

## Our purpose

Our aim is to shape the future of health in Australia by delivering programs and services that promote excellence and equity, meeting the health and medical workforce needs of the communities which we serve.

### **Our values**

**Excellence** We aspire to excellence in all that we do.

**Innovation** We continually seek better ways to deliver our products and services.

**Integrity** We are responsible for our actions and we work with inclusivity, honesty, transparency and respect.

Collaboration We work together for the communities we serve.

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### Chair Report

This year was always going to be a landmark year for GPEx.

After two decades of training tomorrow's general practitioners,
GPEx officially hands over the delivery of the Australian General
Practice Training (AGPT) program to the Royal Australian

College of General Practitioners (RACGP) and Australian

College of Rural and Remote Medicine (ACRRM)
as of early 2023.

Before I get to this transition, which has been successfully delivered by GPEx staff, practices and supervisors, it is worth taking time to review the significant achievements and improvements made by GPEx and its predecessor Sturt Fleurieu Education and Training over the last 20 years.

GPEx has trained literally thousands of South Australian GPs in that time, and our focus on delivering excellence and innovation in medical education has not wavered.

We have made significant progress in addressing some of the core issues facing the sector – regional and rural access and training pathways, the wellbeing of our healthcare professionals, and strengthening the pipeline of new registrars choosing general practice. We have remained flexible and innovative throughout the pandemic and continued to improve education delivery at every opportunity.

Not only has GPEx provided a quality education to thousands of healthcare professionals, but we have also developed our own market-leading capabilities which will underpin our next phase of growth and allow us to remain a trusted partner for healthcare professionals at every stage of their career.

Central to that is the ecosystem of exceptional medical educators, supervisors, researchers, and practices that has been cultivated over those two decades. It's this network of professionals that has helped to guide GPEx's focus across research and education, allowing us to deliver tangible outcomes for the sector and ultimately our community – we thank you for your contribution and look forward to maintaining those relationships into the future.

Thank you also to the Commonwealth Government for entrusting GPEx with this essential role, and to the Colleges for their support over the journey. It has been our privilege to train the next generation of GPs, who remain so integral to the South Australian healthcare system. We now pass that privilege onto the RACGP and ACRRM as we move to College-led delivery of the AGPT and look forward to supporting them in new ways.

Throughout that transition, GPEx staff have supported both registrars and stakeholders, ensuring results remained consistent and the handover to the College was both seamless and comprehensive. My sincere thanks and congratulations to our staff for maintaining their focus on quality and excellence throughout this time.

I would also like to recognise the GPEx staff who have moved away from the business as part of this transition and note their valuable contribution to the AGPT program and GPEx's impact on the sector.

On another note, I would also like to acknowledge and thank Board Directors Associate Professor David Rosenthal and Dr Jayanthi Jayakaren whose terms on the GPEx Board ended this year, as well as Dr Anthony Carpenter who will conclude his term as of May 2023. A/Prof Rosenthal has been involved in GP training since its inception and has played a key role in its evolution. We continue to benefit from his expertise in his new role as Chair of the GPEx Primary Care Advisory Committee and thank all three Directors for their service.

Our legacy in GP training is one that I know everyone at GPEx is immensely proud of. We have built so much over twenty years – a reputation for quality education delivery and expertise, specialised staff, trusted relationships with the industry, government and other key stakeholders, an ability to improve access through smart partnerships and innovative placements, and an unparalleled ability to leverage all of this to gain a clear picture of the system's strengths and areas for improvement.

