



Australian Association of Practice Managers Ltd
excellence in healthcare management



Practice smarter with AAPM



Representing those working in
healthcare practice management

ANNUAL REPORT 2013/2014

**“Excellence is the result of
Caring more
than others think is wise
Risking more
than others think is safe
Dreaming more
than others think is practical and
Expecting more than others think possible”**

Quote by Ronnie Max Oldham



We acknowledge the Traditional Owners of the land on which we
meet, walk, live and work
and pay due respect to Elders both past and present.

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***A dedicated network
with thousands of members Australia wide***

A Year in Review

ABOUT AAPM

The Australian Association of Practice Managers Limited (AAPM) is the nation's leading membership organisation that represents Practice Managers and the profession of Practice Management in all fields of healthcare.

Founded in 1979, AAPM is an independent, not-for-profit, national association recognised as the peak professional body dedicated to supporting effective Practice Management in the healthcare profession.

AAPM provides an array of benefits for members including advocacy, education, resources, networking, assistance and advice.

AAPM is governed by a National Board which is nominated by the state committees and supported by the Chief Executive Officer and the staff of the Head Office located in North Melbourne, Victoria.

AAPM is active in supporting its members through high quality educational events and workshops that address the needs of the modern health professional.

The association is actively sought after for information and expertise from its membership and to provide advice and assistance to other organisations and bodies.

AAPM has a professional program of advancement in place, whereby Practice Managers can gain further education to achieve the title of Certified Practice Manager. This category of membership assists members to highlight and value both their years of experience and their skill base in practice management.



OUR VISION

- Represent and unite practice managers
- Raise the profession of Practice Management throughout the Healthcare Industry
- Promote Professional Development
- Promote code of ethics through leadership & education
- Provide specialised services and networks
- Support quality Practice Management

OUR MISSION

Professional Excellence in Healthcare Management

***“We dedicate our services to our patients,
our practitioners and our staff.”***

NATIONAL PRESIDENT'S REPORT

Carolyn Ingram CPM FAAPM



With the successful annual national conference of 2013 held in Sydney, the Australian Association of Practice Managers Ltd (AAPM) has truly embraced the opportunities afforded to its members with world class educational and networking events. It is my belief that at this year's national conference, in Adelaide, we will again experience world class speakers, educational sessions covering the AAPM Core Principles and network like we've not networked ever before. Congratulations to the conference committee and Marion McKay for your time, energy, ideas and enthusiasm.

It is also my belief that AAPM will reach its 1800 member target by year's end and is well on its way to achieving 2000 members by 2015. This makes a formidable group of healthcare management leaders who together manage some 30,000 practitioners from all areas of healthcare, including General Practice, Specialist, Allied Health, Dental and Veterinary.

Our head office team, ably led by CEO, Gillian Leach, along with team members, Lisa, Helen, Ilona, Anne, Malini and Danielle (currently on maternity leave) manage and coordinate member enquiries, marketing and advertising, state committee secretariat, partner and sponsor communication, member communication in the form of newsletters such as Monday Matters; and many other tasks all from our headquarters in North Melbourne. I wish to thank all of our staff for without your commitment and dedication to AAPM we would not be where we are today.

In the year ahead head office will undergo an electronic transformation with the installation of new member database management software, along with the development of a new website; and content management software. These new programs will also allow head office to better manage the smaller educational events occurring around Australia for AAPM, with greater flexibility and onsite editing capabilities.

I congratulate those members who have achieved the credentials of Certified Practice Manager (CPM) and also Fellowship this year. Those achievements are well recognised in the industry and I'm sure you use your post-nominal with pride.

I wish to acknowledge the incredible achievement of AAPM Life Member, Colleen Sullivan, in receiving a Medal (OAM) of the Order of Australia in the General Division for the service to medical administration. A very worthy recipient and her achievements have long been recognised by AAPM. Congratulations Colleen. A list of Colleen's achievements can be found in issue 3 – 2014 of The Practice Manager Journal.

AAPM is frequently invited to the table as a key stakeholder in the healthcare industry and have well established connections and a real voice of influence in the healthcare sector. Those working in practice management are primarily change managers, implementers and innovators; and as such make very valuable contributions to organisations such as NEHTA, Medicare Locals, DoHA, RACGP and DHS.

