



Practice Management Consultants and Training Providers Register

**For Victorian Divisions of General Practice
2005**

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

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Company Name:

Contact Details

Full Name: Reital Minogue

Address: 21 Tramway Parade

BEAUMARIS VIC 3193

Work Phone: (03) 9589 7616

Fax Number:

Mobile Phone: 0412 119 389

Email: reital@optusnet.com.au

Website:

Other Information

Partners/Staff:

Division Referee: Megan Buick

Notes:

Areas of Expertise: Practice Systems

Facilities:

- ☐ Info Management Systems
- ☒ Accreditation including infection control
- ☐ Practice Accreditation Support

Financial:

- ☐ Financial Management, including setting up systems
- ☐ Business Structures and taxation
- ☐ Risk Management, includes insurance, indemnity
- ☒ Strategic and Business Planning for general practice

Human Resources:

- ☒ Personnel Management/ Human Resource Management
- ☒ Staff training for general practices
- ☐ Occupational Health & Safety

Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

Extensive experience working with GPs and their staff, objectively analysing existing organisational systems and services. Assisting and empowering GPs and staff to strategically plan for the successful introduction of new services or implementation of change.

Company Name: Better Practice Developments

Contact Details

Full Name: Karen Hoffmann

Address: 18 McLean Street
SUNBURY VIC 3429

Work Phone: (03) 8345 5651

Fax Number: (03) 8345 5622

Mobile Phone: 0417591587

Email: karenh@nwmdgp.org.au

Website: www.nwmdgp.org.au

Other Information

Partners/Staff:

Division Referee: Carolyn Searle - NWMDGP

Notes:

Areas of Expertise: Practice Systems

Facilities:

- ☒ Info Management Systems
- ☒ Accreditation including infection control
- ☒ Practice Accreditation Support

Financial:

- ☒ Financial Management, including setting up systems
- ☒ Business Structures and taxation
- ☒ Risk Management, includes insurance, indemnity
- ☒ Strategic and Business Planning for general practice

Human Resources:

- ☒ Personnel Management/ Human Resource Management
- ☒ Staff training for general practices
- ☒ Occupational Health && Safety

Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

18 years in management
10 years in Practice Management
Accreditation Surveyor
Bookkeeper/ Accountancy background

Company Name: Coumans CA

Contact Details

Full Name: Richard Coumans

Address: 103 Yarra Street
GEELONG VIC 3220

Work Phone: (03) 5222 1048

Fax Number: (03) 5221 8917

Mobile Phone: 0412 119 232

Email: richard@coumansca.com.au

Website: www.coumansca.com.au

Other Information

Partners/Staff: Richard Coumans CA (Director)
Melissa Neil CA
Denice O'Neill - Schlank CA

Division Referee: Geelong

Notes: 2nd Address:
1A Yarra Street
South Yarra
Vic 3141
Tel: 03 9826 5100
Fax: 03 9826 8544

Areas of Expertise: Practice Systems

Facilities:

- ☐ Info Management Systems
- ☐ Accreditation including infection control
- ☐ Practice Accreditation Support

Financial:

- ☒ Financial Management, including setting up systems
- ☒ Business Structures and taxation
- ☐ Risk Management, includes insurance, indemnity
- ☐ Strategic and Business Planning for general practice

Human Resources:

- ☒ Personnel Management/ Human Resource Management
- ☒ Staff training for general practices
- ☐ Occupational Health & Safety

Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

- Facilitated the GP Business Advantage Program
- Accredited by ADGP to deliver GP Business Advantage
- Full series for both Geelong division and Central Bayside of GP Business Advantage
- Richard is a member of both the Institute of Management Consultants and Institute of Chartered Accountants.
- Business consultant specialising in all areas of strategic planning and practice development

Company Name: Esset Australia

Contact Details

Full Name: Phill Bevan

Address: 266 Charles Street
LAUNCESTON TAS

Work Phone: (03) 6331 3635

Fax Number: (03) 6331 3625

Mobile Phone:

Email: admin@eset.com.au

Website: www.eset.com.au

Other Information

Partners/Staff:

Division Referee:

Notes:

Areas of Expertise: Practice Systems

Facilities:

- ☐ Info Management Systems
- ☐ Accreditation including infection control
- ☐ Practice Accreditation Support

Financial:

- ☐ Financial Management, including setting up systems
- ☐ Business Structures and taxation
- ☐ Risk Management, includes insurance, indemnity
- ☐ Strategic and Business Planning for general practice

Human Resources:

- ☒ Personnel Management/ Human Resource Management
- ☒ Staff training for general practices
- ☒ Occupational Health && Safety

Patient Services:

- ☐ Customer relations, communication and information

Previous Experience

Esset Australia is a national registered training organisation.

Course programs: -Medical Reception

-Diploma of Business

-Certificate IV in Assessment
and Workplace training

Consultancy Services include the well received Practice Profit & Change Program.

Company Name: Exotika Pty Ltd (Practice Development & Support)

Contact Details

Full Name: Michael Maalouf

Address: 4 Beachcomber Place
POINT COOK VIC 3030

Work Phone:

Fax Number:

Mobile Phone: 0415 869 561

Email: exotika@netspace.net.au

Website:

Other Information

Partners/Staff:

Division Referee: Westgate DGP , Western Melbourne DGP

Notes:

Areas of Expertise: Practice Systems

Facilities:

- ☒ Info Management Systems
- ☒ Accreditation including infection control
- ☒ Practice Accreditation Support

Financial:

- ☐ Financial Management, including setting up systems
- ☐ Business Structures and taxation
- ☐ Risk Management, includes insurance, indemnity
- ☐ Strategic and Business Planning for general practice

Human Resources:

- ☐ Personnel Management/ Human Resource Management
- ☒ Staff training for general practices
- ☐ Occupational Health & Safety

Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

12 years experience as a practice manager.

Consultancy service for setting up practices from scratch, including: business structure, premises design, physical set up, procurement, recruitment, staff training & accreditation (6 practices across Victoria)

4 years experience as a program officer for the Westgate DGP, working on practice development and support, and GP workforce.

6 years experience as an AGPAL Accreditation Surveyor: Conducted accreditation visits for over 130 practices.

6 Years experience as a consultant for the Westgate DGP and the Western Melbourne DGP: Conducted hundreds of mock accreditation visits.

Presented in seminars and workshops on Accreditation, Sterilisation, dealing with difficult patients, system implementation, Fool-proof recall and reminder systems.

Organised whole day seminars for practice reception staff nurses.

Company Name: General Practice Support Service Vic.

Contact Details

Full Name: Barb Repcen

Address: Whitehorse Division of General Practice
NUNAWADING VIC 3131

Work Phone: (03) 9894 3755

Fax Number: (03) 9894 3119

Mobile Phone:

Email: brepcen@wdgp.com.au

Website:

Other Information

Partners/Staff: Marg Gordon

Division Referee: Caroline Droutsas

Notes:

Areas of Expertise: Practice Systems

Facilities:

- ☒ Info Management Systems
- ☒ Accreditation including infection control
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Financial:

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Human Resources:

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- ☐ Occupational Health && Safety

Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

Barb Repcen : - Practice Manager for 6 years.
Practice Management Coordinator for 2 years at Whitehorse DGP.
Provided Practice Management/Accreditation Support to several Clinics for the past 2 years including ongoing Practice Management support.
Practice Manager to a Cooperative After Hours Clinic.
Currently studying Diploma of Business Management.

Marg Gordon:- RN Div1
Over 25 years of Nursing experience.
7 Years experience as a Practice Nurse/Manager.
Provided Management assistance for the merger of 5 medical practices during 2003.
Provided Practice Management/Accreditation Support to several Clinics for the past 2 years, including ongoing support.
Care Planning setting up systems.
Facilitator of Care Plan Information sessions Whitehorse DGP and Knox DGP.
Nurse Recruitment.

