



Conference Handbook

Crown Conference Centre,
Melbourne, VIC
19-21 October 2022



Emergence

2022 Veterinary Business
Group Summit

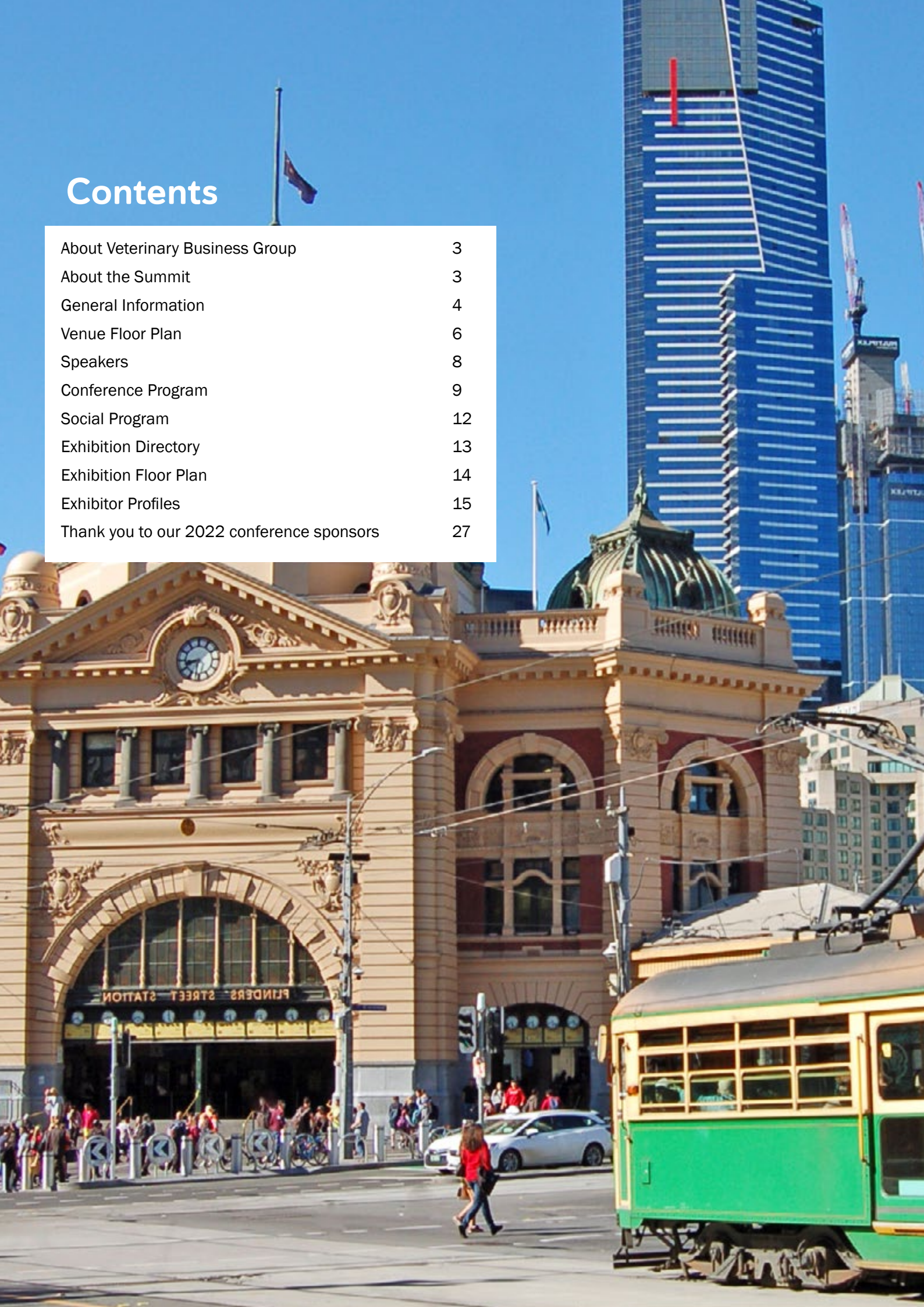


KNOWLEDGE



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About the Veterinary Business Group

The Veterinary Business Group (VBG) is a group of the Australian Veterinary Association (AVA), catering for every veterinary professional who works within veterinary business. The VBG is an expansive network of all of the veterinary business stakeholders with a vision to form a strong business community fit for today and the future.

Throughout the year, the VBG provides hands-on practical continuing professional development (CPD) opportunities for members. The CPD provided promotes practical business skills and insights as

well as the larger perspective needed to make a truly successful business or career over the long term.

The VBG also has a collection of resources available on the AVA website, designed to give you the tools you need for your business to function at its peak on topics such as human resources, management and more.

For more information about the VBG and the AVA, visit www.ava.com.au

About the Summit

We are delighted to be able to deliver the highly anticipated 2022 Summit face to face; it will be the first time some of us have come together in a non-virtual way in three years.

VBG Summit is a two-day event tailored to suit ALL levels of experience within veterinary business. From those just starting out and needing to establish all the key skills and framework, to those that have significant experience already but want to further increase their expertise.

Day one is going to be all about the big picture. We plan to stimulate your brain and to step outside of the box in this post COVID era. Day two will focus on the “nitty gritty”- concentrating on the barriers to growing and building a sustainable veterinary business into the future.

2020/21 has taken a lot from all of us emotionally. We have been forced to confront the realities of the moment whilst maintaining the essential service that we offer. Our goal now is to emerge bigger, better, stronger.

Come ready to input as much as you know, so that collectively we will all take away so much more at this year's Summit.

Yes, we will look back and reflect, but more importantly, we will stand tall and with support from your colleagues, harness the future.

Can't wait to see you all there.

Geoff Golovsky
Summit Convenor

Michael Ferguson
Incoming Convenor

Conference Organising Committee

VBG Summit Convenor: Geoff Golovsky
on behalf of the VBG Advisory Committee

Executive Officer: Veterinary Business Group
Kimberley Moore
kimberley.moore@ava.com.au

Summit Secretariat:

Kandy Musgrave
events@ava.com.au

The Australian Veterinary Association Ltd

Unit 40, 6 Herbert Street, St Leonards NSW 2065
T: +61 2 9431 5000
W: VBG Summit 2022- Emergence
<https://www.ava.com.au/vbg-summit-2022>

General Information

Conference Halls 1-3 – Sessions, VBG Summit Awards Dinner

Exhibition Hall, Ground Floor – Welcome Drinks (Wednesday), Networking Drinks (Thursday, Exhibition (Wednesday-Friday)

Badges

Name badges must be worn at all times to access sessions and social events.

