About AVAPM

Australian Veterinary Association Practice Management is a special interest group of the Australian Veterinary Association. We are committed to the improvement of veterinary practice management through the promotion and development of it as a legitimate discipline and worthwhile veterinary activity.

The association is focused on delivering quality service to its members who come from rural, suburban and metropolitan locations around the country and represent a diverse cross section including companion, mixed and large animal practices.

AVAPM presented its first conference stream at the AVA national conference in Perth in 2000 and continues to do so annually.

With a new name, rebrand and stronger online presence, AVA Practice Management has enjoyed an invigorated re-launch and a steady growth over the past two years.

New initiatives such as the AVAPM Exclusive Insights tours, Roadshow Workshops and HR webinars have offered strong points of difference to other veterinary business offerings, resulting in strong member engagement and extremely positive feedback.

AVAPM membership continues to grow as members take advantage of the online resources, targeted (and discounted) CPD and valuable hands-on opportunities to increase their business efficiency and profitability.

Members also have the added benefit of access to the vast array of AVA resources such as AVA HR Advisory service, counselling, financial advices, corporate and educational discounts and more.

Aims and Objectives

AVAPM’s aims and objectives are to improve the standard of veterinary practice management, particularly in the areas of Human resources, Business management, Marketing, Industrial relations, Finance, Strategic management and operations.
Member Benefits

WHY JOIN AVAPM?

As an AVAPM member you will receive a number of benefits including:

* Practice management specific continuing education
* Discounted member rates for AVAPM Conferences, Roadshows & Exclusive Insights Tours
* Monthly E-newsletter-“The Leading Edge” giving you current Practice info.
* Free access to AVAPM proceedings from Annual AVA Conferences
* Opportunity to purchase the Staff Induction Manual
* Free HR Manual
* Access to practice management tools
* General advice on management issues
* Member discounts signing up for UNE Partnership Practice Management courses
* Access to the AVA pool of resources and AVA special interest groups information
* Access to AVA HR Advisory Service
* Access to AVA counselling hotline
* Access to Guild Insurance hotline
* Chance to enter the annual Hill’s/ AVAPM Practices of Excellence Awards
* Discount for members signing up with Provet CE and FML courses
* Phone & email assistance from our experienced team to help solve your practice management queries
* Member discounts from a number of AVA and AVAPM affiliated partners including Qantas, Guild, Avis and more!
* Unlimited access to AVAPM members’ exclusive web portal. Constantly updated, reviewed and added to, containing hundreds of resources, newsletters and past proceedings.
* Document kit including draft employment contracts, harassment and discrimination policy and privacy policy
## Event Calendar 2013

<table>
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<tr>
<th>JANUARY</th>
<th>FEBRUARY</th>
<th>MARCH</th>
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### APRIL
- **16 April**
  - Webinar
  - *Managing Underperformance*
    - Online

### MAY
- **26 - 30 May**
  - AVA Annual Conference
    - Cairns

### JUNE
- **14 June**
  - Workshop
  - *Better Your Bottom Line (Financials)*
    - Melbourne

### JULY
- **6 - 8 July**
  - AVAPM Annual Conference
    - Sydney
- **19 July**
  - Exclusive Insights Equine Tour
    - Melbourne

### AUGUST
- **8 - 9 August**
  - Roadshow Workshops
    - Adelaide

### SEPTEMBER
- **13 September**
  - Webinar
  - *Flexible Working Arrangements*
    - Online

### OCTOBER
- **18 - 19 October**
  - Exclusive Insights Tour
    - Adelaide

### NOVEMBER
- **14 November**
  - Workshop
  - *Better Your Bottom Line (Financials)*
    - Sydney

### DECEMBER
- **6 December**
  - Webinar
  - *Bullying & Harassment*
    - Online
AVA Practice Management has lined up an impressive offering of international and local speakers for the AVAPM Annual conference in Sydney this July.

This event promises to be the premier veterinary business event for the year. With the theme of smarter and stronger, the three day event will run two streams of practice management sessions over two days, followed by a day of hands-on master-classes presented by the cream of UK and US speakers.

Sessions will focus on soft and hard skills ranging from social media and marketing to profitability, financials and future planning. We will also be running a wellness session and looking at work life balance…a crucial part of modern living.

Speakers include Mark Opperman & Sheila Grossdidier (USA), John Sheridan (UK), Kelly Baltzell (USA), Tom Catt, John Baguley, Diederick Gelderman, Tara Diversi, Natasha Wilks, Christine Hawke, Ian Fulton and Louisa Poutsma.

If you are serious about practice management, then this is one event not to miss. Full weekend registration enables practice managers and owners to bring their non-vet practice managers or nurses for free. Non vet practice managers from an AVA member practice may also attend at members rates.

