



12th Annual National Chronic Disease Management Conference

Person Centred Healthcare: Achievements & Challenges



Thursday 20 – Friday 21 October 2016

Melbourne Convention and Exhibition Centre

Conference Program, Call for Poster Abstracts and Registration

Health Literacy Pre-Conference Workshop: Wednesday 19 October

Supported by:  CareComplete

For Further Information Contact: **ADMA**
2nd Floor Fethers Building, Caulfield Hospital, 260 Kooyong Rd, Caulfield VIC 3162
E-mail: s.jacobsen@alfred.org.au Website: www.adma.org.au Tel: +61 3 9076 4125 Fax: +61 3 9076 6901

Confirmed International keynote speaker:

Dr Ellen Nolte, Coordinator European Observatory; Health Systems & Policies, London School of Economics and Political Science, Honorary Professor, Department of Health Services Research and Policy, London School of Hygiene & Tropical Medicine, London, UK

Prof Frances Mair, Professor of Primary Care Research, Head of General Practice and Primary Care, Institute of Health and Wellbeing, College of Medical, Veterinary and Life Sciences, University of Glasgow, Glasgow, UK

Confirmed Australian Keynote Speakers and Panel Participants:

Dr Ros Blakley, General Manager, Bupa Medical, Bupa Australia & New Zealand

David Brajkovic, General Manager, Remedy Healthcare

Adj Assoc Prof Christopher Carter, Chief Executive, Melbourne Primary Care Network, VIC

Dr Kevin Cheng, Medibank Medical Director

Denise Ferrier, Assistant Director, Service and Funding Projects, Health Service Programs Department of Health and Human Services, VIC

Dr Christopher Freeman, Clinical Lecturer in QUM, Pharmacy Australia Centre of Excellence, School of Pharmacy, University of Queensland, QLD

Prof John Furler, Principal Research Fellow and Associate Professor Department of General Practice, Faculty of Medicine, Dentistry and Health Sciences. The University of Melbourne, VIC

Emma Gee, Inspirational Speaker and Author of Reinventing Emma, VIC

Prof Jane Gunn, Head of Department, Chair of Primary Care Research, Director of the Primary Care Research Unit, The University of Melbourne, VIC

Dr Mukesh Haikerwal AO, General Medical Practitioner, VIC; Chair AIHW; Professor, School of Medicine, Flinders University, SA

Dr Steve Hambleton, General Practitioner, former Chair of the Primary Health Care Advisory Group (PHCAG)

Fiona Hodson, President -Elect Australian Pain Society; Clinical Nurse Consultant Pain Management, Hunter Integrated Pain Service, NSW

Serena Joyner, Consumer Engagement Manager, Health Consumers NSW

Jackie Kearney, Project Director, End of Life Care Framework, Health Service Programs, Victorian Department of Health and Human Service, VIC

Prof Tim Lambert, Head of Psychiatry, Concord Clinical School, University of Sydney; Director, Collaborative Centre for Cardiometabolic Health in Psychosis (ccCHIP), NSW

Prof Dimity Pond, School of Medicine and Public Health (General Practice), The University of Newcastle, NSW

Prof Grant Russell, Head, School of Primary Health Care, Professor, General Practice Research, Director, Southern Academic Primary Care Research Unit, Monash University, VIC and Australian Principal Investigator, IMPACT Centre of Research Excellence

Prof Anthony Scott, Professorial Research Fellow and NHMRC Principal Research Fellow, Melbourne Institute of Applied Economic and Social Research, The University of Melbourne, VIC

Prof Elizabeth Sullivan, Professor Public Health, Assistant Deputy Vice-Chancellor (Research), Faculty of Health, University of Technology Sydney, NSW

Dr Linda Swan, Chief Medical Officer, Medibank Private

Prof Nikolai Titov, Project Director, MindSpot Clinic, Department of Psychology, Macquarie University, NSW

Dr Christine Walker, Executive Officer, Chronic Illness Alliance, VIC

Dr Rob Wilkins, ACI Palliative Care Network Manager, NSW

Dr Marianne Wood, Public Health Medical Officer, Aboriginal Health Council of Western Australia, WA

Submitted Abstracts: Abstract for oral presentations are now closed. Abstracts for poster presentations are accepted until **5pm AUST EST 7 September 2016**. Maximum acceptable poster size is 1m x 1m. Poster presenters may also be invited to present a brief overview during the Interactive Poster Session. Prizes will be awarded for the best oral presentation and best poster at the close of the conference.

Trade Exhibits & Conference Enquiries: For enquiries phone: +61 3 9076 4125 or email Helen at: h.sinnott@alfred.org.au

Registration: To register please complete the registration form on the last page and email, fax or post.

Venue and Accommodation: Accommodation options near the Melbourne Convention and Exhibition Centre include hotels such as Crown Metropol, Crown Promenade, or the Hilton as well as short stay apartments. To book a Crown Metropol room at group rates via the Personalised Website go to <https://resweb.passkey.com/go/ADMA2016> and quote "Australian Disease Management Association". Bookings can also be made by phone either Toll Free (within Australia) on 1800 056 662 or directly on +61 3 9292 6211 or by E-mail at reservations.mcm@crownhotels.com.au. Alternatively a range of accommodation options can be booked through the Lido Group at: <http://leads.lido.com.au/misc/default.aspx?cid=g4kmgmd211282>

2016 ADMA Conference Abstract Guidelines

Abstracts can be submitted for consideration as a poster presentation until 7 September 2016.

Submission dates

Email your abstract to h.sinnott@alfred.org.au by the following dates:

- **Poster** abstracts by 5pm AUST EST on **7 September 2016**.

Review process

Poster presenters will have the opportunity to present a 3 minute overview of their poster during the conference.

All accepted abstracts will be published in the Conference Proceedings and will be available to all registrants at the 2016 annual conference.

Abstract guidelines

Abstracts must follow the formatting guidelines and include the additional information below.

Formatting guidelines

Document: Microsoft Word document (compatible with Word 2007)

Note: A Word document template is available on the ADMA website

Word count: Maximum 450 words (**or no longer than 1 page**)

Title: The abstract title should be in uppercase, Calibri, bold and 12pt

Authors: The title should be followed by the presenting author's first name and surname in bold followed by co-authors (initials and surnames). Superscript numbers after each author's name should indicate the authors' affiliation (i.e. department followed by institution/organisation, city, state and country). For example:

Adam Jones,¹ L. Smith,² D. McIntyre,^{1,3}

1 Disease Management Service, St Vincent's Hospital, Sydney, NSW, Australia

2 Dept of Medicine, University of Melbourne, Melbourne, VIC, Australia

3 Bayside Medicare Local, Melbourne, VIC, Australia

Abstract: The abstract should be submitted in **11 point Calibri** and **where appropriate** include the following headings:

Introduction/Background

Methods

Results

Conclusions

Figures/tables: Figures and tables can be included in the abstract. However, the complete abstract **including** any figures/tables should not exceed one page.

References: In the text the citations should be in the format of author(s) and year e.g. (Bright, 2010). References should be listed in **alphabetical** order at the end of the abstract and should include the first author's surname and initial(s) followed by "et al" where there is more than one author, the name of the journal, the year of publication, journal volume and page numbers, e.g. Bright JA et al. J Clin Epidemiol, 2010; 55(3):245-50.

Additional information to be provided with abstract

Indicate preference for consideration as a **poster presentation**.

Presenting author's contact details (name, organisation, Email, telephone number, postal address).

2016 Pre- Conference Health Literacy Workshop

10am -3pm, Wednesday, 19 October 2016

Level 1, 50 Lonsdale Street, Melbourne

Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions. Health literacy is dependent on individual and systemic factors. Low levels of individual health literacy have been reported to contribute to poorer health outcomes, increased risk of an adverse event and higher healthcare costs. In particular health literacy plays a crucial role in chronic disease self-management.

This workshop will provide an overview of health literacy, some of the tools available to measure health literacy and generate change. There will also be some practical approaches to harnessing the knowledge gained from specific health literacy projects to improve quality and safety in health care.

The workshop will include the following:

Introduction and objectives
The tools developed by the public health innovation unit, Deakin University to generate change, evaluations of chronic disease interventions including the “stepping up” program (Prof Richard Osborn)
The National statement on health literacy , tools & resources for health services from the Australian Commission on Safety and Quality in Health Care (Naomi Poole)
Lunch break
The Ophelia study - Building effective partnerships & engagement between consumers and healthcare providers (Jeanine Jacobsen , Department of Health and Human Services, Victoria)
Contextualise health literacy within cultural responsiveness, quality improvement and diversity planning requirements (Australian Centre for Culture Ethnicity & Health)
Conclusion

