

The Royal Australian and New Zealand College of Ophthalmologists
56th Annual Scientific Congress | Melbourne Convention and Exhibition Centre

Saturday 15 November 2025

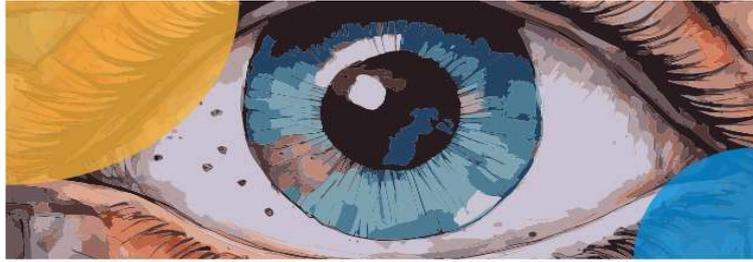
Room:	Plenary 3
8.30am - 8.40am	Welcome to Country & Congress Opening
8.40am - 9.10am	The Power of Language in Healthcare Rachel Callander
9.10am - 9.30am	<i>Practice Managers to make their way to the Room 203 & 204 for the start of the conference.</i>
Room:	203 & 204
9.30am - 10.45am	Session 1 PM Chair: Lara Sullivan
9.30am - 10.45am	Effective Communication as a Practice Manager Keynote: Rachel Callander
10.45am - 11.15am	Morning Tea
11.15am - 12.45pm	Session 2 PM Chair: Lucy Peters
11.15am - 11.35am	How Practice Managers Thrive: Automate. Delegate. Outsource. Anna-Maria Gibb & Marko Novakov, Avant Practice Solutions/Avant Law-
11.35am - 12.45pm	The Rhythm of Finance: Navigating the Big Three for Healthcare Leaders Maira McInerney, Monash University
12.45pm - 2.00pm	Lunch
2.00pm - 3.30pm	Session 3 PM Chair: Peggy Ekeledo-Smith
2.00pm - 2.10pm	Integration Beyond Supply – EyeVantage in Action Vinh Tran, EyeVantage
2.10pm - 2.40pm	When Every Eye Matters: The Art and Science of Ophthalmic Triage Jane Schuller, Royal Melbourne Hospital
	2-minute Stretch
2.40pm - 2.50pm	Biosimilars Shaun Jackson, Inservio
2.50pm - 3.30pm	From Waiting Rooms to Wellness: Bringing the Healthcare Home Model of Care to Ophthalmology Nick Swain, Eye Institute
3.30pm - 4.00pm	Afternoon Tea
4.00pm - 5.30pm	Session 4 PM Chair: Lara Sullivan
4.00pm - 4.20pm	Eye Connect: Addressing the Hidden Impacts of Macular Disease Victoria Heaton, Macular Disease Foundation Australia
4.20pm - 4.30pm	Research and i-scribe, and Introducing i-consult - Further Enhancing Efficiency and Connection During Patient Consultations Jamie Chew, i-scribe
4.30pm - 5.30pm	Diary of an IT Guy – Our Top Recommendations in Practice Matthew Cameron, Vibe IT
5.30pm	Day 1 Close
5.30pm	Practice Managers Happy Hour Room 203 & 204 Foyer



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Sunday 16 November 2025

Room:	203 & 204	
8.45am - 10.30am	Session 5 PM Chair: Nick Swain	
8.45am - 10.20am	The Performance Management Mindset Keynote: Poppy Griffiths, UnlimitU High Performance Coaching	
10.20am - 10.30am	Introducing RANZCO SecurePass Multi-factor authentication (MFA) Biruk Mitiku, RANZCO	
10.30am - 11.00am	Morning Tea	
11.00am - 12.30pm	Session 6 PM Chair: Lara Sullivan	RANZCO Professional Development Session
11.00am - 12.20pm	Aligning Ophthalmology Practice Operations with Patient Expectations Cheryl Wood, Avant	
12.20pm - 12.30pm	Simplifying Healthcare Payments and Claims with Tyro Health Simon May, Tyro Health	
12.30pm - 2.00pm	Lunch	
2.00pm - 3.30pm	Session 7 PM Chair: Ingrid Durkin	
2.00pm - 2.05pm	Safe, Compliant, and Simple: Redefining High-Value Medicine Management for Clinics Paul Athanasiov, Rx2Ai	
2.05pm - 3.00pm	LinkedIn for Practice Managers. Strengthen Your Presence. Support Your Practice. Keynote: Kylie Chown, My Digital Brand	
	2-minute Stretch	
3.00pm - 3.30pm	Calculating Growth in Private Practice Donna Glenn, Gordon Eye Surgery & Katrina Ronne, Australian Society of Ophthalmologists Limited.	
3.30pm - 4.00pm	Afternoon Tea	
4.00pm - 5.00pm	Session 8 PM Chair: Gail Drennan	RANZCO Professional Development Session
4.00pm - 5.00pm	How to Embed Business Development into the DNA of your Practice: Workshopping your Marketing Plan for 2026 Scott Bell	
5.00pm	Day 2 Close	
6.30pm	Practice Managers' Dinner The General Assembly	



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Monday 17 November 2025

Room:	203 & 204	
8.20am - 10.00am	Session 9 PM Chair: Nick Swain	
8.20am - 9.50am	When Chatbots Manage Conflict: Why HR Still Needs a Human Touch Keynote: George Sotiris, HR in Health	
9.50am - 10.00am	Smarter Ophthalmology Software Toby Bisco, ToukanLabs	
10.00am - 10.30am	Morning Tea	
10.30am - 12.00pm	Session 10 PM Chair: Marie Taylor	RANZCO Professional Development Session
10.30am - 11.00am	Benefit from Working Together Rachael Taudien, Jobsupport	
11.00am - 12.00pm	How to Prevent Fraud and Theft in Your Practice Loryn Einstein, Medical Billing Experts	
12.00pm - 1.30pm	Lunch	
1.30pm - 3.00pm	Session 11 PM Chair: Marie Taylor	
1.30pm - 2.30pm	The Privacy Check Up. Updating Policies and Handling Access Requests. Cheryl Wood, Avant	
2.30pm - 2.35pm	<i>BOP Plus Sponsored Talk</i> Steve Saini, BOP Plus	
	2 min Stretch	
2.35pm - 2.45pm	From Contribution to Change: Collective Philanthropy in Action Fiona Devine, ANZEF	
2.45pm - 3.00pm	Day 3 Feedback, Planning for 2026	
3.00pm - 3.30pm	Afternoon Tea	
3.30pm	Day 3 Close	