Our major national sponsorship partners have provided AAPM with the means to launch and run a very successful eSeminar series again this year, along with many face to face events for members to gain access to quality education. Congratulations to those members who have completed these qualifications or are currently undertaking further education and also to those who have earned Continuing Professional Development (CPD) through participating in AAPM educational events across Australia. As a practice manager, you can never stop learning.

AAPM has this year been fortunate to be able to partner with Avant in the development of a resource website which will be available to members of both organisations. This website will contain very useful information and templates for practice managers from all areas of healthcare management and every level of expertise from those working in a practice management role for the first time to those who are 'old hands'. Thank you to the many AAPM members and key personnel from Avant for your many hours of work and effort in bringing this project to fruition. Avant has also enhanced members' access to scholarships to undertake further educational qualifications through the University of New England Partnerships.

Another long term partner organisation, Australian Health Industry Group (AHIG) and David Wenban, continues to provide legal, IR and HR advice to members who subscribe to the service. I encourage all AAPM members to investigate this benefit as with all other partner organisation benefits afforded to AAPM members.

AAPM's presence in Social Media, now in its third year, has developed and expanded, and the Facebook and LinkedIn pages are successfully being accessed with active discussions and information sharing, particularly on the AAPM LinkedIn page.

I am once again astonished at the level of professionalism and high level of skill that this year's State Practice Manager of the Year participants possess. With the calibre of managers such as these working within the healthcare industry, Australian practitioners are certainly in great hands. This award publicly recognises the contribution that those working in healthcare practice management make in and on the business. Congratulations to all those who have entered the AAPM Practice Manager of the Year award for 2014; you are all winners in my eyes. I wish to encourage all members to consider applying for this prestigious award and the entry requirements can be found on the AAPM website aapm.org.au

Volunteering for an organisation such as AAPM is such a blessing and I wish to thank all those who give of their time so freely for the betterment of all those working within healthcare management.

Carolyn Ingram CPM FAAPM
National President AAPM

A handwritten signature in black ink, appearing to read 'Ingram', written in a cursive style.

CEO'S REPORT



Practice Managers are widely recognised as the lynch-pins of successful, efficient practices. Australian Association of Practice Managers (AAPM) recognises that to keep abreast of the constant changes in the healthcare sector and to remain at the cutting edge of effective practice management, our members need to have access to quality professional development programs.

AAPM has members from all areas of Australia and all types of healthcare practices. In response to members' requests for more accessible education programs AAPM held a record 63 education events in 2013/14. We developed new Practice Manager Network Guidelines which assisted many members to establish their own local network groups. These held a range of events including breakfast, dinners and evening gatherings where they held informal discussions around topics of interest or invited a speaker to present to them.

Our e-seminar program facilitated by the NSW Committee was expanded to enable those Practice Managers isolated by distance or by very busy schedules to access a series of 1 hour seminars. In all, over 1860 delegates attended education events during the year.

In addition, the very successful National Conference was held in Sydney and hosted jointly by AAPM with Quality in Practice (QIP). Convened by Fiona Kolokas, speakers such as Todd Sampson, Craig Rispin, Sir John Oldham, Sister Mary Jean Ryan and Professor Geoffrey Braithwaite, made the conference inspiring for all who attended.

AAPM has signed a Memorandum of Understanding with the Practice Managers and Administrators Association of New Zealand (PMAANZ) to hold a joint National Conference in Hobart in 2015. As a precursor, a Joint Education Symposium was held in Wellington in March 2014. This attracted a number of Australian delegates who thoroughly enjoyed the New Zealand hospitality and the opportunity to learn from changes introduced to the New Zealand health system. AAPM has introduced an International Membership category to complement membership of other Practice Management organisations such as PMAANZ.

AAPM's membership grew to over 1770 members. The new membership pathway has attracted 117 members to become Certified Practice Managers. Allana Gregson, from Queensland and Garry Hurst from Victoria were awarded AAPM Fellowship. The AAPM Ambassador program for Fellows and Certified Practice Managers was launched at the conference and has attracted a lot of interest from members keen to contribute to their profession. This provides a pool of highly qualified members who are able to represent AAPM in forums, on government committees, and industry advisory panels.

