VBG SUMMIT

BUILDING YOUR FUTURE TODAY

28-30 October 2018

RACV Royal Pines Resort, Gold Coast, Qld

Early bird closes 10 September

Registration brochure
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Veterinary Business Group

In January 2017, the Australian Veterinary Association’s practice management group joined forces with the Australian Veterinary Business Association (AVBA). The amalgamation created a new entity, the Veterinary Business Group (VBG), which is focused on providing those who work in veterinary practice teams with the right support, skills and tools they need to help create successful veterinary businesses and successful veterinary leaders.

VBG has a growing member base of almost 1000 nurses, customer service teams, practice managers/owners, veterinarians and industry professionals with a vision to form a strong business community fit for today and the future.

VBG offers an array of hands-on, practical continuing professional development opportunities for veterinary leaders. Our events promote practical business skills and insights as well as the larger perspective needed to build a truly successful business or career over the long-term.

Our webinars offer the latest information on management, human resources and business topics in a convenient and low-cost format. VBG’s range of resources are designed to give you the tools you need for your business to function at its peak.

For more information, visit www.ava.com.au/practicemanagement.

About the 2018 VBG Summit

The 2018 VBG Summit is a two-day event focused on effectively managing a veterinary practice in today’s competitive environment. The Summit will explore day-to-day management issues across specialties as well as tackle the big issues and barriers to growing and building a sustainable veterinary business into the future.

Following the success of the 2017 Summit, this year’s event is expected to once again draw industry-wide attention. The 2018 VBG Summit offers a stellar line-up of speakers from home and abroad and it will provide veterinary businesses with a clear pathway or for the advanced business a change of gears.

The event is the perfect opportunity to enhance your understanding of the veterinary business ecosystem and cater for all levels of experience.

The 2018 VBG Summit will give you access to key influencers of the veterinary business community. It’s also an opportunity to share your thoughts on the challenges affecting businesses today and contribute ideas and concepts for the future.

Gain key insight and inspiration from keynote speakers: Holly Ransom, Gus Balbontin, Associate Professor Alison Lambert and many more...

42 trade stands to explore plus meet colleagues from around the world.

A massive program with eye-opening topics to empower anyone working in the veterinary industry.

A stellar social networking program, including: two cocktail events, a prestigious Summit Dinner and more!

“The session dedicated to equine practice was excellent, and so was the strategic planning session with Simon Neaverson. It was great to have high level strategy incorporated into the program”

“It was good having a mix of ‘applicable in the practice’ sessions e.g. hub, customer service etc, and more theoretical sessions, e.g. Chris Riddell”

“The Hub was unexpectedly useful. Good to have targeted sharing of knowledge between vets facing similar issues”
AVA President Welcome

Dr Paula Parker
President Australian Veterinary Association

I can’t wait to catch up at the second annual VBG Summit.

At last year’s VBG Summit in Melbourne, we discussed the future of veterinary business in Australia. There was a consistent theme in the feedback from last year’s event – this quote summed it up best for me: “You blew my mind on the first day, and by the end of the second day, I had what I needed to go home and implement”. This experience was the goal in putting together this year’s Summit program. The key to realising the potential futures in veterinary business is change.

The business landscape, the influential role of the consumer, social media, the generational dynamics in the workplace and rapid technological change are shifting the veterinary business landscape rapidly. The key to thriving is understanding the possible changes, reckoning with the shifts that need to be made in the business and then acting to put yourself, the team, and the business in the very best position.

Sounds simple when you put it that way doesn’t it? We all know the reality can be quite different.

This Summit will cover the key global changes impacting business. The combination of Holly Ransom and Gus Balbontin is sure to give us a shake up and build the energy for transforming in a disrupted landscape. Alison Lambert is back to bring the global veterinary context and guide us through the sticky, difficult challenges that require change from all of us. Then we’ll deep dive into issues with an outstanding line-up of Australian veterinary business leaders. Thanks to popular demand, we have expanded the forum sessions, specific to business types to allow us all the opportunity share challenges and learn from our colleagues. This year’s Hub session is focused on workshopbing the elements that span across the veterinary business context.

