



# IMPROVING MEDICATION SAFETY

SHARING THE LESSONS LEARNT

**PRELIMINARY PROGRAM**

5-7 March 2008, Bayview Eden, 6 Queens Rd Melbourne VIC

# IMPROVING MEDICATION SAFETY



\*Please note that this program is subject to change. Please check <http://www.changechampions.com.au> for updates.

## Seminar Aims

- To share information about initiatives, structures, systems and strategies that have been successfully implemented and have improved medication safety for patients.
- To showcase best practice, models of care, models of service delivery, tools and resources that have been effective in improving medication safety and/or reducing medication errors.

## Audience

- Academics
- Aged and residential care providers
- Allied health professionals
- Clinicians and clinical managers
- Clinical governance professionals
- Consumers/carers
- Health service executives/heads of departments/planners
- Information technology professionals
- Non government organizations with an interest in medication safety
- Occupational health and safety managers
- Organisational development managers
- Patient safety, quality and risk managers
- Pharmacy professionals
- Policy makers and other representatives of governments
- Primary care professionals
- Private and public hospitals

## CHANGE CHAMPIONS

Change Champions delivers practical, high quality toolkit seminars that showcase solutions for healthcare service delivery challenges.

Our commitment is to support leadership, innovative thinking, creativity and the sharing of great ideas in healthcare delivery.

Change Champions P/L

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# IMPROVING MEDICATION SAFETY



## Pre-Seminar Workshops – International Perspective

**Wednesday 5 March 2008**

**Registration 12noon – 17.00**

**13.00-14.30 Workshop A – Using online tools to develop practitioners and protect patients.**

Jennifer Furlong, Information Systems Manager, Wirral University Hospitals Trust, UK

**Joseph McArdle**, Assistant Director of Commissioning and Education, Northwest Strategic Health Authority, Liverpool, UK

**Jan Snoddon**, Deputy Director of Clinical Governance, Sefton PCT, UK

### Brief Biographies

**Joe McArdle**, RN, BSc, CASE, PGDpH is Assistant Director of Commissioning & Education, responsible for nursing and Midwifery, Cheshire and Merseyside patch and supporting post qualification learning. Previously he has worked both in Primary Care setting up a commissioning governance framework and for acute hospitals in High Dependency, Surgical and Critical Care services.

**Jan Snoddon** is a nurse with a total of 35 years experience in the National Health Service in England spending 12 years in senior managerial roles. Her current key areas of interest are: patient safety, governance, quality, non medical prescribing, service development and modernisation, competencies and training. Jan acts as clinical NMP lead for the local Strategic Health Authority.

### Workshop Abstract

Within an environment where Health Care Organizations (HCO) are becoming competing autonomous corporate businesses, the drive to accelerate and standardize patient journeys using non medical prescribers was hindered by the significant variance across health economies in “organization readiness” to implement standards, infrastructure and procedures. This was compounded further by both a lack of capacity and willingness of HCOs to co-operate and work together. NHS Northwest set up a clinical network of prescribers and supported by an electronic audit tool identified the strengths and weaknesses within HCO's.

This workshop will provide an online demonstration of the Electronic Audit Tool including range of reports that were used to support individuals and network. It highlights the areas of previous practice that provided significant risk to patient safety and compromised the practice of non medical prescribers by this lack of organizational readiness. It describes systems and processes that HCOs successfully applied to remove this risk.

The team will share their relevant perspectives and experience in

- Setting out the context of the tool within the Northwest Strategy
- Developing the tool and key factors that need to be addressed in setup stage
- Changing practice within a HCO using evidenced based results.
- Performance managing the network.

### Additional Information

NHS Northwest is the strategic body responsible that oversees the regional NHS budget of £9.5 billion, for 24 primary care trusts, 29 acute trusts, one ambulance and one care trust, plus 11 mental health trusts. It uses £650m to support Health Care Education and has since 2002 enabled 4763 non medical prescribers to be trained. Prior to the development of this tool initial figures suggested that as little as 1% of those trained were practicing prescribers. Since network developed and the audit tool went live this figure has increased to 45% and continues to rise.

### Presentation Format

In addition to the online demonstration, attendees to the workshop will receive copies of toolkit used to support Trusts to implement local results and best practice.

