

Practice Management 16 – 17 November 2018

Speakers in Alphabetical Order



Kathryn Burnes is co-director and business manager for the Northern Territory's leading providers of private audiological services, Arafura and Alice Audiology, which have main clinics in Darwin and Alice Springs, and visiting centres across the width and breadth of the NT. She has responsibility for all day to day operations of both businesses, which have been established in the NT for 20 years. This includes oversight of clinical coordination, financial and corporate governance, human resources and information technology. She is a passionate advocate for the field of independent audiology and the expertise of the audiological profession. Additional to her commitment to audiology services in the

Northern Territory, she coordinates volunteer clinical visits to Timor Leste, where Arafura Audiology visits twice-yearly to provide audiological services and administration support to a population which otherwise has no access to hearing care. For this work in part, she was awarded with Australia Day honours in 2018. Prior to working in Audiology, she was office manager of an international accounting firm in Darwin, employing 40 staff, and has worked in executive assistant positions in the Northern Territory Government Departments of Health, Women's Policy and Asian Relations and Trade. Kathryn has professional skills and special interests in information technology, staff training and progressive professional development. She has overseen Arafura and Alice Audiology's transfer to a paperless clinic and electronic case notes. More recently, she has coordinated the implementation of the National Broadband Network into the business and data storage to the "cloud" in both clinics.

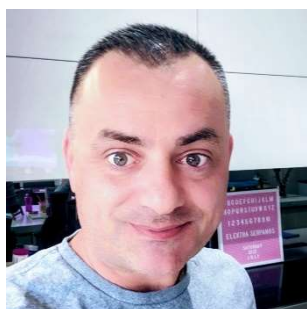


Susan Joseph was employed as Education Officer for the Health Records Act in the Office of the Health Complaints Commissioner, Victoria since mid 2001. The Health Complaints Commissioner is responsible for administration of the Health Records Act, which provides a framework for the management of personal health information. The role of education officer involves educating the public, both consumers and providers, about their rights and obligations under the Health Records Act, as well as dealing with complaints. She now works as a senior resolutions officer with special expertise in Health

Records Act complaints. Susan is a lawyer and health information manager with over 20 years of experience in the health sector (both public and private sectors), and was the legal member of the Victorian Association of Family Therapists Ethics Committee from 2004 until 2012.



Wesley Ong is the audiologist and owner of Fidelity Hearing Centre, in SE QLD. He and his wife Sandi (also an audiologist) started the company just over the 3 years ago and have sites in Bayside Brisbane, Toowoomba region and in between in the Lockyer Valley. Prior to starting his own independent practice, Wesley worked as the Business Development Manager for Sonic in a national role for both hearing aid and equipment sales. He also worked clinically in the big vertically integrated chains as well as independent practice. In addition to Fidelity Hearing Centre, Wesley is both a full member and a board member of EARS Inc., an Australian, not-for-profit organisation dedicated to reducing the impact of deafness and increasing access to hearing care through the training and equipping of health workers and teachers in developing countries. Wesley serves on the IAA Executive Committee.



Yianni Serpanos is an experienced HealthTech innovator and entrepreneur focussed on connecting, helping and growing Australia's hard working and outstanding community of Allied Health providers using innovative centralised and decentralised platforms and applications. Yianni is the founder and CEO of coreplus.com.au, an online health practice management Software as a Service (SaaS), that allows health professionals to manage patient records, appointments, Medicare billing/ claiming and finances in one easy to use online system accessible from any Internet browser, smart phone or tablet. Yianni has worked to integrate other systems such as XERO Add On Integration and integration with Argus Secure Messaging and has recently been working on integrating Hearing Services Programme claiming as an add-on. Yianni has very broad knowledge of eHealth and applications for allied healthcare in particular. He has served as a board member for the Medical Software Industry Association (MSIA) and is committed to innovations that involve system and software development with the input from end-users.



Brian Taylor, AuD is the director of clinical audiology for the Fuel Medical Group. He also serves as the editor-in-chief of Hearing Health and Technology Matters, the leading independent news blog in the Audiology profession, and editor of Audiology Practices, the quarterly journal of the Academy of Doctors of Audiology. Brian has more than 25 years of clinical, practice management and teaching experience. His latest book, Audiology Practice Management from Thieme Press is expected to be published in early 2019. Brian lives in Minneapolis, Minnesota. He will join the seminar online.



Chris Watt, Auditor, Hearing Services Program, has worked with the Hearing Services Program since 2010 in program support and audit roles. Since 2013, Chris has been one of the team leads in auditing and has supported the transition from cyclical auditing to risk-based auditing. Chris is a qualified auditor with qualifications in Lead Auditing and Quality Management Systems Auditing, including a Diploma in Quality Management Systems Auditing. Chris is the program's resident Records Management Policy Advisor and has been working to improve compliance with Commonwealth and Departmental records management related legislation and policies, including the Privacy Act 1988. He is also supporting the program's transition for records digitisation to align with the government's commitment for digital transformation by 2020. Chris also manages the annual self-assessment process for all contracted services providers and coordinates the planning, implementation, analysis and self-assessment outcomes reporting.



