



## CONTINUING PROFESSIONAL DEVELOPMENT AND LEARNING OBJECTIVES ENDORSEMENTS

ACAud: 202133 (11 CEP points)

AudA: CPD2021 110 (Category 1.2, 11 CPD points)

HAASA: CPED2020-2021 (2021-009) (11.25 CPED points)

Presentations were followed by Q&A

Speaker and Presentation:	At the conclusion of the Presentation, delegates understand:
<p><a href="#">Jane MacDonald</a> Chief Executive Officer Hearing Business Alliance</p> <p><b><i>'HBA Actions and Outcomes 2020-21 for Small Business'</i></b></p>	<ul style="list-style-type: none"><li>• The challenges faced by small business providers in the hearing health sector</li><li>• Advocacy and support HBA has provided small businesses during 2020-21</li><li>• Themes of HBA's submissions to various Government agendas</li><li>• Collaborative work HBA has been involved with in various aspects of the hearing health sector.</li></ul>
<p><a href="#">Steve Kulmar</a> RetailOasis</p> <p><b><i>'Winning in a COVID World'</i></b></p>	<ul style="list-style-type: none"><li>• Changes required to win in the retail environment</li><li>• The changes in consumer behaviour and how they impact your business model</li><li>• Case studies of the impact of changing consumer behavior in other industries.</li></ul>
<p><a href="#">Dr Craig Latham</a> Deputy Ombudsman ASBFEO Office</p> <p><b><i>'Supporting Small Business'</i></b></p>	<ul style="list-style-type: none"><li>• The contribution small businesses make to Australia's GDP</li><li>• How the ASBFEO supports small business</li><li>• How ASBFEO has supported HBA</li><li>• How COVID impacts small business and ASBFEO's plans to support small business.</li></ul>
<p><a href="#">Chris Carlile</a> Assistant Secretary HSB, Department of Health</p> <p><b><i>'Current HSP Changes July 2021 Explained'</i></b></p>	<ul style="list-style-type: none"><li>• The changes to the Hearing Services Program, commencing 1 July 2021</li><li>• New requirements for claiming</li><li>• Mechanisms for IT changes associated with new vouchers.</li></ul>
<p><a href="#">Dr Zena Burgess</a> HSP Expert Review Panelist</p> <p><b><i>'Hearing Services Program Review Process'</i></b></p>	<ul style="list-style-type: none"><li>• The aim of the Review</li><li>• The Review processes</li><li>• Emerging themes of the Review</li><li>• Date of the final report to Government.</li></ul>
<p><a href="#">Dr Tony Coles</a> Chairman Hearing Health Sector Alliance</p> <p><b><i>'Hearing Health Sector Alliance - A Single Voice to Government'</i></b></p>	<ul style="list-style-type: none"><li>• The role of the Hearing Health Sector Alliance (HHSA)</li><li>• Achievements of the HHSA working groups</li><li>• Key Roadmap priorities identified by the HHSA</li><li>• The collegial collaboration of all HHSA members</li><li>• The role HHSA plays in providing a unified voice to Government.</li></ul>
<p><a href="#">Stephen Logan</a> SJL Consulting Pty. Ltd.</p> <p><b><i>'Hearing Market Update 2021'</i></b></p>	<ul style="list-style-type: none"><li>• The manufacturing and retail makeup of the hearing market, and changes over the past two years</li><li>• Market size, growth and current diversity</li><li>• The challenges in the hearing market, and in particular for small businesses<ul style="list-style-type: none"><li>◦ the Hearing Services Program changes</li><li>◦ continuing retail disruption on the market</li></ul></li><li>• The challenges and opportunities for small businesses in a 2021 post-Covid market.</li></ul>
<p><a href="#">Daniel Wright</a> Thryve Business Mentoring</p> <p><b><i>'Business Survival in Uncertain Markets'</i></b></p>	<ul style="list-style-type: none"><li>• How to recognise the stages of business around change</li><li>• Applying change to business strategy</li><li>• How to focus on business success and factors underpinning growth</li><li>• Important factors in business to maximise Support, Operations, Cashflow, Business Management and Time Management.</li></ul>
<p><a href="#">Katie Bryan</a> Propeller Advisory Business and Corporate Advisors</p> <p><b><i>'Understanding the Financial Impact of Change on your Business'</i></b></p>	<ul style="list-style-type: none"><li>• Basic financial documents - Profit &amp; Loss, Cash Flow, and Balance Sheet - how to read them to improve your business and decision-making</li><li>• The financial impact of change using the basic financial documents, and the impact of a changed operating environment on your business</li><li>• The importance of cashflow and how its changes affect business operation</li><li>• Best practice accounting options for better financial literacy and potential real-time decision-making.</li></ul>
<p><a href="#">Hunter Leonard</a> Silver &amp; Wise Pty. Ltd.</p> <p><b><i>'How to Build a More Entrepreneurial Mindset in Small Business'</i></b></p>	<ul style="list-style-type: none"><li>• Resources and tools for <i>'The 8 Rooms of Business'</i></li><li>• How to build a more entrepreneurial mindset to adapt to change</li><li>• The core business challenges for all businesses</li><li>• How to adapt to change, from business case studies and examples</li><li>• The individual business commitment required to achieve the desired changes.</li></ul>



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