

AUSTRALIA'S ONLY ASSOCIATION FOR
HEALTHCARE PRACTICE MANAGEMENT



dapm

ANNUAL
REPORT
2015/16



“Given the right circumstances, from no more than dreams, determination, and the liberty to try, quite ordinary people consistently do extraordinary things.”

– Dee Hock



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*

ABOUT AAPM



The Australian Association of Practice Management Ltd (AAPM), founded in 1979, is the nation's leading membership organisation that represents Practice Managers and the profession of Practice Management in all fields of healthcare.

AAPM is an independent, not-for-profit national association which provides an array of benefits for members including advocacy, education, resources, networking, assistance and advice.

In October 2014, the members voted to change the association's name to the Australian Association of Practice Management (from the Australian Association of Practice Managers). This change recognizes that AAPM is the association for all people involved in healthcare Practice Management.

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

AAPM has a professional career development program in place. Practice Managers can achieve the status of Certified Practice Manager which recognizes their management qualifications and experience, and then become a Fellow of the Association.

OUR VISION

Our *Vision* is to improve the efficiency and effectiveness of healthcare practice management for better patient outcomes.

OUR MISSION

Our *Mission* is to unite and advocate for those involved in health care practice management to achieve greater career pathways, and to provide business leadership and expertise to promote and facilitate healthcare management

OUR VALUES

- | | |
|--------------------|---|
| I ntegrity | AAPM members and employees act with honesty and integrity, when dealing with fellow members and employees, suppliers, government agencies and other stakeholders. Members and employees abide by AAPM's Code of Ethics at all times. |
| S upport | <p>AAPM provides members with support to maintain and improve their skills and knowledge and advance their careers. AAPM will deliver programs which are highly valued by our members and the broader healthcare management community.</p> <p>AAPM provides quality advocacy as the voice of healthcare management.</p> |
| P rogress | AAPM strives to be a leader in healthcare management principles, to continually improve services to members and to keep them up to date with changes to the healthcare environment. |
| I nclusion | AAPM encourages the sharing of information between members through networking and mentoring. AAPM provides support to members from all types of healthcare practices. |
| R espect | AAPM members and staff treat each other with respect and dignity. |
| E xcellence | AAPM promotes excellence in healthcare practice management. AAPM strives to provide best practice services to our members and the health care community. |



*Professional Excellence in
Healthcare Management*

NATIONAL PRESIDENT'S REPORT



Danny Haydon

The Australian primary healthcare sector is progressing through a period of unprecedented reform. Whilst we wait on the outcomes of the Medicare Review, the government have announced their intention to implement a Health Care Home model for delivery of chronic disease services. This will be the most significant change to Medicare since it was introduced in 1984. The funding for mental health services has been channelled through the PHNs to be distributed through commissioning and tender processes. The roll out of the National Disability Insurance Scheme is creating new opportunities for allied health providers working in the disability sector. Underpinning this change is the eHealth agenda. While delivering some challenges, it will eventually provide a digital platform for connectivity across the entire health sector.

We know that Practice Managers are the key agents of change, taking on the responsibility of monitoring the changes and trends across the industry. It is the Practice Managers who will also lead the implementation of change within their practices in response to challenges of this disruptive environment. AAPM is at the forefront of these changes and is providing its members with timely information, training and support to ensure they have the skills and expertise to deliver the best outcomes for their practices.

The important role of Practice Managers as agents of change is also being recognised by Government and other peak bodies in the health industry. It is pleasing that AAPM is being approached more than ever to provide representation on key committees, which affords a crucial avenue to deliver information and education to the industry through our members. Advocacy is one of the key strategic priorities for AAPM and we are determined to continue to advocate for even greater recognition of AAPM as a peak body in the industry.

Our achievements this year have been significant. AAPM continues to grow strongly with all our KPI targets either on track or ahead of expectations. I'd like to thank the Board, our CEO and her team for all the hard work that made this possible.

A handwritten signature in black ink, appearing to read 'D Haydon', with a stylized underline.

Danny Haydon
AAPM National President

CEO'S REPORT



Gillian Leach

AAPM has enjoyed a very successful year in 2016. Growth in membership has improved by over 30% in the last twelve months with an increasing number of practices taking up membership and larger organisations, such as the Primary Health Networks, joining as Corporate Members. Access to AAPM's education, industry information and resources enables their staff to provide a better service to patients, members and clients.

AAPM assists individual members to progress their careers with an increasing number becoming Certified Practice Managers and Fellows of AAPM. Members who achieve this standard are eligible to become AAPM Ambassadors, representing AAPM on industry and government advisory groups and providing input to discussion papers.

Participation in AAPM's education program of webinars, and face-to-face seminars has increased by around 75% in 2015/16 as AAPM has progressed with implementing a National Education Framework. This national program is aimed at providing all members with access to education to enhance their skills across the eight core principles of practice management, provide them with information about new technologies and tools to manage the changes that are coming in with the Government's health reforms. It has been gratifying to see that the work we have done with NeHTA, and now the Australian Digital Health Agency, has helped so many Practice Managers prepare for the introduction of eHealth and the implementation of My Health Record.