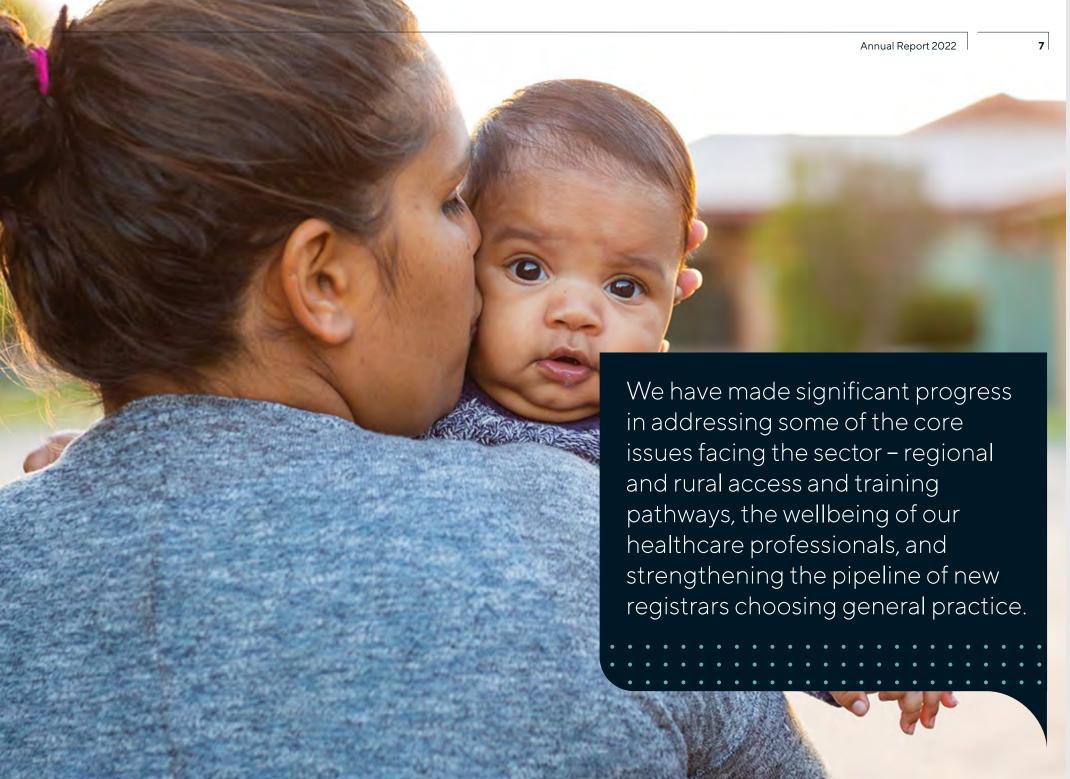
These unique capabilities inform our strategic direction as we look to the next chapter of GPEx and our role in the healthcare sector moving forward.

#### Dr Tony Sherbon GPEx Chair



Our legacy in GP training is one that I know everyone at GPEx is **immensely proud of.** 





### CEO Report

As we all know, Australia's health system is under enormous pressure. Recent modelling by Deloitte has forecast a shortfall in full-time equivalent GPs from 2022 onwards that is expected to reach 11,392 GPs by 2032.

A critical part of meeting that challenge is ensuring we are providing the best training and support to our medical workforce – particularly in primary healthcare which remains at the frontline of keeping people well in the community and out of hospital. That is why GPEx's role delivering the AGPT over the last twenty years has been such an important one – and one we have been so proud of.

As we carve a new role for ourselves in this healthcare landscape, I would like to acknowledge the work done by GPEx staff in ensuring the transition to a College-led AGPT model was seamless. GPEx prepared and delivered a transition plan to the Department of Health and Aged Care and the GP Colleges to ensure a comprehensive handover. Our staff then supported the Colleges in setting up for 2023 delivery of the AGPT, through the selection and placement process. They proactively communicated with every registrar, supervisor, practice manager and stakeholder that interacts with GPEx to ensure that our entire community felt supported throughout the change.

And with all of this going on, GPEx continued to deliver high quality education to South Australian GP registrars. In fact, GPEx registrars continued to achieve exam pass rates higher than the national average.

These results are a credit to our staff - both past and present - and I thank them all for their professionalism and dedication during this time.

This period of transformation has cemented GPEx's reputation as a trusted pair of hands in the healthcare sector. Our passionate, engaged staff have shown a willingness to collaborate and add valuable insight, an ability to pivot and innovate, and a breadth of expertise that uniquely places us to identify problems and execute solutions in an increasingly challenging landscape.

As such, GPEx's future focus remains firmly on leveraging these strengths and our proven track record as an education partner, problem solver and enabler.

One of the first new projects we secured as part of that shift is a major one. As the South Australian lead for the Federal Government's GP Workforce Prioritisation and Planning (WPP) service, GPEx will work with consortium partners Adelaide PHN and the South Australian Department of Health and Wellbeing to provide analysis and advice on GP training capacity, placements and pathways across South Australia.

These insights – in the form of a Workforce Needs Report and Training Capacity Report – will be provided to the Federal Department and GP Colleges, ultimately informing GP registrar placements both now and into the future.

It's work that we are uniquely placed to delivery on, complementing our existing capabilities across research, training and quality improvement while drawing on our strong community ties and industry relationships.

