



AMA QUEENSLAND'S  
PRIVATE PRACTICE AND  
MEDICO-LEGAL CONFERENCE

# HITTING THE MARK IN PRIVATE PRACTICE

#PPMLC2019

FRIDAY 30 - SATURDAY 31 AUGUST 2019

ROYAL INTERNATIONAL CONVENTION CENTRE,  
BOWEN HILLS



Register online  
[WWW.AMAQ.COM.AU](http://WWW.AMAQ.COM.AU)

# SPEAKERS



## SELECTED SPEAKERS FEATURED



### **KIM ANGOVE**

National Manager, AGPAL Accreditation

**Kim Angove** is the National Manager for AGPAL, and is responsible for overseeing the day to day operations for the delivery of AGPAL Accreditation for general practices. Kim has extensive experience and knowledge of AGPAL accreditation and the RACGP Standards for general practices, having been associated with AGPAL for more than 15 years.



### **DR MARIA BOULTON**

General Practitioner and Founder and Company Director, Family Doctors Plus, Author, *Telstra Small Business Award* winner

**Dr Maria Boulton**, together with Dr Fiona Raciti, founded the general practice clinic Family Doctors Plus (Windsor, Brisbane), with a view to make a difference in health care with a focus on education. In 2017, Family Doctors Plus was awarded the *Telstra Queensland Business of the Year Award*. In 2018, Maria was named one of the *100 Faces of Small Business* in Queensland and a finalist for *Businessperson of the Year* in the Brisbane Lord Mayor's Business Awards.

Dr Boulton completed her medical degree at the University of Queensland in 2002, and is a Fellow of the Royal Australian College of General Practitioners. She enjoys all aspects of general practice in particular family medicine and skin cancer screening.

Dr Boulton is passionate about preventive medicine, continuity of care and ongoing education and is a regular guest on *Afternoons with Kat Feeney* on ABC Brisbane Radio where she discusses the latest in health news affecting the local community and disease prevention. She has been invited to discuss various medical and business topics at conferences in Brisbane and interstate.

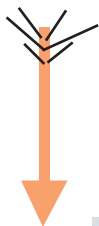


### **JULIE BROOKE-COWDEN**

Manager, Professional Services, 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 with the University of Notre Dame Australia's School of Medicine in Sydney, and a member of the NSW Law Society's Professional Conduct Committee. She has also been a member of Concord Repatriation General Hospital's Human Research Ethics Committee for the past 15 years.

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.



### **TALITHA BURSON**

Claims Manager, MDA National

**Talitha Burson** holds a Bachelor of Laws and Bachelor of Arts (Social Analysis). She commenced her career as a law clerk in 2000 and was admitted as a solicitor in 2003, practising predominantly as a criminal lawyer.

Talitha then moved to the United Kingdom, principally working with health practitioner councils in health and registration matters, and in commercial law, specialising in privacy matters and data protection.

On her return to Australia in 2011, Talitha commenced representing nurses in professional regulatory matters. She began work with MDA National in 2017, providing assistance and advice to medical practitioners with respect to regulatory, disciplinary, performance and health matters, claims, investigations and employment disputes.



### **DR MICHAEL CLEMENTS**

General Practitioner, Fairfield Central Medical Practice; Director, Rural Generalist Training, Queensland Rural Generalist Pathway; and Far North Area Representative, AMA Queensland Council

**Dr Michael Clements** served with the Royal Australian Air Force (RAAF) for 13 years. After working in various locations around the world, Michael now owns and works in a private practice in Townsville as a GP and as a designated aviation medical examiner. He is a Fellow of the Australasian College of Aerospace Medicine, Royal Australian College of General Practitioners, and the Royal Australasian College of Medical Administrators.

He completed a Diploma of Aviation Medicine in the UK in 2010 and remains active in the RAAF Specialist Reserve. Michael continues to supervise general practitioners in training and works part-time as a Director of Rural Generalist Training for the Queensland Rural Generalist Pathway.



