

Operations

In order to deliver the best possible value for our members, the RACGP's day-to-day operations are organised into a small number of divisions that deliver services to support members.



Zena Burgess
Chief Executive Officer



Nick Williamson
Chief Operating Officer



Ruth Feltoe
General Counsel and
Company Secretary



Karli Middlewood
General Manager,
Finance



Paul Moloney
General Manager, Human
Resources



Josephine Raw
Director, Special
Projects



Simon Richardson
General Manager,
Corporate Services



Mark Rowe
General Manager,
Education Services



Roald Versteeg
General Manager, Policy,
Practice and Innovation



Membership

The Membership division's focus is on assisting members by providing events, information, programs and support, as well as by supporting advocacy efforts through media, communications and marketing campaigns.

The Membership division works closely with other areas of the RACGP to provide member GPs with a valuable membership experience, a connected

community, high-quality education, advocacy and general support for them as individuals.

Our contact centre answered approximately 70,000 queries from members, relating to issues such as eligibility pathways, member services and Continuing Professional Development (CPD) Program offerings. The RACGP's faculties also continued their high activity, hosting over 450 educational events and award ceremonies.

The RACGP ran a very successful series of events, including GP18 with over 1250 delegates, and the



2019 Practice Owners National Conference with over 800 delegates, and enjoyed full subscription to both its dermatology program and Clinical Emergency Management Program (CEMP).

The division ran three major campaigns supporting members and general practice. These were the 'Your Specialist in Life' campaign, highlighting the breadth of GP work in communities and with their patients (resulting in 46% of general public feeling more favourable about GPs); the 'Become a GP' campaign, encouraging medical students

to consider a career in general practice; and the federal election campaign designed to ensure health expenditure was maintained as an election topic (with the online video viewed over one million times, and the campaign cited or referred to almost 8000 times on radio, television and in print and online media).

The quality of the RACGP's flagship publications *Australian Journal of General Practice (AJGP)* and *newsGP* was reflected in record viewership, with *AJGP* averaging 436,064 monthly page views, and *newsGP* 112,000 page views per month.

The division looks forward to embracing new opportunities to put members at the heart of the RACGP's activities in the coming year.

Education Services

The Education Services division is responsible for all matters related to life-long learning for GPs, from pre-vocational training, the Fellowship pathways, the rural Fellowship pathways, Fellowship program operations, through to post-vocational and continuing professional development training. As part of this important role, Education Services is also responsible for the development and operations of assessments and examinations, as well as for education strategy and development. The division works closely with the federal government to ensure the training provided is relevant, high quality and satisfies the needs of the nation, patients and GPs.

For Education Services it was a watershed year – one that saw agreement struck on several major initiatives, and an increasing presence in input and determination of national primary healthcare policy. While Education Services is constantly in discussion with government and a range of representative organisations regarding change proposals and initiatives both macro and minor (totalling in excess of 40 separate initiatives), it is particularly pleasing to note the following highlights:

- The transition of responsibility for the Australian General Practice Training (AGPT) Program and the Remote Vocational Training Scheme (RVTS) to officially come to the RACGP in 2020.
- Implementation of an educational support program for non-vocationally recognised doctors pursuing Fellowship co-funded by the Commonwealth of Australia – an initiative aimed at doctors working in Australia who have not previously been supported educationally, to help them achieve Fellowship.
- Designation of the RACGP Fellowship pathway as a 3GA program under the *Health Insurance Act 1973*. For the first time, the RACGP will be able to administer provider numbers for general practice Fellowship programs.
- Development of more than 20 new resources for GPs across a range of clinical areas.
- Conduct of more than 12,000 individual entry and Fellowship examinations.

Policy, Practice and Innovation

The Policy, Practice and Innovation division is made up of four RACGP Expert Committees: Practice Technology and Management; Quality Care; Funding and Health System Reform; and Standards for General Practice. It also consists of two national faculty councils: RACGP Aboriginal and Torres Strait Islander Health, and RACGP Specific Interests. The division is responsible for developing and coordinating submissions representing member views to various government and stakeholder consultations, as well as for helping the RACGP Board and faculty councils make representations to state and national governments.

The division produced more than 25 resources, such as position statements or guidelines – which support members in providing high-quality



healthcare to all Australians – and over 120 submissions. It also held regular meetings with state and federal Health Department officials and supported Board meetings with health ministers and other politicians.

Corporate Services

The Corporate Services division supports other parts of the RACGP to ensure the efficient and effective running of operations. It includes responsibilities for finance, human resources, legal services, digital technology, knowledge management and procurement.

Human Resources

Work health and safety

We are pleased to report that there were no reportable work health and safety (WHS) incidents this year. This is an excellent result for the RACGP and we congratulate staff for their attention to WHS.

Industrial relations

In December 2018, we submitted a draft three-year enterprise bargaining agreement (EBA) to the Fair Work Commission, which endorsed it in April 2019. The EBA is valid until 30 June 2022. We welcome the endorsement of this important agreement between the RACGP and our staff, and the stability it represents for our workplace over the next three years.

Employment

In the financial year 2018–19, the RACGP had 324 employees by headcount.





Above: Delegates
in a GP18 ALM
Right: AJGP



Future Leaders program

*Dr Mary Wyatt – Program Convenor,
Future Leaders*

The brainchild of former RACGP President Dr Frank Jones, the RACGP Future Leaders program was designed and developed in-house in 2017 to meet the leadership development needs of RACGP Fellows.

Benchmarked against a number of international medical leadership programs, Future Leaders started with 12 GPs and is now in its third year with 28 GPs. By the time GP19 launches, we are proud to say that we will have 60 Future Leaders alumni.

Running from March to October each year, Future Leaders incorporates a blended, action learning approach and covers organisation dynamics, change management, influencing, strategic thinking, advocacy and representation. Each participant undertakes a project, is allocated a mentor and engages in facilitated peer group discussions. As Program Manager, Vicky Moriarty designs and teaches on the program. Key content is delivered via two days of intensive face-to-face workshops at the start of the program, then supported online through webinars and

podcasts. This model has served the program well in engaging GPs from rural and remote communities, and more than 70% of program participants are female.

We have seen many alumni progress into key RACGP roles, work on local, national and global projects, and propose recommendations for the future of general practice – from peer group mentoring to recommendations for how primary care can address climate change.

Guest speakers have included RACGP Presidents, Professor Michael Kidd, Professor Claire Jackson, Dr Liz Sturgiss, Rabia Siddique, Dr Jenny Brockis and many more.

Future Leaders is preparing both current and future generations of GP leaders by critically evaluating and implementing evidence-based methodologies in leadership, connecting an ever-broadening network of GP leaders, and allowing new and relevant ideas to come to the fore and be put into action.