm, why it is becoming an increasing problem and how supplementation can help prevent or alleviate adverse consequences to mother and baby. The session includes current evidence on optimal doses. <b>Speaker:</b> Associate Professor Treasure McGuire – Assistant Director of Pharmacy, Mater Health	
1.15pm – 2.00pm	<b>Lunch</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor) 	

12.30pm – 2.00pm

**First timer's & solo attendees' lunch**

New to APP? Or attending by yourself and want to connect with fellow solo attendees? Grab some lunch and join Guild staff and other attendees at this networking lunch. A lunch ticket is required to attend..

**Venue:** Lunch Marquee (cordoned off area)

12.30pm – 2.00pm



**New South Wales Guild member-only networking lunch**

Open to NSW Guild members only, this exclusive networking lunch offers the opportunity to connect with Branch-elected Guild representatives and fellow members in a relaxed setting. A lunch ticket is required to attend this function.

**Venue:** Foyer A

12.30pm – 2.00pm



**Queensland Guild member-only networking lunch**

This exclusive networking lunch is open to Pharmacy Guild QLD members only and offers the opportunity to connect with Branch-elected Guild representatives and fellow members in a relaxed setting. A lunch ticket is required to attend this function.

**Venue:** Foyer E (First floor)

**Business, innovation & leadership stream**

**Venue:** Arena 1A

**MC:** Michael Hann | **Q&A Moderator:** Simon Blacker

1.15pm – 1.55pm



**Alan Russell Oration | Resilience for life: turning tragedy into purpose**

2026 marks 30 years since the Port Arthur massacre—a moment that forever changed Australia. Join Walter Mikac AM, pharmacist, author, and co-founder of The Alannah and Madeline Foundation, as he returns to APP to share his powerful story of resilience, hope, and purpose. This deeply personal and inspiring keynote reflects on the journey from unimaginable loss to national advocacy and healing. Walter explores how adversity can be a catalyst for change, and how compassion and courage can shape a better future. Walter's message is one of enduring strength and transformation. This session will resonate with anyone seeking meaning, motivation, and a renewed perspective on life's challenges.

**Speaker:** Walter Mikac AM, Pharmacist & Founder, The Alannah & Madeleine Foundation

**Business, innovation & leadership stream**

**Venue:** Arena 1A

**MC:** Michael Hann | **Q&A Moderator:** Simon Blacker

**Clinical pharmacy | product update stream**

**Venue:** Meeting Rooms 5 & 6

**MC:** Nick Panayiaris

**Rural pharmacy forum**

**Venue:** Meeting Rooms 7 & 8

**MC:** Georgina Twomey & Joe O'Malley

2.00pm – 2.45pm



**Enhancing medicines safety and pharmacist scope through AI and comprehensive patient histories**

With prescribing rights expanding and scope of practice evolving, pharmacists are uniquely positioned to lead improvements in medication safety and deliver more accessible, patient-centred care. Realising this potential requires a leap forward in pharmacy technology. Integrated, cloud-based systems, real-time access to comprehensive patient medicine histories, and the power of AI are reshaping how pharmacists work. These innovations streamline workflows, reduce manual tasks, and empower pharmacists to focus on clinical decision-making and optimising patient outcomes. This session will explore the latest digital tools driving this change, including the new Patient Medicine History platforms, and demonstrate how they're making medicines safer and community pharmacy more efficient and rewarding.

**Speaker:** Paul Naismith – Founder and Chief Executive Officer, Fred IT Group; Jason Bratuskins – Product Manager, eRx Script Exchange & National Prescription Delivery Service, Fred IT Group

2.00pm – 2.30pm



**Product update | Heads up Australia: The untold cost of dandruff**

Key Pharmaceuticals is on a mission to destigmatise scalp care and drive education on scalp health. When dandruff arises, it's never given the same love and attention as other skin conditions. People see it as a 'cosmetic issue' and not a clinical one that needs dermatological care. Worse, dandruff remains taboo, whispered about, even shameful – resulting in many sufferers also suffering in silence and from anxiety. As a leader in clinically backed dandruff treatment, Key Pharmaceuticals wants to put the tops of heads, on the top of everyone's minds.

**Speakers:** Catherine Bronger – Community Pharmacist; Trent Playford – Community Pharmacist; Dr Emily Shao – Consultant Dermatologist

2.00pm – 4.30pm



**Advancing rural health through community pharmacy**

Innovation alone is not enough – we must ensure that ideas and approaches are translated into tangible actions that improve health outcomes for all. This forum will focus on translating the thinking into real-world action, strengthening pharmacy services and improving health outcomes across regional, rural and remote communities.

It will shine a spotlight on the unique challenges faced by rural and regional communities in accessing health care, and how addressing these challenges is essential to shaping the health and wellbeing of every Australian, regardless of where they live. Through real-world case studies and collaborative discussions, the session will explore what it takes to move from thinking to doing, ensuring no rural community is left behind.

**2.10pm – 2.30pm – Keynote address:** Gain insights from a leading voice in rural health.

**Speaker:** Dr Peta-Ann Teague – GP, James Cook University

**2.30pm – 3.30pm – Interactive tabletop presentations:** Engage directly with speakers and peers to learn how innovative solutions have been successfully implemented on the ground.

**Moderators:** Lara Benham – Rural Committee Chair, NAPSA; Jessica Burrey – Full Scope Pharmacist & Owner, Direct Chemist Outlet Emerald; Chris Campbell – PSA; Heidi Dariz – General Manager, Raven's Recruitment; Alissa Eames – Rural Doctors Network; Glenn Jacobson – The Council of Pharmacy Schools Australia and New Zealand;

**Business, innovation & leadership stream**  
**Venue:** Arena 1A

2.50pm – 3.35pm



**Five pillars of wellbeing: Maintaining balance in pharmacy**

Viatris, together with Pharmacists' Support Services (PSS), brings you keynote speaker Jay Pottenger to present an interactive session on using the Five Pillars of Wellbeing to manage mental health and overall wellness, tailored specifically for pharmacists. Hear real-world examples and learn tangible solutions for getting the most out of your day and career, while maintaining balance across personal and professional objectives.

**Speaker:** Jay Pottenger – General Manager, EQ Minds

**Clinical pharmacy | product update stream**  
**Venue:** Meeting Rooms 5 & 6

2.35pm – 3.05pm



**Product update | Probiotics in practice: A pharmacist's guide to mechanism and communication**

The use of probiotics has evolved beyond gut health to encompass support for immune function, vaginal health and cognitive well-being. However, the mechanisms by which probiotics work are highly technical and vary significantly depending on the health indication. This complexity makes it difficult for pharmacists to communicate the benefits to patients who are seeking reassurance that these products can address their concerns. This session will provide a foundational overview of probiotics, explain how they work across health domains, and equip pharmacists with the knowledge and confidence to guide their customers in choosing the right probiotic.

