



External Consultant & Training Providers Register

For Victorian Divisions of General Practice

2007

These listings should not be regarded as exhaustive.
Nor should any endorsement of individual consultants by GPDV be implied.

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External Consultants & Training Providers Register

Background

GPDV works with divisions to support their capacity to achieve their aims. Support and consultancy staff include: three generalist Divisions' Consultants, who work closely with divisions in the field; and seven Program Consultants with specific responsibility for population health, mental health, immunisation, primary health care development, health informatics, practice nursing, practice support, broadband for health and pharmacy initiatives involving general practice. No costs are charged to divisions for services provided by GPDV staff. Services available are:

- * Information about the Divisions Program and other programs and initiatives affecting general practice
- * Specialist services in Immunisation, Mental Health, Information Technology and the EPC Program
- * Business Plan development and review
- * Strategic Plan development and review
- * Advice on Needs Assessment, program design, development and evaluation, and funding applications
- * Organisational development and evaluation
- * Board and staff orientation and training about the General Practice Strategy
- * Governance and Board of Management development
- * Facilitation of meetings, focus groups, workshops, etc.

Divisions may also use external consultants to provide some or all of these services. For example, Divisions have employed external consultants to conduct:

- * Needs Assessment studies
- * Program design and development
- * Program evaluation
- * Preparation of tenders and funding applications
- * Facilitation of focus groups

The first external consultants register compiled in 1999 included information provided by external consultants known to have experience in working with Victorian Divisions. These listings have been updated and also include additional listings for other consultants who have been of assistance to divisions.

The listings should not be regarded as exhaustive. Nor should any endorsement of individual consultants by GPDV be implied. Where the consultant lists divisions that they have worked with, we encourage divisions considering using the consultant to contact the referee division.

Blank entry forms are included at the end of this document, which may be filled in and returned to GPDV by consultants not already listed.

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CONTACT DETAILS:

Full Name: Andrew Howard

Address: 910 Havelock Street

BALLARAT

VIC

3350

Work Phone:

Mobile Phone: 0418 581 784

Fax Number:

Email: howard.aa@gmail.com

Website:

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Ballarat

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
- ✓ Organisational Analysis, Review & Development
- ✓ Staff Training & Development
- ✓ Board of Management, Training, Development & Review
- ✓ Program Design, Development & Evaluation
- × Preparation of Tenders & Funding Applications
- × Health Data Sourcing, Collation & Analysis
- ✓ Facilitation of Focus Groups
- × Financial Review
- × Needs & Satisfaction Analysis

Notes:

PREVIOUS EXPERIENCE:

16 years in the health and human services sector across portfolios including nursing, Government policy development and contract management, substantial change management projects and middle management and senior executive roles.

CONTACT DETAILS:

Full Name: Annie Re

Address: 130 Gipps Street

ABBOTSFORD VIC 3067

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Mobile Phone: 0400 014 057

Fax Number: (03) 9419 3877

Email: anniere@netconnect.com.au

Website:

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
- ✓ Organisational Analysis, Review & Development
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- ✓ Program Design, Development & Evaluation
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OTHER INFORMATION:

Partners/Staff:

Field Staff utilised as required/indicated

Division Referee/s:

Dr. Marli Watt - previous Medical Director of Ballarat & District DGP and currently Board Director of Brisbane North DGP

Andrew Howard -CEO, Ballarat & District DGP

Dr Paul Hemming

Notes:

PREVIOUS EXPERIENCE:

Over 300 projects for a broad range of community service organisations - listed in full details on file with GPDV:

- * Strategic & Business Planning
- * Organisational Development & Review
- * Project & Program Development, Implementation and Evaluation
- * Professional Development & Training
- * Submissions & Tenders
- * Satisfaction & Community Consultations
- * Quality Assurance & Quality Improvement Systems

Division Experience:

Ballarat & District Division of GP:

- * Project Officer and Project Development 1993-1995
- * Evaluation of Psychologist in GP Rooms Project 1995
- * Evaluation of Ballarat & District Pharmacy Alliance 2000 & 2001
- * Focus Group for evaluation of Access to Allied Health Services 2004

Bendigo & District Division - Project Development Officer Recruitment 1995

Victorian Rural Divisions Co-ordinating Unit - External Evaluation of Rural Health Consumer Education Project 1996

West Vic and Ballarat DGPs - Consultations on projects re Service Development and production of Tenders 1998

Project Manager 2002/3 for a partnership of four collaborating organisations (Ballarat & District DGP, University of Ballarat, Centacare Ballarat & St John of God Health Care) for development and establishment of Pomegranate House Community Psychology Service

CONTACT DETAILS:

Full Name: Michael Licenblat

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CARNEGIE

VIC

3163

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Email: michael@bouncebackfast.com.au

Website: www.BounceBackFast.com

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Helen Threlfall (GPDV)

Corinne Siebel (Westgate)

AREAS OF EXPERTISE:

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Notes:

PREVIOUS EXPERIENCE:

- Bachelor of Science (Psych), Melbourne University
- Diploma of Shiatsu (Shiatsu Australia)
- Certificate IV Assessment & Workplace Training (RMIT)

With a Bachelor of Science in Psychology and a Diploma in Shiatsu body therapy, Michael has worked, one-to-one, with over 5000 people in his private health-care practice, helping them to recover from stress related ailments, better manage their pressure and 'stop working themselves to death'.

