Private Practice and Medico-Legal Conference

SUPPORTING QUALITY HEALTH CARE

Friday 28 - Saturday 29 October 2016
Brisbane Convention and Exhibition Centre, South Bank
Welcome from the President

Dear members, guests and colleagues,

When we discuss strong patient care, we often discuss clinical elements. Equally important, however, are the non-clinical policies and practices that allow medical practitioners and allied health professionals to achieve good patient outcomes.

The decision to merge the AMA Queensland Medico-Legal Conference and Private Practice Conference was a thoughtful one, aimed at building strong foundations of practice management and ethical medical leadership to support practitioners in their clinical work.

With topics such as privacy policies, patient confidentiality and social media practices traversing both realms, amalgamating these two flagship conferences has allowed us to provide a robust and diverse program that will appeal to all career stages and areas of interest. Our goal is to make your practice easier and more efficient.

Recent measures, such as the Medicare rebate freeze, have underpinned a need for effective and sustainable practice models. Our private practice stream will canvass critical topics including improving practice processes and blended payment models, paying your staff appropriately, practice incentives and case studies in private practice. It is now more critical than ever that doctors combine their sedulous medical care with smart practice models and policies that preserve the sustainability and quality of private practice.

We have also seen dramatic shifts in Queensland’s medical complaints management system. Since the Office of the Health Ombudsman (OHO) was established, members have raised concerns about prolonged assessments, the transparency of the process and a lack of appropriate and timely medical input. While AMA Queensland has been working towards reform of the OHO, it is equally important members understand their rights and the processes under the new system. AMA Queensland’s Medico-Legal and Private Practice Conference will canvass the new complaints process to ensure you, and your staff, are not sidelined or disempowered should a complaint arise. Our goal is a system that promotes high-quality medicine and patient-centred care, thereby protecting the public without undue focus on retribution and punishment.

This conference aims to support medical practitioners, of all career stages and specialties, in navigating the shifting landscape of Queensland’s health system — whether that be in public or private practice. Enjoy!

I hope to see you at the conference. Should you have any questions, please contact AMA Queensland on (07) 3872 2222 or amaq@amaq.com.au.

Sincerely,

Dr Chris Zappala
AMA Queensland President
CONFERENCE VENUE
The AMA Queensland Private Practice and Medico-Legal Conference has moved to a bigger and more conveniently located venue – the Brisbane Convention and Exhibition Centre (BCEC) located at Grey Street, South Bank.

The BCEC is conveniently accessible via public transport. South Brisbane train station, readily accessible bus ways and taxi ranks are located nearby. Ample paid parking is available in the car park under the BCEC. The nearest car park is Car Park 3, accessed by Grey Street.

ACCOMMODATION
The nearest accommodation to the BCEC is located at Rydges South Bank, 9 Glenelg Street, South Bank. AMA Queensland has negotiated a discount of 10 per cent off the best rate of the day for accommodation at Rydges South Bank during the conference dates. Delegates are welcome to book their accommodation directly with the hotel via:

- Online bookings: www.rydges.com/private-page/local-delegate-direct-booking-page/
- Telephone: (07) 3364 0822 (please let your reservations representative know you are attending the AMA Queensland Private Practice and Medico-Legal Conference)

Please note rates are subject to availability at the time of booking and discounts may not be used in conjunction with any other offer.

A 24-hour cancellation policy applies to all reservations. Any bookings cancelled after 2pm the day prior will incur a charge equivalent to one night’s accommodation.

For other accommodation options in South Bank and Brisbane’s central business district, please visit www.wotif.com.au.

RACGP PROFESSIONAL DEVELOPMENT POINTS
40 Category 2 RACGP points will be applied for. For more information, please email Kate Kelly, Events and Marketing Co-ordinator, at registrations@amaq.com.au or phone (07) 3872 2222.

PRICING
Significant early-bird registration discounts are available to members and practice management staff in the permanent employ of an AMA Queensland member. Non-members can join online at www.amaq.com.au to obtain the discounted member early-bird rates on offer. Early-bird rates are available until 26 August 2016. Please see a summary of pricing below:

<table>
<thead>
<tr>
<th>Registration category</th>
<th>One-day registration price inc GST (Friday or Saturday)</th>
<th>Two-day registration price inc GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early-bird member</td>
<td>$290</td>
<td>$560</td>
</tr>
<tr>
<td>Standard member</td>
<td>$350</td>
<td>$680</td>
</tr>
<tr>
<td>Non-member</td>
<td>$450</td>
<td>$880</td>
</tr>
</tbody>
</table>

CANCELLATIONS
Cancellations are permitted without penalty until two weeks prior to the event commencement date. After this time, a 50 per cent cancellation fee will apply.

Transfers of registration are permitted until two days prior to the conference date without penalty. For any enquiries, please email registrations@amaq.com.au or phone the Events Team on (07) 3872 2222.

*The program is subject to change and AMA Queensland reserves the right to substitute advertised speakers as required.
Friday 28 October

8.50AM – 9AM
OPENING REMARKS
Dr Bill Boyd, Vice President, AMA Queensland and Obstetrician, Mater Misericordiae Hospital

9AM – 10AM
UNDERSTANDING OPEN DISCLOSURE IN PRACTICE
Dr Stephen Walker, Associate Medical Director, Cognitive Institute

One of the most difficult challenges a doctor faces in clinical practice is responding professionally and effectively to a patient who has suffered an adverse outcome under their care – whether it be the result of a recognised complication of treatment, the unfolding consequences of serious underlying pathology, an error or simply being disappointed with an outcome. Research shows us that patients have ongoing needs at these times.

As clinicians, we should be aware of these needs and cultivate the skills to help our patients through this difficult time. There is evidence that an appropriate response from the clinician helps the patient effectively deal with the event, reduces complaints and claims, and assists the clinicians themselves.