### **DR SARAH COLL**

Orthopaedic Surgeon, Cairns; and Board Member, AMA Queensland

**Dr Sarah Coll** graduated from the University of Western Australia in 1994. She spent her intern year in Perth before moving permanently to Queensland. She trained in orthopaedic surgery in Cairns and throughout Brisbane until moving back to Cairns in 2005. She is a visiting medical officer at Cairns Private Hospital and is an AMA Queensland Board Member.

# SPEAKERS



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### PAUL COPELAND

Director, Business Advisory, William Buck

**Paul Copeland** has extensive knowledge of the medical and dental industries, including all areas of general and specialist practice. Paul assists clients with their accounting, tax and business advisory requirements. An active property developer himself, he also has a substantial client base of individuals and corporations in property development, and advises them on commercial and taxation issues as they relate to the property industry. Through his strong network of referrers and business partners, Paul provides his clients with invaluable specialist knowledge in their industries. His accounting advice is highly sought after at different medical and property seminars and networks across the state.



### MICHELLE COWAN

Senior Industrial Officer, AMA Queensland

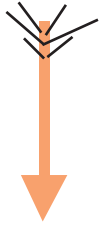
**Michelle Cowan** joined AMA Queensland in late 2017 from an Industrial Officer Role with another member organisation, working in both the state and federal jurisdictions. Michelle's early career was established in retail management roles for leading retailers, where she developed expertise in recruiting, training, developing and managing large workgroups in dynamic work environments. She returned to study law in 2010 and on graduation took an associate position in the Queensland Industrial Relations Commission. She then moved into private legal practice, specialising in employment and workplace relations law. Michelle's breadth of experience from all sides of employment disputes informs members about their employment rights, obligations and the practical options available to resolve workplace issues. Michelle has a particular interest and experience in workplace bullying matters, assisting both employers and employees resolve bullying complaints.



### LORYN EINSTEIN

Managing Director, Medical Billing Experts

As Managing Director of Medical Billing Experts, **Loryn Einstein** manages a successful medical billing and private practice consulting business across Australia, as well as consulting and lecturing on a variety of topics.



### **ASSOCIATE PROFESSOR MICHAEL GRECO**

Chief Executive, Patient Opinion Australia; Director - CFEP Pty Ltd; Associate Professor, School of Medicine, Griffith University; and Honorary Senior Research Fellow, School of Medicine, University of Exeter, UK; and Board Director, Health Leaders Australia

**Associate Professor Michael Greco** is CEO of Client-Focused Evaluations Program (CFEP) and Patient Opinion which has offices in Australia and the UK. CFEP is involved primarily in the provision of patient and colleague feedback to clinicians and healthcare organisations. He holds professorial and honorary senior research fellow posts at the School of Medicine, Griffith University and the Medical School, University of Exeter, UK.



### **ADJUNCT PROFESSOR STEVE HAMBLETON**

General Practitioner; Deputy Chairman *My Health Record* Expansion Program Steering Committee; and Co-sponsor Clinical Programs, Australian Digital Health Agency

**Adjunct Professor Steve Hambleton** is a Past President and Vice President of the Australian Medical Association. He was the State Manager of the corporate medical centre provider Foundation Healthcare in Queensland (now IPN) in 2001. He was President of AMA Queensland in 2005-6 and served on the AMA Council of General Practice at a state and federal level for more than 15 years and currently is president of the AMA Queensland Foundation.

Adjunct Professor Hambleton was the AMA representative on the National Immunisation Committee from 2006-2010 and was a member of the Pharmaceutical Benefits Advisory Committee 2007-2009. He is Deputy Chair of the Australian Digital Health Agency Expansion Program and Co-Sponsor of the clinical reference group and clinical programs.

In April 2015 he was appointed the Chair of the Primary Health Care Advisory Group to investigate options to provide better care for people with complex and chronic illness, and is currently on the Health Care Homes Implementation Advisory Group.