Conference Program

Thursday 20 October 2016 – Day 1

08.00-08.45		REGISTRATION			
08.50-09.00		Welcome and Opening Session Plenary Chair: Prof Joseph Ibrahim, co-chair, ADMA			
09.00-09.25	Patient Centeredness In General Practice- Co-Designing Care and Avoiding Health Inequalities Prof John Furler , Principal Research Fellow and Associate Professor Department of General Practice, Department of General Practice, The University of Melbourne, VIC				
09.25 -09.50	Australia Embraces the Health Care Home Dr Steve Hambleton , General Practitioner, former Chair of the Primary Health Care Advisory Group (PHCAG)				
09.50-10.30	Managing Chronic Disease: What Works? Experiences from Europe Dr Ellen Nolte , Coordinator European Observatory; Health Systems & Policies, London School of Economics and Political Science, Honorary Professor, Department of Health Services Research and Policy, London School of Hygiene & Tropical Medicine, London				
10.30-10.35	Question time				
10.35 -11.00		TEA BREAK AND POSTER VIEWING			
	End-of Life Session Chair: Rebecca Bartel		Chronic Condition Management Session Chair: Prof Harvey Newnham		
11.00-11.25	Guiding high-quality end of life and palliative care Jackie Kearney , Project Director, End of Life Care Framework, Health Service Programs, Victorian Department of Health and Human Service, VIC		Patient Centred Models for Chronic Pain Management Fiona Hodson , President -Elect Australian Pain Society; Clinical Nurse Consultant Pain Management, Hunter Integrated Pain Service, NSW		
11.25-11.50	Designing a Blueprint for Improvement in Palliative and End of Life Care Dr Rob Wilkins , ACI Palliative Care Network Manager, NSW		Multidisciplinary Approach for People with Dementia Living in the Community Prof Dimity Pond , Professor, School of Medicine and Public Health (General Practice), University of Newcastle, NSW		
11.50-11.55	Question Time		Question Time		
3 minute Interactive Poster Session					
	Chair: Claire Pearce	Chair: Liz Kasteel	Chair: Lyn Dimer	Chair: Marina Davis	
11.57-12.00	Arthrogryposis: Developing Family-Centred Practice Across The Sydney Children's Hospital Network Bianca Botha , Kids Rehab, The Children's Hospital Westmead, NSW	The Challenges Of Matching Organizational Resources With Clients Expectations E WM Chan , Physiotherapy Department, Carrington Health, VIC	Person-Centredness Before The Consultation – How To Engage Chinese Patients In Diabetes Care? Tammie ST Choi , Carrington Health, VIC	Evidence for the use of intravenous Vitamin C in viral disorders Dr Ian Dettman , Australasian College of Medical Nutrition	
Concurrent Sessions: Submitted Oral Abstract Speakers					
	Stream: Frameworks for Care	Stream: ATSI & CALD	Stream: Improving Access	Stream: Aged Care	
12.00-12.15	Implementation of Medication Indicators of Potentially Preventable Hospitalisations in a National Chronic Disease Management Program Stephanie Bacon , Home Support Services Pty Ltd, SA	"Huddles" Provide Person Centred Healthcare And Reduce Readmissions At Campbelltown Hospital Robyn Tumeth , Campbelltown Hospital, NSW	Bringing Cardiac Rehabilitation To The Patient: The Wimmera Hub & Spoke Telehealth Model, Improving Access For Rural People Donna Bridge , Wimmera Primary Care Partnership, VIC	Better Journeys For People With Dementia In Northern Sydney Lyn Olivetti , Northern Sydney Local Health District, NSW	