Message Board

Next to the registration desk outside the exhibition.

Registration Desk

Location: Outside Exhibition Hall

Opening Times:

- Wednesday 19 October 2022, 4.00pm – 8.00pm
- Thursday 20 October 2022, 7.00am - 7.00pm
- Friday 21 October 2022, 7.00am - 4.30pm

Note: Tickets for social events may be purchased at the registration desk, depending on availability.

Exhibition

Location: Exhibition Hall, Ground Floor

Opening Times:

- Wednesday 19 October 2022, 6.30pm-8.00pm
Welcome Drinks & Exhibition Opening
- Thursday 20 October 2022, 10.00am-7.15pm
During catering breaks: 10.00am-10.45am, 12.45pm-1.45pm, 3.15pm-3.45pm
Pre-Dinner Networking Drinks: 6.30pm-7.15pm
- Friday 21 October 2022, 10.00am – 4:30pm
During catering breaks: 10.15am-10.45am, 12.45pm-1.45pm, 3.45pm-4.15pm

Carer's Pass

Ask the registration desk about a carer's pass which provides parents/delegates nursing children to be provided with assistance.

Please note there are no arrangement for childcare during the Summit.

Change Facilities

Change facilities are available. Go to level 1 and take the airbridge to the retail precinct. Family facilities are located next door to McDonalds.

COVID Safety

If you are feeling unwell, please visit the registration desk where RAT tests, sanitiser and masks are available. Thank you to our health partner Provet for help keeping AVA safe.

AVA Platinum Education Supporter



While some hear a bark, you hear your calling.



And we understand that the call isn't always easy to answer, no matter how much you love animals. That's why we're working harder than ever to support your unwavering care and make nutrition conversations easier:

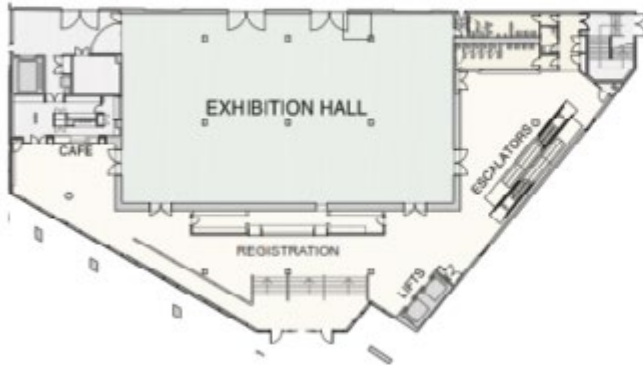
- 1 Redesigned packaging with easy-to-explain benefits
- 2 Hill's Quick Reco tool offers quick personalised nutrition plans
- 3 Our best taste technology ever so you can recommend with confidence

See it all at
HillsPet.com.au/Prescription-Diet/New-Look

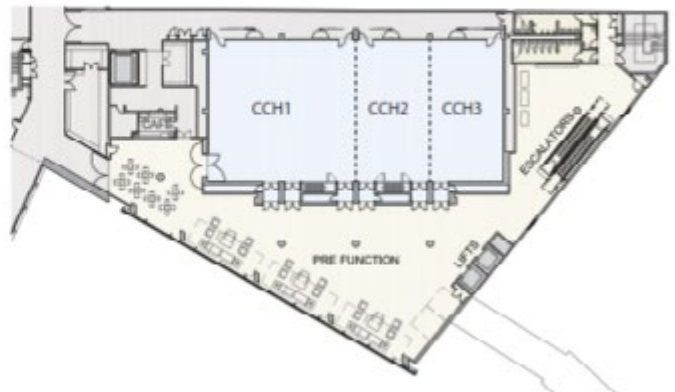


Venue Floor Plan

**CROWN CONFERENCE CENTRE GROUND LEVEL
FLOOR PLAN**



**CROWN CONFERENCE CENTRE LEVEL 2
FLOOR PLAN**



**Made
by vets
for pets**

THE ONLY INSURER
ENDORSED
BY THE AUSTRALIAN
VETERINARY ASSOCIATION

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choice** 

Vets Choice insurance for pets

Born out of a commitment to Australian vets and the veterinary profession, Vets Choice insurance for pets is the product of more than 25 years of partnership between Guild Insurance and the Australian Veterinary Association (AVA).

Help more Australian pets receive the care they deserve and become a Vets Choice insurance for pets partner by emailing vetschoice@guildinsurance.com.au or calling 1800 999 738 today.

Vets, pets and people are at the heart of Covetrus

Visit us at stands 41 & 48 to find out why
our goal is to become the go-to partner and
advocate for veterinary professionals.



A covetrus  Company



Keynote Speakers



Peter Baines

Peter Baines OAM, developed his unique leadership style by leading international identification teams into Indonesia and Thailand following acts of terrorism and the 2004 South East Asian Tsunami. He went on to work in the counter terrorism area of Interpol, spent time with the United Nations Office of Drug and Crime and also worked in Saudi Arabia and Japan after natural disasters hit those countries.

Today, Peter has a successful consulting business building engagement through corporate social responsibility and presents across the globe to major corporations and governments on Leadership. He is the author of two books, *Hands Across the Water*, and *Doing Good by Doing Good* which provides a blueprint for building experience led engagement programs with a focus on shared value.

Peter's keynote address "**Leadership Matters**" will be presented on **Thursday 20 October 2022 at 9.00am** and his "**Facing leadership challenges workshop**" will be the same day at **1.45pm**.



Dr Nick Mabbott

Dr Nick Mabbott is a Fatigue Risk Management Specialist with over 25 years of experience in sleep and fatigue risk management. He has provided fatigue management training and education to over 25 thousand personnel, from mineral resources, to health, education and a range of other industries. He walks the talk with his love of sleep and willingness to share the range of benefits of good sleep. From safety to health and wellness, and improved productivity. Not just at the workplace level but also in a workers' life. He will soon publish his life's work, with a book titled: *Beyond Midnight – The wonder of sleep*.

