



Training Update



Registrar training update

Welcome to the start of the 2019 training year. Whether you are a new GP registrar this year or nearly completing training, I hope you find your GP Synergy experience prepares you for an exciting future as a confident and competent general practitioner.

Online resources

As many of you are aware there have been some changes to GP Synergy's online resources:

Electronic Therapeutic Guidelines (eTG) is available for all registrars and the new eTG app will also be available soon. Australian Medicine Handbook (AMH) and the AMH Aged Care and AMH Children's companions and SupportGPT are also available to all registrars.

ACRRM's Rural and Remote Medical Education Online (RRMEO) is now available to all rural pathway registrars.

We received overwhelming feedback regarding the value of AMH earlier this year which resulted in the reinstatement of this resource. Please note that we will be monitoring the usage and evaluating the usefulness of all these resources in 2019 to understand what resources GP Synergy will continue to support in the future – please ensure you complete any evaluations when asked to!

To access these resources please go to the 'Quick Links & Subscriptions' tab in the top toolbar in GPRime2.

VMO support

For registrars starting in practices with Visiting Medical Officer (VMO) responsibilities at the local hospital take a look at the new [VMO FAQs](#) on GPRime. There are changes to the support offered for registrars undertaking VMO work so please review the new [Registrar Support Guidelines](#) and see if you are eligible.

Reminders for GP registrars entering a GP term

For those of you moving into GP terms, it is important you have an orientation at your new practice and talk to your supervisor about learning planning for the term.

Begin with the end in mind - what do you want to get out of this term? What areas can you ask your supervisor to focus on? What can you do to make the most of this unique practice experience? What special interests does your supervisor have that you can learn from?

Most importantly, encourage your supervisor to observe your consultations, review your clinical reasoning skills and complete the competency assessments when they are required. As daunting as it is to have someone sitting over your shoulder, it's one of the best ways to gain feedback on your performance and identify learning needs.

New Practice and Supervisor Quality Framework

GP Synergy is implementing a new [Quality Framework](#) for supervisors and practices. You can read more about it [here](#). The framework is designed to raise the overall quality of GP Synergy's training program and the outcome we are hoping to achieve is to bring all practices and supervisors up to a high standard and remove practices and supervisors that do not meet those standards. What does it mean for you? One pillar of the framework is regarding multisource feedback and registrar feedback will be used as one piece of the puzzle. To ensure we are receiving timely feedback about practices all registrars will be required to complete at least one assessment of the practice each term. The assessment is best completed during the term so any concerns can be addressed at the time. The assessments have two sections, one that is visible to the supervisor and a section that is not.

Fellowship assessments

Congratulations to all the registrars that have successfully completed their final assessments and are in extension awaiting fellowship. Good luck to the registrars in the midst of study and exams this term.

Vanessa Moran | Director of Education and Training ACT & NSW

New term reminders



If you're starting a new term in 2019.1, there are a number of important activities that need to take place in the first few weeks of the term.

Day 1: Practice orientation

When you start in a new practice, it is important you are properly orientated. To help practices orientate registrars to a practice, we have developed some orientation resources which registrars can also access. Head to GPRime and look under 'Forms, Documents and Links' – just search 'orientation'.

Week 1-2: Direct observation

To help supervisors assess your competence and level of support required, we strongly recommend supervisors spend some time observing your consultations in the first few weeks of term.

From Week 2-6: Discuss your learning plan needs and the supervision plan with your supervisor

Within the first two to six weeks of term your supervisor will spend time reviewing your learning needs to help you build your learning plan.

Supervision plan

When you start in a new practice, your supervisor may complete a supervision plan and consider how to assess your current level of competence, particularly with regard to high risk or red flag areas to minimise the risk of adverse outcomes for patients and registrars.

It is important from the outset that you have a clear plan with your supervisor about when and how you can contact them when you require assistance, including how you can do this when they are at the practice or away from the practice. If your term requirements include formal teaching, when this will occur should also be incorporated into the plan.