Another highlight of the conference was the signing of the second Memorandum of Understanding with the RACGP at the National Conference. This recognises the strong partnership and common aims of both organisations in ensuring the healthcare practices are compliant, efficient and effective in promoting excellence in healthcare.

AAPM also aims to help others with fewer resources. New Hope 60 was ratified by the AAPM Board and launched at the AAPM National Conference in September 2013. Our aim is to sign up 60 practices so that we establish a financial support base that will provide the Helen Bonner Health Centre (Siem Reap, Cambodia) with the financial security for the essential operational and management support continue to develop and deliver life-saving and life changing medical care within their local community.

In keeping with the AAPM aim of inclusiveness, the Board has endorsed the development of a Reconciliation Action Plan (RAP) with thanks to the AAPM Indigenous Taskforce. AAPM also participated in signing the Closing the Gap agreement, at Parliament House.

AAPM is extensively supported in its work through many dedicated members. At the National Conference, Brett McPherson was presented with a Life Membership for his extensive service to AAPM.

AAPM is very appreciative of its many sponsors who provide extensive support in numerous ways. Our major National Sponsors for 2013/14 were Avant, Cutcher & Neale, University of New England Partnerships, EBOS, Australian Health Industry Group and 1st Available. We sincerely thank them for their support. We also thank the many sponsors who have supported AAPM at local events and at our National Conference.

In conclusion, I would like to express my appreciation to the Board for their commitment to AAPM and support of the staff. Their leadership provides AAPM with a solid foundation to progress in the future in providing healthcare Practice Managers with the support and education they need in their complex roles and ensuring they gain the recognition they deserve.

A handwritten signature in black ink, reading 'Gillian V Leach'.

Gillian Leach
Chief Executive Officer

HIGHLIGHTS OF 2013 / 2014

National Conference 2013 – Sydney

AAPM partnered with QIP (Quality in Practice Pty Ltd) to present the 2013 International Healthcare Conference at the Sydney Convention Centre in September, 2013.

Statistics

- 681 registrations
- 78 trade stands
- 510 attended the Gala Dinner

New initiatives launched:

- AAPM Ambassador program
- AAPM Practice Manager Network Guidelines
- AAPM support of Project Hope – Cambodia
- Avant/AAPM Scholarship Awards

Memorandums of Understanding were signed with:

- Royal Australian College of General Practice
- PMAANZ - to conduct joint National Conference in 2015

I gained a wealth of knowledge after attending the recent AAPM QIP conference. After thinking I would come away from the conference with just a couple of ideas to take back to my practice I was surprised that I left every workshop and plenary session with stacks of ideas to take back to my practice, I was surprised that I left every workshop and plenary session with stacks of ideas and new concepts to integrate into my work. I was blown away with the high quality of the conference...

Jane Wiggins
Practice Manager
Randwick Specialists

Awards Presented

- Fellowship of AAPM awarded to Allana Gregson and Garry Hurst
- Life Membership presented to Brett McPherson
- The EBOS Indigenous Scholarship awarded to Suzie Smith
- The AAPM MSD Award for Excellence in Chronic Disease Management presented to Pat Ryder of Victoria.
- AAPM National Practice Manager of the Year 2013 awarded to Helen Siegerts from SA
- The Colleen Sullivan Award to study the Diploma of Practice Management at the University of New England, Partnerships was awarded to Margaret Wallace (Indigenous Wellbeing Centre, Bundaberg, Qld)





Brett McPherson was awarded with Life Membership of AAPM.



Kylie Conte from MSD presented Pat Ryder with the AAPM MSD Award for Excellence in Chronic Disease Management.



Allana Gregson was presented with Fellowship of AAPM



Dr Eleanor Chew and Josephine Raw represented RACGP at the signing of the new MOU.

The Gala Dinner was hugely successful



Avant/AAPM Scholarships Winners

Avant partnered with AAPM to award six scholarships for Practice Managers to undertake the Diploma of Practice Management or Cert IV in Practice Management at University of New England Partnerships. Congratulations to the winners who are pictured below.



Pictured Top Left to Bottom Right

*Cecily Igglesden
Rachael Hadlow
Jane Wiggings
Nikki Broad
Tania Luttrell
Fabiola Bran*



The AAPM Ambassadors Program (from awards presentation 2013 conference)

AAPM has many highly qualified and experienced members who are keen to ensure the practice management viewpoint is recognised by industry, government, and education organisations among other areas. To recognise this pool of expertise, AAPM launched the Ambassador program. This provides a resource bank of selected suitably qualified members in a range of fields across the diverse activities of AAPM and Practice Management.