Michael's high energy, interactive and light-hearted presentations 'Bounce Back - not Burn Out', 'Don't Think Yourself to Death', 'Turn Stress into Energy and Enthusiasm' and 'Balancing Work and Life' have been delivered to organizations such as Coles Myer Ltd., Pitcher Partners, SEEK Communications, Salesforce Australia, VECCI, Productivity Commission, Caterpillar Australia, Department of Justice, Scotts Australia, and Swinburne University.

Michael has also authored three e-books 'Turn Stress into Energy and Enthusiasm', 'Seven Ways to Prevent Becoming Over-Worked, Stressed-Out and Run-Down' and 'How sales and customer service teams bounce back from rejections and objections'

Michael runs programs on:

- Resilience
- Stress management
- Work life balance

CONTACT DETAILS:

Full Name: Bob Burgell

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DARLING VIC 3145
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KINGSTON ACT 2604

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Fax Number: (03) 9572 1819

Email: bob@burgellconsulting.com.au

Website:

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
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OTHER INFORMATION:

Partners/Staff:

University of Melbourne Dept of General Practice
Australian Institute of Family Studies.
Carers Australia.
Mental Health Council of Australia.
Strategos Australia Pty Ltd

Division Referee/s:

Bill Newton (CEO, GPDV)

Prof Doris Young (University of Melbourne)

Mark Rowe (CEO Victorian Metropolitan Alliance)

Notes:

Other Areas of Expertise:
Consumer/Carer Consultation
GP Educational Planning and Evaluation

PREVIOUS EXPERIENCE:

- * GPDV: Review of the Education Roles of Victorian Divisions.
- * GPDV: Preparation of Chronic Disease Management Resources Kit for Victorian Divisions.
- * Review of GPs in Victorian Community Health Centres.
- * Integration of VMA Registrars' Rural Experience with their Metropolitan Training
- * Integration of Walwa Medical Clinic and Walwa Bush Nursing Hospital.
- * Westbay Div: PCP Integrated Service Plan and Supply and Demand Study of GPs and GP Recruitment Strategy (in partnership with Wyndham LGA).
- * Capability Review of Family Planning Victoria.
- * National Review of Carers of People with Mental Illness.
- * Analysis of Vertical integration of Education/Training for GP Registrars and Medical Undergraduates in GP Practices.
- * Evaluation of the Brimbank Family Outreach Service.

CONTACT DETAILS:

Full Name: Cheryl Martin

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BENDIGO

VIC

3552

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Website: n/a

OTHER INFORMATION:

Partners/Staff:

Cheryl Martin is Principle but other associates are engaged on an as needs basis.

Division Referee/s:

Namanita Patterson - Bendigo & District DGP.

Dr David Oberklaid (formerly Melb DGP)

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Notes:

Cheryl has over 20 years experience in the Human Service Sector as a practitioner, educator, manager, government employee and consultant. Qualifications in Welfare, Public Health and education. Has worked part-time at Bendigo & District DGP for over 7 yrs. Commenced PT private consulting in 2003 which includes independent consulting as well as consulting through DGP Business Unit. Will travel.

PREVIOUS EXPERIENCE:

- Melbourne Division of General Practice – Population Health strategic planning.
- Evaluation of Health Promotion Program for Northern Mallee Primary Care Partnership (DHS funded).
- Evaluation of Bendigo & District Division of General Practice “Virtual Amalgamation Program” – a Commonwealth funded program where five separate practices operated for twelve months under virtual amalgamation.
- Evaluation of Bendigo & District Division of General Practice “Training on Wheels” project – a DHS funded program piloting an innovative practice based model of drug and alcohol education for GPs and Pharmacists.
- Team Building Days for a range of organisations including BRIT (TAFE) and Loddon Mallee Women’s Health Service.
- Submission writing for Bendigo Community Health Services for DHS “GPs in Community Health” projects
- Facilitation of workshops for Bendigo Community Health Care Group
- ‘Taster Sessions’ for a number of groups around a range of interpersonal / workplace communication topics.
- Viability Study of Echuca Regional Health Service's Pharmacotherapy Service

CONTACT DETAILS:

Full Name: Philip Derham

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www.derhamresearch.com

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OTHER INFORMATION:

Partners/Staff:

Sue Graham, Lisa Derham

Division Referee/s:

Mr Lyndon Crick (Southcity)

Notes:

Philip Derham has been assessed to meet the Australian Market & Social Research Society's on-going "Qualified Practicing Market Researcher" Standards - 2003, 2004, 2005 and 2006

Web surveys are getting excellent data fast and cost effectively. With up to 1 in 3 responding.

Derham Marketing Research specialises in member and association tactical and strategic research. It undertakes its projects rapidly, reliably, and cost-effectively.

PREVIOUS EXPERIENCE:

Inner South East Division/ Southcity GP Services:

"Members' Attitudes to Divisional Activities - Opportunities to Build on Strengths" - Ongoing Monitor

"Information Technology - Attitudes and Use Within the Division"

"Market Research for more profitable practices"

"Members perceptions of the division's role"

"Professional development, Hospital discharge and patient support practices"

Focus Groups to Identify member needs - Business and Medical Training/ Upskilling.