Pre-GP Term Assessment Report (PTAR)

If you have already commenced in a GP term, your supervisor will have reviewed your Pre-Term Assessment Report (PTAR) prior to you starting. The PTAR is a summary of your training. It includes your contact details, a history of your placements, and all the competency assessments completed on you during GP community-based terms, such as Clinical Teaching Visits (CTVs) and competency assessments completed by your other supervisors. You can access your PTAR at any time in GPRime – go to your 'Trainee Portfolio' and click on the 'Summary tab'.

Ongoing in-practice requirements – at a glance

A summary of all the in-practice training requirements can be found in the '[In-practice training requirements at a glance](#)' document available in GPRime (and also attached to the rear of this document). Remember – to access the resource links you will need to be logged into GPRime.

To access:

1. Login to GPRime2.
2. Go to 'Forms, Documents and Links' in the top toolbar.
3. Search 'requirements'.

Requirement	GPT1 (PBT)	GPT2 (PBT)	GPT3 (PBT)	RGP (PBT)	Mandatory Document/Requirement
Before first GP term	Complete first GP term	Complete first GP term	Complete first GP term	Complete first GP term	None
Before every term	Direct observation module	Direct observation module	Direct observation module	Direct observation module	None
Beginning of GP term	Supervisor review of Term Assessment Report (PTAR)	Supervisor review of Term Assessment Report (PTAR)	Supervisor review of Term Assessment Report (PTAR)	Supervisor review of Term Assessment Report (PTAR)	None
During training	Emergency skills	Emergency skills	Emergency skills	Emergency skills	ACSB

Practice log improvements

A part of our ongoing commitment to improve quality training and based on valuable feedback from registrars and practice staff, from 2019.1 term you will notice some improvements to how practice logs are entered in GPRime:

- **For all registrars:**
 - The leave options have been expanded to include public holidays, annual leave, sick leave, personal leave, ADF leave and other leave.
 - As part of GP Synergy's quality framework, a new question has been added regarding 'chronic disease shared care'.
 - Clarification in the help text that time rostered to see residential aged care patients and home visits may be included in practice logs.
- **For mostly rural registrars:**
 - Registrars who work in practices where they participate in formally accredited out of practice VMO/AH activities can now log this separately.
 - Removal of previous restrictions that VMO work can only be logged if done during regular practice hours, or if conducted after hours only if equivalent time in lieu is taken.
- **For registrars working in Aboriginal Community Controlled Health Services:**
 - The cultural mentoring agreement is now included.

Find out more:

- See the [Help sheet: Practice logs](#) in GPRime under 'Forms, Documents and Links'.
- In addition, you will find helpful buttons are available throughout the practice logs in GPRime. Place your cursor over these buttons to display guidance text.
- If you have any further queries, please don't hesitate to contact your PLSO.

Supports for registrars during training

Updates to the registrar support guidelines come into effect from the 2019.1 term. The new guidelines include additional support and subsidy entitlements for Aboriginal and Torres Strait Islander registrars, registrars undertaking procedural training and registrars required to do VMO work. They also provide some additional clarity regarding supporting documentation requirements and the application/claims process.

Find out more:

- See the [Registrar Subsidies at a Glance](#) document
- Access the [full guidelines and accompanying forms](#) via 'Forms, Documents and Links' in GPRime (search 'registrar support').

Research opportunities

The GPSAFER study (Sydney University)

This study is looking at knowledge, views and practices about screening for atrial fibrillation and other arrhythmias, exploring the use of conventional and mobile and handheld ECGs, and identifying needs for training in the interpretation of ECGs. They are seeking participants in a 5 minute online survey.

For further information go to <https://redcap.sydney.edu.au/surveys/?s=RPH8AY9NNN> or contact Dr Kam Wong at kam.wong@sydney.edu.au. Kam is a GP Synergy supervisor in Bathurst.

Facilitators and barriers for collaborative care in primary care, from a general practitioner's perspective: A qualitative study (The George Institute)

This study aims to evaluate general practitioner's perspectives on use of a collaborative care model with other health care professionals within general practices and in related health care sectors, and of research within primary care.

