

Background:

EV takes seriously any concern, disagreement or complaint between training practices and registrars. It is acknowledged that there can be varied perspectives with arising issues and in addressing these issues EV will always ensure that any concerns raised are explored with the utmost discretion and in a non-judgemental manner. Our aim is always to find a mutually acceptable outcome that suits both parties.

This document is a guide to the process that EV will facilitate when issues arise.

The nature of the issue may be:

- Clinical
- Educational
- Behavioural/Professional
- Health
- Industrial or
- A combination of more than one of the above

An issue may come to the attention of EV through several means, including (but not limited to):

- Verbally by way of the Registrar, Practice Manager, practice staff, GP Supervisor, or another person such as a ME or program support staff
- In writing by way of email or correspondence – and from any of the above sources or
- EV's processes such as feedback forms
- Summary processes in **APPENDIX I and II**

In the event an issue is raised with EV, the following process will be observed:

Process:

1. All issues should be raised in a safe and respectful manner by all parties involved.
2. The person who raises an issue should:
 - a. clearly indicate their expectations.
 - b. provide information about what steps they have already been taken to resolve the issue.
 - c. inform other individuals involved with the issue unless the individual feels unsafe to do so.
 - d. allow the other party the right of reply to the issue raised.
 - e. acknowledge at this stage the issue is not a formal complaint unless specifically stated.
3. If the expectation is that EV should assist with resolution of the issue, a written summary, including specific detail of the main concerns, their expectations and what attempts have been previously made to resolve the issue should be provided by the individual.
4. It should be explained that without clear documentation, intervention options for EV may be limited and the issue may be unresolved. However, where the issue is of a more serious nature (such as risks to patient or personal safety), EV may take action to maintain the safety of parties involved, regardless of the expressed preference of the person raising the issue. This will be clearly communicated to the individual raising the issue.
5. A single point of contact will be allocated by the relevant EV Program Manager to the individual raising an issue. The purpose of the single point of contact is one of communication, rather than be the authorised person deciding on all matters pertaining to the issue. For example, the issue may lend itself to the

provision of mentorship to one or both of the parties involved. This contact person will liaise across EV in relation to the issue raised - with relevant staff according to the nature of the issue. The importance of having a single point of contact is two-fold:

- a. To provide a clear and unambiguous contact point for the individual raising the issue to communicate with at EV.
 - b. To reduce the risk of inconsistent messages being conveyed by EV to the person who has raised the issue and/or the other parties involved in the issue.
6. Relevant staff will be identified and informed. This may include the Registrar Support and Progress Coordinator and the Practice Support and Development Coordinator.
 7. Relevant staff will then liaise with the parties involved. The purpose of liaison is to establish the facts and consider what steps are appropriate in the circumstances. Steps/actions to be taken will depend on the issue. Judgement is required to determine what actions are most suitable, based on the circumstances. Considerations include the assessed seriousness of the issue and its type, nature and extent.

Additional Guidance (*most issues will be resolved with minimum facilitated communication between the parties, but in some circumstances further facilitation may be required*).

EV is aware that issues may arise in most training placements, but significant or repeated issues are of more concern than a single issue that is often resolved between the parties.

For the reasons outlined above it is not possible to make an exhaustive list of steps that suit every occurrence. However, depending on the circumstances, the following may be warranted:

1. Convening a meeting with the training practice and the registrar, either together or separately. This may be facilitated by EV or by a representative from another organisation (refer below), or it may not be facilitated at all.

The purpose of such a meeting is to discuss the issue and to seek a resolution acceptable to the parties. Where there is a clear path to resolution, this should be documented and agreed by each party.

Where no clear path can be identified or the parties continue to disagree, EV may be required to decide on the course of action. In this event the determined action/s will be documented and advised to all parties involved.

2. Pastoral support for the registrar and practice in relation to the issue, should be considered and promoted. There is risk of either party feeling unsupported during what can be a challenging period. Responsibility for providing pastoral support will depend on the circumstances of the issue at hand.
3. Involvement of the Supervisor Liaison Officer (SLO) or Registrar Liaison Officer (RLO). The purpose may be to provide support, guidance, or advice to the relevant individual involved with the issue.

Where the issue is of an industrial (employment-related) nature, EV will recommend to the registrar and/or the GP Supervisor/Practice Manager that they seek advice from:

- a. General Practice Supervisors Australia (GPSA) for GP Supervisors; or
- b. General Practice Registrars Australia (GPRA) for Registrars

This is particularly so when the issue relates to remuneration, hours/rostering including weekends or after hours, or any other employment term and condition including with reference to the National Terms & Conditions for the Employment of Registrars (NTCER).

