



getGP Ltd

HR Policy



February 2008

Introduction

The following is a statement of getGP policies relating to position classifications, remuneration levels, employment terms and conditions, and other staff matters. The policies may be supplemented and amended from time to time.

Further queries about getGP HR policies should be addressed to the CEO.

Employment at getGP occurs through individual contracts with employees.

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.

GetGP Ltd classification ranges and terms and conditions are adapted from university employment conditions. The chief features are:

1. Types of Employment Contracts

- a) Continuing appointments are those for which no specific end date for the contract is stated. getGP may make such appointments but can only do so subject to continued funding from GPET.
- b) Fixed term appointments are those which include a specific end date for the contract. getGP may offer this type of appointment either on an annual basis subject to renewal or to coincide with the end date of the current funding period.
- c) Continuing or fixed term appointments may be full-time or part-time. The remuneration, leave entitlements, etc. for part-time appointments are fractionated according to the proportion of full-time hours worked.
- d) Casual/sessional appointments are those where the appointment is made to complete particular activities generally of a non-recurring nature within relatively short time frames.

2. Position Classifications

- a) position classifications are determined by the CEO.
- b) the principles for determining a position classification are:
 - there must be a written position description which describes the key goals, responsibilities and criteria for appointment to the position
 - the breadth and scope of the responsibilities
 - the depth and level of responsibilities.
- c) the getGP position classification system is:

For administrative staff appointments there are 4 levels:

- Level A1: senior administrative operational responsibilities
- Level A2: administrative supervision and project coordination
- Level A3: functional responsibility for key administrative area
- Level A4: general administrative responsibilities with specific expertise
- Level A5: basic administrative work under supervision

For professional education and training appointments:

- Level P1: senior experienced professional leadership responsibilities
- Level P2: extensive experience and exercise of professional responsibilities
- Level P3: specific professional role
- Level P4: professional assistance role

For casual/sessional appointments:

5 levels depending on experience, expertise and nature of work.

3. Filling Vacant Positions

- a) a vacant continuing or fixed term position will normally only be filled after an open advertisement of the position.
- b) an appointment to a vacant position will normally be made only after an evaluation of the suitability of applicants based on a written application and a selection interview.
- c) selection interviews are conducted by the CEO and other staff nominated by the CEO to form a selection committee.
- d) a new employee appointed to a continuing or fixed term position will be employed on probation for a period of 2 months from their date of commencement.



- e) A review of performance will be held at the end of the probationary period and the employee's employment in the position will be either:
 - Confirmed where satisfactory performance has occurred
 - Terminated where unsatisfactory performance has occurred

4. Performance Review

- a) All staff members are required to have a formal performance review annually.
- b) The annual formal performance review meeting will be held between the staff member and supervisor and the CEO may be in attendance.
- c) The performance review process is intended to be constructive and cooperative.
- d) Additional performance review meetings may be arranged with the approval of the CEO.
- e) The staff member must be given at least 5 days notice of a scheduled performance review meeting.
- f) Performance review meetings will normally use the performance review proforma as the basis for preparation before the meeting, discussion during the meeting and for identifying follow-up action.



5. Incremental Advance and Promotion

- a) Incremental advance is available for positions in the administrative classifications and positions in the P2, P3, and P4 professional classifications through the steps in each level.
- b) Incremental advance is subject to a satisfactory annual performance review.
- c) Where a staff member is appointed for a fixed term of 12 months and the position is continued, subject to a satisfactory performance review, the staff member is eligible for continued appointment to the position and to receive an incremental advance where available.
- d) Promotion is possible from one level to a higher level subject to an evaluation of the suitability of the staff member for the higher level position equivalent to the rigour of scrutiny which would have occurred with applicants had the position been openly advertised.

6. Employment Policies

- a) GetGP is an Equal Opportunity employer and will manage its activities with a positive awareness of the spirit and intent of equal opportunity and anti-discrimination laws.
- b) 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 includes unwelcome sexual advances, requests for sexual favours, and other verbal, visual or physical conduct of a sexual nature.
- c) GetGP recognises its legal duties and responsibilities under Occupational Health and Safety Legislation by endeavouring to provide and maintain, so far as is practicable, a safe work environment for all employees and visitors.



- d) All personal information held relating to an employee is treated in confidence and access to such information is strictly limited to those who are required to have access to it during the course of their work. An employee may obtain access to his/her own personal record upon request but the file may not be removed from the office. Nothing may be removed from or added to the file without permission from the CEO.

7. Hours of Work

- a) The nominal hours of work for a full-time member of staff are 35 hours per week. Nominal hours of work for part-time staff are calculated at the appropriate fraction of 35 hours. Starting times and finishing times are to be determined by agreement with the CEO. Staff may be required to work during evenings and weekends on some occasions.
- b) Where staff are required to work on evening or weekend activities outside the normal workload associated with the fraction of their appointment and after consultation about the potential for taking time in lieu the CEO may approve additional remuneration for the time involved.