The Summit kicks off on a warm Gold Coast Sunday afternoon with lunch followed by our first ever VBG Golf Day which is aimed at the ‘hackers’ and the elite golfers. The afternoon will be full of laughs in this Ambrose event, so regardless of your skill level or even if you have never played golf before, make sure you are part of the action. There will be lots of prizes up for grabs and different activities on each hole to enjoy.

There truly is something for everyone involved in veterinary business and we welcome everyone from, business managers, nurses, industry, students/ new grads, veterinarians and customer care teams to come together as one community.

I can’t think of a single VBG member who wouldn’t benefit from this year’s event.

I look forward to seeing you all there.

Welcome to our official opening dignitary

Senator, the Hon. Zed Seselja

Zed Seselja was born in Canberra to Croatian migrants who fled Eastern Europe to build a new life in Australia. From an early age Zed’s parents taught him the importance of family, hard work, and that freedom is a precious gift that isn’t guaranteed.

He went to local Canberra schools and to the Australian National University in Canberra where he graduated with an Arts/Law degree. He then went to work for the Department of Transport. He married Ros and when their family started to grow with the arrival of their children, Zed decided to enter politics because he wanted to do all he could to ensure the best life for his children and all Canberra families.

Zed was elected to the ACT Legislative Assembly in 2004. He served as Leader of the Opposition in the ACT Legislative Assembly from 2007-2013. Zed entered the Senate at the 2013 Election and has since served as Assistant Minister for Social Services and Multicultural Affairs and currently as the Assistant Minister for Science, Jobs and Innovation.

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About the keynote speakers

The Summit will have an eclectic powerhouse of industry and external celebrity guest speakers. It will be an event that sets a new standard in future visions for the industry.

Holly Ransom

Holly Ransom is the CEO of Emergent, a company specialising in disruptive strategy and building the capacity of leaders to execute change. Emergent, has worked with the likes of Microsoft, Virgin, INPEX, Europcar, KPMG, & the AIS, as well as local, state and federal government departments globally.

Prior to Emergent, Holly’s corporate career has involved working as Chief of Staff to NAB Wealth CEO Andrew Hagger and for Rio Tinto CEO Sam Walsh. Holly holds a Law degree and BA (Economics). In 2012, she was the youngest person to be named in Australia’s ‘100 Most Influential Women’, and also became the world’s youngest-ever Rotary President. Her work with Rotary has played a key role in the global efforts to lift youth participation in the organisation.

Holly is an experienced non-executive director across the private, government and non-profit sectors.

In 2016, Holly was appointed to Co-Chair the United Nations Coalition of Young Women Entrepreneurs and in 2014, the Australian Prime Minister appointed Holly to Chair the G20 Youth Summit, resulting in the first summit to secure its policy demands from G20 leaders. Holly is the youngest ever woman appointed to the board of an AFL football club (with her appointment as a Director of Port Adelaide) and is also on the advisory Board for the launch of the AFL Women’s League.

An accomplished global keynote speaker, Holly has presented across 6 continents, including delivering a Peace Charter to the Dalai Lama. She has featured on ABC’s ‘Q&A’, Channel 7 News and Channel 10’s ‘The Project’ and is renowned for her commentary on intergenerational economic and social issues. A top 10 age group finisher in her most recent Ironman Endurance Triathlon, in 2016 Holly was listed by Sir Richard Branson as one of his dream dinner guests, and in 2017 was Sir Richard’s nominee for Wired Magazine’s ‘Smart List’ of future game changers to watch.

- **Topic:** Changes are inevitable, but growth is intentional: Turning innovative ideas into action
  - **Date:** Monday 29 October
  - **Time:** 9:15am-10:30am

- **Topic:** Panel discussion – an open and interactive topic discussion on all topics impacting business today
  - **Date:** Monday 29 October
  - **Time:** 12:00pm-1:00pm

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Adapt and sustain change

Raised in the Argentinean Patagonia, Gus knew from the age of eight that he was going to travel the world even though he did not know how to make that dream a reality.

Gus earned a travel scholarship at 17 that lead him to the other side of the world in Byron Bay over the course of a year. When he returned home and carrying on his mission to travel, with only a small backpack and a youthful lust for adventure Gus journeyed 40,000kms through South America without spending a cent.