So for a great weekend of learning, socialising and networking, we look forward to seeing you in Sydney July 6-8.

Visit www.avapm.com.au for more information or alternatively contact AVAPM on P: 02 9431 5010 or avapm@ava.com.au

AVAPM…helping you practice smarter and stronger
AVAPM Roadshows

2013 ROADSHOW WORKSHOPS 7-8 AUGUST ADELAIDE

Your chance to gain valuable hands on practice management experience over a series of four x 4 hour workshops. Each roadshow offers several workshops and will run over 2 days. Book in for one workshop or book in for all - the choice is yours.

AVAPM Chart of Accounts (Warren Foreman)
Frontline Management (Sue Crampton)
Digital Marketing (James Ramsden)
Merchandising (Mark O’Byrne & Graeme Dixon)

For more information please visit: http://avpma.ava.com.au/CE

AVAPM Insight Tours

2013 AVAPM Insights Tours 19 JULY MELBOURNE, (BAIN FALLON) 18-19 OCTOBER ADELAIDE

... giving you access to all areas of some of Australia’s leading veterinary practices.. come and be a fly on the wall..

The tour is open to all non tour-state based practice managers and owners, giving interstate delegates an inspirational glimpse into the business and operational aspects of established practices.

The tours will encompass hosted visits to multiple practices, accommodation (if an overnight tour is selected), local transportation, debrief sessions, morning tea, afternoon tea and lunch breaks.

Please visit: http://avpma.ava.com.au/CE
Better your bottom line

1 DAY WORKSHOPS with Mark Hardwick
14 June - Novotel Melbourne, 14 November - Sofitel Sydney
A well-organised Chart of Accounts will assist your practice in analysing financial data, facilitating useful budget creation, and making well-informed business decisions.

* Understand the key components of a Chart of Accounts and it’s benefits to your business
* Populate your Chart of Accounts using meaningful financial data from common VPMS systems or supplier data.
* Interpret financial data produced by using an efficient Chart of Accounts
* Use this information to create a meaningful budget forecast and plan for practice growth or succession planning.... and better your bottom line!


Webinars

13 September: Flexible Working Arrangements
06 December: Bullying and Harassment

About the Presenter:
Michelle Eamer Employment Relations Manager
Wentworth Advantage

Michelle Eamer, Employment Relations Manager is degree qualified in the specialist area of Employment Relations which incorporates both human resources (HR) and industrial relations (IR) qualifications.

Before joining Wentworth Advantage Michelle worked for the Australian Retailers Association as an Industrial Relations adviser. Michelle now dually manages the AVA HR Advisory Service in providing IR advice to members and developing resources to assist employers.

Contact AVAPM on E: avapm@ava.com.au or P: 02 9431 5010
Testimonials

Practices of Excellence - Dr James Vowles
It has been quite a journey winning the practice of excellence this year. Winning this award has been a real “pat on the back” for all of the staff. We have always had a strong focus on customer service and work very hard in staff training to achieve our best. Having recognition from outside helps reaffirm its importance.

The process of preparing speeches, newspaper interviews and articles has helped the entire staff and the principles to reflect back on what has been achieved and the processes required to get us where we are. The clients response was the real surprise. We had so many cards and emails congratulating us from clients, all extremely proud that their vet was the AVA practice of excellence 2012.

Chinese whispers have been helping our accolade with some clients getting second/third hand information declaring us “Australian Vet of the year”!! The very Generous financial reward from the sponsor bought us some new cat cages for the cat ward which were much appreciated. Another bonus is that the principles now have plenty of CPD points this year for attending the AVA and AVAPM conference as part of the prize.

Exclusive Insights Tour - Dr Karin Mogg
If you really want to understand and remember something, reading and listening is not enough. You have to “do” and “experience” it. This is the basis of experiential learning. Previously education in practice management has been a reading/listening exercise. The Exclusive Insights Tour makes education in practice management an experiential learning event. The tour is well supported with written materials and culminates in a workshop that compares and analyses practice financials. During the trip home I sorted out my notes and photos on the practices visited by topic (e.g. marketing, services, practice design and presentation, IT, etc). Over subsequent weeks, these were presented at team meeting where we decided what we could use and sequenced them into a priority list for implementation.

We also looked at practice performance against KPIs to identify areas where we were doing well and where improvement was needed. In terms of what we have learned, implemented and actually used, the Exclusive Insights Tour was the best value practice management event that I have yet attended, and I highly recommend it to all veterinary practice owners and managers.
Practices of Excellence

For the past 12 years, the AVAPM Practices of Excellences Award’s have recognised veterinary practices that provide outstanding service to their clients. The awards acknowledge excellence and encourage veterinary practices Australia wide to improve their overall practice management.