**Numbers limited to 40**

# IMPROVING MEDICATION SAFETY



## 15.00-16.30 Workshop B

### Non-Medical Prescribing: Ensuring Patient Safety and Prescribing Competence via Clinical Governance

**Damon Britton** RMN BA HCCM RNP  
Non Medical Prescribing Lead  
Leeds Partnerships Foundations NHS Trust, UK

#### Brief Biography

Damon Britton has worked in the field of adult severe and enduring mental health nursing for the past 22 years. He is the non-medical prescribing lead for a large city Mental Health Trust with additional specialist community clinical input for clients with complex and treatment resistant schizophrenia. He was the first psychiatric nurse prescriber autonomously prescribing in the north of England and, with the Department of Health, has implemented policy and clinical governance within health organizations across the UK.

#### Outcomes for Participants

After this session each delegate will be able to implement a clinical governance pathway within their organization, which broaches all areas of non-medical prescribing and minimizes any risk to patient safety, which may be perceived.

Key areas covered – Clinical Governance, Audit, Assessment and maintenance of prescribing competence, novice to expert prescribing, local implementation, medicines management, training to practice pathway, impact on services and working relationships, new ways of working.

#### Background

In the UK, since April 2003, nurses have been able to prescribe any medication for any condition via a clinical management plan. This was changed in law, in 2006, to independent prescribing for nurses of any medication for any condition. Since this change in nursing practice many nurses (and more recently pharmacists and Allied health professionals) have qualified in non-medical prescribing but have been frustrated in their efforts to prescribe. This has been due to numerous reasons, not least the lack of organizational infrastructure, and the reluctance of fellow health professionals to support this change.

This session will follow a story line of actual implementation of a non-medical prescribing clinical governance model. It will not only demonstrate the process involved in how organizations support the transition from novice to expert prescriber, but also demonstrate the factors involved in ensuring competence maintenance, patient safety and the demonstration of proficiency standards utilizing a multidisciplinary supervision model.

The governance model presented will cover everything involved with non medical prescribing, from pre selection and training, registration and novice prescribing, and the pathway of practice development. All areas of organizational impact will be covered including how prescribing practice is audited, monitored and implemented at local level, the positive results this has brought within differing clinical areas and the pro's and cons identified within the multidisciplinary team.

Additionally, delegates will be encouraged to identify governance measures within their own organization and compare with the authors pathway template. By the end of the workshop the delegate will either be able to identify how their prescribing is monitored, supervised and supported or how their organization has implemented, or can implement non medical prescribing, in a safe well managed way.

**No limit on number of participants**

# IMPROVING MEDICATION SAFETY



## Preliminary Program

**Thursday 6 March 2008**

8.00-8.55

### **Registration**

Arrival tea and coffee

### **Session 1**

8.55-9.00

### **Improving Medication Safety – the way forward**

#### **Welcome and housekeeping**

Char Weeks

Managing Director

Change Champions P/L

9.00-9.40

#### **Opening Address**

*Australian Commission for Safety and Quality in Healthcare*

9.40-10.10

#### **Medication Safety: How do we measure up?**

**Alison McMillan**

Director, Quality and Safety Branch

Department of Human Services, VIC

10.10-10.30

#### **Establishing a New Platform for Medication Safety and Strategic Quality Leadership (MS SQL) within Hunter New England Health (HNEH) – What are the challenges and how can they be addressed?**

**Prof Alison Jones**

Foundation Chair of Quality Use of Medicines Committee

Professor of Medicine and Clinical Toxicology, University of Newcastle

Calvary Mater Hospital, NSW

Helen Dowling, Director, Pharmacy Department, John Hunter Hospital, NSW

Tonia Easton, Area Quality Manager, Hunter New England Health, NSW

Kim Hill, Director, Clinical Governance, Hunter New England Health, NSW

10.30-10.45

#### **Questions to speakers**

10.45-11.15

#### **Morning tea**

### **Session 2**

11.15-11.35

### **Improving Medication Management – Medication Charts**

#### **Standardising Documentation of Medication Management for Inpatients**

**Carol Reid**

Safe Medication Practice Unit, Queensland Health, QLD

Ian Coombes, Charles Mitchell, Tony Hall, Christine Maclean

Safe Medication Practice Unit, Queensland Health, QLD

11.35-11.55

#### **Standardisation of medication charts – Palliative Care, the next chapter**

Carol Reid, Safe Medication Practice Unit, Queensland Health

**Tony Hall**

Team Leader, High Risk Medications and Systems

Safe Medication Practice Unit, Queensland Health, QLD

Kirkup D, Palliative Care Team, Princess Alexandra Hospital, QLD

Douglas C, Connors V, Palliative Care Team, Royal Brisbane & Women's Hospital, QLD

