CONFERENCE PROGRAM

WEDNESDAY 6 MARCH 2019

PRE-CONFERENCE WORKSHOP 1: AACP ACCREDITED PHARMACISTS’ FORUM – NEW HORIZONS IN PAIN MANAGEMENT
VENUE: Meeting Rooms 5&6, 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 AACP Chronic Pain MedsCheck Trial. Funded by the Australian Department of Health as part of the Sixth Community Pharmacy Agreement (CPA) 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

1.00pm - 7.00pm
REGISTRATION DESK OPEN

PRE-CONFERENCE WORKSHOP 2: PHARMACY GUILD IMMUNISATION COURSE
VENUE: Meeting Room 3, GCCEC
9.30am - 4.30pm
The Pharmacy Guild Immunisation Course will provide you with vaccinator qualification and 24 group 2 CPD points
The course provides:
• a background to immunisation in Australia;
• a familiarisation of the resources that are available to support immunisation services;
• an outline of the regulatory requirements which cover the provision of immunisation services within pharmacy;
• practical skill-based training in safe injection technique.
Cost: Guild Member $550 (GST free)
Non-member $640 (GST free)
Inclusions: Workshop materials and morning/afternoon tea and lunch
NB: This course is open to pharmacists practising in QLD, NSW, ACT and NT only (course does not currently meet requirements for all jurisdictions).

PRE-CONFERENCE WORKSHOP 3: CULTURAL SAFETY WORKSHOP
VENUE: Meeting Rooms 7&8, GCCEC
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
Cost: FREE
Inclusions: Morning tea

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 ectanet 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 entanet.
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 AM, 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

THURSDAY 7 MARCH 2019

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
7.00am - 7.00pm
REGISTRATION DESK OPEN

8.30am - 10.15am
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. A keynote address will also be presented by The Hon Greg Hunt MP, Minister for Health.

10.15am - 10.45am
MORNING TEA

10.45am - 11.00am
KEYNOTE ADDRESS
Speaker: The Hon Catherine King MP, Shadow Minister for Health and Medicare

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
11.03am - 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 AM, APP Chairman
Panelists: 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 SESSION STREAM
VENUE: Meeting Rooms 5-7
Clinical Bites: Hay fever – an aristicotic 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 Sinitha Bonic Anticco, Principal Research Fellow, Woolcock Institute, The University of Sydney

11.30am - 12.00pm
Clinical Bites: Is your nose making your asthma worse?
Speaker: Debbie Rigby, Advance Practice Pharmacist

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 McSwain, Pharmacist & Clinical Program Director, Gold Coast Primary Health Network Persistent Pain Program

This session is related to Community Pharmacy 2025 (CP2025)
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A

11.15am – 2.00pm

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

2.00pm – 2.45pm

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

Panelists: Doug Neely, CEO, National Community Pharmacists Association (US); Christine Hrudka, Chair, Canadian Pharmacists Association; Sue Sharp, Secretary General, World Pharmacy Council; Graeme Bell, Secretary General, The Pharmacy Guild of New Zealand; Darragh O’Connell, Secretary General, Irish Pharmacy Union; Sonia Queiros, Head of Institutional Affairs, National Association of Pharmacies Portugal; Paul Naismith, CEO, FRED IT Group; George Tassabasshi, National President, The Pharmacy Guild of Australia

2.45pm – 3.00pm

Education Session: Lecture 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 are choosing to reposition, rebrand and align to 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

3.30pm – 4.00pm

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A

4.00pm – 4.45pm

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 Pharmacy’s Steve Baxter, revered entrepreneur, investor and mentor.

Speaker: Steve Baxter, Tech Entrepreneur

4.45pm – 5.30pm

Education Session: Lacteum 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 are choosing to reposition, rebrand and align to 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

5.30pm – 8.30pm

WELCOME RECEPTION

The networking focal point of APP, the Welcome Reception provides the perfect opportunity to catch up with colleagues, meet with suppliers and build new business relationships in a relaxed environment. Entertainment is provided and a buffet dinner and drinks will be served.