The value of networking is increasingly appreciated as participation grows at the expanded number of networking events held across the country in regional and metropolitan areas. These events held over breakfast, lunch and dinner are led by many hardworking State Committee members and other committed members. Some of these provide information and education while for others it is a chance to discuss the issues concerning them in a supportive environment.

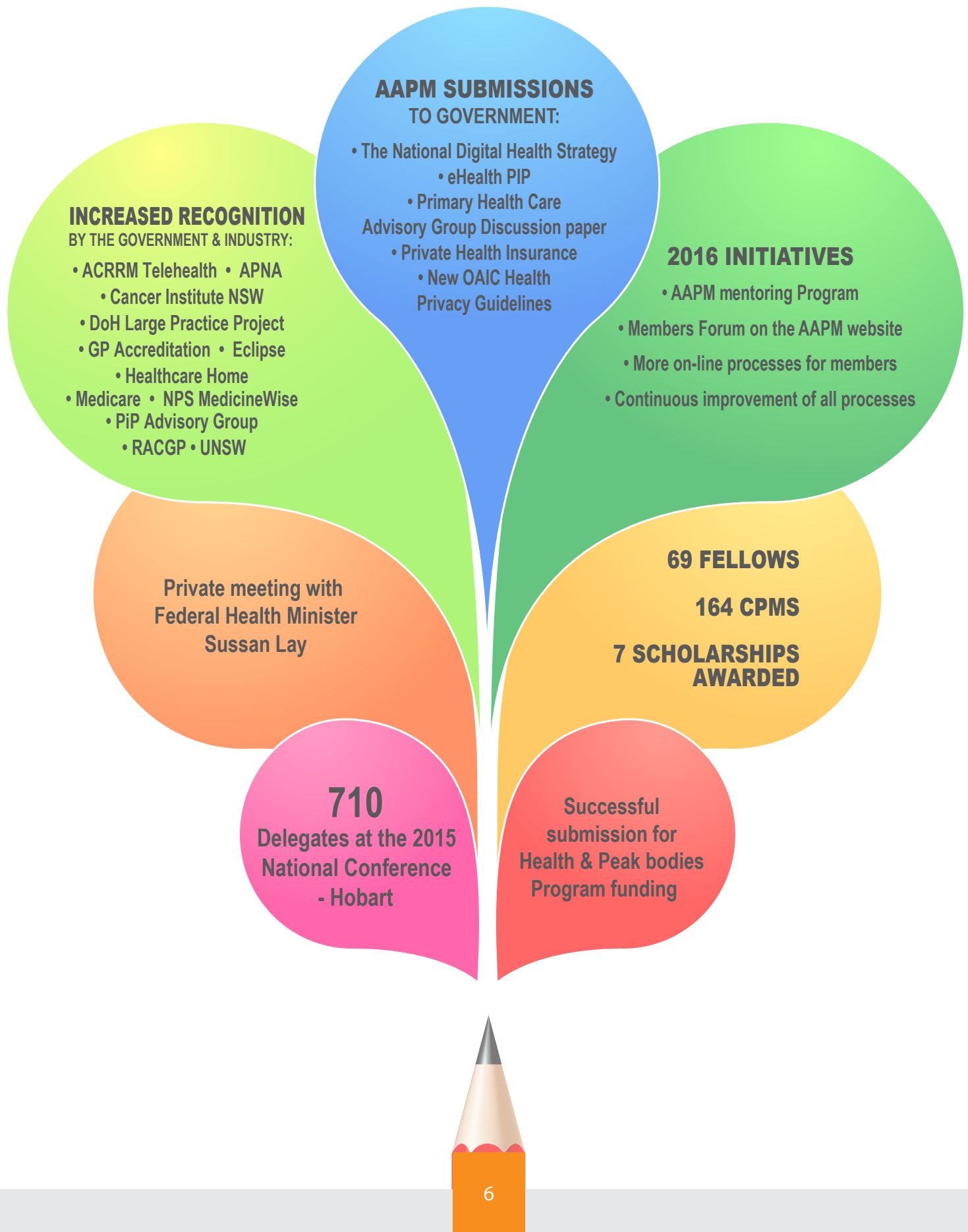
AAPM's growth in 2015/16 was supported by our National Partners, State Sponsors and event exhibitors. We would particularly like to thank our National Partners – Avant, Medibank, 1st Available, AGPAL, Medical Director, Medical Channel, Cutcher and Neale, and University of New England Partnerships – for their support and contributions to member resources and to our National Education Program.

My thanks also go to the AAPM Board for their leadership, our hard-working volunteers in the State Committees and to our dedicated staff for their commitment and passion for excellence.

A handwritten signature in black ink that reads "Gillian V Leach". The signature is fluid and cursive.

Gillian Leach
Chief Executive Officer

HIGHLIGHTS AND ACHIEVEMENTS OF 2015 / 2016



CONGRATULATIONS TO AAPM AWARD WINNERS



Chris O'Brien
Medical Director/AAPM
Indigenous Scholarship Winner

Medical Director/AAPM Indigenous Scholarship

Winner, Chris O'Brien had this to say...