AAPM Ambassadors are invited to contribute when AAPM input is needed to provide advice, expertise, and comment to ensure the highest possible practice management standards are achieved and maintained across AAPM representations and programs. They represent AAPM on a range of issues and participate on behalf of AAPM in a number of committees and forums.

Networking Groups

The AAPM launched new Guidelines for Local Networking Groups following discussion at the national conference revealing that members wanted to meet each other informally. Local network groups provide practical support and information, and share ideas and resources. Members are also able to access educational functions specific for local requirements. They have the opportunity to meet and socialise with Practice Management colleagues and the networks also introduce AAPM to non-members.

Network activities vary from informal breakfast and coffee get-togethers to large dinners with speakers and discussion groups.



National Practice Manager of the Year 2013 Finalists

State Practice Manager of the Year winners for 2013



New South Wales Lyn Stewart

Peel Health Care,
Tamworth NSW

Lyn has been involved with the development of the practice, the recruitment of medical practitioners and staff and business planning

from the very beginning. She orchestrated a move to new premises and led her team through the accreditation process in their first year. Lyn provides support, shares her resources and is highly regarded as "Peel Health Care's PMoY every year".



Queensland Katrina Pyle

Millbank Medical Practice,
Bundaberg QLD

Katrina prioritised the critical need to attract and retain doctors in her regional practice while retaining valuable long term staff. Her excellent

social media and advocacy skills mean a well -informed patient clientele and practice presence. Katrina is a systems thinker and anticipates needs and problems. Her Principal reports that every time she is asked to do something, the answer is "it's done!"



National Winner South Australia/Northern Territory Helen Siegerts

Flagstaff Hill Medical Centre,
Flagstaff Hill SA

Helen has a commitment to ongoing professional development and

education which means every member in her 25 strong staff holds a qualification or is studying toward one. She is innovative, skilled at team building, finds business planning exciting, and encourages patients to contribute ideas to improve services, all of which has culminated in her buying the practice and becoming its new owner in July.



Tasmania Leanne Cullen

Burnie GP Superclinic,
Cooee TAS

Leanne's previous career in banking and finance and her broad business knowledge has benefited her in her first role as a Practice Manager.

She is the "queen of public relations" and constantly seeks alliances with other health service providers while improving the well being of patients, staff and the clinic reputation. There is a high degree of job satisfaction at the clinic, directly related to Leanne's influence.



Victoria Nadine Smith

Korumburra Medical Centre,
Korumburra VIC

Nadine is a local resident in this rural community and her connection and commitment keeps her relevant with patient needs. She has built an

impressive business model involving the whole medical centre team and recruited much needed associates, a female doctor and more nurses. Nadine is "an excellent ambassador for Practice Management" throughout her vast network.



Western Australia Natalie Watts

Lockridge Medical Centre,
Lockridge WA

Natalie has grown with the practice since 1989 developing from Receptionist to Practice Director and Manager. She has taken every

opportunity to enhance her leadership and business management skills and her strength of character is an asset in "doing good work" in this disadvantaged outer metropolitan area. Natalie is a role model for her staff.



Finalists at the 2013 Gala Dinner with 2013 Winner of National Practice Manager of the Year, Helen Siegertsz

Indigenous Taskforce



AHPA CEOs with ATSI's Social Justice Commissioner Mick Gooda & Senator Fiona Nash



Suzie Smith is presented with her scholarship by EBOS Director, Gareth Hamill.