VENUE: Trade Exhibition Area, GCCEC
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>VENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.00am –</td>
<td><strong>Guild Member (Proprietor) Only Breakfast: Industry Update</strong></td>
<td></td>
</tr>
<tr>
<td>8.00am</td>
<td>This session is open to Proprietor Guild Members only. National</td>
<td></td>
</tr>
<tr>
<td></td>
<td>President George Tambassis will present a confidential update on key</td>
<td>Pavilion Ballroom, The Star Gold Coast</td>
</tr>
<tr>
<td></td>
<td>issues affecting community pharmacy.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Speaker:</strong> George Tambassis, National President, The Pharmacy</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Guild of Australia</td>
<td></td>
</tr>
<tr>
<td>7.30am –</td>
<td><strong>REGISTRATION DESK OPEN</strong></td>
<td></td>
</tr>
<tr>
<td>5.45pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.30am –</td>
<td><strong>The Panel: State of the Industry</strong></td>
<td>Arena 1A</td>
</tr>
<tr>
<td>9.30am</td>
<td>Join our industry’s main players who will explore current issues and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>discuss the complexity of the current industry environment.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Facilitator:</strong> Greg Turnbull, Communications Advisor, The Pharmacy</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Guild of Australia</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Panelists:</strong> Lindsay Forrest, Director &amp; Chairman of the Board,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Australian Self Medication Industry Association; Mark Hooper, Hooper</td>
<td></td>
</tr>
<tr>
<td></td>
<td>, Chair, National Pharmaceutical Services Association; Sylvaen</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vigneault, Chair, Generic and Biosimilars Medicines Association;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Elizabeth de Sornier, CEO, Medicines Australia; George Tambassis,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>National President, The Pharmacy Guild of Australia</td>
<td></td>
</tr>
<tr>
<td>9.30am –</td>
<td><strong>TRADE EXHIBITION OPEN</strong></td>
<td></td>
</tr>
<tr>
<td>10.00am –</td>
<td><strong>CLINICAL SESSION STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>10.30am</td>
<td><strong>PERSONAL &amp; PROFESSIONAL DEVELOPMENT STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>11.00am –</td>
<td><strong>PERSONAL &amp; PROFESSIONAL DEVELOPMENT STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>11.15am –</td>
<td><strong>PERSONAL &amp; PROFESSIONAL DEVELOPMENT STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>12.00pm</td>
<td><strong>PERSONAL &amp; PROFESSIONAL DEVELOPMENT STREAM</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>EARLY CAREER PROGRESSION STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>12.00pm</td>
<td><strong>EARLY CAREER PROGRESSION STREAM</strong></td>
<td>Meeting Room 9</td>
</tr>
<tr>
<td>10.30am –</td>
<td><strong>CLINICAL SESSION STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>10.30am</td>
<td><strong>CLINICAL SESSION STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>11.00am</td>
<td><strong>CLINICAL SESSION STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>11.30am</td>
<td>**Clinical Bites: Functional Digestive disorders – benefits of</td>
<td></td>
</tr>
<tr>
<td></td>
<td>treatment with herbal medicine</td>
<td></td>
</tr>
<tr>
<td>11.30am</td>
<td>This session will explore Functional Gastrointestinal Disorders</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(FGID) such as Functional Dyspepsia (FD) and Irritable Bowel Syndrome</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(IBS) and the associated symptoms. How are FGID diagnosed and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>classified, what causes FGID and its prevalence, and QOL impact of</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the symptoms will also be discussed. How to choose appropriate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>treatment option(s), including a herbal medicine clinically proven</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and having a multi-targeted action, will also be covered.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Speaker:</strong> Prof Geoff Hebbard, Director</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gastroenterology and Hepatology, The Royal Melbourne Hospital</td>
<td></td>
</tr>
<tr>
<td>10.00am –</td>
<td><strong>MORNING TEA</strong></td>
<td></td>
</tr>
<tr>
<td>10.30am</td>
<td><strong>CLINICAL SESSION STREAM</strong></td>
<td></td>
</tr>
<tr>
<td>10.30am</td>
<td><strong>Clinical Bites: Probiotics in obstetrics and gynaecology</strong></td>
<td></td>
</tr>
<tr>
<td>11.00am</td>
<td>The vaginal microbiota plays an important role in maintaining</td>
<td></td>
</tr>
<tr>
<td></td>
<td>women’s health. When this predominantly Lactobacillus community is</td>
<td></td>
</tr>
<tr>
<td></td>