**Speaker:** Daniel James – Business Development Lead, IFF Health Sciences

3.10pm – 3.40pm



**Clinical pharmacy update | Accelerating Adult Care in pharmacy: Practical tips to support your community and grow your business**

Adult Care is one of pharmacy's fastest-growing categories. In this interactive session, Kimberly-Clark's Adult Care team will share front-of-store tactics, impactful product education, and proven ways to simplify sensitive conversations. Key consumer moments (including menopause and prostate surgery) and the conditions often linked to incontinence seen in pharmacy practice will be explored, before a lively Q&A with prize giveaways.

**Speaker:** Christopher Dunne – Adult and Period Care ANZ Business Lead, Kimberly-Clark Australia

**Rural pharmacy forum**  
**Venue:** Meeting Rooms 7 & 8

2.00pm – 4.30pm

Meagan Lawson – General Manager Government Relations & Advocacy, The Pharmacy Guild of Australia; Suzanna Nash – Scope Implementation Director, The Pharmacy Guild of Australia; Demi Pressley – Full Scope Pharmacist & Chief Pharmacist, Alive Pharmacy Warehouse; Celia Sansom, PDL; Amanda Seeto – Deputy CEO, PSA; Charina Townsend – Community Pharmacist, Pharmacy 777 Port Hedland; Laureta Wallace – General Manager Marketing & Communications, The Pharmacy Guild of Australia; Natalie Willis – National Councillor, The Pharmacy Guild of Australia

**3.30pm – 4.00pm – Interactive tabletop presentations:** A relaxed, open forum for questions and shared experiences.

**4.00pm – 4.30pm – I Love Rural Pharmacy video competition:** Back by popular demand! Celebrate creativity and passion for rural pharmacy.

**Proudly sponsored by:**



- Why attend?**
- Discover practical strategies to strengthen rural pharmacy services
  - Network with peers and industry leaders
  - Take home actionable ideas to improve health outcomes in your community

3.40pm – 4.00pm



**Afternoon tea**

<p><b>Business, innovation &amp; leadership stream</b>  <b>Venue:</b> Arena 1A  <b>MC:</b> Michael Hann   <b>Q&amp;A Moderator:</b> Andrew Ngeow</p> <p>4.00pm – 4.45pm</p>  <p><b>Leading growth, winning competitively, shaping the future of care</b>          Pharmacy's scope of practice is expanding, and with it comes the opportunity to drive business growth and stand apart competitively. This session will provide stories from pharmacists already embracing these opportunities by lifting script volumes, attracting new patients, expanding services, and energising their teams. Find out how being prepared early creates a powerful head start, and why readiness is key to seizing the opportunities of an evolving profession. Featuring special guests, this session also highlights community pharmacists are essential to the future of healthcare in Australia. This is your chance to explore how pharmacies can achieve growth today, while shaping the future of the profession.  <b>Speaker:</b> Kate Gunthorpe – Pharmacist Implementation &amp; Change Specialist, TerryWhite Chemmart</p>	<p><b>Clinical pharmacy   product update stream</b>  <b>Venue:</b> Meeting Rooms 5 &amp; 6  <b>MC:</b> Peppe Raso</p> <p>4.00pm – 4.30pm</p>  <p><b>Clinical pharmacy update   Mobility matters: Reframing osteoarthritis care in pharmacy practice</b>          Join leading experts Joyce McSwan, Professor David Hunter and Nicolette Ellis as they explore how pharmacists can play a pivotal role in keeping Australians moving through evidence-based osteoarthritis care. This session will unpack the latest clinical insights on mobility, updated OA guidelines, and the practical use of OTC and non-pharmacological therapies. Through myth-busting, patient perspectives, and real-world strategies, participants will gain actionable tools to support healthy ageing, enhance mobility, and deliver holistic, patient-centred care for those living with osteoarthritis.  <b>Speaker:</b> Joyce McSwan – Clinical Consultant Pharmacist/Educator &amp; Managing Director, PainWise; Professor David Hunter – Rheumatologist and Professor, University of Sydney; Nicolette Ellis – Chronic Pain Advocate &amp; President, Chronic Pain Australia</p> <p>4.35pm – 5.05pm</p>  <p><b>Clinical pharmacy update   Risky red eyes?</b>          Explore common eye presentations seen in primary care, focusing on recognising red flags, selecting appropriate over-the-counter medications and knowing when referral is essential for prescription treatments. Through practical clinical scenarios, pharmacists will build confidence in safe, evidence-based eye care decision-making.  <b>Speaker:</b> Shon Prasad – Optometrist</p>	
<p><b>Business, innovation &amp; leadership stream</b>  <b>Venue:</b> Arena 1A</p> <p>4.50pm – 5.30pm</p>  <p><b>Real Conversations: 5 steps to connect with confidence</b>          In a time when mental health challenges affect one in two Australians, knowing how to respond when someone opens up is more important than ever. This session introduces Real Conversations®, a practical 5-step framework designed to help pharmacy professionals support others with empathy and confidence. Participants will learn what not to say in moments of emotional vulnerability, how to build trust without giving advice or becoming a therapist, and simple and effective ways to connect and foster resilience. Connection is no longer optional—it's part of the solution. This session empowers attendees to respond with compassion and clarity, both in the pharmacy and beyond.  <b>Speaker:</b> Mitch Wallis – Psychology Thought Leader</p>	<p><b>Clinical pharmacy   product update stream</b>  <b>Venue:</b> Meeting Rooms 5 &amp; 6</p> <p>5.10pm – 5.40pm</p>  <p><b>PHARMACIST ONLY SESSION</b></p> <p><b>Beyond the Counter: Pharmacists role in driving HPV awareness</b>          Join PSA National Vaccination Ambassador, Anna Theophilos for a discussion on Human Papillomavirus (HPV) and the critical role pharmacists can play in educating the community about this virus and its public health impact. With 17 years' experience as a pharmacy owner, Anna has dedicated her career to building practical, scalable solutions that improve health outcomes for some of Australia's most vulnerable populations. Join Anna to hear practical strategies to start meaningful conversations with patients in your pharmacy and discover the latest insights on HPV's impact and current recommendations.  <b>Speaker:</b> Anna Theopolis – National Vaccination Ambassador, PSA</p>	
<p>5.30pm – 8.30pm</p>  <p><b>Welcome reception</b>          Kick off APP2026 in style at the Welcome Reception, held in the trade exhibition area. Connect with fellow attendees, explore innovative products and technologies from leading industry exhibitors, and soak up the energy of the event's opening night. Whether you're looking to spark new collaborations, gather fresh ideas, or simply relax after a day of learning, this evening promises a memorable start to the trade exhibition. Ticket price includes entertainment, buffet dinner and drinks.  <b>Venue:</b> Trade Exhibition Area</p>		