8. Remuneration policies

- a) Remuneration ranges for getGP positions are quoted as Total Remuneration Packages which include salary and superannuation components.
- b) The Total Remuneration Packages associated with each appointment are reviewed annually and may be adjusted in the light of CPI increases.
- c) Non-medical education staff are paid an annual leave loading equal to 17½ percent of four weeks of their base salary for the period of leave accrued subject to a maximum payment equal to the Australian Bureau of Statistic's average weekly total earnings of all males - (Australia) for the September quarter preceding the date of accrual.
- d) To meet its obligations under Superannuation Guarantee legislation requirements the superannuation component paid by getGP is 10% of the gross salary.
- e) Staff members may elect to have a higher percentage than 10% of their gross salary paid as an additional superannuation contribution.
- f) Superannuation will be paid into any complying superannuation fund nominated by the staff member.
- g) Salary payments will be paid fortnightly by electronic transfer to the staff member's nominated bank account.



h) Salary packaging is available for staff, other than those still employed on a probationary basis. getGP will pay associated administrative costs on behalf of its employees. getGP has engaged SalPac Administration Pty Ltd to administer its salary packaging scheme. Personal superannuation contributions may be included in a salary sacrifice package at the discretion of the individual employee. Because getGP has been endorsed as a Health Promotion Charity by the Australian Tax Office, it receives an exemption from paying FBT up to a grossed up value of \$30000. This enables getGP to permit employees to package benefits for:

- i) FBT exempt items at the discretion of the individual employee; and
- ii) FBT non-exempt items up to a "Grossed Up Value" of \$30000 per annum.

More details of the salary packaging scheme are contained in the getGP Remuneration Handbook.

9. Leave

- a) Full time staff are entitled to twenty days annual leave for each completed year. Part-time staff are entitled to leave on a pro-rata basis.
- b) Non-medical education staff are required to make application for prior approval of leave from the CEO, or as early as practicable in the case of sick leave, and are able to accrue leave entitlements.
- c) In recognition of their particular work arrangements, medical educators are not required to submit applications for approval of leave; however they are not able to accrue leave entitlements, and they are expected to inform getGP when they are taking leave.
- d) Non-medical education staff may accrue annual leave entitlements to a maximum of 40 days.
- e) Continuing and fixed term non-medical education staff will be able to take accrued long service leave equivalent to 3 months after ten (10) years of service in accordance with the provisions of relevant legislation. When the leave is taken, the employee is paid at the base rate of pay that they were receiving immediately preceding the commencement of the leave. Credit for long service leave on a pro-rata basis may be allowed upon termination of employment after seven years of service in certain circumstances on application to the CEO.
- f) Non-medical education staff may be granted leave in advance of their anniversary, however, staff should submit an application for leave prior to the



date of departure. Leave may be refused if the time applied for conflicts with the interests of getGP.

- g) Full time staff are entitled to fifteen days sick or special leave per completed year of service. A medical certificate is required after two days of continuous sick leave.
- h) Non-medical education staff may accumulate sick leave entitlements while in employment at getGP; however any accumulated entitlements will cease upon termination of employment and not count in determining a final payout amount.
- i) Parental leave may be approved where the application includes a certificate from a medical practitioner and in the case of paternity leave a statutory declaration. All parental leave is unpaid leave and can be any unbroken period between 6 to 52 weeks maximum. Where a staff member takes parental leave her/his position, or an equivalent position, will remain available until the period of approved leave expires.
- j) Leave without pay applications must be in writing and will only be granted in special circumstances.
- k) Staff, other than casual staff, are entitled to take time off due to the serious illness or death of an immediate family member. This leave will be debited against the staff member's sick and special leave entitlements.
- l) Staff required at court or to serve upon a jury must be allowed to attend by law. Whilst attending court, they will receive their normal rate of pay.

10. Staff Development, Study Leave and Financial Support

- a) It is getGP policy to provide opportunities for all employees to maintain or develop their skills and abilities, and to maximise their potential.
- b) Continuing staff may be eligible for leave and to undertake staff training and development activities, and academic study. Applications for approval of such leave must be made to the CEO prior to the commencement of the activity.
- c) The attendance of a staff member at courses and other educational activities directly recommended as an outcome of the annual performance review, with the prior approval of the CEO, will be subsidised to cover full course fees, accommodation costs and travel at approved getGP rates.
- d) Continuing medical education staff undertaking academic study may be eligible for partial reimbursement of course fees with the prior approval of the CEO.

Fifty percent of course fees may be reimbursed up to a maximum limit determined by getGP and specified in the schedule of approved current rates.