Techniques include:

- * Focus Groups
- * Telephone Surveys
- * Web Surveys
- * Fax Surveys
- * In-person Surveys

CONTACT DETAILS:

Full Name: Greg Wills

Address: PO Box 146

BLACK ROCK VIC 3193

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greg@screcruit.com.au

Website: www.screcruit.com.au

AREAS OF EXPERTISE:

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OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Renzo Sgarbossa (CEO) Western Melbourne Division of General Practice

Dr Jo Silva (Chair), Western Melbourne Division of General Practice

Kerry Hollier, Central Bayside General Practice Association

Notes:

Ercon Pty Ltd = 'Employee Relations Specialists'
Southern Cross Recruitment Pty Ltd

ERCON's other areas of expertise include:

- * Human Resources & Workplace Relations.
- * Staff Recruitment
- * Legal drafting Constitutions/By-Laws
- * Occupational health and safety

PREVIOUS EXPERIENCE:

As an expert Human Resources Practitioner Greg Wills has substantial experience in all aspects of Human Resources and Workplace Relations including both the public and private health sectors. Greg served on the Board of a Public Hospital for 10 years and was President of the Board for two years. Ercon designs and implements innovative human resources strategies needed to achieve divisional goals, whilst maintaining a collaborative approach to employee relations. Greg and his team have the ability to develop, implement and provide detailed creative strategies for organisational development reviews, change initiative programs, recruitment and training programs.

Led by Greg as Director, his company Ercon provides a comprehensive range of Human Resources services including:

- * Negotiation of Enterprise Agreements, Australian Workplace Agreements and other Industrial Agreements and Instruments
- * Development of all Human Resources Policies, Procedures and Systems implementation
- * Drafting of Common Law Employment Contracts, and Letters of Offer
- * Mediation, Grievance resolution, Conciliation and Conflict Intervention Services
- * Dispute Advocacy before Federal and State Tribunals
- * Culture Management and Change
- * Competency and Skills Evaluation - Development
- * Professional Development and Learning, Leadership Development
- * Recruitment for all staffing needs including On-Hire staff through Southern Cross Recruitment P/L

CONTACT DETAILS:

Full Name: Chris Taylor

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ALPHINGTON VIC 3078

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Website: www.forrestertaylor.com

OTHER INFORMATION:

Partners/Staff:

One partner/director

Division Referee/s:

Sian Reilly - NWMDGP

Carolyn Searle - NWMDGP

Emily D'Amico - NWMDGP

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Notes:

PREVIOUS EXPERIENCE:

Please ask GPDV for Company Document

Worked with NWMDGP on several projects:

- * building a strategic business focus for GPs in the area (pilot program). Whole Practice Approach
- * developing change & managing change capability of project team
- * facilitating CAF planning meetings
- * facilitating sessions on women and resilience.

CONTACT DETAILS:

Full Name: Chris Miller

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RICHMOND VIC 3121

Work Phone: (03) 9421 2391

Mobile Phone: 0410 640 531

Fax Number:

Email: chris@healthdialogue.com

Website: www.healthdialogue.com.au

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

GPDV

Peter Larter (Melbourne DGP)

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Notes:

Independent consultant
Subcontractors used for specialised design and programming

PREVIOUS EXPERIENCE:

- Health Informatics Consultant, GPDV 2001-2002
- Business Analyst for Intrahealth (medical software company) 2002-2004
- Managed implementation of South Australian Department of Human Services websites and intranet 1997-1998
- Manager, Strategy and Content for eMedical (consumer health website), 2001
- Clinical medicine (including general practice) 1988-2000
- Developed and maintain several health-related websites (including general and specialist practices, public health clinic, specialist medical college)

healthdialogue is more than a simple web developer. As of November 2004, Chris has a Masters Degree in Virtual Communication, evidence that strategic online communication is a specialist area that can build on the potential of the internet for facilitating business processes.

healthdialogue's main focus is on effective use of the web for communication. For divisions, this means:

- Establishing a web presence that is easy for division staff to maintain without knowledge of HTML
- Recognising the needs of the main target audiences (GPs, general practice staff, and developing strategies to provide them with the information they need)
- Identifying divisions' current communication channels and potential for improvement using the internet

CONTACT DETAILS:

Full Name: Heather Michaels

Address: PO Box 16

SASSAFRAS

VIC

3787

Work Phone: (03) 9755 1094

Mobile Phone: 0407 886 778

Fax Number: (03) 9755 2963

Email: heatherm@netspace.net.au

Website: www.hmassociates.com.au

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Eastern Ranges

Lisa Paulin

Kristin Michaels

Notes:

AREAS OF EXPERTISE:

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PREVIOUS EXPERIENCE:

Heather Michaels and Associates is a small human services consultancy business established in 1998. Specialising in working with consumers and small groups, Heather Michaels and Associates has undertaken a range of significant projects in both government and non-government sectors.

Principal Consultant Heather Michaels has over 25 years experience in the management and delivery of human services in both government and non-government sectors. She has a high level of communication and negotiation skills, an excellent interpersonal style and an ability to develop productive working relationships with all stakeholders. Clients have included Eastern Ranges GP Association, Department of Human Services, Department of Health and Ageing and Alzheimer's Australia, local government and PCPs.

Heather works across Melbourne and rural Victoria.

