

Practice Managers Forum 2026

Future-Proofing Practices: Leadership, Innovation & Collaboration

Saturday 16 May – Sunday 17 May 2026

Melbourne Convention and Exhibition Centre (MCEC)

Please note that this program is subject to change.

Day 1: Leadership, Strategy & Collaboration

Saturday 16 May 2026

Room:	MR 210	
08:30 – 09:00	Registration and Welcome	<ul style="list-style-type: none">• Networking opportunity: Connect with fellow practice managers—your peers in the field.
09:00 – 09:30	Welcome and Setting the Scene Cathy Baynie	<ul style="list-style-type: none">• Kick-off with an overview of the two-day journey ahead.• Introductions• Emphasis on the key role you play in the success of your dermatology practice.
09:30 – 10:30	Leading Wellbeing and Performance in Dermatology Practices Capstan Partners	<p>Designed to equip Dermatology Practice Managers with practical strategies to strengthen their own wellbeing, elevate team culture, and lead with clarity in fast-paced clinical environments.</p> <p>The session explores the unique pressures of dermatology practices, introduces modern leadership principles that prioritise clarity, culture, and capacity, and offers actionable wellbeing tools for both managers and their teams.</p>
10:00 – 10:45	Morning Tea and Conversations	
11:00 – 11:40	From Hire to Exit: The Power of Structured Feedback HR in Health	<p>High-performing workplaces do not leave feedback to chance. From recruitment through to the end of employment, structured feedback processes form the foundation of strong culture, reduced risk, and better retention outcomes.</p> <p>This session explores how leaders can embed feedback at every stage of the employee lifecycle — starting with robust reference checking during recruitment, moving to regular performance check-ins and structured reviews, and concluding with meaningful exit interviews.</p> <p>Rather than viewing feedback as reactive or disciplinary, this session reframes it as a proactive leadership tool that strengthens decision-making, improves engagement, and reduces performance management disputes.</p> <p>Practical and immediately implementable, participants will gain a clear framework for creating consistent, legally sound feedback mechanisms across their organisation.</p>
11:40 – 12.20	Financial Sustainability in Dermatology Practices: What Practice Managers Should Prioritise in 2026 and Beyond William Buck	<ul style="list-style-type: none">• Rising cost pressures and how to manage them• Strengthening margins without compromising clinical care• Forecasting and cash flow planning in volatile environments• Common ATO audit triggers in healthcare• Employment classification and payroll compliance• How to interpret financial reports for operational strategy

12.20-12:30	Sponsored Session (TBA)	
12:30 – 13:30	Lunch Break	
13:30 – 14:30	Plenary Session	<ul style="list-style-type: none"> TBA
14:30 – 15:10	Case Study Showcase	<ul style="list-style-type: none"> Maximising the Role of Nurses in Dermatology Practices (TBA)
15:10 – 15:40	Afternoon Tea and Networking	
15:40 – 16:40	Fireside Chat	<ul style="list-style-type: none"> Practical/useful tips and tricks Share your own stories, challenges, and the ‘unknown unknowns’ you’ve encountered in practice management.
18:30 – 21:30	Practice Managers Dinner (sponsored by Team Medical)	<ul style="list-style-type: none"> Di Francesco Cucina Crown Melbourne: Ground Floor, 8 Whiteman Street, Southbank, VIC




Day 2: Mastering Leadership, Finances, and Protecting Your Practice

Sunday 17 May 2026

Room:	MR 210	
07:30 – 08:30	Avant Sponsored Breakfast Session How practice managers thrive – Automate. Delegate. Outsource	<p>Offers actionable insights into leveraging smart tools and technology to automate routine tasks, build systems that support effective delegation, and outsource key functions through trusted service providers.</p> <p>For Automate and Outsource, we’ll explore a range of available tools and service models, with practical examples drawn from Avant Practice Solutions. For Delegate, we’ll focus on internal systems, team capability, and documented workflows that enable safe, compliant, and scalable delegation.</p> <p>Avant Law Commercial (ALC) will unpack the legal considerations relevant to practice operations, including contracting structures, privacy obligations, and compliance requirements for outsourcing and delegation.</p>
		
08:30 – 09:00	Welcome	Coffee and Networking
	Cathy Baynie	
09:00 – 9:40	Keynote	<ul style="list-style-type: none"> TBA