This session will also explore how practice management team members play a crucial role on the front line within this process.

Introduction and chairing: Julie Brooke-Cowden, Manager, Claims and Advisory Services (East) MDA National

10AM – 10.30AM MORNING TEA

PRACTICE BUILDER STREAM (NEW TO PRACTICE)

10.30AM – 11.15AM
PRIVATE PRACTICE FINANCIALS 101- A FINANCIAL PERSPECTIVE WHEN MAKING THE MOVE INTO PRIVATE PRACTICE
Simon Moore, Commercial Finance Consultant, BOQ Specialist

Whether establishing a new practice, relocating or expanding, it is important to be aware of the most appropriate products and advice available to you and how they can impact you in the bigger picture. This session will assist you with choosing the right financial products when establishing or growing your private practice and will provide complementary information to the session content delivered by William Buck.

PRACTICE BOOSTER STREAM (ADVANCED STREAM)

10.30AM – 11.15AM
DRIVING PATIENT BOOKINGS IN YOUR PRACTICE
Jason Borody, Managing Director, Vividus

Do you want to boost the number of patients walking through your door? The experts at Vividus will run you through a master class on how to attract more patients through effective advertising and strong referral networks to help your practice stand out in a competitive marketplace. This session will explore how to:

- increase patient numbers through your practice doors;
- devise practical strategies for building your referrals base with other practitioners; and
- ensure your marketing complies with the relevant advertising guidelines.

10.30AM – 11AM MORNING TEA

11AM – 12PM
PRACTICE MANAGEMENT STREAM – COMPLIANCE FOCUS

10.30AM – 11.15AM
ACCOUNTING SOFTWARE SETUP

- Bank reconciliation, including reconciliation of the practice management software
- Accounts receivable and payable
- Monthly financial reporting and budgeting

11AM – 11.30PM
IMPACT OF AUSTRALIAN TAX OFFICE (ATO) COMPLIANCE

Angela Jeffrey, Director, William Buck Accountants

Taking steps to meet your legal obligations might seem like a management no-brainer, but only fulfilling your minimum requirements might result in missed opportunities. Understanding the reasons for the various rules, laws and regulations that govern your business will help you take advantage of any benefits they offer. Join Angela Jeffrey, Director at William Buck, as she takes you on a journey to understanding the numbers in your business and seeing your finances clearer.

Angela will discuss your various obligations for running your practice, including reading your reports and ensuring you meet your superannuation, business activity statements and other statutory requirements.

12PM – 12.30PM
PAYROLL

- Staff and doctors’ wages
- Locum doctor payments
- Superannuation
- Payment summaries
- Payroll tax

Our team has extensive knowledge of the Health Professional Support Services and Nurses Awards.

Saturday 29 October

9AM – 10.30AM
OPENING PANEL - UNDERSTANDING THE LIFE CYCLE OF A MEDICAL COMPLAINT
Chair: Katharine Philip, Partner, TressCox Lawyers
Panel: Associate Professor David Morgan OAM, Medical Practitioner Member, Queensland Board of the Medical Board of Australia
Dr Julie Brooke-Cowden, Manager, Claims and Advisory Services (East) MDA National;
Andrew Luchich, Barrister, Queensland Bar
Rose Kent, State Manager, AHPRA
Dr Margaret Kay, General Practitioner, Academic and Medical Director of the Queensland Doctors’ Health Programme

Building on the opening plenary session on day one, join our panel of experts who will examine the life cycle of a medical complaint. You will experience a 360-degree view of the process, including the first contact with a medical administrator, a notification to the Health Ombudsman, the medical expert providing their opinion, your medical defence organisation, the solicitor providing legal advice and, finally, your barrister. The panel will help you understand what their aims and objectives are at each stage of the process and provide a comprehensive understanding of the complaints process discussing:

- what the research is telling us;
- common complaints and how to avoid them;
- what to do if you have a complaint made against you;
- how the different parties interact throughout the process; and
- looking after yourself during the complaints process.

10.30AM – 11AM MORNING TEA

11AM – 12PM
EMPLOYMENT LAW MASTERCLASS

Peta Tumpey, Partner, TressCox Lawyers

Managing employment relationships requires strategy, skill and agility. The focus of this session will be on applying the skills you need to effectively manage the exit of a difficult employee, an employee who is unwell and an employee with a workplace injury.

Do your practice accounts need a health check?

As registered BAS agents, our team can provide assistance in a wide range of services to suit your practice needs.
Friday 28 October

11.15AM – 12PM

PRACTICE MANAGEMENT SYSTEMS – WHAT IS THE BEST SOFTWARE FOR YOUR PRACTICE?

Loryn Einstein, Managing Director, Medical Billing Experts

Choosing a practice management system is one of the critical decisions to be made in both new and existing private practices. There are numerous practice management systems available on the market. With technology changing at a rapid rate and cloud-based systems entering the Australian market, the marketplace is more confusing than ever. Join us for an overview of the practice management systems currently on the market and some practical advice on how to choose the practice management system that best suits your practice now and into the future.

12PM – 1PM LUNCH

1PM – 1.45PM

ARE YOU PAYING YOUR STAFF CORRECTLY AND WHAT ARE THE KEY INFLUENCES ON SALARIES?

Colleen Sullivan OAM, Practice Consultant

One of the most frequent questions from practices is whether or not they are paying their staff correctly. This session will look at the correct hourly rates for different positions in the practice.

This session will also present the results of the 2015 AAPM National Salary Survey, the only national survey of salaries of practice managers and staff in Australia. Conducted since 2005, we now have a longitudinal study of the trends that influence salaries.