Eventually, he returned to Australia working in various jobs when he stumbled upon an opportunity for a travel company and he was fated to apply. His lack of experience was no deterrent and against the odds he secured a designer role at Lonely Planet.

As far as Gus was concerned, he had landed his dream job, but it was just the beginning.

Fast forward to 2014; Gus completed an MBA, had spent countless hours on planes, progressed through a number of different roles within Lonely Planet and eventually led the company globally. The company went from books dominating the world of travel information to the internet and a mobile revolution few saw coming.

Gus is a big thinker who doesn't let ‘life’s hurdles’ get in the way of big solutions. His knowledge and expertise in transformation and digital innovation is genuinely impressive, as he teaches his audience how to navigate the struggles and successes that even great brands in the world experience.
Alison Lambert

Alison Lambert BVSc CMRS MRCVS, Managing Director of Onswitch

Alison is from Yorkshire and her family comes from East Yorkshire where they have worked the land, raised pigs and wasted lots of money on horses.

After completing her qualification as a veterinarian from Liverpool University in 1989, Alison worked in practice for several years before pursuing a business career with Hill’s Pet Nutrition and MARS, where she discovered the passion for the customer experience that her award-winning company, Onswitch, is renowned for today. Established in 2001, Onswitch promotes customer-centred practice so pets and horses receive better care; providing research, marketing, CPD and business consultancy with an effective, innovative, straight-talking and client-led approach.

Alison is a lecturer at The University of Nottingham Veterinary School, teaching Customer Understanding. She is published widely and regularly speaks at key international veterinary congresses and events.

www.onswitch.co.uk

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**About the General Practice, Large Animals and Emergency Forums**

At the 2018 VBG Summit we’ll have afternoon forum sessions which will provide the opportunity to reflect on the first half of the summit and break into three areas of practice including general practice, large animal and emergency.

These forums provide the perfect platform for collaboration with other professionals in similar fields and discuss matters which are specifically related to your practice type. Each of these forums will be led by delegates key challenges and facilitated by some of the professions most trusted and successful veterinary leaders.

The general practice forum, facilitated by Dr Steve Pryor will allow practice/general managers, nurses and veterinarians the opportunity to discuss and share best practices when operating a general practice in the current competitive environment.

Steve has been in practice for over 30 years, has a passion for surgery but in particular has a strong focus on veterinary business which he utilises within his practice in Melbourne. Steve also sits on the Veterinary Business Groups Advisory Committee.

Areas for discussion within the general practice forum will almost certainly include matters such as the on-going challenges, associated timeframes and flow on effects of recruiting and retaining veterinarians, practice culture and engagement, emergence of alternative payment options being offered by practices such as insurance, wellness plans and interest free payment options, fee structures and general consulting processes.

On some occasions, our large animal colleagues share similar challenges to that of general practice, particularly when managing a mixed animal business although there are several unique challenges which large animal business face today.
Dr Nathan Anthony, former president of Equine Veterinarians Australia (EVA) owns and operates one of the most modern and state of the art equine hospitals in Brisbane and will facilitate our large animal forum. Collaborating with other large animal practitioners within this forum will allow you to gain new ideas and share and concepts about common issues such as managing staff on the road, equipping and managing vehicles, missed charging, hospital design and construction along with other key matters raised on the day.

Managing successful emergency centres is the final discussion forum at this year's Summit.

Join the chair of the Veterinary Business Group and president of the AVA Dr Paula Parker who will facilitate a conversation about best practices utilising her experience as a hospital director in general and referral settings.

The emergency forum is a rare opportunity to come together with other unique business managers from around the country to discuss all topics related to emergency and referral centres.

