



*Gippsland Education and Training for General Practice*

# **getGP Operating Policies, Guidelines and Procedures Manual**

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## INTRODUCTION

### Scope and purpose

The getGP Operating Policies, Guidelines and Procedures Manual is intended to be a comprehensive reference to the means of implementing key performance areas and operational activities of getGP Ltd. It is a collation of policies and procedures developed and maintained since the inception of getGP. The policies and procedures are organised under four headings representing the Key Performance Areas of the getGP Board approved Strategic Plan.

The getGP Operating Policies, Guidelines and Procedures Manual is added to progressively as new operating policies and is reviewed at least annually to ensure that its contents remain relevant.

Policies relating to the role and processes used by the getGP Board are contained in the getGP Board Governance Manual.

Policies related to the employment of staff are contained in the getGP Human Resources Policy Manual.

getGP training policies and education requirements are described in detail in the getGP Education, Training and Information Handbook which is published annually.

### Relationship between GPET policies and getGP policies.

getGP policies, guidelines and procedures fit within the framework of GPET contractual obligations and policies and demonstrate the way getGP operationalises national policies in the context of regional needs.

Every attempt has been made to ensure that there are no inconsistencies between GPET policies and contractual requirements and getGP policies; however if any inconsistency is found then the GPET policies shall prevail. Relevant documents are:

- The current funding agreement between GPET and getGP Ltd.
- The GPET Quality Accreditation Framework.
- The GPET “Outcomes of Regionalisation” document.

Some getGP policies are related to the training standards and requirements set by RACGP and ACRRM.

# **SECTION 1:**

## **EDUCATION AND TRAINING**

## **Cluster Groups**

### **Scope and purpose**

Cluster Groups have been established to provide a regular forum for registrars in particular regions of Gippsland to meet and discuss education and training matters.

### **Description**

The Cluster Group is a meeting of all registrars drawn from each of the 3 Gippsland division regions.

The Cluster Group is a peer learning forum for registrars set up in addition to the Gippsland wide program of education release activities.

Cluster Group meetings are scheduled on a monthly basis.

Attendance requirements are:

Hospital registrars – 50%

Basic Term registrars – 100%

Advanced Term registrars – 100%

Subsequent Term registrars – 100%.

### **Responsibility**

Each Cluster Groups is convened by a getGP Divisional Medical Educator. The Divisional Medical Educator is responsible for arranging the agenda, organising learning resources, speakers, etc.

### **Review**

Cluster Groups are regularly reviewed through registrar feedback as part of the evaluation plan.

The staff group (GROG) monitors Cluster Group performance and activities.

### **Cross reference**

Current edition of getGP Education, Training and Information Handbook.

## **Completion of Training**

### **Scope and purpose**

Completion of training requirements include elements specified by the RACGP, ACRRM, GPET and other learning and assessment activities specified by getGP.

### **Description**

getGP requirements for completion of training are described in detail in the current edition of the getGP Education, Training and Information Booklet.

In addition to the requirements set down by the RACGP and ACRRM, getGP additional mandatory learning and assessment activities which registrars must complete.

To meet the RACGP requirements, getGP registrars normally must have completed a minimum of 3 years of active training and satisfactorily completed the RACGP Examination, GPET and getGP mandatory education and assessment requirements. To meet the ACRRM requirements getGP registrars normally must have completed a minimum of 4 years of active training and satisfactorily completed the ACRRM assessment program, GPET and getGP mandatory education and assessment requirements.

It is a requirement that there be a formal meeting with the Director of Training or his delegate to review the registrar learning portfolio to ensure that all education and training requirements have been satisfactorily met. If all requirements have been met the Director of Training will certify this before the application is the passed on to the relevant College censor for approval.

Satisfactory completion of the education and training requirements and successful completion of the RACGP examination leads to eligibility for the award of Fellowship of the RACGP. Satisfactory completion of the education and training requirements and successful completion of the ACRRM assessment program leads to eligibility for the award of Fellowship of ACRRM. Fellowship of the RACGP or ACRRM is required for recognition by Medicare as a General Practitioner.

### **Responsibility**

Director of Training

### **Review**

Reviewed annually as part of the process of up-dating the annual getGP Education, Training and Information Handbook

### **Cross reference**

getGP Education, Training and Information Handbook  
Australian General Practice Training Handbook.

# Education Release/Peer Learning Workshops

## Scope and purpose

Education release/peer learning workshops are required element of the Australian General Practice Training Program. This policy specifies the approach getGP uses to meet this requirement.

## Description

Participation in the program of education release/peer learning workshops is a requirement for getGP all registrars.

The education release/peer learning workshops program schedule of activities is published annually. The program shall include adequate emphasis on:

- Initial training needs assessment including consulting skills, applied knowledge and English language skills
- Aboriginal health
- Rural emergency skills training
- Cardio-pulmonary resuscitation

Education release/peer learning workshop meetings are scheduled as follows:

- For Hospital Term registrars  
satisfactory attendance at hospital seminars organised by the getGP  
Hospital Medical Educator
- For Basic Term registrars  
Mandatory attendance at 9 meetings
- For Advanced Term registrars  
Mandatory attendance at 9 meetings
- For Subsequent Term registrars  
Mandatory attendance at 4 meetings

## Responsibility

The education release/peer learning program is coordinated by the senior medical educators in consultation with the Director of Training

## Review

Each education release/peer learning activity is evaluated using a standardised registrar feedback form.

The overall results are collated and reviewed by the staff meeting (GROG).

## Cross Reference

getGP Education, Training and Information Handbook

# Educational Support for IMG Doctors

## Scope and purpose

IMG doctors make up a significant proportion of doctors in the region and amongst the registrars enrolled in the getGP training program. In view of the particular learning needs of IMG doctors specifically targeted educational strategies are considered necessary.

## Description

getGP provides support for IMGs through the Rural Outreach Vocation Education (ROVE) program and for registrars in the vocational training program.

The educational strategies for meeting these challenges are:

- ◆ Conduct individual ESL/Communication Skills and clinical needs assessment early in training.
- ◆ Provide individual support and remediation activities where needed
- ◆ Provide ESL/Communication Skills activities as part of education release activities
- ◆ Provide specific exam preparation workshops
- ◆ Close monitoring of ECTV reports, supervisor reports and other ADT activities for early detection of possible problems

The general support strategies are:

- ◆ Appointment of an ESL/Communication Skills Advisor
- ◆ Coordination of mentoring and educational support for IMG doctors
- ◆ Work in collaboration with RWAV to support IMG doctors
- ◆ Contract with Divisions to provide social support to assist GP registrar families to integrate into the community

Additional approaches are:

- ◆ Representations to GPET to gain more autonomy over rural incentive payments within Gippsland
- ◆ Representations to the RACGP to be more flexible regarding assessment of borderline cases and to take into account performance during training

## Responsibility:

CEO  
Director of Training  
Projects Manager

## Review:

Regularly as part of registrar feedback in evaluation plan and monitored through GROG meetings.

Evaluation of ROVE program

Annually in reviewing getGP Education, Training and Information Handbook

## **Enrolment and Re-Enrolment**

### **Scope and Purpose:**

Enrolment and re-enrolment policies are set nationally by GPET; however, to adapt these to meet the particular needs in Gippsland, getGP has developed further policies.

### **Description:**

#### *Enrolment:*

At the time of enrolment, getGP ensures that all applicants are informed in writing about:

- a) their statutory obligations
- b) particular obligations to work and live in Gippsland while undertaking training
- c) social support available to registrars and families
- d) all expense re-imbusement provisions and incentive payments
- e) education and training opportunities and requirements

#### *Re-enrolment:*

At the time of re-enrolment each year the progress of each registrar towards completion of training requirements will be reviewed.

Approval for re-enrolment may be:

- unconditional based on satisfactory progress
- conditional with advice to the registrars about aspects requiring particular attention as a matter of priority

### **Responsibility**

Director of Training  
Divisional Medical Educators

### **Review**

Monitored through the GROG.

### **Cross Reference**

Enrolment / Re-enrolment procedures.

# Evaluation of Education and Training

## Scope and purpose:

In accordance with the philosophy of the GPET Quality Framework and getGP's commitment to quality improvement, systematic and continuous approach to evaluation and quality improvement is required in relation to key aspects of getGP's delivery of the training program. An important element of this should include provision for regular feedback from registrars and supervisors. The approach should include provision for monitoring of evaluation data and review of the results for improvement purposes.

## Description:

The getGP Evaluation Plan focuses on two main areas:

1. quality and
2. outcomes

Evaluation activities included in the plan are to be systematic and sustainable and provide evidence of the extent to which the getGP program:

- meets the criteria in the GPET Quality Framework
- achieves the Outcomes for Regionalisation in terms of the performance indicators specified in the getGP – GPET Agreement and the GPET Outcomes for Regionalisation: RTP Objectives document

The evaluation is used to provide information

- to support on-going reflection and improvement of the getGP education and training activities and overall program
- to account for our performance to the funding provider and other stakeholders

## Activities:

1. Six-monthly review of registrar training activities spreadsheet for completeness
2. Regular review of registrar in-practice consultation and educational activity levels
3. Six-monthly review of registrar activities spreadsheet for completeness
4. Yearly review of practice accreditation records to ensure all practices remain accredited
5. Six monthly mandatory survey of all GP registrars in teaching practices
6. Annual GP supervisor survey
7. Record of completion rates for the FRACGP
8. Follow-up of all GP registrars after completing the training program, to document where they have chosen to practice (with their permission)
9. Collation of individual release program evaluations with feedback to medical educators, director of training and other interested parties
10. Collation of cluster group evaluations with feedback to medical educators and director of training
11. Formal recording of all complaints and grievances with follow-up action
12. Annual review of registrar selection interview reports, in conjunction with current supervisor reports, to analyse the degree the initial interview reflected the registrar's true abilities and to what extent inadequacies have been addressed.

13. Evaluation of issues surrounding the provision of hospital term education and training with presentation of options
14. Undertake other evaluation activities to meet specific circumstances

**Responsibility**

getGP Quality Assurance/Education Development Advisor

**Review**

Regular evaluation reports monitored through GROG.  
Collated summaries to getGP Board.

# External Clinical Teaching Visits

## Scope and Purpose

External Clinical Teaching Visits are a mandatory requirement for registrar during their training. This policy sets down the requirement and relevant matters associated with arranging ECTVs.

## Description

ECTVs are required for registrars as follows:

- For Hospital Term registrars  
Not applicable
- For Basic Term registrars  
Two ECTVs
- For Advanced Term registrars  
Two ECTVs
- For Subsequent Term registrars (over 12 months)  
Two ECTVs

In the getGP program GP supervisors have a central role in undertaking ECTVs. ECTVs are coordinated within each Divisional region and GP supervisors carry out visits in neighbouring practices. This is intended as a mutual collaborative learning process for registrars and supervisors.

ECTV reports are submitted back to the getGP office and are entered on the registrar file.

Payments are made to ECT visitors are made at the prevailing rate for direct teaching provided for in the getGP annual budget.

Travel expenses for GP supervisor visitors are re-imbursed on production of relevant tax invoices/receipts.

## Responsibility

getGP administrative staff cooperating with Divisional administrative staff to coordinate the ECTV roster.

Accounts Officer for payments and expense re-imburement

## Review

Issues arising from ECTV reports are monitored through the GROG

Rates of payment and reimbursement are reviewed annually as part of the budget preparation process monitored through the Audit Committee

## Cross Reference

getGP Education, Training and Information Handbook

# General Practice Terms where Registrar has a Mandatory Role with Local Hospital

## Scope and Purpose

In smaller communities where there is a hospital, the local GPs, including the registrar have an essential role to play in the provision of services. The purpose of this policy is to describe guidelines for GP registrar placements which involve a role with the local hospital.

## Description

There are significant benefits of this relationship between the hospitals and the practices:

- There are many opportunities for registrars to use existing skills
- Opportunities for registrars to extend their skills under supervision
- The after-hours is usually undertaken in a collaborative manner with the hospital, often with the hospital staff triaging patients presenting to after-hours care
- Registrars are able to admit patients under their own care in the local hospital, and thereby follow their progress through more serious illness
- The extended role within the hospital usually presents opportunities for significant additional remuneration

After discussion with the GP supervisors of practices where these attachments occur, getGP has developed the following guidelines for these GP registrar placements:

- All practices should develop their own registrar hospital attachment protocol incorporating the following information which includes clear instruction to registrars as their roles, responsibilities, obligations and benefits associated with the attachment;
- This protocol should be circulated to registrars before their placement commences and copies made available both at the hospital and the practice.

### ***Registrar Hospital Attachment Protocol:***

#### 1. Credentiailling

All hospitals have a requirement that medical staff be credentialed.

Senior medical staff who **operate independently** are required to undergo a formal credentiailling process. Junior staff whose work is supervised can work within the boundaries of a position description.

Depending on the nature of the role, GP registrars would either need to fulfil the credentiailling requirements of the hospital or become aware of their position description. Any pre-placement credentiailling documentation should be undertaken when provider number applications are processed.