Nick will be presenting "**Sleep, wellbeing, safety and performance**" on **Friday 21 October 2022 at 8.15am**.



Kirrily Dear

Say it can't be done and Kirrily will show you it can.

That's the mantra that drives her to achieve far beyond what others believe is possible.

When Kirrily started her first business, her ex-boss lectured Kirrily on her impending failure. She has recently celebrated its 20th anniversary.

As the media bickered about women on boards, Kirrily earned a directorship with the Australian Institute of Management - she was the youngest person appointed in 90 years to do so.

Kirrily defied history, one step at a time when she ran from Broken Hill to Sydney. The first woman on record to achieve 32 marathons in 19 days.

Kirrily Dear founded the charity, Run Against Violence, even though people said "Why bother? Family violence will never stop." It is now a global enterprise.

For more than 30 years she has redefined personal and cultural boundaries, living a life beyond what others believe is possible.

Kirrily will be presenting "**Dare to be your boldest**" on **Thursday 20 October 2022 at 10.45am**.

Program - Conference Hall 1-3

THU 20 OCT	Day 1 – BIG IDEAS (but not too big)
08.05 – 08.10	Welcome – Moss Siddle
08.10 – 08.55	State of the market – Paul Blanc The VBG Committee, together with our presenter will set the scene of the ‘State of the Veterinary Business Market’ and highlight some key changes and challenges the summit will dig into over the next two days.
09.00 – 10.00	Peter Baines – “Leadership Matters” True leaders are identified by their actions and reactions. It’s about what people do, not what positions they hold. In times of disaster and crisis we are faced with unique challenges that require unique solutions, it is during these times that crisis becomes the true testing ground for leaders.
10.00 – 10.45	MORNING TEA
10.45 – 11.45	Kirrily Dear – “Dare To Be Your Boldest” Meet me at the designated time and location with your backpack and boots on, we’re going on an adventure. With only our hearts to guide us, we will plunge deep into the wilderness to unearth your true grit. Along the way, you’ll confront your darkest fears and strip life back to the basics of what’s soul-deep important to you. Open your mind to the lessons of the wild and you’ll discover the secret to unlocking the next level of your genius.
11.45 – 12.45	Leadership Panel Hosted by our convenor, Moss Siddle, our panel of industry leaders will explore key themes from the morning, discussing ways in which we can use our voice effectively to have the greatest positive impact for our businesses.
12.45 – 1.45	LUNCH
1.45 – 3.15	Peter Baines – “Facing leadership challenges workshop” Leadership is about making difficult decisions and then living with those decisions. During the workshop we will explore the value of making difficult decisions without deliberation and the limitations we impose upon our growth by a reluctance to make brave decisions for fear of making the wrong decision.
3.15 - 3.45	AFTERNOON TEA
3.45 – 5.15	VBG HUB The Hub Session is a highlight of the VBG Summit. In this session, industry leaders will host small group discussions on key challenges in the veterinary business landscape.
6.30 – 7.15	Pre-dinner Networking drinks in exhibition
7.30 – 11.00	VBG Awards Dinner

Program - Conference Hall 1-3

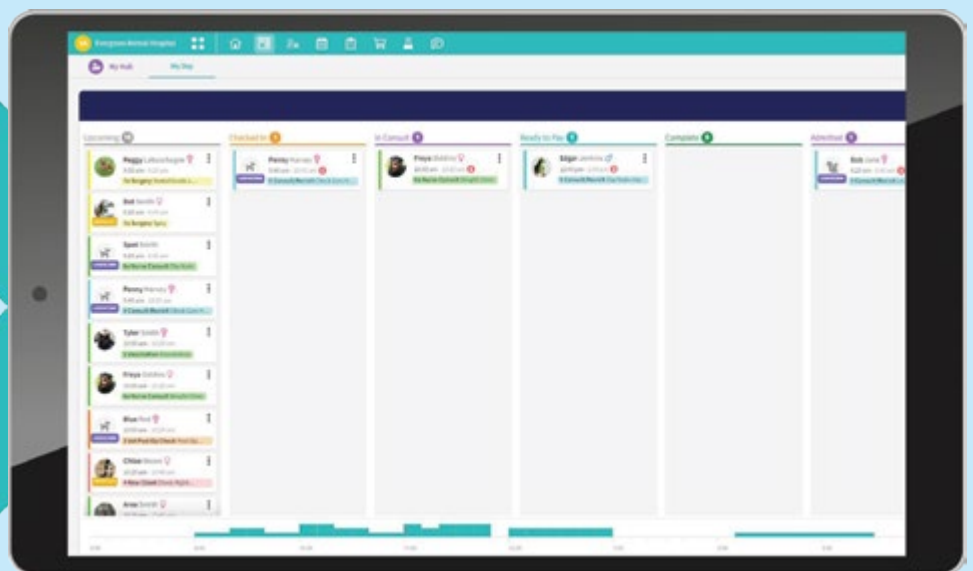
FRI 21 OCT	Day 2 - TACTICAL	
08.05 - 08.10	Welcome – Janet Murray	
08.15 - 09.15	<p>Nick Mabbott – “Sleep, wellbeing, safety and performance” Feeling down and de-energised? Making simple mistakes at work and in the car? Perhaps knowing a bit more about what benefits we obtain during appropriate sleep will create some ‘lightbulb’ moments on these issues.</p> <p>Dr Nick will illustrate the different stages and cycles of sleep, and what a human derives from these. This all changes when we get too little sleep, and Nick will point out how this affects your moods, health, safety and performance. Using relevant research, we will gain an understanding of how well-structured sleep can assist in the prevention of safety incidents and poor health and wellness outcomes.</p>	
09.15 - 10.15	<p>State of Human resources Panel - "Post COVID Growth" Lead by Jack Byrnes – AVA HR Advisory Service This session explores some of the challenges and opportunities that have influenced change in the veterinary workforce landscape.</p>	
10.15 - 10.45	MORNING TEA	
	Stream 1 – People Focus	Stream 2 – Business Process Focus
10.45 - 11.45	<p>Rod Irwin "How to Wire Your Brain for Greater Calmness, Courage and Confidence". (A prescription for anxiety, fear and low self-esteem.)</p>	<p>David Tabrett "Fear based fee scheduling and how you can avoid this"</p>
11.45 - 12.45	<p>Sue Crampton & Georgia Gurney "Evolve and Thrive - Practical Systems for Coaching and Developing your team as we emerge, adapt and change into 2023 and beyond" P1.</p>	<p>Marnie Anning "Stop recreating the wheel". What the education industry can teach us in veterinary practice.</p>
12.45 - 1.45	LUNCH	
1.45 - 2.45	<p>Sue Crampton & Georgia Gurney "Evolve and Thrive - Practical Systems for Coaching and Developing your team as we emerge, adapt and change into 2023 and beyond" P2.</p>	<p>Luke James "Practice ownership: The financial roadmap"</p>
2.45 - 3.45	<p>Jocelyn Birch-Baker "The emergence of new career paths for Vets and Vet Practices"</p>	<p>Mark Matthews "Standing out - Innovative thinking to get your team doing your recruitment for you"</p>
3.45 - 4.15	AFTERNOON TEA	
4.15 - 5.15	Kate Clarke – Building your great veterinary workplace	
5.15	SUMMIT CLOSE	