6.30am – 6.30pm		Name badge collection / registration desk open	
6.45am – 8.15am		<b>Guild member (Proprietor) only breakfast: Industry update</b> This exclusive breakfast session is reserved for Guild member proprietors and offers a confidential forum to hear the latest updates on key industry developments. Professor Trent Twomey, National President of The Pharmacy Guild of Australia, will provide insights into current national and state-based pharmacy initiatives, regulatory changes, and strategic priorities shaping the future of community pharmacy. The breakfast will conclude with an interactive Q&A, giving members the chance to raise questions, share perspectives, and engage directly with Guild leadership. <b>Speakers:</b> Professor Trent Twomey – National President, The Pharmacy Guild of Australia <b>Cost:</b> \$66 per person (includes a hot breakfast) <b>Venue:</b> Lunch Marquee, GCCEC	
			
<b>Business, innovation &amp; leadership stream</b> <b>Venue:</b> Arena 1A <b>MC:</b> Michael Hann   <b>Q&amp;A Moderator:</b> Chris Owen			
8.30am – 8.45am		<b>Keynote Political Address</b> <b>Speaker:</b> The Hon Mark Butler, Federal Minister for Health	
8.45am – 9.30am		<b>The Panel: State of the Industry</b> Join our peak organisation industry leaders, who will explore the current key issues and discuss the complexity of the current industry environment. <b>Facilitator:</b> Gerard Benedet, Executive Director, The Pharmacy Guild of Australia <b>Panellists:</b> Professor Jane Halton AO PSM FAICD – Chair, Generic and Biosimilar Medicines Association; Belinda Hegarty – National General Manager – Healthcare and Professional Services, Westpac Commercial Bank; Phil Lynch – Chair, Consumer Healthcare Products Australia; Lisa Robins – CEO, Patients Australia; Elizabeth Cuming, CEO, NPSA; Anthony Tassone – Chair of Health Economics, Policy and Health Services, The Pharmacy Guild of Australia; Josh Bannister – EGM Retail, Brand & Marketing, Australia Post	
			
9.30am – 9.45am		<b>Keynote Political Address</b> <b>Speaker:</b> Senator the Hon Anne Ruston – Shadow Minister for Health and Aged Care	
9.00am – 6.30pm Trade Exhibition Open			
<b>Business, innovation &amp; leadership stream</b> <b>Venue:</b> Arena 1A <b>MC:</b> Michael Hann   <b>Q&amp;A Moderator:</b> Chris Owen		<b>Clinical pharmacy   product update stream</b> <b>Venue:</b> Meeting Rooms 5 & 6 <b>MC:</b> Catherine Bronger	
9.50am – 10.35am		9.50am – 10.20am	
			
<b>How AI is changing work and business forever</b> Join AI expert, Adam Spencer, as he unpacks the AI revolution led by ChatGPT, breaking down how it works and what it means for business, education, and beyond. Starting with the absolute basics through to the most recent product and platform releases, Adam will bring you up to speed with these incredible disruptive technologies. Don't put AI in the too-hard basket – let Adam show how to make AI work for you today and carry your business into tomorrow. <b>Speaker:</b> Adam Spencer – Maths Geek, Comedian & Author		<b>Clinical pharmacy update   Advancing cognitive health in pharmacy: Evidence informed omega 3 strategies</b> With only 1 in 5 Australians achieving optimal omega 3 intake, pharmacists play a pivotal role in addressing this gap. This session delivers science-driven, clinically relevant insights into omega 3's mechanisms, including reducing neuroinflammation, enhancing synaptic plasticity, and supporting cerebral blood flow for cognitive health and age-related decline. It also explores algae-based alternatives and complementary agents such as L theanine for rapid calming focus and Bacopa monnieri for memory support within weeks. Gain practical strategies for product selection, dosing, and patient counselling to optimise adherence and outcomes. <b>Speaker:</b> Dr Liza Oates – Naturopath & Wellness Consultant	
10.35am – 11.00am		10.20am – 10.45am	
			