#### 2. Orientation

Orientation of the registrar to the hospital should include:

- Clarifying the role in out-patient and in-patient care
- Level of care provided
  - Supervision and support
  - Liaison/authority to admit

- Transfer protocols
- Areas of responsibility
- Hand-over of patients
- Resources - local and regional
- Billing of patients (process and expectations)
- Orientation by hospital staff
  - D.O.N. /Administration
  - Infection control
  - Xray/Pathology
  - Accident and emergency
  - Theatre
- Clinical records access after-hours
 

With the evolution of computer patient records practices should consider either live data or a laptop with downloaded patient data be available to the registrar when working off-site from the main practice location
- Policies and protocols of the hospital, and how to access them
- Educational expectations and resources within the hospital
- Contact persons within the hospital who can provide support. E.g. Director of Clinical Training, HMO Manager.

### 3. Resources

The following resources should be available to all registrars

- getGP provides a REST (Rural Emergency Skills Training) course early in the basic term
- eTG
- RCH Pharmacopea
- Emergency care manuals both adult and paediatric
 

These could be sourced from teaching hospitals and provided as a common resource to getGP training sites
- Specific face to face tutorial time early in the term to ensure competence and confidence in initial emergency management of the following:
  - AMI
  - Cardiac arrest
  - Anaphylaxis
  - Head injury
  - Cx spine injury
- Other resources as agreed (eg. Murtagh's General Practice)

This protocol is not intended to over-ride any obligations of both practices and registrars to the minimum term and conditions for GP registrars. Where a conflict arises, the getGP complaints and grievance procedure should be followed.

#### **Responsibility**

Director of Training

#### **Review**

Annually

#### **Cross Reference**

getGP Education, Training and Information Handbook

## **GPRime - on-line learning**

### **Scope and Purpose**

getGP's on-line learning system (GPRime) was developed to meet the needs of its registrars and to provide an innovative and effective means of delivery of the educational and assessment requirements of the program.

### **Description**

The aim is to ensure that getGP GP registrars, GP supervisors, medical educators and the getGP administration has effective IT infrastructure to support both on line learning processes and relevant program management and administration functions. These include:

#### *On line learning processes:*

- Learning needs identification, analysis and review
- learning plan development and review
- entry of learning and assessment tasks completed by GP registrars
- maintenance of a learning portfolio
- data access and entry of reports by ECT visitors, GP supervisors, TA/Educational mentors
- providing access to learning resources

#### *Program management and administration:*

- overall monitoring of progress toward completion of E&T requirements
- Information exchange and networking
- Communication with teaching practices
- Routine administrative operations eg invoicing, EFT, etc.

GPRime has become the foundation for all facets of the education, training and assessment processes in the getGP program.

In addition, it has been adapted for use in the ROVE program and other areas.

### **Responsibility**

Director of Training

### **Review**

Part of evaluation activities under the getGP Evaluation Plan

### **Cross Reference**

Evaluation of Education and Training policy

# GP Supervisor Responsibilities and Absence from Practice

## Scope and Purpose

The role of the GP supervisor is to provide registrars with agreed levels of in-practice teaching and supervision as set out in the Practice Agreement with getGP. On occasions GP supervisors may need to be absent from their practice. This policy sets out the minimum requirements in these circumstances.

## Description

getGP recognises that registrars are fully qualified, unconditionally registered medical practitioners who have been granted provisional vocational registration. Registrars may have extended skills in some areas that match or exceed those of their GP Supervisors.

However Basic and Advanced Term registrars are in their first year of general practice and GP supervisors and their practices have an obligation to ensure that the Registrar is supported as set out in the College and GPET standards.

When the designated GP supervisor is absent from the Practice:

- the normal restrictions on patient numbers apply
- provision for normal face to face teaching activity is to be made up
- Where an alternative on-site mentor is not available, provision for telephone support be arranged
- The registrar should be aware of and comfortable with, the usual referral and contact people and organisations for urgent and complicated patients
- The registrar should have a copy of, and have been appropriately referred to, the Practice Policy and Procedures manual
- Registrar must be comfortable with the arrangements

When the designated GP supervisor is absent from the practice for more than a week and a suitable substitute is not available within the practice, the Director of Training must be consulted as to the appropriateness of the arrangements to meet the above requirements.

## Responsibility

Director of Training  
GP supervisors

## Review

Monitored through GROG meetings

## Cross Reference

RACGP Standards for Teaching Practices  
getGP Education, Training and Information Handbook  
Practice Agreement

# **GP Supervisor Workshops**

## **Scope and Purpose**

Because of the importance of their role in the training and supervision of registrars, it is an expectation that GP supervisors will participate in GP supervisor workshops.

## **Description**

GP supervisor workshops provide a forum for development of teaching and supervision skills, discussion of current training issues, orientation to new approaches and methods and sharing of information.

GP supervisors are required to attend 4 days of workshops per annum.

Payments are made for attendance at GP supervisor workshops at the prevailing rate for meeting attendance provided for in the getGP annual budget.

Travel and accommodation expenses will be re-imbursed on production of relevant tax invoices/receipts.

## **Responsibility**

Senior Medical Educator responsible for convening workshops.  
Accounts Officer for payments and expense re-imbusement

## **Review**

Workshop program activities are considered by GROG

Rates of payment and reimbursement are reviewed annually as part of the budget preparation process monitored through the Audit Committee

## **Cross Reference**

getGP Education, Training and Information Handbook  
Practice Agreement

# Hospital Year of Training

## Scope and Purpose

getGP policy regarding the hospital training year has been that hospital training should be done at Latrobe Regional Hospital or in other Gippsland hospitals. This policy has been amended in the light of changing circumstances.

## Description

getGP has had a long standing arrangement with LRH that they reserve positions for getGP registrars for their hospital year of training. getGP policy was that registrars had to complete their hospital training at LRH. This policy is different from many other rural RTPs which do not insist on hospital training within their regions. About half of the annual intake of new registrars obtain RPL on the basis of hospital experience obtained elsewhere and many of those that are required to undertake hospital training request to do so in hospitals other than in Gippsland. It is doubtful whether the original hospital training policy was achieving its original objectives of developing a sustained commitment to practice in Gippsland.

## Policy Statement

getGP policy regarding hospital training is that registrars will be encouraged to complete their required hospital terms at Latrobe Regional Hospital or other hospitals in the Gippsland region. Accommodation subsidies, relocation assistance and priority preference for GP terms will be offered as incentives for registrars who undertake their required hospital year of training in Gippsland. Registrars may undertake hospital training outside the Gippsland region provided they obtain prior approval from getGP.

## Role of the Hospital Medical Educator

The getGP Hospital Medical Educator is appointed to maintain regular contact with registrars undertaking hospital training to advise them about their learning planning, maintenance of a portfolio and the use of GPRime and the required education and training activities.

## Responsibility

Director of Training  
Hospital Medical Educator  
Program Manager

## Review

Annually as part of Board strategic planning process

# Learning Planning Advice

## Scope and Purpose

getGP policy is to assist registrars as much as possible to identify their learning needs, develop their learning plans, achieve their learning goals and meet the education, training and assessment requirements. The learning planning advice process is an integral aspect of this policy.

## Description

Key elements of the process are:

1. The early identification of the learning needs of each GP registrar.
2. The development of an **approved learning plan** by the GP registrar in consultation with a designated training advisor at the commencement of training. This reflects the requirements of the RACGP and ACRRM.
- 3.
4. Completion of RACGP, and/or ACRRM and GPET and getGP designated mandatory learning activities.
5. Completed learning activities submitted for review and feedback by the GP supervisor and/or designated educational mentor.
6. A record of completed learning activities, each signed off as reviewed, maintained in a **Learning Portfolio** (equivalent to a log book).
7. Regular feedback by GP supervisors.
8. Steps 4 to 7 repeated for each semester (six months) of the program.
9. A formal meeting with the designated training advisor toward the end of each (six month) semester to review the learning plan in terms of:
  - a. Breadth and depth of clinical experience and competencies acquired over the semester
  - b. Progress in completing planned education and assessment activities
  - c. Identifying GP registrar needs to ensure progress towards overall competence is optimal
  - d. Areas for revision and updating of the learning plan

Towards the end of the GP registrar's final training term a formal meeting with a getGP medical educator will review the GP registrar learning portfolio to ensure that all education and training requirements have been met. If all requirements have been completed the getGP medical educator will be able to recommend that the GP registrar be certified as having satisfactorily completed all education and training requirements.

## Responsibility

getGP Divisional Medical Educators/Training Advisors  
Director of Training

**Review**

On-going monitoring and review through GROG.  
Annual review as part of preparation of annual getGP Education, Training and Information Handbook

**Cross Reference**

getGP Education, Training and Information Handbook

# **Mandatory Education, Training and Assessment Requirements**

## **Scope and Purpose**

getGP identifies a range of mandatory education, training and assessment activities which are described in detail in the annual getGP Education, Training and Information Handbook.

## **Description**

getGP policy is to ensure that all RACGP and/or ACRRM defined education and training requirements, GPET specified education and training requirements and a specified number of getGP mandatory learning and assessment activities are completed by registrars during their training.

The getGP mandatory assessment activities are intended to assist registrars achieve competence in key areas of the RACGP and ACRRM curricula. It is a requirement for satisfactory completion of training that these activities are undertaken and that satisfactory completion is recorded in the registrar learning portfolio. The getGP online learning platform, GPRime enables registrars to undertake and submit evidence of completion electronically.

Progress toward completion is reviewed at the 6 monthly meetings between the registrar and training advisors, held toward the conclusion of each attachment.

## **Responsible**

Training Advisors  
Director of Training

## **Review**

On-going monitoring through GROG.

## **Cross Reference**

Learning Planning Advice Policy  
Completion of Training Policy  
RACGP 2005 Standards  
ACRRM Standards  
getGP Education, Training and Information Handbook

# Training Program Delivery

## Scope and Purpose

The basic principles underlying the means by which the getGP training program is delivered need to be clear.

## Description

Delivery of the getGP training program is based on the following policies:

- Compliance and observance of GPET contractual obligations, operational policies, and the Quality Framework
- Maintenance of RACGP vocational training standards
- Maintenance of ACRRM training standards
- GPRime as the foundation for managing education and training activities and for registrars to manage their own learning
- A pivotal role for GP supervisors both as practice supervisors and as ECT visitors
- Medical educators are mainly GP supervisors
- Strong linkages with Gippsland hospitals
- Strong contractual relationships with Divisions for administrative and social support
- Strong collaboration with Monash University School of Rural Health and Gippsland Medical School

Details of all program delivery requirements and procedures are published annually in the getGP Education, Training and Information Handbook.

## Responsibility

CEO

## Review

Annually:  
as part of Board strategic planning process  
as part of preparation of annual handbook.

## Cross Reference

getGP Education, Training and Information Handbook.  
GPRime

# Transition from Training to Independent Vocational Recognition and Allocation of an Independent Provider

## Scope

Registrars need to understand the arrangements and procedures to enable them to move from being an enrolled registrar to an independent practitioner.

## Description

***Requirements and procedure for making the transition from training to independent vocational practitioner in the usual order that these are achieved or carried out:***

1. Achievement of a pass in the FRACGP exam.
2. Completion of training time
3. Submission of evidence of completion of training requirements, this is achieved by an up to date GPRime learning plan and portfolio with all mandatory activities signed off.
4. End of training interview with Director of Training
5. Certification of satisfactory completion of training by Director of Training
6. Submission of evidence of completion of training and fellowship application to the RACGP or ACRRM Censor
7. Certification of satisfactory completion of training and fellowship by the College Censor.
8. RACGP/ACRRM sends vocational registration form to registrar
9. Registrar sends completed form to Medicare Australia
10. Medicare notification the awarding of full vocational recognition
11. Application to Medicare for an independent provider number
12. Receipt of an independent provider number
13. Independent practice.

### ***Gap between end of training and vocational recognition/registration:***

Satisfactory completion of training cannot be signed until all components of training are completed including all required training time. This often does not occur until the end of January or end of July depending on when training was commenced. It will take:

- Up to three weeks for getGP to process a registrar's completion of training documents
- Between three and six weeks for the relevant College censor to consider an application.
- Up to six weeks for a provider number to be issued by Medicare.

This means that there will be a period of between two and four months between completion of training and receipt of an independent provider number.

Registrars are unable to generate income from Medicare without a provider number. Hence, getGP offers the option of an "extension of training" with getGP to enable registrars to continue to practice and access Medicare while awaiting vocational recognition. Extension of training with getGP is only available within Gippsland and requires negotiation with a Gippsland practice. If a registrar wishes to work elsewhere under the "extension of training" option, a transfer to the regional training

provider that covers the region you are intending to work in, will need to be negotiated.

### **Responsibility**

Director of Training  
Individual Registrars

### **Review**

At least annually as part of up-dating Policy Manual and Handbook.

### **Cross Reference**

Completion of Training Policy  
getGP Education, Training and Information Handbook



## **SECTION 2:**

# **RECRUITMENT, PROMOTION AND STAKEHOLDER RELATIONSHIPS**

## **Communication with Stakeholders**

### **Scope and Purpose:**

The need for having a clear and effective approach to communication as a basis for establishing constructive relationships with local, regional, state and national stakeholders requires a clear, systematic and well-targeted plan.

### **Description:**

The following getGP Communication Plan is intended to provide a framework for this to be achieved.

### **Responsibility:**

CEO  
PR Advisor

### **Review:**

Annually as part of the Strategic Plan Review  
Monitored through Audit Committee

### **Cross Reference:**

Strategic Plan

# getGP Board Communication Plan

(Approved 14<sup>th</sup> February 2006)

## Overview

The aim of this Communication Plan is to help guide the communication activities of **getGP**.

