

Resource kit for general practices

Practice Nurse Employment Kit

This kit can assist general practices
in employing a Practice Nurse.



ShireGPs

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Table of Contents

Contents	Page
Introduction	4
Assessing the need <i>Why employ a Practice Nurse</i>	6
Division Support Services <i>Practice Nurse Orientation</i> <i>Division support</i> <i>Practice Nurse Reference Group information</i> <i>Practice Nurse Reference Group application form</i> <i>Continuing professional development</i> <i>Practice staff newsletters</i>	7
Practice Nurse Task List <i>Healthy kids Check</i> <i>Immunisation</i> <i>Health Assessments</i> <i>GP Management Plans and Team Care Arrangements</i> <i>Diabetes Annual Cycle of Care</i> <i>Asthma</i> <i>45- 49 Year Old Health Checks</i> <i>Australian Type 2 Diabetes Risk Evaluation</i> <i>Antenatal</i> <i>Venipuncture</i> <i>Minor procedures/ wound care</i> <i>Cervical screening</i> <i>Accreditation</i> <i>Sterilisation</i> <i>General Duties</i>	11
MBS Items for Practice Nurses <i>MBS item summary</i> <i>Chronic disease</i> <i>Indigenous health checks</i> <i>Healthy Kids Check</i>	17
Practice Nurse Incentive Program <i>What is the PNIP?</i> <i>Incentive Payment</i> <i>Top up payment</i> <i>Grandparenting Payment</i> <i>Accreditation assistance incentive payment</i> <i>Department of Veteran Affairs Loading</i> <i>PNIP Incentive Payment Ready Reckoner</i> <i>Resources and Further Information</i>	20
Contract Guides and Employment Options	25
Employment Contracts Guide for Nurses in General Practice <i>Employment Options</i>	26

Contents	Page
<i>Option 1: Independent Contractor</i> <i>Option 2: Casual Employee</i> <i>Option 3: Permanent Part or Full Time Employee</i>	
Nurses Pay Award and Job Description <i>Nurses Award 2010</i> <i>Generic Practice Nurse Job Description</i>	31
Recruitment Guides <i>Advertising for a Practice Nurse</i> <i>Overview</i> <i>Sample Letter to Confirm Interest in Application</i> <i>Registered Nurse Application Form</i> <i>Applicant's Application and Authority</i> <i>Unsuccessful Applicant Letter</i>	45
Interview Techniques <i>The Interview</i> <i>Overview</i> <i>Reviewing Applications</i> <i>Creating a Shortlist of Candidates or Culling</i> <i>Preparing for the Interview</i> <i>The Interview</i> <i>Interview Questions</i> <i>During the Interview</i> <i>After the Interview</i> <i>Reference Checking</i> <i>Questions to ask the Referee</i> <i>Practice Nurse Applications - Culling Sheet</i> <i>Sample Letter of Offer</i> <i>Staff Data Employment Sheet</i> <i>Employee Appraisal Form</i>	57
Legal Responsibilities and Confidentiality Agreement <i>Legal Responsibilities of Nursing</i> <i>The Code of Professional Conduct For Nurses</i> <i>Employee Confidentiality Statement</i>	69
Contacts	73

Introduction

This kit was developed as part of the Sutherland Division of General Practice Support Program, with the aim of assisting practices that are considering working with Practice Nurses or employing a Practice Nurse.

Included in this kit is; the financial viability of the Practice Nurse, the duties that a practice nurse could perform, awards wages, legal responsibility and requirements.

The financial models attempt to quantify the value of a Practice Nurse. However, caution should be exercised when interpreting the output from the financial models as they are based on certain assumptions which are inherently non exhaustive.

Permission was obtained from other divisions such as the Hunter Urban, Western Sydney and North West Slopes Divisions of General Practice to use their resources from previously developed nurse recruitment kits. Information was also resourced from The Royal College of Nursing and Australian Nursing Federation.

Disclaimer

The information in this manual is not a substitute for independent professional advice, and expert or legal advice should be sought from competent professional persons as appropriate. Sutherland Division of General Practice does not accept liability for any injury or loss or damage incurred by the use of or reliance on the information in this kit.



Assessing the need

Why Employ a Practice Nurse

The role of the nurse in General Practice is a complementary role to the General Practitioner role. Nurses working in general practice provide a way for practices to offer an increased variety of services. Studies¹ have found that GPs and nurses establish efficient working relationships, which in turn enhance the quality of patient care. The potential for general practice to provide more effective health care outcomes is enhanced when nurses work in General Practice. Potential can further be enhanced when registered nurses work at an advanced level and their role is targeted to health priority areas.

It is important to note the differences between a Registered Nurse and Enrolled Nurse. Registered nurses complete an extensive education course of not less than three years. Courses undertaken by enrolled nurses are shorter, usually one year with an emphasis on practical skills. An enrolled nurse works in association with a registered nurse, their role being complementary to the registered nurses. Therefore enrolled nurses must be supervised by a registered nurse. This is a national nursing professional standard and is spelt out in the Competency Standards² for enrolled nurses

In the litigious climate in which we live, one of the first things to do when thinking about hiring a practice nurse is to check that you have sufficient Professional Indemnity insurance to cover yourself and the practice nurse. Nurses legally are bound by a Code of Conduct, which makes them accountable and responsible for their own actions within nursing practice. These codes can be viewed at the Australian Nursing and Midwifery Board and Australian Nursing Federation websites www.anmc.org.au and www.anf.org.au

¹ Nurses in General Practice, RACGP Fact Sheet No. 1

² Australian Nursing and Midwifery Council, 2002, National Competency Standards for the Enrolled Nurse, AMNC, Canberra



Division Support Services

Divisional Support Services

Practice Nurse Orientation

The Division can offer orientation for a newly employed practice nurse; with ongoing education and up-skilling training sessions, mentoring and provision of advice and support through regular meetings of the **Practice Nurse Reference Group**.

The orientation would consist of a half day at the Division office and a half day with an experienced practice nurse observing her roles and duties. Additional support is able through mentoring via a weekly telephone contact with one of the experienced practice nurses, for a period of 3-6 months or until the new practice nurse is comfortable with her duties. During this time, if the new practice nurse requires an urgent response she may contact one of the mentor nurses at any time.

Division support

Program officers provide support and assistance with the following areas:

- Overview of immunisation (including cold-chain management), recalls & reminder system and diabetes register.
- Introduction to enhanced primary care items, (health assessments and care plans, patient education resources)
- Information and resources on PIP and SIP payments for diabetes, asthma, mental health and cervical screening
- Coordinating the Practice Nurse Reference Group, composed of 8 nurses who work in General Practices in the Sutherland Shire. The Practice Nurse Reference Group meets on a regular basis to present practice information, up-skilling sessions and discuss practice issues. This forum gives practice nurses opportunities to discuss training requirements, health issues and practice policies with peers. There will also be opportunities for clinical education and training.

Continuing Professional Development Opportunities

The Division will provide up-skilling sessions and workshops for Practice Nurses on current practice, with a focus on topic areas in chronic disease management and prevention.

Practice staff newsletters

Practice staff newsletters are published quarterly & available free to all practices in the Sutherland Shire. The newsletter provides information on practice management issues, training and education for staff, and other relevant nursing issues.

Practice Nurses Reference Group

The General Practice environment is unique and often challenging. The nurse works in a primary health care setting that is also a private business where access to resources and other services is often difficult. These nurses are often isolated from peers and there is little opportunity to access appropriate professional development. The Sutherland Division of General Practice recognises the important role of practice nurses as part of the General Practice team, and acknowledges that access to appropriate peer support and professional development is essential for maintaining the highest possible professional standards.

Role of the PN reference group

The key goal of the group is to become a local resource for practice nurses working in general practice in the Sutherland area. The group will provide an important forum for networking, peer support and opportunities for professional development.

The PN reference group has the following roles:

- Supporting the Sutherland Division of General Practice through the **General Practice Support Program**, in enhancing and supporting the roles of General Practice Nurses
- Providing a forum for sharing and exchange of knowledge expertise and experience
- Assisting in accessing and disseminating relevant resources for practice nurses
- Offering specialised expertise through a resource pool from network members as part of the mentoring program

The PN reference group is an evolving and continually updated forum that assists the Division in organising network meetings, development of education/ training opportunities and development of resources to support general practice nurses.