Company Name: Langpark Medical Centre

Contact Details

Full Name: Julie Cartwright CPA MBA RN1

Address: 33 Cranbourne Road
LANGWARRIN VIC 3910

Work Phone: (03) 9789 5966

Fax Number: (03) 9776 5223

Mobile Phone:

Email: j.cartwright@langparkmedicalcentre.com.au

Website:

Other Information

Partners/Staff:

Division Referee: Mornington Peninsula Division of General Practice,
John Siemienowicz

Notes:

Areas of Expertise: Practice Systems

Facilities:

- ☒ Info Management Systems
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Financial:

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Human Resources:

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- ☐ Occupational Health & Safety

Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

CPA since 1994
5 years experience as business manager in General Practice
Works as consultant to other small businesses in health
Also RN1 (Crit Care)
Completed MBA in Dec 2003
AGPAL surveyor

Company Name: Learn PRN, Pty. Ltd.

Contact Details

Full Name: Robin Tchernomoroff, Director

Address: ICT Centre

Bendigo Vic 3550

Work Phone: (03) 5443 3390

Fax Number: (03) 5443 3390

Mobile Phone: 0417382302

Email: rtchern@learnprn.com

Website: www.learnprn.com

Other Information

Partners/Staff: Kaye Knight, Director (partner)

Division Referee: Chris Fishley, Bendigo Division
Alicia McGrath/ Jane Measday (WestVic)
Alison Joseph (Central Highlands)

Notes: Excellent and entertaining presenter.
Customer Relations.
Communication.
Triage, phone answering.

Areas of Expertise: Practice Systems

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Human Resources:

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- ☒ Staff training for general practices
- ☐ Occupational Health & Safety

Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

Has presented at other divisions in Victoria and interstate.

Company Name: North Melbourne Institute of TAFE

Contact Details

Full Name: Andrea Purcell

Address: 77-91 St Georges Road
PRESTON VIC 3072

Work Phone: (03) 9269 1481

Fax Number: (03) 9269 1428

Mobile Phone: 0413 000 220

Email: andreap-bec@nmit.vic.edu.au

Website: www.nmit.vic.edu.au

Other Information

Partners/Staff:

Division Referee: Northern Division of General Practice
Ken Wong

Notes: We offer a free employment service for Doctors.
Doctors are able to access Nursing and Admin staff.

Areas of Expertise: Practice Systems

Facilities:

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Patient Services:

- ☒ Customer relations, communication and information

Previous Experience

Blood Collection
ECG
General Speciment Collection
Treatment Room Procedures
Medical Reception
Medical Terminology
Cert Medical Practice Management
Cert III in Pathology Specimen Collection

Company Name: Taldisco Pty Ltd T/A Central First Aid

Contact Details

Full Name: Gary Condcliffe

Address: Central First Aid Services
NORTH BENDIGO Vic 3550

Work Phone: (03) 5441 8989

Fax Number: (03) 5441 3535

Mobile Phone: 0418 506 633

Email: cenfas@vtown.com.au

Website:

Other Information

Partners/Staff: Central First Aid Services

Division Referee: Gillian Cass, Central Highlands Division

Notes: Will provide CPR training at a reasonable rate.
Workplace First Aid courses.

Fully approved courses conducted by Ambulance
paramedics.

Areas of Expertise: Practice Systems

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Patient Services:

- ☐ Customer relations, communication and information

Previous Experience

Company Name:

Contact Details

Full Name:

Address:

Work Phone:

Fax Number:

Mobile Phone:

Email:

Website:

Other Information

Partners/Staff:

Division Referee:

Notes:

Areas of Expertise: Practice Systems

Facilities:

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Occupational Health & Safety

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