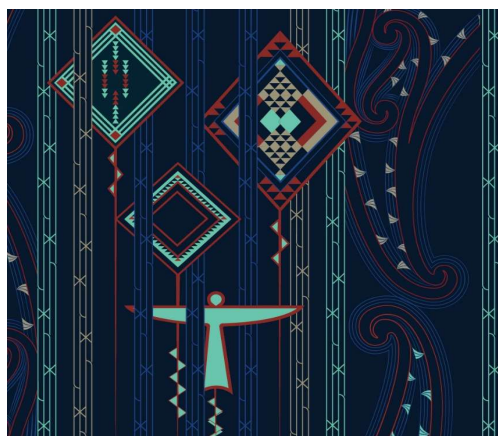




Celebrating 20 Years of Practice Management Excellence

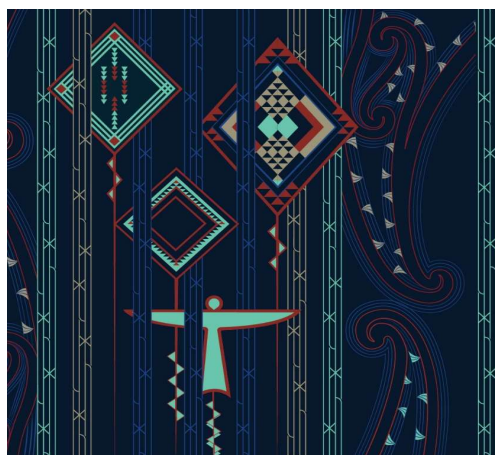
20th Practice Managers Conference

7-9 November 2026

New Zealand International Convention Centre (NZICC)
Auckland, New Zealand

Saturday 7 November 2026

Room:	Theatre 2
8.00am - 8.30am	Congress Opening and Welcome to Country
8.30am - 9.00am	Seeing the Road Ahead with Emerging Technologies Dr Michelle Dickinson
9.00am - 9.05am	<i>Practice Managers to make their way to Rooms 503 & 504 for the start of the conference.</i>
Room:	Rooms 503 & 504
9.05am - 10.35am	Session 1 PM Chair: Lara Sullivan
9.05am - 10.35am	Human Element in AI Lisa O'Neill
10.35am - 11.00am	Morning Tea
11.00am - 12.30pm	Session 2 PM Chair: Peggy Ekeledo-Smith
11.00am - 11.10am	Practice Manager App via EyeVantage Kelly Sas-Marlow
11.10am - 11.55am	Focusing on Compliance: 20/20 Vision for Practice Managers Marushka Caldeiro
11.55am - 12.30pm	Social Media - Going Viral Lara Sullivan & Donna Glenn
12.30pm - 1.45pm	Lunch
1.45pm - 3.15pm	Session 3 PM Chair: Nick Swain
1.45pm - 1.55pm	Understanding the Numbers Your Accountant Sends You Courtney West
1.55pm - 2.30pm	Keeping an Eye on Performance: The Key Metrics Every Ophthalmology Practice Manager Should Know Paul Copeland
	5-minute Stretch
2.35pm - 3.15pm	Issues to Consider When Implementing AI Florian Stroehle
3.15pm - 3.45pm	Afternoon Tea
3.45pm - 5.15pm	Session 4 PM Chair: Danni Blay
3.45pm - 3.55pm	Advocating for Ophthalmologists Katrina Ronne, Kim Down, and Donna Glenn
3.55pm - 4.10pm	Advocating for Patients Victoria Heaton and Dr Kathy Chapman
4.10pm - 4.25pm	Advocating for Patients Jane Schuller
4.25pm - 4.35pm	<i>i-scribe by Akuru Sponsored Talk</i> Dr Jamie Chew
4.35pm - 5.05pm	Inventing a Path in Ophthalmology Pragnya Jagadish
5.05pm - 5.15pm	20 Years of the Practice Managers' Conference Julie Unwin
5.15pm	Day 1 Close
5.15pm	Practice Managers Happy Hour Room: Foyer 1