<td>disrupted or decreased, vaginitis or other diseases affecting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>pregnancy or the newborn may occur. Vaginitis is often caused by</td>
<td></td>
</tr>
<tr>
<td></td>
<td>bacterial vaginosis (BV) and vulvovaginal candidiasis (VVC).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>However, therapy with oral antibiotics is often ineffective.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The dominance of Lactobacilli has given rise to probiotics for</td>
<td></td>
</tr>
<tr>
<td></td>
<td>treatment and prevention of vaginitis. The vaginal microbiota</td>
<td></td>
</tr>
<tr>
<td></td>
<td>undergoes many changes throughout pregnancy, but certain probiotics</td>
<td></td>
</tr>
<tr>
<td></td>
<td>may provide an effective means to stabilise vaginal flora during</td>
<td></td>
</tr>
<tr>
<td></td>
<td>this period.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Speaker:</strong> Prof Franco Vicianotti, Obstetrician &amp; Gyneacologist</td>
<td></td>
</tr>
<tr>
<td>11.00am –</td>
<td>**Clinical Bites: Building loyalty – how to unlock the Community</td>
<td></td>
</tr>
<tr>
<td>11.30am</td>
<td>Pharmacy customer experience (understanding the difference</td>
<td></td>
</tr>
<tr>
<td></td>
<td>between proactive and reactive pharmacy shopper behaviours)</td>
<td></td>
</tr>
<tr>
<td>11.30am</td>
<td>This session will deliver independent Australian pharmacy research</td>
<td></td>
</tr>
<tr>
<td></td>
<td>findings on the role pharmacists can play in delivering</td>
<td></td>
</tr>
<tr>
<td></td>
<td>strategic, ethical and commercially smart patient-centred</td>
<td></td>
</tr>
<tr>
<td></td>
<td>interventions to their customers. With a key focus on community</td>
<td></td>
</tr>
<tr>
<td></td>
<td>pharmacy outcomes and service-based delivery expectations and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>recommendations, the session will also focus on the role</td>
<td></td>
</tr>
<tr>
<td></td>
<td>integrative health interventions can play in patient care when</td>
<td></td>
</tr>
<tr>
<td></td>
<td>considered part of a full-service, community-based business model.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Speaker:</strong> Brett Ballantine, Branding &amp; Retail Marketing Expert</td>
<td></td>
</tr>
<tr>
<td>11.30am</td>
<td>**Clinical Bites: The evolution of Community Pharmacy – supporting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the varied roles of Modern Pharmacists (patient-centric management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>for today’s busy pharmacist)</td>
<td></td>
</tr>
<tr>
<td>11.30am</td>
<td>This session will provide key learnings to support modern</td>
<td></td>
</tr>
<tr>
<td></td>
<td>pharmacists in their mixed and varied roles as the medical</td>
<td></td>
</tr>
<tr>
<td></td>
<td>expert, the business manager and the holistic partner, with an</td>
<td></td>
</tr>
<tr>
<td></td>
<td>emphasis on patient centric treatment protocols to support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>patient care and build strong customer loyalty.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Speaker:</strong> Amber Foley, Naturopath &amp; Integrative Medicine</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Educator</td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Event</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| 12.00pm - 2.00pm  | LUNCH  
Garden Terrace Marquee Lunch or  
Level 1 Lounge Lunch (Quick Lunch)                                  |
| 12.00pm - 12.30pm | Clinical Session Stream  
VENUE: Meeting Rooms 5–7  
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. |
| 12.30pm - 2.00pm  | LUNCH  
Level 1 Lounge Lunch (Quick Lunch)                                  |
| 1.00pm - 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 age when pharmacists use advanced dispensing and point-of-sale 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 |
| 11.30am - 2.00pm  | Garden Terrace Marquee Lunch                                         |
| 2.00pm - 2.45pm   | 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 Hrdinka, 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; Duarte Santos, Member of the Board, National Association of Pharmacies Portugal; Flemmy Randlov, TBA; Roger Millichamp, Managing Director Asia Pacific, Apotex; George Tambassis, National President, The Pharmacy Guild of Australia |
| 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 Hrdinka, 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; Duarte Santos, Member of the Board, National Association of Pharmacies Portugal; Flemmy Randlov, TBA; Roger Millichamp, Managing Director Asia Pacific, Apotex; George Tambassis, National President, The Pharmacy Guild of Australia |
| 3.00pm - 3.30pm   | Clinical Session Stream  
VENUE: Meeting Rooms 5–7  
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 |
| 3.30pm - 4.00pm    | AFTERNOON TEA                                                       |
| 3.45pm - 4.00pm    | AFTERNOON TEA                                                       |

