

PIAA & Royal Canin Present



20-23 August
Twin Towns Resort
Coolangatta QLD

Accommodation at
Mantra Twin Towns



Conference Topics

How to Deliver Bad News Without Getting Shot
Presented by Mark McPherson

Employment and Work Health & Safety Compliance
Presented by Claire Moore

Communicating Effectively with your Customers
Presented by Deborah Render

Nutritional Truths
Presented by Dr Armina Magelakis

Social Media Marketing
Presented by Kirstin Hams

Beware of the Dog: They Might Bite your Wallet
Presented by Brett Melke

Noise Management/Heating & Cooling in the Kennel & Cattery
Presented by Gavin Biggs

PIAA Member Case Study
Presented by Megan Lewis - Newcastle Pet Resort

Sunday 20th
Welcome Drinks

Monday 21st
Conference

Tuesday 22nd
**Kennel &
Cattery Tour**

Wednesday 23rd
Conference



For more information email events@piaa.net.au
or call us on 02 9659 5811
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