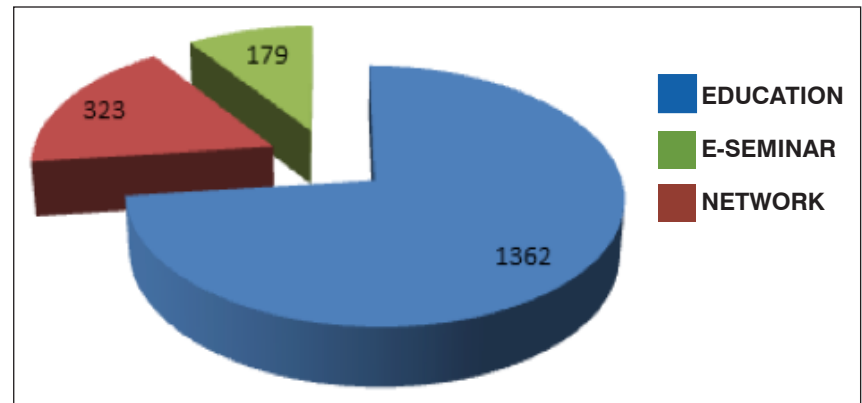
- The board endorsed the development of a Reconciliation Action Plan (RAP), as a result of the work done by the AAPM Indigenous Taskforce.
- AAPM signed a Closing the Gap agreement with Mick Gooda and Senator Fiona Nash at Parliament House, Canberra.
- The first Indigenous Scholarship, sponsored by EBOS, was awarded to Suzie Smith of Tasmania Aboriginal Health Service.

Core Principles of Health Care Practice Management

1. Financial Management.
2. Human Resource Management
3. Planning and Marketing
4. Information Management
5. Risk Management
6. Governance and Organisational Dynamics
7. Business and Clinical Operations.
8. Professional responsibility

Education Events

More than 1860 delegates attended AAPM education and networking events over the 2013/14 year.



"Very relevant, good ideas, speaker easy to listen to and understand. Very interesting."

"Fine tuning my awareness of presentation - practically, physically and attitudes. Prompted me to rethink future generations of patients."

AAPM held a wide range of over 60 education events during 2013/2014. The largest events were the Staff Development Days with almost 200 delegates attending the event in Brisbane, and the events in Victoria and NSW also attracting large numbers. Receptionist Development Days were also very popular.

Feedback from members revealed that many have difficulty attend events through distance or because of time constraints. To address this issue, E Seminars were increased to more than one every month in order to make AAPM education more accessible to rural practice managers and those who are unable to leave their workplace for any length of time. Our thanks to the NSW AAPM Committee for their work in convening these seminars. Topics covered included Branding Your Practice, Clinical Governance, Common Financial Miscalculations, Strategic Planning for your Practice among others.

There have been increased numbers networking events in metropolitan and rural locations. These have varied from small breakfast meetings to larger dinner and discussion meetings. The Sydney Practice Managers Network attracted large numbers to their dinners. Other network events were held in areas such as regional New South Wales, Adelaide, Melbourne and Gippsland. We thank our sponsors for supporting these events.

NEHTA Webinars

AAPM and NEHTA hosted a series of webinars commencing in June 2014. The first webinar was an Introduction to eHealth for Practice Managers, which was ideal for Practice Managers who are new to understanding eHealth and for those that are seeking a refresher.

Australian Health Industry Group (AHIG) National Seminar Series.

Australian Health Industry Group (AHIG) National Seminar Series was very popular with 10 events held throughout Australia. Topics included Human Resources and Industrial Relations Master class, Work Health Safety for Practices, Clinical Governance, Marketing and Issue Management, Privacy and Confidentiality, Performance Management, and Bullying & Harassment.



AAPM Out and About

AAPM staff and volunteers attended a number of conferences throughout the year to promote AAPM and attract new members to the organisation.

These included the Australian Dental Exhibition in Sydney, GP13 Allied Health Conference in Canberra, National Primary Healthcare Conference on the Gold Coast.

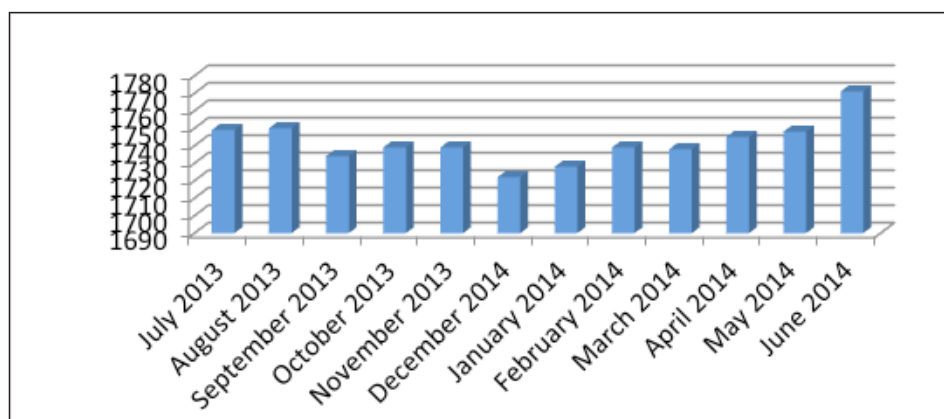
MEMBERSHIP

AAPM had a total of 1771 members at June 30, 2014 including members from General Practice, Specialist, Dental and Allied Health Clinics. The chart below shows the increases and decreases we experienced throughout the year.