12.15-12.30	Simpler©: An evidence Based Pharmacist Intervention Tool To Deliver Quality Diabetes Care Shamala Ayadurai , School of Pharmacy, Curtin University, WA	A Different Person-Centred Diabetes Education For East Asians Tammie ST Choi , Carrington Health, VIC	Evidence to Service Gap: Cardiac Rehabilitation and Secondary Prevention in rural and remote Western Australia Dr Sandra Hamilton , Western Australian Centre for Rural Health, University of Western Australia, WA	Chronic Disease Self-Management In Persons With Dementia Janaka Lovell , Ballarat Health Services, VIC
12.30-12.45	Asking Better Questions - The Key To Person Centred Care Lindsay Tighe , Inspirational Coaching & better Questions, VIC	Closing the gap in a diabetic Foot Unit: A Foot in the Door for the Aboriginal & Torres Strait Islander Community (ATSI) Ellen Lewis , Melbourne Health, VIC	MeCare - Solution Overview of How West Moreton HHS Deployed the Technical Solution and a Discussion on Our Technical Challenges and Successes Nasa Walton , West Moreton Hospital and Health Service, Ipswich, QLD	Care of Confused Hospitalised Older People Glen Pang , Aged Health, NSW Agency for Clinical Innovation, NSW
12.45-13.00	Developing a Competency Framework for Person-Centred Practice In Allied Health Marita Carmody , Banyule Community Health, VIC	Evaluation of an Arabic Diabetes Education Seminar Shannon Lin , Diabetes NSW	A Conversation About Person Centred Care From A Young Person's Perspective Dr Jane Ho , Trapeze, The Sydney Children's Hospitals Network, NSW	Physical Activity Programs for Older Victorians: An Audit and Gap Analysis Renee De Silva , MOVE Muscle, Bone & Joint Health, VIC
13.00-13.05	Question time	Question time	Question time	Question time
13.05 -13.55	LUNCH BREAK AND POSTER VIEWING			
	Consumer Perspective Plenary Session Chair: Dr Stephen Bunker			
13.55-14.20	If You Had the Chance, How Would You Design the Health System to Work for Chronic Illness? The Views of People with Chronic Illnesses Dr Christine Walker , Chronic Illness Alliance, VIC			
14.20-14.45	Consumer Engagement: When Patients Become Partners in Improving Health Outcomes Serena Joyner , Consumer Engagement Manager, Health Consumers NSW			
14.45-15.10	Person-Centred Care and Resilience Emma Gee , Inspirational Speaker and Author of <i>Reinventing Emma</i> , VIC			
15.10-15.15	Question Time			
15.15-15.40	TEA BREAK AND POSTER VIEWING			
	Mental Health Plenary Session Chair: Prof Caroline Brand			
15.40-16.05	Primary Mental Health System Redesign – The Role of Primary Health Networks Assoc Prof Christopher Carter , CEO, Melbourne Primary Care Network/ Northern Western PHN, VIC			
16.05-16.30	Cardiometabolic Health and Psychosis: The 3Cs (Comorbidity, Chronicity, and Complexity) Prof Tim Lambert , Head Psychiatry, Concord Clinical School, University of Sydney, Director, Collaborative Centre for Cardiometabolic Health in Psychosis (ccCHIP), NSW			
16.30-16.55	Technology to Deliver Evidence-Based Psychological Therapies: The MindSpot Clinic Prof Nikolai Titov , Project Director, MindSpot Clinic, Department of Psychology, Macquarie University, NSW			
16.55-17.00	Question time			
17.00-18.30	NETWORKING SESSION AND COCKTAIL RECEPTION			