CONTACT DETAILS:

Full Name: Janet Cropley

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ST KILDA

VIC

3182

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Website:

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Westgate Division

AREAS OF EXPERTISE:

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Notes:

PREVIOUS EXPERIENCE:

- * Training for division staff - Time management
 - Public Speaking
 - Business Writing
- * Board Training and performance review.
- * Strategic plan and business plan preparation
- * Development of CME programs
- * Facilitation of planning & problem solving forums.
- * Delivery of CME programs in practice management
- * Executive coaching for GPs on Division Staff.
- * Performance Management
- * Executive Coaching

CONTACT DETAILS:

Full Name: Andrew Rogers

Address: 110 Mt Pleasant Road

ELTHAM

VIC

3095

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Mobile Phone: 0434 075 058

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Website: www.kinderinthekombi.com.au

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Debra Goldfinch (CEO, MDGP)

AREAS OF EXPERTISE:

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Notes:

PREVIOUS EXPERIENCE:

With 20 years of diverse experience in a wide variety of industries my knowledge and experiences allow me to add significant value to clients in the key areas of change management, strategy development, staff motivation and training, concise communication and the transition from chaos to order.

The concept behind "Kinder in the Kombi" stems from my desire to create learning spaces where adults can take a breather from chaotic lives and place themselves in a zone of self reflection. Kinder represents the greatest learning experience we ever had, as it was at kinder that we learned to play and be creative. So instead of jumping in the Kombi and heading up the coast to escape despair, I aim to help adults to go back to kinder, regain their creativity and then make a conscious controlled choice to jump in the kombi because it is a life goal rather than a strategy to run away from the truth.

I have implemented similar programs in organisations such as, MDGP, Ego Pharmaceuticals, Johnson & Johnson, Densply Australia, Origin Healthcare, PMP limited, Masterfoods, Pepsi 7Up, Amcor.

CONTACT DETAILS:**Full Name:** Kris Honey**Address:** 73 Rushall Crescent

NORTH FITZROY VIC 3068

Work Phone: (03) 9486 3871**Mobile Phone:** 041 9 37 670**Fax Number:** (03) 9486 3871**Email:** knh@bigpond.net.au**Website:****AREAS OF EXPERTISE:**

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OTHER INFORMATION:**Partners/Staff:****Division Referee/s:**

Mr Bill Newton, CEO, GPDV

Mr Steve Sant, CEO, Central Bayside Division of General Practice

Ms Kim Wood, CEO, Central West Gippsland Division of General Practice

Notes:**PREVIOUS EXPERIENCE:**

Kris Honey has been working as a consultant assisting organisations, government bodies and sectors through her facilitation of conferences, strategic planning and service system reviews along with governance work for over a decade. Her clients are predominately in the not-for-profit sectors and include the Victorian Government Departments of Human Services, Victorian Communities and Justice and health organisations such as Bayside Health, Peter Mac, Kyabram & District Health Services, Caulfield Community Health Service, Inner East Community Health Service. Kris has been involved in a range of cross partnership initiatives such as Primary Care Partnerships and the partnerships for particular initiatives such as HARP and community building projects.

Over the last two years Kris has facilitated the GPDV Quarterly Forum for Chairs and CEOs, undertaken Board governance reviews for Central West Gippsland Division of General Practice and Central Bayside Division of General Practice and facilitated strategic planning days for GPDV, the Eastern Ranges Division of General Practice and getGP. For the Melbourne Division of General Practice, Kris conducted focus groups as part of the evaluation of the Division 1 Practice Nurse Recruitment and Induction Kit CD and facilitated weekend workshops for the respiratory alliance. For the Northern Division of General Practice she facilitated a GP & Residential Aged Care workshop.

CONTACT DETAILS:**Full Name:** Steven Bowman**Address:** 17 Gordon Grove

MALVERN

VIC 3144

Work Phone: (03) 9509 9529**Mobile Phone:** 0438 325 782**Fax Number:** (03) 9509 9529**Email:** bowman@lifemastery.com.au**Website:** www.lifemastery.com.au**AREAS OF EXPERTISE:**

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OTHER INFORMATION:**Partners/Staff:**

Chutisa Bowman

Division Referee/s:

Debra Cottrell, CEO, Goulburn Valley Division of General Practice Ltd

Jeanette McLaren, Bogong Regional Training Network

Bron Marie, EO, Riverland Division of General Practice

Notes:**PREVIOUS EXPERIENCE:**

- * Governance and Operations desk audit, Board evaluation and Strategic governance and strategic thinking training for Boards of Goulburn Valley Division of General Practice, Melbourne Division of General Practice and Fairfield Division of General Practice
- * Governance training for NSW Central West Division of General Practice, Riverland Division of General Practice and Melbourne Division of General Practice

Steve is one of Australia's leading Governance and Senior Executive Team specialists, having previously held positions as National Executive Director of the Australasian Institute of Banking and Finance, Australian Society of Corporate Treasurers, General Manager of ExpoHire (Australia) Pty Ltd, Assistant Director of the Australian Society of CPAs, Director of the American College of Health Care Administrators, and Managing Director of Enterprise Care Not for Profit Services. He is a past president of the Australian Society of Association Executives, and has held numerous other Board positions. He has consulted to a wide range of commercial, professional, trade, welfare, philanthropic and charitable organisations, and has authored or co-authored over 14 books on Governance and Executive Leadership. He was the founder and Associate Program Director of the Certificate and Advanced Certificate in Association Management at Monash Mt Eliza Business School for 11 years. He currently works with over 1000 Not for Profit and corporate organisations each year in Australia and New Zealand in Governance, Executive Leadership and Consciousness at work. He is author of the book "Conscious Leadership - the key to success."