Coquet Vets on Covetrus Ascend



Emily Renton, Director and
Vet, Coquet Vets

“I’ve been part of practices where we’ve done changes to computer systems. And with Ascend, the changeover has been really easy. It’s been hassle-free with no issues and is very smooth. In terms of a general user, it’s very easy to use. You can use it even if you haven’t been trained on it. I think if I brought my mum into the practice, she would be able to use it.”



Social Program

Welcome Drinks & Exhibition Opening

Wednesday 19 October 2022, 6:30pm - 8:00pm | Exhibition Hall

Join us for our welcome reception to kick off our fifth VBG Exhibition and Annual Summit. This is a night to catch-up with your colleagues over casual drinks and canapes.

Kindly sponsored by
AVA Platinum supporter
**Greencross Pet
Wellness Company**

Pre-dinner Networking drinks

Thursday 20 October 2022, 6:30pm - 7:15pm | Exhibition Hall

Enjoy a quiet glass of your favourite beverage whilst mingling with colleagues and our industry supporters.

VBG Summit Awards Dinner

Thursday 20 October 2022, 7:30pm - 11:00pm | Conference Hall 1 - 3

Please join us for a night of celebration and collegiality at our 5th Annual Summit. We will be honouring colleagues who have achieved significant success in veterinary business and celebrating the achievements of our aspiring business leaders. We look forward to celebrating in person and sharing a toast or two with you!

Kindly sponsored by
VetPay
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Exhibition Directory

Exhibitor	Stand	Exhibitor	Stand
AVET Health Pty Ltd	9	Hill's Pet Nutrition	33, 40
Boehringer Ingelheim Animal Health	46	Idexx	10
BOQ Specialist	21	Life Bioscience Pty Ltd	3
Companion Animal Health	29	Macquarie Bank	47
Compounded Pty Ltd	7	Medechat	11
Compounding 4 Vet	20	Medfin Finance	45
Credabl	37	Paws App	12
Digital Practice Ltd	44	Pet Pack Pty Ltd	31
DLC Vet Pty Ltd	13	Provet Holdings Limited	41, 48
Edenhills Pet Cremation	34	Royal Canin Australia	24, 23
Elite FitOut Solutions	30	Therian	22
ezyVet	36	Troy Animal Healthcare	26
Greencross Pet Wellness Company	2	Vet Partners	1
Guild Financial Services Limited	25,32	Veterinary Stationery Supplies	39
Heska	28	VetPay	27
		Virtual Recall	5



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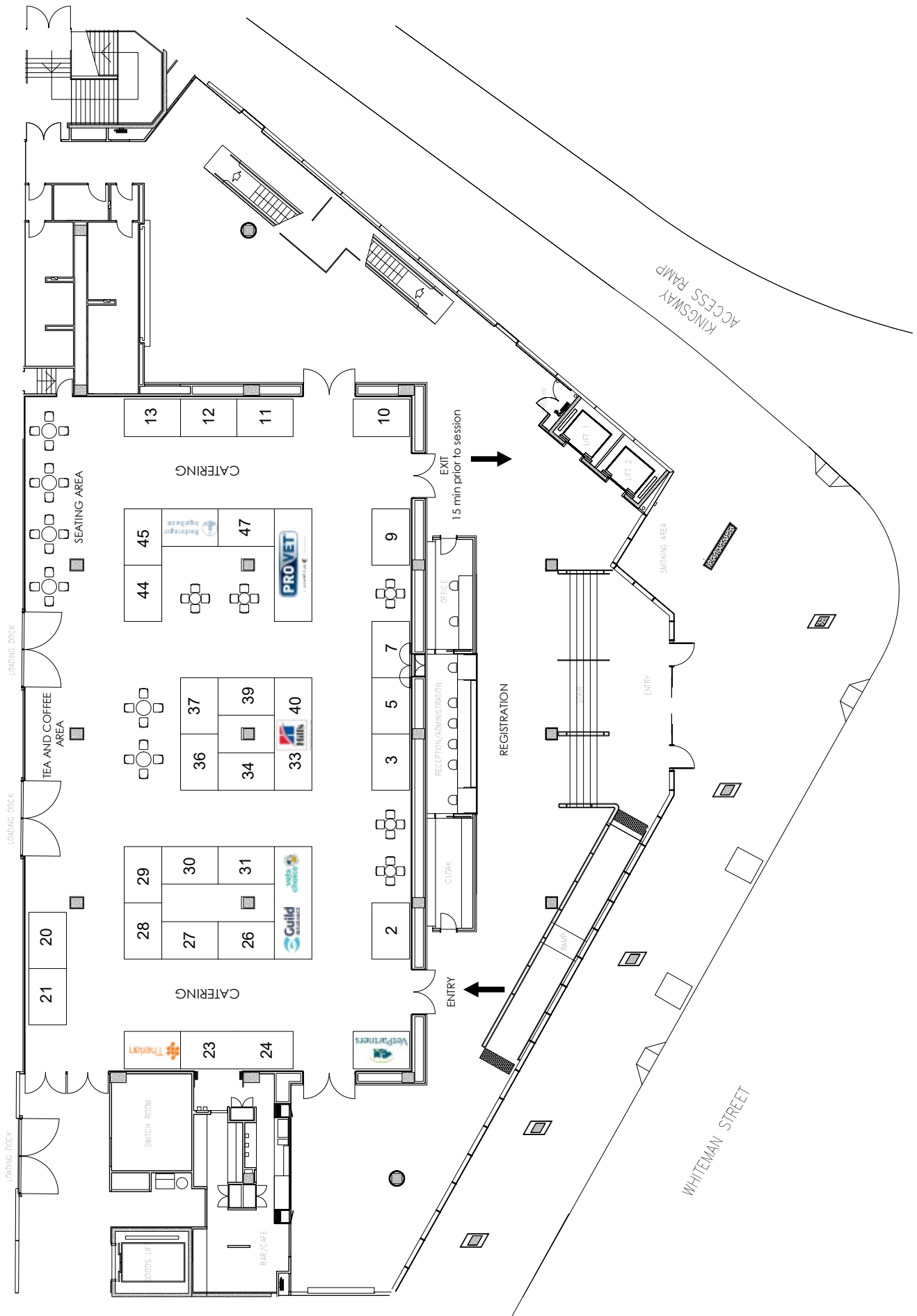
TECHNOLOGY