The Certified Practice Manager category continues to be keenly sought and we now have 124 members who have attained this classification.

We congratulated Allana Gregson and Garry Hurst on achieving Fellowship of AAPM during the year. We now have 60 Fellows.

Membership Statistics 2013-2014



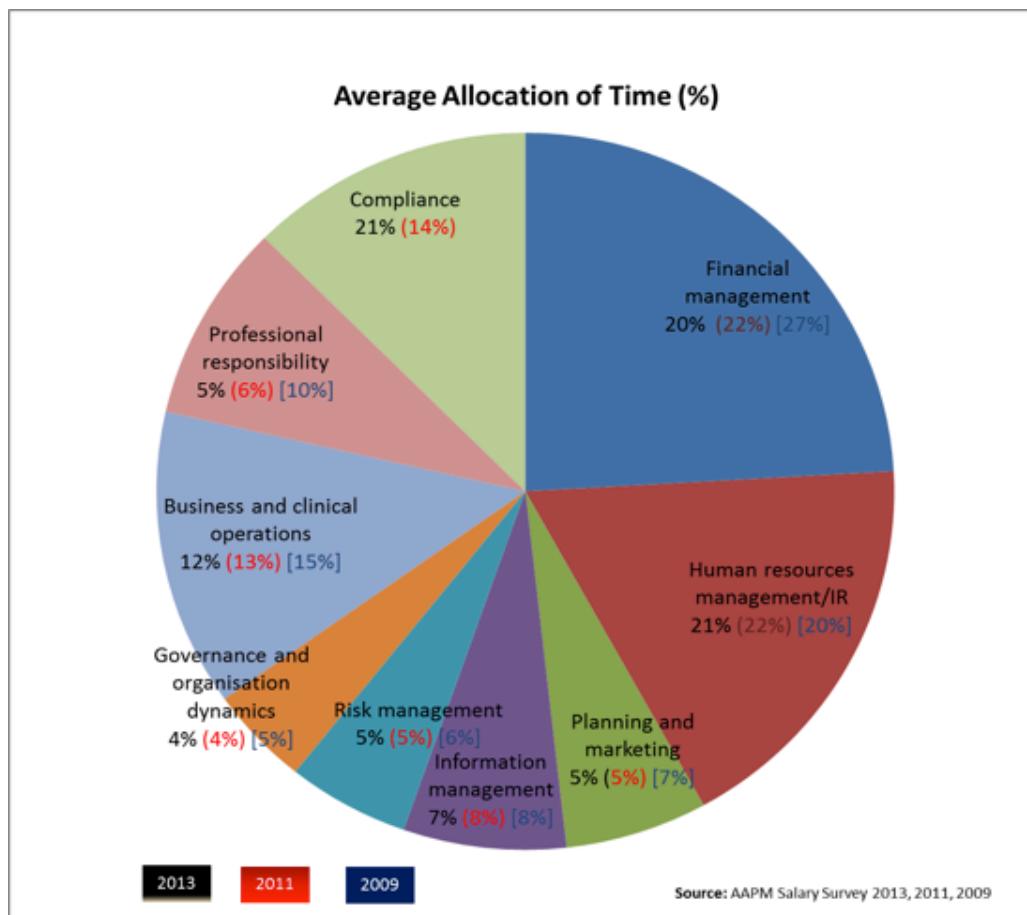
(Number of Members)

NATIONAL SALARY SURVEY RESULTS

The Practice Managers Salary Survey was conducted by AAPM partner InSync Surveys (Incorporating Ultrafeedback) during the 2013/2014 year.