Meetings

PN reference group meetings are held quarterly during weekday evening. *The agenda can consist of up-skilling session, followed by a discussion on current nursing issues*

Membership

Membership is free and open to practice nurses working in general practices in the Sutherland Shire.

For more information contact:

Sutherland Division of General Practice

Postal address: Suite 502, Level 5, 3-5 Stapleton Avenue

Sutherland NSW

Phone: (02) 9545 3533 Email: info@shiregps.com.au



ShireGPs

APPLICATION FORM - PRACTICE NURSE REFERENCE GROUP

If you wish to join this group please complete the form that follows and fax to the Sutherland Division of General Practice on **(02) 9545 3522**

Name: _____

Job position: _____

Contact address: _____

Suburb: _____ Postal Code: _____

Tel: (_____) _____ Fax: (_____) _____

Email: _____

What network activity would you be willing to be involved in?

- Contributing to the newsletter &/or web site news
- Planning program for network meetings
- Developing training and education program
- Being consulted in areas related to mentoring activities for practice nurses
- Other? Please specify _____



Practice Nurse Task List

Practice Nurse Task List

The following is a list of tasks that may be performed by a Practice Nurse within their knowledge and capabilities, depending on the needs of each individual practice.

PLEASE ENSURE THAT YOU ARE COVERED UNDER YOUR INSURANCE TO UNDERTAKE THESE TASKS. APPROPRIATE QUALIFICATIONS ARE NECESSARY TO PERFORM THESE TASKS. REFER TO REGISTERED NURSE AND ENROLLED NURSE PROFESSIONAL STANDARDS AS DISCUSSED ON PAGE 6.

Healthy Kids Check

- Recall patients
- Collect or maintain patient information
- Conduct a basic assessment of patient health
- Where appropriate, arrange for referrals or follow up for any condition identified
- Ensure 4 year old vaccination is administered along with the check
- Provide parents or carer with internet address where they can view a copy of the Get Set 4 Life – Habits for Healthy Kids.
- Ensure Medicare item number is claimed. Where the nurse completes the check independently from the GP, claim number 10986. Where the nurse may complete some aspects of the check such as measurement of height, weight and the GP completes the rest of the check such as administering vaccination, one of the time based health assessment item numbers is to be claimed (701, 703, 705 or 707). Ensure time taken by both the practice nurse and GP is added together and the corresponding number claimed.

Immunisation

- Administer vaccines according to the National Health and Medical Research Council (NHMRC) schedule
- Maintain patients immunisation records
- Complete ACIR recording requirements
- Check monthly ACIR statements to follow-up incomplete payments
- Follow-up GP11020A report quarterly
- Order vaccines
- Maintain vaccine fridge according to NHMRC recommendations
- Complete daily vaccine fridge monitoring
- Maintain vaccine recall scheme for children under 7 yrs of age
- Maintain vaccine Hep B recall system for all 10 year olds
- Maintain vaccine 15 yr old recall system
- Maintain 50 yrs old Tetanus recall system
- Maintain 65 yr old flu and pneumococcal vaccine recall system
- Complete annual flu acquittal form

- Maintain practice immunisation rate above 90%

Health Assessments

- Maintain a recall system
- Undertake functional assessment component of health assessments weekly (depending on number of eligible patients).
- Undertake the information collection component of health assessment
- Document health assessments on computer, or as determined
- Arrange GP appointments with patient to complete health assessment
- Ensure Medicare Health Assessment item number claimed (time based item number – 701, 703, 705 or 707).

GP Management Plans and Team Care Arrangements

- Identify appropriate patient/s
- Maintain a recall system for reviews
- Assessing patients and documenting results, identifying needs
- Preparing GP Management Plans/Team Care Arrangements
- Provide self-management information and other patient education
- Assists in referring patients to allied health services where appropriate
- On going assistance with reviews and re-assessment of patient
- Ensure Medicare item numbers are claimed

Diabetes Annual Cycle of Care

- Compile database of all known diabetics
- Ensure each diabetic patient record has annual cycle of care documentation
- Maintain diabetic recall system
- Undertake diabetic education as deemed appropriate
- Undertake diabetic foot assessments where appropriate
- Undertake a full eye examination at least every 2 years for appropriate patients
- Undertake blood pressure, height, weight and calculate BMI
- Undertakes BGLs where appropriate
- Takes blood for Hb A1c, cholesterol, triglycerides, & HDL monitoring
- Checks smoking status
- Refers patients with diabetes when appropriate e.g. Podiatry services and diabetes centre
- Ensures Diabetes cycle of care Medicare Item number is claimed
- Ensures practice's diabetes care rates meet requirements for PIP Outcome Payment.

Asthma Cycle of Care (2 step)

- Perform Spirometry
- Provide patient education regarding asthma and asthma related devices when necessary
- Maintain databases with register and recalls systems

- checks smoking status
- Encourages self monitoring – demonstrates how to perform peak flow expiratory flow rate and maintain a systems/ peak flow diary
- Develops individual patient asthma action plans in conjunction with GP
- Ensures Asthma Cycle of Care Medicare item number is claimed

45-49 Year Old Health Checks (once only)

- Search databases for eligible patients who have an identifiable risk factor for chronic diseases including family history
- Send recall letter
- Assist GP assessing patients and documenting results, identifying needs
- Provide self-management information and other patient education if necessary
- Assists GP preparing a GPMP/TCA if appropriate
- Assists in referring patients to allied health services if appropriate

Australian Type 2 Diabetes Risk Assessment (once every 3 years)

- Search records for patients who have an identifiable risk factor for type 2 diabetes
- Send recall letter
- Assist GP assessing patients and documenting results, identifying needs
- Provide information and patient education if necessary
- Assists GP in preparing a GPMP/TCA if needed
- Assists in referring patients to allied health services if required

Antenatal Clinic

- Maintain antenatal register
- Maintain birth register
- Investigate and order resources
- Undertake urinalysis, weight, BP foetal hearts, foetal lie and presentation as deemed appropriate
- Provide antenatal education

Venipuncture

- Undertakes blood collection
- Develops systems for the collection of blood by pathology service
- Maintains blood collection register
- Follows up blood collection results on a weekly basis

Minor procedures/ wound care

- Maintains minor procedures appointment system
- Prepares patient for minor procedure
- Prepares consulting room/s for procedures

- Removes sutures and surgical clips
- Assesses and attends to wound care

Cervical screening

- Maintains cervical screening recall register
- Undertakes pap smears, pelvic examinations and breast awareness education where appropriate
- Ensures adequate sampling of squamous columnar junction
- Ensures Cervical Screening Medicare item number has been claimed
- Ensures practice's cervical screening rates meet requirements for PIP outcome payment

Accreditation

- Develop protocols and procedures relevant to nursing duties to meet accreditation requirements
- Attend practice clinical meetings
- Responsible for infection control within the practice
- Maintain appropriate waste disposal and waste collection requirements
- Maintain appropriate sharps disposal and sharps collection requirements
- Provide education to staff re infection control and cleaning requirements

Sterilisation

- Ensure that all used instruments are cleaned according to the RACGP guidelines
- Ensure that the practice has a designated "dirty" basin
- Develop and maintain sterilisation protocol for the practice
- Record all batches of sterilised instruments in a designated "Sterilisation Book" according to RACGP guidelines
- Ensure that the steriliser meets all of the AS 1487 requirements
- Ensure that batch numbers are recorded in patient records
- Arrange annually for the steriliser to be calibrated and validated
- Ensure that all sterilised stock is rotated and stored appropriately
- Order and replaces protective equipment as required
- Maintain spills kit

General Duties

- Triage patients on arrival to practice
- Maintain and restocks Drs bag on a monthly basis or more often if used frequently
- Maintain and rotate medication supplies on a fortnightly basis
- Checks and restocks emergency equipment weekly or after use
- Maintain practice S8 drug register/s
- Give injections as requested by the GP
- Undertake ECGs as requested by the GP