**Facilitators**

**General Practice, Dr Steve Pryor** | Monday 29 October | 4:00pm–5:00pm | Room: Marquis

**Large Animal, Dr Nathan Anthony** | Monday 29 October | 4:00pm–5:00pm | Room: Norfolk

**Emergency, Dr Paula Parker** | Monday 29 October | 4:00pm–5:00pm | Room: Marquis

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<tr>
<th>Time</th>
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<th>Speaker</th>
<th>Session Description</th>
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<tbody>
<tr>
<td>6:30am - 8:00am</td>
<td>Norfolk</td>
<td>Sponsor</td>
<td>SPONSOR BREAKFAST: Petpack</td>
</tr>
<tr>
<td>8:30am - 9:30am</td>
<td>Marquis</td>
<td>Paula Parker, Senator the Hon Zed Seselja</td>
<td>President of the AVA and chair of the VBG advisory committee Dr Paula Parker opening address followed by the official opening of the 2018 VBG Summit by Senator the Hon Zed Seselja.</td>
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<tr>
<td>9:15am - 10:30am</td>
<td>Marquis</td>
<td>Holly Ransom</td>
<td>Change is Inevitable But Growth is Intentional: Turning Innovative Ideas into Action Against the backdrop of a world and business landscape that is changing at a greater velocity than ever before, we need to continually evolve the way that we work and lead so we can continue to achieve excellence. Holly will share best practices to lead change and execute ideas whilst empowering you to build your own change roadmap- from framing the messaging and building cultural momentum around ideas, to approaches to ensure ideas get executed.</td>
</tr>
<tr>
<td>10:30am - 11:00am</td>
<td>Marquis</td>
<td>Gus Balbontin</td>
<td>Adapt and sustain change It’s one thing to say ‘I’ll change things’ and its another to implement and continue to be nimble and flexible to changing demands in business. Understand how to break down long-standing systems and develop flexible operation models that provide freedom and autonomy needed to tackle the ever-changing future.</td>
</tr>
<tr>
<td>11:00am - 12:00pm</td>
<td>Marquis</td>
<td>Paula Parker</td>
<td>President of the AVA and chair of the VBG advisory committee Dr Paula Parker opening address followed by the official opening of the 2018 VBG Summit by Senator the Hon Zed Seselja.</td>
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<td>12:00pm - 1:00pm</td>
<td>Marquis</td>
<td>Panel Gus Balbontin, Holly Ransom</td>
<td>Panel Former director and chief technology officer of Lonely Planet Gus Balbontin joins Holly Ransom former Chief of Staff for NAB Wealth and the youngest person to be named in Australia’s ‘100 Most Influential Women for a panel discussion. This is an open and interactive discussion on all the topics impacting business today.</td>
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<td>1:00pm - 2:00pm</td>
<td>Marquis</td>
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<tr>
<td>2:00pm - 2:45pm</td>
<td>Marquis</td>
<td>Associate Professor Alison Lambert</td>
<td>So, what are we avoiding? Reflecting on the morning keynote sessions, Alison will discuss some key issues which the profession continues to avoid, such as fees, recruitment and the impacts of corporatisation. This interactive session will bring the big issues of veterinary business to the forefront and provide a platform to be heard.</td>
</tr>
<tr>
<td>2:45pm - 3:30pm</td>
<td>Marquis</td>
<td>Associate Professor Alison Lambert, Kat Lovell, Marlena Lopez</td>
<td>Social Media Influencers - Facilitated by Assoc Prof Alison Lambert Join a panel of three key people you must hear from to be successful with social media in veterinary business. The panel will explore how you can leverage social media to drive business awareness, client retention and acquisition.</td>
</tr>
<tr>
<td>3:30pm - 4:00pm</td>
<td>Norfolk</td>
<td>Large Animal Forum</td>
<td>Dr Nathan Anthony This session is designed for all those involved in equine and/or large animal practices. The large animal forum will provide the opportunity to share ideas, concepts and solutions related specifically to large animal practices.</td>
</tr>
<tr>
<td>4:00pm - 5:00pm</td>
<td>Marquis</td>
<td>Emergency Forum</td>
<td>Dr Paula Parker - Emergency This forum will provide emergency practitioners and managers the opportunity to discuss common challenges which impact running emergency centres. Meet new colleagues and share new ideas.</td>
</tr>
<tr>
<td>5:00pm - 6:00pm</td>
<td>Marquis</td>
<td>Program</td>
<td>The VBG Hub Session: This session involves a wide variety of key discussion areas, spread across a group of tables for delegates to visit. Join the business version of speed dating on a range of topics which are influencing the profession. Grab your small group of colleagues and explore the topics at each table being facilitated by industry leaders: 1. Charging - show me the money 2. Staff termination - get off the bus 3. Practice risk - risky business 4. Pet insurance - the game changer 5. Customer - it’s all about them 6. Inclusion - love in 7. Engaging nurses - Essential ingredient 8. Social Media - #influencer #goals 9. Mental health - r u ok?</td>
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<td>6:00pm</td>
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Register here: http://www.eiseverywhere.com/vbg18
## Tuesday 30 October 2018

