

INTERVIEW WITH ANNETTE COLEBORN AAPM 2020 QUEENSLAND PRACTICE MANAGER OF THE YEAR

Annette Coleborn

A quick interview with Annette! Annette will be formally acknowledged at our upcoming Brisbane event. She is very excited to meet more AAPM members and expand her networks!

Why did you become a practice manager (PM) or what lead you to becoming a PM?

I somewhat fell into a position of a Medical Receptionist, after being a stay at home Mum for some years. With a teaching background, I have always had a passion for learning, teaching and leading. Moving through to Office Manager, Book Keeper and then a Practice Manager role, allowed me to gain insight into all areas of running a Practice, along with a passion for providing care for not only our patients, but also our team.

What part or parts of your job do you find most challenging?

I am someone that enjoys a challenge, so I try to welcome each situation that arises. Probably what can sometimes keep me up at night (which is not welcomed challenge!) is worrying that I have done enough. Especially at the start of the COVID-19 pandemic, it was a time that I was endlessly worried that I was doing everything I could to protect my staff, the patients, the community, as well as following the correct advice at the time.

What is the most gratifying part of your job?

I am proud to provide services to the community. I am born and raised in Gladstone, and I have a real passion for making sure we have access to adequate health care services. I also love seeing people learn - students, trainees, new staff and experienced staff learning new things.

Who are your role models or mentors?

I try to steer my own boat in my working life, however that comes from a lifetime of my Mum and Dad encouraging my professional and personal growth.

What gets you out of bed in the morning?

A desire to do my best that day. Be the best Practice Manager I can be that day, be the best team member, be the best leader, the best Mum and the best version of me.

What is your Achilles' heel?

Overthinking for sure! But don't we all at some stage... it's just a case of working with it!

