

## Facilitation, negotiation and mediation services

Across the Network, most general practice networks and divisions are already facing hard decisions, and even harder tasks associated with the transition from divisions to Medicare Locals; from old boundaries to new; and possibly from old comfortable, organisations to new, less familiar ones.

Whilst the organisational, corporate and industrial practicalities of such transitions demand considerable attention, there also exists a pressing need to invest considerable time and energy in the development, and maintenance of productive partnerships that will impact positively on the Medicare Local's ability to produce the required outcomes. There is little doubt that the requirement to demonstrate an ability to engage, and work collaboratively and productively with partner organisations is likely to feature highly in the application process.

Established, reliable partnerships and alliances must be revisited, reviewed and strengthened whilst new ones are explored and developed.

For many Network members the issues may be reasonably straight forward, whilst for others there will be complex challenges, often of a multi layered nature.

Similarly there are likely to be difficult challenges stemming from the simple fact that for some years now, Network members have been encouraged to actively pursue their **individual identity**; to actively grow and develop as strong, viable, **independent** organisations in their own right, and by and large, they have achieved that. For many, the transition will involve the pursuit of collaborations and partnerships with other similarly independent organisations.

AGPN is offering assistance to Network members with this aspect of transition by making facilitation, negotiation and mediation services available in three forms through the National Transition Project.

In the first instance, facilitation, mediation and negotiation assistance can be provided directly by Kelly McTaggart (Productive Partnerships Australia). Kelly is a qualified mediator with many years' experience as a negotiator and facilitator, and brings the added dimension of divisional experience dating back to the early 90s; as a Project Development Officer in an urban division, to ten years as CEO of a large, service providing rural division (North and West Queensland Primary Health Care), where partnership development and collaborative effort were critical to success.

Assistance is also available to Network members who may prefer to use providers of their own choice, possibly because they have an existing relationship.

Kelly can also help Network members identify alternative providers where he is not seen as the most appropriate person to undertake the activity. This can occur in situations where a conflict of interest exists or may exist, or where other organisations, for whatever reason, feel happier with another provider.

Kelly is contracted to AGPN through the National Transition Project to provide the service at no additional cost to divisions.

Kelly can be contacted on 0459 753 559 or by email at either [kellymct@bigpond.com](mailto:kellymct@bigpond.com) or [kmctaggart@agpn.com.au](mailto:kmctaggart@agpn.com.au).