

PRACTICE MANAGERS STATEWIDE CONFERENCE

Thursday 5th to Friday 6th August 2021
Hotel Verge, Launceston



For the wellbeing of Tasmanians

Supported by



Conference Speakers

Nannette Shaw



Nannette Shaw is an Aboriginal Artist with a passion for Kelp Work, Basket Weaving and Shell Stringing and loves passing on her Cultural knowledge to the younger members of the Community.

In 2018, Nannette was a finalist in the Darwin Telstra Awards and won the 3D Koorie Heritage Art Award.

Nannette currently has work being exhibited in two workshops and exhibitions run by TMAG and the National Gallery of Australia. One for her basket weaving called 'Tayenebe' and the other for her shell stringing called 'Kanalaritja: An Unbroken String'. Both pieces toured nationwide for over two years. Nannette is also part of InCahoots that is still touring Australia. Nannette's work resides in Museums all over Australia and in private collections. Her work has been gifted to the former Governor Kate Warner and former Premier Will Hodgman.

Nannette Shaw is a Trawoolway, Tyerelore Woman from the North East of Tasmania and Bunurong from Welcome River in Victoria.

Robyn Moore (AM)



Robyn Moore's voice has been heard in most homes in Australia... but you won't know her name.

She is regarded as one of Australia's best and most in-demand speakers and for over 40 years, has been working in Education, Advertising and the Communication/Entertainment Industry.

Robyn has recently been awarded an Order of Australia Award for her services to the Arts and to Charities. As National Patron of Make-A-Wish Australia for 28 years, she spoke at the Global Make-A-Wish Conference in the USA and won the International Volunteer of the Year Award.

Robyn has unique skills with "the Power of the Word" and her entertaining, inspiring, and thought-provoking presentations totally captivate her audiences. You will laugh, cry, be moved and inspired to find the best of yourself and take action in creating a life you love at Work, Home, in the Community and within! Robyn's presentations themed around "The Power of the Word" are quite often literally described as "**life changing.**"

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Simon Thiessen



Simon is the founder and CEO of The Real Learning Experience.

Simon has a passion for shaping the working climate and bottom-line performance in organisations. He works with clients to build cultures in which people produce sustained exceptional results, work closely with the organisation's values, and enjoy coming to work – and bringing their best self with them!

Simon delivers these results through a combination of learning workshops, strategic consulting and coaching. Simon's ability to make learning relevant and engaging allows participants to apply what they learn to produce both immediate and sustained results.

When Simon works with your people, he combines a broad understanding of organisational culture and performance with the practical skills and strategies that allowed him to grow

The Real Learning Experience from a startup into learning and development network of partners operating across Australia and internationally. Simon is also dynamic keynote speaker who inspires, entertains and provokes an audience to take action.

Gary Smith



Gary Smith has been a high-profile practice manager in the health care sector for almost 36 years. He currently manages a large general practice in Penrith, NSW and is a highly recognised and respected person in the practice management field.

Gary is currently a Director of AGPAL and Chair of Quality Innovation Performance (QIP), and a member of a few Commonwealth Government working parties and advisory groups. He has also been appointed by the NSW Government as a Board member of his local health district and is on the Board of the Nepean Blue Mountains PHN. He is also on the Board of HR+.

Gary is also an Academic Director – Health Programs for UNE Partnerships.

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Conference Program

Time	Thursday 5 th August	Speaker
8:30 – 8:50 am	Conference Registration	20 mins
8:50 – 9:20 am	Welcome to Country	Nannette Shaw Fiona Hughes
9:20 – 9:40 am	Conference Overview	Jenny Simms (HR+)
9:40 – 10:00 am	HR+ Primary Health Workforce “How we support you”	HR+ Team
10:00 – 10:30 am	PHT Primary Health Tasmania Overview	Russell Bowden (PHT)
10:30 – 11:30 am	<p>Authenticity: Because people deserve great workplaces. And because workplaces deserve great people</p> <p>Why is your workplace culture critical? Results. And the way you achieve them.</p> <p>Some teams achieve exceptional and sustained results in low stress, rewarding working environments - where patients and team members feel valued.</p> <p>For others, results are an ongoing struggle and people are dissatisfied and demotivated. People come to work because they have to, and patients deal with those organisations because they need to.</p> <p>The culture of the organisation is the difference.</p> <p>Authenticity is about creating a culture that consistently delivers exceptional results while providing great experiences for team members and the people they serve. It is about aligning the things you DO, SAY, THINK and DECIDE with the culture you WANT - not with the one you already have.</p> <p>This workshop will help you understand how culture works and, most importantly, what you can do about it. You will leave specific strategies and actions to help you create your ideal workplace culture - and to get the results you are striving for.</p>	Simon Thiessen
11:30 - 11:45 am	Morning Tea Break	15 mins