It identifies the key messages that **getGP** wants to portray, the key audience groups it needs to communicate with and provides an indication of appropriate communication methods.

It is important to understand that this document is a guide and there will be occasions when very specific communication tasks are required. However, the plan will provide a framework that assists when developing such communication activities as well as providing a reference point for on-going activities.

It also helps develop consistent messaging that can be used by staff and Board Members during their day to day communication with a wide range of people and organisations.

The plan will assist **getGP** as it seeks to achieve the Key Result Areas outlined in the Strategic Plan, by identifying the tactics and marketing tools required to promote GP training and the Gippsland Program.

The key messages underpin the development of promotional information and marketing material for registrars and undergraduate students.

The marketing materials developed will assist when approaching new training practices to obtain expressions of interest for training posts, while general promotion of the **getGP** program aims to raise awareness among the medical and general community and encourage greater participation in the program.

The strengths of the network have been identified as including the high quality teaching practices; dedicated and committed GP supervisors; the educational expertise of medical education staff; a strong foundation of regionally based training through the pioneering development in Gippsland; strong relationships with Monash University; and a well defined program.

Other strengths include the range of opportunities in the diverse Gippsland region and the support provided through **getGP's** administrative team.

These strengths are reflected in the key messages, which also draw upon the organisation's vision, which is:

*Integrated education for rural medical practice in Gippsland*

## Objectives of this plan

- Promote Gippsland as a destination for registrars
- Develop relationships with other organisations that will help achieve and demonstrate pathways for medical students and registrars
- Promote the role of **getGP** to target audience groups
- Promote the role of **getGP** to the general community
- Promote the role of **getGP** to key audience groups within the general community, who are not directly associated with the health industry

- Encourage more medical practices to consider becoming an accredited practice

### Key messages

The key messages are those regular themes which underpin communication activities. There will be specific messages for different groups but it is important to develop consistent messaging that promotes the role of **getGP**.

The key messages are listed and, in the following table, specific messages are associated with different audience groups.

- **getGP** plays an important role in training of doctors and is an important link in the medical education process.
- **getGP** helps to attract and retain doctors in Gippsland.
- The **getGP** regional training program is well recognised as an excellent method of achieving Fellowship of the RACGP and of ACRRM.
- **getGP**'s training program is innovative and flexible, providing a variety of learning methods and activities.
- Only accredited training practices are eligible to host a registrar through **getGP**.
- GP supervisors and mentors are experienced and dedicated.
- **getGP** works with medical and health professionals to integrate health industry training.
- A range of opportunities and lifestyles are available in the diverse Gippsland Region.

### Audience groups

The following table sets out the key audience groups, the **most** relevant key messages for each group and provides some indication of the appropriate communication methods. While the majority of the key messages will have relevance to each group, some connect more readily with different groups. Please note, the audience groups are not listed in order of priority.

Audience groups	Key messages	Communication methods
Medical students and Registrars	<ul style="list-style-type: none"> <li>• The <b>getGP</b> regional training program is recognised as an excellent method of achieving RACGP Fellowship and ACRRM Fellowship.</li> <li>• <b>getGP</b>'s training program is innovative and flexible, providing a variety of learning methods and activities</li> <li>• Only accredited training practices are eligible to host a registrar through <b>getGP</b></li> <li>• GP supervisors and mentors are experienced and dedicated</li> <li>• A range of opportunities and lifestyles are available in the diverse Gippsland Region</li> </ul>	<p>Through University clubs</p> <p>Work in association with other organisations in Gippsland to run joint or complementary activities where possible</p> <p>Organise face-to-face meetings with Gippsland GPs or Practice Managers.</p> <p>Newsletter</p> <p>Web access</p> <p>Through University and similar publications (in association with VicNet?)</p>
Medical practices in Gippsland - Accredited - Non-accredited	<ul style="list-style-type: none"> <li>• <b>getGP</b> plays an important role in training of doctors and is an important link in the medical education process</li> <li>• The Regional Training Program is well recognised as an excellent method of achieving RACGP Fellowship and ACRRM Fellowship</li> <li>• <b>getGP</b>'s training program is innovative and flexible, providing a variety of learning methods and activities</li> <li>• Only accredited training practices are eligible to host a registrar through <b>getGP</b></li> <li>• GP supervisors and mentors are experienced and dedicated</li> </ul>	<p>Regular Newsletter</p> <p>Practice Manager meetings</p> <p>Stage special workshops / briefings for non-accredited practices</p> <p>Local media releases about getGP</p> <p>Practice Visits by CEO/Director of Training/Divisional Medical Educators</p>

Divisions of GP	<ul style="list-style-type: none"> <li>• <b>getGP</b> plays an important role in training of doctors and is an important link in the medical education process</li> <li>• <b>getGP</b> helps to attract and retain doctors in Gippsland</li> <li>• The Regional Training Program is well recognised as an excellent method of achieving RACGP Fellowship and ACRRM Fellowship.</li> <li>• <b>getGP</b>'s training program is innovative and flexible, providing a variety of learning methods and activities</li> <li>• Only accredited training practices are eligible to host a registrar through <b>getGP</b></li> <li>• <b>getGP</b> works with medical and health professionals to integrate health industry training</li> </ul>	<p>Regular Newsletter</p> <p>Invitations to workshops, conferences etc</p> <p>Participation in Gippsland Divisions Forum</p>
Other RTPs	<ul style="list-style-type: none"> <li>• As one of the RTPs, <b>getGP</b> plays an important role in training of doctors</li> <li>• <b>getGP</b>'s training program is innovative and flexible, providing a variety of learning methods and activities</li> </ul>	<p>Regular contact at appropriate forums</p> <p>Association of CEOs (ACE)</p> <p>Australian Medical Educator Network (AMEN)</p>
Teaching Hospitals	<ul style="list-style-type: none"> <li>• <b>getGP</b> plays an important role in training of doctors and is an important link in the medical education process</li> <li>• <b>getGP</b> helps to attract and retain doctors in Gippsland</li> <li>• <b>getGP</b>'s training program is innovative and flexible, providing a variety of learning methods and activities</li> <li>• <b>getGP</b> works with medical and health professionals to integrate health industry training</li> </ul>	<p>Regular newsletter to relevant departments</p> <p>Invitations to workshops, conferences etc</p> <p>Briefings/meetings with CEOs, Directors of Medical Services, HMO coordinators</p>

<p>Other medical training organisations (such as RWAV, Gippsland Regional Clinical School)</p>	<ul style="list-style-type: none"> <li>• <b>getGP</b> plays an important role in training of doctors and is an important link in the medical education process</li> <li>• <b>getGP</b> helps to attract and retain doctors in Gippsland</li> <li>• The Regional Training Program is well recognised as an excellent method of achieving RACGP Fellowship and ACRRM Fellowship.</li> <li>• <b>getGP</b>'s training program is innovative and flexible, providing a variety of learning methods and activities</li> <li>• Only accredited training practices are eligible to host a registrar through <b>getGP</b></li> <li>• <b>getGP</b> works with medical and health professionals to integrate health industry training</li> </ul>	<p>Newsletters</p> <p>Attendance at conferences</p> <p>Through VicNet</p> <p>Submit articles for newsletters produced by other training organisations</p> <p>Joint activities through getGP-Monash Liaison Committee</p>
<p>General community</p>	<ul style="list-style-type: none"> <li>• <b>getGP</b> plays an important role in training of doctors</li> <li>• <b>getGP</b> helps to attract and retain doctors in Gippsland</li> <li>• Only accredited training practices are eligible to host a registrar through <b>getGP</b></li> <li>• GP supervisors and mentors are experienced and dedicated</li> <li>• <b>getGP</b> works with medical and health professionals to integrate health industry training</li> <li>• A range of opportunities and lifestyles are available in the diverse Gippsland Region</li> </ul>	<p>Media releases</p> <p>Occasional guest speaker appearances at functions, for groups including service clubs</p>

MPs – State and Federal	<ul style="list-style-type: none"> <li>• <b>getGP</b> plays an important role in training of doctors</li> <li>• <b>getGP</b> helps to attract and retain doctors in Gippsland</li> <li>• The Regional Training Program is well recognised as an excellent method of achieving RACGP Fellowship and ACRRM Fellowship.</li> <li>• <b>getGP</b>'s training program is innovative and flexible, providing a variety of learning methods and activities</li> <li>• Only accredited training practices are eligible to host a registrar through <b>getGP</b></li> <li>• GP supervisors and mentors are experienced and dedicated</li> <li>• <b>getGP</b> works with medical and health professionals to integrate health industry training</li> </ul>	<p>Regular newsletter</p> <p>Occasional face-to-face briefings about the role of <b>getGP</b>, supported by an information kit.</p> <p>Direct letters on specific topics</p> <p>Invitations to relevant launches / openings</p>
Local Government	<ul style="list-style-type: none"> <li>• <b>getGP</b> plays an important role in training of doctors</li> <li>• <b>getGP</b> helps to attract and retain doctors in Gippsland</li> <li>• Only accredited training practices are eligible to host a registrar through <b>getGP</b></li> <li>• <b>getGP</b> works with medical and health professionals to integrate health industry training</li> <li>• A range of opportunities and lifestyles are available in the diverse Gippsland Region</li> </ul>	<p>Regular newsletter</p> <p>Occasional briefings for councillors and/or council officers, supported by information kits</p>

## TACTICS

- Work in association with other organisations in Gippsland to run joint or complementary activities where possible.
- Stage a product or facility launch (e.g. GPRIME) as a promotional event to which relevant people can be invited and provided with information about **getGP**.
- Produce and distribute Newsletter.
- Develop a database for the distribution of the **getGP** newsletter and ensure copies are distributed either by hard copy or email.

- Develop an email database to which the website URL can be attached, and send to MP advisors, Local Government representatives etc, with a very short message suggesting they visit the website to find out more about **getGP**.
- Submit items of interest to other training / medico organisations for inclusion in their newsletters.
- Hold regular meetings with Practice representatives (either doctors or practice managers).
- Stage special workshops / briefings for non-accredited practices at which the benefits of being an accredited practice can be emphasised.
- Distribute relevant media releases about getGP and its activities to Gippsland and industry media, and broader media where appropriate.
- Sponsor activities for medical students and potential registrars
- Seek testimonials from existing registrars and host practices which can be used to promote getGP and the Gippsland program.

## MARKETING TOOLS

- Information kit about getGP, including introductory information about the organisation and VicNet, some workforce data for the Gippsland region and relevant activities undertaken
- Testimonials from existing registrars and host practices for use in written and on-line communication
- Web site (***well established, but may need to be made more 'user-friendly' for general population***)
- Video presentation (***already produced, may need to be shortened***)
- Promotional items (***pens, key rings, cups etc already developed – other items of particular interest to students and others?***)
- Develop appropriate audiovisual presentations, such as power point presentations, for use at functions and/or distribution
- Media releases on relevant topics

## BUDGET

Core budget item is Advertising - \$30,000.

Rod Wellard, CEO

January 2006

(Acknowledgement: document prepared by Ian Needham)

# **Gippsland Divisions of General Practice**

## **Scope and Purpose**

Strong relationships with Gippsland divisions of general practice are highly desirable in providing an integrated approach to general practice training and appropriate support for registrars and their families.

## **Description**

getGP policy is to establish a strong collaborative relationship with each of the 3 Gippsland divisions of general practice. This occurs through 5 main strategies:

1. representation from each division on the getGP Board
2. getGP CEO attendance at joint meetings of Gippsland divisions
3. coordination of training activities such as ECT visits and Cluster group meetings on a divisional basis
4. Memoranda of Understanding
5. administrative support from divisions on a contract for service basis
6. social integration support for registrars from divisions on a contract for service basis.

## **Responsibility**

CEO  
Program Manager

## **Review**

Reviewed annually as part of annual budget preparation

## **Cross Reference**

# **Mandatory East Gippsland Placement Policy**

## **Scope and purpose**

All registrars who entered the getGP program from 2005 onwards were informed through the Handbook and by other means of the requirement that they would be expected to do a term in East Gippsland. However this was not explicitly stated as a policy although reference to it was included as part of the Practice Match Policy. The purpose of the statement herein is to rectify this omission and clarify the policy requirement.

## **Description**

The policy is that registrars are normally required to undertake a minimum of 6 months of their training in East Gippsland subject to the availability of teaching practices.

“East Gippsland practices” includes all practices in the East Gippsland Division of General Practice and Yarram.

Registrars who undertake their hospital year of training in Gippsland and/or who are living with their families in Gippsland, may be eligible for consideration of flexible options in the way this East Gippsland Policy requirement is met. Such options could include part-time training arrangements or shortened periods of attachment.

Any such proposed arrangement should be planned at the time of the practice match process. It must be fully discussed with the registrar’s training advisor, and must be agreed to by the teaching practice they have been allocated to, and the proposed East Gippsland teaching practice. Prior approval by the Director of Training is required before the proposed arrangement can proceed.

A registrar may be eligible for an exemption from the policy in certain circumstances where:

- they are able to provide evidence that their situation has substantially and materially changed since entering getGP and that a placement in East Gippsland is detrimental to their own health or the health of their family and these changes would not impact adversely on the candidate or their family if he/she was not in East Gippsland. Appropriate certification is required.
- despite their best endeavours to find a teaching practice none is available to enable them to meet the East Gippsland requirement.
- their training plan incorporates special skills training or advanced rural skills training experience which meets a rural general practice procedural training need in Gippsland (eg. obstetrics).