*'I have completed my Cert IV in Frontline Management (2010) and wanted to further progress my education in advancing to a Diploma in Management, to commence study in 2016. My opportunity for continual professional development has been limited due to funding, availability, time constraints, etc. When I received the information about the **Medical Director Indigenous Scholarship** to financially support the Diploma in Professional Practice Leadership, I thought 'this is it, this is my time to take on a challenge for further studies', which I grasped with both hands. I would like to mention the lovely Jannine de Veau and Kath Kelly – were it not for these two inspirational ladies, this opportunity may never have been presented or possible for me. I am extremely appreciative that both wonderful people have committed to being mentors for me during this step forward in my education journey'.*

AAPM Fellowship Awards

The award of Fellowship is the gold standard of achievement for AAPM members. Fellow status recognises members who have met required levels of knowledge, skill and experience. It assists employers in identifying those who meet nationally recognised standards.

AAPM congratulates Karen Garth, Anne Curtis, Mark Stallwood, Danny Haydon, Teresa Evans, Cathy Baynie, Liz Jones, Craig Simpson and Riwka Hagen, all of whom, in 2015, achieved this pinnacle of achievement.



*Congratulations to (L to R)
Karen Garth, Anne Curtis,
Mark Stallwood, Danny
Haydon, Craig Simpson,
Cathy Baynie and Liz Jones.*

CONGRATULATIONS TO AAPM AWARD WINNERS

Avant Scholarships

Avant partnered with AAPM to award five scholarships for Practice Managers to undertake the Diploma of Professional Practice Leadership or Certificate IV in Practice Management with the University of New England Partnerships.

CONGRATULATIONS TO ALL OUR WINNERS!

Nadine Blyth	Bannockburn Surgery, Bannockburn, Vic
Elly Gordon	Inala Primary Care, Inala, Qld
Melissa Hilton	Danila Dilba Health Service, Palmerston, NT
Rebecca Hooley	Peel Health Care, Tamworth, NSW
Kara Walsh	Alana Healthcare for Women, Randwick, NSW



Avant's Shelley Austin presents Rebecca with her award

Rebecca Hooley is Practice Manager at Peel Health Care, Tamworth NSW. After being promoted to Practice Manager, Rebecca was prompted to apply for the scholarship by her mentor, Lyne Stewart, her CEO at Peel Health Care. Rebecca commenced as an administration assistant in 2012 and now assists in managing over 50 staff. Having previously completed Certificate IV in Professional Practice Leadership, Rebecca is looking forward to undertaking the Diploma of Professional Practice Management with UNEP.



Well done to Avant Scholarship winner, Nadine Blyth

'Winning the Avant/AAPM scholarship has given me the opportunity to return to study to further my career.

The Practice Manager position is complex with many areas of expertise required, we are jacks of all trades! I'm hoping the Diploma of Professional Practice Leadership qualification will greatly assist me in building on the skills and knowledge I have gained whilst working in the field. I look forward to finishing the diploma and sharing my knowledge with other managers of AAPM'. Nadine Blyth

CONGRATULATIONS TO AAPM AWARD WINNERS



*Tracy receives her award from
Bec Asher of MSD*

MSD Award for Excellence in Chronic Disease Management

Chronic disease management covers many complex disease areas within general practice. This award acknowledges work which has achieved outstanding improvements in patient outcome.

This year's recipient, Tracy Clarke, Practice Manager at Westcare Medical Centre in Melton West, received the award for her practice's work in the management of diabetes. Her practice has the highest rate of this disease in Victoria.

Colleen Sullivan Scholarship



Di Baxter

'How do I describe the moment I received notification that I had been awarded the Colleen Sullivan Scholarship for 2015. Honoured and very privileged. Colleen is a person who I have always admired and respected, and I am in awe of the commitment and the dedication that Colleen has given to our Association.'

She has always inspired me to achieve and educate. Throughout my career I have taken every opportunity to attend continuing education sessions, seminars, e-seminars and conferences. Self-education has enabled me to achieve high results by keeping abreast of our ever changing industry. Due to circumstances I have never had the opportunity to fulfil my one ambition, formal qualifications; now with the Colleen Sullivan Scholarship I have been given the opportunity to achieve this goal.

My future goal is to obtain Fellowship with AAPM and to actively be involved in encouraging and mentoring our Practice Managers of the future.'