1.45PM - 2.30PM

THE FAIR WORK SYSTEM AND YOUR PRIVATE PRACTICE

George Sotiris, Senior Workplace Advisor – Workplace Relations, AMA Queensland

The Fair Work system governs the employer and employee relationship in your private practice. When establishing a private practice, you need to ensure that compliance is met with relevant legislation and modern awards, to avoid claims and disputes to the Fair Work Commission or other bodies. Join George Sotiris, Senior Workplace Advisor at AMA Queensland, who will canvass the essentials of meeting compliance with the Fair Work system, including:

- the relevant legislation;
- employment contracts;
- wages; and
- practice policies.

1.45PM - 2.30PM

UNDERSTANDING SERVICE FEES AND TAX

Paul Copeland, Director, William Buck Accountants

Two of the largest costs to a medical practitioner are their taxation liability and the service fees they pay for the administration of their practice. The higher the service fee, usually the lower your tax – but how high is too high? The level of service fee paid can be impacted by your style of practice, whether or not you are in a group practice and the market rates for service fees prevalent in your specialisation. Join Paul Copeland, Director, William Buck, as he provides insight into the tax laws around service fees, income and expenses of private practices, whilst also offering ideas to legally minimise your tax and compliance costs.

Saturday 29 October

11.15AM – 12PM

RECORD KEEPING REFRESHER

Katharine Philip, Partner, TressCox Lawyers

Good record keeping is an integral part of good medical practice. Failure to maintain appropriate records can result in disciplinary action by the regulators. Katharine will remind you of the basic principles of good record keeping, why it is a vital discipline in contemporary medical practice and provide practical examples of how good record keeping has saved the day.

12PM - 12.30PM

CONTRACTS 101 - TIPS, TRAPS AND COMMON MISCONCEPTIONS

Lynette Reynolds, Partner, TressCox Lawyers

You've most likely signed thousands of contracts in your lifetime. However, how many of us truly know the ins and outs of contracts in your lifetime? Join our expert from TressCox Lawyers to discuss the common traps hidden within contracts, what separates a good contract from an atrocious one, and a segment dedicated to busting common contract myths.

1.30PM – 2.30PM

RESILIENCE AND WELLBEING IN THE WORKPLACE – UNDERSTANDING YOUR OBLIGATIONS AS AN EMPLOYER AND STRATEGIES FOR A HAPPIER, HEALTHIER MEDICAL WORKPLACE

Dr Margaret Kay, General Practitioner, Academic and Medical Director of the Queensland Doctors’ Health Program

Panel:
- Dr Ira van der Steenstraten, MD and Life Coach, Breeze Life Coaching, presenter for Resilience on the Run
- Dr Paul Lane, Medical Director, Health & Wellbeing Service Group, Townsville Hospital and Health Service; Medical Director, Townsville Skills Centre, co-designer of the Townsville Ten Cs resilience model (An overview of Townsville Hospital’s team resilience program ‘Ten Cs’)

Organisational resilience and staff wellbeing is a popular topic at the moment, but what do these things mean in terms of duty of care for an employer? And most importantly, how can a healthy workplace contribute to happier staff, reduced turnover, and ultimately greater patient service? Join our presenters to understand your role and responsibilities in creating a safe and sustainable work environment and strategies for creating a healthy, resilient workplace.
Friday 28 October

2.30PM – 3PM AFTERNOON TEA

3PM – 4PM

EXPLORING PRACTICE FUNDING AND MEDICARE COMPLIANCE
Chair: Dr Eleanor Chew, General Practitioner, Nindi Doctors and Member - AMA Queensland Council of General Practice
Panel: Simon Cotterell, First Assistant Secretary, Health Provider Compliance Division, Department of Health
Dr Bill Coote, Director, Professional Services Review Agency (PSRA)
Loryn Einstein, Managing Director, Medical Billing Experts

Medicare is an integral component of every medical practice. Join our chair, Dr Eleanor Chew, along with our panel of experts, in a comprehensive discussion of the interaction between Medicare and clinical practice. The panel will canvas the range of schemes and incentive payments available to practitioners, how to avoid incorrect billing and the process if you are found to have inappropriate billing practices. The panel will explore:

- what practice incentive payments and schemes are out there;
- understanding Medicare billing;
- incorrect billing – how it happens and how to avoid it;
- bulk-billing versus patient billing; and
- what happens if you don’t comply: navigating health compliance audits and reviews.

4PM – 5PM

PANEL DISCUSSION - HOW TO EXCEL IN PRIVATE PRACTICE
Chair: Colleen Sullivan OAM, Practice Consultant
Panel: Dr Richard Kahler, Managing Director and Specialist, BrizBrain and Spine
Dr Noela Whitby AM, General Practitioner, Carindale Medical Centre
Sue Pocock, Business Manager, Scope Business Solutions
Gae Nuttall, Senior Risk Advisor, MDA National

To consolidate the key learnings of the day, join our panel of hard-working doctors and professionals who have all set up thriving modern practices in a variety of settings and specialities. Our expert panel will provide advice on how they ensured they got the fundamentals right, such as practice systems, staffing and risk management, and what they would tell themselves if they were starting out again.

Saturday 29 October

2.30PM – 3PM AFTERNOON TEA

3PM – 4.15PM

CLOSING PANEL - MANAGING PATIENTS WHO DISPLAY CHALLENGING BEHAVIOURS
Chair: Katharine Philp, Partner, TressCox Lawyers
Panel: Dr Shaun Rudd, General Practitioner, Main Street Medical Centre, Pialba and former AMA Queensland President
Dr Bill Boyd, Vice President, AMA Queensland and Obstetrician, Mater Misericordiae Hospital
Julie Brooke-Cowden, Manager, Claims and Advisory Services (East) MDA National

Managing difficult patient interactions is something that every medical practitioner will have to deal with during their career. Join our panel in discussing these situations from both a medico-legal and clinical perspective to ensure that you are both protected and that you are doing the best for your patient. Join our panel of experts canvassing the perspectives of a general practitioner (Dr Shaun Rudd), specialist (Dr Bill Boyd) and an MDO (Julie Brooke-Cowden).