Applications for exemption from the policy must be made in writing and are subject to approval by the Director of Training.

## **Responsibility**

Director of Training

## **Review**

Annual Policy Review by Board

**Cross Reference**

Practice match policy

getGP Education, Training and Information Handbook

# **Practice Agreements**

## **Scope and Purpose**

getGP enters into agreements with teaching practices to ensure there is a clear understanding of the terms and conditions associated with employing registrars and enabling them to meet the education and training requirements.

## **Description**

The nature of the agreement between getGP and training practices is described in a written agreement. (see Schedule 4)

## **Responsibility**

Program Manager  
CEO

## **Review**

Annually when establishing new practice agreements

## **Cross Reference**

Practice Match Policy  
Minimum Terms and Conditions

# Practice Match Policy

## Scope and Purpose

The practice match process is intended to achieve the best possible linking of program requirements, registrar preferences and GP supervisor preferences in allocating registrars to practices for their Basic, Advanced and Subsequent GP Terms.

getGP has continuing problems of attracting registrars and persuading them to relocate their families into the region, particularly in East Gippsland. A policy first introduced for 2005 entrants was that all registrars were required to spend at least 6 months of their training in an attachment in East Gippsland (the EGDGP region plus Yarram). The Hospital Year of Training policy, previously endorsed by the Board 19/10/04, provides registrars who undertake their required hospital year of training at LRH with incentives such as accommodation subsidies, relocation assistance and priority preference for GP terms. The accommodation support policy provides for higher subsidies to be paid for registrars are in more remote practices.

The Practice Match Process policy is another element in achieving getGP program objectives while catering for registrars preferences and the needs of training practices, particularly those in East Gippsland for continuity.

## Description

The practice match process is intended to achieve the best possible linking of program requirements, registrar preferences and GP supervisor preferences in allocating registrars to practices for their Basic, Advanced and Subsequent GP terms.

In the practice match process, the preferences of registrars will be taken into account on a fair and equitable basis.

Registrars are normally required to undertake at least 6 months of their training in East Gippsland.

However, in taking into account the preferences of registrars the practice match process will follow the order of decision making below:

1. The highest priority will be given to the preferences of registrars who have established the primary residence for themselves and their families in East Gippsland.
2. Priority will be also given to the preferences of registrars who have established the primary residence for themselves and their families in other parts of Gippsland.
3. Hospital year registrars who have trained at Latrobe Regional Hospital or other Gippsland hospitals will have priority in their preferences for basic GP terms
4. The preferences of other registrars will be considered and matched in accordance with the policy of a minimum of 6 months training in East Gippsland.

The practice matching procedure is described in detail in the annual getGP Education, Training and Information Handbook.

## Responsible

Director of Training  
Program Manager

**Review**

Monitored through the GROG  
Reviewed annually in preparation for implementation of the practice matching process.

**Cross Reference**

getGP Education, Training and Information Handbook.

getGP Board paper 22 June 2005

## **Recruitment**

### **Scope and Purpose**

The objective of recruitment to getGP is to attract high quality applicants who demonstrate a strong commitment to general practice training and to subsequently working in areas of need in Gippsland.

### **Description**

getGP policy is to adopt and participate in range of recruitment and marketing strategies. These include:

- Participation in VicNet – a collaboration between Victorian RTPs and RWAV to:
  - support the appointment of a Recruitment and Marketing Officer.
  - joint recruitment activities, eg Medical Careers Expo.
- production of local promotional material including a DVD/CD
- local activities and sponsorship targeted at medical students

### **Responsible**

CEO

### **Review**

Annually as part of Board strategic planning process

### **Cross Reference**

# Teaching Practice Accreditation and Re-Accreditation

## Scope and Purpose

getGP requires an orderly process for undertaking accreditation of new teaching practices and re-accreditation of existing teaching practices.

## Description

### ***Introduction:***

getGP policy is that its teaching practices will be accredited against the standards of both professional colleges. Hence relevant RACGP standards and ACRRM standards will be considered in the process.

### ***New Practice Accreditation Process:***

The application forms and getGP checklist to be completed are:

- RACGP “Application for Initial Accreditation as a GP Trainer/Training Post with the RACGP 2005”
- ACRRM “Training Post Application Form Private Practice”
- getGP Endorsement Checklist

### ***Procedure:***

1. Completion of RACGP, ACRRM and initial application forms and getGP checklist details by the practice and prospective supervisors and return to getGP.
2. GetGP assessment of suitability for RTP endorsement of practice and supervisors for initial accreditation which may include some or all of the following:
  - Prior knowledge of practice and supervisors
  - Contact of nominated referees
  - A Practice visit by getGP representative
  - Telephone interview by a medical educator or the CEO
3. Statement of Endorsement by getGP CEO or nominee (Director of Training)
4. Practice visit and interview of prospective supervisors by College and getGP representatives - normally the Director of Training and the relevant divisional medical educator
5. Advice from respective Colleges on outcome of Application and if successful Provisional Accreditation as a Training Post.

Initial practice accreditation is normally awarded for a period of 12 to 18 months enabling at least 2 successful registrar placements.

### ***Full Accreditation***

Full accreditation normally may only be granted after successful completion of provisional accreditation and is for 3 years inclusive of the period of provisional accreditation. The relevant application forms and checklist are:

- RACGP “Application for Full Accreditation as an RACGP GP Trainer/Training Post 2005”.

- getGP Endorsement Checklist

The status of the ACRRM accreditation and the ACRRM “Training Post Application Form Private Practice” information will need to be reviewed and if only provisional then submitted for full accreditation in accordance with the ACRRM accreditation procedure.

Procedure:

1. Completion of application for full accreditation getGP checklist details by the practice and supervisor(s) and returned to getGP.
2. GetGP assessment for RTP endorsement of practice and supervisors for full accreditation which may include some or all of the following:
  - Written and verbal feedback from registrars
  - Patient numbers and teaching activity as indicated on monthly report
  - Evidence of attendance at supervisor workshops
  - Evidence of attendance at orientation for new supervisors
  - Interview of supervisors
  - Review of registrar GPRime learning planner for demonstration of learning planning
  - Review of TA visit reports and/or end of training interview report
3. Application together with getGP endorsement forwarded to the RACGP and ACRRM

***Re- accreditation:***

The full accreditation of a teaching post is normally valid for 3 years after which a post must be re-accredited. The relevant documents are:

- The RACGP document Application for Re-accreditation as a GP Trainer/Training Post with the RACGP 2005”
- ACRRM “Training Post Application Form Private Practice”
- getGP Endorsement Checklist

Procedure:

1. RTP advises current teaching practices about date for re-accreditation.
2. Practices are sent Re-accreditation document
3. Practices undertake a self-assessment against RACGP standards for training posts and ACRRM standards and complete getGP checklist details and return to getGP.
4. GetGP assessment for RTP endorsement of practice and supervisors for re-accreditation which may include some or all of the following:
  - Written and verbal feedback from registrars
  - Patient numbers and teaching activity as indicated on monthly report
  - Evidence of attendance at supervisor workshops
  - Evidence of attendance at orientation for new supervisors
  - Interview of supervisors
  - Review of registrar GPRime learning planner for demonstration of learning planning
  - Review of TA visit reports and/or end of training interview report
- 5 Application for re-accreditation with getGP endorsement forwarded to RACGP and ACRRM.

### **getGP Endorsement Checklist**

The Regional Training Provider is required to gather evidence in order to make a statement on the following:

**A: Briefly outline the overall feedback you have received from registrars regarding their training experience at the practice.**

**B: Please comment on each of the following and note any concerns (use extra pages if required).**

1. *Each trainer's participation in continuing professional development aimed at improving performance as a general practice educator (Standard T.5). Please list **RTP organised** GP trainer/training activities attended in the provisional period – titles, dates, and duration.*
2. *Teaching provided (Standards T.6,9,16). Have registrars received the teaching required by the RACGP standards? Please comment on the quality of the teaching.*
3. *Assistance with learning plans (Standard T.14). Have registrars been assisted by the trainers to develop a learning plan for the term? Please comment.*
4. *Assistance with direct observation of consultations (Standard T.15). Have the trainers supported access by medical educators to undertake direct observation of registrar consultations?*
5. *Orientation to the practice (Standard T.19). Please comment on the quality of the registrars' orientation to this practice.*
6. *On-site supervision (Standards T. 21–24). Have the requirements for on-site supervision been met? Please comment on any issues/problems.*
7. *Standards for the general practice trainers/posts (Standards T.27–34). Are you aware of any changes or problems in this practice in the provisional period that might affect its ability to meet the RACGP Standards for Trainers/Training Posts?*
8. *Registrar workload (Standards T.38–40). Have the RACGP standards been met? Please comment on any problems. (If you do not have sufficient space to comment, please attach extra pages.)*

### **Responsibility**

Director of Training  
Divisional Medical Educator  
Program Manager

### **Review**

Monitored by Program Manager

### **Cross Reference**

RACGP Standards  
ACRRM Standards



# **Teaching Practice Information Technology /Website Development Support**

## **Scope and Purpose**

As part of its commitment to support teaching practices, getGP has developed strategies to assist teaching practices to improve IT infrastructure for in-practice teaching purposes and for the development of practice websites.

## **Description**

The two main elements of the policy are to:

- Promulgate a benchmark profile for IT Infrastructure resources and capacity for teaching practices supporting teaching and learning for undergraduate students and GP registrars in vocational training.
- Provide financial assistance to practices to develop or up-grade their websites and establish links to the getGP network of teaching practices as a means of sharing information.

## **Responsibility**

Projects Manager

## **Review**

Review annually through Audit Committee.

## **Cross Reference**

Practice Agreement

## **Vertical Integration**

### **Scope and Purpose**

The development of initiatives to promote vertical integration in the Gippsland region is a part of the Board's strategic plan.

### **Description**

A goal in the getGP Strategic Plan goal is the promotion of vertical integration initiatives.

This has been enacted in a number of different ways through arrangements with Gippsland Divisions of General Practice, Monash University, and Gippsland hospitals. Particular methods used to achieve this goal include:

- Joint participation in relevant vertical integration activities
- Collaborative projects
- Development of memoranda of understanding
- Establishing innovative teaching arrangements
- Promotion of PGPPP placements
- Joint staffing appointments

The Board has endorsed a policy of funding relevant vertical integration projects.

### **Responsible**

CEO  
Board

### **Review**

Annually as part of Strategic Plan review

### **Cross Reference**

# **SECTION 3:**

## **REGISTRAR SUPPORT AND GUIDANCE**

# Accommodation Support

## Scope and Purpose

Subsidised accommodation for registrars and their families is seen as an essential policy for attracting and maintaining registrars in rural communities in Gippsland. The aim of getGP policy on rental subsidies is to encourage and assist teaching practices to provide GP registrars with suitable accommodation in rural communities where needed.

## Description

getGP pays accommodation subsidies to teaching practices who then are expected to provide registrars with rent-free or rent-reduced self-contained minimum of two-bedroom accommodation. The policy recognises that higher subsidies may be needed to provide additional encouragement to GP registrars who are prepared to relocate to more remote practices getGP has identified as an area of need.

Accommodation subsidies or support is available to:

- hospital registrars working in Gippsland
- Basic and Advanced GP Term registrars
- Subsequent GP Term registrars

Key aspects of the accommodation support policy are:

- a. The subsidy is paid to the practice to enable the accommodation to be maintained and available on a long term basis.
- b. For more remote practices, for registrars with special family needs who have relocated to practices in East Gippsland Division or other areas of need specified by getGP; and where there are other extenuating circumstances; higher subsidies may be considered where needed.
- c. Subsidised rent is not intended for registrars who do not occupy the accommodation.
- d. The rates for GP registrar rental subsidies are contained in the Accommodation Subsidies Schedule and are reviewed annually.
- e. Rental subsidies will be provided to practices who demonstrate that they provide accommodation for GP registrars which is in accordance with the "National Accommodation Standards for Registrars" by meeting the following criteria:
  - A clean, reasonably furnished house/unit with adequate heating/cooling facilities (as appropriate);
  - The accommodation should be separately locked to allow the occupant to enter and exit at any time of the day or night at their discretion;
  - A separate bedroom with a double bed and adequate linen;
  - A second bedroom;
  - Reasonable provision for study;
  - Reasonable provision for the appropriate storage, preparation and consumption of food;
  - Reasonable provision for the storage, washing, drying and ironing of clothing;
  - Clean internal bathroom and toilet facilities;
  - Provision of a telephone in the residence that enables the registrar or medical student to make and to receive phone calls 24 hours a day;
  - Provision of a television and radio.
  - Provision of nearby car parking with adequate lighting and security; and
  - Accommodation should be adequately fenced.

For more remote practices, for registrars with special family needs who have relocated to practices in East Gippsland Division or other areas of need specified by getGP; and where there are other extenuating circumstances; higher subsidies may be considered where needed. In such cases, getGP will pay up to 50% of the difference between the current subsidy rate and the actual rental cost of the accommodation.

Where there is a part-time registrar it is acknowledged that this could be an extra financial burden on practices to provide full time accommodation. getGP will provide the accommodation subsidy to the practice at a rate corresponding to their part-time fraction on the understanding that the practice is entitled to request that the registrar contribute to the remainder of the rental cost.

getGP has entered into an agreement with Latrobe Regional Hospital whereby it contributes to subsidised accommodation for GP registrars undertaking hospital training at Latrobe Regional Hospital.