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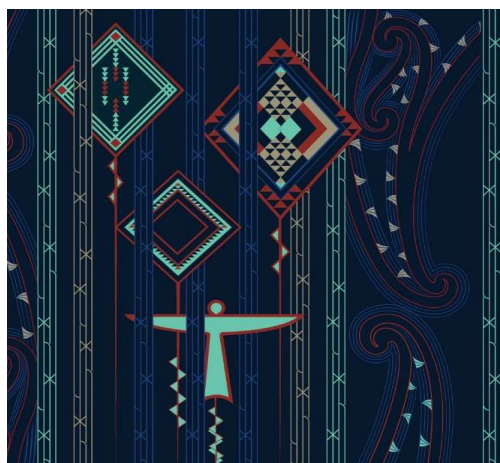
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Sunday 8 November 2026

Room:	Rooms 503 & 504	
8.45am - 10.00am	Session 5 PM Chair: Fiona Wong	
8.45am - 9.50am	He Tangata, He Tangata, He Tangata - Leading with Courage, Connection and Purpose Henrietta Taia	
9.50am - 10.00am	Practical AI for Healthcare: Saving Hours, Not Just Minutes Jai Dametto	
10.00am - 10.30am	Morning Tea	
10.30am - 12.00pm	Session 6 PM Chair: Peggy Ekeledo-Smith	RANZCO Professional Development Session
10.30am - 11.50am	Leading with Positive Intent: Building a Stronger Workplace Culture through effective HR Principles George Sotiris	
11.50am - 12.00pm	The Importance of Biosimilars for the PBS Shaun Jackson	
12.00pm - 1.30pm	Lunch	
1.30pm - 3.00pm	Session 7 PM Chair: Jo Houghton	
1.30pm - 2.05pm	Building Team Connection Panel Discussion George Sotiris, Nick Swain, Gail Drennan, and Lara Sullivan	
2.05pm - 2.15pm	Making Data Work Smarter: Streamlining Operations, Saving Valuable Staff Time, and Delivering Better Patient Outcomes Reuben Gordon	
	5-minute Stretch	
2.20pm - 2.55pm	Self-Care and Resilience Tim Wong	
2.55pm - 3.00pm	New Innovative Scripting Program – Scriptstream Isaac Williams	
3.00pm - 3.30pm	Afternoon Tea	
3.30pm - 5.30pm	Session 8 PM Chair: Gail Drennan	RANZCO Professional Development Session
3.30pm - 5.00pm	Can We Be Psychologically Safe and Accountable at the Same Time? Tim Wong	
5.00pm - 5.30pm	How Do Penguins See Underwater? Dr Peter Hadden	
5.30pm	Day 2 Close	
6.30pm	Practice Managers' Dinner Sunset Bar, Sudima Auckland Hotel	



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Monday 9 November 2026

Room:	Rooms 503 & 504	
8.20am - 10.00am	Session 9 PM Chair: Fiona Wong	
8.20am - 9.50am	High Performance Habits Mea Motu	
9.50am - 10.00am	Partnering with J&J Vision: Supporting Ophthalmology Practices and Patient Care Trixi Allen	
10.00am - 10.30am	Morning Tea	
10.30am - 12.00pm	Session 10 PM Chair: Julie Unwin	RANZCO Professional Development Session
10.30am - 11.20am	How to Manage Up Scott Bell	
	5-min stretch	
11.25am - 11.55am	Digital Intelligence in Healthcare Ray Delany	
11.55am - 12.00pm	Opening Doors, Changing Futures: The Power of Collective Impact Fiona Devine	
12.00pm - 1.30pm	Lunch	
1.30pm - 3.00pm	Session 11 PM Chair: Danni Blay	
1.30pm - 2.20pm	New Software? Look Before You Leap Panel Discussion Ray Delany, Amy Rozmaric, Nick Swain, Fiona Wong, Amberley James, and Jo Houghton	
2.20pm - 2.25pm	Bigger and Brighter – Practical Solutions for Patients to Make the Most of their Residual Vision Leanne Sheil, Magnifiers Australia and New Zealand	
2.25pm - 3.00pm	AI in Healthcare Amberley James	
3.00pm - 3.30pm	Afternoon Tea	
3.30pm - 3.45pm	Day 3 Feedback, Planning for 2027	
3.45pm	Day 3 Close	