The following conditions apply:

- the course must lead to a recognised postgraduate award
- the course must be relevant to their role as a GP educator
- the course must be offered by a recognised tertiary educational institution
- a satisfactory progress report and relevant tax invoices/receipts are submitted for reimbursement

e) Continuing non-medical education staff undertaking academic study may be eligible for partial reimbursement of course fees with the prior approval of the CEO. Fifty percent of course fees may be reimbursed up to a maximum limit determined by getGP and specified in the schedule of approved current rates.

The following conditions apply:

- the course must lead to a recognised award
- the course must be relevant to their role with getGP
- the course must be offered by a recognised tertiary educational institution
- a satisfactory progress report and relevant tax invoices/receipts are submitted for reimbursement

11. Grievance Procedure

If circumstances arise whereby a staff member feels that they have been unfairly treated, the staff member has the right to seek re-dress through the following grievance procedure:

- The staff member must discuss the matter directly with their supervisor to seek an acceptable resolution of the issue.
- If the issue is unresolved the staff member will be required to provide a written statement of the issues to the CEO; the CEO may also request a statement from the supervisor.
- The CEO will review all aspects of the issue and determine a fair and reasonable resolution of the matter
- If the matter relates directly to decisions or actions of the CEO the staff member has the right to send the written statement directly to the Chairman of the getGP Board.
- The staff member has a right of appeal in accordance with getGP's Appeals Policy.

12. Performance Management Procedure

If circumstances arise whereby a supervisor forms a judgement that a staff member's performance or behaviour is inappropriate or unsatisfactory the supervisor may undertake the following performance management procedure:

- a) The supervisor must discuss the matter directly with the staff member to identify the specific performance problems and seek an acceptable resolution of the identified problems.
- b) If the issue is unresolved the supervisor will undertake a performance review meeting and develop a documented performance management plan to address the problem and review progress towards resolving the problem
- c) If the issue remains unresolved after the management plan has been implemented the supervisor is required to consult with the CEO; the CEO may also request information from the staff member.
- d) The CEO will meet formally with the staff member and supervisor to review all aspects of the issue
- e) The CEO will determine a fair and reasonable resolution of the matter which may result in:
 - Changes to job-roles and supervision arrangements
 - A further performance management plan to address issues
 - Provision of specific training and support
 - Notice of non-approval of incremental advancement
 - Review of the staff member's employment contract
 - Notice of intention to dismiss

The staff member has a right of appeal in accordance with getGP's appeals policy

13. Public Holidays

- a) Public Holidays observed by getGP are as follows:
 - New Year's Day
 - Australia Day
 - Good Friday
 - Easter Monday
 - Anzac Day (when it falls on a work day)
 - Queen's Birthday
 - Christmas Day
 - Boxing Day
 - Labour Day
 - Plus other gazetted public holidays
- b) For all continuing, and fixed-term staff whose term of appointment is current the period from Christmas Day to New Years Day inclusive shall be granted as

GETGP LTD

Suites B2-B4 GREEN Inc 50 Northways Rd Churchill Victoria Australia 3842
Phone 03 5132 3100 Fax 03 5132 3133 ABN 32099117638



paid leave. For fix-term part-time staff this leave will be paid on a part time basis.



14. Termination

Termination of an appointment prior to the full term of the employment contract will require notice of two weeks by either party. In the case of serious misconduct, no notice is required.

Termination of an appointment may arise from:

- a) Completion of a fixed term employment
- b) Resignation of staff member
- c) Retrenchment after being served with a notice to dismiss following a performance management procedure
- d) Retrenchment arising from a position becoming redundant.

The final payment upon termination of appointments will include payment for all hours worked remaining unpaid for, unused annual leave entitlements, and where applicable accrued long service leave entitlements. Where the termination is a result of a staff member's position becoming redundant, an additional termination payment may be negotiated.

15. Variations

The terms and conditions of employment an appointment may be varied provided that any proposed variation is not contrary to the provisions contained in this document. Any variation is required to be in writing and notified a fortnight in advance of when the variation is to take effect.



APPENDIX

**GETGP Ltd.
STAFF PERFORMANCE PLANNING AND REVIEW
Proforma**

To be completed before, during and after meetings between staff member and supervisor. The discussion under these headings should be conducted in a spirit of constructive dialogue addressing the needs of the individual and getGP.

REVIEW OF POSITION DESCRIPTION

Discuss actual cf described responsibilities - decide:

1. Changes required to actual work to align more closely with description.
2. Changes required in position description to better meet getGP needs.

REVIEW OF PERFORMANCE IN POSITION

Discuss in terms of specific position responsibilities and duties:

1. strengths
2. areas for improvement

OUTCOMES AND ACHIEVEMENTS

Discuss in terms of:

1. agreed expected outcomes
2. achieved
3. any non-achieved

AGREED FOLLOW-UP PLANS AND ACTIONS

Discuss re:

1. position description
2. staff member's action
3. training and development support
4. supervisor's action

NEXT REVIEW DATE

SIGN OFF:

I have received a copy and noted comments

Staff member **Date**

Copy has been placed on staff member file

Supervisor **Date**