- Undertake urinalysis as requested by the GP
- Syringes ears
- Completes health summary documents on all new patients and maintains existing records
- Order nitrous oxide and O2 as required
- Undertakes audiometry as deemed appropriate
- Performs continence assessments, education and referrals
- Undertakes medicals for diving, CentreLink, Workcover as appropriate
- Undertakes “eye washing” as necessary
- Assists with plastering and removal of plaster



Practice Nurse MBS Items

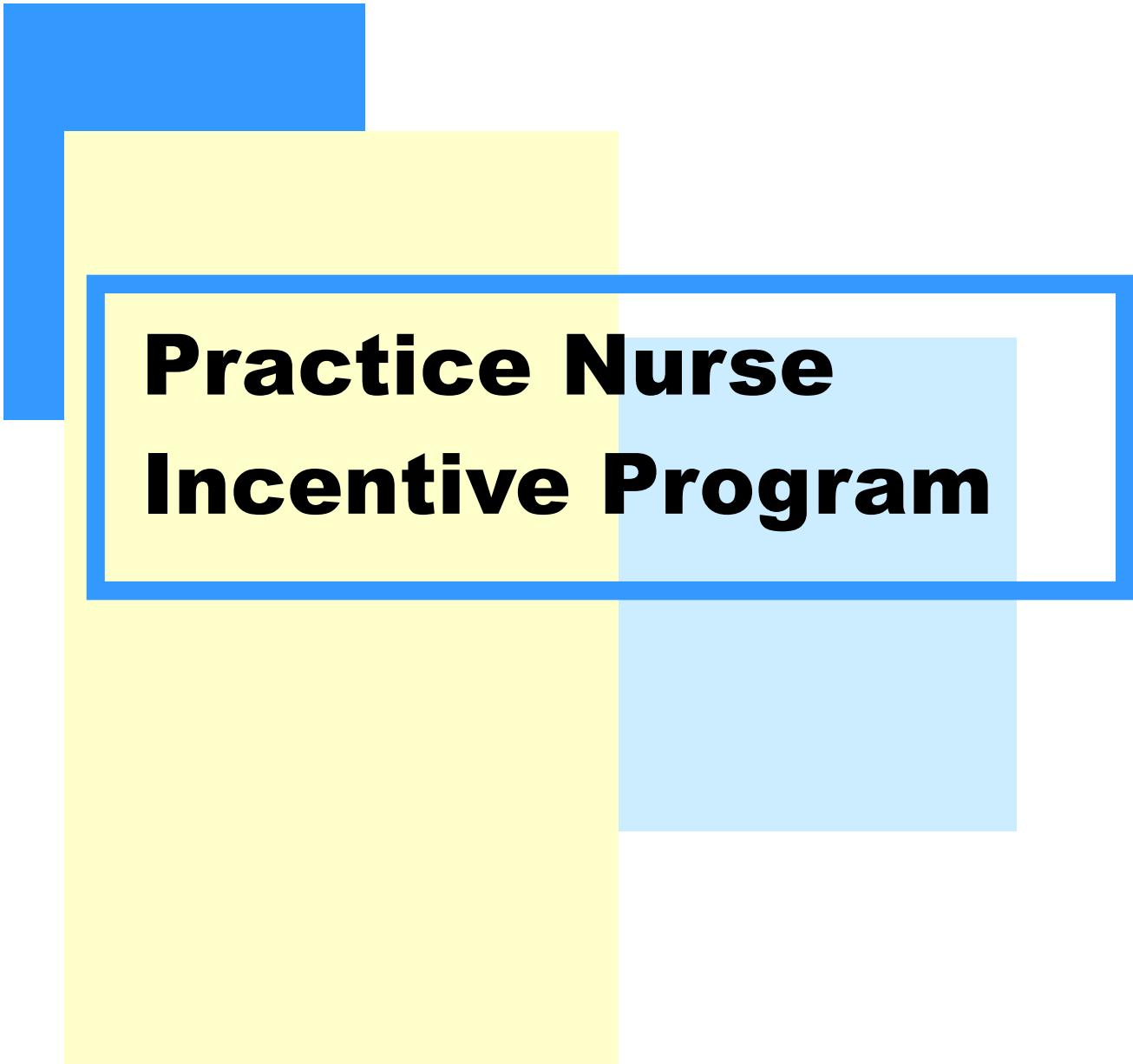
MBS items for practice nurses

The Medicare Benefits Schedule (MBS) is a list of the Medicare services subsidised by the Australian government. Below is a summary sheet for the MBS items available for services provided by a Practice Nurse.

MBS item number	Description	Comments
Chronic disease		
10997	Service provided to a person with a chronic disease by a practice nurse	Fee: \$11.80 Benefit: 100% = \$11.80 <ul style="list-style-type: none"> ▪ the service is provided on behalf of and under the supervision of a medical practitioner; and ▪ the person is not an admitted patient of a hospital; and ▪ the person has a GP Management Plan, Team Care Arrangements or Multidisciplinary Care Plan in place; and ▪ the service is consistent with the GP Management Plan, Team Care Arrangements or Multidisciplinary Care Plan to a maximum of 5 services per patient in a calendar year
Indigenous health check – follow up service		
10987	Follow-up service provided by a practice nurse or registered Aboriginal Health Worker, on behalf of a GP, for an Indigenous person who has received a health check	Fee: \$23.55 Benefit: 100% = \$23.55 <p>Services include:</p> <ul style="list-style-type: none"> ▪ Examinations/interventions as indicated by the Health Check; ▪ Education regarding medication compliance, monitoring and counselling activities and lifestyle advice ▪ Checks on clinical progress and service access; ▪ Record of a medical history; and ▪ Prevention advice for chronic conditions, and associated follow up.

MBS item number	Description	Comments
Healthy Kids Check		
10986	Healthy Kids Check provided by a practice nurse or register Aboriginal Health Worker on behalf of a GP (NB. If the GP undertakes the healthy kids check, MBS health assessment time-based items should be used)	Fee: \$57.10 Benefit: 100% = \$57.10 Services include: <ul style="list-style-type: none"> ▪ Information collection, including taking a patient history and understanding and arranging examinations and investigations as required ▪ Making overall assessment of the child ▪ Recommending appropriate interventions ▪ Providing advice and information to the child's parent(s) or carer ▪ Keeping a record of the health assessment, and offering the child's parent(s) or carer a written report about the health assessment with recommendations about matters covered by the health assessment ▪ Updating any relevant records, such as a parent-held child health record

For further information visit the Medicare Australia website at <http://www.medicareaustralia.gov.au>



Practice Nurse Incentive Program

What is the Practice Nurse Incentive Program (PNIP)?

The practice nurse incentive program provides incentive payments to practices to support an expanded and enhanced role for nurses working in general practice. In the past, there have been no financial benefits to practices in metropolitan areas that employ or who access the services of a practice nurse. The new program also extends the support beyond practice nurses and also includes:

- Support for all accredited practices to employ an Aboriginal Health Worker instead of or in addition to a practice nurse
- Support for practices in urban areas of workforce shortage to employ an allied health professional (for example – dietitian, physiotherapist) instead of or in addition to a practice nurse and/or aboriginal health worker.

There are different payment types under the PNIP:

Incentive Payment

The level of incentive payment a general practice will be entitled to is dependent on the practice's Standardised Whole Patient Equivalent (SWPE) value and the hours worked by practice nurses at the practice. Eligible practices will receive:

- \$25 000 per year, per 1000 SWPE where a Registered Nurse or eligible allied health professional works at least 12 hours 40 minutes per week
- \$12 500 per year, per 1000 SWPE where an Enrolled Nurse or eligible aboriginal health worker works at least 12 hours 40 minutes per week.

Incentives will be capped at five per practice. This means that practices will be eligible to receive up to \$125 000 per year to support their practice nurse workforce.