They are seeking participants in a 30 minute face to face or telephone interview.

For further information contact the Principal Investigator: Associate Prof Rohina Joshi Tel: 02 8052 4572 or Dr Hueiming Liu: hliu@georgeinstitute.org.au

Registrar Subsidies at a Glance

Funding to attend GP Synergy workshops

Travel		Accommodation	Exclusions
Airfares	Mileage	Transfers	Compulsory events:
Cheapest, non-flexible flight booked >11 days prior to event	ATO cents per km published rate for distance between suburbs in Google maps excluding first 60km each way	• Airport to hotel • Hotel to airport	• Meals outside workshop • Parking (unless specified in workshop invitation) • Travel paths deviated for non-ASPT purposes
Non-compulsory events: travel > 60km and more than two hours			

Note: Registrars are subsidised for the first 144 hours of workshops attended

Funding for relocation to MMM 3-7 locations

Travel	Moving costs	Respite
• Two return trips (flights/mileage) and two nights accommodation pre-placement for interview/secure accommodation • Travel (flights/mileage) one way to commencement placement	• Self-move trailer hire and mileage for up to two return trips in own vehicle • Self-move vehicle hire and fuel	• End of lease cleaning fee (for pre-placement residence) • Dis/re-connection fees for utilities (electricity, gas, phone, internet) • MMM 5-7 two return trips (flights/mileage) to originating destination

Included within MMM classification term caps

Note: Registrars must live, work and train in an AST, ARST or accredited community-based GP placement for minimum 4 nights per week on average over a 6-month term

Funding for ALS and ACCRM accredited emergency courses

VMO Registrars	ACRRM or FARGP Registrars	Aboriginal and Torres Strait Islander Registrars	Rural Pathway Registrars	Exclusions
Undertaking six month FTE in an MMM3-7 practice with regular VMO roster participation	During or just prior to core GP terms	During core GP terms	MMM3-7	Travel and accommodation costs
\$3,000 once per training program or attendance at a GP Synergy facilitated REST course if available			\$2,500 once per training program	

Funding for other courses

MMM 5-7 Registrars	ACRRM Registrars	Procedural Registrars	Exclusions
Pre-approved non-compulsory education courses relevant to rural practice	• One ACRM assessment information session per training duration • ACRM SIAMPS study groups	Pre-approved curriculum related course fees for procedural registrars undertaking Anaesthetics Surgery, O&G or emergency courses not eligible for funding under any other program	• Conferences • Exam preparation courses (other than specified ACRM courses) • Travel and accommodation costs
Included within MMM classification term caps	Max \$1,000 per SIAMPS exam	Max \$8000 per training program duration	

This document is a guide to the available support for registrars. Please see registrar support guidelines for details.

MMM classification	3	4	5 & Broken Hill	6	7
Funding cap	\$1,930	\$2,186	\$4,228	\$6,188	\$9,497

Note: Part time GP Registrars will receive subsidies on a pro rata basis.

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Clinical Pearl: Hints on taking clinical notes



What is the purpose (or purposes) of taking clinical notes? Here are three reasons:

First, for yourself, both in the consult and afterwards. By contemporaneously taking notes in the consult (and often verbalising to the patient what you are typing as you are typing so they know you are paying attention, and also hearing them correctly), you will help improve your accuracy, organise your thinking and also prompt yourself for gaps in the history you are progressing through. Once you have a draft, simply reading out to the patient what you have written is a great 'summarisation' tool, followed up by 'Have I got that correct?' or 'Is there anything else you want to add?'

Second, it is for other clinicians. A GP or nurse in your practice should be able to glean from your notes both quickly and easily what are the important features and take-away messages from the consult. This requires quality written communication and striking a balance between being too brief and leaving out important information, against writing an essay where the wheat is hidden amongst the chaff. A good rule of thumb is to try and have all of the notes visible to the viewer when opening the consult, without having to scroll down (or at least minimal scrolling). Good written communication can also utilise clear visible structure, including the use of fonts, bolding, paragraphing, dot-pointing etc. Also, try to minimise typos, keep spelling and grammar correct, and avoid obscure acronyms. Remember, notes are a communication tool.