He is also Deputy Chair of the Medicare Benefits Schedule Review Taskforce. In 2018, Adjunct Professor Hambleton was appointed as a Director of the Digital Health CRC.



### **MARTON JAKAB**

Director, Marketing Perfect Practice

**Marton Jakab** drives the marketing and communications efforts for Perfect Practice, who create environments for their clients that enrich many people's lives. Marton is passionate and inspires dentists, doctors, veterinarians and allied health professionals to think about and understand the importance of the many benefits that come with a functioning and aesthetically pleasing healthcare practice environment. He is responsible in delivering this relevant advice to the healthcare community and the right message to those healthcare practitioners who are wanting to start, renovate, relocate or expand their business. Marton is backed by an experienced management team, senior architects, interior designers, design consultants, project consultants, project managers, estimators, contract administrators, graphic designers, specialist consultants and all the trades of course to deliver outstanding practices for his clients.

Over his 26 year career in the corporate environment and in management teams, Marton has worked for both advertising agencies as well as on the client side. He also ran his own marketing and creative consulting business for nearly a decade offering strategic consulting advice to hundreds of clients. Marton's academic qualifications include a Bachelor degree in Psychology, a Master's degree in Commerce (majoring in marketing) and a diploma in marketing research.



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### ANGELA JEFFREY

Director, Business Advisory, William Buck

**Angela Jeffrey** is the 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.



### HEINZ LEPAHE

Partner, HWL Ebsworth

**Heinz Lepahe** is a Partner leading HWL Ebsworth's Workplace Relations and Safety Group in Brisbane. He specialises in providing employment law and workplace relations advice. Heinz assists clients in a range of industries including finance, public sector, transport, manufacturing, construction, hospitality, health and aged care, and professional services. Heinz's practice incorporates both corporate advisory and litigation services.

He is a skilled litigator and formidable advocate, and continues to regularly appear in court on behalf of clients. Heinz also lectures final year law students at Griffith University on Workplace Law and is a sought-after speaker at industry and professional forums. He also regularly presents training programs for use by employers.



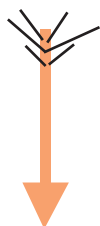
### DR KEAN-SENG LIM

General Practitioner, Mt Druitt Medical Centre and AMA NSW President

**Dr Kean-Seng Lim** is a GP Principal in a small group practice in Mt Druitt, GP Supervisor and the 2015 RACGP GP of the Year. He is the Deputy Chair of the AMA Council of General Practice and also currently sits on the Mt Druitt Medical Practitioners Association Management Committee.

He has previously served on the Board of Wentwest - the Western Sydney Primary Health Network, on the RACGP NSW Faculty board and as chair of the NSW GP Registrars Association and has also been a NEHTA Clinical Lead.

At local level, he has been involved in developing and implementing the SALSA Program which is a schools based obesity prevention program in western Sydney, and has been actively engaged in the Western Sydney implementation of the Medical Home Model.



### **CHRIS MARIANI**

Consultant, Medical and General Risk Solutions

**Chris Mariani** is Medical and General Risk Solutions' medical indemnity expert. He has over 20 years of insurance experience, the majority of which is specialised 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 developing and managing 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 Masters of Applied Finance.



### **PROFESSOR KEITH MCNEIL**

Chief Clinical Information Officer and Assistant Deputy Director-General, Queensland Health

**Professor Keith McNeil** plays a key role in the clinical leadership of the statewide eHealth program. He works closely with key stakeholders to maximise the clinical and patient safety benefits associated with technology in the healthcare setting, while minimising risk.

Professor McNeil has previously worked within Queensland Health as the Head of Transplant Services at The Prince Charles Hospital, Chief Executive Officer at Royal Brisbane and Women's Hospital, and Chief Executive Metro North Hospital and Health Service.

More recently, Professor McNeil was Chief Clinical Information Officer, National Health Service, United Kingdom following roles as Chief Executive Officer at Addenbrooke's Hospital and Cambridge University Hospital Foundation Trust.