We found:

- The position titles included Practice Manager, Business Manager, Office Manager, General Manager, CEO, Owner/ Director.
 - The allocation of time to the different functions shows that the Practice Manager is spending an increased amount of time on compliance matters. AAPM has recognised this and assists by providing education sessions aimed at helping the Practice Manager in these areas.
 - The average full time salary range for all Practice Managers irrespective of practice size, type, years of experience, or age of the Practice Manager has shown an average increase of 7.1% -7.7% since the last survey undertaken in 2011.
- This result would be expected with the improved educational qualifications, experience, responsibilities and status of Practice Managers.



Membership Categories



Associate Member

Associate Membership is open to any person who is involved in, or studying, healthcare administration who has an interest in the management of healthcare practices.

Member

Membership is open to any person who manages a healthcare practice, or who is actively involved in the management of healthcare practice(s) eg Business Manager, Consultant Practice / Business Manager.

Certified Practice Manager

Members of AAPM are eligible to be known as a Certified Practice Manager if they hold a formal qualification in Practice or Business Management, have over 3 years' experience in healthcare management and are currently employed in that field.

Fellow

AAPM Fellowship To meet the changing needs of healthcare management and to recognise those who must maintain the industry standards, AAPM has established its own Professional Development Program. This includes the AAPM Fellowship Program, developed in conjunction with the UNE Partnerships, which is essential for AAPM members who desire to be recognised as industry leaders and who want to develop their career.

Corporate Members

Corporate membership is open to any business or organisation involved with healthcare (eg medical, dental, allied health practices, multi-disciplinary clinics, aged care facilities, Medicare Locals) or providing services to healthcare organisations. Employees of Corporate Members may be able to access AAPM discounts for education, training and networking functions. They may also access other benefits available to AAPM Members.

Retired Members

This is the ideal way to stay in touch with former colleagues and keep up with the latest industry news. This membership category is available to those who are no longer in paid employment due to retirement.

Life Membership

Life Membership is awarded to a Fellow of AAPM who has significantly contributed to AAPM both at a State and National level and who has raised the profile of the association within the broader healthcare community.

SERVICES

The Practice Manager Journal

A quarterly magazine with the latest information for practice managers

Education

AAPM offers a wide array of education programs specifically tailored for Practice Managers and their staff. These include Master classes, Practice Manager Development Days, Staff Development Days, seminars on specific topics and e-seminars.

In addition, through our partnership with the University of New England, courses are offered with a significant discount for AAPM members.

Professional Recognition

AAPM offers a program of professional recognition from Associate member through to Fellow.

The Guide

The AAPM Guide has been developed in direct response to the growing demands from AAPM members in the healthcare sector. Best practice principles have been adopted to ensure the Guide is a flexible document and an essential part of a staff training program

The Guide includes advice on how to customise it for your practice, so that existing practice procedures can be incorporated into the manual. It is available on CD.

AHIG

For a small additional fee, members gain access to updates and personalised human resources, industrial relations and legal advice from AHIG.

AAPM Salary Survey

AAPM's Salary Survey is a must-have resource for your practice. It is the only national salary survey for healthcare practice managers in Australia. The survey can be used to provide a benchmark in terms of salaries, benefits, employment conditions and qualifications of practice managers in all states and territories of Australia.

Newsletters

A national e-newsletter, Monday Matters is sent to all members on a fortnightly basis. AAPM State Branches also produce newsletters with state-specific information and events for their state members

Fact Sheets

Information is provided on a range of topics:

- Accounting software
- Accreditation
- Insurance
- Legal issues
- Position Descriptions
- Practice Nurse Incentive Payments
- Superannuation
- Telecommunications

AAPM Website

Further information on all AAPM services, partner benefits, news and information can be found at www.aapm.org.au.

BOARD AND STAFF



Board Members (L to R)

Carolyn Ingram (National President)
 Danny Haydon (Treasurer)
 Jannine De Veau
 Gary Smith
 Fiona Wong (Secretary)
 Gillian Leach (CEO)
 Linda Osman (Vice President)
 Lynne Green

Terri-Helen Gaynor (inset)

Staff

Chief Executive Officer

Marketing & Communications

Membership & Communications

Events & State Secretariat

Finance Officer

Executive Assistant

Gillian Leach
 Danielle Hanson (Maternity leave)
 Malini Haran (from April, 2014)
 Helen Kenny
 Lilly Nuttall (to March 2014)
 Eugenie Howard (from March 2014)
 Amal Fernando (to November 2013)
 Ilona Miller (from February 2014)
 Lisa Harrington (from March 2014)