CONTACT DETAILS:

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HAWTHORN

VIC 3122

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Website: www.teamtraining.com.au

OTHER INFORMATION:

Partners/Staff:

Tony Norquay
Janey Cropley

Division Referee/s:

Corinne Siebel (Westgate)

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
- × Organisational Analysis, Review & Development
- ✓ Staff Training & Development
- ✓ Board of Management, Training, Development & Review
- × Program Design, Development & Evaluation
- × Preparation of Tenders & Funding Applications
- × Health Data Sourcing, Collation & Analysis
- ✓ Facilitation of Focus Groups
- × Financial Review
- × Needs & Satisfaction Analysis

Notes:

PREVIOUS EXPERIENCE:

Have done extensive work with Westgate Division across a number of areas

Knox Division.

Also offers training in Public Speaking and Presentation Skills, Group facilitation and Team Building.

Dealing with Difficult Behaviour

Workplace Mediation

CONTACT DETAILS:

Full Name: Dr Jenny Gowan & Mrs Robyn Saunders

Address: 17 Haldane Road

ELTHAM

VIC 3095

Work Phone: (03) 9431 2025

Mobile Phone: 0417 506 944

Fax Number: (03) 9431 2025

Email: jgowan@tpg.com.au

Website:

AREAS OF EXPERTISE:

- × Business & Strategic Planning, Development & Review
- × Organisational Analysis, Review & Development
- ✓ Staff Training & Development
- × Board of Management, Training, Development & Review
- ✓ Program Design, Development & Evaluation
- × Preparation of Tenders & Funding Applications
- × Health Data Sourcing, Collation & Analysis
- ✓ Facilitation of Focus Groups
- × Financial Review
- × Needs & Satisfaction Analysis

OTHER INFORMATION:

Partners/Staff:

Dr Jenny Gowan, Mrs Robyn Saunders, A Prof Louis Roller, Mr Bill Horsfall and associates

Division Referee/s:

Mr Phillip Bain, CEO, NDGP

Mrs Christine Bellamy, Whitehorse DGP

Mr Graham Sweet, Dandenong DGP

Dr Leon Massage, CEO, GSEDGP

Notes:

Present AACP accredited training courses, required for pharmacists to become accredited to undertake Medication Management Reviews (HMR, RMMR)

- * Clinical interviewing
- * Stage one accreditation
- * Mentoring assistance

Expertise in Medication Management in Aged Care Facilities

Experience in lecture presentation on medication issues, drug interactions, adverse drug events, new drugs and large range of topics.

PREVIOUS EXPERIENCE:

Extensive lecturing experience at Monash University - pharmacy students, sessional medical students, CPD events.

Large range of lecture topics for CPD - GPs, pharmacists, nurses, plus consumers.

Consultants to DHS for training of staff in Special Residential Services

Experience in conference program design for GP/Pharmacy events in Australia, Victoria, China, Malaysia, Vietnam for Divisions of GP.

Focus groups conducted for ADGP/Pharmacy Guild, pharmaceutical industry on medication related issues.

Contracts with a large number of Aged Care Facilities to provide medication management reviews, audits and education sessions.

CONTACT DETAILS:**Full Name:** Mike Rankin**Address:** PO Box 20

TATURA

VIC 3616

Work Phone: (03) 5824 2826**Mobile Phone:** 0417 127 761**Fax Number:****Email:** miker@shepparton.net.au**Website:****OTHER INFORMATION:****Partners/Staff:**Leanne Daldy - HR Consultancy
Suzanna Lawson - Training Consultant**Division Referee/s:**

Debra Cotrell

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
- ✓ Organisational Analysis, Review & Development
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Notes:**PREVIOUS EXPERIENCE:**

Mike Rankin and Associates specialise in a number of areas such as team development, facilitation of focus groups, strategic planning, coaching, mentoring, career planning, management and leadership training.

Mike Rankin and Associates provide strategic training development including skills, audits, training plans for organisations and individuals. In conjunction with this learning plans are developed to deal with unusual training requirements.

Mike Rankin and Associates are able to provide specialist Human Resource advice and strategy development.

Mike Rankin and Associates currently provide consultancy services to a number of organisations including:

Goulburn Valley Division of Practitioners
Goulburn Valley Health
Benalla and District Memorial Hospital
Kyabram and District Hospital
City of Greater Shepparton
Melbourne Water
Brisbane Water
Goulburn Valley Water
Goulburn Murray Water
Moama Bowling Club

CONTACT DETAILS:

Full Name: Roy Batterham

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NORTH MELBOURNE VIC 3078

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Email: info@plexusconsulting.com.au

Website: www.plexusconsulting.com.au

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
- ✓ Organisational Analysis, Review & Development
- ✓ Staff Training & Development
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- ✓ Preparation of Tenders & Funding Applications
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- × Needs & Satisfaction Analysis

OTHER INFORMATION:

Partners/Staff:

Plexus Consulting was created in 2003 when 3 experienced consultants formed a partnership. We also have a number of consultants with specific project related skills with whom we regularly contract.