We have also been working towards a merger and other strategic initiatives that will see us expand our offering in shared care, because we believe in its potential to further reduce pressure on our hospitals and health system more broadly.

New partnerships with other like-minded healthcare professionals have allowed us to develop new and different training opportunities for healthcare professionals, upskilling and supporting them for the benefit of our healthcare system and ultimately, our patient communities.

GPEx will continue to identify ways to add value, and to be part of local solutions to this national problem. In doing so, we are working to ensure we have the right structures, strategies and people in place to bring those solutions to life.

I would like to thank the Board for their continued support and trust in me and my team as we navigate this next stage in GPEx's evolution. It is a challenging time for our sector, but the opportunities on the horizon are promising and I believe GPEx is well positioned to maximise them.

### Stephanie Clota GPEx CEO



GPEx will continue to identify **ways to add value**, and to be part of local solutions to this national problem.

## Our strategic goals to 2023



Develop a sustainable business model, with a broader, diverse range of customers.



Develop new programs and services for the health sector.



Extend our area of operation through an expanded national footprint.



Continue delivering quality specialist general practice training and education.



Explore and design solutions to address health workforce challenges.



Extend our engagement of partners by increasing demand and value.



Continue to build a unified team with a collaborative culture.

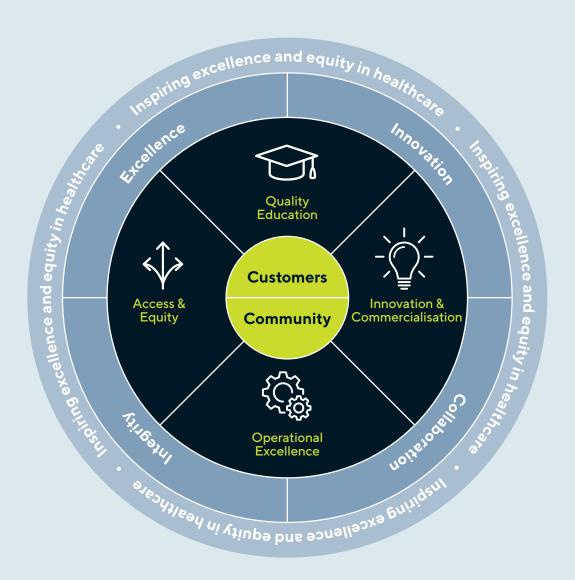


Eliminate customer pain points by assessing need, delivering value, and responding to feedback.



Constructively contribute to the changing primary care and GP Training landscape, adopting a risk management approach to the transition to College-led training.

### Our strategic framework



Our purpose

Our values

Our architecture for success

Who we serve



## 20 years of GP training

Snapshot of AGPT achievements as delivered by GPEx and Sturt Fleurieu Education and Training:

1544

registrars enrolled in AGPT

registrars achieved fellowship including:

GPEx fellows have Participation of the control of the



Development of Strengthening the **Pipeline Strategy** 



AGPT medical educators

Accredited GP

training posts

Development of Registrar Wellbeing Framework



Accredited GP supervisors

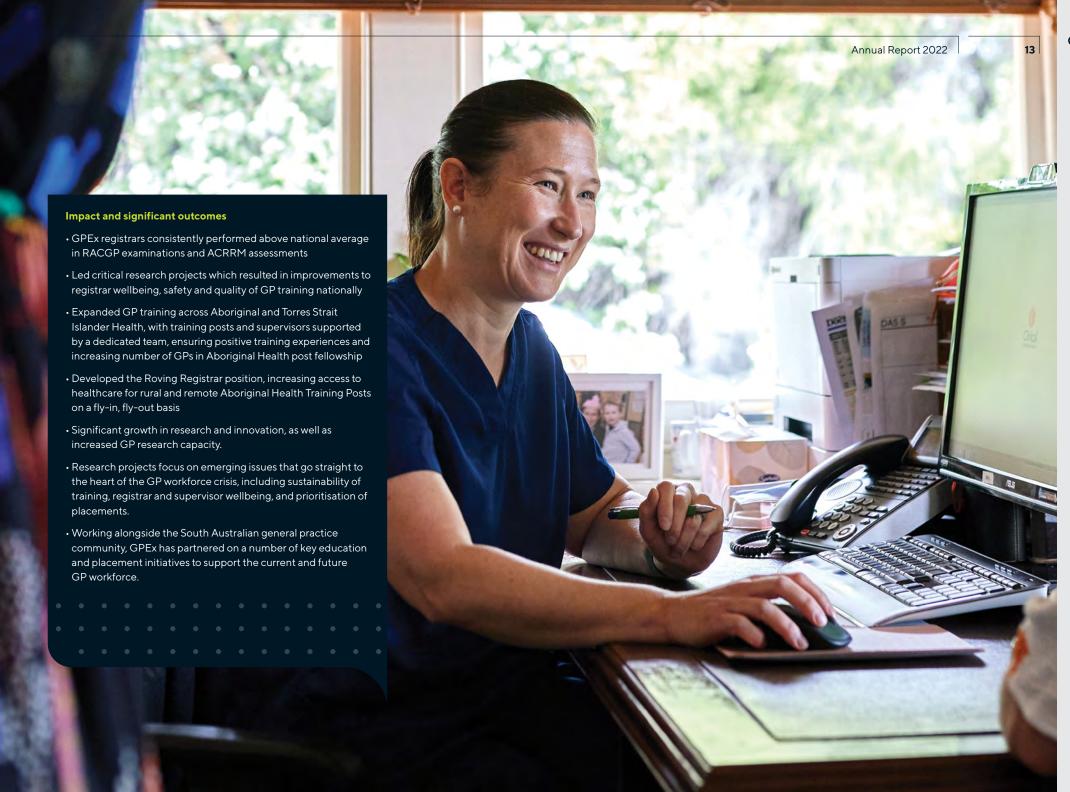
### Retention in rural areas has remained stable over time

Enhanced support for rural GP training, strengthened attraction and retention strategies



registrars undertook **Roving Registrar** Aboriginal Health placement\*\*

non-vocationally recognised doctors supported through the Practice Experience Program (PEP)



## GPEx in 2022: positioned for the future

#### **People and strategy**

Won the **SA Workforce Planning** and **Prioritisation** contract as leader of consortium





**Delivered the AGPT program** without disruption during transition

69%

growth in non-AGPT revenue



business cases progressed as part of **revenue diversification strategy** 

Delivered Transition, Transformation and Continuity Strategy

 Retention, culture, values alignment, wellbeing support, change management

Focus on staff **professional development** opportunities and teamwork



#### Research



Exploring topics identified as a priority by our stakeholders

- **5** research projects
- 13 presentations across 6 conferences
- 8 academic journal publications
- Completion of the inaugural Harry
  Nespolon grant research project into the
  relationship between career diversification
  and wellbeing

Building research capacity in general practice



academic registrars supported and 2 ready for 2023



GPs involved as researchers in GPEx research projects



#### **IT and Systems**

New **IT hardware** rollout ensuring team is equipped with best-in-class tools





**Launched new website** and integrations

Improvements across security, stability, CRM, e-Learning



#### **Training and education**

3305

enrolments in CPD courses

15

different CPD courses on offer, including:

- Cervical screening, HPV and self-collection 859
- Understanding LGBTIQ 586
- Return to work AHP 337



363

AGPT registrars in 2022 across all GP training pathways

10% uplift from 2021

33% uplift in the rural pathway



Better supporting GP registrar wellbeing

- Reviewed and refined GPEx Wellbeing Framework
- 96% of GPEx Fellows feel confident to manage their future wellbeing

Implementing the Strengthening the Pipeline project to attract more doctors to general practice

- 70 medical students and prevocational doctors engaged in career-based mentoring
- 90% reported they were more likely to pursue a career in GP
- **880** junior doctors and interns exposed to GP role models and placements
- 79% of medical students felt better prepared to complete GP placement following free online GPEx module

new GPEx programs launched



28

exam prep webinars and small group mock exams **delivered** 

- Tell
- 7 new partnerships
- SAHMRI
- Jodi Lee Foundation
- Cancer Council SA
- Cancer Council NSW
- University of Adelaide
- South Eastern Melbourne PHN
- Eastern Melbourne PHN

1862

enrolments in ModMed GP fellowship exam preparation courses 148

medical educator and performance coaching exam support sessions delivered



**Highest number on record** of registrars placed with Aboriginal Health Services for 2023

- 6 registrars in 2021
- **12** registrars in 2022
- 15 registrars confirmed in 2023\*

\*3 pending



### Developing the first demand-driven Workforce Needs Framework

As of August 2022, GPEx has begun rolling out a new Federal Government program aiming to tackle the critical shortage of GPs in South Australia.