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Exhibition Floor Plan



Exhibition Profiles

AVET Health Pty Ltd

Stand 9

Unit F24, 16 Mars Road, Lane Cove, NSW 2066

Tel: 1300 28 38 28

Email: paul.blanc@avet.health

Website: www.avet.health

Contact: Paul Blanc

AVet Health is a new Australian veterinary pharmaceutical company focused simply on delivering high quality animal health products at great value, exclusively through veterinary clinics.

The single-minded purpose of AVet is to help veterinarians achieve even greater success in practice. AVet partners closely with its customers to enhance the total health of their veterinary practices: from patient health outcomes to supporting the practice's financial health.

Wagg & Purr is AVet's flagship companion animal umbrella brand with a rapidly expanding portfolio of OTC and prescription products offered exclusively to veterinary customers. With its vet-exclusive positioning, Wagg & Purr helps practices retain sales that would have otherwise been lost to other channels and expand the margins of the clinic whilst lowering health care costs to their clients at the same time.

We welcome you to visit our stand so we can discuss how we can add value to your practice.

Boehringer Ingelheim Animal Health

Stand 46

NSW Australia

Tel: 1800 808 691

CustomerCare.Australia@boehringer-ingelheim.com

Website: www.boehringer-ingelheim.com.au

Boehringer Ingelheim provides advanced, preventive animal healthcare. We develop vaccines, parasiticides and pharmaceuticals that protect animals against disease and pain. And we develop new therapies to help those who care for animals to manage chronic diseases more effectively, limiting pain and slowing down disease progression.

BOQ Specialist

Stand 21

Level 49, 120 Collins Street, Melbourne VIC 3000

Tel: 0437 025 189

Email: luke.james@boqspecialist.com.au

Website: www.boqspecialist.com.au

Contact: Luke James

For over 30 years, BOQ Specialist has been Australia's leading financial services partner for veterinary professionals. During this time, we have developed a deep understanding of the unique financial needs of vets and have designed a distinctive range of products and services to suit. Whether you require personal banking products or business solutions for your practice, we will work closely with you to help you achieve your personal and professional ambitions. For more information call 1300 131 141 or visit www.boqspecialist.com.au/veterinary

Companion Animal Health

Stand 29

1/25 Frenchs Forest Road, Frenchs Forest
NSW 2086

Tel: 0435 845 816

Email: richard.carman@djoglobal.com

Website: www.djoglobal.com

Contact: Richard Carman

Companion Animal Health delivers the most advanced technologies in pain management, photobiomodulation, rehabilitation, regenerative therapies, and diagnostics to veterinarians. Whether your goals are to heal and reduce pain, regenerate and repair tissues, diagnose and record treatment success, or provide rehabilitative modalities, Companion has a portfolio of proven solutions for veterinary hospitals and their patients.

Companion's products are backed by evidence, supported by education, and successfully implemented through Companion's industry-leading commitment to long-term partnership.

Companion is a division of Enovis, a leading developer and distributor of high-quality medical devices that provide proven solutions for musculoskeletal health, joint reconstruction, vascular health, and pain management.

Compounded Pty Ltd

Stand 7

25/56 O'Riordan Street, Alexandria NSW 2015

Tel: 02 9693 2313

Email: orders@compoundedmedication.com.au

Website: www.compoundedmedication.com.au

Contact: Freddy Umlil

Personalised veterinary compounded medications solutions. Expanding treatment options -improving outcomes.

"Our mission at Compounded is to provide specialised medications and achieve optimum therapeutic outcomes by working with patients and professionals, thereby uniquely solving medication problems through compounding"

Compounded - Veterinary Department. Your pets are part of your family. Why not give them the highest quality customised care?

Welcome to Compounded Pty Ltd, a pharmacy that combines the science of pharmacy and the art of innovation. Compounded stands out as a leader in pharmacy compounding solutions for patients with unique medical needs by carefully preparing custom medications.

Compounded is an independent full-line state of the art compounding laboratory. It is your source for all your pharmaceutical needs independent of your location. We are dedicated to providing you the service, selection and competitive prices you deserve. We employ a specially trained staff of pharmacists and technicians, each following a strict protocol to ensure that only the finest medicines possible are created.

Compounding 4 Vet

Stand 20

5/45 Forest Road Hurstville NSW 2220

Tel: 0412 704 423

Email: scripts@compounding4vet.com.au

Website: www.compounding4vet.com.au

Contact: Bassen Salib

Compounding4Vet has gathered over 40 years of specialist compounding knowledge and experience in treating animal patients, working collaboratively with veterinarians and veterinary teams to deliver tailored and effective medication solutions that meet each animal patient's individualised needs.

Compounding4Vet is determined to provide customised drugs of the best quality to enhance the health and well-being of your animals.

In support of optimal patient therapy, Compounding4Vet invests in dedicated veterinary specialists who focus on delivering the highest quality services and products, supported by strict quality systems and procedures.