Division Referee/s:

Ms Lynda Vamvoukis (CEO), Central Highlands

Mr Ken Mansbridge (CEO), Nth East Valley DGP

Notes:

PREVIOUS EXPERIENCE:

Development of Strategic Plans for Divisions, including: Melbourne DGP, Central Bayside DGP, Mornington DGP, Greater South East Melbourne DGP and Inner East Melbourne
Evaluation and Evaluation design: Melbourne DGP: Diabetes Co-Management Project Evaluation; Victorian Medical Advisory Service: Development of an evaluation framework for After Hours Medical Triage and Phone Advice trial; Central Bayside Division of GP and Bayside Kingston Primary Care Partnership: Falls Prevention Project evaluation; GPDV: Evaluation design guide for the state evaluation of dissemination of new MBS items.

Instruction Design & Training: GPDV: Presentation on model of small group learning; North East Valley DGP: Planning for and evaluating changes in GP clinical practice and Central Bayside DGP: Facilitation Training.

Needs & Satisfaction Analysis: Development, implementation and analysis for Divisions including: Central West DGP, Geelong Association of GP, Greater South East DGP, Bendigo DGP, Central Bayside DGP, Melbourne DGP, and Western Melbourne DGP

CONTACT DETAILS:

Full Name: Richard Dore

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857 Doncaster Road
DONCASTER EAST VIC 3109

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Mobile Phone:

Fax Number: (03) 9848 4211

Email: richard.dore@proteuscentre.com

Website: www.proteuscentre.com

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Debra Cottrell (CEO, Goulburn Valley DGP)

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
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Notes:

Approximately 80% of our current clientele are from the Health sector

PREVIOUS EXPERIENCE:

- * Nationally accredited Diploma and Advanced Diploma programs (e.g. Diploma of Business, Diploma of Project Management, Advanced Diploma of Business HR, etc)
- * 6-Day 'Impact Leadership' program - Leadership Development training
- * Executive Excellence Program
- * 'Creating a Positive Culture in the Workplace' workshops and seminars
- * 'Front-line Customer Service' Training
- * 'Building Dynamic Teams' training
- * 'Emotional Intelligence' workshops
- * 'Strategic Planning & Development' workshops
- * 'Report Writing' workshops
- * 14 years in business
- * National Conferences - including 'The Power of Positive Leadership' and 'Leaders with a Life'.
- * Registered Training Organisation (RTO) - Provider No 21518

CONTACT DETAILS:

Full Name: Dr Lee Gruner

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SOUTH YARRA VIC 3141

Work Phone: (03) 9804 7685

Mobile Phone: 0402 299 056

Fax Number: (03) 9804 7685

Email: lgruner@bigpond.com

Website:

OTHER INFORMATION:

Partners/Staff:

Partner with a large health accounting practice if a financial review is needed

Division Referee/s:

Anne Peek, CEO, DDDGP
Colin Roberts, CEO, IEMDGP

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
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- ✓ Facilitation of Focus Groups
- ✗ Financial Review
- ✓ Needs & Satisfaction Analysis

Notes:

Senior management experience in public and private health services

ACHS surveyor for 20 years

Censor in Chief of Royal Australasian College of Medical Administrators

Member of RACMA Board of Directors

PREVIOUS EXPERIENCE:

- * Facilitation and design of a wide variety of short modular management courses suitable for clinicians, including a public speaking course for a Division of General Practice
- * Professional facilitator of large events, smaller events and strategic planning. This includes strategic planning for 2 Divisions of General Practice.
- * Preparation of needed analyses for 2 Division of General Practice
- * ACHS surveyor with diverse experience in accreditation and a number of presentations to GP Divisions on accreditation
- * Organisation reviews in a wide variety of health services - large and small, rural and metropolitan
- * Development of different types of surveys for a wide variety of health clients including GP divisions
- * Presentations to a number of health services Boards on governance, both corporate and clinical and in relation to accreditation
- * Review of clinical risk for a number of health services and provision of education in clinical risk to a large number of varied health services

CONTACT DETAILS:

Full Name: Richard Hill

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CAMBERWELL VIC 3124

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Fax Number:

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Website:

OTHER INFORMATION:

Partners/Staff:

Occasionally contractors assist where required

Division Referee/s:

Susan Webster (GPDV)

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
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Notes:

Primary focus is facilitation, service development and consultation

PREVIOUS EXPERIENCE:

Work with Divisions through QICSA, facilitating a workshop for the Victorian Division, and providing service support and reviews at Western, Geelong, Westgate and Whitehorse Divisions.

Other recent clients include: Foundation for Young Australians, Golden Plains Shire, Department of Victorian Communities, Vietnam Veterans Counselling Service, City of Hobsons Bay, City of Casey, Shire of Yarra Ranges. Whilst the tasks varied most involved facilitation, evaluation and service review.

Extensive career background in service planning and development in youth and community areas, and in training and facilitation. Masters degree is in applied social research.

Primary skills are in constructive facilitation, research and analysis. That is: an ability to investigate and analyse; enable dialogue and participation amongst diverse people, groups, ideas and interests, and to draw on the positives and common issues through which groups and organisations find their way forward.