Friday 21 October 2016 – Day 2

08.30-08.35	<p style="text-align: center;">Welcome Prof Joseph Ibrahim, co-Chair, ADMA</p>
	<p style="text-align: center;">CareComplete Plenary Session Chair: Prof Joseph Ibrahim</p>
08.35-08.55	<p>The Australian Care Complete Program <i>Dr Kevin Cheng</i>, Medibank Medical Director</p>
	<p style="text-align: center;">Chronic Disease Management From Different Perspectives Plenary Chair: Prof Maximilian de Courten</p>
09.00-09.25	<p>Designing Care for People with Mixed Mental-Physical Multimorbidity <i>Prof Jane Gunn</i>, Head of Department, Chair of Primary Care Research, Director of the Primary Care Research Unit, The University of Melbourne, VIC</p>
09.25-10.05	<p>Minimally Disruptive Medicine Should Be Our Goal <i>Prof Frances Mair</i>, Professor, Primary Care Research, Head, General Practice and Primary Care, Institute of Health and Wellbeing, College of Medical, Veterinary and Life Sciences, University of Glasgow, Glasgow, UK</p>
10.05-10.30	<p>Paying for Chronic Disease Care <i>Prof Anthony Scott</i>, Professorial Research Fellow and NHMRC Principal Research Fellow, Melbourne Institute of Applied Economic and Social Research, The University of Melbourne, VIC</p>
10.30-10.35	<p>Question time</p>
10.35-11.00	<p style="text-align: center;">TEA BREAK AND POSTER VIEWING</p>
	<p style="text-align: center;">Vulnerable Populations Plenary Chair: Prof Joe Ibrahim</p>
11.00-11.25	<p>Beyond Politics: Helping Refugees Access Appropriate Primary Care in Australia <i>Prof Grant Russell</i>, Head, School of Primary Health Care, Professor, General Practice Research, Director Southern Academic Primary Care Research Unit, Monash University, VIC and Australian Principal Investigator IMPACT Centre of Research Excellence</p>
11.25-11.50	<p>Chronic Diseases and Birth Among Vulnerable Reproductive Populations in Australia <i>Prof Elizabeth Sullivan</i>, Professor Public Health, Assistant Deputy Vice-Chancellor (Research), Faculty of Health, University of Technology Sydney, NSW</p>
11.50-12.15	<p>Tackling Kidney Disease in Aboriginal Communities <i>Dr Marianne Wood</i>, Public Health Medical Officer, Aboriginal Health Council of Western Australia, WA</p>
12.15-12.45	<p>Panel Session & Question Time <i>Prof Grant Russell</i>, Head, School of Primary Health Care, Professor, General Practice Research, Director Southern Academic Primary Care Research Unit, Monash University, VIC and Australian Principal Investigator IMPACT Centre of Research Excellence <i>Prof Elizabeth Sullivan</i>, Professor Public Health, Assistant Deputy Vice-Chancellor (Research), Faculty of Health, University of Technology Sydney, NSW <i>Dr Marianne Wood</i>, Public Health Medical Officer, Aboriginal Health Council of Western Australia, WA</p>
12.45-13.30	<p style="text-align: center;">LUNCH BREAK AND POSTER VIEWING</p>
	<p style="text-align: center;">Pharmacy as Part of the Team Chair: Prof Ines Krass</p>
13.30-13.55	<p>The Practice Pharmacist: A Natural Fit In The General Practice Team <i>Dr Christopher Freeman</i>, Pharmacy Australia Centre of Excellence, School of Pharmacy, The University of Queensland, QLD</p>

Concurrent Streams: Submitted Oral Abstract Speakers				
	Stream: Private Initiatives Chair: Justine Waters	Stream: Health Literacy Chair: Dr Stephen Bunker	Stream: Diabetes & Kidney Disease Chair: Carolyn Hines	Stream: Integrated Care Chair: Marina Davis
13.55-14.10	Impact of Post Hospital Discharge Telephonic Intervention on Hospital Readmissions in a Privately Insured Population Elizabeth Rula , Healthways Center for Health Research, USA	Development and Validation of the Conversational Health Literacy Assessment Tool (CHAT) Jonathan O'Hara , Health Services Improvement Unit, Faculty of Health, Deakin University, VIC	The Guided Self-Determination Program: An Online Self-Management Intervention For Young Adults With Diabetes Prof Bodil Rasmussen , Western Health-Deakin University Partnership, School of Nursing and Midwifery, VIC	Delivering a State-wide Person Centred Care Learning and Development Program in the Subacute Environment Jessica Sharp , Training Centre in Subacute Care Western Australia- TRACS WA, Fremantle Hospital, WA
14.10-14.25	CareFirst: A Before and After Pilot Study of a Primary Care Based Chronic Disease Management Program for Privately Insured Patients Rebecca Tinning , Medibank Private; School of Public Health and Community Medicine, University NSW	Missed Opportunities – Perspectives of Facilitators and Participants About Social Support and Goal Setting in HCP-Led Chronic Condition Self-Management Group Programs Stephen Hughes , Faculty of Pharmacy, University of Sydney, NSW	Establishment of a Public/Private Partnership Co-Joint Chronic Kidney Team and Endocrine Clinic Bernadette Taylor , Internal Medicine Services, MNHHS, Brisbane, QLD	Person-centred Care Co-Ordination For People with Co-Occurring Physical and Mental Health Conditions in Primary Health Care Carolynne White , Department of OT, School of Primary Healthcare, Faculty of Medicine, Nursing and Health Sciences, Monash University, VIC
14.25-14.40	Opportunistic Integration Of Mental and Physical Care – Remedy Mindstep Dr Nancy Huang , Remedy Healthcare, VIC	REBOOT ONLINE: A Pilot Trial to Evaluate the Feasibility and Preliminary Efficacy of an Online Multidisciplinary Pain Management Program Tania Gardner , Department of Pain Medicine, St Vincent's Hospital, NSW	Kidney Supportive Care Program: Implementing an Alternative Pathway of Care Ilse Berquier , Kidney Health Service, Metro North Hospital and Health Service, Brisbane, QLD	A Sustainable Approach to Chronic Disease Management Dr Tim Denton & Kim Poyner , Surfcoast Medical Centre, Torquay, VIC
14.40-14.55	Care Coordination Partnerships: Promoting Patient Choice in Primary Care Patricia Tonel & Donal Byrne , nib health funds limited, NSW	Our Stroke Journey: Educating and Enabling Consumers Jude Czerenkowski , Community Programs, Stroke Foundation, VIC	Partnering with Pharmacies for Person Centred Diabetes Care Rebecca Murphy , Lower Hume Primary Care Partnership, VIC	Using Co-Design Process to Develop Care Options for People with Chronic and Complex Care Needs Across 4 Community Health Services in the Southern Melbourne Primary Care Partnership Kath Baggaley , Inner South Community Health, VIC; Carly Bertram , Caulfield Community Health Service, VIC
14.55-15.00	Question time	Question time	Question time	Question time
15.00-15.25 TEA BREAK				
Panel Discussion Chair: A/Prof Caroline Brand, co-chair, ADMA				
15.25-16.15	Private and Public Partnerships			
	<p>Dr Ros Blakley, BUPA</p> <p>David Brajkovic, Remedy & AU</p> <p>Denise Ferrier, Assistant Director Health Service and Funding Projects, Department of Health and Human Services, VIC</p> <p>Mukesh Haikerwal AO, GP</p> <p>Dr Ellen Nolte, European Observatory Health Systems & Policies, London School of Economics and Political Science</p> <p>Dr Linda Swan, Chief Medical Officer, Medibank Private</p>			
16.15-16.25 CLOSING, ORAL AND POSTER PRIZES				