### **Responsibility**

Program Manager

### **Review**

Regular review through meetings with Practice Managers  
Annual review of rates as part of budget preparation process through Audit and Finance Committee

### **Cross Reference**

getGP Education, Training and Information Handbook.

# Appeals

## Scope and Purpose

Registrars in the getGP program need to be assured that they have the right to appeal against decisions made by getGP in matters relating to their training and support. Staff and other parties also have available to them a right of appeal against getGP decisions.

## Description

getGP registrars may lodge an appeal in respect to decisions and/or policy positions. Grounds for appeal include are that:

- the decision contravened principles of natural justice
- the decision was contrary to the information or evidence provided
- there is new information or evidence
- irrelevant considerations influenced the decision outcome
- the procedures used were inappropriate

### *Process:*

The process to be used for appeals is as follows:

1. the appeal should be lodge in writing to the getGP CEO
2. the CEO shall convene meetings of relevant people to seek to resolve the matter through mutual agreement
3. should the matter remain unresolved the CEO should refer it to an External Appeals Committee consisting of a Board nominee, independent medical educator or GP supervisor, and a registrar representative.
4. Alternatively the appellant may request that the matter be referred directly to the Board.
5. The Board may invite the appellant to present the case to the Board.
6. The Appeals Committee or Board decision must be communicated in writing to the appellant through the CEO.
7. In the event of an unsuccessful appeal, the appellant should be advised in writing that they have a further right of appeal to GPET.

While the process above is primarily written with registrars in mind a similar process is available for staff and GP supervisors if needed.

## Responsibility

CEO  
getGP Board

## Review

Annual review by Board.

## Cross Reference

getGP Education, Training and Information Handbook. – Registrar remediation.

# Complaints and Grievances

## Scope and Purpose

Given the nature of its activities, getGP is likely to receive complaints and grievances. These need to be managed in a constructive and systematic manner to address the concerns of the complainant and be regarded as feedback from which to learn and improve the way the organisation conducts itself. A clear and transparent process for handling complaints and grievances is essential for ensuring that getGP is seen as fair and reasonable in its relationships with stakeholders.

## Description

For the purpose of this policy complaints are regarded as negative feedback received because of dissatisfaction with the quality or results of getGP actions.

A grievance is regarded as an escalation of a complaint to the point where the complainant is seeking some resolution of redress arising from actions or decisions made by getGP.

It is recognised that complaints and grievances may arise from:

- The process of (educational) remediation as described in the getGP Education and Training Handbook
- disputes between registrar and training practice, supervisor or medical educator
- some element within the overall training program –educational, administrative, work conditions or other
- an incident arising within the training program

In accordance with the procedures described below, any problem that cannot be resolved informally should be documented using the getGP Remediation/ Incident/Complaint Reporting Form.

### *Complaints procedure:*

Complaints may be received by telephone, face to face communication, email or in writing. The following procedure should be observed:

Where complaints are received by telephone or in a face to face situation:

- The complainant should be treated with respect and courtesy
- The complainant should be allowed to state the complaint
- There should no hint of interrogation and defensiveness in response
- The complaint plus the complainant's desired outcomes should be recorded
- The complainant's contact details should be noted.
- The CEO should be informed.
- An appropriate response and follow-up plan should be developed and carried out.
- The follow-up plan should include provision for review and where necessary amendment to operational processes

Where complaints are received via email or in writing:

- The CEO should be informed
- An appropriate response and follow-up plan should be developed and carried out. This would normally include a written response.
- The follow-up plan should include provision for review and where necessary amendment to operational processes.

*Grievance procedure:*

The grievance procedure is intended to provide a supportive framework for addressing the concerns of a complainant who has become sufficiently aggrieved to seek resolution or redress arising from actions or decisions taken by getGP. The underlying principle is that every effort will be made to ensure that grievances will be resolved wherever possible through consultation, mediation or conciliation. Formal procedures for the resolution of grievances are to be as a means of last resort. The following procedures will apply:

- There should be due regard for privacy, confidentiality and procedural fairness
- Information, support and assistance will be made available to resolve the grievance in a constructive manner which minimises on-going conflict
- Initially the complainant will be encouraged to attempt resolution of the grievance with the person(s) directly concerned
- If the grievance remains unresolved the matter should be referred to the CEO who will confer with parties involved, review the circumstances, and seek to mediate the issues before determining an outcome
- If the CEO is directly involved as one of the parties to the conflict, or at the request of either of the parties to the conflict, the matter may be referred to the getGP Board which will establish a sub-committee to review the case and determine a resolution.

Parties affected by a decision of getGP through its CEO or Board have a right of appeal.

**Responsible**

CEO.  
getGP Board

**Review**

Annually.

**Cross Reference**

Appeals Policy  
getGP Human Resources Policy

# Financial Assistance and other Forms of Support

## Scope and Purpose

In addition to the normal provisions for expense re-imburement during training, and accommodation subsidies, getGP has developed a number of other forms of financial and material support measures. These are designed to ease the financial burden associated with moving to Gippsland, and to provide incentives to work in areas of need in Gippsland.

## Description

getGP policy regarding financial and other forms of support is to:

- assist with relocation expenses with a higher level available to registrars
  - whose families relocate to Gippsland
  - who relocate to getGP specified areas of need
- provide all registrars with a getGP email account and internet access
- reimburse registration fees for pre-approved courses/educational activities. This is subject to receipt of a written report using template provided by getGP stating:
  - course title
  - description
  - activities undertaken
  - outcomes
  - recommendation for suitability for other registrars

The applicable rates for relocation expenses are determined annually and will be published on the getGP website.

## Responsible

CEO  
Program Manager

## Review

The rates are set annually as part of the budget preparation process through the Audit and Finance Committee

## Cross Reference

Accommodation support policy

# **getGP Role and National Minimum Terms and Conditions**

## **Scope and Purpose**

There is a need for the getGP role to be clarified in relation to the National Minimum Terms and Conditions of employment for registrars in teaching practices.

## **Description**

The National Minimum Terms and Conditions is a document agreed between the GPRA and the GPSA brokered by the AMA. The document is reviewed every 2 years and the current version of the document continues in force, and is binding on all registrars and supervising practices, until agreement is reached on the terms of the next update.

getGP:

- a) Incorporates the document into its publications and web-site to ensure its supervisors, registrars and staff can readily access the document
- b) Publishes a variation of the document locally to give guidance to subsequent term registrars and teaching practices
- c) Bases its budget for practice re-imbursments and teaching allowances on the agreed rates.
- d) Ensures that relevant terms and conditions of its contracts with teaching practices including the time requirements for education release activities and practice-based teaching are consistent with the National Minimum Terms and Conditions

getGP is not a party to the employment contract between registrars and teaching practices.

As an aid to discussions between registrars and supervisors getGP produces Subsequent Terms and Conditions Guidelines without prejudice.

## **Responsible**

CEO  
Program Manager

## **Review**

Annually as part of review of getGP Education, Training and Information Handbook.

## **Cross Reference**

GPET Website

# Incentives for Rural Training in Specified Locations

## Scope and Purpose

getGP has a suite of policies to attract and retain registrars and their families through the provision of financial and material support. Additionally, the getGP Board has endorsed a policy of advocating greater regional discretion in the provision of rural incentive payments to attract registrars and their families to live and work in areas of need in Gippsland.

## Description

The Commonwealth Government rural incentives payments apply to all registrars located in RRMA 3 to 7 areas. The whole of Gippsland is classified between RRMA 4 to 7, hence registrars obtain incentive payments regardless of whether they are in West Gippsland or East Gippsland.

getGP policy is that the system of incentives needs to reflect the areas of need in Gippsland adequately. To achieve this it may pay incentives from within the getGP budget over and above the rural incentives payment scheme (RRIPS). Changes to the RRIPS to be introduced in 2008 have improved the level of incentives payable to registrars who are located in areas of greater need

- Advocate a greater level of RTP discretion in the application of incentives within regions.

- Arrange incentives on a graded basis to attract registrars and their families to areas of most need.

getGP provides incentive payments up to a specified maximum per 6 month attachment to registrars who undertake training in Basic or Advanced GP terms in approved locations. The getGP Incentives Payments Schedule sets out the current rates.

## Responsibility

CEO  
Program Manager

## Review

Policy reviewed annually as part of Board strategic plan review  
Rates reviewed annually through Audit & Finance Committee budget preparation process

## Cross Reference

Financial assistance and other forms of support policy  
Accommodation support policy  
Relocation support

# Registrar Safety

## Scope and Purpose

getGP needs to promote registrar safety and ensure that as far as possible risks to registrar safety are minimised.

## Description

getGP policy on registrar safety covers the areas of:

- registrar disclosure of factors which may put them at risk
- registrar safety training
- practice safety policies
- getGP risk minimisation policies

### ***Registrar disclosure of risk factors***

While getGP does not employ registrars, it has a responsibility to ensure that registrar safety is promoted and risk factors are minimised as far as possible. Acting on the advice of the Victorian Workcover Authority, getGP ensures that the following statement is disseminated widely:

***Registrars are strongly advised to disclose and discuss with their Supervisor any medical condition which might place themselves, or their patients, at risk. This is particularly important in view of the work patterns of registrars in different hospital rotations and general practice attachments.***

***Different shifts, rosters, after-hours and on-call duties are all aspects of the work which registrars need to be aware of and manage effectively. Discussion with Supervisors will enable appropriate strategies for management of the work environment to minimise the potential for harm to themselves or patients.***

### ***Registrar safety training***

Training in safety matters for registrars should include:

- Dealing with angry patients
- Dealing with drug seeking patients
- Recognising high risk situations
- What to do when feeling unsure or unsafe

The registrar orientation workshop should include an introduction to registrar safety issues.

Matters relating to registrar safety should be included in appropriate parts of the educational release program, cluster group meeting and in-practice educational sessions.

A getGP safety training module should be developed as a learning resource to support safety education and training.

### ***Practice safety policies***

The getGP – Practice Agreement includes a requirement that practices *Provide registrars with a copy of the Practice Safety Policy which should cover matters including:*

- *Duress alarm system for training consultation rooms*
- *Arrangements for flagging potentially difficult patients to registrars*
- *Out of hours safety arrangements*

*And other relevant matters described in the getGP Registrar Safety Policy.*

***getGP safety promotion and risk minimisation policies***

Safety information and relevant learning resources should be posted on GPRime. Registrars should not be on-call before an education release day where they are required to travel long distances to attend.

Registrars who are required to travel a long distance from their practice to an educational release day may be offered accommodation on the preceding night.

**Responsibility**

Registrars  
Director of Training  
Senior Medical Educator  
Program Manager

**Review**

Annual Review

**Cross Reference**

Current Education Release Program  
Current Practice Agreement  
Workcare and Occupational Health Policy

# Relocation Support

## Scope and Purpose

As part of a suite of measures designed to minimise registrar costs associated with undertaking training, getGP has a policy of providing relocation support to registrars.

## Description

Relocation support is:

- Provided in the form of reimbursement of expenses associated with furniture removal and transport to getGP approved locations.
- Based on getGP rates contained in the Relocation Rates Schedule which is reviewed annually.
- Only available for registrars who relocate their principal place of residence.
- Available as a once-only reimbursement to registrars relocating from another region to getGP approved locations or to registrars relocating from one location in Gippsland to another approved location.

## Responsibility

Program Manager

## Review

Policy reviewed annually as part of Board Strategic Planning

Rates reviewed annually as part of budget preparation through Audit & Finance Committee

## Cross Reference

Financial assistance and other forms of support.  
Incentives for rural training in specific locations

# Remediation

## Scope and Purpose

GPET has established a policy framework for the management of performance assessment and remediation during training (PAMI). After assessment and review of registrar progress during training a decision may be made that there are performance problems warranting further assistance. Remediation refers to the activities and programs set by the RTP to assist the registrar in dealing with identified performance problems. Registrars need to feel confident that education and assessment processes are fair and justified. The RTP needs to be able to detect and remedy potential learning problems at an early stage through a defensible process.

## Description

The getGP approach is to assist registrars as much as possible to enable them to achieve their learning goals and meet training, education and assessment requirements. Key elements of this policy include the early detection and remediation of potential learning difficulties and a fair and transparent procedure for reviewing problems and difficulties.

During the registrar's time within the Training Program there will be ongoing teaching, supervision, assessment and feedback. It is possible that at some stage a specific problem is identified such as non-completion of a task, difficulties within a particular "domain" (see Section Three) or a disagreement about terms and conditions.

Where a complaint or grievance arises from a process of remediation or some other aspect or incident within the overall training program which cannot be resolved informally, the getGP Complaints and Grievances Procedures should be followed. The getGP Remediation/Incident/Complaint Reporting Form should be used when needed.

When a problem is identified the following steps would normally be taken:

1. immediate review with the supervisor to discuss strategies for remediation.
2. If the problem remains unresolved, the training advisor undertakes a further review of the situation. This may also occur at the time of the medical educator/training advisor's routine six-monthly visit. At this stage the Learning Plan as a whole will be reviewed and revised appropriately.
3. If there is still disagreement or the problem remains unresolved into the next semester, the Director of Training should review the situation.