4.15PM – 4.20PM

CLOSING COMMENTS
Katharine Philp, Partner, TressCox Lawyers

WHO IS LOOKING AFTER YOU?

There’s never been a more challenging time to be a doctor, so it’s good to know there is someone looking out for you. AMA Queensland helps doctors each and every day through:

- Advocating for a fairer and more expedient complaints management system
- Promoting the role and importance of general practitioners through our Health Hubs
- Career development guidance and resources
- Supporting doctors’ health and wellbeing
- Local, regional and national representation
- Financial and legal services
- Employment support

PRO-RATA RATES ARE NOW AVAILABLE

Contact the Membership Team.
P: (07) 3872 2222
E: membership@amaq.com.au
W: www.amaq.com.au

Membership with AMA Queensland is tax deductible and you are able to pay in monthly instalments.

REFER A MEMBER AND RECEIVE A DISCOUNT ON YOUR MEMBERSHIP RATES

<table>
<thead>
<tr>
<th>Refer 1 Member</th>
<th>Refer 2 Members</th>
<th>Refer 3 Members</th>
<th>Refer 4 Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>25% discount on your membership</td>
<td>50% discount on your membership</td>
<td>75% discount on your membership</td>
<td>No membership fee for one year</td>
</tr>
</tbody>
</table>

REWARD REWARD

Building the future of our profession... together.

PRO-RATA RATES ARE NOW AVAILABLE

Contact the Membership Team.
P: (07) 3872 2222
E: membership@amaq.com.au
W: www.amaq.com.au

Membership with AMA Queensland is tax deductible and you are able to pay in monthly instalments.

PRO-RATA RATES ARE NOW AVAILABLE

Contact the Membership Team.
P: (07) 3872 2222
E: membership@amaq.com.au
W: www.amaq.com.au

Membership with AMA Queensland is tax deductible and you are able to pay in monthly instalments.
JASON BORODY
Managing Director, Vividus

Jason Borody specialises in strategic marketing and communications. He is a dynamic speaker with a natural talent for presenting the latest marketing trends in an entertaining and informative manner.

Jason holds formal qualifications in business marketing and finance. He has over 20 years’ experience spanning various industries in Australia and Europe.

As director of the medical marketing agency Vividus, Jason regularly speaks at seminars on how to identify growth opportunities and develop strategies for medical practices to attract patients and strengthen relationships.

DR BILL BOYD
Vice President, AMA Queensland and Obstetrician, Mater Misericordiae Hospital

Dr Bill Boyd was born in Scotland and obtained a medical degree from Dundee University. He came to Australia in 1982 and initially worked in general practice in Weipa. He completed obstetric training in Adelaide and moved to Mackay in 1986, initially to work at Mackay Base Hospital. In 1989, Dr Boyd entered private practice, based at the Mater Misericordiae hospital in Mackay, and has provided outreach services to the Mackay hinterland for the past 30 years. Dr Boyd ceased delivering babies in 2004 and now offers a full-time gynaecology service. He has just served a second year as AMA Queensland Chair and recently completed a Company Directors Course run by the Australian institute of Company Directors. Dr Boyd holds the position of AMA Queensland Vice President.

JULIE BROOKE-COWDEN
Manager, Claims and Advisory Services (East) MDA National

Julie Brooke-Cowden graduated from Macquarie University in 1994 with a Bachelor of Science (BSc) and a Bachelor of Laws (LLB). She obtained her Specialist Accreditation in Personal Injury (Defendant) Litigation in 2000 and her Master of Laws (LLM) from the University of Sydney in 2005. Julie is an adjunct lecturer at the University of Notre Dame Australia’s School of Medicine in Sydney, and a mentor with the Law Society of NSW’s Women’s Mentoring Program.

Since commencing work with MDA National in 2005, Julie has provided assistance and advice to doctors with respect to complaints, claims, performance and disciplinary issues, conduct and health matters, Medicare investigations and audits, pharmaceutical services investigations, and coronial investigations and inquests.

DR ELEANOR CHEW
General Practitioner, Ningi Doctors and Member - AMA Queensland Council of General Practice

Dr Eleanor Chew is a GP in Brisbane. A graduate of the University of Queensland, she has practiced for 28 years in Darwin, Perth, Canberra and Brisbane. She has worked in a variety of general practice settings, including small, corporate and locum practice.

Dr Chew served as Chair of the Queensland Faculty on the RACGP Council from 2010-2015. She has also held the position of National Vice President and Chair of Council. She is currently a Board Member and Provost of the RACGP Queensland Faculty. Eleanor is a Member of the Principles and Rules Committee of the Medicare Benefits Scheme (MBS) Review Taskforce, charged with reviewing the rules and regulations that underpin the operation of the MBS. She is Member of the Medical Board Performance and Professional Standards Panel, an Assessor with the Queensland Civil and Administrative Tribunal and a GP Member on the Avant Queensland Medical Experts Committee.
PAUL COPELAND
Director, William Buck Accountants

Paul has extensive knowledge in relation to the medical and dental industries, covering all areas of general and specialist practices, assisting them with their accounting, tax and business advisory requirements. An active property developer himself, Paul also has a substantial client base of individuals and corporations in property development, advising them on commercial and taxation issues as they relate to the property industry. Through his strong network of referrers and business partners, Paul is able to provide his clients with invaluable specialist knowledge in their industries. He is often sought after for advice at different medical and property seminars and networks across the state on accounting issues.

DR BILL COOTE
Director, Professional Services Review Agency (PSRA)

Dr Bill Coote has been Director, Professional Services Review since 2011. He has qualifications in medicine and economics from the University of Queensland. He was in general practice at Tamborine Mountain and Canungra from 1978 until 1986. Dr Coote worked for 12 years in the Federal Office of the AMA in Canberra. He was Director, Medical Economics from 1987 until 1992 and CEO from 1992 until 1998. From 1999 to 2001, he worked in Parliament House in Canberra as an adviser to the Minister for Health. From 2001 to 2005, Dr Coote was the inaugural CEO of General Practice Education and Training Pty Ltd, a company established and owned by the Commonwealth.