Morning tea		Morning tea	

<b>Business, innovation &amp; leadership stream</b> <b>Venue:</b> Arena 1A <b>MC:</b> Michael Hann   <b>Q&amp;A Moderator:</b> George Tambassis		<b>Clinical pharmacy   product update stream</b> <b>Venue:</b> Meeting Rooms 5 & 6 <b>MC:</b> Cate Whalan	
11.00am – 11.45am 	<b>Community pharmacy in Ireland: Lessons for Australia</b> Join international guest speaker Tom Murray, President of the Irish Pharmacy Union and Treasurer of the World Pharmacy Council, as he shares a comprehensive update on the evolving landscape of community pharmacy in Ireland. In this session, Tom will explore key developments including dispensary remuneration models, government-funded professional services, and the expansion of pharmacists' scope of practice. Gain valuable insights into how Ireland is advancing pharmacy practice and what lessons can be applied to Australia. <b>Speaker:</b> Tom Murray – President, Irish Pharmacy Union & Treasurer, World Pharmacy Council	10.45am – 11.15am 	<b>Clinical pharmacy update   Understanding Dry Eye and its psychological impact: A patient-centred Approach</b> Dry eye disease is one of the most common ocular complaints seen in pharmacy and community practice, often linked to meibomian gland dysfunction, blepharitis, and evaporative tear loss. Beyond eye discomfort, dry eye can significantly affect mood, sleep, and quality of life. This session empowers pharmacists to recognise the signs and symptoms of dry eye, identify which patients are at risk, understand its psychosocial burden, and support patients with first-line management. It highlights the role of lipid-based lubricants, when to refer, and how pharmacists can become crucial allies in early identification and holistic care pathways. <b>Speaker:</b> Dr Shaina Zheng – Clinical Optometrist
11.50am – 12.35pm 	<b>Strength in unity: Building safer futures together</b> Domestic and family violence remains one of Australia's most urgent and deeply human social challenges, and pharmacists are uniquely placed to make a real difference. In this session, Sigma Healthcare's Head of Retail, Renee Watson, will speak to why the Amcal x RizeUp partnership is so important and how it strengthens the role our network plays in supporting vulnerable members of the community. Special guest speaker, RizeUp Founder and CEO, Nicolle Edwards will then share the lived realities behind the statistics and the pivotal moments where a single act of community support can alter the course of someone's life. Drawing on more than a decade on the frontline, she will offer practical, safe and trauma informed ways pharmacy teams can recognise signs of abuse, respond with confidence and compassion, and support those seeking safety. This session is an invitation to understand the role we can all play, to approach every interaction with care, and to help families rebuild with dignity, stability and hope. <b>Speaker:</b> Nicolle Edwards – Founder and CEO, RizeUp Australia; Renee Watson – Head of Retail, Sigma Healthcare	11.20am – 11.50am 	<b>Clinical pharmacy update   The gut-metabolism connection: Unlocking the weight of the matter</b> As pharmacists expand their clinical influence, metabolic health and weight management are becoming key pillars of patient care in Australia. This session explores the emerging science of the gut microbiome in metabolic regulation and its relevance for patients using—or choosing not to use—anti-obesity medications (AOMs). With a focus on practical, evidence-informed strategies, how probiotic strains and key nutritional supports can enhance patient outcomes will be explored. Join this session to gain actionable insights and clinical tools that empower you to lead patient-centred conversations and deliver sustainable, whole-health solutions. <b>Speaker:</b> Mel Nash – Education Manager, Metagenics Australia
12.30pm – 2.00pm 	<b>Lunch</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)	11.55am – 12.25pm 	<b>TikTok trends vs therapeutic reality: What pharmacists need to know about magnesium evidence</b> Social media platforms like TikTok are increasingly shaping how patients perceive health, often creating confusion around supplements like magnesium. This session equips pharmacists with the knowledge and confidence to address common myths, clarify misunderstandings, and provide clear, evidence-based guidance. It covers the clinical relevance and pharmacokinetics of different magnesium forms, dosing strategies, and key factors contributing to magnesium depletion, including medications. The role of adjunctive ingredients such as L-theanine in supporting stress and sleep will also be explored, helping pharmacists strengthen their role as trusted, science-informed advisors in the age of digital health. <b>Speaker:</b> Jamil Karaki – Pharmacist
12.30pm – 2.00pm 	<b>SA Guild member-only networking lunch</b> Join us for an exclusive networking lunch, available to Pharmacy Guild SA members only. This event provides a valuable opportunity to connect with Branch-elected Guild representatives and fellow members in a relaxed and welcoming setting. A lunch ticket is required to attend this function. <b>Venue:</b> Foyer E (First Floor)		
12.30pm – 2.00pm 	<b>Lunch</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)	1.00pm – 2.00pm 	<b>Clinical pharmacy update   Managing fluid loss and dehydration in diabetes: Safe use of Oral Rehydration Solutions (ORS)</b> Dehydration is a common and potentially serious complication for people living with diabetes, particularly during acute illness or gastrointestinal upset. Concerns about the glucose content of oral rehydration solutions often create confusion for both patients and healthcare professionals. This session will explore the causes of fluid loss in diabetic populations, including those with gestational diabetes, the physiological role of glucose in ORS, and practical guidance for sick day management. Pharmacists will gain the knowledge and confidence to counsel patients with diabetes on safe and effective rehydration strategies, helping to prevent complications and improve outcomes. <b>Speaker:</b> Deborah Hawthorne – Consultant Pharmacist & Diabetes Educator

12.30pm – 2.00pm



**Women's Networking Lunch**

This stand-up lunch is open to pharmacists who are registered as full or Friday day delegates. Join colleagues and Guild officials for lunch and a glass of wine. Pre-registration is required to attend this function. Places are limited.

Venue: Foyer A

**Business, innovation & leadership stream**

Venue: Arena 1A

MC: Michael Hann | Q&A Moderator: Peter Hatswell

**Clinical pharmacy | product update stream**

Venue: Meeting Rooms 5 & 6

MC: Andrew Ngeow

2.00pm – 2.40pm



**Rewriting the script: The evolved role of pharmacy**

Pharmacy is evolving rapidly. This is not a change to fear but rather a unique opportunity to deliver greater patient impact which should be embraced.

By adopting expanded scope of practice services, pharmacies are well positioned to strengthen their role at the centre of patient care. This session will share how services supported by the MedAdvisor platform can be seamlessly integrated into your daily workflows. Additionally, discover how MedAdvisor's pharma partnerships are improving patient health, and get an exclusive look at some of the AI enabled MedAdvisor functionality coming to your pharmacy soon.

**Speaker:** Aaron D'Souza – Head of Government Programs, MedAdvisor

2.00pm – 2.30pm



**PHARMACIST ONLY SESSION**

**Clinical pharmacy update | Empowering pharmacists in acne management: Clear skin, full scope**

Acne is one of the most common dermatological conditions seen in community pharmacy, providing increasing opportunities for pharmacists to support patients through assessment, treatment recommendation, prescribing and education. This session explores the evolving role of pharmacist prescribing in acne management, highlighting clinical updates, practical approaches to patient care, and the integration of evidence-based skincare alongside prescription therapy. Attendees will gain insights into how pharmacist involvement can improve treatment access, adherence, and patient outcomes in dermatology.

**Speaker:** Dr Leona Yip – Dermatologist

2.45pm – 3.30pm



**Breaking boundaries in MSK pain management: how pharmacists are redefining roles with expanded scope of practice**

Do you feel confident navigating musculoskeletal (MSK) pain? Trained pharmacists in New South Wales and Queensland now have an expanded scope to assess and manage acute MSK pain presentations, with other states soon to follow suit. Join Joyce McSwan and Grace Chong as they bring pharmacist-led MSK pain care to life, translating guidelines and evidence into a practical, everyday workflow. Through a real-world case example, they will demonstrate how to confidently identify MSK presentations suitable for management in pharmacy, how to choose the right analgesic options, and how to set clear expectations around recovery and function.

**Speakers:** Joyce McSwan – Clinical Consultant Pharmacist/Educator & Managing Director, PainWISE; Grace Chong – Prescribing Pharmacist Practitioner

2.35pm – 3.05pm



**Clinical pharmacy update | Optimising Type 2 Diabetes care: Practical use of diabetes specific nutritional formulas**

This pharmacist education session explores the practical use of Diabetes-Specific Nutritional Formulas (DSNFs), based on the latest Consensus Statement and Clinical Practice Guide endorsed by the Australian Diabetes Society. With rising use of GLP-1 receptor agonists in people with Type 2 Diabetes—often leading to rapid weight loss and potential muscle mass reduction—DSNFs offer a targeted strategy to support not only nutritional adequacy and glycaemic management but also in the preservation of lean body mass. Pharmacists will learn to assess suitability, tailor DSNF plans to individual goals, and monitor progress. The session also covers product differentiation and referral pathways for holistic, evidence-based diabetes care.