In the case of an ongoing lack of resolution, the matter should be referred to the CEO who shall review the situation and advise the registrar of their options and their right of appeal to an external appeal committee that would be made up of members such as a Board nominee, an independent medical educator or GP supervisor, a GP registrar representative etc.

When the getGP Director of Training and the appropriate RACGP Censor agree that a GP registrar has major deficiencies or problems, no examination segments may be undertaken. Instead, a special training program shall be implemented for that GP registrar and continued until the Director of Training and State Censor agree that either:

- ◆ the deficiency or problem is sufficiently remediated to allow normal training/examination to proceed, or that
- ◆ remediation is unlikely to be successful.

In the latter case the GP registrar should be counselled and advised to seek a career path other than general practice and not be re-enrolled in subsequent training years. In this case the GP registrar has access to the appeal mechanism.

Alternatively, a GP registrar who has completed the required three years of training (four years for the Rural Training Stream) but has not completed the educational requirements of the Training Program will cease to be enrolled as a GP registrar.

The registrar shall also be advised of their right of appeal within getGP and ultimately to GPET in relation to any of the above processes.

### **Responsibility**

Director of Training  
Medical Educators  
CEO

### **Review**

Monitored through the staff group (GROG)  
Annually as part of the preparation of the getGP Education, Training and Information Handbook.

### **Cross Reference**

getGP Education and Training Handbook.  
Complaints and Grievances Policy

## **Social Support**

### **Scope and Purpose**

To encourage registrars to work and live with their families in Gippsland incentives and enjoy a professional and personally rewarding lifestyle support mechanisms are needed to help registrars and their families integrate successfully into Gippsland rural communities.

### **Description**

The getGP training region corresponds with the three Gippsland General Practice Divisions, and includes teaching practices from Cowes to Orbost. GetGP has contractual arrangements with Divisions of General Practice to provide targeted social support for registrars and families in their regions. In addition, the Divisions provide administrative support for education and training activities for registrars on behalf of getGP.

The purpose of these arrangements is to facilitate optimal social integration for registrars and their families and provide professional and social support.

- ◆ Provision of assistance and support to families of GP registrars coming to live in Gippsland
- ◆ Early contact with newly enrolled GP registrars, including those in their hospital year of training to establish support needs
- ◆ Facilitate contacts and arrange introductions to local government, community agencies, schools and social groups
- ◆ Inclusion of GP registrars and families in social activities and events organised through the Division
- ◆ Advocacy on behalf of GP registrars and families regarding specific social and support needs where required
- ◆ Regular follow-up with registrars and families
- ◆ Liaison with getGP staff including divisional medical educators/cluster group conveners
- ◆ Regular reporting on activities, contacts made, support and assistance provided

### **Responsibility**

CEO  
Program Manager

### **Review**

Annually as part of budget preparation through Audit Committee

### **Cross Reference**

Gippsland Divisions of General Practice  
Vertical Integration

## Worksafe and Duty of Care

### Scope and Purpose

The maintenance and promotion of occupational health and safety is essential. getGP obligations are to ensure a safe working environment for its direct employees and to promote awareness of occupational health and safety among registrars.

### Description

getGP policy is underpinned by the provisions of the Occupational Health and Safety Act (1985).

getGP will meet its obligations in relation to registrars by:

- including health and safety information in its newsletters and publications and the website
- advising hospitals and teaching practices as employers of registrars of their occupational health and safety obligations
- advising registrars of their obligations in relation to occupational health and safety matters.

While getGP does not directly employ its registrars, it does have responsibilities under section 22 of the Occupational Health and Safety Act (1985) and getGP advice to registrars regarding *Worksafe Duty of Care Matters* is:

**Registrars are strongly advised to disclose and discuss with their supervisor/medical educator any medical condition which might place themselves at risk or their patients at risk. This is particularly important in view of the work patterns of registrars in different hospital rotations and GP attachments. Different shifts, rosters, after hours and on-call duties are all aspects of the work which registrars need to be aware of and manage effectively. Discussion with supervisors/medical educators will enable appropriate strategies for management of the work environment to minimise the potential for harm to themselves or patients.**

### Responsibility

Program Manager  
Supervisors

### Review

Monitored through staff meetings (GROG)

### Cross Reference

Occupational health and safety Policy

## **SECTION 4:**

# **ADMINISTRATION AND GOVERNANCE**

# **Confidentiality**

## **Scope and Purpose**

Given the nature of getGP activities, there are many instances where private and personal information about registrars and other groups is accessed by staff. Consequently a policy regarding confidentiality is essential to give registrars, supervisors and other stakeholders to ensure a sense of trust and assurance prevails.

## **Description**

The getGP Privacy Policy sets out the provisions for maintaining confidentiality in dealing private and personal information.

General principles are that getGP staff should:

- Respect the confidentiality of information obtained in the course of any meetings or service provision and not share that information with any group or individual outside getGP.
- Not share confidences revealed by getGP clients without their consent except when compelling moral and ethical reasons exist.
- Fully inform clients about the limits of confidentiality, the purpose for which the information is obtained and how it may be used
- Allow clients to access to their own file but take due care to protect confidences of others.

## **Responsibility**

CEO  
Program Manager

## **Review**

Monitored through Board

## **Cross Reference**

getGP Privacy Policy

# Harassment

## Scope and Purpose

getGP has a legal and moral obligation to ensure that harassment, particularly sexual harassment, does not occur in the workplace. The “Federal Sex Discrimination Act’ 1984, makes it illegal to discriminate against anyone on the grounds of sex, marital status or pregnancy.

## Description

Harassment in all its forms, including sexual harassment, of employees or potential future employees in any form will not be tolerated.

Harassment includes bullying, personal abuse, and other forms of threatening unacceptable behaviour.

Sexual harassment is defined as any form of unwelcome, uninvited and unacceptable verbal, non-verbal, and physical behaviour in the workplace which has explicit or implicit sexual connotations. It is acknowledged that sexual harassment in the work place can cause stress, anxiety and absenteeism.

This policy is intended to prevent harassment including sexual harassment and contribute to a safe, harmonious and productive working environment for getGP staff.

### *Principles:*

- Harassment will not be tolerated under any circumstance.
- Harassment complaints will be treated seriously and sympathetically, and attended to promptly and confidentially.
- Complaints will be investigated impartially
- Action will be taken to ensure that misconduct does not continue.
- Complainants and witnesses will not be victimized in any way.
- In seeking resolution of complaints the advice of the Equal Opportunity Commission of Victoria should be sought where needed
- Any harassment complaint will be dealt with through the getGP Complaints and Grievances Policy procedures.
- If the either parties to the complaint are dissatisfied with the outcome they will be advised about their right to appeal to the Federal Human Rights and Equal Opportunity Commission.

## Responsibility

CEO

## Review

Annually through Board

## Cross Reference

HR Policy

Complaints and Grievances Policy

## **Human Resources**

### **Scope and Purpose**

To maintain consistent, fair and effective employment terms and conditions and staff management practices a documented policies on human resources are essential.

### **Description**

The getGP Human Resources policies are predicated on the following principles:

- getGP HR policies are based on an understanding of the Australian Workplace Relations Act 1996 which permits informal employment arrangements to be established.
- Employment at getGP occurs through individual contracts with employees which may be continuing (subject to funding), fixed term, part-time or full-time, or casual appointments
- getGP HR practices will be based on maintaining an open and honest relationship with staff as members of team. If individual staff have concerns about any aspect of their appointment with getGP they are encouraged to discuss these matters with the CEO or other staff.
- getGP does not discourage staff from membership of a professional body or trade union.
- position classifications based on:
  1. written position descriptions which describe the key goals, responsibilities and criteria for appointment to the position
  2. the breadth and scope of the responsibilities
  3. the depth and level of responsibilities.
- A systematic annual performance review process
- Potential for incremental advance and promotion based on performance
- Full recognition of legal and moral responsibilities in relation to equal opportunity and anti-discrimination; prevention of sexual harassment; occupational health and safety; confidentiality and privacy.
- Providing opportunities for all employees to maintain or develop their skills and abilities, and to maximise their potential.

### **Responsibility**

CEO

### **Review**

Monitored through Audit & Finance Committee  
Annually as part of Individual Performance Review process

### **Cross Reference**

getGP HR Policy document  
Occupational Health and Safety Policy  
Privacy Policy  
Sexual Harassment Policy

## **Innovation**

### **Scope and Purpose**

getGP was founded as an innovative development in regionalised training pre-dating the current GPET regionalised training arrangements. An important aspect of maintaining quality is to encourage a creative energetic educational development climate while retaining thoroughness and rigour in planning and implementation of programs.

### **Description**

The getGP Strategic Plan states as a one of its purposes: *To build on the strengths of the existing program and introduce educational innovations*, and a key objective is *to ensure that getGP maintains high quality, innovative education and training for GP registrars.*

Principles underlying this are:

- The use of evaluation findings to identify needs and as a stimulus for considering change
- Opportunities for critical reflection and creative problem solving built into staff meeting agendas and Board workshops
- Encouragement to obtain expertise from external sources where appropriate
- Encouragement to undertake action research and develop pilot proposals
- Resources allocated as part of budget preparation process to innovative proposals
- Evaluation of pilot proposals to ascertain effectiveness for full implementation

### **Responsibility**

CEO  
Director of Training

### **Review**

Monitored through staff group (GROG)  
Annually through Board strategic planning process

### **Cross Reference**

Evaluation of education and training policy

# Information Management

## Scope and Purpose

An orderly and effective system for the management of information related to the management and administration of getGP activities is essential.

## Description

The electronic filing system is to be arranged under the Board Strategic Plan Key Results Areas.

Electronic communication and records are the preferred medium.

### *Management Information*

- Includes financial, contractual, human resource and business records of the organisation.
- A dual system of electronic files and records and hard copy backup is maintained.
- Records are maintained electronically and where applicable kept in hard copy.
- Records are kept for the required statutory time period.
- Financial records are kept in accordance with the Australian Taxation Office's requirements.

### *Education and training*

- On-line data entry (GP supervisor reports, ECTV reports, TA reports, registrar learning plans, etc for education and training requirements, is being piloted and will become the norm.
- Registrar and Practice Records are kept electronically and in hard copy.
- The objective is to maintain files as a complete record of all relevant events and correspondence whether by electronic means or hard copy.
- Individual files are maintained for all registrars and practices.
- Access to files is restricted to authorized staff.
- Individual registrars may obtain access to their file by writing to the CEO.
- The getGP GPrime web-based educational information system is designed to enable efficient interface with GPET IRIS requirements in accordance with contractual requirements.

## Responsibility

Program Manager  
CEO

## Review

Through the staff meeting

## Cross Reference

## **Media Communication**

### **Scope and Purpose**

There is a need for a clear statement of policy governing who has the authority to communicate on behalf and represent the views of the organisation

### **Description**

getGP policy is that:

the Chairman of the Board and the CEO are the only people authorised to communicate with the media and officially represent getGP policy and views on matters related to the getGP activities.

If the media contacts any staff member or Board member seeking information on the policy positions or views of getGP about policy issues they should be referred to the Board Chairman or CEO.

The intention of this policy is not to preclude staff expressing personal opinions about education and training matters. The intention is to ensure that getGP policies and views are not consciously or inadvertently misrepresented.

### **Responsible**

Board Chairman  
CEO

### **Review**

Annually as part of Board policy review

### **Cross Reference**

# Occupational Health and Safety

## Scope and Purpose

The maintenance and promotion of occupational health and safety is essential. getGP obligations are to ensure a safe working environment for its direct employees and to promote awareness of occupational health and safety among registrars.

## Description

getGP policy is underpinned by the provisions of the Occupational Health and Safety Act (1985).

getGP will meet these obligations in relation to employees by:  
regularly reviewing its workflow procedures in terms of health and safety  
ensuring health and safety information is accessible to employees  
maintaining occupational health and safety matters as a standing item on the agenda of staff meetings, Audit Committee and Board meetings

## Responsible

CEO  
Program Manager

## Review

Monitored through staff group (GROG)

## Cross Reference

Worksafe duty of care policy

# Privacy

## Scope and Purpose

Gippsland Education and Training for General Practice is committed to complying with National Privacy Principles in the Privacy Amendment (Private Sector) Act 2000, which commenced in December 2001, and the privacy provisions of all applicable legislation. The Office of the Federal Privacy Commissioner can provide further information about the National Privacy Principles.

## Description

This privacy policy covers all personal information getGP holds, that is, information, or an opinion, about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion.

The policy also covers personal information that getGP has sourced from third parties.

### *Collecting information*

getGP collects personal information from individuals, and in so doing seeks to ensure that this is done in a fair manner, and that individuals know where and how to contact getGP. getGP only collects information that is necessary for one or more of its functions or activities.

Whenever personal information is collected from third parties concerning an individual, getGP takes reasonable steps to advise that individual as soon as is practicable.

getGP advises individuals of the purposes for which their personal information is collected, and of those third parties to whom the information is usually disclosed.

If getGP collects sensitive information (as defined under the Act) it will be treated with the utmost security and confidentiality. getGP will ensure that it is not collected for any purposes other than those for which getGP has obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

Where an individual chooses not to provide requested information, getGP will advise that individual of what impact this may have.

### *Disclosing information*

getGP will only disclose personal information in accordance with the Privacy Act.