SIMON COTTERELL
First Assistant Secretary, Health Provider Compliance Division, Department of Health

Simon Cotterell is the First Assistant Secretary, Health Provider Compliance Division in the Department of Health, responsible for the integrity of the Commonwealth’s health payments. Simon has worked for over 26 years in government. Over the last 12 years in health, Simon has led branches working on global and regional health issues; drug policy; health financing; health security; the blood supply; organ and tissue donation; and a range of other health system issues. Prior to health, Simon worked for a decade as a policy adviser in the Department of the Prime Minister and Cabinet in various areas of social policy and international relations. Simon has qualifications in political science and economics, and was awarded a Public Service Medal in 2012 for his work on tobacco plain packaging and tobacco control in Aboriginal and Torres Strait Islander communities.

LORYN EINSTEIN
Managing Director, Medical Billing Experts

Loryn Einstein is Managing Director of Medical Billing Experts, providing medical billing, consultancy and lecturing services across Australia.

Loryn brings to her role as Managing Director more than 25 years of business acumen in a variety of industries, ranging from manufacturing to medical.

Her accomplishments include: Bachelor of Commerce Honours (Finance), Doctorate in Law, Australian Association of Practice Managers Queensland Committee 2013 and 2015 (nominated for Practice Manager of the Year 2013), Certified Practice Manager, Member - Association of Accounting Technicians, Registered BAS Agent, Member of Board Directions and Women on Boards.

Loryn has broad range of experience in the health care sector. Over a 10-year period, she performed a variety of roles as a Senior Manager for Queensland Health, including Business Manager, Director of Corporate Services and Revenue Manager for a tertiary hospital.
Speaker Biographies

ANGELA JEFFREY
Director, William Buck Accountants

Angela Jeffrey is Business Advisory Director at William Buck. She works extensively with the medical and dental industries, covering all areas of general and specialist practices, assisting with their accounting, tax and business advisory requirements. Angela understands the unique issues faced by practitioners, particularly those with private practices, and helps structure their business to achieve maximum results.

DR RICHARD KAHLER
Managing Director and Specialist, BrizBrain and Spine

Dr Richard Kahler is a neurosurgeon and managing director of Queensland’s largest combined neurosurgery and orthopaedic spinal surgery practice, BrizBrain and Spine. As one of the founding members of the practice, Dr Kahler has overseen the practice growth from three surgeons in 2005 to nine surgeons in 2016. He is also an Executive Director of the Newro Foundation, which conducts research into brain and spine conditions and Fortus Health Group, a consulting business specialising in medical practice management.

DR MARGARET KAY
General Practitioner, Academic and Medical Director of the Queensland Doctors’ Health Programme

Dr Margaret Kay is a part-time general practitioner who graduated with Honours in Medicine in 1983 from the University of Queensland. She is a Fellow of the Royal Australian College of General Practitioners. Her PhD in Physician Health focused on understanding how doctors access health care for themselves. She is Medical Director of the Queensland Doctors’ Health Programme and a member of the Australasian Doctors’ Health Network. She holds an academic title with UQ as senior lecturer. She also has clinical and research interests in the field of refugee health.

ROSE KENT
State Manager, Australian Health Practitioner Regulation Agency (AHPRA)

Rose Kent joined AHPRA in June 2015. She leads the Queensland office team in the delivery of core regulatory functions and supports the work of the Queensland Boards and Committees. Rose has a strong focus on delivering the best outcomes for the Queensland community through working collaboratively with the Office of the Health Ombudsman as part of Queensland’s co-regulatory arrangements.

Rose has held senior and executive positions in the Queensland public service. She has extensive experience in regulation in both policy and operational roles, working most recently regulating Queensland’s public passenger transport system. Rose holds qualifications in teaching, commerce and management and is a graduate of the Australian Institute of Company Directors.
ANDREW LUCHICH
Barrister, Queensland Bar

Andrew Luchich is a Brisbane-based barrister who was called to the bar in 2004. Andrew specialises in all forms of personal injury litigation, including medical negligence, workers’ compensation, motor accident insurance and public liability claims. In addition, Andrew also appears regularly at coronial inquests and in the Queensland Civil and Administrative Tribunal (QCAT) for health professionals who are the subject of disciplinary proceedings. He holds a Bachelor of Laws and a Bachelor of Economics from the University of Queensland.

DR PAUL LANE
Medical Director, Health & Wellbeing Service Group, Townsville Hospital and Health Service; Medical Director, Townsville Skills Centre; Co-designer Ten Cs Resilience Model

Dr Paul Lane completed his MBBS in 1992 at the University of Queensland. He spent time as a medical officer in the RAAF. Paul is a fellow of the Royal Australian College of Physicians (FRACP) as well as a fellow of the College of Intensive Care Medicine (FCIM). He has held roles as a general physician and intensive care specialist. Currently he is Medical Director of the Health and wellbeing Service Group, and the Simulation Centre at the Townsville Hospital as well as clinical champion for the hospital’s eMR programme. He has a strong interest in patient safety and is currently researching topics around resilient healthcare. He is co-developer of the Ten Cs Resilience Model.

CHRIS MARIANI
Director, Medical & General Risk Solutions

Chris Mariani is Medical and General Risk Solutions in-house medical indemnity expert. He has over 20 years of insurance experience, the majority of which has specialised in medical indemnity insurance. He previously worked for a major medical indemnity insurer managing corporate clients, brokers, underwriting and leading the products department - where he was responsible for the development and management of medical indemnity policies. Chris has advised some of the largest medical corporate organisations in Australia, including private hospitals and health care businesses. He has worked on global insurance programs and small to medium enterprise (SME) businesses across many industries. Chris has a thorough understanding of medical indemnity legislation and holds numerous insurance qualifications and a Master of Applied Finance.