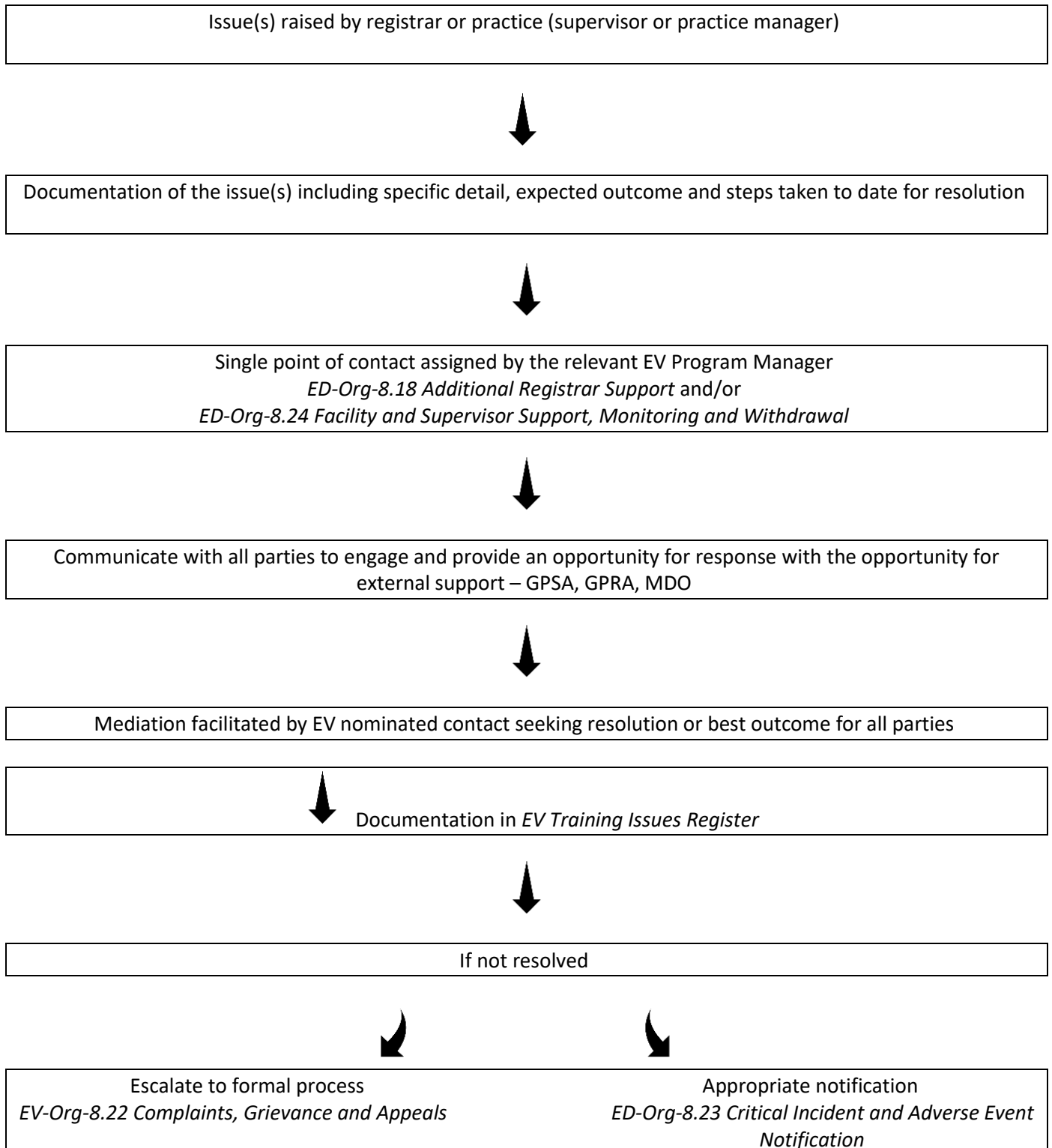
The parties may also wish to consider contacting their medical defence provider or AMA Victoria. Detailed approach will depend on the nature and seriousness of the issue and is ultimately a decision for the parties involved.

4. Depending on the nature of the issue including its assessed seriousness EV may need to involve the Director of Medical Education and Training (DMET) and/or the CEO. Where this is deemed necessary, a documentary background to the issue together with any steps already taken and future steps proposed, should be provided. The DMET and/or CEO may contact the GP Registrar, Practice Manager and/or GP Supervisor to discuss the issue. Written records of discussions should be kept.