Finally, it is for the lawyers. Medico-legally, we must record the important features of a consult, but our legal friends want us to record every single word that is said! Of course, a more practical approach is required – a succinct summary will always beat a turgid tome.

See below an example of a (fake) consult of a 7year old girl, with some note taking hints.

Here with Mandy

1. Upper respiratory tract infection

- 3 days cough, congestion. Fever first 24 hours, now settled.
- Eating down but drinking ok and passing urine.
- Some cough, no trouble breathing.
- Clingy but alert.
- meds - occasional Panadol, Fess.

2. Plantar wart

- for cryo again (3rd time - improving)

Growth and development good. School going well.

Examination: Irritable, but alert and interactive at times

General

Temperature: 37.2

O2 saturation: 97%

Weight: 121cm

Height: 22.2kg

Ear, nose & throat:

- Neither eardrum red
- Red throat
- Tonsils not enlarged
- No pus on tonsils

Respiratory:

- No respiratory distress
- No creps
- No rhonchi

Reason for visit:

- URTI, viral
- Plantar wart

Plan:

- Cryo to wart, redo as necessary
- Red flags discussed - review prn
- Continue Panadol/Fess prn

A good medico-legal habit to develop – who is in the room? (especially with children)

Try to include (brief) general background notes

General observations are gold! Put them above the 'obs' data

Formalising a (brief) will really let the person who is seeing the notes next know what you are thinking/ planning

Dr James Best | Medical Educator - South Eastern NSW

2019.2 Re-enrolment and term placement dates

Every six months, all registrars (including those going on leave or entering hospital or extension terms), are required to re-enrol. Dates for your diary:

- **2-9 April:** 2019.2 re-enrolment period.
- **18 April:** Registrars notified of grouping allocation.
- **22 April:** Enrolled registrars seeking GP terms can start applying to placements in their assigned grouping.
- **21 Jun:** Deadline for Medicare provider number paperwork.

More information about re-enrolment and term placement will be circulated to registrars in the coming weeks.

Have you just finished a hospital-based term?

- If you have just completed an Extended Skills in Hospital term – please send your report to your medical educator.
- If you have just completed your hospital terms – please send your education coordinator your hospital assessment forms and/or statement of service.

External events of interest

Hot Topics GP Update Course

MedCast

24 Feb | Sydney

30 Mar | Newcastle

[More information](#)

REST Course

ACRRM

Various dates and locations

[More information](#)

Visit the [External Noticeboard](#) for details of more external activities of interest.

GPTEC abstracts now open and close 22 Feb 2019

The 2019 General Practice Education and Training Conference is now accepting abstracts until 22 February 2019.

GP Synergy will subsidise registration and reasonable travel and accommodation for supervisors and registrars who have an abstract accepted for the conference.

For further information about abstract submission visit:

www.gptec2019.com.au

College membership reminder for new registrars

If you are a new cohort registrar, commencing your training in 2019, you must be a member of your respective college/s (RACGP and/or ACRRM) from the start of training term.

If you are on Category 1/2/3 leave you are exempt from this requirement. If you are in hospital you must be a GP registrar member (otherwise the year will not be counted towards your training).

Medicare provider number reminder

If you are a GP registrar going into a GP term in 2019.1 (Feb-Aug), make sure you check the letter you have received from Medicare advising of your provider number approval. Please ensure you have been issued with a provider number with full billing rights before you commence billing patients.

Registrars with refer and request rights will only be able to refer patients and request investigations for them, until a provider number with full billing rights is received.

RMA19 abstracts now open

Abstracts for the 2019 Rural Medicine Australia (RMA) are now open and close 31 March 2019.

For more information visit the [RMA19 website](#).