SIMON MOORE
Commercial Finance Consultant, BOQ Specialist

Simon Moore is a financial specialist with 12 years’ experience. Simon is part of the commercial team and specialises in finance for healthcare professionals. This covers medical equipment leasing, motor vehicle finance, medical property finance and business loans. Prior to joining BOQ Specialist, Simon spent five years in commercial lending and two years in consumer finance.
ASSOCIATE PROFESSOR DAVID MORGAN OAM
Medical Practitioner Member, Queensland Board of the Medical Board of Australia

Associate Professor Morgan has degrees in medical science, medicine and surgery from the University of Queensland. He holds fellowships with the Royal Australasian College of Surgeons, the Royal College of Surgeons of Edinburgh and the Australian Orthopaedic Association. His past presidencies include the Asia Pacific Association of Surgical Tissue Banks, the Medical Device Evaluation Committee Device Tracking Subcommitteee of the Therapeutic Goods Administration, the Medical Advisory Committee of the Brisbane Private Hospital, the Medico-Legal Society of Queensland, the Hip Clinical Advisory Group for the Commonwealth Department of Health and Ageing, the Prosthesis List Advisory Committee for the Commonwealth Department of Health and Ageing and the Arthroplasty Society of Australia. He is a member of the Queensland Board of the Medical Board of Australia, a consultant orthopaedic surgeon at the Brisbane Private Hospital and was awarded the Medal of the Order of Australia in 2008.

ASSOCIATE PROFESSOR LOUISE NASH
Associate Director Teaching and Learning, Brain and Mind Research Institute, Faculty of Medicine, University of Sydney

Associate Professor Louise Nash is a psychiatrist with expertise in teaching, research and clinical work. She is the Associate Director of Teaching and Learning at the Brain and Mind Centre of the University of Sydney and the Clinical Chair for Psychiatry for the Health Education and Training Institute of NSW Health (HETI). She has diverse clinical experience in rural, remote and metropolitan Australia, having worked in Darwin, Alice Springs, Dubbo and Sydney.

Her current and recent research projects include improving the junior doctor experience of psychiatry terms, promoting physician trainee resilience, exploring innovative ways to manage bullying and harassment, enhancing psychiatry trainees’ capacity as clinical teachers and comparing the flipped classroom to didactic teaching. Her PhD examined the impact of medico-legal matters on the health and practice of Australian doctors.

GAE NUTTALL
Senior Risk Advisor, MDA National

Gae Nuttall is a Risk Adviser at MDA National, joining the organisation in May 2015. Gae’s professional interests include medico-legal education, practice management and accreditation systems. She believes that implementing good practice systems minimises risk to both doctors and their practice staff, while providing quality health care. Gae is a registered nurse, with extensive experience in GP education and orientation of doctors new to the Australian health care system.

KATHARINE PHILP
Partner, TressCox Lawyers

Katharine Philp heads the TressCox Health & Aged Care Law practice group in Brisbane. Katharine has over 25 years’ experience in the industry and is highly regarded for her expertise in health law and medical negligence. Her expertise includes the successful defence of claims against doctors taken to trial, coronials disciplinary action and investigations by regulators, disputes with specialist colleges, and professional insurance and indemnity issues.

Katharine obtained a Master of Health and Medical Law from the University of Melbourne, and is the Immediate Past President of the Medico-Legal Society of Queensland. Katharine was selected for inclusion in the Best Lawyers® Australia for Health & Aged Care publication from 2008 to 2017 and for Medical Negligence from 2010 to 2017. Katharine was also listed in the Doyle’s Legal Guide in the pre-eminent tier of the ‘Leading Medical Negligence Lawyers (Defendant) – Brisbane 2015.’

GAE NUTTALL
Senior Risk Advisor, MDA National

Gae Nuttall is a Risk Adviser at MDA National, joining the organisation in May 2015. Gae’s professional interests include medico-legal education, practice management and accreditation systems. She believes that implementing good practice systems minimises risk to both doctors and their practice staff, while providing quality health care. Gae is a registered nurse, with extensive experience in GP education and orientation of doctors new to the Australian health care system.

KATHARINE PHILP
Partner, TressCox Lawyers

Katharine Philp heads the TressCox Health & Aged Care Law practice group in Brisbane. Katharine has over 25 years’ experience in the industry and is highly regarded for her expertise in health law and medical negligence. Her expertise includes the successful defence of claims against doctors taken to trial, coronials disciplinary action and investigations by regulators, disputes with specialist colleges, and professional insurance and indemnity issues.

Katharine obtained a Master of Health and Medical Law from the University of Melbourne, and is the Immediate Past President of the Medico-Legal Society of Queensland. Katharine was selected for inclusion in the Best Lawyers® Australia for Health & Aged Care publication from 2008 to 2017 and for Medical Negligence from 2010 to 2017. Katharine was also listed in the Doyle’s Legal Guide in the pre-eminent tier of the ‘Leading Medical Negligence Lawyers (Defendant) – Brisbane 2015.’

KATHARINE PHILP
Partner, TressCox Lawyers

Katharine Philp heads the TressCox Health & Aged Care Law practice group in Brisbane. Katharine has over 25 years’ experience in the industry and is highly regarded for her expertise in health law and medical negligence. Her expertise includes the successful defence of claims against doctors taken to trial, coronials disciplinary action and investigations by regulators, disputes with specialist colleges, and professional insurance and indemnity issues.