**Speaker:** Anna Blackie – Consultant Pharmacist and Credentialed Diabetes Educator

3.10pm – 3.40pm



**Clinical pharmacy update | Wound care confidence with povidone iodine – an ideal antiseptic**

This session is designed for those seeking to strengthen their clinical decision-making and improve patient outcomes in acute wound management. The session will explore the application of the TIME assessment framework for comprehensive wound evaluation and provide guidance on selecting appropriate antiseptics. A key focus will be a detailed review of the data supporting povidone-iodine (Betadine), examining its broad-spectrum antimicrobial activity, mechanism of action, and clinical advantages in infection prevention. The session will also address practical considerations for formulation selection and optimal use in different wound scenarios. By combining evidence-based insights with practical application, this session equips pharmacists with the knowledge to confidently integrate Betadine into acute wound care strategies.

**Speaker:** Harsha Ram – Global Medical Affairs Director (Wound and R&D), iNova Pharmaceuticals; Emi Gosling – Senior Medical Advisor, iNova Pharmaceuticals

3.30pm – 4.00pm



**Afternoon tea**

<b>Harm minimisation stream</b> <b>Venue:</b> Arena 1A <b>MC:</b> Mario Barone	<b>Quality &amp; safety stream</b> <b>Venue:</b> Meeting Rooms 5 & 6 <b>MC:</b> Matthew Gillespie	<b>Early career pharmacist stream</b> <b>Venue:</b> Meeting Rooms 7 & 8 <b>MC:</b> Phoebe Barrett
<p>4.00pm – 5.30pm</p>     <p>This workshop will examine the practice of harm minimisation in pharmacy and as a key public health strategy, exploring its impact across healthcare settings. Expert speakers will discuss evidence-based approaches, clinical aspects of treatment, government policy frameworks, and legal considerations that shape practice. The session highlights collaborative, multidisciplinary strategies to reduce harm, promote health equity, and support effective, compassionate community care.</p> <p><b>Moderator:</b> Angelo Pricolo – Community Pharmacist</p> <p><b>4.00pm – 4.20pm – Early childhood adversity and addiction brain changes</b></p> <p><b>Speaker:</b> David Jacka – Addiction Medicine Specialist, Monash Health</p> <p><b>4.20pm – 4.40pm – Addiction and the law</b></p> <p><b>Speaker:</b> Gary Ritchie – Former Assistant Chief Constable, Police Scotland</p> <p><b>4.40pm – 5.00pm – Australia’s harm reduction journey: How do we get back on track?</b></p> <p><b>Speaker:</b> Fiona Patten – Former Victorian MP</p> <p><b>5.00pm – 5.20pm – The pharmacist and nurse ODT telehealth model?</b></p> <p><b>Speakers:</b> Raquel How &amp; Donna Searle – Nurse Practitioners and Co-founders, RnD Health</p> <p><b>5.20pm – 5.30pm – Panel Session</b></p>	<p>4.00pm – 5.30pm</p>  <p><b>From QCPP to Quality and Safety: The next chapter</b></p> <p>Accreditation against AS 85000:2024 under the newly titled Quality &amp; Safety Pharmacy Program marks an evolution of QCPP. This session will explain what has changed, why the changes matter, and what your pharmacy needs to do between now and the 1 October 2026 transition. Hear directly from the Guild, EY and sector experts about the new four-domain model, the shift to a three-year cycle with mid-cycle review, clinical governance expectations, and the resources available through the updated Knowledge Hub. Practical examples will show how pharmacies can prepare, and when key milestones will take place.</p> <p><b>Speakers:</b> Natalie Willis – Chair of Clinical Governance Committee, The Pharmacy Guild of Australia; Erica Vowles – Head of Quality and Safety, The Pharmacy Guild of Australia</p>	<p>4.00pm – 5.30pm</p>  <p><b>Pharmacy IRL: People, profit and passion</b></p> <p>Starting out in pharmacy can feel both exciting and overwhelming – there’s so much to learn beyond the dispensary. Pharmacy IRL: People, profit and passion is a hands-on, interactive session designed to help you find your feet and thrive in your early career.</p> <p>Through three short, practical segments, you’ll explore how to navigate people and workplace challenges, manage your money with confidence, and stay balanced and passionate about your work, all guided by Blooms The Chemist pharmacists who’ve been there before. Expect real stories, engaging activities, and practical advice you can use straight away.</p> <p><b>Speakers:</b> Zena Daher – Pharmacy Owner, Blooms The Chemist Burwood; Eman Khaled – Pharmacy Owner, Blooms The Chemist Penrith High Street; Andrew Leslie – Pharmacy Owner, Blooms The Chemist Casey Central, Daylesford and Glenorchy; Shylee-Jade Pagliari – Pharmacist, Alive Pharmacy Group</p>
<p>5.30pm – 6.30pm</p>  <p>6.30pm – 9.00pm</p> 	<p><b>Trade Exhibition ‘Happy Hour’</b>                  Make the most of Friday’s extended trade exhibition opening hours and explore the latest in pharmaceuticals, healthcare technologies, and OTC products while enjoying a refreshing beverage at APP’s inaugural ‘Happy Hour’. This function is open to all conference delegates and trade only attendees.  <b>Venue:</b> Trade Exhibition Area</p> <p><b>NAPSA Alumni Night</b>                  This networking event is designed to connect industry professionals, alumni, students, and interns and is the perfect opportunity to build valuable relationships, explore internship possibilities, and share insights into the pharmacy profession – all over drinks and canapes..  <b>Venue:</b> Outdoor Terrace, GCCEC  <b>Cost:</b> \$20 per person for NAPSA students &amp; interns/\$40 per person for NAPSA alumni &amp; industry professionals – register via <a href="#">this link</a></p>	