# IMPROVING MEDICATION SAFETY



11.55-12.15

## **Use of Practice Reminders to enhance compliance with safety features of the National Inpatient Medication Chart**

### ***Helen Dowling***

Director, Pharmacy Department, John Hunter Hospital,  
Hunter New England Area Health Service, NSW

Tonia Easton, Area Quality Manager, Clinical Governance,  
Hunter New England Area Health Service, NSW

Pauline Dobson, Project Manager, National Inpatient Medication Chart,  
Clinical Governance, Hunter New England Area Health Service, NSW

12.15-12.35

## **NIMC – Revolution and now...Evolution**

### ***Naomi Burgess***

Pharmacy Consultant, Medication Safety and Pharmaceutical Reforms  
SA Health

12.35-12.50

## **Questions to speakers**

12.50-13.45

## **Lunch**

### **Session 3**

## **Reducing Medication Errors**

13.45-14.05

### **Reducing Medication Errors through Medication Reconciliation – Lessons learned**

Margaret Duguid, Pharmacy Director, Royal North Shore & Ryde Hospitals, Northern Sydney  
Central Coast Area Health (NSCCH), NSW

Valerie Crowley, Project Officer SSSL, Royal North Shore Hospital, NSCCH, NSW

Sarah Hilmer, Clinical Pharmacologist, Staff Specialist Aged Care, Royal North Shore Hospital  
and University of Sydney, NSW

Dawn Astles, Divisional Pharmacist, Medicine, Royal North Shore Hospital, NSW

### ***Diane Reeves***

Area Medication Safety Pharmacist

Pharmacy Departments

Northern Sydney Central Coast Area Health Service, NSW

Rosie O'Doherty, Emergency Department Pharmacist, Royal North Shore Hospital, NSW

Meredith Verge, Education and Training Pharmacist, Royal North Shore Hospital, NSW

Deirdre O'Mahoney, Project Officer SSSL, Hornsby Ku-Ring-Gai Hospital NSCCH, NSW

Shu Lang lay, Emergency Department Pharmacist, Hornsby Ku-Ring-Gai Hospital NSCCH, NSW

John Sullivan, Director of Pharmacy, Hornsby Ku-Ring-gai Hospital, NSCCH, NSW

14.05-14.25

### **A Tool to Improve Medication Reconciliation & Communication**

### ***Nina Muscillo***

Medication Safety Officer

Safe Medication Practice Unit, Queensland Health, QLD

Monika Ogilvie, Redland Hospital, QLD

Kenley Arndt, Boonah Hospital, QLD

Elaine Lum, Safe Medication Practice Unit, QLD

# IMPROVING MEDICATION SAFETY



14.25-14.45

## **The holes in the Swiss cheese are endless – Lessons learnt from aggregated review**

***Karen Boch***

Clinical Nurse Consultant/Patient Safety Officer – Medication Safety  
Clinical Governance Unit  
Princess Alexandra Hospital, QLD

14.45-15.05

## **Cleaning Up Narcotic Use With SOAP (Safe Oxycodone Administration Promotion)**

***Dr Stephen Lim***

Chief Pharmacist  
Armadale Health Service, WA

Debbie Bridgeford, Manager of Performance Review, Armadale Health Service, WA

15.05-15.20

## **Questions to speakers**

15.20-15.40

## **Afternoon Tea**

### **Session 4**

## **Safer Prescribing, Safer Administration**

15.40-16.00

## **Promoting Safe Prescribing – Recommendations for Terminology, Abbreviations and Symbols used in Prescribing and Administration of Medicines**

***Maria Kelly***

Executive Officer  
NSW Therapeutic Advisory Group (NSWTAG)

