

Your journey to become a high performing Practice Manager starts here



Join Tania Worroll for valuable insights and practical guidance on how to take charge and lead a high-performing general practice.

This webinar series is designed to equip both emerging and experienced practice managers and practice owners with essential tools, insights and skills to support your professional growth and enable success in today's ever-changing primary care landscape.

PRESENTER

Tania Worroll
Practice Manager | AGPAL Surveyor |
Trainer/Assessor - UNE Partnerships in
Medical Reception and Practice
Management courses.

WHAT THE SERIES OFFERS:

- Each webinar aligns with relevant accreditation standards
- You will gain real-world, actionable skills you can apply immediately
- You will build a tailored practice improvement plan

WEBINAR SERIES TOPICS AND DATES

Planning and Operations Management

Learn how to build a solid foundation for your business with smart, strategic frameworks.

30 July 2025, 12:30pm - 1:30pm
[View registration page here](#)

Risk and Quality Improvement

Create a culture of safety and excellence with practical tools that improve everyday operations.

24 September 2025, 12:30pm - 1:30pm
[View registration page here](#)

Human Resource Management

Discover how to attract, develop and retain the right team to power your success.

27 August 2025, 12:30pm - 1:30pm
[View registration page here](#)

Customer Service and Leadership

Build the leadership mindset and service strategies needed to deliver an exceptional patient experience.

15 October 2025, 12:30pm - 1:30pm
[View registration page here](#)

Whether you're stepping into a management role or refining your leadership approach, this webinar series is your launchpad. Start strong, lead smart and set yourself up for success.

This webinar series is hosted by Eastern Melbourne PHN in collaboration with Tania Worroll and TROPHI (trophi.org.au).