8.00am – 5.00pm		Name badge collection / registration desk open	
6.30am – 8.00am		<p><b>Sunrise strides</b> Kick off your Saturday with a 5km morning run or walk powered by fisiocrem! The run begins at Miles Buisson Park (opposite Talisman Apartments, loops to Eileen Peters Park (turnaround), and returns. The first 100 registrants will receive:</p> <ul style="list-style-type: none"> <li>• Fisiocrem cap</li> <li>• Water bottle</li> <li>• Travel sized fisiocrem tube</li> <li>• Finish-line refreshments</li> </ul> <p>This is a fun, energising way to start the day before attending conference sessions. Whether you're an experienced runner or just want a morning stretch, join fisiocrem for some sunrise vibes and fresh air. <a href="#">Register via this link.</a></p>	
<p><b>fisiocrem</b></p>			
<p><b>Business, innovation &amp; leadership stream</b> Venue: Arena 1A MC: Michael Hann   Q&amp;A Moderator: Joe O'Malley</p>			
8.30am – 9.10am		<p><b>Panel session   Full Scope</b> Practising at full scope presents an exciting and continually evolving landscape for pharmacists. The Pharmacy Guild of Australia's advocacy has been instrumental in driving this progress. This panel will explore the latest developments and share practical insights on the key steps pharmacists should take to implement full scope of practice effectively.</p> <p><b>Moderator:</b> Amanda Seeto – Deputy CEO, Pharmaceutical Society of Australia</p> <p><b>Panellists:</b> Christine Hrudka – Former Chair, Canadian Pharmacists Association; Garreth Phillips, Full Scope Pharmacist; Georgina Twomey – Full Scope Pharmacist &amp; Managing Director, Alive Pharmacy Group; Fiona Watson – Full Scope Pharmacist &amp; Queensland Branch Committee Member, The Pharmacy Guild of Australia</p>	
<p><b>STRONGROOM AI</b></p>			
<p>9.00am – 4.00pm</p>			
<p><b>Business, innovation &amp; leadership stream</b> Venue: Arena 1A MC: Michael Hann   Q&amp;A Moderator: Joe O'Malley</p>		<p><b>Clinical pharmacy   product update stream</b> Venue: Meeting Rooms 5 &amp; 6 MC: Chris Owen</p>	
9.15am – 10.00am		9.20am – 9.50am	
<p><b>Ann Dalton Address   Just another hurdle</b> Join celebrated athlete, Jana Pittman as she shares her remarkable journey spanning the realms of sport, medicine and personal triumph. From overcoming adversity and embracing resilience to persistence, goal setting and the pursuit of excellence, Jana's engaging storytelling and insightful perspectives on personal development will inspire you to pursue your goals with determination.</p> <p><b>Speaker:</b> Jana Pittman – Olympian &amp; Registrar, Obstetrics and Gynaecology</p>		<p><b>Product update   Advancing heart health: The science of Metamucil psyllium fibre in cholesterol management</b> Psyllium fibre, the active ingredient in Metamucil fibre supplements, is clinically proven to help lower cholesterol levels, a key factor in supporting heart health. By reducing serum total and low-density lipoprotein cholesterol (LDL-C), psyllium contributes to improved lipid profiles, which help reduce the risk of cardiovascular disease (CVD). Research indicates that psyllium supplementation can complement dietary strategies and may enhance the cholesterol-lowering effects of statin therapy. Incorporating Metamucil psyllium fibre into daily routines offers a convenient and effective approach to maintaining healthy cholesterol levels, with multiple product formats designed to support adherence and long-term cardiovascular wellness.</p> <p><b>Speaker:</b> A/Prof Jason Kaplan – Preventative Cardiologist; Dr Marilyn Katrib – Senior Regulatory &amp; Medical Affairs Manager, Procter &amp; Gamble Australia</p>	
<p><b>inova pharmaceuticals</b></p>		<p><b>P&amp;G</b></p>	
10.05am – 10.35am		9.55am – 10.25am	
<p><b>Empowering pharmacists to drive vaccine uptake through conversation</b> Conversations don't just drive vaccination – they can drive pharmacy success. In this session, Australia's National Vaccination Ambassador and a healthcare communication educator will show you how to confidently engage patients with one-liners and prompts that normalize vaccination and co-administration. By turning everyday interactions into proactive vaccine opportunities, you'll strengthen patient trust, grow service uptake, build loyalty and unlock new revenue streams. Walk away with practical tips that make conversations easier, faster and more effective, helping your pharmacy deliver more protection, more impact, and derive further value.</p> <p><b>Speakers:</b> Anna Theopolis – National Vaccination Ambassador, PSA; Meg Chiswell – Director, Healthcare Communication Collective</p>		<p><b>Clinical pharmacy update   The role of VLED (Very Low Energy Diets) alongside GLP-1 medications</b> With the rapid uptake of GLP-1 receptor agonists in obesity management, pharmacists are increasingly supporting patients experiencing significant changes in appetite, nutrition, and weight. This session explores how Very Low Energy Diets (VLEDs) –particularly modified VLED approaches – can be safely and effectively used alongside GLP-1 therapy to enhance outcomes. This session covers GLP-1 physiology, common nutritional challenges, evidence-based diet strategies, and practical considerations for pharmacy practice. A real-world case study will demonstrate the concurrent use of GLP-1 medication and a modified VLED. Pharmacists will gain practical skills in initiating supportive conversations, assessing nutritional status, and determining patient suitability for VLED products.</p> <p><b>Speaker:</b> Dr Terri-Lynne South – General Practitioner &amp; Accredited Practising Dietitian</p>	
<p><b>Pfizer</b></p>		<p><b>OPTIFAST</b> VERY LOW CALORIE DIET</p>	
10.35am – 11.00am		10.25am – 10.45am	
<p><b>Morning tea</b></p>		<p><b>Morning tea</b></p>	
<p><b>kenvue</b></p>		<p><b>kenvue</b></p>	

**Business, innovation & leadership stream**

Venue: Arena 1A

MC: Michael Hann | Q&A Moderator: Matthew Gillespie

11.00am – 11.30am



**New best practice guidelines: The role of the community pharmacists in acute wound care**

Join this session to explore the new Best Practice Statement guiding pharmacists in acute wound care. Learn how to confidently assess and manage common wounds such as cuts, burns and skin tears, select evidence-based dressings, support undisturbed healing, and recognise when referral is needed. Discover practical tips to improve patient outcomes, reduce complications, and strengthen your role in frontline care – all while aligning with value-based healthcare principles.

**Speaker:** Assoc Prof Dr John Smithson – Head of Pharmacy, James Cook University, Prescribing Pharmacist & Registered Nurse

11.35am – 12.05pm



**From handshake deals to legal headaches: The must-know clauses to protect your pharmacy partnership**

Pharmacy partnerships often begin with trust and enthusiasm, but without a solid agreement, they can quickly unravel. In this session, experienced pharmacy lawyer Sarah Stoddart will give an overview of partnership relationships, break down the clauses (or absence of clauses) that cause the biggest headaches, and show you how to tackle these with confidence and clarity. From dispute resolution to exit strategies, you will gain practical insights to protect both your business and your relationships. Walk away with the knowledge to navigate tough decisions and build partnerships that last.