Jill Arcus, Pharmaceutical Services Branch, NSW Health, NSW

Robyn Gallagher, Faculty of Nursing, Midwifery and Health, University of Technology, Sydney, NSW

Linda Graudins, Sydney Children's Hospital and University of NSW

Josephine Montgomery, Health System Performance Improvement Branch, NSW Health, NSW

Gary Nicholls, Clinical Pharmacology, St Vincents Hospital, NSW

on behalf of the NSW Therapeutics Advisory Group's (NSW TAG), Safer Medicines Group

16.00-16.20

## **Using The Information Management System (IIMS) To Direct Medication Safety Initiatives At A Large Area Health Service – Transdermal Medications**

***Diane Reeves***

Area Medication Safety Pharmacist  
Pharmacy Departments  
Northern Sydney Central Coast Area Health Service, NSW

Christine Conn, Patient Safety Manager Clinical Governance Unit,

Royal North Shore Hospital, NSW

Trudy Maunsell, CNC Pain Management, Royal North Shore Hospital,

Northern Sydney Central Coast Health, NSW

Rachael Carman, CNC Palliative Care, Royal North Shore Hospital, NSW

Michelle Jeffrey, Palliative Care Pharmacist, Royal North Shore Hospital, NSW

# IMPROVING MEDICATION SAFETY



16.20-16.40

**"We are all in this together".**

**A no blame approach to Nurse medication error reporting**

***Lina Wilson***

Clinical Nurse Educator

St Vincent's Mental Health Service, Acute Adult Inpatient Service, VIC

***Penie Skondreas***

Acting Nurse Manager

St Vincent's Mental Health Service, Acute Adult Inpatient Service, VIC

16.40-17.05

**Improving medication rounds for new graduates**

***Dr Cath Hall***

Lecturer, School of Nursing and Midwifery

University of South Australia, SA

Loren Madsen, Clinical Educator, Calvary Health Care Adelaide, SA

17.05-17.20

**Questions to speakers**

17.20

**Close**

19.00 for 19.30

**Seminar Dinner – Passion for Earth**

Bayview Eden

Celebrity Speaker: Richard Neville, Futurist Author and Social Commentator

Dress in your favourite cool colours

Pre-dinner opportunity to network with the international guests

# IMPROVING MEDICATION SAFETY



## Friday 7 March 2008

8.00-8.40

### Registration

Arrival tea and coffee

## Session 5

8.40-8.45

### Safer Prescribing

#### Welcome and housekeeping

Char Weeks

Managing Director

Change Champions P/L

8.45-9.15

#### Application of Technology to Reduce Medication Errors

##### *Prof Michael Dooley*

Director of Pharmacy, Bayside Health, VIC

Professor of Clinical Pharmacy, Monash University, VIC

9.15-9.35

#### Integrating Information Technology to Improve Medication Safety

##### *Jennie McKay*

Safe Medication Practice Unit, Queensland Health, QLD

Arna Neilson, Christine Maclean, Safe Medication Practice Unit, Queensland Health, QLD

9.35-9.55

#### Extending the Reach of the Pharmacist: Using telepharmacy to provide remote pharmaceutical review in rural hospitals

