

Quick Guides provide general advice.



EV Practice Manager Quick Guide

Interview tips

Prepare for the interview beforehand to ensure that you are getting the best candidate for your clinic.

Choose questions that are preferably behavioural based (about 8 of them) and those that include a mix of technical and interpersonal competencies. Most behavioural questions can be separated into the following groups – problem solving, working with others, performance, professionalism and dealing with professional and personal stress.

See examples below.

- How do you approach problems? What is your process?
 - What do you do if you disagree with a colleague?
 - Tell us about a time when you were confronted with a difficult clinical situation?
 - Tell us about a time when you had to manage competing tasks?
 - How do you handle unexpected changes or challenges?
- All questions need to be asked to each person you interview
 - If possible, have another person present at the interview
 - Discuss the terms and conditions of employment and any other relevant topics such as on-call roster, hospital attachments and accommodation (if available)
 - Follow up with all the registrars you interviewed within two weeks
 - *In Victoria it is against the law to discriminate against an employee because of a personal characteristic that they have, or that someone assumes they have. Employees are protected from discrimination at all stages of employment including recruitment, workplace terms and conditions and dismissal. The personal characteristics protected by the law include: age, gender, parental and career status, disability, sexual orientation, marital status, pregnancy and breastfeeding, race and religious belief. During the interview process, questions relating to these characteristics are strictly prohibited*

For more information please visit

<https://www.fairwork.gov.au/find-help-for/small-business/hiring-employees>

Once a registrar has been matched to your clinic, it is a requirement of their training under the National Terms and Conditions for the Employment of Registrars (NTCER) that they are remunerated for the work that they perform at your clinic as an employee.

It is essential that an employment agreement, in accordance with, and referencing the NTCER, is signed before the commencement of a registrar's placement.

What do you need to give to your registrars upon commencing employment?

- Employment contract (<https://gpsupervisorsaustralia.org.au/>) in accordance with the NTCER
- Fair Work information statement - outlines the National Employment Standards (NES) (Fair Work Ombudsman <https://www.fairwork.gov.au/>)
- Superannuation choice form (<https://www.ato.gov.au>)
- Tax File number declaration (<https://www.ato.gov.au>)
- Employee details (personal information, bank account details, emergency contact etc.)
- Any other useful employment information you feel is necessary

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Payroll information

Choose the best method or process to pay your registrars. This could include:

- Engaging your accountant or a contractor
- Purchasing your own accounting package (i.e. MYOB, QuickBooks etc.)

*If unsure of any payroll related questions, please seek assistance from a financially qualified professional.

For more information you can also visit <https://www.fairwork.gov.au/pay/paying-wages>

How often do I need to pay superannuation?

You must pay your employees superannuation. This should be paid into a complying super fund or retirement savings account (RSA) quarterly. However, some funds will require payment on a monthly basis. Please contact the ATO or the relevant fund to set up payments. Section 7 of the NTCER should be referenced for the purposes of clarifying superannuation and registrars.

Privacy

All payroll and personnel related information pertaining to your registrars must be kept in a lockable cabinet.

Induction & orientation

Please refer to the EV orientation checklist (EV Training Post Handbook – appendix)

Teaching hours

Requirements for each level of registrar:

Teaching should ideally be booked first thing in the morning or after a break to ensure that it is not deferred because of running late.

Term	FTE Hours per Week		
	0.5	0.75	1.0
GPT1/CGT1 (1 hr formal structured)	1.50	2.25	3.00
GPT2/CGT2 (0.5 hr formal structured)	1.00	1.00	1.50
GPT3/CGT3 (structured)	0.75	0.75	0.75
ESP (GP)/CGT4	0.00	0.00	0.00

Training time

Training Time	FTE Hours per Week		
	0.5	0.75	1.0
Minimum scheduled patient consulting time per week (Note 1)	13.5	20.5	27.0
Minimum number of days per week	2.0	3.0	4.0
Total working hours in a non-work-shop week	19.0	28.5	38*

*To be considered as full-time training, registrars must be working a total of 38 hours per week.

Consulting hours

This is the time that the registrar is available to see patients.

- Full time (1.0) registrars are required to do a **minimum** of 27 consulting hours per week **and a total 38-hour working week including teaching, administration and workshop release**
- Part time (0.75) registrars are required to do a **minimum** of 20.5 consulting hours per week and a total 28.5-hour working week
- Part time (0.50) registrars are required to do a **minimum** of 13.5 consulting hours per week and a total 19-hour working week

Additional resources

<https://gpsupervisorsaustralia.org.au/>
<https://business.vic.gov.au/>
<https://www.fairwork.gov.au/>
<https://www.ato.gov.au/Business/>
<http://www.humanrightscommission.vic.gov.au/>
<https://www.evgptraining.com.au/policies-and-forms/>

*GPRA also provides information relating to employment matters including wellbeing

*GPSA - Employment Contract, NTCER and other employment related resources

For current updates and policies please refer to the EV website.

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P: 1300 851 753
 E: enquiry@evgptraining.com.au
 W: evgptraining.com.au

15 Cato Street
 Hawthorn Vic 3122
 Suite B2, 50 Northways Road
 Churchill Vic 3842