Di Baxter



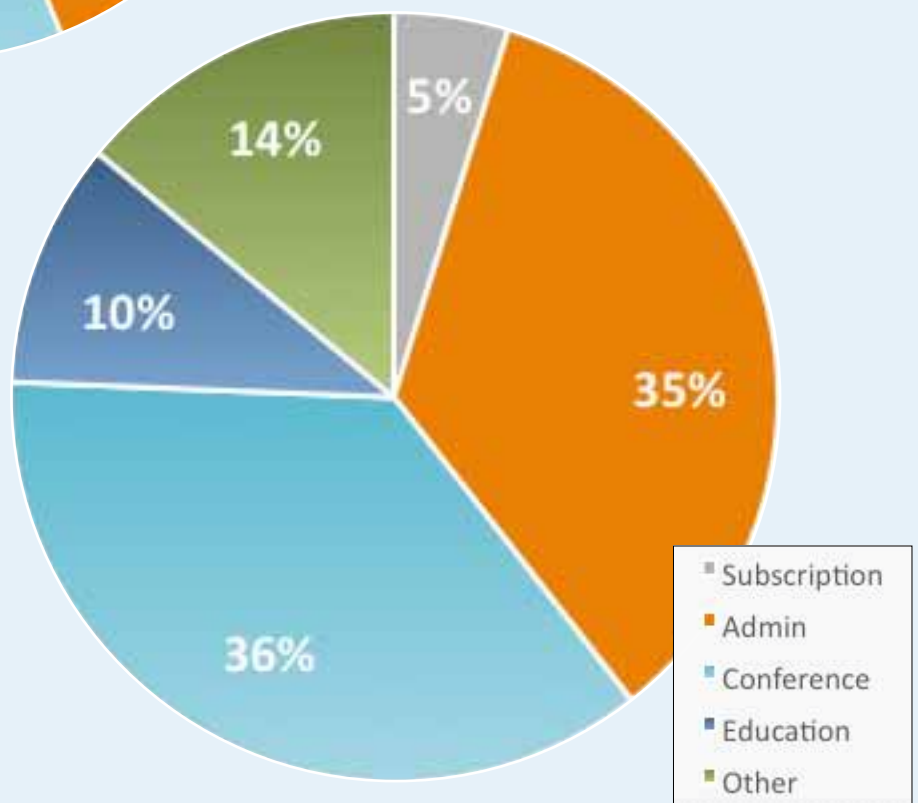
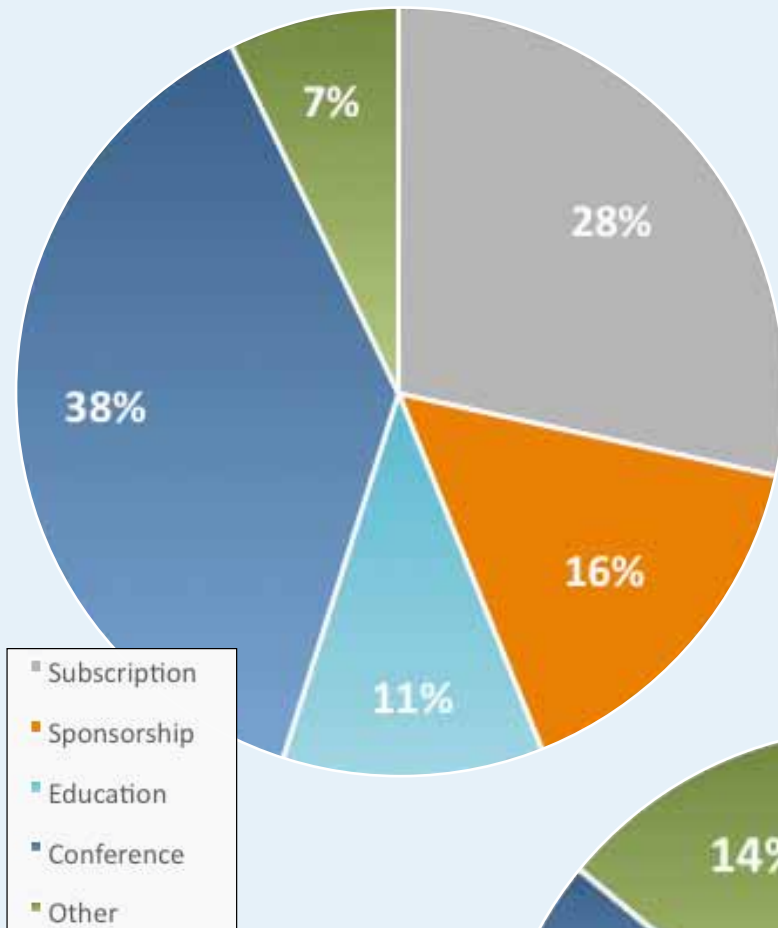
*Sherrie D'Souza receives her award from
Colleen Sullivan and Gillian Leach (CEO, AAPM)*

Barbara Meredith Award

This award is presented for successful completion at an exceptional standard of the UNEP Diploma of Professional Practice Leadership and Certificate IV in Practice Management. The recipient of the Diploma Award was Sherrie D'Souza from NSW and the recipient of the Certificate IV award was Kelly Morris.

FINANCIAL SNAPSHOT

- Mortgage paid down
- Extensive office renovations completed
- Excellent cash position
- Increase in net assets



AAPM's education flagship, the National Conference, was held in Hobart in 2015 in partnership with our sister organisation, the Practice Managers and Administrators Association of New Zealand (PMAANZ). It attracted 710 participants who enjoyed the wide range of education, the opportunity to explore a range of services and products provided by exhibitors and also the advantage of networking and forming continuing friendships with likeminded people from all over Australia and New Zealand.

Summarising what was a superb week is difficult, with the stunning welcome at MONA, inspiring plenary and keynote speakers, the collaboration with PMAANZ and fabulous social events, including a visit to Government House and the pirate themed Friday night Gala Dinner. All of this was put together and co-ordinated by the 2015 Conference Committee, convened by AAPM Board director, Lynne Green, and superbly directed by Master of Ceremonies, Gary Smith.