The table below depicts the payment amounts based on a practice SWPE and number of hours required to be worked by a practice nurse for the incentive payments

SWPE	Minimum number of practice nurse hours per week required for full incentive payment	Incentive amount for a Registered Nurse (or allied health professional where applicable)	Incentive amount for an Enrolled Nurse or Aboriginal Health Worker
1000	12 hours 40 mins	\$25,000	\$12,500
2000	25 hours 20 mins	\$50,000	\$25,000
3000	38 hours	\$75,000	\$37,500
4000	50 hours 40 mins	\$100,000	\$50,000
5000	63 hours 20 mins	\$125,000	\$62,500

To be eligible to receive the incentive payment a practice must:

- Meet the RACGP definition of a general practice

- Be accredited or registered for accreditation against the RACGP accreditation standards for general practice and be fully accredited within 12 months of joining the PNIP
- Maintain accreditation.
- Have current public liability insurance
- Make sure all the GPs in the practice have current professional indemnity cover
- Employ or otherwise retain the services of an eligible practice nurse and/or aboriginal health worker and/or allied health professional
- Employ or retain the services of a GP
- Make sure all practice nurses and/or aboriginal health workers and/or allied health professionals are covered by the appropriate professional indemnity insurance arrangements

Other payments include:

1. Top-up Payment

Top up payments will be available for accredited practices receiving the incentive payment for the first 3 years of the program (January 2011 – December 2014). This is to make sure that practices are not in any way financially disadvantaged by the removal of the 6 MBS practice nurse item numbers. Medicare will assess if a practice is eligible for a top up payment. In order to be considered for top up payments, practices will be required to provide practice details and give consent for the use of their data to calculate the top up payment. Practices must supply the total contracted hours per week, by health professional type, for each quarter in the 12 month period of the start of August 2010 – the end of July 2011. Practices must also supply GP provider names for all GPs who worked in the practice during this period and GPs must consent for Medicare to use their MBS billing data to determine practice eligibility and payment amounts. Practices have until the 30th June 2012 to apply for a top up payment. Eligible practices, will receive their top up payments on a quarterly basis at the same time as the PNIP payments are made.

2. Grandparenting Payment

Grandparenting payments will be available for non-accredited practices that are not eligible for the incentive payment for the first three years of the program – 1st January 2012 to 31st December 2014. This is to ensure non accredited practices with a practice nurse will not be financially disadvantaged by the removal of the 6 MBS practice nurse items. The grandparenting payment = income received in preceding year from ceased

MBS nurse items. Practices will have until 30th June 2012 to apply for grandparenting payments and Medicare will assess if a practice is eligible.

3. Accreditation Assistance Incentive Payment

To be eligible for the one off \$5,000 accreditation assistance incentive payment, a practice must be registered for accreditation against the RACGP standards and meet other eligibility requirements. In addition to this, the practice must join the PNIP, provide proof of registration for accreditation and become accredited within 12 months of joining the PNIP.

4. Department of Veterans Affairs Loading

Practices that are eligible for the PNIP and provide GP services to DVA Gold Card Holders will be eligible for a yearly, per veteran payment. This loading is calculated by determining the number of Gold Card holders who receive an 'in rooms' consultation during each year. An amount will be paid for each DVA Gold Card holder, regardless of practice location, nursing qualifications and the number of nurses in the practice. There are no limitations on the number of DVA loadings per practice.

PNIP Incentive Payment Ready Reckoner

The Department of Health and Ageing and Medicare Australia have developed the Ready Reckoner which can be used to estimate the incentive amount your practice may be entitled to. This calculator is currently available for use and by inputting your practices details such as SWPE and practice nurse hours, you will be able to get an estimated figure of how much money your practice is entitled to under this incentive.

This is available at the following link -

<http://www.medicareaustralia.gov.au/provider/incentives/pnip/calculator.jsp>

For further information about the PNIP and a full copy of the program guidelines see the following links:

Medicare Australia Practice Nurse Incentive Program Information Page

<http://www.medicareaustralia.gov.au/pnip>

Department of Health and Ageing – Practice Nurse Incentive Program Guidelines

http://www.medicareaustralia.gov.au/provider/incentives/files/pnip_guidelines_1106.pdf

. These guidelines contain a number of different scenarios involving the different incentive types and practice sizes, location, type of employees (e.g. allied health / aboriginal health workers) which can help practices understand the different incentives they are entitled to under the program.

Resources:

1. Developing a Business Case for an enhanced practice nurse role under the Practice Nurse Incentive Program (PNIP) -
<http://www.apna.asn.au/scripts/cgiip.exe/WService=APNA/ccms.r?PageID=11559>
2. Creating Opportunity – practice nurses working with the community and creating health -
<http://www.apna.asn.au/scripts/cgiip.exe/WService=APNA/ccms.r?PageID=11529>

Medicare Australia PNIP Information

- Phone: 1800 222 032
- Email: pnip@medicareaustralia.gov.au

Accreditation Information

Australian General Practice Accreditation Ltd (AGPAL)

- Phone: 1300 362 111
- Website: <http://www.agpal.com.au/>

General Practice Accreditation plus (GPA)

- Phone: 1800 188 088
- Website: <http://www.gpa.net.au/>

Sutherland Division of General Practice - Shire GPs

- Contact: Amy Young (General Practice Support Program)
- Phone: 9545 3533
- Email: ayoung@shiregps.org.au
- Website: <http://www.shiregps.org.au/accreditation.php>



Contract Guides and Employment Options

Employment Contracts Guide for Nurses in General Practice

All practice nurses should have an employment contract that sets out the terms on which they will be employed or provide nursing services to the General Practices. Guides to these are outlined below and are MINIMUM TERMS AND CONDITIONS.

POSITION TITLE: This depends on the qualification and may include:

- Practice Nurse (Enrolled Nurse)
- Practice Nurse (Registered Nurse)
- Practice Nurse (Clinical Nurse Specialist)
- Practice Nurse (Clinical Nurse Consultant)
- Practice Nurse Manager

TERM OF EMPLOYMENT PERIOD: If a set period of time is not specified in the contract then the nurse is employed on a week to week basis. This means that either party can sever an employment contract, providing a relevant period of notice is given e.g. 1 week for periods less than a year, and up to four weeks for period of service five years and over.

The basis of the employment should be specified, e.g. Full-time, part-time, and casual.

Full time – equivalent to 38 hours per week

Part-time – varying periods normally up to 20 hours per week

Casual – those employed for short intermittent periods and normally for not less than two hours for each period of work. Casual employees receive an additional loading of between 10 -15 % to compensate for the casual nature of their employment.

REMUNERATION: includes salary, allowances, loadings and other like items specified in the employment contract. Employers should contact the Australian Nursing Federation Branches in their State for relevant State Department of Labour and Industry for current nursing pay rates, or the Division.

SUPERANNUATION: Currently, employers are required to pay a minimum of 9% of the nurses' ordinary time earnings into a superannuation fund. Ordinary earnings are the wages, allowances and loadings that a nurse would normally receive on a week to week basis.

HOURS OF WORK: The contract should outline this and include:

- The days on which the practice nurse is to attend work
- The hours to be worked
- Whether the nurse is to work a 19 day month and get an accrued day off
- Rostering arrangements

ANNUAL LEAVE: Minimum of 4 weeks A/L per 12 full months of employment with a loading of 17.5% of ordinary pay.

SICK LEAVE: Varies between State awards, but usually between 15 to 20 days per year and is accrued if not taken in the year. Certificate required if absent from work for a period of three consecutive days or longer.

LONG SERVICE LEAVE: Paid leave at the completion of a period of employment and can vary between States, and is based on ordinary time earnings.

DISPUTE RESOLUTION PROCEDURE: The disputing parties should try and resolve disputes through discussions and negotiations at the workplace level. If not resolved, further discussions should take place involving employer and employee representatives. If then there is still no resolution, the matter should be referred to the Australian Industrial Relations Commission for conciliation or arbitration.

WORKERS COMPENSATION: Determined by State legislation. This can be complicated and the employer may need to contact the Australian Nursing Federation for advice.

OCCUPATIONAL HEALTH AND SAFETY: Employers must provide a safe working environment without risk to health. Legislation also states that enterprise bargaining agreements can address OH & S issues in more detail and establish specific communication and consultative arrangement and implement particular programs designed to complement legislative requirements.

CONFIDENTIALITY: The employer should provide details of the relevant legislation on this area and how it is implemented within their organisation. All nurses must abide by their codes of professional conduct and by specific State and Federal legislation regarding confidentiality and privacy.