09:40 – 10:30	Plenary Session WHS Duty of Care & Psychosocial Risk: What Leaders Need to Know HR in Health	<p>Work health and safety obligations extend beyond physical hazards. Under Australian WHS laws, employers have a clear duty of care to eliminate or minimise psychosocial risks in the workplace so far as is reasonably practicable.</p> <p>This session provides leaders with a practical overview of their WHS obligations, including what constitutes a psychosocial hazard, how these risks arise in modern workplaces, and what a compliant risk management approach looks like in practice.</p> <p>Attendees will leave with a clearer understanding of their legal responsibilities and the proactive steps required to manage psychosocial risk before it escalates into regulator scrutiny, workers' compensation claims, or broader workplace disputes.</p>
10:30– 10:50 Morning Tea and Conversations		
10:50 – 11:30	Plenary Session Technology for clinical and practice efficiency – your journey to an AI-enabled practice Avant	<ul style="list-style-type: none"> • This session explores how technology can enhance both clinical and practice operations. It will showcase key AI tools and practice management solutions, with practical demonstrations, and discuss how an AI-enabled and workflow-optimised practice can help doctors and practice managers focus more on delivering quality care. Avant Law Commercial (ALC) will provide guidance on the key legal considerations when implementing technology and AI in healthcare
11:30 – 12:30	Plenary Session Maximising Practice Revenue for Specialists Through Medicare Compliance Medbill	<ul style="list-style-type: none"> • Maximising revenue for specialist practices through Medicare compliance means treating compliance as a strategic financial tool rather than an administrative task, using accurate item selection, defensible documentation, correct referral and telehealth processes, and consistent internal auditing to prevent leakage, avoid repayments, and ensure specialists are paid fully for the work they perform; when supported by strong systems, staff training, and transparent billing practices, compliance becomes a driver of growth, stability, and competitive advantage for specialist practices.
12:30 – 13:30 Lunch Break		
13:30 – 14:10	Plenary Session Software in Practice - A Practical and Neutral Overview Nexus Solutions	<p>A balanced discussion of systems such and supporting practices with implementation and transitions between platforms.</p> <ul style="list-style-type: none"> • Strengths and practical considerations of each system • Common challenges during setup or migration • Real-world insights on managing system change effectively • Key factors to consider when assessing "fit" for a practice
14:10 – 15:10	Case Study: Building the Business Case (From a Practice Manager's Perspective). Project Management and Change Management in Action Nexus Solutions	<ul style="list-style-type: none"> • Practical steps for planning and delivering successful projects • Engaging teams and maintaining momentum • Managing resistance and embedding sustainable change • Lessons learned from real implementation experiences

15:10 – 15:40	Afternoon Tea and Networking	
15:40 – 16:40	<p>Closing Keynote</p> <p>Strengthening Your Practice's Digital First Impression: How Practice Managers Can Build Trust, Reputation and Professional Visibility</p> <p>Kylie Chown</p> <p><i>Speaker, Trainer and Facilitator on LinkedIn and Social Media</i></p>	<ul style="list-style-type: none"> • Managing online visibility and patient expectations across social platforms • Building trust, credibility and community reputation • Reducing risk and improving consistency through team-wide digital behaviour standards •
16:40 – 17:00	<p>Wrap-Up: The Next Decade of Practice Management: Vision & Action</p> <p>Cathy Baynie</p>	<ul style="list-style-type: none"> • Open forum: Share your thoughts on the future challenges of practice management. What's on the horizon for dermatology practices? • Key takeaways and reflections from the two days.

Join us for:

Welcome Reception – Friday 15 May 2026, 5.00pm at Aerial, 17 Dukes Walk, South Wharf

Poster Viewing, Wine & Cheese – Saturday 16 May 2026, 5.00pm, Exhibition Hall (MCEC)

Practice Managers Dinner – Saturday 17 May 2026 (exclusive) as part of your registration 6:30pm at Di Francesco Cucina

College Party – Saturday 17 May 2025, 7.00pm, Showtime Events Centre, 61 S Wharf Promenade, South Wharf



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THE AUSTRALASIAN COLLEGE
OF DERMATOLOGISTS

**58th Annual
Scientific Meeting**

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MELBOURNE CONVENTION & EXHIBITION CENTRE