A warm welcome from Hobart

STATISTICS

- 710 registrations
- 69 trade stands
- 416 attended the Gala Dinner
- 515 attended the Cocktail Reception at MONA



All aboard! The MONA ROMA on its way to MONA



Is it art or a salad? We thought it was both

'great conference, great facilities and social functions were great for networking. Thanks, see you in Melbourne'.

CONFERENCE

'The 2015 AAPM and PMAANZ held in Hobart was an excellent conference from the perspective of an exhibitor. Networking with other exhibitors is also an integral part of the conference. The Welcome held at Mona was outstanding'.



Thought-provoking works in the galleries of MONA



Everyone tucked in to the fabulous food at MONA



A most interesting space



A room with a view



*Turia Pitt
– an inspiration*



A bit of light relief

NATIONAL CONFERENCE & GALA DINNER



The Tassie contingent made sure they stood out!



'Ahoy, me hearties!'



A very varied program – something for everyone



The Gala Dinner



Great networking opportunities



'Shiver me timbers!' Getting into the spirit of things at the Gala Dinner

2015 NATIONAL PRACTICE MANAGER OF THE YEAR FINALISTS

NSW / ACT



Ann Maullin
*Blackbutt Doctors Surgery,
Newcastle NSW*

Ann has been instrumental in growing the Blackbutt Doctors Surgery, which has quadrupled in size in her three years of employment. Ann lives and works by the practice values of support, respect, quality improvement, teamwork, good communication and accountability and is an excellent role model for the young team at the practice. The practice continues to thrive and be highly respected by the local medical community largely due to Ann's commitment to the practice, her use of innovation and creativity to do better and ability to think outside the box.

TASMANIA



Paul Kregor
Sorell Family Practice, Sorell TAS

Paul has been the Practice Manager at the Sorell Family Practice since 2011. During this time, Paul has significantly contributed to the business, including project managing a major redevelopment. The practice ceased operating over two sites and re-commencing in specially designed, purpose built premises in a way which was seamless for patients, practitioners and staff. Paul is always passionate and committed to his work. His patient and confident manner in working alongside people brings about positive results for all involved

QUEENSLAND



Karen Clarke
*Golden Beach Medical Centre,
Sunshine Coast QLD*

Karen has been the Manager of the Golden Beach Medical Centre since 2010. During this time the practice has undergone an extensive amount of growth with a major redevelopment of the practice increasing size, practitioner numbers and opening hours. Karen's wealth of knowledge of all things 'General Practice' is invaluable to her colleagues and they all draw on her experience and knowledge (and her willingness to share these). According to the owner, Karen is the best Practice Manager the Golden Beach Medical Centre has ever had.

VICTORIA



Margaret McPherson
*North Richmond Community Health,
Richmond VIC*

Margaret McPherson is the Practice Manager at North Richmond Community Health, a community health centre located in the midst of a large public housing estate. The centre provides multidisciplinary primary health care to patients from socially, culturally and linguistically diverse backgrounds. As the first Practice Manager at the centre, Margaret continues to educate all staff on the role and benefits of a Practice Manager. She is highly regarded by her colleagues and respected by all at North Richmond Community Health.

SOUTH AUSTRALIA/ NORTHERN TERRITORY



Karen Hogben
SPORTSMED SA, Stepney SA

After 30 years' experience in General Practice, Karen's greatest achievement so far is to have managed one of the largest corporate general practices in South Australia. Karen now manages the SPORTSMED SA Orthopaedic Clinic in one of the largest purpose built sports and medicine facilities in the world. Karen has opened up and managed many centres including the Stepney flagship location and other branches. Since Karen's tenure with SPORTSMED, there has been an increase in staff morale and job satisfaction.

WESTERN AUSTRALIA



Shayne Murray
Haematology Care Centre, WA

Shayne Murray has been employed with Sir Charles Gairdner Hospital for over 28 years and as the first Practice Manager with the Haematology Care Centre when it opened in 2001. Shayne has managed the business side of the centre with efficiency and professionalism. She takes pride in keeping the team together as a unit and is mindful of the need for team building and an approachable leadership style. Many staff reflect on how lucky they are to have such a positive team spirit, with Shayne the reason behind this.

2015 NATIONAL PRACTICE MANAGER OF THE YEAR

The National Board congratulates Ann Maullin from Blackbutt Doctors Surgery in Newcastle NSW on being awarded 2015 National Practice Manager of the Year. The Practice Manager of the Year is awarded to a person who shows outstanding leadership and team building skills, a commitment to ongoing education in practice management and in raising the profile of practice management as well as excellent management skills.



*Ann receives her award at the 2015 National conference in Hobart from AGPAL's Wendy Shephard.
Also pictured are AAPM National President, Danny Haydon (far left)
and AAPM CEO Gillian Leach (far right)*



The Practice Manager of the Year State finalists

EDUCATION NEWS

AAPM introduced a National Education Framework wide-range of educational, networking and online events during 2015/16. This included a Finance Forum, Secure Messaging for Specialists and Allied Health Seminar, and an IT Forum in most states as well as a national e-Seminar program. Practice Manager Education Days and Staff Development Days have also been rolled out in each capital city (including some regional locations).