### **SAMANTHA MIKLOS**

Occupational Therapist and CEO, Cornerstone Medical Recruitment

**Samantha Miklos** is an Australian trained occupational therapist and the founder and driving force behind Cornerstone Medical Recruitment. Passionate about medical recruitment and healthcare, Sam founded Cornerstone in 2012 and under her leadership the company has undergone rapid expansion to become Australia's highest rated medical recruitment agency, as rated by medical professionals. Sam's ultimate vision is to make an impact on the healthcare available in every Australian community through the provision of high-quality recruitment.

# SPEAKERS



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### **SIMON MOORE**

Financial Specialist, BOQ Specialist

**Simon Moore** is a financial specialist with over 14 years' experience. Simon is part of BOQ Specialist's commercial team and specialises in finance for healthcare professionals, including 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.



### **JULIE O'REILLY**

Director, Business Advisory, William Buck

**Julie O'Reilly** is a Business Advisory Director at William Buck, providing meaningful advice on general tax and strategic business planning including: establishment, structuring, asset protection and growth strategies. Julie has specialised knowledge in relation to the health industries, covering all areas from allied health, medical and dental practices, assisting them with their accounting, tax and business advisory requirements.

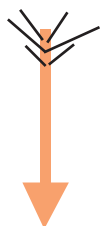


### **KATHARINE PHILP**

Partner, HWL Ebsworth Lawyers

**Katharine Philp** heads the HWL Ebsworth Health Law practice group in Brisbane and is highly regarded for her expertise in health law and medical negligence. She has 30 years' experience defending personal injury actions across various Australian jurisdictions and has conducted health law related matters for over 25 years. Her expertise includes the successful defence of claims against doctors, coronial investigations and inquests, disciplinary action and investigations by regulators, mandatory reporting issues, disputes with specialist colleges, and professional insurance and indemnity issues. Katharine holds a Master's of Health and Medical Law from the University of Melbourne and was the President of the Medico-Legal Society of Queensland Inc. from 2012 - 2014.





## PROFESSOR JULIE QUINLIVAN

Director, Professional Services Review Agency

**Professor Julie Quinlivan** is Director of the Professional Services Review, Member of the Administrative Appeals Tribunal of Australia, Editor in Chief of the Journal of Psychosocial Obstetrics and Gynaecology and on the Editorial Board of the Australian and New Zealand Journal of Obstetrics and Gynaecology and Frontiers in Diabetes. She has published 260 books, book chapters, original research articles and conference proceedings. She is a former Pro Vice Chancellor and Executive Dean of Medicine, Dean of Medicine and Dean of Health. She has been Chair of the WA Clinical Senate and a Non-Executive Director of both Area Health Service and TAFE Boards.



## DR FIONA RACITI

General Practitioner and Founder, Family Doctors Plus, *Telstra Small Business Award* winner

**Dr Fiona Raciti** is a Brisbane based GP and Company Director. In 2016 together with Dr Maria Boulton, she opened Family Doctors Plus, an award winning general practice with a view to make a difference in health care. Their innovative ideas on education, customer service, recruitment and health care won them the *2017 Telstra Queensland Business of the Year Award*. In 2018 they were named one of the *100 Faces of Small Business* in Queensland.

Dr Raciti completed her medical degree with honours at the University of Queensland and has a Fellowship from the Royal Australian College of General Practitioners. She has also completed a Diploma of Child Health and a Certificate in Clinical Occupational Medicine through Monash University. Dr Raciti is a founding member of the Australian Lifestyle Medicine Association.

She has a special interest in women and children's health, travel medicine and occupational medicine. She is passionate about continuing her education to provide up-to-date evidence based care for her patients. She has been an active member of the PHN Geriatric Outreach Service Committee and has been involved in several steering groups on aged care. Dr Raciti is keen to mentor other GP's in business and has been invited to speak at several events on the business of general practice.