Our experienced pharmacists at Compounding4Vet have access to over 4,500 Active Pharmaceutical Ingredients and 14,000 formulations to customise strengths, dosage forms, and flavours to meet each individual patient's needs

Credabl

Stand 37

Level 18, 167 Macquarie Street Sydney NSW 2001

Tel: 0466 792 846

Email: ash.mcleod@credabl.com.au

Website: www.credabl.com.au

Contact: Ash McLeod

Credabl offers a quick, easy and pain-free way to get the finance you need.

We're a team of finance specialists providing tailored solutions for veterinary professionals. Through simplified, customised and digitised solutions, we ensure vets receive the financial attention they deserve in both their personal and professional lives.

From home loans, practice fit-outs and buying equipment to purchasing a practice and buying commercial property, we are your trusted partner and by your side every step of the way.

Digital Practice Ltd

Stand 44

Wey Court West, Union Road, Farnham, England, GU9 7PT

Tel: +44 7782 273040

Email: ssamuel@vethelpdirect.com

Website: <https://vethelpdirect.com/vets/>

Contact: Susie Samuel

Digital Practice is a brand-new communications and payments platform that plugs directly into Rx works. Launched six months ago in the UK Digital Practice is quickly establishing itself as the major platform to aggregate messages from clients using WhatsApp, Facebook Messenger and text messages to allow your staff one easy to use central interface for communications and payments.

Practices who have implemented Digital Practice in the UK and Australia are seeing a range of benefits which include reduced phone calls by up to 30%, faster payments including Apple and Google pay, saving vet and nurse time by reducing workload and stress for the reception team and bad debt.

DLC Vet Pty Ltd

Stand 13

17-19 Horne Street, Hoppers Crossing, VIC, 3029

Tel: 1300 785 405

Email: kreid@dlc.com.au

Website: www.dlc.com.au

Contact: Ms Katrina Reid

DLC Vet Pty Ltd is one of the largest and longest serving veterinarian equipment and consumables distributors in Australia and New Zealand. We are proud to be a distributor for many leading brands of veterinary equipment and supplies including Oralade, Sound, Rita Leibinger, Shor-Line, Atomscope, Melag, Aikiou, Welch Allyn, and ASA Laser to name a few.

Edenhills Pet Cremation

Stand 34

42 School Lane, Maddingley VIC 3340

Tel: (03) 5367 0556

Email: care@edenhills.com.au

Website: <https://edenhills.com.au/>

Contact: Rachelle Wilson

Our story began in 1984, built on strong values and a commitment to providing the highest levels of compassionate and professional service. These same values still shape our business today, ensuring we are here for you wherever and whenever you may need us. As part of InvoCare Edenhills is proudly an Australian owned and operated business with a dedication to providing personal and affordable pet cremation and funeral services. As a team of pet lovers, we truly understand how devastating it is to lose a beloved pet, and the importance of honouring their memory.

Elite Fitout Solutions

Stand 30

Tel: 1300 765 344

Email: solutions@elitefitout.com.au

Website: www.elitefitout.com.au

Contact: Jason Carroll

Elite is a leading national design, build and fitout expert for veterinarians. Whether its for a clinic or a hospital, the team at Elite can create an exceptional design that is both functional and stylish. They also have a high-level of understanding of the regulatory requirements. As one of our client's put it: "Once we found Elite, we stopped looking. Because they work in our industry, they understood what we needed, where we were unsure, they helped us make the right choices, and then the construction stage was like a well-oiled machine, on-time and on-budget". At Elite, you are more than a client. In the words of another client: "I felt like I was part of their family"

ezyVet

Stand 36

19 Hopetoun Street, Freemans Bay Auckland, New Zealand

Tel: 0011 64 2141 0941

Email: Jake.Flashman@ezyvet.com

Website: www.ezyvet.com

Contact: Jake Flashman

Empowering veterinary professionals to thrive with our industry leading cloud-based practice management software.

Greencross Pet Wellness Company

Stand 2

Quarter One, Level 2, 1 Epping Road, North Ryde NSW 2113

Tel: 0417 202 998

Email: events@gxltd.com.au

Website: www.gxltd.com.au

Contact: Derek Del Simone

The Greencross Pet Wellness Company is the largest provider of high quality integrated veterinary and pet services in Australia, with an extended network of General Practice clinics, state-of-the-art Emergency and Specialist hospitals and retail pet services.

With our huge team of vets and specialists, Greencross provides the best mentoring and development opportunities in the country. We are proud to lead the way in the veterinary industry by supporting our teams with Paid Parental Leave, flexible working arrangements and back-to-work and development programs. A career with us can take you anywhere, speak to our Talent Team to learn more: [vetrecruitment@gxltd.com.au](mailto:vetreruitment@gxltd.com.au)

Guild Financial Services Limited



Stand 25,32

Locked Bag 7, Hawthorn VIC 3122

Tel: 1800 810 213

Email: TVingerhoets@guildinsurance.com.au

Website: www.guildinsurance.com.au

Contact: Ms Tammi Vingerhoets

For over 20 years, Guild Insurance has partnered with the AVA to protect independent Australian businesses and practicing vets, meaning we offer insurance policies tailored for your profession. By working together with the AVA, we ensure that our insurance options cover the unique needs of small animals, cattle and equine vets, plus anything in between. We also offer a range of services to make sure you're well prepared and equipped, such as free tools and resources at RiskHQ, our risk management platform accessible at any time for your benefit. Contact our veterinary insurance experts today on 1800 810 213.

Heska

Stand 28

Tel: 1300 437 522

Email: office_au@heska.com

Website: www.heska.com

Contact: Ms Lenni Pennicott

Heska offers a full range of complete diagnostic solutions that include a comprehensive in-house lab suite combined with HD DR Digital Imaging and Telecytology services. We are dedicated to quality pet care. Through innovation, invention, and strategic partnerships with worldwide leaders in diagnostics and treatments. Heska provides the benefits of latest generation technologies to pet healthcare providers.

Heska is committed to offering diagnostics that are more accurate, more affordable, with support that is unmatched, allowing veterinarians to invest those hard earned and saved dollars back into their patients, staff and hospitals. Providing accurate, better, and faster blood testing at 40% less cost than with other competitive in-house lab solutions, REAL customers are experiencing REAL savings, using equipment they love with results they can trust. That's the Heska way.

Hill's Pet Nutrition



Stand 33,40

GPO Box 3964 Sydney NSW 2001

Tel: 1800 679 932

Email: HillsHelplineANZ@hillspet.com

Website: www.colpol.com

Contact: Hill's Helpline

Hill's Pet Nutrition has been associated with the global veterinary industry for more than 70 years. Engagement with and support of the veterinary industry is at the heart of how Hill's operates. Hill's is committed to its mission to help enrich and lengthen the special relationships between people and their pets. Hill's produces high quality, great tasting pet

food that owners can trust and give to their canine and feline companions as recommended by their veterinary health care team. The bond between pets, their owners and their veterinary health care team is at the heart of the Hill's mission. The right nutrition, combined with the dedication of veterinary professionals, can transform the lives of pets; happier, healthier pets can transform the lives of pet owners. Hill's believes that nutrition is the cornerstone of veterinary medicine and that veterinary professionals are the people best placed to provide nutritional advice to pet owners. Hill's is committed to pioneering research and ground-breaking nutrition for dogs and cats based on a scientific understanding of their specific needs. Hill's™ Prescription Diet™ therapeutic pet foods, Hill's™ Science Diet™ and Science Diet™ VetEssentials™ wellness pet foods are sold through veterinarians and pet specialty retailers worldwide.

Idexx

Stand 10

10 Brandle Street, Eight Mile Plains, QLD, 4113

Tel: 1300 443 399

Email: kim-robertson-wiese@idexx.com

Website: www.idexx.com

Contact: Kim Robertson-Wiese

IDEXX is a world leader in veterinary diagnostics, with one specific purpose. To be a great company that creates exceptional long-term value for customers, employees, and shareholders by enhancing the health and well-being of pets, people, and livestock. Over the last 27 years IDEXX Australia & New Zealand has developed a reputation for delivering innovative products and services as part of The Complete Diagnostic Solution™, where a unique combination of advanced diagnostic platforms in-house and a national network of reference laboratories help IDEXX partner with the profession to empower an evidence-based approach.

Visit us at stand 10 to find out how we can support your large or small animal practice.

Life Bioscience Pty Ltd

Stand 3

10 Atherton Road Oakleigh VIC 3166

Tel: 03 9568 4140

Email: mark@lifebioscience.com.au

Website: www.lifebioscience.com.au

Contact: Mark Thacker

Life Bioscience has been supplying the Australian Veterinary market with in-clinic pathology testing products from Bionote Inc. for over 15 years, including Anigen rapid tests for antigen and antibodies to infectious agents. Recently we have launched the Vcheck Immunoassay analyser that can give quantitative measurements of hormones (including Progesterone) and other proteins (cPL, fPL, NT-proBNP, CRP, SAA) plus virus/parasite antigen and antibody titres in 5 to 15 minutes. For more information please visit www.lifebioscience.com.au or contact our office on 03 95684140.

Macquarie Bank

Stand 47

Level 32, South Tower, 80 Collins Street Melbourne VIC 3000

Tel: 0409 443 818

Email: Anton.Zaidan@macquarie.com

Website: macquarie.com

Contact: Anton Zaidan

When it comes to your Veterinary business, Macquarie offers more than banking. When you bank with us, you'll have a dedicated relationship management team, who specialises in the medical industry, supporting you with knowledge, contacts, and customised services that can help you navigate the challenges and opportunities of running a business.

We look forward to seeing you at the Australian Veterinary Association VBG Summit 2022, to share what we have observed and learned, across research, conversations, and working with the industry.

Medechat

Stand 11

1449 Mt Dandenong Tourist Rd Olinda VIC 3788

Tel: 0466 552 181

Email: manager@medechat.com.au

Website: www.medechat.com.au

Contact: Mr Grant Stutsel

Deliver online veterinary advice to your clients with the Medechat tele-health platform. Perfect for general advice, triage and post surgery follow ups. It's convenient for pet owners, provides flexible working for vets and additional income for practices.

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Developed by a vet, for vets and practices, Medechat and VetCheck 24/7 is Australian owned and operated platform that is vet board & AVA compliant. It will fast become a valuable tool in attracting and retaining your vets and clients.

Find out more at www.medechat.com.au

Medfin Finance

Stand 45

2 Carrington Street, Sydney, NSW, 2000

Tel: 0417 214 468

Email: pmawkes@medfin.com.au

Website: www.medfin.com.au

Contact: Philip Mawkes

Medfin was established in 1990, which makes us Australia's most experienced healthcare finance team. We exist to make life easy for Doctors, Dentists, Vets and Allied Health Professionals with their practice and to help their business grow. We combine personal service and industry expertise to make finances simple and seamless, every step of the way.

As part of NAB, we're backed by the strength of one of Australia's largest banking groups. That means our expert, dedicated team has access to a complete range of competitive financial product solutions for all your business and personal finance needs.

Paws App

Stand 12

Level 16, 414 La Trobe Street, Melbourne 3000

Tel: 1300 303 729

Email: adrienne@pawsapp.com.au

Website: www.pawsapp.com.au

Contact: Adrienne Tovey

Paws App is a digital engagement platform that nurtures and enhances the relationship between pet parents and their preferred veterinarian, so pets live their best lives.

The goal of Paws App is to digitise the customer journey for pet parents so veterinary practices can unlock efficiencies for their clinical teams as the profession struggles to adequately resource the growing demand for veterinary services.

Integrated practice management software, Paws App currently offers intuitive online booking, digital client registration and a pet portal with additional features and functionality expanding rapidly.

We believe a more pet parent centric, intuitive, and frictionless approach to online booking and other digital services will enhance the relationship between pet parents and their vets, reducing inbound phone calls, allowing staff to service clients and generate revenue.

Come to our stand today to find out more about Paws App, call on 1300 303 749 or email at support@pawsapp.com.au.

Pet Pack Pty Ltd

Stand 31

Suite 4, Level 1, South Melbourne VIC 3205

Tel: 03 9690 6253

Email: adam@petpack.com.au

Website: www.petpack.com.au

Contact: Adam Carroll

Founded in 2001, PetPack is Australasia's leading provider of online marketing and communication services for veterinary practices.

Hundreds of veterinary businesses across Australia and New Zealand rely on us every day to connect with their clients, win new business and drive better animal health outcomes.

Our engagement services provide practices with all of the necessary tools to cultivate profitable and lasting relationships with their clients while expanding their scope of care through the delivery of regular key animal health messages to their clients' inboxes and social media feeds, while our online marketing services generate new bookings and calls to drive business growth.