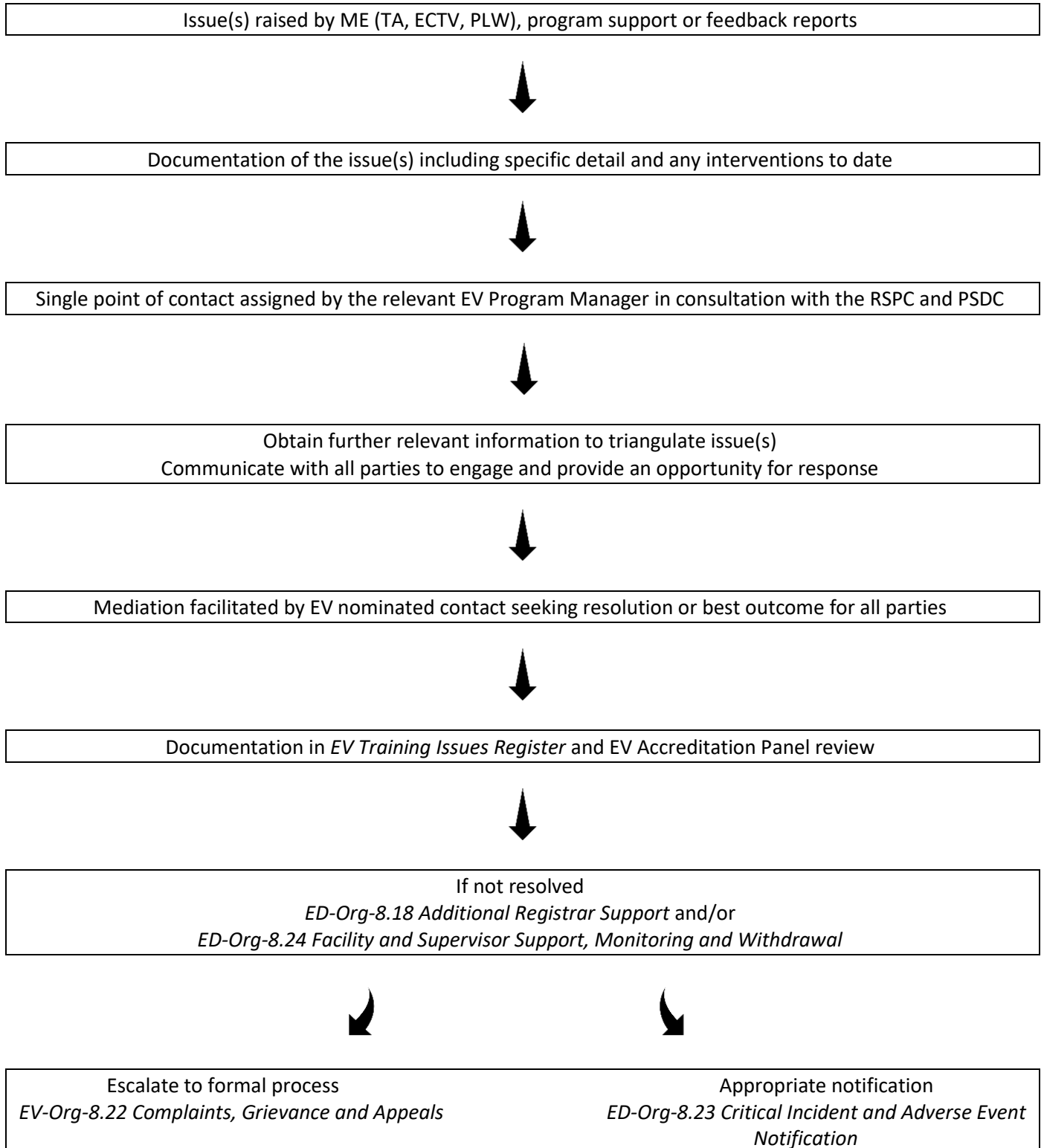
Depending on the nature of the issues, EV may advise the relevant GP College in accordance with ED-Org-8.23 Critical Incident and Adverse Event Notification.

5. If the above process does not resolve the issues, either party may lodge a formal complaint with EV that will be dealt with in accordance with ED-Org-8.22 Complaints, Grievance and Appeals Policy.

APPENDIX I: Summary process for issues raised by registrars or practices:



APPENDIX II: Summary process for issues raised by other staff/other ways:



Additional Information

- ED-Org-8.18 Additional Registrar Support
- ED-Org-8.22 Complaints, Grievance and Appeals
- ED-Org-8.23 Critical Incident and Adverse Event Notification
- ED-Org-8.24 Facility and Supervisor Support, Monitoring and Withdrawal

Title (including ID Number)		A Framework for Managing Training Practice and Registrar Issues			
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