**Speaker:** Sarah Stoddart – Director, Vitality Law Australia

12.10pm – 12.40pm



**Cracking the code of customer conversation**

How well do we really know our customers? This session dives into the everyday interactions that shape customer relationships. Learn how to ask meaningful questions, read subtle body language cues, and transform routine chats into powerful rapport-building moments. Join renowned sales expert Chris Helder as he introduces the FORD technique—a practical framework to help you build trust quickly and make every conversation truly count.

**Speaker:** Chris Helder, Australia's #1 Sales Speaker

**Clinical pharmacy | product update stream**

Venue: Meeting Rooms 5 & 6

MC: Catherine Bronger

10.45am – 11.15am



**Clinical pharmacy update | Unravelling key aspects of infant nutrition and common feeding conditions: Confusion to confidence**

Are you a pharmacist who's ever felt unsure when advising parents on infant feeding and feeding conditions? You're not alone—many pharmacists feel underprepared when it comes to nutrition, allergy, and reflux. This engaging session is designed to close that gap, drawing on insights from a recent pharmacist survey. Our expert panel will explore common feeding conditions, offer evidence-based strategies for breast and formula feeding, and provide structured guidance on formula selection and transitions. You'll gain practical knowledge to support parents confidently and compassionately in the pharmacy setting. The session also covers the latest innovations in early-life feeding and allergy management, equipping you to make informed, impactful decisions for your youngest customers.

**Speaker:** Dr Brett MacFarlane – Pharmacist & Clinical Educator; Dr Janet Green – Registered Nurse, Midwife & Senior Lecturer, University of Notre Dame; Kathy Beck – Paediatric Dietitian

11.20am – 11.50am



**Clinical pharmacy update | The proactive pharmacist's guide to UV's impact on skin conditions**

Australia's high UV index demands pharmacists go beyond typical sun protection advice. This session will address UV's complex, often overlooked role in chronic skin conditions like acne and eczema and explore how UV radiation impacts skin barrier function, inflammation, and exacerbates these dermatoses. By understanding these links, pharmacists can offer more holistic, personalized counsel, moving past generic recommendations to provide comprehensive skin health management in a sun-exposed environment. This advanced knowledge equips professionals to better advise patients on integrating sun protection with their specific skin concerns.

**Speaker:** Dr Melissa Manahan – Dermatologist

11.55am – 12.25pm



**Clinical pharmacy update | Vaping cessation in practice**

With the landscape of nicotine cessation evolving, the pharmacy setting is at the forefront of helping patients quit smoking and vaping. Changes to vaping regulations and the growing availability of nicotine replacement therapies (NRT) have reshaped cessation strategies. This session will provide an update on Australia's vaping guidelines, explore evidence-based smoking and vaping cessation approaches, and discuss how pharmacists can best support patients through tailored nicotine dependence treatment.

**Speaker:** Jarrod McMaugh – Victoria State Manager, PSA

**Cultural engagement forum**

Venue: Meeting Rooms 7 & 8

MC: Georgina Twomey & Joe O'Malley

10.30am – 1.30pm



**Full Scope. Shared Care**

*Community pharmacy's commitment to practising in ways that listen to, include, and respect all cultures, identities, and lived experiences.*

Every pharmacist, patient, and community contributes to shaping a more equitable health system – one grounded in cultural safety, connection, and care for Country and community.

This forum will share lived experience stories that have deepened the understanding of the importance of cultural safety in healthcare. Participants will hear key messages from leading voices driving health system transformation, particularly those addressing the social and political determinants of health. The panel will explore how ancestral knowledge and cultural perspectives can guide innovative solutions to Closing the Gap priorities and other unmet health needs impacting the most vulnerable within our communities.

**10.30am – 10.50am – Keynote address**

Gain insights from a leading voice in culturally safe and inclusive healthcare.

**Speaker:** Dr Karen Demmery – Founder & Director, Burbirra Group Pty Ltd

**11.00am – 12.00pm – Interactive cultural activity**

Engage directly with facilitator and peers to explore how culturally responsive practices are being embedded in community pharmacy settings.

**Speaker:** Dr Karen Demmery – Founder & Director, Burbirra Group Pty Ltd

**12.00pm – 1.00pm – Panel session**

Join a relaxed, open conversation where lived experiences, challenges, and collective solutions are shared.

**Moderator:** Kellie Beckenham – Pharmacist Diabetes Educator

**Panellists:** Cate Whalan – National Councillor, The Pharmacy Guild of Australia; Kira Natty – Community Pharmacist, Carters Pharmacy Gunnedah; Mike Stephens – Director of Medicines Policy and Programs, NACCHO; Jesyca Pearson – Pharmacy Intern, Pharmacy 777 Karratha; Alice Nugent – Pharmacist, NACCHO

**1.00pm – 1.30pm – Cultural Engagement Video Competition**

Back by popular demand! Celebrate creativity and passion for culture in pharmacy.

**Why Attend?**

- Discover practical strategies to embed cultural safety in pharmacy practice
- Network with peers, Elders, and industry leaders to strengthen collaboration with Aboriginal and Torres Strait Islander health organisations
- Take home actionable ideas to improve health outcomes and equity in your community – and for the diverse cultural groups you serve