CONTACT DETAILS:

Full Name: Rob Danby

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BLACKBURN VIC 3130

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Mobile Phone: 0414 6160 013

Fax Number: (03) 9370 0828

Email: robdanby@iprimus.com.au

Website:

OTHER INFORMATION:

Partners/Staff:

Dr Rob Danby
Mr Brian Ruck
Assoc Prof Geoff Quail
Mr Bill Cunningham

Division Referee/s:

David Dart (NE Vic)
Ms Carolyn Searle (NW Melb)

AREAS OF EXPERTISE:

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Notes:

CVs include samples of relevant projects

PREVIOUS EXPERIENCE:

North East Vic Division - Evaluation of Diabetics and Diabetes Education

Blue Mountains Division - Evaluation of GP Outreach Program

GP Association of Geelong - Evaluation of Clockwork

Northern Division - Hospital Affiliates Project

CURHEV - Workforce CME Database and Strategy

GP Branch (DH&AC) - Evaluation of Divisions Program

North West Melb Division - Review of Services and Governance.

North East Vic Division - Organisation Review and Governance Audit

Gippsland Education & Training for GP - Strategic Plan & Business Plan

Victorian Advanced Training for General Practice (VATGP) Program - Evaluation

CONTACT DETAILS:

Full Name: Ann Mercer

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VIC

3015

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Mobile Phone: 0400 480 057

Fax Number: (03) 9391 2639

Email: annm@successlearning.com.au

Website: www.successlearning.com.au

OTHER INFORMATION:

Partners/Staff:

David Strangward

Division Referee/s:

Wendy Thomas - Inner Eastern Melbourne

Rob Fairmead - Goulburn Valley

Kerryn Chen - Gippsland

AREAS OF EXPERTISE:

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Notes:

Training Areas we cover:

Time Management

Team Building

Communication Skills

Problem Solving

Strategic Planning

Project Management

Leadership Skills

Personal Effectiveness

Public Speaking

PREVIOUS EXPERIENCE:

Experience with Divisions:

Southern Division of General Practice

Monash Division of General Practice

Inner Eastern Melbourne Division of General Practice

Goulburn Valley Division of General Practice

Gippsland Division of General Practice

Other Health Industry Experience Includes:

National Primary Care Collaboratives

Royal Victorian Eye & Ear Hospital

St Vincent's Public Hospital

Southwest Healthcare

Southern Health

Victorian Aboriginal Health Service

Victorian Hospitals Industrial Association

Latrobe Community Health Service

Eastern Health

CONTACT DETAILS:

Full Name: Sue Driscoll

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McKINNON VIC 3204

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Fax Number:

Email: gpdv@driscoll.net.au

Website:

OTHER INFORMATION:

Partners/Staff:

Victorian Hospitals' Industrial Association

Division Referee/s:

Pauline Bommer, CEO, EGDGP

Michelle MacGillivray, BDDGP

AREAS OF EXPERTISE:

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Notes:

- * Expert in Communication and Promotion to Members (including training to staff)
- * Media Relations & Training
- * Newsletters/Publications (including training)
- * Website editorial/analysis
- * Perception and branding planning
- * Issue/Crisis Management
- * Marketing
- * Event Management

PREVIOUS EXPERIENCE:

Sue Driscoll manages a communications consultancy that specialises in health care clients. Her philosophy is to support and train clients so that they can continue the communication effort after she has established the strategy. This not only minimises the cost to clients but also ensures the longevity of the communication strategies. Having worked for more than 20 years in Victorian health care, Sue understands the concerns of budget restraints and demonstrating value for money to Boards and the community. She recommends effective communication tools that can be measured and monitored – not quick fixes that achieve nothing.

Sue is an experienced health care communicator who has worked or consulted in all areas of the Victoria Health Care industry: GP divisions, community health centres, rural, regional and major metropolitan acute hospitals, aged care homes, residential care for intellectually and physically disabled and not-for-profit associations.

During her time with acute hospitals, she coordinated hospital and network responses to major crises including infection outbreaks, industrial action, coronial inquests, funding shortfalls, facility and equipment malfunctions and the many media stories – good and bad news – that face a Victorian public hospital.

She has managed internal and external relations for corporations and not-for-profit organisations, as part of the management team or as a consultant. As a consultant, Sue has undertaken a perception audit and branding exercise for two major public hospitals, establishing the strategy for brand awareness, fundraising and marketing. She has designed communications and promotional programs for a range of community clients, including marketing strategies to increase member and consumer satisfaction and awareness.

She currently teaches a range of communication classes to the health care industry, via the Victorian Hospitals Industrial Association, and directly to private clients. She has also taught strategic communication planning and community relations at Masters level at RMIT University, and an extensive number of courses, including media training, writing skills and issue/crisis management to PR industry students.

CONTACT DETAILS:

Full Name: Tony Norquay

Address: 35 Myoora Drive

MOOROOLBARK VIC 3138

Work Phone: (03) 9727 4848

Mobile Phone: 0418 134 709

Fax Number: (03) 9727 2747

Email: info@teamtraining.com.au

Website: www.teamtraining.com.au

OTHER INFORMATION:

Partners/Staff:

Liz Olijnyk (03) 9817-4094

Tony Norquay (03) 9727-4848

Division Referee/s:

Corinne Siebel, CEO, Westage Division of GP.

Jose Urias, N.W Divisions of GP.

