



PIAA & Royal Canin present:
AusBoard 2016
 A NATIONAL EVENT FOR THE
 BOARDING & TRAINING INDUSTRIES
 PULLMAN REEF CASINO HOTEL
CAIRNS, QLD
22 - 24 AUGUST

Conference Registration Form & Tax Invoice



PIAA AND ROYAL CANIN PRESENT

AusBoard 2016

Not just a conference, an annual must-do!

Pullman Reef Hotel, Cairns | 22-24 August

| All prices per person | PIAA MEMBER | NON MEMBER | NO. OF PEOPLE | YOUR COST |
|--|-------------|------------|---------------|-----------|
| Conference 22nd & 24th August | \$496 | \$646 | | |
| Conference Day 1 Monday 22nd | \$248 | \$323 | | |
| Conference Day 2 Wednesday 24th | \$248 | \$323 | | |
| Extra tickets to welcome function including canapés/drinks/entertainment Monday 22nd | \$60 | \$60 | | |
| Kennel & Cattery Tour Thursday 25th | \$45 | \$59 | | |
| TOTAL COST | | | | \$ |

- Conference registration includes all catering and the welcome function canapés, drinks and entertainment on Monday 22nd
- You must be a financial member of PIAA as at 21st August to receive the membership discount cost
- Tuesday 23rd's activities are not included in the above registration cost
- **If you are a PIAA non member you can save around 30% on your attendance by joining!**
 May we forward a PIAA membership pack to you? Yes No

Business Name or Attendee name: _____
 ABN: _____ Address: _____
 _____ Postcode: _____
 Mobile: _____ Email: _____

| Attendee names | Any special dietary requirements? |
|----------------|-----------------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Payment (tick option) (Retain this form as your tax invoice for ATO business claim)

- Direct Deposit** Pet Industry Association of Australia Ltd CBA - BSB 062102 - Acc. No. 10120145
- Credit Card** Surcharge Visa/MasterCard 0.88%
- Instalments** You will be invoiced for the full amount on receipt of this registration form and payments are then due in 4 equal amounts (last instalment 1/8/16). Instalments can be made via the credit card details below or via a direct deposit as above.

Date: _____ Card Name: _____

Card Number: _____ Expiry Date: _____

Amount: \$ _____ Signature: _____

Please use the credit above to take my instalments - Signature: _____

Email to events@piau.net.au | Fax to 02 9659 5822 | Mail to Pet Industry Association, PO Box 7108 BHBC NSW 2153
 ABN 47 001 782 770 | No refunds after 1/8/16 | See the PIAA privacy policy at www.piau.net.au or on application from the PIAA office.



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The conference

AusBoard is an annual professional development conference for the boarding, training and pet sitter industries. We aim to hold our conference at a destination where you and your staff can unwind and relax while enjoying conference content that assists your business to thrive.

So where are we in 2016?

Tropical North Queensland! Who could ask for anything more??

The venue

Pullman Reef Casino Hotel - great rates are on offer!
\$199 Superior | \$240 Deluxe | \$315 Junior Suite (all include 1 breakfast)
 Email groups@reefcasino.com.au | Phone 07 4030 8888
 AusBoard delegates will need to quote code: #0821AUS

The networking

Welcome drinks and canapés on the first night (included in cost).
 Off-site day of activities with discounted rates.
 We have organised a few things for you and your new found buddies to do! This is a great opportunity for you to relax and take in this beautiful area of Australia (not included in registration cost).

- Great Adventures Green Island Eco Adventure
- Great Barrier Reef Adventure
- 105' Catamaran to Michaelmas Cay
- Cape Tribulation, Daintree & Wildlife Tour

You may also choose just to take in beautiful Cairns itself!

All of the above are 10% off for AusBoard delegates. Details provided when you register.
 Other activities are available such as Hartleys Crocodile Farm and quad bike tours - see tropicalnorthqueensland.org.au/contact-us.



For all info please contact Anne Saunders (Event Manager)

Phone 0430 103 710 or 02 9659 5811 | Email events@piau.net.au
 PIAA PO Box 7108 BHBC NSW 2153

ABN 47001782770
 All content subject to change without notice



10.5 PIAA Ed points
for full attendance!



Speakers

Glenn Cooke

A highly respected trainer, Glenn Cooke currently oversees two of Sydney's premiere dog boarding and training facilities (Pet Resorts Australia), located in Dural and Terrigal NSW and has a long-standing career in the professional pet care and training industry. Some of Glenn's roles include breeding, socialisation and development, temperament assessment, obedience, agility, film and television, behavioural problem solving, and the advanced training of working dogs. Glenn is also regularly called on as an expert consultant in court hearings. He has formal qualifications in Dog Behaviour and Assessment, has a Certificate IV in Training and Assessment and is an active member of the National Dog Trainers Federation. As part of his role with the NDTF, Glenn trains and lectures to students for the qualification of 'Certificate III: in Professional Dog Training and Behaviour'. He is a highly sought after consultant internationally, where he is called on to train foreign military police groups in all things canine.

Dr. Mina Magelakis

Dr. Mina Magelakis graduated from the University of Melbourne in 2011 and started her veterinary career in small animal practice in north east Melbourne. After 6 months in practice, Mina was keen for a challenge and began her Masters of Veterinary Studies by correspondence through the Murdoch University School of Veterinary Science. After being in practice for three and a half years and completing her Masters course in June 2015, Mina was keen to venture down a new path into industry veterinary work. Her new role with Royal Canin has allowed her to apply a lot of her knowledge and experience from general practice and her studies.

Gavin Biggs

Gavin Biggs and his design team have over 30 years of design and animal housing experience. For over a decade Gavin has been designing and installing state of the art animal housing facilities around Australia and South East Asia. He has built a reputation of excellence and support, and regularly consults with government bodies. This is your opportunity to learn from Gavin's extensive experience, continuous research and travels to stay abreast of the latest innovations in design and business models.

Tracey Jackson

Tracey Jackson has 14 years' experience in law enforcement, and for almost 10 years specialised in investigation of child abuse and sex offences, and interviewing of children as victims, offenders and witnesses of serious crime. She sat as a core member of various SCAN teams, and also received recognition for her role in developing and implementing ongoing police education programs that saw her teaching safety and protective behaviours in school classrooms. Tracey served for 4 years as the Assistant Chief Inspector for RSPCA Qld, spearheading policy development and working collaboratively with executive levels of government in developing key pieces of legislation that have set new national benchmarks in animal welfare law. She has 20 years' experience in staff training and business management - most recently as director of a child protection and training company providing services to government and private sector organisations across Australia and New Zealand. Her practical experience in the legal and education sectors coupled with formal studies in Bachelor of Laws, Bachelor of Arts and Diploma of Education has enabled her to develop a unique skill set which underpins her current role in animal law at Couper Geysen - Family and Animal Law.

Dr. Kim Kendall

Dr Kim Kendall qualified as a veterinarian last century, has run her own cattery and grooming service for over 20 years (that's 100 cat years!) as well as adopted out 5,000 cats and kittens. While researching feline medical issues, she discovered that many problems were related to environmental stresses as much as to infectious agents, and that many behaviour issues were related to a lack of choice in a cat's life. AusBoard delegates were kind enough to tour her cattery in 2011 and the attendees were super impressed with the feline friendly behavioural science behind the design and running of the cattery, the grooming and kitten adoption.

Dr. Mick Powell

Dr. Mick Powell is a highly regarded veterinary surgeon, business consultant and international speaker, based on the Sunshine Coast in Queensland, Australia. He graduated with first class honors in 1994 and has been practicing for more than 22 years both in Australia and overseas. Mick's strong passion for helping animals and their owners has underpinned his wide ranging experience in the field of veterinary science. Having developed special interest and skills in the areas of orthopaedic surgery and veterinary business development, over the past 10 years he devoted much of his energy to developing one of Australia's busiest and most highly awarded small animal hospitals. Mick sold his vet practice in 2014 and his renewed focus is in leadership training and business management coaching to support other veterinary business owners.

Programme

Monday 22nd August

| | |
|-------------------|--|
| 8.15am onwards | Registration |
| 8.45am to 9am | Welcome |
| 9am to 10.30am | <p>The Kennel Dog & Behaviour: the good, the bad and the plain ugly.... with Glenn Cooke</p> <p>This session will cover very specifically, the dog in a kennel environment. Glenn Cooke is EXACTLY where you stand day in day out! His personal experience from a kennel facility perspective and depth of knowledge on animal behaviour will be invaluable to you and your staff in the ongoing care and safety of everyone including your house guests.</p> <ul style="list-style-type: none"> • Understanding social behaviour • Behavioural categories • Threatening behaviours • The fearful and shy - recognising fear aggression • Common causes of aggression • Phobic behaviours • Physiological causes of fear • The barking dog <p>And most importantly protecting yourself and the animals you handle from the moment they walk in the door!!</p> |
| 10.30am to 11am | Morning Tea |
| 11am to 12.30pm | <p>The Nutritional Management of Boarding Cats and Dogs with Dr. Mina Magelakis</p> <p>Despite our best efforts to make the boarding of cats and dogs an enjoyable time, the stress of being in a new environment and separated from owners can be significant in some pets. These pets often experience digestive upsets such as diarrhea, vomiting and in some cases, marked weight loss over short periods of time. Dr. Magelakis will discuss the impact of stress in pets and how nutrition can help with a focus on the digestibility of diets, the impact of stress on the intestinal microbes and the role that prebiotics can play.</p> |
| 12.30pm to 1.30pm | Lunch |
| 1.30pm to 3pm | <p>Achieving the pet resort of your dreams with Gavin Biggs</p> <p>Building an animal housing facility consists of a lot more than throwing down a concrete floor, making up some kennels and putting a roof overhead. Homework and research is essential if you are to avoid the unexpected and succeed. Whether you are building a new facility or giving an existing one a facelift, you could find yourself dealing with an onslaught of objections from the neighbours and surrounding businesses, and a host of unexpected construction issues and their associated costs.</p> <ul style="list-style-type: none"> • Know what to expect and the pitfalls to avoid • How to manage your costs and stage construction to enhance revenue • Meet the demands of housing creep • Know where to start and most importantly what you want to achieve. |
| 3pm to 3.30pm | Afternoon tea |
| 3.30pm to 5pm | <p>Pets & Illness in the boarding environment with Dr. Michael Powell</p> <p>In this informative session Veterinary Surgeon Dr. Mick Powell will detail the major ailments that can be encountered in pets staying in boarding facilities. The illnesses being discussed can have serious consequences not only for the pets in your care but also the future success of your business and even your own health! With a special focus on infectious disease, in this presentation Mick will discuss how these illnesses commonly present including how to pick up on the early signs. You will learn about the first aid that can be provided by you in the face of an outbreak, what measures can be taken at the time to prevent their further spread and the importance that air quality can play with airborne disease.</p> |
| 5.30pm to 7.30pm | Welcome drinks & canapés and a special guest entertainer |

Tuesday 23rd August

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Wednesday 24th August

| | |
|------------------|---|
| 8.30am to 9.45am | A very special presentation that will surprise!!! |
| 10am to 11am | <p>Catty Behaviour! with Dr. Kim Kendall</p> <p>Cat behaviour is not as mysterious or as unpredictable as you might think. Cats have been poorly served by being compared to dogs - we should really appreciate their direct links with the big cats, particularly tigers. Containment and management of cats in environments outside their own home can be fraught with danger and pain for the cat and the people, whenever they are in boarding, grooming (and veterinary) environments. Approximately 90% of cats don't cause trouble - they are behaviourally flexible and either adapted to or socialised to humans, or can cope with most of what we 'throw at them'. However, cats get a bad rap because of the other 10%, some of which are aggressive because of pain and many who become enraged (outside their homes) because of poor genetics, socialisation, anger or fear of the unknown. Dr Kim warns everyone that any cat can put you in hospital with a bite, but by showing you new observational skills you will be better able to see trouble arising, and be calmer and more competent in the face of a fractious feline.</p> |
| 11am to 11.30am | Morning Tea |
| 11.30am to 1pm | <p>Why you need to know (more... much more!) about animal law continued... with Tracey Jackson</p> <p>Last year we discussed the emergence of animal law as an important and relevant consideration for those operating businesses involving animals and particularly family pets. Recent developments in animal law are a timely reminder of just how vulnerable your businesses can be. These developments will impact on you and the way you do business. More and more often our Courts are making decisions that reinforce the broader community's expectation that those who operate businesses which profit from our pets need to ensure standards and practices which recognise the valuable role our pets play in our families and the community. A failure to understand and comply with the current laws can result in you, your staff or your business being sued or even prosecuted criminally. In this presentation we will examine recent case studies and learn from the mistakes of others in your industry. We will look at ways you can better protect yourself and your business, and still provide a service that leaves your clients and their pets happy.</p> |
| 1pm to 1.45pm | Lunch |
| 1.45pm to 3.15pm | <p>Parasites with Dr. Kim Kendall</p> <p>Dr Kim discovered the truth of poet John Donne (1572-1631) "The flea though he kills none, does all the harm he can" and flea control is critical for the health of cats and dogs. Paralysis ticks, of course, are deadly, but there are some interesting new products for flea and tick control, and some new information on the biology of ticks. Dr Kim will discuss parasite control methods ranging from non-chemical management through to the heavy duty insecticides for application on the pet and in the environment.</p> |
| 3.15pm to 3.45pm | Afternoon Tea |
| 3.45pm to 5.15pm | <p>Growing your business from the ground up with Gavin Biggs</p> <p>The world we live in expects more every day. The pet resort industry is now expected to provide top of the line, modern facilities. It's all about preparation in every facet of your business - from the ground up - literally. Construction designs and material choices can ensure that the pets in your care are stress-free and comfortable. Something as seemingly simple as the correct flooring choice can provide dogs with stability and ensure calmness when walking and moving around the kennels. Learn about the importance of your structures and services: the management of both internal and external acoustics, the right flooring and drainage systems, and how they can save you heartache in the future in terms of hygiene and disease prevention and control. The correct preparation is essential to the functionality and success of your facility - happy clients are repeat customers and your most effective form of advertising.</p> |

Thursday 25th August

8.30am to 1pm **Hop aboard our coach for a tour of Kuranda Pet Resort & Cairns Cat Oasis. We will then do a drop at the airport for your trip home.**

**For all info please contact
Anne Saunders (Event Manager)**

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