Katharine obtained a Master of Health and Medical Law from the University of Melbourne, and is the Immediate Past President of the Medico-Legal Society of Queensland. Katharine was selected for inclusion in the Best Lawyers® Australia for Health & Aged Care publication from 2008 to 2017 and for Medical Negligence from 2010 to 2017. Katharine was also listed in the Doyle’s Legal Guide in the pre-eminent tier of the ‘Leading Medical Negligence Lawyers (Defendant) – Brisbane 2015.’
DR SHAUN RUDD
General Practitioner, Main Street Medical Centre, Pialba and AMA Queensland Immediate Past President

Dr Shaun Rudd has been practising as a GP for 28 years and is currently based in Hervey Bay. He enjoys all areas of general practice and has been a representative on AMA Queensland Branch Council for the past nine years. He has also served as the AMA Queensland Honorary Secretary from 2007-2008; Chair of the AMA Queensland International Medical Graduates Committee and Chair of the General Practice Liaison Officer State Committee.

SUE POCOCK
Business Manager, Scope Business Solutions

Sue Pocock holds a Bachelor of Business, with majors in accounting and management. Sue has 26 years’ experience in the medical industry and has a special interest in the establishment of medical practices.

Sue’s years of experience, both in Australia and the UK, created a great foundation to launch her own business, Scope Business Solutions. Scope Business Solutions provide specialised consultancy services to specialists and general practitioners, allowing the doctor to concentrate on the clinical aspects of a medical practice. Services provided include clinic design, equipment sourcing, licencing and accreditation, selection and implementation of computing and financial systems, marketing, recruitment and training.

Sue’s industry knowledge, established contacts and commitment to keeping abreast of new developments and technology, has seen her involved in a number of practice set ups and business improvement implementation.

LYNETTE REYNOLDS
Partner, TressCox Lawyers

Lynette Reynolds is a Partner at TressCox Lawyers. She has practised in property and commercial law for more than 20 years, advising clients in commercial and industrial property, corporate advisory, contract preparation and advice, terms and conditions of supply, company and group structuring, and purchases and sales of businesses. Lynette advises clients in the property, medical and allied health, child care, manufacturing and distribution and government sectors. Lynette leads the team that represents the Folkestone Education Trust, a listed property trust which has acquired and leased some 400 child care centres throughout Australia and New Zealand.

Lynette has assisted many clients with restructuring their internal documentation and provided training in the business practices required as a result of the introduction of the Personal Property Securities Act. Lynette was selected for inclusion in the 2013, 2014/15, 2016 and 2017 editions of Best Lawyers® Australia for Commercial and in 2016 for Real Property and she was selected for inclusion in the Asia Pacific Legal 500 (2013/14) for Corporate/M&A and Real Estate.

DEANA SCOTT
Practice Adviser, PRACTIS

Deana Scott is the Director and Principal Practice Adviser of PRACTIS. Deana is also the Founder and Executive Director of VMORE, Australia’s leading provider of virtual private practice technology and support services. She is also the director of the Brisbane-based Anaesthetic Management Group (AMG) and the recruitment agency, Practis Placements.

With over 20 years’ experience in practice management, Deana has assisted over 300 specialists in establishing both traditional and virtual private practices. Deana has consulted to organisations such as AMA Queensland and Ramsay Health, been featured in the Australian Financial Review and is a regular national presenter on practice management and practice technology with the Royal Australasian College of Surgeons. As an accredited professional recruiter, Deana also understands the unique skill set required for finding the right new recruit for your practice.
DR IRA VAN DER STEENSTRATEN
MD and Life Coach, Breeze Life Coaching
Dr Ira van der Steenstraten trained as a psychiatrist, psychotherapist and family therapist at the Academic Medical Centre in Amsterdam, the Netherlands. She has over 20 years of experience working in various medical and therapeutic settings.

After finishing her medical training, she worked as a consultant psychiatrist in diverse settings for several years. Presently she specialises in providing mindfulness and resilience training to adults and children. She has created Resilience on the Run and Rapid Resilience for AMA Queensland, programs to enhance resilience in young doctors. Ira is the founder of Breeze Life Coaching and is currently working as a life coach.

COLEEN SULLIVAN OAM
Practice Consultant
Colleen Sullivan has a background in nursing and is a University of Queensland graduate. She has a strong commitment to health care, practice management and the role of the practice manager. She is passionate about promoting her profession.

She is a presenter and assessor with the UNE Partnerships Professional Practice Management Program. Colleen is also involved in practice management projects with a number of medical colleges, the Australian Medical Association and other associations.

Colleen has published two books with Professor Geoffrey Meredith: Successful Practice Management – Exceeding Patient Expectations and Starting Practice: The Essential Handbook.

For most of her career, Colleen has been actively involved in with the Australian Association of Practice Management and held the positions of state and national presidents. She is a certified practice manager, fellow and life member of the association.

In 2014, Colleen was awarded the Medal of the Order of Australia (OAM) for service to medical administration.

PETA TUMPEY
Partner, TressCox Lawyers
Peta is a Partner at TressCox Lawyers and is the national leader of the Firm’s Employment, Industrial Relations and Workplace Safety Team.

Peta’s experience encompasses aspects of policy development and organisational issues, with a particular focus on workplace issues, including drafting and advising on employment contracts, employee entitlements, statutory obligations, discrimination issues, unfair dismissals and contracts as well as independent contractor agreements.

Additionally, Peta advises and negotiates on the employment aspects in commercial transactions and provides clients with advice on appropriate procedures to minimise risk when recruiting staff and terminating employees. Peta’s expertise includes drafting policies relating to equal opportunity, privacy and occupational health and safety, drafting individual and collective agreements, as well as advising on employee entitlements pursuant to both federal and state jurisdictions. Peta is often called on for commentary on employment law in various publications.

GEORGE SOTIRIS
Senior Workplace Advisor – Workplace Relations, AMA Queensland
George Sotiris has been with the AMA Queensland Workplace Relations Team for over six years. He has a Bachelor of Business from Griffith University, majoring in employment relations and human resources.

