

From the state president

As I write this there are 239 days, 9 hours and 20 minutes until Christmas!

As NSW president this prompted me to ask "Is AAPM NSW on track to achieve what it set out to achieve for 2011". I am proud that our dedicated committee can unanimously answer "yes". We have already run three Foundation half days "Managing Up OR Out" and "Making Meetings Work" PLUS two Receptionist half days "Communication and You". The evaluations have been excellent and we look forward to continuing the program all over the state.

Our ever-popular E-Seminars that can be attended in your own workplace are already booking up. The topics this year are "Mastering Excel", "eHealth", "Occupational Health and Safety Changes" and "Finance". Visit our website for all dates and registration information.

I recently heard a practice manager say that their position title should be project manager because of the volume of change their practice was enduring and the planning needed to ensure a smooth transition.

As a manager I often remember the words of Napoleon when he was asked if he believed in luck. He said "Yes, I believe in luck. I believe in bad luck. And I believe that I will always have it, so I plan accordingly."

Practice managers seem to be the "thinkers" in the implementation of an idea. We are the ones who have to organise everything, consider realistic time frames, think of all that is needed, all that can go wrong and set contingency plans. We

prepare the project targets and monitor closely then adjust the project plan as necessary. Our role is often very complex and requires well-refined skills. For this we should be recognised and I encourage you take the opportunity to nominate or be nominated for the NSW 2011 Practice Manager of the Year. This is a great opportunity for you and your practice to get recognition for a job well done. Visit our website or contact our NSW secretariat for details.

I would like to welcome our new members for January to March (end): Jessica Edmunds, Ines Godfrey, Maimuna Modasser, Helen Nelmes, Marina Raspolich, Kristy Rooner, Nic Ewers, Bernice Martin, Lisa Rosetta, Lisa Harvey and Katherine McKenzie.

Congratulations to you for recognising your professional body. By now someone from our committee should have contacted you and I hope you feel the belonging and support I felt when I first joined AAPM in 1995.

Angela Mason-Lynch



Your NSW committee

President: Angela Mason-Lynch - angela.mason@bigpond.com
 Vice-president: Tania Worroll - worrolls@tpg.com.au
 AAPM NSW Board representative: Debra Smith - da.smith@internode.on.net
 Secretary: Lesley Macey - lesleym@grantstreetclinic.com.au
 Treasurer: Christine Brown - chris@bluemtns.com
 Gary Smith - gsmith@tindale.com.au
 Marina Fulcher - marina.braeside@gmail.com
 Sue Gentles - susan.gentles@maynooth.com.au
 Daphne Kneale - daphnekneale@optusnet.com.au
 Sue Evans - suevans@hotmail.com
 Helen Eirth - heirth@bsmp.com.au
 Tracey Duddek - pm@georgestmedical.com.au
 Caroline O'Donnell - carolineo@aol.com.au

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AAPM (Australian Association of Practice Managers) NSW

Practice Manager of the Year Award

AAPM NSW is pleased to announce that nominations are now open for our 2011 Practice Manager of the Year Award, proudly sponsored by Cutcher & Neale.

The Award is promoted by the Australian Association of Practice Managers (NSW branch), a not-for-profit organisation founded in 1979 which has grown to become the peak professional body representing Practice Managers and the profession of Practice Management in the healthcare industry throughout Australia.

The award is designed to promote the role and status of Practice Managers in the healthcare environment.

It provides the opportunity to recognise and reward a Practice Manager for his or her special contributions to medical, dental or allied health in New South Wales.

Those eligible to nominate include all practitioners or staff in the area of General Practice, Specialist Practice, Dental or Allied Health Practices who employ Practice Managers. Practice Managers may nominate themselves.

The award will be presented at the Practice Manager of the Year dinner, sponsored by HESTA, to be held in Sydney on Friday, 26 August.

Do you employ a Practice Manager who you would like to nominate for this award? If so, then please contact Helen Kenny hkenny@aapm.org.au or Caroline O'Donnell caroline0@aol.com.au for further information and nomination forms. Nominations close 8 July 2011.



Free tax seminars

The Tax Office offers a scheduled program of free seminars for small business operators and those just starting or thinking about starting a new business.

Sessions are run in all capital cities and in some regional areas.

Employer update seminar

If you have employees or are about to engage employees or contractors, the Employer update seminar will help you understand your obligations. Duration: 2 hours

Activity statement essentials

This session provides a more detailed look at the role of the activity statement, and details of the specific activity statement labels that small businesses may need to complete. Duration: 2 hours

Business deduction essentials

This session covers some of the more common business income tax deductions in some detail, with worked examples to illustrate the calculations. Duration: 2 hours

For more information, see www.ato.gov.au/businesses/content.aspx?doc=/content/00174256.htm&pc=001/003/094/001/001&mnu=48763&mfp=001/003&st=&cy=

Patients can now claim Medicare benefits online

From March 17, Medicare customers have been able to claim for doctor consultations online.

The new online service follows a trend away from manual claiming, where customers go into a Medicare office and claim a cash benefit.

AAPM NSW new members

A very warm welcome to the following new members:

Jessica Edmonds
Ines Godfrey
Maimuna Modasser
Helen Nelmes
Marina Raspolich
Kirsty Rooney
Nic Ewers
Bernice Martin
Lisa Rosetta
Lisa Harvey
Kathrine McKenzie

Plan your way out of stress: 5 ways to add fun to the workplace*

The idea of play may be the furthest thing from your mind right now. After all, you are dealing with serious business and financial issues on a daily basis. In times of stress, people spend less time on leisure activities and more time working – and worrying – according to new research.