Emergency skills requirement reminder

ACRRM registrar requirements:

- ACRRM registrars must complete a Rural Emergency Skills Training (REST) course and other emergency medicine courses during their training. Registrars are strongly encouraged to complete a REST course prior to commencing training in a rural or remote GP term.

RACGP requirements:

- RACGP registrars must have valid CPR (within one year) before starting their GPT1 term. Registrars are strongly encouraged to complete an Advanced Life Support (ALS) course prior to commencing training in a rural or remote GP term.
- RACGP registrars eligible to apply for Fellowship must have a valid ALS (within four years) and CPR (within one year) prior to completion of training.

To ensure ACRRM/RACGP emergency skills requirements are met please refer to the [CPR ALS requirements and guidance document for GP registrars](#) available on GPRime in 'Forms, Documents & Links' or the relevant college handbook/guideline.

Fellowship assessment enrolment*

ACRRM fellowship assessments:

- 2019.1: Assessment enrolment: Enrolment closed
- 2019.2: Assessment enrolment: Open 6 May – 30 Jun 2019

For more information visit the [ACRRM website](#).

RACGP fellowship assessments:

- 2019.1 AKT/KFP: Enrolment closed
- 2019.1 OSCE: Enrolment closes 29 Mar 2019
- 2019.2 AKT/KFP: Enrolment opens 18 Mar - 17 May 2019
- 2019.2 OSCE: Enrolment opens 18 Mar - 13 Sept 2019

For further information visit the [RACGP website](#).

*Dates are subject to change. Always check the RACGP and ACRRM websites for the most up-to-date information

Inaugural cultural mentor workshop



In December last year, more than 50 staff from 20 Aboriginal Community Controlled Health Services (ACCHSs)

across NSW and ACT gathered for our inaugural cultural mentor workshop in Sydney.

The cultural mentors, who help GP registrars who are training in Aboriginal health, are local Elders and staff of Aboriginal community controlled health services.

The workshop forms part of our strategy to build capacity and provide training, support and networking opportunities for cultural educators and mentors.

The workshop was highly productive with inspirational speakers including Professor Bob Morgan, Professor Bronwyn Carlson and Jeff McMullen AM.

Research module update

If you're a registrar in your first or second term, the next time you visit the GP Synergy Research Module, you might notice a slight change to the look and feel of the module and some content changes.

This is due to a review of the module and migration to another platform.

Don't forget - the research module is required to be completed by the end of your second GP term. It is self-paced with lessons that can be done one at a time. To complete them all will take around six hours

If you have any difficulties accessing the module, please contact your education coordinator.

Academic post webinar

GP Synergy will be joined by the eight NSW and ACT medical schools to help registrars understand how the posts work, and what opportunities are available.

Date: Thursday 28 February 2019

Time: 7.00pm – 9.00pm

RSVP: https://gpsynergy.zoom.us/webinar/register/WN_Mhb2lf1VRXC15SCQDVmLFw

Don't forget: Applications for academic posts open 1 March to 31 May 2019. Contact GP Synergy's Head of Research, Prof Parker Magin for more information – parker_magin@gpsynergy.com.au or 1300 477 963.

Supervisors recognised in Australia Day honours

A well-deserved congratulations to all the GPs who were recognised in the Australia Day honours, including GP Synergy supervisors Dr Adrian Allen OAM from Walcha, Dr Peter Davidson OAM from Cowra, Dr Stephen Howle OAM from Tamworth and Dr Phillip Brownlie OAM from Glen Innes.

[Read more](#)

Medcast workshop registrar discount

Medcast is offering \$70 off full priced tickets for GP Synergy registrars and supervisors to attend their 'Hot Topics' 2019 series

NSW dates:

- Sydney, 24th February 2019 at International Convention Centre - [Book Here](#)
- Newcastle, 30th March 2019 at Newcastle City Hall - [Book Here](#)

The following codes can be used at the checkout to get the discount.