A new partnership
2013 welcomes Hill’s Pet Nutrition as partner in the awards, offering a combined prize pool of more than $12,000 in CPD and prizes, along with the kudos that comes from taking out Australia’s best-known and most prestigious veterinary business award. All entrants in the Hill’s AVAPM Practices of Excellence Awards will now receive a ‘free practice health check’ to help identify opportunities to grow and expand.

Practices will receive advice designed to deliver opportunities to achieve effective competitive advantages in key aspects including customer service, staff management, leadership and marketing.

The winning practice in each category will receive:

- $2000 worth of AVAPM continuing professional development vouchers (CPD)
- Two registrations to the AVA National Conference 2013 (worth $2000)
- $1500 worth of Hill’s CPD vouchers or product
- An article featuring their practice in the Australian Veterinary Journal and the AVAPM Leading Edge Newsletter
- A distinctive trophy for public display
- The use of the distinctive Hill’s AVAPM Practices of Excellence Logo on their stationery
- A session at the AVA National Conference in the practice management stream to share their story and journey to excellence.

How to enter:

Entry is FREE - opens June 2014
To enter complete the online nomination form - www.ava.com.au/about-us/awards
Any questions/ trouble please contact AVAPM on 02 9431 5010
Finalists must be AVAPM members to be considered for awards.
As an AVAPM member, you get exclusive access to helpful resources covering such topics as:

- Human resources
- Business & strategic management
- Marketing & Finance
- Operations
- WH&S Manuals
- Merchandising
- Member helplines
- Workplace Health & Safety Updates
- Templates
- AVAPM Survey Results
- Past Proceedings
- Member forums & Newsletters
Merchandise

**The Induction Manual** provides the necessary tools and knowledge to ensure your new employees become productive and valued members of staff in the shortest possible time. New employees will gain a clear understanding of the organisation’s direction, their obligations whilst at work and their role and where it fits in the team in which they play a part of.

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**The Chart of Accounts** is a listing of the various categories for income + expenses associated with the finances of an organisation, rather like a table of contents for where your financial information is filed away. The purpose of the Chart of Accounts is to provide meaningful management information to enable the business to analyse financial data both for internal and external reporting.

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**The Workplace Health and Safety Manual** is tailored specifically for veterinary practices. Keeping a healthy and safe workplace is a legal obligation for every employer. If an incident occurs, financial and other costs will take their toll on the practice. This manual includes: OHS policies and procedures and risk assessments for vets, Support materials including guidelines, Checklists, Forms and templates, Program implementation guide and laminated quick reference cards, CD with copies of all materials. Contact AVAPM to request a manual overview.

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Contact us - P: 02 9431 5010  E: avapm@ava.com.au
Are you a member?

If so, we are sure you are already taking advantage of all of these amazing benefits!! If not, then we would love for you to join us NOW.

APPLICANT DETAILS – Please print clearly

<table>
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<tr>
<th>AVA member no.</th>
<th>Applicant’s title</th>
<th>Applicant’s name</th>
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<tr>
<td></td>
<td>Dr. Mr. Mrs. Ms. Miss</td>
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Practice name

Practice address

Home Phone

Work Phone

Fax

Mobile

Email:

Update the AVA database*

*Our database is managed by AVA Member Services – do you want the database to reflect the information in this section

Would you like your Practice Manager to be copied in all AVAPM correspondence?

Yes No

P.Manager Name: 
P.Manager Email:

PRACTICE TYPE

Large Animal

Companion Animal

Mixed

Other

I would like occasional mailings from patron companies?

Yes No

MEMBERSHIP CATEGORIES

Ordinary

Must be a Full member of the AVA

Associate

Must be an Associate members of the AVA – Unable to hold office or vote

Membership Type | Details must be supplied for membership to be processed | Annual Fee* | Tick
|-----------------|-----------------------------------------------------|-------------|-----
| Ordinary Member | AVA No:                                             | $250.00     | ✓
| Associate Member| AVA No:                                             | $250.00     | ✓
| New Grad Member  | AVA No:                                             | $117.50     | ✓
| Student Member   | AVA No:                                             | $40.00      | ✓

*All fees shown include GST

Applicant’s signature

Date /

PAYMENT DETAILS – Please fax this completed form back to AVAPM on 02 9437 9068

Card holder’s name

Card holder’s signature

Total amount $ 

Expiry Date /

Credit card details

Please indicate ✓

Visa MasterCard Dinners Cash Cheque – made payable to Australian Veterinary Association