Kellie Wilson, Compliance Team Lead, Hearing Services Program, ie has worked with the Commonwealth Department of Health for over ten years, and with the Hearing Services Program (the program) since 2012. In addition to roles in communications, transition management, and stakeholder engagement, she has led the program Compliance Team for the past two years. During this time Kellie lead the development and implementation of the program's updated Compliance Monitoring and Support Framework that was released in July 2017. Kellie has also obtained qualifications as a Lead Auditor of Quality Management Systems. Prior to working with the program Kellie worked in program and policy areas covering health research, research grants and research ethics. Kellie has completed university studies in Psychology, Criminology and Adolescent Health. Kellie has over 10 years' experience working in community health and justice programs in NSW and the ACT; as a Counsellor and Health Promotion Officer with NSW Corrective Services and ACT Health, and as a Youth Case Worker with ACT Youth Justice. Kellie has extensive health program management and evaluation experience, having worked as an International Development Consultant with a number of United Nations agencies including UNDP, UNAIDS, UNICEF and the World Health Organisation in Asia, the Middle East and North Africa since 2000.

Commercial Contributors (in alphabetical order)

Biotronics – Francois Capmeil (Director).

Francois is a biomedical engineer who initially got involved in the hearing field to design an Industrial Hearing Conservation software with audiometer data capture. This software, updated over several years, is today a popular product used in many countries. Subsequently, a range of software was developed to respond to the need of the hearing aid industry. Fitting Wizard was designed in-house, with Francois open to improvements and re-design, providing responsive and friendly technical support.

HearSoft – Lindsay Symons (Director, IAA Member)

Lindsay has been an audiologist since 1976, having completed his post-graduate Diploma in Audiology in 1975 and, later, his Master of Science in Audiology in 1987. He still practises and a clinical audiologist in his private practice Goulburn Valley Hearing Clinic. He began his career in software development when he established Goulburn Valley Software Design which became HearSoft Pty Ltd in 1992. HearSoft Pty Ltd specialises in practice management software for audiology practices - HearAid - as well as data collection systems for allied health professionals and Performance Indicators 5.0 is the primary allied health system used by Queensland Health. HearAid was first released 1994 and in 1997 became one of the approved software packages for electronic claiming for the Office of Hearing Services. HearAid is currently used in over 100 independent audiology practices in Australia and New Zealand, and also by larger corporate service providers.

GN Hearing – Jonathan Constantine

Jonathan is a qualified audiologist who has worked in both diagnostic and rehabilitative audiological practices, with his primary interest being adult audiological rehabilitation. Since 2004, Jonathan has held a variety of roles across different organisations including setting up and running his own independent audiology practice for six years. Jonathan joined GN Hearing Australia in November 2017 as Area Manager for QLD, NT and northern NSW and has been instrumental in helping new customers across his area engage with and utilise GN Hearing's wireless technology and teleaudiology features. He is also working closely with Cochlear Limited in further cementing and developing the Smart Hearing Alliance relationship between these two companies.

Otometrics/Natus – Marianna Harrison and Matthew Whitehouse (Regional Audiology Managers)

Marianna Harrison (Regional Audiology Manager, VIC, TAS, SA, WA). Marianna completed her Masters of Clinical Audiology at the University of Melbourne and is a full member of Audiology Australia. Prior to this, she completed a Bachelor of Physiotherapy at the University of Melbourne and has worked as a physiotherapist in both the public and private sectors. Before joining the Otometrics team, Marianna worked at the Royal Victorian Eye and Ear Hospital as both an audiologist and physiotherapist, performing audiological and vestibular diagnostics as well as vestibular rehabilitation.

Matthew Whitehouse (Regional Audiology Manager QLD, NSW, and ACT) completed a Masters of Clinical Audiology at Macquarie University in Sydney, Australia and previously worked as a full-time practitioner with Amplifon, across a number of clinics in Australia. Matthew is currently a full member of Audiology Australia and has a keen technical focus across all streams of sound, technology, and audiology. Prior to his studies in audiology he completed a Bachelor of Music Technology at the Queensland Conservatorium, and also worked as a full-time audio engineer/producer while collaborating with many international artists, clientele, and post-production facilities.

Phonak – Peter Mulas, M.Clin Aud, Phonak

Peter is the Audiology and Product Manager at Phonak, based in their Australian head office in Sydney. Prior to his current role, Peter was the NSW/ACT product and business support for Phonak. He began his audiology career working at Australian Hearing. In addition, Peter is a musician and sound expert.

Starkey – Dave Fabry, PhD Chief Innovation Officer

Dave Fabry is Chief Innovation Officer for Starkey Hearing Technologies. He is a past Department Chair of Audiology at Mayo Clinic (1994-2002) and the University of Miami (2007-2009). He is a Past President of the American Academy of Audiology (2001) and is currently Editor of Audiology Today and is. Board member of the American Auditory Society. He lives in Eden Prairie, MN, with his wife Liz and near his daughter Loren.

Unitron - Shaun Coghlan Senior Product Manager

Shaun has been the Senior Product Manager at Unitron Global focusing on fitting software and solutions since May 2017. His responsibilities include improving the experience and feature development in Unitron's TrueFit fitting software and expanding the patient insights solution. Previously, Shaun worked in other technology sectors bringing over 12 years of experience as a product manager.

Widex – Geraldine Todd, Product and Account Manager

Geraldine has over 15 years of experience in the Australian Hearing Industry. She has worked in a variety of wholesale and retail environments. Geraldine's area of audiological expertise includes Aural Rehabilitation, Paediatrics, Hearing Technology including Remote Microphone Systems, Clinical Training planning, delivery and Management. She has worked in variety of Clinical Audiology roles and most recently as Product & Account Manager at Widex.