- Registrar: 'GPSReg' - \$190 (\$70 off registrar tickets)
- Supervisors / MEs: 'GPSup' - \$290 (\$70 off full priced tickets)



ReCEnT (Registrar Clinical Encounters in Training)



The Registrar Clinical Encounters in Training (ReCEnT) project is a flagship general practice education and training project.

The project is the first of its kind to document Australian general practitioner (GP) registrars' educational and clinical experience over time by measuring:

- what registrars do, the types of patients and conditions they see and the management they provide
- how registrars' practice changes during their training.

ReCEnT is an important tool to aid reflection on practice, and registrar's reflection can be facilitated by comparing their data with that of other registrars and established GPs, as well as with the registrar's results in previous terms. Critical evaluation is encouraged:

- Was this a typical week?
- Are the results unexpected?
- Am I different from other registrars? If so, why might that be?
- Am I getting an adequate range of clinical presentations for optimal learning (and exam preparation)?
- Do I need to reconsider any aspect of my practice?

How does ReCEnT work?

The project requires GP registrars to:

- complete encounter forms, recording details of 60 consecutive consultations, in each of their three GP training terms (approximately one to two minutes to complete per form)
- complete registrar and practice characteristic questionnaire (approximately five to 10 minutes at a workshop)
- repeat the above process in each of their three GP training terms.

GP registrars are provided with a feedback report that compares their consultations to the larger group of registrars and, in some cases, national GP data. Registrars are strongly advised to share this information with their supervisors and their medical educators. If registrars provide consent, a copy of their report will be sent directly to supervisors. Feedback reports are accessible in GPRime2 by medical educators and discussion of feedback reports is recommended.

When a training practice has had at least five registrar rounds of ReCEnT data, the supervisor and practice manager will receive an annual practice report. This report enables them to see the registrar's clinical exposure as well as aspects of their clinical and education practice. It also provides comparisons with other training practices. At least five registrar rounds of data per practice report are used so that individual registrars are not identifiable in the report and provides a more valid comparison with other practices.

Which subregions are participating in ReCEnT in 2019?

ReCEnT is being rolled out across all of GP Synergy's training regions.

2019.1 ReCEnT timetable

	HMCC	NE/NW	NWNS	CESWS	ACT	MURR	WNSW	SENSW	NC
Term 1: ReCEnT Orientation	1st March (workshop)	12th March (workshop)	22nd March (workshop)	8th March (workshop)	7th Feb (workshop)	7th Feb (workshop)	19th March (workshop)	11th April (workshop)	2nd April (workshop)
GPT1/2 and PRRT1/2: Distribution of encounter forms	5th April (workshop)	12th March (workshop)	22nd March (workshop)	8th March (workshop)	4th March (mail)	4th March (mail)	19th March (workshop)	11th April (workshop)	2nd April (workshop)
GPT1/2 and PRRT1/2: Collection/due date of encounter forms	3rd May (workshop)	9th April (mail)	8/9/10th April (workshop) & 22nd May (workshop)	12th April (workshop)	11th April (workshop)	11th April (mail)	16th April (mail)	17th May (mail)	7th May (mail)
GPT3 and PRRT3: Distribution of encounter forms	11th March (mail)	4th March (mail)	11th March (mail)	4th March (mail)	4th March (mail)	4th March (mail)	11th March (mail)	4th March (mail)	11th March (mail)
GPT3 and PRRT3: Due Date of encounter forms	12th April (mail)	5th April (mail)	12th April (mail)	5th April (mail)	5th April (mail)	5th April (mail)	12th April (mail)	5th April (mail)	12th April (mail)

Assistance:

- questions about receiving or handing back your ReCEnT packs: Katie Mulquiney on 02 8321 4242 or Katie_Mulquiney@gpsynergy.com.au
- overall project queries: Parker Magin on 02 8321 4540 or Parker_Magin@gpsynergy.com.au.

Meet GP registrar: Dr Sally Street | Western NSW subregion



City born and raised, a love of country music and lifestyle was the impetus for Dr Sally Street and her husband to retrain for life in a rural community. She is in her third term of GP training, loving life and working as a GP obstetrician in Mudgee, Western NSW.