The Workforce Planning and Prioritisation (WPP) service is a new national program aimed at identifying where GP trainee positions are most needed in metropolitan, regional and rural communities. In South Australia, the contract for this service has been awarded to GPEx alongside our consortium partners Adelaide PHN and the South Australian Department of Health and Wellbeing following a competitive tender process run by the Department of Health and Aged Care.

Through the WPP grant, GPEx will provide analysis and advice around the planning of training placements across South Australia to meet current and future GP workforce needs in an increasingly challenging landscape. These insights are to be provided to the Federal Department as well as the general practice Colleges, ultimately informing where and how registrar placements are allocated across the state through the newly College-led AGPT program.

It's a project that requires ongoing collaboration nationally with the Department, the Colleges and each state's WPP organisation. Additionally, it requires strong relationships and consultation with the local GP and health sector – an area in which GPEx continues to excel.

As part of the WPP service, GPEx has been a key player nationally in developing the Workforce Needs Framework (WNF), which has now been adopted by all WPP organisations across the country.

This quantitative framework has been developed to help assess the highest GP workforce need for defined areas, informing GP workforce strategy and planning, drawing on indicators of community need - that is, demand for services - and supply of GP services. Critically, GPEx had additional indicators approved in South Australia to capture our state's unique differences and additional data we have been able to provide.

GPEx is the only Regional Training Organisation to have secured a grant to lead WPP services, bringing a unique perspective on the delivery of the AGPT to the conversation. Our extensive knowledge in the AGPT space allows us to ensure the purpose of the WPP is continually aligned with the needs of the training program.

#### Career-based mentoring for tomorrow's GPs

As our sector well knows, general practice in Australia is caught in a perfect storm.

Fewer than 14% of final medical students are considering general practice as their preferred career. That number has never been lower, leading to forecasts that we will have a supply shortfall of more than 11,000 GPs in just ten years' time. On the other side of the ledger, demand for GP services is projected to increase by 38% by 2032 (and by 47% in our cities).

It's a problem that demands creative and lateral thinking from the sector to ensure we lower the barriers to entry for medical graduates – to get them to understand and value a career in general practice, and to support them on that path.

With this in mind, GPEx implemented the Strengthening the Pipeline strategy across 2021/22 to address a number of key priorities:

01

Positive exposure to, and messaging about, general practice

03

Innovative models for GP training placements

02

Quality experiences in general practice

04

Coordinated support for those interested in GP as a career of choice Overall, the program aims to attract and retain more doctors to general practice, with a focus on rural equity and improving numbers of indigenous students choosing a career in GP.

Numerous projects to this effect were implemented across 2021 and 2022, with a number of significant achievements recorded over this time:

#### Increased GP exposure events

- 26 GP exposure events held
- 880 pre-vocational doctors and medical students attended events
- Consistently positive feedback

#### Grew digital engagement campaigns

- 3 digital campaigns over 12-month period
- Final campaign achieved over 58K page views and 30% growth in engagement

#### Pre-vocational placement advocacy

- •Identified opportunities and collaboration with training partners to improve outcomes for intern GP rotations funded through the Junior Doctor Innovation Fund
- Advocated for increased exposure to GP during PGY1 and PGY2

#### Research to inform future strategy

Four targeted research projects included:

- GPEx led research to increase understanding of the financial implications of entering GP training for pre-vocational doctors in SA. Developed a tool demystifying GP salary and the benefits and entitlements available.
- GPEx led research to increase understanding of the financial costs and revenue associated with teaching and supervision in GP. Findings increased understanding of support and advocacy required for the sustainability of GP supervision.

- Completed a scoping report to understand opportunities for attracting students at high school level. Identified the importance of university activity within this group, and the ongoing need for AGPT to support this.
- Scoping of a collaborative research project with the University of Adelaide to explore rates and reasons for attrition of Aboriginal and Torres Strait Islander students within medicine and health science.

#### Developed practice support tools

- Forms supporting communication with registrars
- GPEx Practice Quality Framework
- Wellbeing repository and training for practices

#### Developed innovative placement models

- 20 additional composite pathway training positions offering across AGPT 2021 and 2022 intakes
- 74% of composite registrars will have completed or accepted an offer to complete 6-month or more rural placement by end of 2022; remaining composite registrars will complete at end of hospital training.
- GPEx roving registrar initiative

GPEx's career-based mentoring program has been a highlight of this strategy, and a proven tool in attracting and supporting young people into the profession. The program offers students and pre-vocational doctors the opportunity to be matched with a GP mentor matching their interests and expertise, ensuring they are exposed to the reality and benefits of the specialty, and better informed when making career choices.