George’s area of experience includes advising medical practices on employment aspects, including employment contracts, managing the employment relationship and processes for exiting employees. Familiar with key legislation, including the Fair Work Act and the Work Health and Safety Act, George provides expert advice to members to reduce the risk of potential workplace claims. Although he enjoys all aspects of this complex environment, George particularly enjoys working directly with practices to support better outcomes for doctors and their staff.
DR STEPHEN WALKER
Associate Medical Director, Cognitive Institute

Dr Stephen Walker is the Associate Medical Director of Cognitive Institute.

Prior to joining Cognitive Institute, Dr Walker held the positions of Director of Clinical Training, Deputy Director of Medical Management and Emergency Physician at Mater Health Services Brisbane.

His previous appointments have included Deputy Director of Emergency Medicine at Mater Hospital, Deputy Director and Director of the Emergency Department at Ballarat Health Services and Emergency Department Director at St John of God Hospital Ballarat.

Dr Walker also serves the Committee of Management for Emergency Lift Support Inc. He previously held the position of Senior Lecturer in the Department of Anaesthesia and Critical Care, University of Queensland. He has served on the Primary Examination Committee and Fellowship Examination Committees of the Australian College for Emergency Medicine.

Dr Walker has special interests in education and process improvement in clinical settings. He has published on trauma care efficacy and patient communication. He is currently completing a Master of Health Management at the University of New South Wales.

In 2013, Dr Walker was named Queensland Clinical Educator of the Year. In 2004, he was the recipient of the Mater Health Services Excellence in Clinical Teaching Award.

DR NOELA WHITBY AM
General Practitioner, Carindale Medical Centre

Dr Noela Whitby established Carindale Medical Clinic in 1979 when the Carindale Shopping Centre first opened, after working nearby for three years. The practice has grown over the years from a one- or two-doctor practice to an 11-doctor practice in 2016.

Noela has also worked in Glasgow and Nottingham, UK.

Noela has been active within the wider profession as a past executive of AMA Queensland Branch Council, Chair of AMA Council of General Practice and is currently Deputy Chair of the RACGP in Queensland.

Quality and safety in health care is a particular concern, and Noela has been Chair of the RACGP Practice Standards Committee, Chair of AGPAL and is currently a Director of the Australian Council on Health Care Standards. Particular clinical interests are asthma, womens health, nutrition and dermatology. Noela has post graduate qualifications in dermatology and nutrition. She is the past Chair of the National Asthma Council Australia.

In 2006, Dr Whitby was awarded a Member of the Order of Australia (AM) in recognition of her services to the community and to quality standards in health care.
WORKPLACE RELATIONS
MANUALS

- Work Health & Safety Manual
- Employer Manual
- Employee Policy & Procedure Manual
- Starting & Working in Private Practice

Further 10% off on purchasing all 4 manuals
Registration Form

Workplace Relations Manuals
Work Health & Safety Manual
Employer Manual
Employee Policy & Procedure Manual
Starting & Working in Private Practice

Further 10% off on purchasing all 4 manuals

Workshop Preferences:
To assist us in allocating rooms and resources, please select one workshop from each timeslot for both Friday and Saturday from the preferences below:

Friday 28 October
10.30am – 11.45am
Practice builder stream (new to practice):
Private practice financials 101- A financial perspective when making the move into private practice
Practice booster stream (advanced stream):
Driving patient bookings in your practice

11.45am – 12pm
Practice builder stream (new to practice):
Practice Management Systems – What is the best software for your practice?
Practice booster stream (advanced stream):
Managing risk in your practice

1pm – 1.45pm
Practice builder stream (new to practice):
Are you paying your staff correctly and What are the key influences on salaries?
Practice booster stream (advanced stream):
Practice tune-up: reviewing and improving your practice processes

1.45pm - 2.30pm
Practice builder stream (new to practice):
The Fair Work system and your private practice
Practice booster stream (advanced stream):
Understanding service fees and tax

Saturday 29 October
11am – 12pm
Practice management stream - compliance focus:
Importance of ATO compliance and Record keeping refresher
Medico-legal stream:
Employment law masterclass

12pm - 12.30pm
Practice builder stream (new to practice):
The Fair Work system and your private practice
Practice booster stream (advanced stream):
Understanding service fees and tax

1.45pm - 2.30pm
Practice management stream - compliance focus:
Contracts 101 - Tips, traps and common misconceptions
Medico-legal stream:
Essentials for doctors giving evidence

Participant Details:
(Please print in block letters)
Name: ________________________________  Member no: ________________________________
Mailing address: _________________________________________________________________
Phone: ________________________________  Fax: _______________________________________
Email: __________________________________________
Dietary Requirements: _____________________________________________________________

Payment Options:
○ Credit card  amount $ ____________  ○ Visa   ○ Mastercard   ○ Amex
   Card number: ________________________________  Exp date: ___ / ___
   Cardholder’s name: _____________________________________________________________
   Signature: _________________________________________________________________

○ Direct deposit  amount $ ________________  Description: ____________________________
   Bank of Queensland BSB: 124 084 Account: 10 032 949 * Please quote member participant name within transfer description

○ Cheque enclosed for $ ________________
   (payable to AMA Queensland, PO Box 123, Red Hill, Qld 4059)

Privacy Information:
AMA Queensland’s primary purpose of collecting personal information on this form is to process your purchase. In providing your details you consent to your personal details being used in the manner indicated. ABN: 17 009 660 280

How did you hear about this conference?
○ AMA Queensland direct email
○ Brochure/direct mail
○ Facebook
○ Doctor Q
○ Word of mouth
○ Other __________________________
E.g. via stakeholders such as medical societies, hospital staff associations, universities, colleges

Return this form
To register your attendance at Private Practice and Medico-Legal Conference please complete this form and return to:
Fax to:  (07) 3872 2280
Post to:  PO Box 123
Red Hill Qld 4059
Or scan and email to: registrations@amaq.com.au
For more information call:  (07) 3872 2222