**Note:** This session is related to Community Pharmacy 2025 (CP2025)
**PERSONAL & PROFESSIONAL DEVELOPMENT STREAM**

**VENUE:** Arena 1A

**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 Sciuvas AM, 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 Sciuvas AM, System Architect, PharmaPrograms

**4.30pm – 5.30pm**

Education Session

Session details will shortly be available on the conference website at www.appconference.com

**4.00pm – 4.50pm**

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

**5.00pm – 5.30pm**

Clinical Bites

Session details will shortly be available on the conference website at www.appconference.com

---

**SATURDAY 9 MARCH 2019**

**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 CP2023 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 – 9.10am**

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

**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.

*Speaker:* Anson Tang, Optometrist

**9.30am – 10.15am**

Trade Exhibition Open

**9.45am – 10.15am**

MORNING TEA

---

**PERSONAL & PROFESSIONAL DEVELOPMENT STREAM**

**VENUE:** Arena 1A

**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. Together streamline the pharmacy workflow, digital display extend the concept to non-prescription medicines. 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

**10.45am – 11.15am**

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

---

**CLINICAL SESSION STREAM**

**VENUE:** Meeting Rooms 5-7

**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

**10.15am – 10.45am**

Clinical Bites: Clearing the air on intranasal corticosteroids

The Australasian Society of Clinical Immunology and Allergy Guidelines recommend intranasal corticosteroids (ICNS) as a first line option for moderate to severe allergic rhinitis. So why are customers for whom an ICNS 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 ICNS spray to manage allergic rhinitis, plus the importance of educating customers so they get the best out of treatment – through setting realistic expectations for onset of relief and clear communication around correct use.

*Speaker:* Bandana Saini, Associate Professor, The University of Sydney School of Pharmacy

**10.45am – 11.15am**

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 the composition of the microbiome and its influence on health.

*Speaker:* Dr Anders Henriksson, Principal Application Specialist, DuPont Nutrition & Health

---

This session is related to Community Pharmacy 2025 (CP2025)
Clintical Session Stream

**VENUE: Meeting Rooms 5-7**

11:15am – 11:45am

Clinical Bites: Nerve pain management in a practical guide to optimising outcomes

Speaker: Dr Cindy Pan, General Practitioner, Television Personality & Author

11:45am – 12:15pm

Clinical Bites: Nerve pain management in a practical guide to optimising outcomes

Speaker: Dr Cindy Pan, General Practitioner, Television Personality & Author

12:00pm – 12:30pm

Lunch

Garden Terrace Marquee Lunch

Level 1 Lounge Lunch (Quick Lunch)

12:15pm – 1:15pm

Education Session: The little bacteria that could – a tale of development of streptococcus salivarius probiotics for oral health

Speaker: Swarup (Sam) Afsar, Pharmacist, Proprietor & Brand Development Manager, Pharmacy 777

1:15pm – 2:00pm

Education Session: Differentiating your pharmacy with a patient-centric model

Speaker: Manager, Pharmacy 777

2:00pm – 2:30pm

Education Session: Biocompatible update

Speaker: Associate Professor Michael Ward, School of Pharmacy and Medical Sciences, University of South Australia

2:30pm – 3:30pm

Afternoon Tea

3:30pm – 4:30pm

Education Session: Cardiovascular management and energy production: scientific updates with Next Generation Coenzyme Q10 / Ubiquinol

Speaker: Dr Jason Kaplan, Integrative Cardiologist

4:30pm – 5:00pm

Business Session: The future of medicines adherence – opportunities for pharmacy and patient health outcomes

Speaker: 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 Spinning Around, Locomotion and Can’t Get You Out of My Head. 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

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.30am – 1.30pm</td>
<td>Registration Desk Open</td>
</tr>
</tbody>
</table>
| 9.00am – 10.30am   | **The Pharmacy Guild of Australia:**  
                    | *Our Journey to 2025*  
                    | **Venue:** Meeting Rooms 7&8                                       |
| 9.00am – 12.30pm   | 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 program. 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 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 TCPA will be explored. Don’t miss this opportunity to engage directly with 'Your Guild' on the journey to 2025 and beyond. |
| 9.00am – 9.30am    | **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 in 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        |
| 10.00am – 10.30am  | **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     |
| 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 Australia |