Highlights of the mentoring program include:

30

medical student and pre-vocational doctor mentees

**5 mentees** successfully applied for AGPT 2023



90%

of mentees reported they were more likely to pursue a career in GP



GP mentors with varying expertise

In addition, GPEx facilitated increased opportunities to improve early exposure to GP role models and placements, and increased the number of GPs teaching medical students. Our free online module 'Introduction to general practice' was accessed 77 times this year, with 79% of users reporting they felt better prepared for their GP placement after completing the course.

GPEx's considerable network of healthcare professionals and specialised online training capabilities allow us to deliver meaningful results such as these in the attraction and retention space.

Recognising the importance of maintaining this momentum, GPEx will continue to deliver the career-based mentoring program into the first half of 2023 and has shared the results of our Strengthening the Pipeline strategy as part of the transition to College-led training.



#### Improved wellbeing support for registrars

Understanding how burnout and stress impact the medical profession, GPEx continues to prioritise the wellbeing of our training community.

That means dedicated workshops and programs for our practice managers and supervisors, as well as a focus on supporting registrars as they move through the early stages of their career. It means continuing to build on the wellbeing support offered through review of the GPEx Wellbeing Framework.

In 2022, GPEx piloted a program for registrars that provided free access to twice yearly physical and mental health check-ups, alongside a series of online webinars based on learnings from GPEx-led research. 26 registrars took part in the health check-ups and indicated that they felt supported by the program, more confident in self-assessing their wellbeing and better equipped to support their physical and mental health.

But it's not just registrars that need this support - GPEx also delivered a practice manager wellbeing and burnout workshop to share learnings from research we have done into registrar burnout, supervisor burnout and the relationship between job diversification and wellbeing. This research was also developed into a burnout module to support registrars through the AGPT transition period.

As part of the transition, GPEx will continue to support South Australian registrars with these wellbeing supports through the first half of 2023. It is our hope that continued improvement, support and research in this space will play a significant role in the attraction ad retention of tomorrow's GPs.

#### **Professional development through strong partnerships**

With a view to supporting health professionals at every stage of their career, GPEx continues to provide the best in professional development education for primary care workers, improving their ability to deliver for our communities. But we can't do it alone. Through strong partnerships with like-minded organisations across Australia, GPEx delivers quality education modules covering a wide range of speciality topics, from communicating with disabled patients to creating mentally healthy workplaces. Across 2022, GPEx delivered a total of 49 webinars and 24 workshops in partnership with leading organisations such as ReturnToWork SA, Wellbeing SA and the PHNs.

The Jodi Lee Foundation is one such organisation. This new partnership, forged in 2022, has seen us equip GPs, practice nurses and clinics with the skills and knowledge they need to support patients participating in the National Bowel Cancer Screening Program.

Bowel cancer is Australia's second deadliest cancer, but if detected early it can be successfully treated in over 90% of cases. The GPEx webinar goes directly to screening eligibility, the process, and understanding results. It brings together the expertise and unique perspectives of both organisations and the Department to ensure it delivers results for health professionals, and better outcomes for patients.

So far, this partnership has seen us deliver more than 30 webinars to nearly 600 participants across Australia – providing them with a valuable resource in the fight against this disease.

While this will make an impact, the Jodi Lee Foundation must be acknowledged and commended for the critical work they do in the preventative healthcare space every day. Innovative and engaging community-facing campaigns such as their Talking Sh!t campaign complements the clinical education work we are delivering, and is much-needed.

This year has also seen GPEx deliver the first voluntary assisted dying mandatory training to eligible GPs on behalf of SA Health. The project demanded a tight timeframe in line with South Australia's legislation change, with GPEx approached due to our reputation as a trusted problem solver and innovator. We were able to elevate existing materials and execute this critical online training module for primary care workers within three weeks, ensuring they

felt equipped to support patients through the voluntary assisted dying process. GPEx will now work with SA Health on the future face to face training, remaining flexible and agile for the benefit of our partners and the profession.

Many of these partnerships are ongoing thanks to strong relationships and track record of delivery. We continue to work with Country SA PHN, delivering education to rural health professionals on complex topics such as suicide prevention and alcohol and other drugs. Through this partnership, GPEx has delivered highly specialised insights that will make a real impact on rural communities.