STATE COMMITTEES

NSW & ACT

Cathy Baynie – President
Fiona Kolokas – Vice President
Jonathan Lee – Treasurer
Caroline O’Donnell – Secretary
Debra Smith
Angela Mason-Lynch
Elizabeth Jones
Jannine De Veau– Board Representative
Tracey Duddek
Anne Curtis

QLD

Nathan Jones – President
Tammy Rose - Secretary
Amanda Challenger – Treasurer
Carolyn Ingram – Board Representative
Robyn Kastrissios
Natasha Wendland

Tasmania

Lynne Green – Board Representative & Acting President
Josephine Bean
Elizabeth Stanick
Leanne Cullen
Tania Luttrell

VIC

Brett McPherson - President
Kim Turudia – Vice President
Margaret McPherson – Secretary
David Osman – Treasurer
Linda Osman – Board Representative
Cathy Hermans
Fiona Fitzpatrick
Julian Adams

SA & NT

Danny Haydon – President
Prashiba Thavarajadeva
Marion McKay
Jill Coombe
Judy Spafford
Trudi Jones
Rebecca Stokes
Helen Nagel

WA

Jane Reid – President
Narelle Supanz – Treasurer
Fiona Wong – Board Representative
Kathy McGeorge
Sue Stark
Karin Tatnell
Zoe Murtha
Laura Harnett
Laura Swithenbank

NATIONAL SPONSORS AND PARTNERS

AAPM thanks our sponsors and partners who work with us to further the organisation's aims. We appreciate their support and partnership in assisting us to provide support and information for AAPM members.

National Sponsors



Sponsors

We thank the following sponsors for the provision of member benefits and support of many local events.

Accor Hospitality
Clock On
Engin
First State Super
Global Ark
HCN
Healthcare Link
Hood Sweeney
Inland Technologies
InSync/ Ultrafeedback
MDA
Medical Channel
Mediprotect
MSD
NEHTA
Pulse+IT
Webforce 5

Partnerships

AAPM has a formal Memorandum of Understanding with:

Practice Managers and Administrators
Association of New Zealand

Royal Australian College of General
Practitioners

AAPM has formed informal partnerships with :

Australian Dental Association
Australian Medical Association
Australian Practice Nurses Association

LIFE MEMBERS

Desmond Higgs

A founding member of AAPM, Desmond was the Association's first President until 1985. He played a major role in formulating the first memorandum and articles and led AAPM's first residential education program.

Gary Smith

Gary was a Board Director from 1994 – 2004, including National President from 2000-2003. He has been a NSW state committee member since 1993. He became a Fellow of AAPM in 1995. Gary continues to represent AAPM and practice management on numerous national and international committees.

Colleen Sullivan

Colleen was a Director of AAPM from 1985 - 1994, and National President 1991-1993. She has been an active member of the Queensland State Committee holding a number of executive positions. Colleen is a Fellow of AAPM, and continues to be an active member of AAPM, representing the Association on national committees.

Louise Tindal

Dr Louise Tindal was a member of the NSW Committee and a Board member for a number of years including national president 1995-1997. Louise was a GP from the Wollongong district.

Anthony Walch

Tony was a Director of AAPM from Tasmania. He held a number of positions including State President, and National Conference Convenor.

Jan Chaffey

Jan joined the Association in 1994, has served on the Queensland committee and was State President 1998-2000. She held a number of roles on the National Board from 2003-09, including Vice President, National Secretary and the first National President to meet with a Government Minister. Jan is a Fellow of AAPM and was awarded a Meritorious Award in 2012.

Brett McPherson

Brett has been a Director of AAPM for over 10 years; he has held the title of National President, Vice President, Secretary & Treasurer, plus State President in two states.

Brett implemented the change to hold the AAPM National Conference annually and was the National Conference Convenor.

During Brett's National Presidency he consolidated all State financial accountabilities into National Head Office. He was also involved in the purchase of AAPM building in North Melbourne.

Brett continues to represent AAPM on DoHA, DHS, NEHTA, DVA, RACGP working parties.



Australian Association of Practice Managers Ltd
excellence in healthcare management