This means that personal information may be disclosed:

- for the purposes for which it is being collected, and for related purposes that the individual would reasonably expect,
- where consent to do so has been given by the individual,
- as part of the arrangements for training to be done by an outside organisation or individual,
- as required by law, or
- under other circumstances where permitted under the Act.

In the course of its business and training activities, getGP may need to disclose personal information to relevant individuals and organisations.

*Unauthorised disclosure or access*

Unauthorised disclosure of, or access to, personal information by GETGP employees, contractors or agents, will be regarded as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

*Data quality, security*

GETGP takes all reasonable steps to ensure that the data it collects is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

The personal information collected by GETGP will be protected and managed confidentially and securely and destroyed appropriately when no longer required.

*Access to personal information*

Individuals are able to access their personal information upon request. GETGP may need to deny access to information in accordance with the exemptions contained in the Act.

*Availability and review of Policy*

The GETGP privacy policy is available on request and through the GETGP website.

This privacy policy will be reviewed from time to time and any amendments will be incorporated in the updated policy.

*Inquiries or complaints*

If individuals have an inquiry or think that GETGP has not fulfilled its responsibilities in relation to protection of their privacy please contact GETGP by email, via the GETGP website, or by telephone.

**Responsibility**

CEO

**Review**

Annually as part of policy review

**Cross Reference**

Board minutes meeting

Confidentiality Policy

# Quality Framework

## Scope and Purpose

getGP recognises the need for continual review and reflection on the what it is doing and how it carries out its activities. GPET quality accreditation provides a framework which getGP bases its own policies on quality improvement.

## Description

getGP seeks to ensure that the quality of all facets of its activities are maintained and that there are a processes in place for regular evaluation and monitoring of activities, reflection on areas for improvement and how improvements can be made.

The main elements of the getGP quality framework are:

- The evaluation plan for all facets of education and training activities with provision for regular review of results of individual activities and review of collated overall results on an annual basis
- the Audit Committee terms of reference which encompass monitoring the quality of all facets of getGP management processes and systems
- Use of the GPET quality framework guidelines as the basis for an internal audit plan
- Regular reporting to the Board of collated evaluation findings and monitoring of processes through the Audit Committee
- Participation and compliance with GPET Quality Accreditation process.
- Coordination and implementation of quality improvement activities and evaluation plans through the a dedicated staff position of Quality Assurance/Education Development Officer

## Responsibility

QA/ED officer

CEO

## Review

Educational evaluation monitored through staff group (GROG)

Management processes and systems, financial information, etc monitored through

Audit & Finance Committee

Regular reports to the Board

## Cross Reference

Audit & Finance Committee

Evaluation of education and training policy

## **Regional Administration Support**

### **Scope and Purpose**

The geographical spread of registrars across Gippsland and the desirability of integration with Gippsland Divisions provide an excellent opportunity for establishing close working relationships in providing support for educational activities for registrars.

### **Description**

getGP has established contractual arrangements whereby each Division of General Practice provides specified administrative support for getGP. The activities are:

- ◆ Provision of administrative support for regional cluster group meeting, including room bookings and communication with registrars
- ◆ Regular liaison with the getGP office regarding training and registrar matters
- ◆ Processing of ECTV reports, registrar attendance data and other information related to registrar activities
- ◆ Provide support for registrars in accessing resources, arranging accommodation, etc.
- ◆ Organisation and coordination of teleconferences, meetings, seminars and short courses
- ◆ Use of the getGP website for submitting ECTV reports, registrar attendance data and other information and accessing reports and information
- ◆ Maintaining an appropriate and accurate filing system for regional registrar activities
- ◆ Preparation of contributions for the getGP newsletter
- ◆ Liaison with getGP staff including divisional medical educators/cluster group conveners
- ◆ Regular reporting on activities

### **Responsible**

CEO

### **Review**

Annually as part of Board Strategic planning process

Annually as part of budget preparation process through Audit & Finance Committee

### **Cross Reference**

Gippsland Divisions of General Practice  
Social Support Policy

# Reimbursement of Expenses

## Scope and Purpose

Those that do work on behalf of getGP deserve to feel that expenses they incur in undertaking these activities are adequately reimbursed.

## Description

getGP policy is that Board members, staff, GP supervisors and registrars who incur expenses directly as a result of carrying out work on behalf of getGP or in the case of registrars undertaking activities to meet the education and training requirements of getGP are entitled to re-imbusement of approved expenses.

Approved expenses will normally consist of:

- Accommodation costs
- Travel costs
- Internet costs up to \$35/month

Some types of expense may be reimbursed at pre-determined rates, eg. relocation costs, even though the actual cost may be higher than the pre-determined maximum amount

Car mileage will be reimbursed at a pre-determined rate.

Expenses will only be reimbursed upon submission of relevant tax invoices/receipts attached to a getGP claim form.

Expenses will only be reimbursed for expenses incurred in the current financial period allowing up to one month after the close of the accounting period. Claims received after this time will not be reimbursed.

## Responsibility

CEO  
Program Manager

## Review

Annually as part of budget preparation through Audit Committee

## Cross Reference

Relocation support

## **Staff Meetings (Gippsland Region Operational Group)**

### **Scope and Purpose**

The education and training activities which form the core activity of getGP are coordinated and conducted by a team of educators – most of whom are experienced GP supervisors. It is this group which needs to consult and collaborate on a regular basis to ensure the program is delivered effectively.

### **Description**

The Gippsland Region Operational Group is established to provide advice and makes recommendations to the CEO. The Group:

- Is the forum for consideration of all operational matters related to the delivery of the training program including
- education and training requirements, training standards, education release activities, cluster group activities, evaluation, registrar issues, training post attachments, registrar support and guidance, registrar recruitment and other matters.
- consists of all staff involved in the planning and implementation of the getGP training program.
- Is chaired by the Director of Training or his delegate.
- Normally meets by teleconference on a monthly basis.

Minutes of the Group's meetings are forwarded to the Board for information

### **Responsibility**

Director of Training  
CEO

### **Review**

Annually

### **Cross Reference**

## **Payments for Board Members**

### **Scope and purpose**

Section 1.5 of the getGP Constitution provides that Directors may be paid “reasonable and proper remuneration ... in return for goods and services supplied to getGP” in the ordinary and usual course of business.

### **Description**

The policy regarding Board member payments is as follows:

1. All Directors of getGP will be eligible for payment for their services according to the time they devote to the provision of those services at the hourly rate equivalent to that applicable for GP supervisor workshop attendance.
2. The hourly rates should be calculated up to the next whole hour and be a minimum of 3 hours for face to face meetings.
3. The Chairman shall be eligible for payment to cover time devoted to getGP activities outside scheduled Board meetings equivalent to an additional two hours per month.
4. Travel and accommodation expenses are reimbursable by submitting a getGP expenses claim form with supporting tax invoices/receipts.

It should be noted that the arrangements between individual members and their sponsoring organisations for managing payments received as a Director of getGP is a matter for them. Unless advised differently getGP will make payments directly to individual Board members.

getGP Directors are also advised that getGP has made salary packaging available to staff and that this may be an option for Directors.

### **Review:**

Rates of payment and reimbursement are reviewed annually as part of the budget preparation process monitored through the Audit and Finance Committee.

### **Cross reference:**

getGP Board paper Meeting 5, 22 June 2005



# APPENDIXES

## Appendix 1 Schedule of Approved Rates of Payment/Reimbursement

### RELOCATION RATES SCHEDULE

Radius from current home, to new home	Reimbursement	Example of distance (destinations)
0>150km	*\$1,400.00	<b>Central Division</b> Ex Melbourne - Morwell
		<b>Central West Division</b> Ex Melbourne - Moe, Neerim South, Trafalgar, Warragul
		<b>South Division</b> Ex Melbourne - Cowes, Korumburra, Leongatha, Wonthaggi
150>250km	*\$1,600.00	<b>Central Division</b> Ex Melbourne - Heyfield, Maffra, Sale, Traralgon, Yarram
		<b>South Division</b> Ex Melbourne - Foster
250>400km	*\$2,000.00	<b>East Gippsland Division</b> Ex Melbourne - Bairnsdale, Lakes Entrance, Orbost
400>km	*\$2,500.00	<b>East Gippsland Division</b> Ex Melbourne - Mallacoota
Move within Gippsland 0>150km	\$800.00	
Move within Gippsland 150>250km	\$1,000.00	
Move within Gippsland 250>400km	\$1,250.00	
Move within Gippsland 400>km	\$1,560.00	
Interstate travel	Cost to be approved by getGP when required.	

## **INCENTIVES PAYMENTS SCHEDULE**

The following incentives amount are offered to Registrars, relocating to the Practice specified

<b>Town/Practice</b>	<b>Incentive amount</b>
Heyfield, Maffra	Up to \$5,000.00

## **ACCOMMODATION SUBSIDIES SCHEDULE**

<p>Subsidy paid to the practice for registrar accommodation to cover actual rental cost up to a maximum of:</p> <p><u>Note regarding Subsequent Registrars</u> There will be no Accommodation subsidies paid for Subsequent Registrars who have not done a term in East Gippsland, when placed in practices located in the Central-West Latrobe Valley Corridor. (Currently this includes</p> <ul style="list-style-type: none"><li>- Breed Street Clinic, Traralgon</li><li>- Central Clinic, Warragul</li><li>- Mid Valley Family Medicine, Morwell</li><li>- Moe Medical Group, Moe</li><li>- The Healthcare Centre, Morwell</li><li>- Traralgon Medical Centre, Traralgon</li><li>- West Gippsland Medical Clinic, Warragul)</li></ul>	<p>\$715 per month \$165.00 per week ** Excludes GST</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------

## Appendix 2 Practice Agreement

getGP Ltd  
Suite B2, GREEN Inc Building  
50 Northways Road  
CHURCHILL VIC 3842  
ABN: 32 099 117 638  
Phone: (03) 5132 3100 Website:  
www.getGP.net.au  
Fax: (03) 5132 3133 Email:  
admin@getGP.net.au



**GIPPSLAND EDUCATION & TRAINING FOR GENERAL PRACTICE**

**AGREEMENT  
BETWEEN GETGP TRAINING PRACTICES AND  
SUPERVISORS  
FOR THE PROVISION OF BASIC, ADVANCED &  
SUBSEQUENT GP TERMS FOR 2008**

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**This AGREEMENT**

is made between

**GIPPSLAND EDUCATION & TRAINING FOR GENERAL PRACTICE  
(GETGP LTD)  
ABN: 32 099 117 638**

*and*

---

*— (name of practice)*

**ABN:** \_\_\_\_\_

## **1. STATEMENT OF INTENT**

**This agreement sets down the obligations of getGP and Teaching Practices (as parties to the agreement) designed to ensure the provision of high quality teaching and supervision as an integral part of vocational training for general practice.**

## **2. RESPONSIBILITIES OF THE PARTIES TO THE AGREEMENT**

**The Teaching Practice named as a party to the agreement contracts with getGP to meet the requirements and provide the services described in Schedule 1 to the agreement.**

**getGP is required under the agreement to provide the funding and support described in Schedule 2 to Teaching Practices to enable them to provide the contracted services.**

## **3. PAYMENTS FOR CONTRACT SERVICES**

getGP will pay Teaching Practices on a monthly basis for the contracted services upon receipt of a signed invoice. getGP will prepare a draft invoice for each practice to verify and sign. Payments for any particular services or requirements will only be approved upon actual delivery of the said contracted services or evidence of fulfilment of those requirements.

## **4. ADJUSTMENT OF CONTRACT PAYMENTS**

*Payments due under this agreement will be adjusted or terminated at the next payment period should any of the events below occur:*

- *the registrar ceases to train at the practice*
- *the registrar changes from full time to part time (or vice versa) training*
- *the supervisor ceases to be engaged at the practice and the practice is unable to provide a substitute supervisor*
- *teaching requirements are not met*
- *services to be provided by the practice and/or the supervisor are not provided*
- *funding to getGP for the purposes of delivering the training program is reduced or ceases*
- *such other events which the parties agree require an adjustment to the payments due under this contract.*

## **5. DISPUTES**

If a dispute arises between the parties, the Teaching Practice has the right to make use of the getGP Complaints and Grievances Policy and the getGP Appeals Policy. The procedure for resolution of disputes is set out in these policies. A Complaint Reporting Form is available on the getGP website as well as from the getGP Office.