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
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Notes:

PREVIOUS EXPERIENCE:

Staff Development
Team Building
Presentation Skills
Dealing with Difficult people situations
Assertiveness Skills
Stress Management/Time Management
Forward Planning
Myers-Briggs Type Indicator
Facilitation
Trainer Training

CONTACT DETAILS:

Full Name: John Mero

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CARNEGIE

VIC

3163

Work Phone: (03) 9563 4272

Mobile Phone: 0412 544 180

Fax Number: (03) 9568 5544

Email: johnmero@vmo.com.au

Website:

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
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- × Needs & Satisfaction Analysis

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Julie Thompson (ADGP, Central West Gippsland)

Helen Threlfall (GPDV)

Bill Newton (CEO, GPDV)

Colin Roberts (Inner Eastern Melbourne)

John McEncroe (Inner Eastern Melbourne)

Notes:

PREVIOUS EXPERIENCE:

30 Divisions and State Based Organisations Nationally.

CONTACT DETAILS:

Full Name: Vivien Adler

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COLLINGWOOD VIC 3066

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Mobile Phone: 0408 304 990

Fax Number: (03) 9416 0514

Email: vadler@netspace.net.au

Website:

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Jill Grogan, Board Member, Southcity GP Services

Janet Laverick, Director of Primary Health, DHS

Notes:

AREAS OF EXPERTISE:

- ✓ Business & Strategic Planning, Development & Review
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PREVIOUS EXPERIENCE:

Vivien Adler has 30 years experience working with Commonwealth and State governments, health services and community organisations. She established and managed Southcity GP Services from 1993-98. In that time she successfully developed a large number of projects. Following her work at the Division, Vivien became a manager in the Department of Human Services and was responsible for a number of statewide programs including post acute care, the Effective Discharge Strategy, hospital in the home and palliative care.

Vivien's area of expertise includes policy development, program design and development, organization development and facilitation.

The key focus of Vivien Adler Consulting is to work in partnership with clients to find workable solutions and to provide quality advice and reports.

Company Name: .

CONTACT DETAILS:

Full Name:

Address:

Work Phone:

Mobile Phone:

Fax Number:

Email:

Website:

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

AREAS OF EXPERTISE:

- ☐ Business & Strategic Planning, Development & Review
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Preparation of Tenders/ Funding Applications

Annie Re (Annie Re).....	2
Cheryl Martin Consulting (Cheryl Martin).....	5
Janet Cropley Training & Consultancy (Janet Cropley).....	11
Plexus Consulting (Roy Batterham).....	18
Quality Directions Australia Pty Ltd (Dr Lee Gruner).....	20
Spice Consulting (Rob Danby).....	22
Vision Method Outcome (John Mero).....	26
Vivien Adler Consulting (Vivien Adler).....	27

Health Data Sourcing, Collation & Analysis

Burgell Consulting P/L (Bob Burgell).....	4
Derham Marketing Research Pty Ltd (Philip Derham).....	6
Spice Consulting (Rob Danby).....	22

Facilitation of Focus Groups

Andrew Howard Consulting (Andrew Howard).....	1
Annie Re (Annie Re).....	2
Bounce Back Fast (Michael Licenblat).....	3
Burgell Consulting P/L (Bob Burgell).....	4
Cheryl Martin Consulting (Cheryl Martin).....	5
Derham Marketing Research Pty Ltd (Philip Derham).....	6
ERCON P/L (Employee Relations Specialist) (Greg Wills).....	7
Forrester & Taylor Associates (Chris Taylor).....	8
Heather Michaels and Associates (Heather Michaels).....	10
Janet Cropley Training & Consultancy (Janet Cropley).....	11
KNH Consulting (Kris Honey).....	13
LifeMastery (Aust) Pty Ltd (Steven Bowman).....	14
Liz Olijnyk Training and Team Development Services (Liz Olijnyk).....	15
MediCom Medication Management Services (Dr Jenny Gowan & Mrs Robyn Saunders)....	16
Mike Rankin & Associates - Training Consultants (Mike Rankin).....	17
Plexus Consulting (Roy Batterham).....	18
Quality Directions Australia Pty Ltd (Dr Lee Gruner).....	20
Richard Hill Consulting (Richard Hill).....	21
Spice Consulting (Rob Danby).....	22
Success Learning (Ann Mercer).....	23
Sue Driscoll (Sue Driscoll).....	24
Teamwork Training Services (Tony Norquay).....	25
Vivien Adler Consulting (Vivien Adler).....	27

Financial Review

Burgell Consulting P/L (Bob Burgell).....	4
Spice Consulting (Rob Danby).....	22
Vision Method Outcome (John Mero).....	26

Needs & Satisfaction Analysis

Annie Re (Annie Re).....	2
Cheryl Martin Consulting (Cheryl Martin).....	5
Derham Marketing Research Pty Ltd (Philip Derham).....	6
ERCON P/L (Employee Relations Specialist) (Greg Wills).....	7
Healthdialogue (Chris Miller).....	9
Heather Michaels and Associates (Heather Michaels).....	10
Kinder in the Kombi (Andrew Rogers).....	12
Mike Rankin & Associates - Training Consultants (Mike Rankin).....	17
Quality Directions Australia Pty Ltd (Dr Lee Gruner).....	20
Spice Consulting (Rob Danby).....	22