## LYNETTE REYNOLDS

Partner, HWL Ebsworth Lawyers

**Lynette Reynolds** has practised in commercial law for more than 25 years, advising clients about commercial and industrial property; commercial and corporate contract advice; terms and conditions of supply; company and group structuring; purchases and sales of businesses.

Lynette regularly advises clients in the medical and allied health sectors. She has assisted many health practitioners in the set-up of new clinics, documenting shareholder and related agreements, and advising on contracts with private hospitals and other health industry participants. Lynette was selected for inclusion in the 2013 to 2018 editions of Best Lawyers®: Australia for Commercial. In addition, she was selected for inclusion in the Asia Pacific Legal 500 (2013/14) for Corporate/M&A and (2016) Real Estate.

# SPEAKERS



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### JANE STEVENS

Executive Services Industries, WorkCover

**Jane Stevens** is the Executive within the Services Industries at WorkCover Queensland. Jane's role is responsible for the implementation of strategic and operational initiatives to deliver an outstanding customer experience within the services industries segment. With a background in Physiotherapy Jane is passionate about evidence based practice and building strong working relationships with customers and stakeholders to achieve successful outcomes. She has experience within WorkCover as relationship manager for various stakeholder groups including the Australian Orthopaedic Association.



### DR SHIH-NING THEN

Senior Lecturer in the School of Law, Australian Centre for Health Law Research, QUT

**Dr Shih-Ning Then** is a Senior Lecturer in the School of Law and a member of the Australian Centre for Health Law Research at the Queensland University of Technology. She teaches and researches in the area of health law and ethics. Her research interests include issues in healthcare faced by groups traditionally considered as vulnerable in society, including adults with decision-making difficulties and children. She is currently a member of the National Health and Medical Research Council's Organ and Tissue Working Committee and her current research includes an Australian Research Council funded project on effective support for decision-making by adults with cognitive impairment.



### LUKE TOY

Director – Policy, Australian Medical Association

**Luke Toy** is the Director, Medical Practice at the Federal AMA. In this role he oversees the policy areas including the MBS, Private Health Insurance, Public Hospital Funding and Health Financing, Aged Care, Compliance issues, AHPRA related issues, eHealth, Medical Indemnity and the AMA Fees List. He was previously the head of advocacy for a National Health NGO, the Deputy Chief of Staff and Senior Adviser to a Federal Minister in a number of portfolios, and worked in a number of federal departments and in US politics. He has a First Class Honour's in Communications (Media/Politics), a Master's in Public Policy, a Master's in Diplomacy, and is an Adjunct Professional Associate at the University of Canberra.



## DR TROYE WALLETT

Founder, GenWise

**Dr Troye Wallett** is a GP with a specific interest in older Australians. In 2014, he recognised the need for GPs in Aged Care Facilities and understood that barriers to entry prevented them from visiting their older patients. In response, he co-founded GenWise, an aged care specific general practice. Three years later GenWise won the 2017 Telstra Business of the Year award. It was recognised as a purpose-driven, ethics based company with a focus on customer service and patient outcomes.

Troye's mind is layered like a golden ratio rectangle which is vital to managing the varied aspects of business, patient care and family life. It is how he keeps his balance. Interacting regularly with octogenarians, health care professionals and the GenWise team has given him the insight that maintaining that balance is vital to a productive and full life. Combining his medical knowledge and self-experimentation, Troye is driven to make a positive difference in the way we think about ourselves and the world around us. Because the lens through which we view the world dictates 90% of our reality.



## LINDY WILLMOTT

Faculty of Law, QUT

**Lindy Willmott** is a Professor in the Law Faculty at QUT. She researches extensively in the health law field, particularly at the end of life. She has co-authored multiple texts as well as the website 'End of Life Law in Australia', and is involved in empirical research projects funded by the Australian Research Council and the National Health and Medical Research Council. Lindy co-leads a project funded by the Commonwealth Department of Health to provide legal training to medical specialists, and a project funded by the Victorian Department of Health to provide legal training to medical practitioners on voluntary assisted dying.



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