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<td>Norfolk</td>
<td>Sponsor</td>
<td>SPONSOR BREAKFAST- Pet Yeti</td>
</tr>
<tr>
<td>8:30am - 9:30am</td>
<td>Marquis</td>
<td>Associate Professor Alison Lambert</td>
<td>Recruitment&lt;br&gt;Hiring and retaining staff is a constant struggle for most practices but does it have to be that way? When change occurs in practice you need to keep the wheels and the momentum moving, nothing stands still. Learn the simple things that will set your teams up for success and be agile to respond to changes quickly without undue stress on the entire business.</td>
</tr>
<tr>
<td>9:30am - 10:30am</td>
<td>Marquis</td>
<td>Dr Steve Joslyn</td>
<td>Technology: what’s here today and what’s coming&lt;br&gt;Consumers of every shape and size now expect the best experience which more often than not involves a form of technology but how do we really utilise technology to run a veterinary business and increase the quality of care?</td>
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<tr>
<td>10:30am - 11:00am</td>
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<td>EXHIBITION&lt;br&gt;MORNING TEA</td>
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<tr>
<td>11:00am - 11:45am</td>
<td>Marquis</td>
<td>Diederik Gelderman TBC</td>
<td>Solutions for staff retention</td>
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<tr>
<td>11:00am - 11:45am</td>
<td>Norfolk</td>
<td>Dr Jeannet Kessels</td>
<td>Practice Culture&lt;br&gt;Strategies to create an inclusive and engaged workforce.</td>
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<tr>
<td>11:45am - 12:30pm</td>
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<td>Room: Marquis&lt;br&gt;Optimising value for succession&lt;br&gt;Simon Neaverson&lt;br&gt;A key driver of business value is key person dependence. Explore how to reduce key person dependence in your practice by making clear the difference between ownership, directorship and management. Hear from one of Australia’s leading governance experts on how better governance means better business value, on your pathway to freedom!!&lt;br&gt;Room: Norfolk&lt;br&gt;Understanding the ‘Vet Ecosystem’&lt;br&gt;Leigh Mellor&lt;br&gt;As with many businesses, the veterinary business has many moving parts which make up the ecosystem. By understanding the basics of how it all fits together will assist you in making the right decisions for your business.</td>
</tr>
<tr>
<td>12:30pm - 1:15pm</td>
<td>Marquis</td>
<td>Klaus Bartosh</td>
<td>The 2018 online consumer mindset&lt;br&gt;We know more than ever consumers are looking for effortless interactions with businesses. Learn some of the basic steps to gaining and retaining clients with online systems.</td>
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<tr>
<td>12:30pm - 1:15pm</td>
<td>Norfolk</td>
<td>David Butchart</td>
<td>Improve team engagement and accountability to drive growth in your practice</td>
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<td>1:15pm - 2:15pm</td>
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<td>EXHIBITION&lt;br&gt;LUNCH</td>
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<tr>
<td>2:15pm - 3:30pm</td>
<td>Marquis</td>
<td>Paul Ainsworth</td>
<td>5 Financial Drivers and Managing Stakeholders</td>
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<tr>
<td>3:30pm - 4:00pm</td>
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<td>EXHIBITION&lt;br&gt;AFERNOON TEA</td>
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<tr>
<td>4:00pm - 4:30pm</td>
<td>Marquis</td>
<td>Associate Professor Alison Lambert</td>
<td>Change or ‘DIE’&lt;br&gt;Pack your summit toolkit and be ready for implementation&lt;br&gt;Together we will reflect on the key learnings from the Summit by tapping into the thinking of key industry leaders.</td>
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<tr>
<td>4:30pm - 5:30pm</td>
<td>Marquis</td>
<td>Panel</td>
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<td>5:30pm END</td>
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Join us for a great afternoon of networking, fun, laughs and some Golf at the amazing Royal Pines Championship golf course.

Forget your skill level and ability to hit a ball and be part of the first ever VBG Golf Day.

Enjoy a BBQ lunch and drinks overlooking the picturesque golf resort on a warm October afternoon. Grab your teammates, collect your golf chariot and strap yourself in for an afternoon of serious or light-hearted golf.

This is a team Ambrose event which means you don’t need to be an experienced golfer to be involved. There will be loads of prizes with the longest drive, nearest to pin and promotions on different holes.

While you’re out on course, keep an eye out for the Elite Fitout’s drink cart – simply flag it down and quench your thirst.

Don’t worry if you don’t have your own golf equipment or it’s too hard to travel with – the pro shop has an extensive range to hire and you might even grab a few tips beforehand too!

Afterwards, enjoy a well-earned drink and share a yarn or two at the golf presentation before making your way to the Welcome Reception.

The golf day is included within your Summit registration fee although numbers are limited to the first 50 people who sign up. So, don’t forget to select ‘YES’ to the golf when completing your Summit registration to avoid disappointment.

For more details on the golf day, please contact the VBG team on 02 9431 5010 or vbg@ava.com.au.

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Breakfast sessions - All included as part of your full registration

Monday 29 October
6.30am (6.45am speaker commencement)–8.00am
Norfolk Room
Join us for an industry breakfast hosted by Pet Pack and hear from experts on how to use online tools for better business management.

Tuesday 30 October
6.30am (6.45am speaker commencement)–8.00am
Norfolk Room
Join us for an industry breakfast hosted by Pet Yeti and hear from an expert on how utilising a digital customer engagement platform can help your practice deliver true convenience.

Please ensure that you register for the breakfast – limited spaces available.

Monday 29 October 2018
Norfolk Room | 6:30am–8:00am
In association with Pet Pack

James Ramsden and Ben Telfer
Dealing with negative reviews is the starting point for good business management using online tools. Get the reviews right, use the best tools and get them set up well, and you’re on the way to attracting more new clients and growing them as long term, loyal clients who literally drag their friends into your clinic.

In this breakfast session, you’ll hear from the experts about how to manage your negative reviews and create a culture in your business of proactive communication that will reduce problems and grow your business phenomenally.

Tuesday 30 October 2018
Norfolk Room | 6:30am–8:00am
In association with Pet Yeti

Eddie Quinones, Director
Today’s patients want more — and they want it online.
Did you know that 90% of clients want to book via digital channels, 75% of online bookings are made after office hours and 40% of customers will switch to a clinic that offers online convenience.

Join us for a delicious breakfast and hear from the team about how PetYeti’s comprehensive digital customer engagement platform can help your practice deliver true convenience.
Social events

Kindly supported by:

Golf Day
Sunday 28 October, 12.30pm–5.30pm
Onsite at the Royal Pines Golf Course
Commence your VBG Summit experience by participating in a fun afternoon of golf with your fellow delegates. Based at our onsite location, included is a barbecue lunch and drinks for all participants.

Welcome Reception
Sunday 28 October, 6.00pm start
Main Exhibition Area
Join us for an exciting welcome reception to kick off our second VBG Exhibition and Annual Summit. The night will begin with canapes and drinks, introduced by AVA President, Dr Paula Parker.

Summit Dinner
Monday 29 October, 7.30pm–10.00pm
Onsite Royal Pines Resort
Join us and your fellow delegates to celebrate the second VBG Summit with an extravagant dinner.

Farewell Drinks
Tuesday 30 October, 6.00pm–7.00pm
Onsite Royal Pines Resort
Finish the VBG Summit by networking and sharing the key learnings with colleagues.