This program is aimed at providing all members with access to education to enhance their skills across the eight core principles of practice management, provide them with information about new technologies and tools to manage the changes that are coming in with the Government's health reforms. AAPM is at the forefront in providing its members with timely information, training and support to ensure they have the skills and expertise to deliver the best outcomes for their practices.

Through 2015/16, AAPM's education program attracted over 3860 participants, an increase of 73% on 2014/15.

All areas showed strong increase in participation over the past 12 months.

Notably, there was a 75% increase in the take-up of eSeminar packages.

"Extremely beneficial day for me as a new career change for me. Very enlightening. The participants were knowledgeable and patient. Looking forward to the next event." – Staff Development Day (Brisbane)

"It was an excellent day. Makes you think and want to implement a number of the points into your practice as soon as possible. Will do further of these for sure." – Finance Forum (Brisbane)

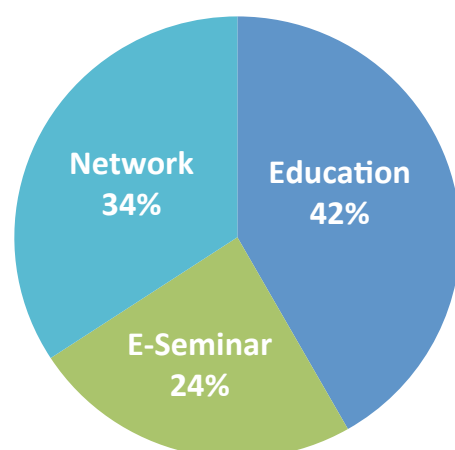
"It was engaging, interesting and a rewarding day - the best event I have been to in a long time. Wish they were more often - good chance to brainstorm with other practices which may or may not be in your area." – Practice Manager Education Day (Melbourne)

"It was a really good session with plenty of room for discussion and input from the floor as well as presenters. Well done." – Secure Messaging for Specialists and Allied Health (Adelaide)

Participant Comparison - 2014/15: 2015/16

Networking Events	96% increase	Educational Events	60% increase
Online Events	75% increase	Total Participation	73% increase

ATTENDEES AT EDUCATION EVENTS BY TYPE 2015-16



■ Education ■ E-Seminar ■ Network

AAPM OUT AND ABOUT

A key focus this year, was to raise awareness of AAPM to healthcare professionals and practice owners in all sectors, industry suppliers and the Government. Among the conferences and events we attended were:

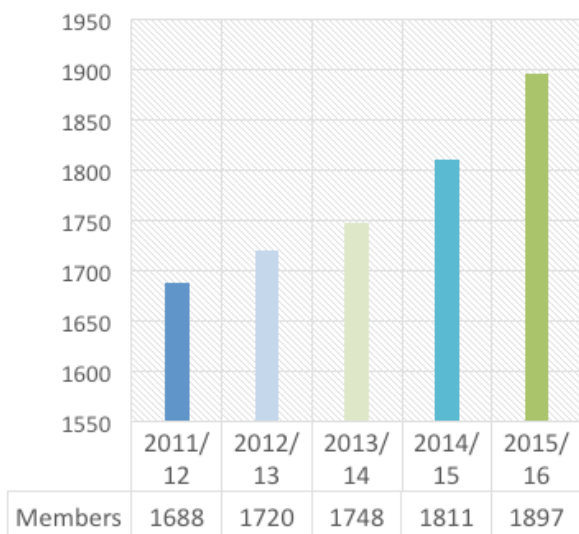
- **Sydney North PHN** launch 9th December 2015 – AAPM was represented by Gillian Leach
- **Health Connex Conference** 2-3 March 2016 – Gillian Leach spoke on behalf of AAPM
- **ADX16** 18-20 March 2016 – AAPM represented by Anne Kennedy and Gillian Leach. Angela Mason-Lynch and Kylie Robb spoke on behalf of AAPM
- **APNA National Conference** 5-7 May 2016 – AAPM was represented by Helen Kenny and Ilona Miller
- **AGPAL-QIP Conference** 26-28 May 2016 – AAPM was represented by Gillian Leach and Helen Kenny
- **2016 ADIA Vic. Dental Show** 17 and 18 June – AAPM was represented by Helen Kenny, Anne Kennedy and Ilona Miller
- **Primary Health Networks** in Sydney, Hobart and Canberra – Meetings attended by Gillian Leach
- **Government briefings** regarding Healthcare Homes Project and 2016 Health Budget – Danny Haydon and Gillian Leach were invited and attended



MEMBERSHIP

1897 members representing 20,000 healthcare professionals in 3250 practices.

Membership Growth 2011-2016



"I love the fact that the AAPM is continually pushing for better recognition of the work that PMs do and getting PMs to understand that they are professionals, just like doctors and nurses. I think sometimes PMs underestimate the importance of their role and the importance of CPD. So, I'm really pleased to be certified and happy to encourage others to do the same."
Jen Flakemore, CPM, Victoria

20 years + members:
143

NEW MEMBERSHIP CATEGORIES

This year we added the membership categories of Practice and Multi-site Practice to differentiate our organizational members who are healthcare practices from our Corporate members, such as PHNs, hospitals and industry-related businesses. The multi-site membership allows for convenient billing of multiple practices under the umbrella of a parent company.