Tell us about your background

I grew up in Canberra and did a science degree there, moved to Sydney to work for a pharmaceutical company, met a man and got accepted to medical school in Brisbane, so we moved up there.

That's where I did my medical school and junior doctor years and we stayed up there for as long as it took for the two of us to get our training done so that we could set ourselves up to be able to go rural and to live anywhere.

Why did you choose obstetrics?

Obstetrics chose me, I loved it from the moment I did it as a medical student, it was the specialty in medicine that I gravitated most naturally towards. I did the John Flynn placement as a student and worked with a GP obstetrician and thought that's what I want to do.

This is it for me, I love looking after the ladies through their pregnancies, being there for the birth of their babies and then watching the babies grow up. The babies that I delivered a year ago are now all turning one and having their birthdays and they're walking and talking and doing all those wonderful things and I think it won't be long before their mothers have ideas about having a second baby.

What greater privilege could there be? In GP obstetrics, if you get a cough or a cold or a runny nose in your pregnancy, I've got it, if you get depressed, I've got it, if you fall over and hurt your knee, I've got that too.

What made you want to go rural?

Good question, neither of us are from rural towns, but the two of us had always loved country music and just that country way of life, more relaxed, less pressured way of life. We just took the time in the city to get all the bits and pieces together that we needed so that we could be ready.

Country music is how we got together. We met online, on one of those internet dating sites. When you live in Sydney it's hard to meet people. I was scrolling through all the profiles and they would say I like all music, except country. Then finally there was this fellow who said he liked country music and I thought I'll have to email him, and here we are married for 10 years with three kids and living happily ever after.

Need some help?

Education Coordinators (EC)

- **Central, Eastern and South Western Sydney:**
Tia Dickson - 02 8321 4101
tia_dickson@gpsynergy.com.au
- **Hunter, Manning and Central Coast:**
Heidi Heinz - 02 8321 4238
heidi_heinz@gpsynergy.com.au
- **Nepean, Western and Northern Sydney:**
Kym Cashen - 02 8321 4112
kym_cashen@gpsynergy.com.au
- **New England/Northwest:**
Sally Lucas - 02 8321 4015
sally_lucas@gpsynergy.com.au
- **North Coast:**
Joanne Sayer - 02 8321 4128
joanne_sayer@gpsynergy.com.au
- **Western NSW:**
Rachel Harris - 02 8321 4212
rachel_harris@gpsynergy.com.au
- **Murrumbidgee and ACT:**
Catherine Daly - 02 8321 4149
catherine_daly@gpsynergy.com.au
- **South Eastern NSW:**
Amanda Piatek - 02 8321 4164
amanda_piatek@gpsynergy.com.au

Registrar Liaison Officers (RLO)

- **Western NSW:**
Daniel Rudd - RLO_western@gpsynergy.com.au
- **Nepean, Western and Northern Sydney:**
Rajdeep Ubeja -
RLO_NESydney@gpsynergy.com.au
- **Hunter New England Central Coast:**
Hayley Vickers - RLO_HNECC@gpsynergy.com.au
- **Central, Eastern and South Western Sydney:**
Currently vacant. Please contact another RLO.
- **South Eastern NSW:**
Emily Watkins - RLO_SouthEastern@gpsynergy.com.au
- **North Coast:**
Currently vacant. Please contact another RLO.
- **Murrumbidgee and ACT:**
Jessica Tidemann -
RLO_MurrumACT@gpsynergy.com.au

Rural Support Officers (RSO)

- **New England/Northwest | North Coast | Hunter Manning & Central Coast:**
Sue Hefren - sue_hefren@gpsynergy.com.au
- **Western NSW:**
Maria Logan - maria_Logan@gpsynergy.com.au
- **Murrumbidgee:**
Sue Hefren - sue_hefren@gpsynergy.com.au
- **South Eastern NSW:**
April McFadden - april_mcfadden@gpsynergy.com.au