All social events are included in full registration, additional pricing for day only registrations. Please see page 15 for all pricing details and inclusions.
VBG Summit registration pricing

<table>
<thead>
<tr>
<th></th>
<th>Early bird (before midnight 10 September 2018) (including 10% GST)</th>
<th>Standard from 11 September 2018 (including 10% GST)</th>
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<tr>
<td>VBG member</td>
<td>$699</td>
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<td>AVA member</td>
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<td>Day registration – VBG member</td>
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<td>Day registration (Monday or Tuesday) - AVA member</td>
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<td>Exhibition only – AVA member</td>
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<tr>
<td>Exhibition only – non-member</td>
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</tr>
</tbody>
</table>

Full week registration includes:
- Summit Satchel
- Golf Day
- Welcome Reception
- Breakfasts (both days)
- All lectures (both days)
- All exhibition (both days)
- Summit Dinner
- Farewell drinks

Day registration includes:
- Summit Satchel
- Breakfast (on day of registration)
- Lectures (on day of registration)
- Exhibition (on day of registration)

Terms and Conditions
1. The cost of registration is inclusive of GST.
2. Any request for cancellation must be in writing and be received no later than Monday 1 October 2018. A cancellation fee of $150 dollars will apply to any booking received on or before this date. Cancellations received after Monday 1 October will not be refunded.
3. Accommodation is not included in the registration prices.
4. Program and other event details are subject to change. AVA is not liable for any loss of expenses incurred as a result of program changes.

Booking your discounted accommodation
To book your room at the RACV Royal Pines Resort, please visit https://reservations.travelclick.com/10824?groupID=2119894

Situated in the heart of the Gold Coast, midway between the beaches of Surfers Paradise and the rainforests of the Hinterland, RACV Royal Pines Resort offers the perfect balance of business and entertainment.

Not a VBG Member?
Download our VBG brochure here and contact the VBG membership team to register today!

VBG@ava.com.au
About the venue

Situated in the heart of the Gold Coast, midway between the beaches of Surfers Paradise and the rainforests of the Hinterland, RACV Royal Pines Resort offers the perfect balance of business and entertainment.

The RACV Royal Pines Resort features 331 five-star spacious suites and rooms, all with air-conditioning, LCD TV, cable TV, in-house movies, broadband Internet access, tea and coffee making facilities and mini bar. Spa Suites feature marble spa baths with excellent views of either the coastline or hinterland and the golf course.

The Hotel Features:
- 8 restaurants and bars
- 24 hour in room dining
- 27 hole composite golf course
- State of the art driving range
- Day spa and health club
- Heated lagoon, pool and spa
- 5 tennis courts (2 undercover)
- Running track
- Children’s playground and time out adventures

Getting there

Getting to the Summit

The RACV Royal Pines Resort is perfectly placed to give you the best of the Gold Coast. It’s just 12 minutes’ drive from the beaches and shopping of Surfers Paradise. All other attractions, from theme parks to the green hills of the hinterland, are within easy reach.

While you’re there, it’s also a chance to tag on an extra day or so to relax and allow the family to enjoy all the wonderful facilities the Resort has to offer. For those wanting to get out and discover the coast, the resort offers a shuttle service loop to Surfers Paradise, The Star Casino and Pacific Fair Shopping Centre.

By Plane

The Resort is 32km north of Gold Coast Airport and 80km south of Brisbane Airport.

For delegates travelling from Brisbane airport, the Gold Coast is connected to Brisbane by rail, and Nerang Station is 5 minutes’ drive from the Resort.

By Car

From Brisbane, follow the Pacific Highway (M1) south to exit 71 (Nerang Broadbeach Rd). After Metricom Stadium, turn left into Rossa Street and follow the sign to the overpass to enter the Royal Pines Resort.

From Gold Coast Airport, follow the Pacific Highway (M1) north to exit 73 (Nielsen’s Road) and take the road east over the overpass. Take the second left into Birmingham Rd, follow this over the Nerang River Bridge and then follow signs to the Resort. Please park in the car park directly under the Resort tower.

By Train

Nerang Station on the Gold Coast line is only five minutes’ drive to/from the resort.

General Information

Contact the VBG team for registration enquiries

Registration enquiries: 02 9431 5007
Email: vbg@ava.com.au

Carer’s Pass

This year delegates who require a carer in attendance will be provided a Carer’s Pass. These can be requested after registration.
Make insurance paperwork obsolete with PetSure eClaims service.

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