

Agents of Change

**PRACTICE STAFF CONFERENCE
2025**

Conference Program



Friday 14 March 2025

TIME	MEDICAL PRACTICE ASSISTANTS	ADMINISTRATION / RECEPTIONISTS	PRACTICE MANAGERS & OWNERS
9:00am	<p>The Avenue Morning Tea on Arrival & Trade Displays Open</p>		
10:00am	<p>The Arena Welcome & Housekeeping Jenny Pearson – PHN</p>		
10:05am	<p>The Arena Acknowledgement of Country Aunty Cheryl</p>		
10:10am	<p>The Arena What to Expect from the Conference Gary Smith – UNEP</p>		
10:15am	<p>The Arena Coffee on Country – How to Provide Equity of Access for First Nations Patients Robbie Watson & Josh Fuller – PHN</p>		
11:00am	<p>Vivid Spirometry Sarah Baum Spirometry Training Company</p>	<p>The Extra Building Positive Culture Within the Practice – Interactive Session Gary Smith to Facilitate</p>	<p>The Arena Attracting Workforce to Your Practice – The Fast Track Process RACGP / ACRRM</p>
12:00pm	<p>The Extra Cold Chain Management for Admin Staff Sharon Saxby – HNELHD</p>	<p>The Arena Champion Digital Health in Your Practice Peter Mullen – PHN</p>	
12:30pm	<p>Vivid Assisting in Minor Ops Cat Ryan – UNEP</p>	<p>The Extra Recalls & Reminders for Increasing Revenue Gary Smith – UNEP</p>	<p>The Arena Career Pathways & Workforce Development Alana Segnit – UNEP</p>
1:00pm	<p>Lunch</p>		
1:45pm	<p>Vivid ECG & ABI Dawn McIvor – HNELHD</p>	<p>The Extra Streamlining Practice Operations: Data-Driven Workflows for Your Team Christina Robinson – Cubiko</p>	<p>The Arena Positive Duty: The Responsibilities of a Practice Manager Angela Mason Lynch – Avant</p>
2:30pm	<p>The Extra Medico Legal Update for Admin Staff Angela Mason Lynch - Avant</p>	<p>The Arena Regional Workforce Planning Lexie Vazey – PHN</p>	
3:00pm	<p>The Extra Improving the Patient Experience for Transgender People in your Practice Liz Ceissman – Gender Centre</p>	<p>The Arena Financial Health Check: Key Metrics for Practice Profitability Christina Robinson – Cubiko</p>	
3:30pm	<p>Afternoon Tea</p>		
3:45pm	<p>The Arena Looking After Your Most Important Asset – You! Rob Edwards</p>		
4:45pm	<p>Close</p>		
6:00pm	<p>The Avenue Pre-Dinner Drinks & Networking Photographer Available</p>		
7:00pm	<p>The Arena Gala Dinner & MPA Graduation Entertainment with Richie Gudgeon</p>		

Saturday 15 March 2025

TIME	MEDICAL PRACTICE ASSISTANTS	ADMINISTRATION / RECEPTIONISTS	PRACTICE MANAGERS & OWNERS
8:30am	<p>The Arena Welcome & Housekeeping Gary Smith - UNEP</p>		
8:45am	<p>The Arena Welcome – Dr Rod Martin (via MS Teams) ACRRM President Facilitated by Alison Tattersall – PHN</p>		
9:05am	<p>The Arena Utilising AI in General Practice PHN</p>		
9:35am	<p>Vivid Taking Clinical Measurements & Confirming Health Status Cat Ryan – UNEP</p>	<p>The Extra Digital – Cyber Security & Privacy Peter Mullen – PHN</p>	<p>The Arena Mastering the Basics: Finance Tools to Improve Your Practice Sustainability Megan Goodwin – Cutcher & Neale</p>
10:30am	<p>Morning Tea</p>		
10:45am	<p>Vivid MPA’s Community of Practice – MPA Panel Discussion Cat Ryan – UNEP</p>	<p>The Extra Triage Simon Gould - Medics for Life</p>	<p>The Arena How to Set Up Your Business for Success Harry Raftos & David Crook – Momentum</p>
11:45am	<p>Vivid Wound Care Peter Campbell - HNELHD</p>		
12:45pm	<p>Lunch</p>		
1:15pm	<p>The Extra Dealing with the Unexpected in the Waiting Room Matthew Milne – Rural Adversity Mental Health Program (RAMHP)</p>	<p>The Arena Strategies to Survive Ashley Van Leeuwstyn – Better Billing</p>	
2:00pm	<p>The Extra Infection Control – Owning Your Reception Area Cat Ryan – UNEP</p>	<p>The Arena Boosting Practice Performance and Team Empowerment Caitlin Powell – Cutcher & Neale</p>	
3:00pm	<p>Afternoon Tea</p>		
3:15pm	<p>The Arena Responding to Domestic & Family Violence in the Primary Care Setting: A Whole of Practice Approach Dr Alison Lancey</p>		
4:00pm	<p>The Arena Communicating With Confidence Jenny Sewell – UNE Partnerships</p>		
5:00pm	<p>Close – Gary Smith</p>		
5:05pm	<p>Evaluation</p>		

#AOC2025

#ThePHN



Proudly supported by:

