

Practice Managers Forum Saturday 11 - Sunday 12 May 2024

Saturday 11 May 2024		
Time		
09:00 - 09:10	Welcome and housekeeping	
09:10 - 09:30	Five Qualities of Super Star Practice Managers A snapshot of key qualities and attributes that set you apart and ensure you excel in the pivotal role of Practice Manager.	
09:30 - 10:00	Networking Meet your fellow attendees. Cathy will facilitate a discussion, inviting insights from Practice Managers about their challenges, concerns, cautionary tales and successes to set the scene for the rest of the meeting.	Cathy Baynie Manager, Advocacy and Health Workforce Australasian College of Dermatologists
10:00 - 10:45	Morning tea	Exhibition hall
10:45 - 11:45	Governance in Dermatology This session dissects case studies and discusses the outcomes that could have been prevented or decreased the damage. It looks at what regulatory bodies are wanting to see and what will be required when a claim is raised against your practice or your practitioners. Key topics <ul style="list-style-type: none"> The regulatory bodies that govern healthcare The detrimental effect of claims or complaints What you can do so your MDO can defend you or respond for you How to Govern your entire practice, not just your staff 	Karen Castle Risk Adviser Avant Mutual
11:45 - 12:15	Dermatologists and Practice Managers - An Important Relationship An engaging discussion with dermatologist Dr Clare Tait and Ms Michelle Evans. Clare and Michelle talk about the roles of owners and practice managers - how they collaborate, the power of strong communication and what they have learnt working together.	Clare Tait ACD Fellow and Immediate Past President Michelle Evans Executive Assistant DermCO, South Perth
12:15 - 13:30	Lunch	Exhibition hall
13:30 - 14:30	Non Surgical cosmetics - What's New from the Regulator Explore the new cosmetic guidelines and discuss how they relate to the non-cosmetic field. Key topics <ul style="list-style-type: none"> Advertising compliance What patient selection means to the non surgical cosmetics Why should we say no to our staff 	Karen Castle Risk Adviser Avant Mutual
14:30 - 15:00	Looking Back and Looking Forward Opening the floor for a great discussion lead by practice managers Sue Bartlett and Cara Denley talking about the role of practice managers at different career stages. Key topics <ul style="list-style-type: none"> What I wished I knew then What is ahead in my career? Stronger together - the power of sharing wisdom Challenges of billing processes. 	Sue Bartlett Practice Coordinator Central Brisbane Dermatology Cara Denley Central Sydney Dermatology
15:00 - 15:30	Afternoon tea	Exhibition hall
15:30 - 17:00	Unlocking Payroll Tax Insights: Navigating the Financial Landscape of Medical Practices This presentation by Damon Harris from William Buck will provide essential insights on payroll tax regulations and how they affect medical practices. An understanding the nuances of payroll taxes is crucial for maintaining financial stability and compliance. Presentation will include <ul style="list-style-type: none"> The current rules, rates and thresholds. Harmonisation with other States and Grouping Contractors – WA on it's own Questionnaire Payroll tax in medical practices Audit activity What the future holds 	Damon Harris Director, Business Advisory William Buck
17:00 - 18:00	Posters, wine and cheese	Exhibition hall

Sunday 12 May 2024		
Time		
09:00 - 09:10	Welcome and housekeeping	
09:10 - 10:15	Performance Management – Painful or Productive? Developing a Performance Management Process that actually inspires employees.	Cathy Baynie Manager, Advocacy and Health Workforce Australasian College of Dermatologists
10:15 - 11:00	Morning tea	Exhibition hall
11:00 - 12:00	Caring for Your People Understanding what staff really want and how we can make them feel cared for. How do you know that people who work for you or with you believe that you care about them? What are some of the things you could do, and indeed should do, that will contribute to people saying that they love working with you? Practicing some fundamental leadership skills will support you no matter your role in an organisation to create a place where people are engaged and don't want to leave.	Alan Stevenson WHS Strategic Development Consultant Epigroup
12:00 - 12:30	Open Forum Discussion Looking forward to 2025 - Brisbane What would you like to cover? What can we do as a community in the meantime? Meeting close.	Sarah Stedman Director, Membership & Professional Services Australasian College of Dermatologists
12:30 - 13:30	Lunch	Exhibition hall