Business, innovation & leadership stream Venue: Arena 1A		Clinical pharmacy   product update stream Venue: Meeting Rooms 5 & 6		Cultural engagement forum Venue: Meeting Rooms 7 & 8	
12.40pm – 2.00pm <b>Opella.</b>	<b>Lunch</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)	12.30pm – 1.00pm  Working to improve your health	<b>Clinical Pharmacy update   Diabetes and ocular health – understanding the impact on the eye</b> Diabetes is a systemic condition with profound implications for ocular health, influencing everything from the integrity of the ocular surface to the development of serious eye diseases. This session will explore the multifaceted relationship between diabetes and ocular health, including the effects of diabetes on epithelial fragility and ocular surface stability. Why patients with diabetes are predisposed to early cataract formation, the correlation between diabetes and increased glaucoma risk, and additional insights into how diabetes impacts the vision and the eye will also be discussed. This in-depth presentation will equip you with practical knowledge to better support patients managing diabetes and its ocular complications. <b>Speaker:</b> Amira Howari – Senior Clinical Optometrist		
		1.00pm – 2.00pm <b>Opella.</b>	<b>Lunch</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)		
12.30pm – 1.30pm  Working to improve your health <b>RPA</b>	<b>Pharmacy Assistant Networking Lunch</b> Come and network with like-minded pharmacy assistants plus meet the 2025 Pharmacy Guild of Australia/Maxigesic Pharmacy Assistant of the Year Award National Winner, Jessica Brown. This lunch is free for all pharmacy assistants. <b>Venue:</b> Foyer A				
1.00pm – 2.00pm	<b>Special interest groups</b> Designed to bring together attendees who share a common professional interest or challenge, the Special Interest Groups (SIGs) will provide a space for in-depth conversations on specific themes not covered in broader sessions. Attendees can grab some lunch from the Quick Lunch Area before joining others who have similar roles, goals, or challenges. Three separate SIGs will cover the following topics: • Pharmacist Full Scope of Practice – Arena 1A • Women’s Health – Meeting Rooms 5&6 • Aged Care – Meeting Room 9 If you wish to attend one of the above three SIGs, please indicate your attendance when registering. Further details will be available closer to the conference.				
Business, innovation & leadership stream Venue: Meeting Rooms 7 & 8 MC: Peter Hatswell		Clinical pharmacy   product update stream Venue: Meeting Rooms 5 & 6 MC: Peppe Raso			
2.00pm – 2.30pm 	<b>The business of sleep: Building a high-performing sleep study and CPAP clinic</b> With an estimated 20% of the Australian population suffering from moderate to severe sleep apnoea, sleep health is now recognised as a cornerstone of preventative care—and pharmacies are uniquely positioned to lead the charge. This session explores the practical and commercial realities of establishing and scaling a successful in-house sleep study and CPAP service. Learn how to access Medicare-funded bulk billing for sleep studies, and why the right marketing strategy and clinical support network are critical to long-term success. Actionable insights for both new and existing providers will be provided. <b>Speaker:</b> Justin Chan – Managing Director, Centurion Healthcare & Sove CPAP Clinic	2.00pm – 2.30pm 	<b>Clinical pharmacy update   Fluorides 101 and the pharmacist role in caries prevention</b> Fluorides play a central role in the prevention of dental caries. The effect of fluoride is mainly achieved when applied topically, which is further enhanced when accompanied by good oral hygiene. This session will provide pharmacists with an in-depth understanding of the mode of action of fluorides in the prevention of caries, will explore the different fluoridated toothpastes available, and will detail how to make appropriate product recommendations for patients and consumers. <b>Speaker:</b> Jasmine Bell – Dental Hygienist		

<b>Business, innovation &amp; leadership stream</b> <b>Venue: Meeting Rooms 7 &amp; 8</b>		<b>Clinical pharmacy   product update stream</b> <b>Venue: Meeting Rooms 5 &amp; 6</b>	
2.35pm – 3.05pm 	<b>Panel session   Women in pharmacy: Business, the barriers, and the breakthroughs</b> Pharmacy ownership in Australia can be both rewarding and daunting, and women are increasingly stepping into leadership roles. In this candid conversation hosted by GuildSuper, hear from women who've built, bought, and backed successful pharmacies. From financing and first steps to the surprises, struggles, and best moments of ownership, our panel brings together a multi-site owner, an independent owner, a buyers' agent, and a Pharmacy Guild leader who will share what they wish they'd known, how they overcame barriers, and the breakthroughs that helped them build sustainable and rewarding pharmacy businesses. <b>Moderator:</b> Belinda Sirio – Head of Partnerships, GuildSuper <b>Panellists:</b> Georgina Twomey – Managing Director, Alive Pharmacy Group; Natalie Sirianni – Pharmacy Business Broker, Attain Pty Ltd; Monique Mackrill – Stakeholder and Industry Affairs Manager, Pharmacy Guild Australia; Elyse Burraston – Owner and Pharmacist in Charge, Cashmere Village Pharmacy	2.35pm – 3.05pm 	<b>Clinical pharmacy update   The clinical and public health impact of FluMist (influenza virus vaccine nasal spray) availability in 2026</b> This session examines the anticipated clinical and public health impact of FluMist (influenza virus vaccine nasal spray) availability in 2026. Public Health Physician and Infectious Diseases Epidemiologist, Professor Paul Van Buynder will review evidence on efficacy and safety, compare intranasal versus injectable strategies and explore implications for vaccination coverage. Discussion will highlight opportunities for pharmacist administration and reaching needle-averse populations. Attendees will gain actionable insights to optimize influenza prevention and program performance with FluMist in the pharmacy setting. <b>Speaker:</b> Professor Paul Van Buynder – Public Health Physician and Infectious Diseases Epidemiologist
3.10pm – 3.40pm 	<b>Insuring innovation: Risk management for expanding pharmacist roles</b> This session will highlight risk management strategies that will allow pharmacists, pharmacy management teams and pharmacy owners to implement and maintain expanded services safely for the public and the profession. The session will include case studies and practical examples of applying risk management principles to current and future areas of professional practice. <b>Speaker:</b> Claire Bekema – Professional Officer, PDL	3.10pm – 3.40pm 	<b>Clinical pharmacy update   Breathe freely, sleep deeply: The pharmacist's role in airway wellness</b> The Sleep Health Foundation says that "promoting better sleep should be a priority for all Australians". We all know that getting a good night's sleep is important for health, but did you know that the nose is often overlooked in sleep management strategies? Join sleep and respiratory health expert, Prof Brendon Yee, who will explore the clinical relationship between nasal airflow, airway obstruction and sleep parameters, and the key role pharmacists can play in airway wellness. Learn how to recognise nasal contributors to sleep apnoea and improve CPAP compliance through nasal care. Find out how to integrate and position nasal hygiene management into your pharmacy to optimise customers outcomes and help improve their sleep. <b>Speaker:</b> Professor Brendon Yee – Respiratory & Sleep Physician
3.05pm – 3.30pm  <b>Afternoon tea</b>			
4.00pm <b>Conference Close</b>			
7.00pm – midnight   	<b>APP street fiesta</b> Get ready to spice up your APP experience with our Street Fiesta! Immerse yourself in the lively atmosphere while enjoying Mexican inspired street food, cocktails, and more. Dance the night away to the rhythms of mariachi music, a DJ, covers band, and headlining act – Peking Duk. Join us for a fiesta like no other! <b>Venue:</b> Event Centre, The Star Gold Coast <b>Dress:</b> Colourful, fiesta inspired attire <b>Cost:</b> \$160 per person/\$115 per person for students, Guild interns and pharmacy assistants. Ticket price includes buffet dinner, cocktail on arrival and five-hour drinks package including basic spirits. The Street Party is an 18+ event.		

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