We recognise all our partners for their important work and look forward to continuing to deliver results for healthcare professionals and their patient outcomes in 2023.

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#### Exploring the role of career and job diversity in GP wellbeing

When considering ways to improve the healthcare profession and retract and retain the best GP talent, the health, safety and wellbeing of our practitioners must be front of mind.

We know that healthy, resilient GPs are more likely to stay in the profession and provide better patient care. We also know that they are navigating the stresses of an increasingly challenging healthcare landscape and facing burnout as a result.

GPEx's Research and Innovation team maintains a focus on investigating the factors that impact GP wellbeing, as well as developing research-based strategies to strengthen healthcare workplaces, training, professional development and overall health and safety outcomes.

Because GPs are usually time-poor, practical and straightforward strategies are needed to combat burnout – strategies that can be implemented in line with reality of the job and the wide range of contexts in which GPs now practise. They must also be aligned to the values widely held by those in the sector, and the reason these professionals chose to enter the GP pathway in the first place – values such as authenticity, compassion and kindness.

Understanding this, the GPEx Research and Innovation team pursued a study into the role of career and job diversity in GP wellbeing. The team were successful in securing the inaugural RACGP Foundation Harry Nespolon Grant – a national grant dedicated to improving the wellbeing of GPs and GPs in training – for their project Finding meaning through diversity – exploring the role of career and job diversity in GPs' wellbeing.

The study investigated the diversity of careers available to GPs, how much time they are able to dedicate to pursuing them, and comparing that without burnout, social and emotional wellbeing levels. The relationship between the two is widely recognised by those in the sector, with research showing that GP registrars, supervisors and other stakeholders believe that work diversification is associated with burnout prevention.

Those GPs who choose to diversify can experience those benefits by spending just one day a week in another role. In doing so, GPs are more likely to stay in the sector because of the autonomy, growth and relationships fulfilment they have experienced.

For instance, encouraging GPs to pursue sub-specialties, FIFO rural and remote work, and working with vulnerable populations is likely to add variety and meaning without risk to continuity of care or workforce pressures.

However, these choices are not without their own set of challenges. GPs faced many barriers in pursuing career diversification, but research showed that these could be overcome through a focus on maximising flexibility, building and maintaining support networks, proactivity and persistence and developing professional skills and experiences.

The extended findings of the project can be found online and will ultimately help to create a stronger and more sustainable future for general practice through better understanding what work-life balance looks like, and means to, GPs in Australia.

GPEx presented the findings of this study to a number of conferences across 2022, including the RACGP annual conference GP22. To be awarded national grants such as this and deliver such a high calibre of result is a credit to GPEx Senior Medical Educator Assoc Prof Jill Benson AM, GPEx Senior Medical Educator Dr Penny Need and the entire Research and Innovation team, and cements GPEx as a leader in general practice research.

The extended findings of the project can be found online and will ultimately help to create a **stronger** and more sustainable future for general practice through better understanding what work-life balance looks like, and means to, GPs in Australia.



We have expanded our PEP Medical Education team, welcoming key additional senior medical educators as well as engaging **38 GPs across Australia** as additional medical educators.

### Increasing GP numbers through the Practice Experience Program (PEP)

As we transition away from delivering South Australia's AGPT delivery at the end of 2022, we are also wrapping up a number of associated initiatives and programs.

The Practice Experience Program (PEP) was designed to boost GP numbers across the country by supporting non-vocationally recognised doctors to prepare for their fellowship exams here in Australia. Partially funded by the Federal Government, the program was launched in 2019 as part of the Australian Stronger Rural Health Strategy with the aim of increasing supply of a quality health workforce, distributed across the country according to community need.

It is hoped the program as part of the broader strategy will deliver 3000 additional doctors and 3000 additional nurses by 2028.

GPEx has delivered this pathway in South Australia on behalf of the RACGP, supporting 384 PEP participants across Australia since its inception. In 2022, GPEx welcomed 174 participants across January, April and July intakes.

Entry was closed beyond this point with July marking the final intake for GPEx.

While PEP contracts ended in December for most AGPT RTOs across the country, GPEx was recognised by the RACGP as a critical partner in finalising the delivery of the program nationally and asked to support delivery over its final stage from July 2022 – June 2023.

