

# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston

**HR** For the wellbeing of Tasmanians

**phn** TASMANIA  
An Australian Government Initiative

**primary health** TASMANIA

## 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, Tyereelore Woman from the North East of Tasmania and Bunurong from Welcome River in Victoria.

Fiona Hughes



Fiona Hughes is a Trawoolway, Tyereelore Woman from Tasmania who also has ties to the Bunurong people of Welcome River in Victoria, Fiona is a maker of Traditional Shell Jewellery and Bull Kelp vessels both of which are made in the same way the Ancestral Women of Tasmania have done for thousands of years.

Fiona looked beyond these Traditional crafts and combined both of these Traditional ways of the use of the Shells and Kelp into pieces of jewellery by adding shells to the stalk of the Bull Kelp and with this combination Fiona has made some extraordinary beautiful Contemporary pieces of Jewellery.

Fiona is passionate about her Island Heritage and knows the importance of passing on these Traditional Crafts on to the younger ones, especially her granddaughters.

Judith-Rose Thomas



Judith-Rose Thomas is a Tasmanian Aboriginal Artist who exhibits and articulates her work for all who want to learn more about Aboriginal Culture in Tasmania. She paints to show the rich diversity of Culture and has a particular interest in working with children and teaching them the art of painting.

Judith-Rose has a Bachelor's degree in fine arts, a Bachelor's degree in Contemporary Art with Honours, and a Master's degree in Fine Art & Design from the University of Tasmania.

Judith-Rose is a member of the Ben Lomond/ Cape Portland Aboriginal peoples of Tasmania. She is a proud descendant of Chief Manalargenna.

# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



For the wellbeing of Tasmanians



## Conference Speakers

Johanna Parker



*\*Eyes of Love Photography*

Johanna Parker is an award-winning Australian-based confidence and public speaking coach, international speaker and facilitator, personal leadership maven, educator, strategist, communication expert and the founder of Heart Sparks ([www.heartsparks.com.au](http://www.heartsparks.com.au)), where, through a unique combination of heart, strategy and healing, she passionately supports both adults and adolescents worldwide to master their mindset, ignite their voice, enhance workplace strategy and build sustainable, meaningful lives and communities.

With an extensive professional background in social work, crisis intervention, mental health response, counselling, leadership, people management, organisational development and project work for systemic change prior to her life work as a coach and speaker, Jo passionately supports her clients and audiences to align their head and their heart with deeper conviction.

Over the past ten years her work has seen thousands of adults and workplaces build unwavering confidence and clarity within themselves, her school-based curriculum has transformed wellbeing conversations in the education sector and her work as a Coach Trainer has supported hundreds of heart-centered people across the globe to build successful service-based businesses.

Her work has been featured in a range of print and online media, including Renegade Collective, The Herald Sun, The Huffington Post, Pro Bono Australia, ELLE Magazine, the Daily Guru and Inspired Coach Magazine. She has appeared on countless podcasts, national radio broadcasts, online channels and on national television, where she has also been a strong campaigner against youth homelessness in Australia and for ending violence against women.

Kirralea Walkerden



Kirralea joined The Real Learning Experience in 2018 after a 15-year career working across varied sectors in the insurance industry. Bringing with her strong skills and extensive experience in client management, product development, marketing and distribution and sales portfolio management.

Kirralea is a passionate and authentic senior leader with a leadership style that places strong emphasis on building collaborative relationships, inspiring and engaging people and achieving high performance results. Her strength in strategy development and a broad understanding of business structure combined with her fine eye for detail (and self-confessed OCD!) ensures everything behind the scenes runs smoothly for our clients and our team. This role has been instrumental in paving a solid foundation to step into her biggest passion with the company being Organisational coaching and facilitation. Kirralea is an Accredited Organisational Coach with Institute of Executive Coaching and Leadership (IECL).

# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



For the wellbeing of Tasmanians



## Conference Speakers

Sharon Corvinus-Jones



Sharon Corvinus-Jones grew up in outback Queensland, the most homophobic place in Australia, feeling different, confused and very alone. She went on to become the first female shearer in Australia before moving to Tasmania, then the second most homophobic place in Australia. Sharon struggled with understanding both her 'sexuality' and her 'gender' and didn't find any support with this until she was in her early 20s.

In 2010 Sharon was awarded the 'Red Herring Surf Social Inclusion Award' in recognition of her work as an Educator/Counsellor at Working It Out, where she worked for 6 years, and her voluntary work as a founding member of Connect4Life which has changed the lives of many lesbian, gay, bisexual, transgender, and intersex (LGBTI) people in Tasmania. In 2013 Sharon won both the 'LGBTI Rainbow Award' and the 'Human Rights LGBTI Award' for her long-term commitment to developing social and support networks and her contribution to suicide prevention.

Sharon spent 3 years working for Relationships Australia Tasmania on their Suicide Prevention Team. Sharon has lived and worked in rural Australia and identifies as 'Gender Non-conforming', challenging transphobia and homophobia. She is aware of the need for LGBTIQ+ inclusive organisations and says: *"I wish there was support for me when I felt alone, isolated and was struggling to make sense of my life. It would have made such a difference to my journey."*

Sharon is now employed as Chief Executive Officer for Kentish Regional Clinic which has its main office in Sheffield in Tasmania. Sharon is a 'Change Agent' with a passion for suicide prevention, community development and equality for all, through education.

Jenny Simms



Jenny Simms is a passionate and authentic Practice Support Coordinator at HR+.

Jenny has an excitement for building positivity, gratitude, and confidence in those she meets and believes that *'you are capable of anything you want in life because there is no-one other than YOU'*.

Jenny believes that having a work, life balance is key to living a life you love.

Jenny is a wife, mother, friend, practice manager, project manager and a practice support coordinator who supports people to work in their chosen career confidently and passionately and to make the best of any given situation.

Jenny studied at the University of New England obtaining a Diploma of Practice Management and later attaining a Diploma of Business Management at TAFE.

# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



For the wellbeing of Tasmanians



## Conference Speakers

Danny Haydon



Driven through experience, passion and commercial acumen, Danny Haydon provides strategic advice to business owners to define their future goals, improve their operations and drive improved financial performance.

Danny's trusted advice includes business planning, governance, HR Management, quality and risk management, infrastructure development, and developing innovative business models. He has been a business consultant since 2008 and heads up the Health Division at Brentnalls SA, focusing on value adding to better enable health-related businesses and services to achieve their business financial goals.

Danny has enjoyed the following significant appointments:

- ▶ Australian Association of Practice Management (AAPM), Board Member (2014-2022), State & National President between (2013-2017)
- ▶ Sonder—Board Director (2014—present), Vice Chairman (2018-present)
- ▶ Clare Medical Centre—Business Advisor, Executive Officer (2003-2021)
- ▶ Maari Ma Aboriginal Health Corporation, Management Consultant

Member of the Department of Health, Primary Care Division, Practice Managers Advisory Group

Robyn Rose



Robyn Rose is the Australian College of Rural and Remote Medicine (ACRRM) Training Network Coordinator, and part of the newly formed ACRRM Tasmanian Regional Training Network Team, delivering education and support to aspiring and experienced rural General Practitioners and Rural Generalists on the ground in Tasmania.

Robyn has just over 20 years' experience in general practice training in Tasmania supporting doctors in Training, and the dedicated GP Supervisors and Training Practices that deliver the training on the ground.

Commencing in 2001 with what was then the training arm of Royal Australian College of General Practitioners (RACGP), and just 12 months later saw the Regional Training Organisation, General Practice Training Tasmania (GPTT) formed to deliver Australian General Practice Training Program (AGPT) to both RACGP and ACRRM Registrars.

Robyn's previous role of Education Manager with General Practice Tasmania (GPTT) saw hands on experience gained of the whole Registrar journey through training, from Selection to Fellowship, and gave valuable insight and appreciation of the team of professionals it takes to produce outstanding GPs!



# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



## Conference Program

Time	Thursday 23 <sup>rd</sup> June	Presenter
8:30 – 8:50	Registration	20 mins
8:50 – 9:00	<b>Welcome to Country</b>	Nannette Shaw Fiona Hughes Judith-Rose Thomas
9:00 – 9:05	<b>Conference Overview</b>	Jenny Simms (HR+)
9:05 – 10:00	<b>Human Library</b> (4 x 15 mins rotation) Primary Health Workforce and HR+ “How we support you and What we do”	Russell Newell (PHT) Fran Robinson & Janine Tabe (HR+ GP recruitment) Danica Foy & Cassie Scolyer (HR+ Allied Health & Nursing Recruitment & Workforce Audit Tool) Kimbilli Johnson (HEAART)
10:00 – 11:30	<b>Leading from Within</b>  In a world full of conflicting priorities, increasing barriers to connection, endless to-do lists and unrelenting expectations, it becomes easy to view true, influential leadership as something that exists outside of ourselves.  An equal combination of innovative strategy, easy to use tools, radical personal awareness and heart-led connection, this session is designed to support even the busiest leaders, managers and multi-taskers to supercharge their confidence, enhance their impact, fuel their passion beyond the barriers and bring the fullness of themselves to life and leadership while giving greater power to their voice.  Thriving rather than surviving. Self-care rather than self-repair. Real tools and techniques to support yourself and your teams. Acknowledgment of the real work you do. This is leadership done differently.	Johanna Parker (Heart Sparks - Life & Confidence Coach)
11:30 – 11:45	Morning tea	15 mins

# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



Time	Thursday 23 <sup>rd</sup> June	Presenter
11:45 – 1:00	<p><b>Chewing Over Change</b></p> <p>A simple, step-by-step process, this session will support decision-makers and change-initiators to feel more confident in times of rapid change while also elevating their change implementation process. With a focus on working 'smarter' rather than 'harder', these simple strategies will save time and energy, while honouring those involved.</p>	<p>Johanna Parker (Heart Sparks - Life &amp; Confidence Coach)</p>
1:00 – 1:30	Lunch	30 mins
1:30 – 2:30	<p><b>LGBTIQA+</b></p> <p>Sharon Corvinus-Jones has 15 years' experience in LGBTIQA+ training and education. Over this time, Sharon has won 3 awards for her work with LGBTIQA+ suicide prevention and social inclusion strategies.</p> <p>Sharon shares some of her own experiences struggling with sexuality and gender issues. Sharon also includes scenarios where services didn't work but ways that they could work to be inclusive of LGBTIQA+ people.</p> <p>Sharon is a 'Change Agent' with a passion for suicide prevention, community development and equality for all, through education.</p>	<p>Sharon Corvinus-Jones (CEO, CORES – Kentish Regional Clinic)</p>
2:30 – 2:35	Transition	5 mins

# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



Time	Thursday 23 <sup>rd</sup> June	Presenter
2:35 – 3:30	<p><b>The Journey from Practice Manager to Authentic Leader</b></p> <p>Our experience working with hundreds of practice managers has made it clear: no matter how long you have been a practice manager, inspiring high performance, dealing with poor behaviour and resolving conflict are among the greatest challenges.</p> <p>These staff issues can consume more of your time than they should – and much more than you would like. However, your success as a practice manager depends on your ability to address performance and behaviour that is below your expectations.</p> <p>Left unresolved, these issues have the potential to undermine performance, create conflict, frustrate team members, and compromise patient outcomes.</p> <p>This session will aim to really bring to life the journey (we like to call it the gap) between practice manager to practice leader, and how small changes to the way your practice managers lead will reduce the gap and shift the balance towards Practice Leader.</p>	Kirrlea Walkerden (Leadership Coach – The Real Learning Experience)
3:30 – 3:40	Afternoon tea	10 mins
3:40 – 4:30	<b>Continued – The Journey from Practice Manager to Authentic Leader</b>	Kirrlea Walkerden (Leadership Coach – The Real Learning Experience)
4:30 – 4:40	Avant   PracticeHub	Ngair Burgess & Maja Ajdukovic
4:40 – 4:45	AAPM Welcome to Networking Drinks.	Miranda Grace
4:45 – 6:00	Networking drinks at the Tramsheds Function Centre ( <i>sponsored by AAPM</i> ). Or refresh before conference dinner.	1 hour 15 mins
6:00 – 9:00	Conference dinner at Tramsheds Function Centre commences.	3 hours

# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



## Conference Program

Time	Friday 24 <sup>th</sup> June	Presenter
8:30 – 8:50	Registration	20 mins
8:50 – 9:00	<b>Conference Overview</b>	Jenny Simms (HR+)
9:00 – 9:45	<p><b>Unconscious Bias</b></p> <p>No matter how much we might not want to admit it, unconscious biases influence a vast majority of our decisions.</p> <p>When it comes to unconscious bias in the workplace, complacency is not an option. Unconscious Biases can impact recruitment, turnover, morale, productivity, and company culture.</p> <p><b>Don't put people in boxes</b></p> <p>Putting people into boxes is our natural tendency as humans - our brains are hard-wired to categorise people. But it's putting people into boxes that reduce them into labels, that limits our abilities to see them as much more than a label, that limits our ability to learn and grow as individuals ourselves.</p>	Jenny Simms (HR+)
9:45 – 9:50	Transition	5 mins
9:50 – 11:00	<p><b>Independent Practitioner Arrangement in the spotlight</b></p> <p>The Thomas and Naaz Pty Ltd v Chief Commissioner of State Revenue [2021] NSWCATAD 259 payroll tax case has put the spotlight on Independent Practitioner arrangements commonly used in medical practices across Australia.</p> <p>This seminar will tackle the critical factors impacting on these contractual arrangements including:</p> <ul style="list-style-type: none"> <li>▶ The relationship between practitioner arrangements and payroll tax</li> <li>▶ Contractor versus employee indicators and considerations</li> <li>▶ Flow of funds (patient fees) and payments to practitioners</li> <li>▶ Key features of medical service agreements</li> </ul>	Danny Haydon (Chairman / Principal Health Division – Brentnalls SA)



# PRACTICE MANAGERS STATEWIDE CONFERENCE

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Thursday 23<sup>rd</sup> – Friday 24<sup>th</sup> June 2022  
The Tramshed Function Centre, Launceston



Time	Friday 24 <sup>th</sup> June	Presenter
11:00 – 11:15	Morning tea	15 mins
11:15 – 12:15	<p><b>Strategy – Beyond COVID-19</b></p> <p>In the past 2 years practices have been consumed by reacting to the challenges that Covid-19 has thrown their way. Emerging from the Covid-19 pandemic now is the time for practices to think proactively, to adapt and thrive by defining a strategy for future success.</p> <p>Strategic Planning is the foundation for driving performance and successful outcomes in your business. This practical workshop will walk you through the process of re-setting the strategy for your practice and in the process learn about:</p> <ul style="list-style-type: none"> <li>▶ The process of strategic planning and how to apply it in a general practice environment.</li> <li>▶ The tools used for setting strategic priorities.</li> <li>▶ Preparing a Strategy on a Page.</li> <li>▶ How to ensure effective execution of the plan, so that you achieve your goals.</li> </ul>	Danny Haydon (Chairman / Principal Health Division – Brentnalls SA)
12:15 – 12:45	<p><b>ACRRM Training</b></p> <ul style="list-style-type: none"> <li>▶ Introduction of the ACRRM Tasmanian Regional Training Team</li> <li>▶ ACRRM Fellowship Pathways</li> <li>▶ Training Practice Accreditation</li> <li>▶ ACRRM Transition to College led training update</li> </ul>	Robyn Rose (Training Network Coordinator – ACRRM)
12:45 – 1:15	Lunch	30 mins
1:15 – 2:15	Interactive forum – questions you have always wanted to ask!	Jenny Simms (HR+)
2:15 – 2:30	Wrap up, prizes, thank you and gifts, complete feedback forms and close	15 mins