Our collaborative approach is built on understanding your needs and fostering an improved understanding of how online marketing can work for you. We inherently understand the veterinary industry and how best to connect with pet owners to achieve your business and patient care goals.

Provet Holdings Limited



Stand 41, 48

48 Bell-Are Avenue , Northgate QLD 4013

Tel: 02 9659 5211

Email: tosborne@provet.com.au

Website: www.provet.com.au

Contact: Theresa Osborne

Provet was established by a group of veterinarians who shared a common vision for the veterinary profession, to provide the veterinary industry with a resource to help veterinarians run better businesses and strengthen the profession through reinvesting proceeds into the industry professional bodies. Over 35 years on the vision continues to be realised. Provet is committed to giving back to the industry to ensure its continued growth. We are proud of our long association and value our relationships with the veterinary professional bodies through our industry sponsorships including; our Platinum Education Partnership with the AVA and EVA - Bain Fallon Platinum Sponsor, AVA Conference Platinum Sponsor, ASAV Conference Platinum Sponsor, VBG Summit Gold Sponsor and numerous other sponsorships and associations. Covetrus is a global animal-health company dedicated to empowering veterinary practices. We combine products, services, and technology into a single platform that connects our customers to the solutions and insights they need to grow.

Royal Canin

Stand 23, 24

PO Box 283 , Collins Street West VIC 8007

Tel: 1300 657 021

Email: adrian.gargano@royalcanin.com

Website: www.royalcanin.com

Contact: Mr Adrian Gargano

ROYAL CANIN® is a global leader in pet health nutrition. Since its establishment in France in 1968, ROYAL CANIN® has maintained a unique philosophy of putting cats and dogs first through precise and individualised nutrition.

Underpinned by science and observation, our innovative nutrition solutions take into account

breed, size, age, lifestyle, weight, gender, digestion, health condition and genetic makeup to provide the most effective diet for each cat and dog.

The value Royal Canin provides veterinary clinics has evolved beyond nutrition. Delivering health through nutrition is what drives us. Our aim is to transform each cat and dog's health and wellbeing by creating premium, complete and balanced nutritional solutions, and supporting our veterinary partners in making nutritional recommendations through our knowledge and service tools and now our new diagnostic aid and monitoring tools.

Therian

Stand 22

Unit 4, 26 Commercial Drive

Ashmore, QLD 4214

Tel: 07 5657 6777

Email: info@therian.com.au

Website: www.therian.com.au

Therian are highly skilled specialists in the veterinary industry, creating bespoke architectural, equipment and technology solutions to meet the needs of your veterinary practice. With over 30 years of diverse industry experience and over 600 projects completed throughout Australia, New Zealand and the Asia-Pacific region, we understand your needs and are ready to help enhance and grow your practice.

We bring our expertise to each project, crafting solutions for each of our clients to reflect the services and culture that differentiate their business. We assist with all your needs from tailored facility design and veterinary equipment solutions to increasing Return On Investment and technology solutions to improve profitability, safety & efficiency.

Operating on a platform of Innovation through Design, Safety and Functionality, thinking outside the box is what our clients expect when they come to us – resulting in the best possible outcomes for your staff, your clients, and the patients in your care.

Troy Animal Healthcare

Stand 26

37 Glendenning Road, Glendenning NSW 2761

Tel: 0400 270 004

Email: mdiprose@troylab.com.au

Website: www.troylab.com.au

Contact: Mark Diprose

Troy Animal Healthcare is an Australian owned company with a long history and a proven track record when it comes to servicing the needs of the animal healthcare communities in Australia, New Zealand and across the globe. Troy is a significant investor in the Animal Healthcare Industry and employs a wide range of personnel in the areas of manufacturing, quality control, warehousing, administration, sales and marketing. We are focused on delivering better outcomes and affordable animal healthcare solutions by working in meaningful partnerships with all our customers, business partners and stakeholders.

Established 60 years ago by a group of Australian Veterinarians, our organisation is committed to delivering innovative, high quality, affordable animal healthcare solutions which meet the challenging and changing needs of veterinary professionals and animal owners. Our search for better clinical outcomes has been the source of our growth and has been critical to our success.

Vet Partners

Stand 1

Unit 1, 277 Lane Cove Road, Macquarie Park, NSW 2113

Tel: 1800 881 864

Email: admin@vetpartners.com.au

Website: www.vet.partners

Contact: VetPartners

VetPartners is a community of 4,500 passionate people, that's over 260 practices as well as training centres for growth, a vet nurse training

school and a managed services business – United Vets Group we offer a wealth of support wherever you and your team are at in your journey. We provide a support network, so you and your teams can continue to do what's important to you – practice medicine.

To support team members we offer several employee benefits from paid parental leave, free continuous education through our dedicated veterinary training centres, leadership and graduate academies. As well as finding ways to continuously link our communities.

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Veterinary Stationery Supplies

Stand 39

4/482 Stafford Road, Stafford QLD 4053

Tel: 0411 122 621

Email: service@vetstationery.com.au

Website: www.vetstationery.com

Contact: Carolyn Smith

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VetPay

Stand 27

Tel: 0413 440 077

Email: carina@vetpay.com.au

Website: vetpay.com.au

Contact: Carina Bates, National Business Manager

VetPay is exclusively for the veterinary Industry, available for practices in both Australia and New Zealand.

Our Mission is to support the ethics and obligations of the industry in a compassionate and professional manner. We value Industry partnerships to support and assist vets and nurses in the important areas of wellness and education.

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Virtual Recall

Stand 5

Tel: 0408 468 838

Email: john.mcnally@virtualrecall.com.au

Website: virtualrecall.com

Contact: Dr John McNally

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Animal Industries Resource Centre has been training veterinary nurses for over 20 years! We are the best equipped to give you the industry's best qualifications.

Entry requirements: You must be working in a supervisory or management role.

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The course is timetabled over 18 months. It provides 6 core units, 3 set electives and 3 electives of your choice. Each unit contains a learner guide and has a workbook and implementation guide that encompasses the core knowledge and practical skills required for each unit undertaken. The course is run online through the student portal and within this you will find additional resources, webinars and supporting videos to get you started.

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