##### *Judith Coombes*

Team Leader, Pharmaceutical Review

Safe Medication Practice Unit, Queensland Health, QLD

School of Pharmacy, University of Queensland, QLD

L Poulson, Safe Medication Practice Unit, Queensland Health, QLD

L Nissen, School of Pharmacy, University of Queensland, QLD

Ian Coombes, Safe Medication Practice Unit, Queensland Health and

School of Pharmacy, University of Queensland, QLD

Christine Maclean Safe Medication Practice Unit, Queensland Health, QLD

9.55-10.25

#### Tools for Measuring and Monitoring Quality Use of Medicines in Australian Hospitals

##### *Karen Kaye*

Executive Officer

NSW Therapeutic Advisory Group

10.25-10.40

#### Questions to speakers

10.40-11.05

#### Morning Tea

## Session 6

11.05-11.25

### Improving Medication Management – Chronic and Complex Conditions

#### Helping people with multiple morbidities to manage their complex medicine regimens

##### *Dr Allison Williams*

ARC Research Fellow (Linkage), School of Nursing

Faculty of Medicine, Dentistry and Health Sciences

The University of Melbourne, VIC

A/Prof Elizabeth Manias, Faculty of Medicine, Dentistry and Health Sciences

The University of Melbourne, VIC

# IMPROVING MEDICATION SAFETY



- 11.25-11.45 **Changing Ways:  
The Importance Of Local Factors In Improving Inpatient Diabetes Management**  
**Fiona McIver**  
Safe Medication Practice Unit, Queensland Health, QLD  
C Mitchell, C Reid, Safe Medication Practice Unit, Queensland Health, QLD  
R Elder, D Smalberger, Nambour General Hospital, Nambour, Qld  
M Kamp, Clinical Practice Improvement Centre, Queensland Health, QLD
- 11.45-12.05 **GemStar® – The “Star” of Pain Management in the Palliative Care Setting**  
**Kenley Arndt**  
Nurse Unit Manager, Boonah Health Services  
West Moreton South Burnett Health Service District, QLD
- 12.05-12.20 **Non-medical prescribing in Australia – where to?**  
**Greg R Weeks**  
Director of Pharmacy  
Barwon Health, VIC
- 12.20-12.35 **Questions to speakers**
- 12.35-13.30 **Lunch**
- Session 7** **International Perspective**  
**Non Medical Prescribing – Clinical Governance and Safety**
- 13.30-13.55 **Clinically Governing Non-Medical Prescribing in an Acute  
Hospitals National Health Service (NHS) Trust**  
**Val Mills**  
Senior Lecturer and Non-Medical Prescribing Lead  
The School of Human and Health Sciences  
The University of Huddersfield, UK  
**Susan Walker**  
Deputy Chief Nurse and Non-Medical Prescribing Lead  
The Mid Yorkshire Hospitals NHS Trust, UK
- 13.55-14.20 **Non Medical Prescribing in Mental Health Care in England**  
**Dr David Branford**  
Chief Pharmacist  
Derbyshire Mental Health Services NHS Trust, UK
- 14.20-14.45 **Numeracy and Non-Medical Prescribing**  
**Paul Warburton**  
Senior Lecturer and NMP Programme Co-ordinator, Faculty of Health  
Edge Hill University, UK
- 14.45-15.10 **Protecting Patients through NMP Peer Review and Support**  
**Jan Snoddon**  
Deputy Director  
Sefton Primary Care Trust, UK
- 15.10-15.25 **Questions to speakers**
- 15.25-15.45 **Afternoon Tea on the Run**

# IMPROVING MEDICATION SAFETY



## Session 8

### International Perspective

#### Non Medical Prescribing – Models of Service Delivery

15.45-16.10

#### Management of uncontrolled type 2 diabetes with or without CHD and/or hypertension by a pharmacist supplementary prescriber – A service pilot *Mohammed Ibrahim*

Pharmacist Independent Prescriber, Project Lead  
Leicester City West PCT, UK

Shailesh Panchmatia, Head of Medicines Management  
Leicester City West PCT, UK

Dr Melanie Davies, Consultant in Diabetes and Endocrinology

Department of Diabetes and Endocrinology, Leicester Royal Infirmary, UK

Dr Kamlesh Khunti, General Practitioner, Hockley Farm Medical Practice, UK

Dr Ian Lawrence, Consultant in Diabetes and Endocrinology, Department of Diabetes and Endocrinology, Leicester Royal Infirmary, UK

16.10-16.35

#### The use of Non-Medical prescribing for children and young people with life shortening conditions

##### *Zoë Wilkes*

Nurse Consultant for Children's Palliative Care  
Diana Children's Community Service, UK

16.35-17.00

#### The role of Heart Failure Specialist Pharmacist as part of a new secondary care based multidisciplinary team

##### *Russell Parsons*

British Heart Foundation Heart Failure Pharmacist  
Northampton General Hospital, UK

17.00-17.15

#### Questions to speakers

17.15

#### Close

# Registration Form – Improving Medication Safety

Bayview Eden, 6 Queens Rd, Melbourne Victoria.