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Time	Thursday 5 th August	Speaker
11:45 am – 1:00 pm	Continued - Authenticity: Because people deserve great workplaces. And because workplaces deserve great people	Simon Thiessen
1:00 – 1:30 pm	Lunch Break	30 mins
1:30 – 2:15 pm	Continued - Authenticity: Because people deserve great workplaces. And because workplaces deserve great people	Simon Thiessen
2:15 – 3:15 pm	<p>The Role of Governance in QI</p> <p>Quality Improvement is now playing an integral part of your Practices' business and there is an increasing requirement to meet new compliance's requirements in relation to Quality Improvement. Setting a framework to manage this new and emerging concept is critical to deliver good quality care to your patients. So, what does it mean to the patient's journey? In this session Gary will identify the six (6) elements of Quality and how they form a Governance framework for Quality.</p>	Gary Smith
3:15 – 3:30 pm	Afternoon Tea Break	15 mins
3:30 – 4:30 pm	<p>The Philosophy of Billing</p> <p>Is your practice experiencing a diminishing return? Are you valuing your worth as a practice? In this session Gary will take you through the principles of billing and how you may consider "selling your service" to your patient demographics and what may be some keys to success in managing patient's expectation of the value of the Service you provide.</p>	Gary Smith
4:30 – 4:40 pm	Avant Mutual	Ngaire Burgess
4:40 pm	Wrap up and Close – Day 1 Concludes	Jenny Simms (HR+)
4:40 – 6:00 pm	Networking Drinks – Conference Room	1 hour 20 mins
6:00 – 9:00 pm	Conference Dinner – Diverge Restaurant	3 hours

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8:30 – 8:50 am	Conference Registration	20 mins
8:50 – 9:00 am	Welcome & Overview Day 2	Jenny Simms (HR+)
9:00 – 10:30 am	<p>Managing Staff Effectively (Panel)</p> <p>How do you get the most out of you staff? In this session Gary will provide an overarching set of guidelines on how you can get the best out of your staff along with a panel discussion with Practice Managers who will provide some “operational” views and in sights around these principles of managing staff.</p>	Gary Smith
10:30 – 11:30 am	<p>The Power of the Word: Create and maintain a positive perception of your practice in the community.</p> <p>The Secrets in Advertising: How to apply rules to your branding and have the outcomes you want.</p> <p>The Covid Roller-Coaster: Staying on the ride as a leader and keeping your team on the ride.</p> <p>Defining the Why (Intent and Purpose): Establishing a daily practise with your team and aligning culture.</p> <p>The Power of Laughter: Enhancing wellbeing and healing.</p> <p>Optimism VS Pessimism: Discover the doorway to optimism and create an abundance of satisfaction.</p> <p>Follow Your Bliss: Identify your strengths and see how to utilise these in your practice.</p> <p>The Secret to finding your Passion: Unfolding possibilities to express this in your practice.</p> <p>The PRESENT...is the PRESENT: How to access “The Now” in the midst of managing!</p>	Robyn Moore

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Time	Friday 6 th August	Speaker
11:30 – 11:45 am	Morning Tea Break	15 mins
11.45 – 1.00 pm	<p>Authorship: In one second declare who you are being and transform your management experience.</p> <p>When Things Go Wrong: Find focus in the midst of a frenzy.</p> <p>The 4 Thieves of Everything that Matters: Knowing these thieves, enables you to know yourself and access work/home balance.</p> <p>Not Listening VS Listening: Be moved by listening for someone rather than just to someone.</p> <p>Resolving Breakdowns: A model for life-altering access for “the best of you.”</p>	Robyn Moore
1.00 – 1.30 pm	Lunch Break	30 mins
1.30 – 2.30 pm	<p>The Roller-Coaster of Life under the Microscope: Managing the BIG picture as a manager.</p> <p>The 3 Doorways to staying on the Ride: A strategy for managing change!</p> <p>Inventing the Future: Revealing what truly matters to you and making it happen.</p> <p>The Biggest Thief in Life: Finding your voice in the face of this thief.</p>	Robyn Moore
2:30 pm	Wrap up and Close – Conference Concludes	Jenny Simms (HR+)

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