REDUNDANCY AND MAJOR CHANGES: Redundancy occurs when an employer makes the decision that they no longer wish the job the employee is doing to be done by anyone. Employers considering redundancy should contact the Australian Nursing Federation for more specific advice. Under most awards, the employer is required to consult with employees that will be affected by the changes. Information should be provided in writing.

TERMINATION OF EMPLOYMENT: Length of notice to be given to the employee is set out below:

Period of Continuous Service	Period of Notice
1 year or less	1 week
1 year and up to 3 years	2 weeks

3 years and up to 5 years	3 weeks
5 years and over	4 weeks

If an employee is over 45 yrs with not less than 2 years continuous service, an additional week's notice is required. Payment in lieu of notice, notice of termination by the employee, time off during notice period and statement of employment should be included in the contract.

PUBLIC HOLIDAYS: Nurses are generally entitled to 10-13 public holidays per year depending on the State. If a nurse is required to work on a public holiday, penalty rates apply from 100% to 150% on an hourly rate. Otherwise the entitlement relates to a day off without loss of pay.

STUDY LEAVE: Recognises that a nurse is required to undertake professional development activities in order to keep up to date with advances in nursing practice. This varies across awards ranging from 3-5 days per annum to a specific number of hours per week.

TRADE UNION TRAINING LEAVE: up to 5 days paid leave per year, non-cumulative to attend courses conducted by accredited training providers for trade union training or similar.

COMPASSIONATE LEAVE: Between 2-4 days without loss of pay in relation to the death or serious illness of a member of the employee's immediate family or household.

PARENTAL LEAVE: Maternity, Paternity or adoption leave and part-time work in connection with the birth or adoption of a child. Usually 52 weeks of unpaid leave however can contain a paid component of between 2 -12 weeks for maternity leave and 1-2 weeks for paternity leave.

**FOR ASSISTANCE WITH ALL AREAS OF THE AWARDS
PLEASE CONTACT THE AUSTRALIAN NURSING FEDERATION**

Phone: (02) 6232 6533
 Fax: (02) 6232 6610
 Website: www.anf.org.au

Employment Options

Option 1: Independent Contractor

In this option the practice nurse is either an independent contractor or is contracted by a company to provide services to the GP.

Advantages

- ◆ The contractor (and not the GP) has an obligation to comply with relevant industrial relations regulations (involving provision of various allowances and reimbursement of expenses). This potentially reduces the GP's administrative costs.

- ◆ The GP is freed of the following staff on-costs:
 - PAYG or payroll tax
 - Superannuation contribution
 - Insurance costs – professional indemnity and workers compensation

- ◆ Arrangement can be easily terminated

Disadvantages

- ◆ The Practice Nurse may not work as a team member.
- ◆ Other practice staff may resent the different working arrangement with the nurse (for example, the nurse being paid on an hourly rate).

Option 2: Casual Employee

Advantages

- ◆ More flexible arrangement for the GP – nurse is employed only when needed.
- ◆ Access to a larger pool of nurses – majority of nurses prefer to work as casuals.

Disadvantages

- ◆ The GP/practice has an obligation to comply with relevant industrial relations regulations (involving provision of various allowances and reimbursement of expenses). This potentially increases the GP's administrative costs.

- ◆ The GP is responsible for the following staff costs:
 - PAYG or payroll tax
 - Superannuation contribution
 - Insurance costs – professional indemnity and workers compensation.

Option 3: Permanent Part or Full Time Employee

Advantages

- ◆ Generally the nurse will work better as part of the practice staff team.

Disadvantages

- ◆ The GP/practice has an obligation to comply with relevant industrial relations regulations (involving provision of various allowances and reimbursement of expenses). This potentially increases the GP's administrative costs.
- ◆ The GP is responsible for the following staff costs:
 - PAYG or payroll tax
 - Superannuation contribution
 - Insurance costs – professional indemnity and workers
 - compensation



Nurses Pay Award and Job Description

Nurse Award 2010

For advice on Nurses Award and rates of pay, please visit Fair Work Australia - <http://www.fairwork.gov.au/pages/default.aspx>. A full copy of the Award can be downloaded from here.

Minimum Wages and Related Matters

13. Classifications

[Varied by PR988400]

Classification definitions are set out in Schedule B - Classification Definitions. Employers must advise their employees in writing of their classification upon commencement and of any subsequent changes to their classification.

14. Minimum weekly wages

[14 varied by PR997958, PR509065]

14.1 Nursing assistant

[14.1 varied by PR997958, PR509065 ppc 01Jul11]

	Per week
	\$
1st year	643.30
2nd year	653.90
3rd year and thereafter	664.80
Experienced (the holder of a relevant certificate III qualification)	686.20

14.2 Enrolled nurses

(a) Student enrolled nurse

[14.2(a) varied by PR997958, PR509065 ppc 01Jul11]

	Per week
	\$
Less than 21 years of age	595.60

21 years of age and over 626.60

(b) Enrolled nurse

[14.2(b) varied by PR997958, PR509065 ppc 01Jul11

	Per week
	\$
Pay point 1	699.00
Pay point 2	708.30
Pay point 3	717.60
Pay point 4	727.90
Pay point 5	735.20

14.3 Registered nurses

[14.3 varied by PR997958, PR509065 ppc 01Jul11

Minimum entry rate for a:

- (a)** four year degree is \$780.70 per week;
- (b)** masters degree is \$807.60 per week.

Progression from these entry rates will be to level 1 - Registered nurse pay point 4 and 5 respectively.

	Per week
	\$
Registered nurse - level 1	
Pay point 1	747.60
Pay point 2	763.10
Pay point 3	781.70
Pay point 4	802.40
Pay point 5	827.20
Pay point 6	851.00
Pay point 7	875.80

	Per week
	\$
Pay point 8 and thereafter	898.50
Registered nurse - level 2	
Pay point 1	922.30
Pay point 2	936.80
Pay point 3	953.30
Pay point 4 and thereafter	968.90
Registered nurse - level 3	
Pay point 1	999.90
Pay point 2	1018.50
Pay point 3	1036.10
Pay point 4 and thereafter	1054.70
Registered nurse - level 4	
Grade 1	1141.50
Grade 2	1223.20
Grade 3	1294.60
Registered nurse - level 5	
Grade 1	1151.90
Grade 2	1212.90
Grade 3	1294.60
Grade 4	1375.20
Grade 5	1516.90
Grade 6	1659.60

14.4 Nurse practitioner

[14.4 varied by PR997958, PR509065 ppc 01Jul11

	Per week
	\$
1st year	1150.80
2nd year	1185.00

14.5 Occupational health nurses

[14.5 varied by PR997958, PR509065 ppc 01Jul11

	Per week
	\$
Occupational health nurse - level 1	
Pay point 1	802.40
Pay point 2	827.20
Pay point 3	851.00
Pay point 4	875.80
Pay point 5	898.50
Occupational health nurse - level 2	
Pay point 1	922.30
Pay point 2	936.80
Pay point 3	953.30
Pay point 4	968.90
Senior occupational health clinical nurse	968.90
Occupational health nurse - level 3	
Pay point 1	999.90
Pay point 2	1018.50
Pay point 3	1036.10
Pay point 4 and thereafter	1054.70

15. Progression through pay points

[Varied by PR988400, PR994468 from 01Jan10]

Progression for all classifications for which there is more than one pay point will be by annual movement to the next pay point, or in the case of a part-time or casual employee 1786 hours of experience, having regard to the acquisition and use of skill described in the definitions contained in Schedule B - Classification Definitions and knowledge gained through experience in the practice settings over such a period.

16. Allowances

[Varied by PR994468, PR998166, PR509187]

The following allowances do not apply to employees classified at Registered nurse levels 4 or 5.

16.1 Adjustment of expense related allowances

(a) At the time of any adjustment to the standard rate, each expense related allowance will be increased by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.

[16.1(b) substituted by PR994468 from 01Jan10]

(b) The applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index (Cat No. 6401.0), as follows:

Allowance	Applicable Consumer Price Index figure
Meal allowance	Take-away and fast foods sub-group
Clothing and equipment allowance	Clothing and footwear group
Vehicle allowance	Private motoring sub-group

16.2 Clothing and equipment

(a) Employees required by the employer to wear uniforms will be supplied with an adequate number of uniforms appropriate to the occupation free of cost to employees. Such items are to remain the property of the employer and be laundered and maintained by such employer free of cost to the employee.