PROMOTION OF CAREER DEVELOPMENT

The AAPM Fellowship Taskforce are Marina Fulcher, Carolyn Ingram, Debra Smith and Colleen Sullivan with the CEO, Gillian Leach, and Membership Officer, Helen Kenny. The AAPM Certification Program has recently been streamlined and updated and our members continue to access this to gain recognition for their qualifications, experience and continuing professional development. The Taskforce is also reviewing the allocation of CPD Points to all education and activities and developing a marketing program for the promotion of the CPM and Fellowship program.

- **Certified Practice Managers (CPMs):** We now have 164 members who have achieved CPM status.
- **Fellowship:** We currently have 69 AAPM Fellows. We congratulated Karen Garth, Anne Curtis, Mark Stallwood, Danny Haydon (AAPM National President), Teresa Evans, Cathy Baynie, Liz Jones, Craig Simpson and Riwka Hagen on attaining Fellowship of AAPM.
- **Ambassadors:** David Bailey, Jackie Beer, Patrice Cafferky, Jan Chaffey, Anne Davis, Marina Fulcher, Riwka Hagen, Gillian Jones, Sharyn Shinnick and Peter Wallis were all invited to become Ambassadors for AAPM in 2015-16

"Being relatively new to the industry, I have found my AAPM membership to be a fantastic resource for industry knowledge and legislation."

Carlo Demaio, General Manager
Burwood Health Care

AAPM SERVICES

<i>The Practice Manager</i>	A quarterly magazine with the latest information for practice managers
Education	<p>AAPM offers a wide array of education programs specifically tailored for Practice Managers and their staff. These include Masterclasses, Practice Manager Development Days, Staff Development Days, seminars on specific topics and eSeminars.</p> <p>In addition, through our partnership with the University of New England, courses are offered with a significant discount for AAPM members.</p>
Professional Recognition	AAPM offers a program of professional recognition from Associate member through to Fellow.
The Guide	<p>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.</p> <p>The Guide includes advice on how to customise it for your practice, so that existing practice procedures can be incorporated into the manual.</p>
AAPM Salary Survey	<p>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.</p>
Newsletters	<p>A national eNewsletter, AAPM News, is sent to all members on a fortnightly basis.</p> <p>AAPM State Branches also produce newsletters with state-specific information and events for their state members.</p>
Fact Sheets	<p>Information is provided on a range of topics:</p> <ul style="list-style-type: none">• Accounting software• Accreditation• Insurance• Legal issues• Position Descriptions• Practice Nurse Incentive Payments• Superannuation• Telecommunications
AAPM Website	<p>The new AAPM website launched in November 2014 at www.aapm.org.au Improvements include:</p> <ul style="list-style-type: none">• Revision of page structure for greater accessibility• Member only areas for State Committees• Reviewing/extending eHealth information and training materials• Online application forms for job vacancies, external CPD providers and advertising space requests• AAPM Award information and on-line application facility
E-Learning Modules	<p>The list of 11 eLearning modules has been updated and modules are publicly available via the AAPM learning Centre on the website. Additional information and material about eHealth has also been added.</p>

NATIONAL BOARD AND STAFF

Danny Haydon (President) - Danny was elected as President of AAPM in October 2014. Prior to this appointment he was the President of AAPM SA/NT as well as serving as a National Director and Treasurer of AAPM. Danny completed a Masters in Health Service Management in 2002 and has worked in the medical industry since that time. Prior to that, he had 10 years' experience in the community health sector.

Carolyn Ingram (Vice President) - Carolyn has been involved in healthcare practice management for over a decade and has established a successful small business in aesthetic medicine. Carolyn is the AAPM Queensland President and Immediate Past National President and is a Fellow of AAPM.

Jannine De Veau (Treasurer) - Jannine has been working in Practice Management for 15 years and completed her Diploma in Practice Management in 2002. She is also an accreditation surveyor for AGPAL and QIP across several disciplines. Currently Jannine serves on the National Board of the Australian Association of Practice Management as the Treasurer and is also on the NSW AAPM state Committee.

Linda Osman (Secretary) - Linda has been working in Practice Management for many years in General Practice, Specialist Practice and Aboriginal Health and Medical Imaging. She initially became involved with AAPM in 1995 and subsequently joined the Victorian committee in 1999. During that time Linda has been the Victorian President, Vice-President, National Secretary and National Vice-President

Fiona Wong - Fiona has been on the WA Branch Committee for the past six years and completed her Diploma of Practice Management in 2011. She commenced her health industry career in 1996 and later joined the AAPM WA Branch Committee to be able to contribute professionally to the association. Fiona is Western Australia's representative on the Board and is currently serving her second term on the Board for her State.

Lynne Green - Lynne has been involved in the healthcare industry as a Practice Manager since 1994 and joined AAPM in 1995 immediately becoming a Tasmanian Committee member. She has served several terms as State President and has been a member of the AAPM National Indigenous Committee since 2011. Lynne is a Surveyor with AGPAL and is passionate about sharing information for quality improvement.