## **6. BREACH OF AGREEMENT**

**The getGP Complaints and Grievances Policy and the getGP Appeals Policy also provide a procedure to be used, should the Teaching Practice consider that getGP has breached this agreement.**

**The getGP Policies, Guidelines and Procedures Manual, which includes these policies is available on the getGP website or through the getGP office.**

**Should getGP consider that the training practice has breached this agreement it will in the first instance discuss the matter with the practice. After such discussion, and taking all factors into consideration, getGP may determine one or more of the following actions:**

- **Endorsement of the current servicing and/or teaching arrangements as appropriate in the circumstances**
- **Re-negotiate agreement to provide servicing and/or teaching arrangements**
- **Provision of additional support for a registrar, supervisor or practice having difficulties**
- **Counselling of the registrar, supervisor and/or practice**
- **Re-allocation of the registrar.**

=====

## SCHEDULE 1 - TEACHING PRACTICE RESPONSIBILITIES.

The Teaching Practice agrees to:

1. Be a member of the getGP network of practices available for placement of getGP registrars and to not accept GP registrars from other sources without the prior approval of getGP.
2. Employ GP registrars in accordance with the **National Minimum Terms and Conditions** which took effect from the beginning of 2007, noting that GP registrars are **employees** rather than **contractors**.
3. Note that as an employer, the practice may be vicariously liable for the actions of its employees, and that therefore it should confirm that **GP registrars have met their obligations to hold current medical registration and medical indemnity cover.**
4. Use the National Minimum Terms and Conditions as a basis to negotiate remuneration and terms and conditions of employment with the GP registrar and document the agreed arrangements in the form of a **written employment contract** signed by the supervisor/employer and the registrar.
5. Ensure that teaching and supervision is provided to GP registrars in accordance with *RACGP Standards for General Practice Education and Training: Trainers and Training Posts 2005*; and *ACRRM Standards Required of ACRRM Teaching Posts and Teachers in Rural and Remote Medicine*.
6. Provide registrars with a copy of the Practice Safety Policy which should cover matters including:
  - Duress alarm system for training consultation rooms
  - Arrangements for flagging potentially difficult patients to registrars
  - Out of hours safety arrangementsAnd other relevant matters described in the getGP Registrar Safety Policy.
7. Ensure that the following getGP **requirements regarding GP supervisors** are met. The GP supervisor:
  - a) Uses **GPRime** as the vehicle for managing and discussing the GP registrar's in-practice teaching and learning.
  - b) Consults with the GP registrar to discuss the GP registrar's **learning needs and to develop an agreed learning plan** including the specific objectives to be achieved during the term, and regularly reviews progress toward achieving the learning plan.
  - c) Is available to provide **clinical advice and assistance** when required by the GP registrar during the registrar's clinical duties.
  - d) Completes and submits a **Feedback Report** (the GP Supervisor Report) on the Registrar's performance during the attachment.

- e) Undertakes **external clinical teaching visits** in neighbouring teaching practices equivalent to the number and stage of training of GP registrars in their own practice.

#### **SCHEDULE 1 . cont....**

- f) Participate in **professional development activities** provided by getGP equivalent to 4 days for basic and advanced GP term supervisors and 2 days for subsequent GP time supervisors.
- g) The GP supervisor will be available to **attend at least one session in the educational release program** for GP registrars as a session leader or resource person.
- h) Completes and returns a questionnaire in response to getGP's annual **GP Supervisor Survey**.
8. Ensure that the following specific **getGP education and training requirements** are met:
- a) The requirement to **release GP registrars for educational activities** is fulfilled by GP registrars attending:
- i. 9 full-days of scheduled basic/advanced educational workshops per year
  - ii. 4 full-days of scheduled subsequent workshops per year
- b) GP registrars are enabled to attend **monthly Cluster Group meetings**, mainly held in the evening, in their divisional region.
9. Ensure that the following **minimum requirements for registrar accommodation** are met:
- a) *The practice will arrange accommodation for the GP registrar for his/her exclusive use throughout the term.*
- b) *The practice will subsidise GP registrar accommodation at least to the extent of the accommodation subsidy provided by getGP.*
- c) *The accommodation provided by the practice will be adequate for appropriate study and recreation.*
- d) *It should be separately locked and able to be entered and exited at any time of the day or night at the discretion of the GP registrar.*
- e) *Minimum features include:*
- *A reasonably furnished house/unit with adequate heating and cooling facilities*
  - *A separate bedroom with a double bed and adequate linen*

- *Reasonable provision for study including desk, chair and study light*
- *Reasonable provision for the appropriate storage, preparation and consumption of food by the GP registrar*
- *Clean internal bathroom and toilet facilities*
- *Reasonable provision for storage, washing, drying and ironing of the GP registrar's clothing*
- *Provision of a telephone in the residence that enables the GP registrar to ring out and to receive phone calls both within and out of hours*
- *Provision of television and radio*
- *Provision for nearby storage of the GP registrar's car with adequate lighting and security*

**SCHEDULE 1 . cont....**

- f) *The practice will respect the privacy of the GP registrar's accommodation and provided that there are no exceptional circumstances will have entry only with the GP registrar's permission.*
- g) *Note that it is the practice responsibility to attend to normal maintenance of the property and to specify to the GP registrar any particular expectations it has in relation to the care of the property. getGP recommend that the practice set out clearly to the registrar (ie. by way of a signed agreement), who is responsible for the amenities, lawns/gardens etc.*

**10. Provide a report by the 10<sup>th</sup> of each month on GP registrar activity which identifies:**

- **Services provided by the registrar (Medicare item numbers, hospital visits Private/DVA services, etc)**
- **Hours of employment, teaching, educational release, etc.**
- **Other reasonable information related to registrar activity.**

**11. Ensure that the number and range of patients seen by the GP registrar is:**

- **Appropriate to the registrar's level of experience and educational readiness;**
- **As far as is possible, representative of the attending practice population (eg. age, gender, reason for presentation, acute care, on-going care, billing category, etc).**

=====

## SCHEDULE 2: RESPONSIBILITIES OF GETGP

getGP agrees to:

1. **Ensure that registrars are allocated to the training practice throughout the period of the agreement in accordance with the getGP Practice Match Policy.**
2. **Advise and assist the teaching practice to obtain and maintain accreditation as a teaching practice in accordance with RACGP and ACRRM standards.**
3. **Provide the following payments at the rates contained in Schedule 3:**
  - a) **a subsidy to the practice for registrar accommodation.**
  - b) **a reimbursement to the practice during each registrar placement.**
  - c) **a reimbursement to the practice for expenses incurred in establishing and maintaining a website under the conditions specified in the getGP Teaching Practice Website Project**
  - d) **a teaching allowance to the supervisor(s) for each registrar.**
  - e) **a payment to the supervisor(s) for external clinical teaching visits to registrars in neighbouring teaching practices.**
  - f) **a payment to the supervisors for their time of attendance at the required days, plus any other agreed professional development activities.**
  - g) **reimbursement of travel and accommodation expenses arising from work undertaken in fulfilment of contract activities.**
4. *Arrange payments as agreed under this contract, as far, as is practicable, by **electronic funds transfer (EFT)** to a bank account(s) nominated by the practice and/or the supervisor.*
5. *Plan and conduct a minimum of 4 days of **GP supervisor training and professional development activities.***
6. *Maintain **regular communication with teaching practices** and GP supervisors through the getGP website, getGP Newsletters and email.*

**SCHEDULE 3**

**APPROVED PAYMENTS**

PAYMENT		\$ (excludes GST)
Subsidy paid to the practice for registrar accommodation to cover actual rental cost up to a maximum of: <u>Note regarding Subsequent Registrars</u> There will be no Accommodation subsidies paid for Subsequent Registrars who have not done a term in East Gippsland, when placed in practices located in the Central-West Latrobe Valley Corridor. (Currently this includes - Breed Street Clinic, Traralgon - Central Clinic, Warragul - Mid Valley Family Medicine, Morwell - Moe Medical Group, Moe - The Healthcare Centre, Morwell - Traralgon Medical Centre, Traralgon - West Gippsland Medical Clinic, Warragul)		715.00 per month (165.00 per week)
<b>Reimbursement to the practice during each registrar placement.</b>		Per month
Basic	Practice Reimbursement	1053.00
	<b>Release Attendance</b>	600.00
Advanced	Practice Reimbursement	550.00
	<b>Release Attendance</b>	660.00
Subsequent	Practice Reimbursement	79.00
	Release Attendance	80.00
Practice based ARSP	Practice Reimbursement	79.00
	Release Attendance	80.00
Reimbursement to the practice for expenses incurred in establishing and maintaining a website as per the getGP Teaching Practice Website Project		Annual Maintenance - 500
Teaching allowance to the supervisor for each registrar.		100.00 per hour
Payment to the supervisor for external clinical teaching visits to registrars in neighbouring teaching practices.		100.00 per hour
Payment to supervisor for attendance at professional development activities.		100.00 per hour
Reimbursement of travel and accommodation expenses arising from work undertaken in fulfilment of contract activities.		Travel: 60c/km Accommodation: approved cost based on receipts

## **DETAILS FOR PAYMENT**

***This section must be completed. All payments will be made by Electronic Funds Transfer (EFT) on a monthly basis, on approximately the 20<sup>th</sup> of the current month. getGP will create a tax invoice on your behalf for your signature and return.***

***Please note: if all details are the same as advised last year, please note “same as previously advised”***

<b><i>Payee Name: (ie. Practice)</i></b>	
<b><i>Postal Address:</i></b>	
<b><i>Aust Business Number: (ABN)</i></b>	
<b><i>Phone Number:</i></b>	
<b><i>Fax Number:</i></b>	
<b><i>Email Address: (for accounts)</i></b>	
<b><i>Bank Name:</i></b>	
<b><i>Bank Address:</i></b>	
<b><i>Bank BSB Number:</i></b>	
<b><i>Account Number:</i></b>	
<b><i>Account Name (if different from payee name):</i></b>	



AGREEMENT

Signed for on behalf of Gippsland Education & Training for General Practice (getGP Ltd) by:

\_\_\_\_\_  
\_\_\_\_\_

Date:

Rod Wellard, CEO, getGP.

**SIGNED for and on behalf of the teaching practice:**

\_\_\_\_\_ (name of  
practice / employer)

by

\_\_\_\_\_

\_\_\_\_\_  
(Print name)  
(date)

\_\_\_\_\_  
(Signature)

**who is authorised to sign this agreement on behalf of the practice**

**SIGNED by GP supervisor(s) responsible for the supervision of the registrar(s):**

\_\_\_\_\_

\_\_\_\_\_  
(Print name)  
(date)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_

\_\_\_\_\_

**(Print name)**  
**(date)**

**(Signature)**

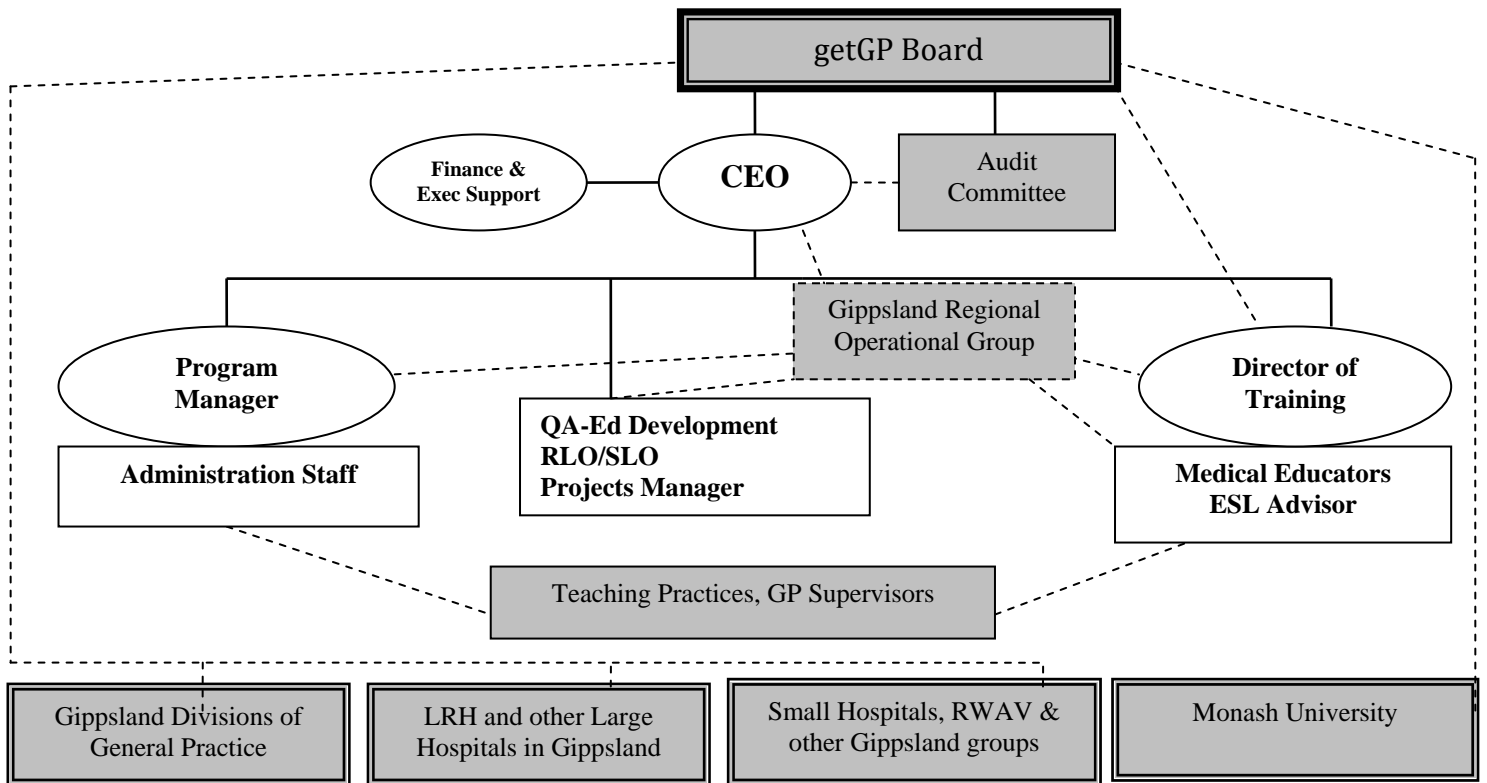
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**(Print name)**  
**(date)**

**(Signature)**

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# Appendix 3 Organisation Chart 2008



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