(b) Instead of the provision of such uniforms, the employer may, by agreement with the employee, pay such employee a uniform allowance at the rate of \$1.23 per shift or part thereof on duty or \$6.24 per week, whichever is the lesser amount. Where such employee's uniforms are not laundered by or at the expense of the employer, the

employee will be paid a laundry allowance of \$0.32 per shift or part thereof on duty or \$1.49 per week, whichever is the lesser amount.

(c) The uniform allowance, but not the laundry allowance, will be paid during all absences on leave, except absences on long service leave and absence on personal/carer's leave beyond 21 days. Where, prior to the taking of leave, an employee was paid a uniform allowance other than at the weekly rate, the rate to be paid during absence on leave will be the average of the allowance paid during the four weeks immediately preceding the taking of leave.

16.3 Meal allowances

[16.3(a) varied by PR998166, PR509187 ppc 01Jul11]

(a) An employee will be supplied with an adequate meal where an employer has adequate cooking and dining facilities or be paid a meal allowance of \$11.06 in addition to any overtime payment as follows:

(i) when required to work after the usual finishing hour of work beyond one hour or, in the case of shiftworkers, when the overtime work on any shift exceeds one hour.

(ii) provided that where such overtime work exceeds four hours a further meal allowance of \$9.96 will be paid.

(b) Clause 16.3(a) will not apply when an employee could reasonably return home for a meal within the meal break.

(c) On request the meal allowance will be paid on the same day as overtime is worked.

16.4 On call allowance

(a) An on call allowance is paid to an employee who is required by the employer to be on call at their private residence, or at any other mutually agreed place. The employee is entitled to receive the following additional amounts for each 24 hour period or part thereof:

(i) between rostered shifts or ordinary hours Monday to Friday inclusive-2.35% of the standard rate;

(ii) between rostered shifts or ordinary hours on a Saturday-3.54% of the standard rate; or

(iii) between rostered shifts or ordinary hours on a Sunday, public holiday or any day when the employee is not rostered to work-4.13% of the standard rate.

(b) For the purpose of this clause the whole of the on call period is calculated according to the day on which the major portion of the on call period falls.

16.5 Travelling, transport and fares

(a) An employee required and authorised to use their own motor vehicle in the course of their duties will be paid an allowance of not less than \$0.74 per kilometre.

(b) When an employee is involved in travelling on duty, if the employer cannot provide the appropriate transport, all reasonably incurred expenses in respect to fares, meals and accommodation will be met by the employer on production of receipted account(s) or other evidence acceptable to the employer.

(c) Provided further that the employee will not be entitled to reimbursement for expenses referred to in clause 16.5(b) which exceed the mode of transport, meals or the standard of accommodation agreed with the employer for these purposes.

17. District allowances

[Varied by PR994468]

17.1 Northern Territory

An employee in the Northern Territory is entitled to payment of a district allowance in accordance with the terms of an award made under the *Workplace Relations Act 1996* (Cth):

[17.1(a) substituted by PR994468 from 01Jan10]

(a) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement-based transitional instrument or enterprise agreement had applied to the employee; and

(b) that would have entitled the employee to payment of a district allowance.

17.2 Western Australia

[17.2 substituted by PR994468 from 01Jan10]

An employee in Western Australia is entitled to payment of a district allowance in accordance with the terms of a notional agreement preserving a State award or an award made under the *Workplace Relations Act 1996* (Cth):

(a) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement-based transitional instrument or enterprise agreement had applied to the employee; and

(b) that would have entitled the employee to payment of a district allowance.

17.3 This clause ceases to operate on 31 December 2014.

18. Payment of wages

18.1 Wages must be paid fortnightly unless otherwise mutually agreed up to a monthly maximum period.

18.2 Employees will be paid by cash, cheque or electronic funds transfer, as determined by the employer, into the bank or financial institution account nominated by the employee.

18.3 When notice of termination of employment has been given by an employee or an employee's services have been terminated by the employer, payment of all wages and other monies owing to an employee will be made to the employee.

19. Accident pay

[Varied by PR994468, PR503643]

[19.1 varied by PR994468; substituted by PR503643 ppc 01Jan11]

19.1 Subject to clause 19.2, an employee is entitled to accident pay in accordance with the terms of an award made under the *Workplace Relations Act 1996* (Cth) that would have applied to the employee immediately prior to 27 March 2006, a notional agreement preserving a State award that would have applied to the employee immediately prior to 1 January 2010 or a Division 2B State award that would have applied to the employee immediately prior to 1 January 2011:

(a) if the employee had at that time been in their current circumstances of employment and no agreement-based transitional instrument, enterprise agreement or Division 2B State employment agreement had applied to the employee; and

(b) that would have entitled the employee to accident pay in excess of the employee's entitlement to accident pay, if any, under any other instrument.

[19.2 substituted by PR994468; PR503643 ppc 01Jan11]

19.2 The employee's entitlement to accident pay under the award, the notional agreement preserving a State award or the Division 2B State award is limited to the amount of accident pay which exceeds the employee's entitlement to accident pay, if any, under any other instrument.

19.3 This clause does not operate to diminish an employee's entitlement to accident pay under any other instrument.

19.4 This clause ceases to operate on 31 December 2014.

20. Superannuation

[Varied by PR994468, PR990528]

20.1 Superannuation legislation

(a) Superannuation legislation, including the *Superannuation Guarantee (Administration) Act 1992* (Cth), the *Superannuation Guarantee Charge Act 1992* (Cth), the *Superannuation Industry (Supervision) Act 1993* (Cth) and the *Superannuation (Resolution of Complaints) Act 1993* (Cth), deals with the superannuation rights and obligations of employers and employees. Under superannuation legislation individual employees generally have the opportunity to choose their own superannuation fund. If an employee does not choose a superannuation fund, any superannuation fund nominated in the award covering the employee applies.

(b) The rights and obligations in these clauses supplement those in superannuation legislation.

20.2 Employer contributions

An employer must make such superannuation contributions to a superannuation fund for the benefit of an employee as will avoid the employer being required to pay the superannuation guarantee charge under superannuation legislation with respect to that employee.

20.3 Voluntary employee contributions

(a) Subject to the governing rules of the relevant superannuation fund, an employee may, in writing, authorise their employer to pay on behalf of the employee a specified amount from the post-taxation wages of the employee into the same superannuation fund as the employer makes the superannuation contributions provided for in clause 20.2.

(b) An employee may adjust the amount the employee has authorised their employer to pay from the wages of the employee from the first of the month following the giving of three months' written notice to their employer.

(c) The employer must pay the amount authorised under clauses 20.3(a) or (b) no later than 28 days after the end of the month in which the deduction authorised under clauses 20.3(a) or (b) was made.

20.4 Superannuation fund

[20.4 varied by PR994468 from 01Jan10]

Unless, to comply with superannuation legislation, the employer is required to make the superannuation contributions provided for in clause 20.2 to another superannuation fund that is chosen by the employee, the employer must make

the superannuation contributions provided for in clause 20.2 and pay the amount authorised under clauses 20.3(a) or (b) to one of the following superannuation funds or its successor:

- (a)** First State Super;
- (b)** Health Industry Plan (HIP);
- (c)** Health Employees Superannuation Trust of Australia (HESTA);
- (d)** Health Super;
- (e)** National Catholic Superannuation Fund;
- (f)** Mercy Super;
- (g)** Sunsuper;
- (h)** Tasplan;
- (i)** Australian Superannuation Savings Employment Trust (Asset Super);
- (j)** UC Super; or
- (k)** any superannuation fund to which the employer was making superannuation contributions for the benefit of its employees before 12 September 2008, provided the superannuation fund is an eligible choice fund.

Generic Practice Nurse Job Description

Position Title: PRACTICE NURSE

Incumbent's Name:

Reports To:

Prepared By:

Prepared Date:

Approved by Principal GP/Practice Manager:

Approved Date:

General Purpose of Position

The major purpose of this position is to enhance the quality and delivery of health care by providing nursing services in the context of General Practice.