The ongoing study by Gallup-Healthways measures the day-to-day stress levels of over 350,000 people, and according to a recent report, stress is spiking, emotional health is declining, and people are growing more and more sensitive to news about the economy.

Stress, it seems, is now the norm. Which is why one expert says play should be a priority in the workplace. According to the National Institute for Play, founded by renowned play expert Dr Stuart Brown, many business leaders believe that play is the opposite of work.

On the contrary, Dr Brown asserts in his new book, *Play: How it sharpens the brain, opens the imagination, and invigorates the soul*, play is a very vital part of work.

Adults tend to believe that play is a “guilty pleasure” or a distraction from work according to Dr Brown. However, he says that play is as necessary to health as sleep and nutrition.

The work related impacts of play are vast. Play is important for creativity, reducing stress, improving health, enhancing productivity, and building teams.

So, here are five ways you can integrate play into your day – and add some fun to your workplace, even in times like these.

1. Put play on the agenda. If you host regular meetings, consider adding an element of play into your agenda. Word and trivia games can be a quick, fun way to take a short break from the daily grind and help your team spend some time thinking outside the box.

2. Integrate play into a process. You may already have processes or tasks in place that can easily become an act of

play. Does your team spend time brainstorming ideas? Do they have calls to make or quotas to meet each day? Find ways to make their work a game, and you'll not only add a fun spirit to the workplace, you'll help your team be motivated and accomplish goals already in place.

3. Play away from the office. Making the workplace a more fun place to be through the power of play is beneficial. But, also consider the rejuvenating and team-building power of play for the sake of play alone – and away from work. Fun activities like go-cart rides, miniature golf or rope courses can offer a much-needed mental break and help your team bond.

4. Place play into your training. Have you ever noticed effective teachers or speakers engaging the audience with an activity? That's because play is a powerful part of the learning process. So, think about ways you can illustrate your teaching points through fun activities, even when you're dealing with adults. Dr Brown affirms that play is not just an important activity for children. So why should magic tricks, craft materials or the game of tag be limited to kids?

5. Make play a challenge. Looking for other ideas to integrate play into your workplace? Ask your team for their ideas of fun and unique ways to play at work. Make this process a game and offer a small reward for the team member who develops the most creative idea. Then, use your team's ideas to add new types of play into work.

The possibilities for play are endless in the workplace. So, challenge yourself to think outside the box and find ways your team can play at work.

When you take time for play throughout the day, you'll reduce stress, improve morale, and equip your team to enjoy work more.

** Our thanks to AAPM WA for permission to reprint this article from their newsletter. Thanks for giving us tips on adding fun to our lives.*

Well done AAPM NSW!

Jennifer Germein, AAPM's longest standing member since joining in 1979, attended our “Foundation Knowledge for the Manager” event held at the Bowlers Club in Sydney on Friday 11 March 2011.

“I always gain a valuable little gem when I attend these events,” Jennifer said. “It's a delight to have Angela Mason-Lynch doing the presentation – there is such clarity in what she presents. Angela is constantly updating her knowledge and we get the benefit from that.”

Jennifer notes that attending AAPM's education also allows her to network and share with other practice managers, and hear how they do things. “Even though we may be old hands at doing our jobs, we get informative tips and value from these events,” she said. “We are still growing and learning.”

AAPM NSW events

Date	Event	Topic / Comments	Presenter	Co-ordinator
MAY				
Coffs Harbour 20 & 21 May	Receptionist Development Day & Foundation Knowledge for the Manager	2 x Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Tania Worroll/ Lesley Macey	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
JUNE				
E-Seminar 2 June	SEMINAR 2 Excel Spreadsheets		Cutcher & Neale	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Central Coast 2 June	Networking Dinner			Debra Smith Ph: 0412 802 096 Email: da.smith@internode.on.net
Wagga Wagga 3 June	Foundation Knowledge for the Manager	Making Meetings Work, Managing Up or Managing Out	Gary Smith/ Angela Mason-Lynch	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Wagga Wagga 4 June	Receptionist Development Day	Communication & You	Gary Smith/ Angela Mason-Lynch	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Sydney 8 June	Receptionist Development Day	Communication & You	Angela Mason-Lynch/Marina Fulcher	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Ulladulla 10 June	Receptionist Development Day	Communication & You	Gary Smith/ Angela Mason-Lynch	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
UNEP 16 June	AAPM NSW Risk & Compliance CIV		Marianna Kelly	☑ unepartnerships Ph: 1800 288 622 Email: practicemgt@unep.edu.au
UNEP 25 June	AAPM NSW Risk & Compliance II Dip		Marianna Kelly	☑ unepartnerships Ph: 1800 288 622 Email: practicemgt@unep.edu.au
JULY				
Albury 15 July	Receptionist Development Day & Foundation Knowledge for the Manager	Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Gary Smith/ Angela Mason-Lynch	☑ unepartnerships Ph: 1800 288 622 Email: practicemgt@unep.edu.au
Port Macquarie 22 July	Receptionist Development Day	Communication & You.	Tania Worroll/ Lesley Macey	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au
Central Coast 22 July	Receptionist Development Day & Foundation Knowledge for the Manager	Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Debra Smith/ Daphne Kneale	Sue Evans Mobile: 0402 273 248 Email: nsw@aapm.org.au
Canberra 25 July	Networking Dinner			Sue Evans Mobile: 0402 273 248 Email: nsw@aapm.org.au
Penrith 29 July	Receptionist Development Day & Foundation Knowledge for the Manager	Half Day RDD – Communication & You. Half Day FK - Making Meetings Work, Managing Up or Managing Out	Chris Brown/ Caroline O'Donnell	AAPM NSW Ph: 1800 196 679 Email: nsw@aapm.org.au

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