## Delegate No.1 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: \_\_\_\_\_

Given Name: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Name for Badge: \_\_\_\_\_

Special Diet: \_\_\_\_\_

Disability Assistance: \_\_\_\_\_

## Delegate No.2 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: \_\_\_\_\_

Given Name: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Name for Badge: \_\_\_\_\_

Special Diet: \_\_\_\_\_

Disability Assistance: \_\_\_\_\_

## Delegate No.3 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: \_\_\_\_\_

Given Name: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Name for Badge: \_\_\_\_\_

Special Diet: \_\_\_\_\_

Disability Assistance: \_\_\_\_\_

**SECTION A – TWO DAY REGISTRATIONS FOR 6 AND 7 MARCH 2008**

**1. Register for 2 full days – 6&7 March 2008**

**Early Bird:** 2 days before 20 February 2008 – \$595.00 (inc GST) per person \$ \_\_\_\_\_

**Standard:** 2 days after 20 February 2008 – \$675.00 (inc GST) per person \$ \_\_\_\_\_

**Group Discount – Register 6 delegates for 2 days (6 & 7 March 2008) and pay for 5 delegates**

Register 6 delegates at the one time and pay for 5 before 20 February 2008 – \$2975.00 (inc GST) \$ \_\_\_\_\_

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**SECTION B – ONE DAY REGISTRATIONS FOR EITHER 6 OR 7 MARCH 2008**

**Register for one day only – either 6 or 7 March 2008**

**Early Bird:** 1 day only before 20 February 2008 – \$330.00 (inc GST) per person \$ \_\_\_\_\_

**Standard:** 1 day only after 20 February 2008 – \$350.00 (inc GST) per person \$ \_\_\_\_\_

I will be attending on

Thursday 6 March 2008  Friday 7 March 2008

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**SECTION C – REGISTER FOR PRE-SEMINAR WORKSHOPS ON 5 MARCH 2008**

Register for

Workshop A,  
Wednesday 5 March 2008, 13.00-14.30 \$220.00 (inc GST) per person \$ \_\_\_\_\_  
(Limited numbers)

Workshop B,  
Wednesday 5 March 2008, 15.00-16.30 \$220.00 (inc GST) per person \$ \_\_\_\_\_

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**SECTION D – AUDIO CD**

**Purchase audio CD**

Conference on CD including audio & PowerPoint presentations – \$66.00 (inc GST) \$ \_\_\_\_\_

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**SECTION E SEMINAR DINNER**

Seminar dinner at Bayview Eden includes 3 course meal and beverages

Celebrity Speaker: Richard Neville \$95.00 (inc GST) \$ \_\_\_\_\_

Theme: Passion for Earth

Dress in your favourite cool colours

Additional dinner tickets \_\_\_\_\_ X tickets @ \$95.00 (inc GST) \$ \_\_\_\_\_

**TOTAL PAYABLE** \$ \_\_\_\_\_

## Payment Methods

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### 1. Credit Card

Cardholders Name (PLEASE PRINT)

MasterCard  Visa ONLY

Card No.

Expiry Date: \_\_/\_\_/\_\_ Amount to be charged \$ \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_

Date: \_\_/\_\_/\_\_

### 2. Pay by Cheque/money order

Please make cheques/money orders for your **registration fees only** payable to **Change Champions P/L**

### 3. Request for an invoice

Name of person responsible for payment of invoice: \_\_\_\_\_

Email address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

### 4. EFTPOS

**Account name:** Change Champions P/L

**Bank:** Westpac

**BSB:** 033058

**Account number:** 198 743

**Ref no:** Med Safety (Your surname)

**REGISTER ON LINE AT [WWW.CHANGECHAMPIONS.COM.AU](http://WWW.CHANGECHAMPIONS.COM.AU) (available after 1 January 2008)  
OR FAX/MAIL YOUR REGISTRATION FORM AND PAYMENT TO:**

**MAIL**

Change Champions P/L  
PO Box 668, The Junction NSW 2291

**PH:**

02-4963 5150  
From overseas: +61 2 4963 5150

**FAX**

From Australia 02-4963 6656  
From overseas + 61 2 4963 6656

**EMAIL:**

changechampions@bigpond.com

Your registration will be confirmed by email.

### 5. Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 6 February 2008.  
No refunds will be given after this date; however, an alternative delegate name may be submitted.

I have read and understand the delegate cancellation policy.

\_\_\_\_\_ signed \_\_\_/\_\_\_/\_\_\_ date.