Gary Smith - Gary has been a Practice Manager of a large multi-disciplinary practice for over 29 years. He has a keen interest and involvement in health reform in Australia and provides advice to the Commonwealth Government on the management of health reform. Gary is a past National and NSW State President of AAPM and is a member of various advisory groups on behalf of AAPM as well as being a Surveyor with AGPAL and an International Surveyor with the International Society of Quality Health (ISQUa).

Richard Evans - Richard has over 30 years' experience in business leadership, industry advocacy, policy advocacy and government relations and has served as a Director on many boards and councils. He consults to boards, senior executives, business owners and member based associations and regularly speaks at national and international conferences, conventions and expos. Richard served as a politician in the Federal Parliament including chairing and providing evidence to parliamentary enquiries and influencing policy and legislative changes.

Gillian Leach (CEO) - Gillian was appointed to the position of national CEO of AAPM in May 2012 after three years as CEO of Whitehorse Community Health Service and 16 years as CEO of Arthritis SA where she grew the organisation to a prominent and successful business. Gillian has had a major role in establishing organisations such as Osteoporosis, has an extensive background in marketing and management gained with Telstra, has won several business awards and held prominent positions on many Boards.

AAPM BOARD DIRECTORS



*AAPM Board – Top L to R Linda Osman, Gary Smith, Danny Haydon, Richard Evans.
Bottom L – R Gillian Leach, Lynne Green, Fiona Wong, Jannine De Veau, Carolyn Ingram*



*AAPM Staff - Top L to R Ilona Miller, Sue James, Helen Kenny, Linda Teitz, Nikki Walker.
Bottom L to R – Gillian Leach, Anne Kennedy, Jan Deane*

AAPM STAFF

Chief Executive Officer
Executive Assistant
Membership & Communications
Events & State Liaison
Partnerships Manager
Membership Development Officer
Finance and Business Officer
Communications Officer
Marketing & Communications

Gillian Leach
Jan Deane
Helen Kenny
Nikki Walker (from December 2015)
Anne Kennedy
Linda Teitz
Ilona Miller
Sue James
Danielle Hanson (currently on maternity leave)

STATE COMMITTEES

Thank you to all State Committee members for your hard work and commitment during 2015 - 16

NSW & ACT

Cathy Baynie – President
Fiona Kolokas – Vice President
Jannine De Veau – Board Representative
Angela Mason – Lynch
Craig Simpson
Elizabeth Jones
Janine Hill
Kylie Robb
Mary Elliott
Rachel Weston-Webb

QLD

Jackie Beer – President
Carolyn Ingram – Board Representative
Allana Gregson
Anne Schmidt
Felicity Hogan
June Hannan
Lorryn Einstein
Matt Gilchrist
Shabnam Ali

Tasmania

Lynne Green –
Board Representative & Acting President
Elizabeth Stanick
Josephine Bean

VIC

Tracy Clarke – President
Margaret McPherson – Vice President
Linda Osman – Board Representative
Brett McPherson
Cathy Hermans
David Osman
Fiona Fitzpatrick
Georgina Cossans
Peter Wallis

SA & NT

Helen Nagel – President
Danny Haydon – Board Representative
Prashiba Thavarajadeva
Jane Williams
Jill Coombe
Judy Spafford
Karen Hogben
Kerry Fielke
Marion McKay
Ruth Debuque

WA

Simone Dorevitch – President
Fiona Wong – Board Representative
Claire Stocks
Dani Lindau
Karin Tatnell
Narelle Supanz
Richard Sykes

LIFE MEMBERS

The following members have achieved the award of Life membership by significantly contributing to the association at both a state and national level and who have actively raised the profile of AAPM within the broader healthcare community.

- Desmond Higgs
- Gary Smith
- Colleen Sullivan
- Louise Tindal
- Anthony Walch
- Jan Chaffey
- Brett McPherson
- Angela Mason-Lynch

NATIONAL SPONSORS & 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 PARTNERS



STATE SPONSORS



EDUCATION SPONSORS

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

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PARTNERSHIPS

AAPM has formal Memorandums of Understanding with:

Practice Managers and Administrators
Association of New Zealand

Royal Australian College of General
Practitioners

AAPM has informal partnerships with:

Australian Dental Association
Australian Medical Association
Australian Practice Nurses Association

A VERY SPECIAL PRESENTATION



Marilyn is presented with her Honorary Membership by Colleen Sullivan

Surprise!! Long time AAPM Journal Editor, Marilyn Bitomsky, was presented with an Honorary Membership for exceptional service to AAPM. Marilyn was lured along to the Brisbane Staff Development Day in May on the pretext of taking photos of the event. Marilyn, ever the trooper, had just flown in that morning on a long flight from the UK, but attended as requested. Congratulations Marilyn from all at AAPM!



*The AAPM Queensland Committee and Director Gary Smith congratulate Marilyn on her award.
L to R: Jackie Beer, Gary Smith, Marilyn, Carolyn Ingram, Felicity Hogan,
June Hannan, Shabnam Ali.*



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Level 1, 60 Lothian Street
North Melbourne VICTORIA 3051
Phone: 1800 196 000 Fax: 03 9329 2524
Email: headoffice@aapm.org.au Website: www.aapm.org.au