ADMA 12th Annual National Disease Management Conference
Person Centred Healthcare: Achievements & Challenges

Thursday 20 - Friday 21 October 2016
 Delegate Registration **and Tax Invoice**
 ADMA is auspiced under Alfred Health ABN 27 318 956 319

Mr/Mrs/Ms/Prof/Dr: _____
Position: _____
Organisation: _____
Business Address: _____
Phone: _____ **Email:** _____

Conference Registration Fees

	Register by 19 August 2016	Register after 19 August 2016
ADMA member / full-time student (students please include a copy of your student ID)		
One day (20 or 21 Oct)	\$400 + \$40 GST = \$440	\$450 + \$45 GST = \$495
Both days (20 & 21 Oct)	\$700 + \$70 GST = \$770	\$750 + \$75 GST = \$825
Non-member		
One day (20 or 21 Oct)	\$450 + \$45 GST = \$495	\$500 + \$50 GST = \$550
Both days (20 & 21 Oct)	\$800 + \$80 GST = \$880	\$900 + \$90 GST = \$990

Level of conference attendance

- Day One only** (20 Oct 2016) **Day Two only** (21 Oct 2016) **Both days** (20 & 21 Oct 2016)
 Cocktail party (Thurs, 20 Oct 2016) *please mark box for catering purposes – complimentary for conference attendees*

Special Requirements (dietary or other) _____

Health Literacy Pre-conference Workshop (Wednesday, 19 October 2016) **\$100 + \$10 GST = \$110**

Payment details

TOTAL COST: \$ _____

Important: If you require an invoice to process payment, please register first to secure a place at the conference.

- Invoice** Please provide name and address of company/organisation for invoice

- Cheque** Please make cheques payable to **Australian Disease Management Association**
- Credit Card** Type: _____ (Please note, **only Mastercard or Visa** is accepted)

Cardholder's full name:																				
Cardholders Signature:															Expiry Date:					

Please email, fax or post this registration form and payment to:

E-mail	Fax	Mail
Sharron at s.jacobsen@alfred.org.au	03 9076 6901 <i>If you fax your registration form, please call us to confirm we have received it on +61 3 9076 4125</i>	Australian Disease Management Association 2 nd Floor, Fethers Block, Caulfield Hospital 260 Kooyong Road Caulfield VIC 3162

If you do not wish your name and affiliation to be provided to other attendees please tick

- Cancellation Policy:**
- For a full refund, cancellations must be received **in writing before** 23 September 2016.
 - A refund of half the total cost will be made for cancellations received **in writing from** 23 Sep - 14 Oct 2016.
 - Unfortunately, we cannot offer refunds after **14 October 2016**, however you can register a substitute.