Qualifications, Education and/or Experience

Essential Criteria:

- Registered Nurse (NSW) with current nursing registration
- Minimum 3 years postgraduate experience
- NSW Driver's Licence

Desirable Criteria:

- Understanding of the General Practice work environment
- NSW Immunisation Certificate
- Knowledge of Care Planning and Case conferencing
- Ability to use e-mail, word processing and database applications
- Experience with one or more of the following - Diabetes, Asthma, Cervical Screening, Antenatal Shared Care, Spirometry, Venepuncture, ECGs
- Ability to work within a team

Key Responsibilities

1. Provide clinical nursing services in the General Practice context through:

- Triage
- Assessment
- Therapeutic Care and treatment

- Diagnostic Management; and
- Clinical Data Management

2. Assisting the General Practice to meet relevant standards and legislative requirements in:

- Management of clinical records
- Occupational Health and Safety
- Infection Control
- Cold Chain Monitoring; and
- Practice Accreditation

3. Improving Patient Health Outcomes through:

- Immunisation
- Acute and Chronic Disease management
- Patient Education
- Health Screening; and
- Patient recalls and follow-up

4. Co-ordinating Patient Services through:

- Planning and management of care
- Optimising communication between GPs, patients and services
- Patient Advocacy; and
- Networking with other services

Physical Requirements:

The employee will regularly be required to sit, stand, walk and drive a vehicle. Vision abilities, including close vision and distance vision will also be required. Occasionally the employee will need to lift and/or move up to 5 kilograms.

The position requires the incumbent to be capable of sufficient mobility to enable regular attendance at meetings and consultations.

Reasonable accommodations may be made to enable participants with disabilities to perform the essential functions.

Salary Rating

The position is [insert number of hours here] [permanent part-time/full time/ casual] with the salary rating of [\$ per hr] depending upon experience and qualifications.

The incumbent will undertake a three month probationary period, at the end of which a review will be held with the employer. A salary review will be based upon an annual performance appraisal.

Professional Development

This practice is committed to relevant Professional Development activities for all its employees and encourages them to attend educational activities. Attendance at activities that are during working hours must be negotiated with the employer, with reasonable notification.

Signed:

.....

Date:

.....

Principal General Practitioner:

.....

Date:

.....

This position is to be reviewed in three months:

Date of Review:.....



Recruitment Guides

Advertising for a Practice Nurse

Overview

All information regarding recruitment for a Practice Nurse is based on a Registered Nurse qualifications and experiences. For more information on Enrolled Nurse qualifications and experiences contact The Royal College of Nursing and the Nurses Registration Board. [See useful websites appendix]

This section is an overview of practice nurse recruitment and offers tips on how to construct an advertisement that will attract quality applicants. It also contains a sample “letter of response” from the practice to “interested applicants” and “unsuccessful candidates”.

The information that is contained in your advertisement may impact on the number and quality of applicants you have responding to the position. Providing specific details of the position can result in fewer responses but those showing interest are likely to be more suited to the position.

General Practice offers nurses the opportunity to work in a dynamic and flexible environment. Offering an alternative to the hospital system is likely to appeal to many nurses. In doing so, it is important to “showcase” the range of skills and duties associated with the position to dispel the myth in some quarters, which is that practice nursing is little more than a part-time receptionist and phlebotomist, and not a true nursing profession.

The following advertisement reflects a style commonly used by Practice Managers.

**“Practice Nurse required for busy family practice”
Please contact Practice Manager on...**

The advertisement is bland and lack lustre.

Spending a few extra dollars to include more details about the position and the practice will be money well spent.

As well as presenting key information, a good advertisement will also be eye-catching and inviting. Here are two examples:

Example 1

Full/Part-time position for enthusiastic, innovative Practice Nurse

Who can work independently or as part of a team

The position requires the provision of primary health care through general practice as well as opportunities for health promotion, chronic disease management and practice management. Previous experience is desirable but not essential.

Clinical Skills required are venipuncture etc.....

We offer flexible, friendly work conditions, structured professional support and incremental skill-related pay.

Contact for information and Position Description.

Example 2

Wanted - Registered Nurse to work in General Practice

The [*insert practice name*] General Practice is looking for an enthusiastic Registered Nurse to work within our General Practice at [*insert location*]. The Practice Nurse position offers flexible working hours with an average of 20 hours per week, with the potential for the hours to increase. Initially the positions will be casual. Salary rates will be based on [*insert appropriate award*]

Essential Criteria

Current Nursing Registration

A minimum of three (3) years nursing experience

Excellent Communication skills

Ability to work in a team

Professional autonomy

Drivers License

Desirable Criteria

Previous experience working in a General Practice

NSW Immunisation Certificate

An extensive knowledge of the Enhanced Primary Care items

Experience in one or more of the following: Diabetes, Asthma, Cervical Screening, Antenatal Care, Spirometry, Venepuncture, ECGs.

Applicant's

Interested applicants should address the selection criteria associated with the position as well as providing their resume. A copy of the position statement and selection criteria can be obtained by contacting [*select appropriate contact name and phone number*] Applications for the position close at [*insert date*]

Include Key information in the Advertisement

In addition to clearly conveying your requirements, the advertisement should convey what the position and you as an employer can offer. Advertisements should contain key information such as:

- Position title, and level if applicable
- Practice locality/s,
- Employment hours,
- Suitability of position to job sharing,
- Duties performed,
- Essential selection criteria,
- Contact information, and
- Closing date for applications

Responding to Applications

Discuss the position over the phone with applicants and if the applicants wish to continue with the application forward the following:

- Letter to confirm interest in application
- Registered Nurses Application form
- A job description

Encourage applicants to submit a written application and include a closing date. Record the name and contact details of each applicant who has expressed an interest in the position for your reference. This also provides a means of gauging the effectiveness of the advertising campaign. To demonstrate that your practice is professional and efficient send the follow-up letter, with a copy of the position description, in a timely manner.

As a courtesy, all unsuccessful applicants should be notified by letter.

Sample Letter to Confirm Interest in Application

[Practice Letterhead]

<DATE>

<Candidates Name>

<Candidates address>

Dear <Candidates Name>,

Thank you for you phone call and expression of interest in the advertised Practice Nurse position.

Enclosed is a position description of “<Duties and Responsibilities>” and “<Key Selection Criteria>” for the advertised vacancy.

The “Key Selection Criteria” will be used to select candidates for interviewing; these areas should be addressed and included in your letter of application with your curriculum vitae.

Applicants to be interviewed will be contacted by phone by <.....> [add date]

If your application is unsuccessful you will be notified by mail.

If you would like to clarify any issues, obtain more information or arrange a visit to the practice please call on < practice contact No> between Monday to Friday <hours of>

Regards

<Practice Managers Name>

Registered Nurse Application Form

APPLICANT'S PERSONAL DETAILS

Applicant's Name:
Address:
Phone No: (home)
..... (mobile)
..... (work)
Email address:.....
Current Nursing Registration Number:
No. of Hours Preferred: Days Preferred:
Drivers License Number:
Access to vehicle:.....

QUALIFICATIONS:

(Please indicate name of institution, type of award and date conferred)

.....

PREVIOUS EXPERIENCE AND SPECIALTIES (attach a resume if you prefer):

.....

Experience in the following:

ECG's	
Venipuncture	
Spirometry	
Pap smears Women's health	
Immunisation &/or Immunisation cert	
Health assessments	
Care plans	
Wound care	
Midwifery & Antenatal	
Surgical Nursing &/or Minor procedures	
Asthma care / Qualifications	
Diabetes care / Qualifications	
Mental Health	

Membership of Professional Bodies:

.....
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.....

APPLICANT'S CLAIM AGAINST SELECTION CRITERIA:

Essential Criteria:

- Current Nursing Registration
- A minimum of three (3) years nursing experience
- Excellent Communication skills
- Ability to work in a team
- Professional autonomy
- Drivers License

Desirable:

- Previous experience working in a General Practice
- NSW Immunisation Certificate
- An extensive knowledge of the Enhanced Primary Care items
- Experience in one or more of the following: - Diabetes, Asthma, Cervical Screening, Antenatal Care, Spirometry, Venipuncture, and ECGs.