This means GPEx will assume responsibility for an additional 160 participants heading into 2023, taking the total number of participants we will support over this six-month period to 340.

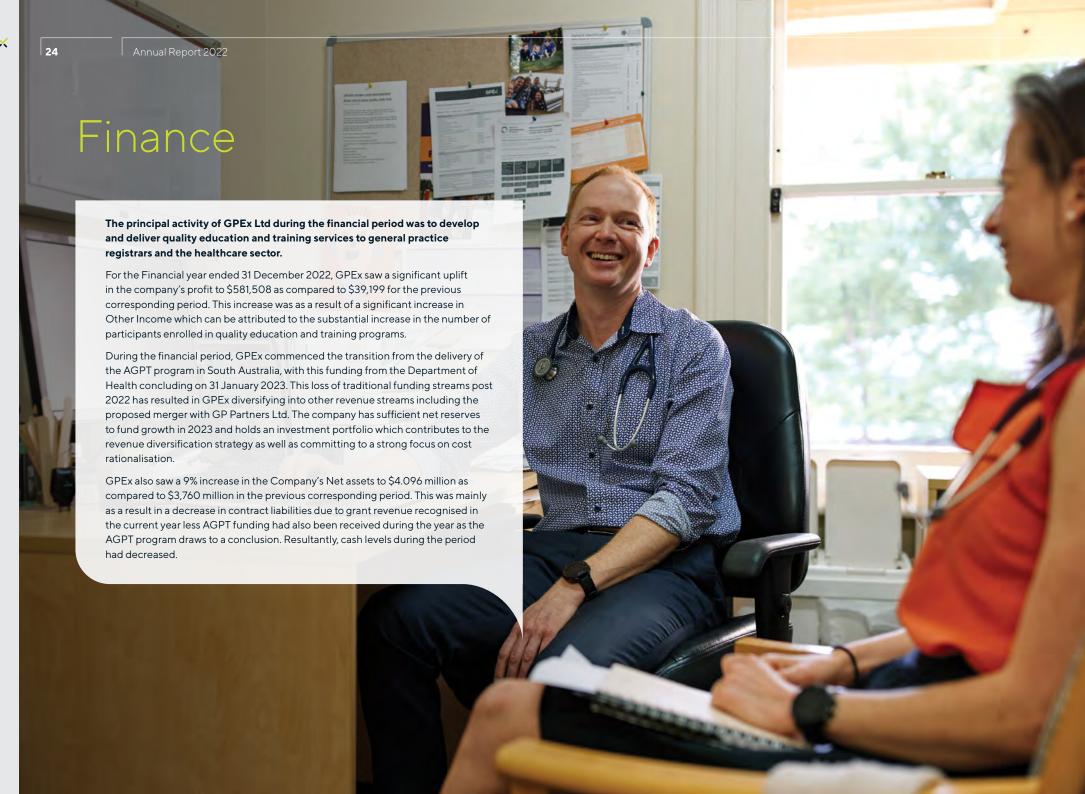
As such, GPEx has enhanced our technology and education delivery in order to upscale capacity for the final intake of doctors. We have expanded our PEP Medical Education team, welcoming key additional senior medical educators as well as engaging 38 GPs across Australia as additional medical educators.

These medical educators will conduct workplace-based assessments of the participants, aided by remote technology. In 2022, more than 1850 workplace assessments were completed with that number set to increase in 2023 in line with increased requirements.

We look forward to seeing this program continue to deliver for Australia's GP workforce needs as it transitions to the RACGP in mid-2023.



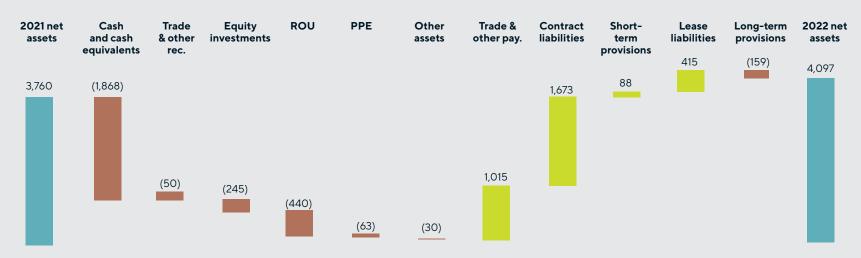




#### Financial Performance (\$A000s)



#### Financial Position (\$A000s)



### GPEx team moments in 2022



















#### **GPEx Limited**

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