Registration with the Nursing and Midwifery Board of Australia (branch of the Australian Health Practitioner Regulation Agency – AHPRA)

Use This Form to Maintain Your Practice Records

a) Please attach a photocopy of your current certificate as evidence of current registration

b) Have you ever been refused registration or had conditions placed on your registration?

Yes No

c) Have you ever appeared before the Nursing and Midwifery Board of Australia?

Yes No

d) Are you scheduled to appear before the Nursing and Midwifery Board of Australia?

Yes No

If you answered yes to b), c) or d) above, please supply brief details.

.....
.....
.....

Police Record

Have you ever been charged or convicted of any criminal offence?

Yes No

If yes, please supply brief details.

.....
.....
.....
.....

Note: The practice to which you are allocated will undertake a criminal record check as part of assessing your application.

Referees

Please supply the names of two professional colleagues who are familiar with your work over the last three years and who are prepared to attest to your ability as a registered nurse and your suitability to work in a General Practice

Referee 1

Name:

.....

Position:

.....

Phone No:

.....

Referee 2

Name:

.....

Position:

.....

Phone No:

.....

OTHER RELEVANT INFORMATION

To the best of your knowledge, information or belief, are there any other facts or circumstances not mentioned above which <the Practice> could reasonably consider as relevant to your ability or suitability to work as a Registered Nurse in General Practice?

Yes No

If yes, please supply brief details

.....

.....

.....

.....

Privacy Disclosure

The information provided by the Applicant when completing this Application form, and any other information gathered by <the Practice> concerning the Applicant and relevant to this Application, is to be retained and used only by <the Practice> and its authorised officers and staff as part of the assessment of the Applicant's suitability to be employed as an [Registered Nurse] providing services to General Practice. This information is and will remain confidential and the Practice will not without the Applicant's prior written consent, use or disclose or allow the use or disclosure of this information for any purpose not previously disclosed to the Applicant.

Applicant's Application and Authority

I, the Applicant named below, hereby consent to the following:

1. I authorise the <practice name> and the <practice manager's name> to seek further information from my nominated referees, appropriate persons associated with previous places of employment, registration authorities, the NSW Health Care Complaints Commission, the NSW Department of Health, or from professional colleges or organisations from which my qualifications are awarded as to my past experience, performance and current fitness to practice as a [Registered/enrolled Nurse] and I understand that such information is required to assess my professional capabilities and my suitability to work within <practice name>;
2. I acknowledge I have read and understood the above Privacy Disclosure and I consent to the use of the information gathered by the <practice name> as referred to in that Disclosure;
3. I understand that as part of assessing my suitability to work in within <practice name>, the appointed practice will undertake a criminal record check; and
4. I declare the information provided by me in this Application is true and correct and I undertake to advise <practice name> of any material changes to the information supplied.

Name: _____

Signature: _____

Date: _____

Please return to

<Practice Manager >

<Include practice contact details>

Unsuccessful Applicant Letter

<Practice Letterhead>

<DATE>

<Candidates name>

<Candidates address>

Dear <Candidates name>,

Thank you for application for the position of Practice Nurse, as advertised in the <name> newspaper on the <date of advertisement>.

The quality of applications was very high, and on this occasion, we regret to inform you that your application was unsuccessful.

We encourage you to apply for future positions with our organisation, and wish you all the best with future endeavours.

Yours sincerely

<Practice manager>



Interview Techniques

The Interview

Overview

This section gives advice and tips on the interview process. It provides sample interview and referee questions that will help choose the best applicant.

The two most important factors in interviewing are **being prepared** and **allowing sufficient time**. The investment of time in reviewing Curriculum Vitae (CV), interviewing and post-interview reviews will be worth it, as it will improve your chances of finding the right employee.

Reviewing Applications

Read all CVs thoroughly. Look for things like:

- Whether the CV is accompanied by a well-written cover letter.
- The layout and presentation of the CV.
- Gaps in experience.
- Evidence of achievement both personnel and professional
- Memberships

Have the position description and your Selection Criteria Checklist ready [See example 3]. Use the checklist to grade the relative relevant experience of applicants in the right hand column on the appropriate line. In this way, you can systematically and objectively eliminate applicants whose skills and experience do not match those that are mandatory for the position.

Creating a Shortlist of Candidates or Culling

To create a shortlist, return to the CVs of the applicants who have survived the first round, examine their employment history and continuity of experience. You are trying to establish the average length of time in employment. Note if there has been many job positions and no reasons given for leaving.

It is usual to shortlist four or five candidates for interviewing. However, send no rejection letters to unsuccessful candidates until the chosen candidate has accepted the job in writing. You may need to consider the “next best” candidate or even arrange to interview additional applicants. Arrange appointment times for those applicants that you have decided to interview.

Preparing For the Interview

Who will attend the interview?

This is a good opportunity for the practice team to work together and select a candidate who meets everyone's needs. The number of interviewers is up to you, although it often helps to have others assist you in the interviews e.g. another GP in the practice or another practice nurse. Having a practice nurse on the panel can really help target questions to the practice nurse role. The practice nurse would need to be briefed in a timely fashion and it is recommended that the panel meet beforehand to discuss roles, the candidate's CV, and strategies.

A panel of two people would be adequate although three is the norm. Remember panels can be very intimidating for the candidate, so make every effort to make it informal. It is a good idea to incorporate a "tour" of the practice informally interviewing whilst showing around. Remember, the recruitment process is a two way street – both employer and employee should be out to impress.

Where and when will you schedule the interview?

The practice is a great environment in which to hold the interviews. It is a convenient location for the interviewers, and it will provide the candidates with a better understanding of the environment in which they may be employed. Most practices are busy during the day, however you might choose to put aside some time to conduct interviews during the lunch break. Be sure that you allow enough time to conduct the interview in a relaxed manner. Alternatively, interviews can be held in the evening when there are few patients, and interviewees are likely to have free time. Re-read the candidates' CVs prior to interview and note down areas that need further probing, issues you feel you should explore, questions you need to ask for clarification of obscure points. Be sure to write up a summary whilst still fresh in your mind.

What questions is the candidate likely to ask me?

As stated above the recruitment process is a two way street, so you should expect and be prepared to be "interviewed" by the candidate. It is likely you will be questioned by them as to the possibilities of the practice being a place in which they would like to work. Be prepared to answer questions on conditions, pay structure and professional development. In regards to pay, Whilst the **Nurses Award 2010** is minimum that can be paid, be prepared to negotiate higher as this award is substantially less than awards for public and private hospital work. So it is advised that if a strong candidate emerges, don't insult them with the minimum award. If the nurse you choose has less experience and skills then work out a mutually agreeable starting pay rate with increments for gained skills and experience. Remember, the more skilled and experienced your Practice

Nurse, the more revenue they can bring in to the practice and this should be reflected in their pay scale.

Based on their comparatively low levels of pay, Nurses are generally not in the job for money. Good work conditions, however, such as flexible hours and assistance with professional development may go a long way to make up for relatively poor levels of pay. It is also worth noting that many nurses are working mothers and fathers and may be prepared to work at a lower pay level in return for flexible working hours. It is important that as an employer you are able to offer some assistance and structure with professional development, such as assistance with the cost of training and allocated paid leave days. Encourage contact with the Division and membership to the Practice Nurse Reference Group meetings, which provide clinical up-skilling sessions and information of availability of professional development workshops in the area.

It is also advised to offer a formal review or appraisal, usually at 3 months and then annually.

The Interview

A well-structured interview will proceed as follows:

- 1. Be prepared.** Have the interview questions ready. Provide water & glasses. Assemble the interview panel at least 1/2 hr prior to the start of the interviews to re-read CVs and confirm process.
- 2. Welcome and Brief Applicants.** It is becoming more common for applicants to be given a copy of the questions to be asked prior to the interview. Applicants can be given a copy of the questions, so they may make notes, on their arrival. Allow 10 minutes to complete the process.
- 3. Start the actual Interview** by becoming acquainted with the candidate, putting them at ease so their nerves do not affect their ability to answer questions. A good way of doing this is to give them information about the position and the practice. Introduce the members of the interview panel.
- 4. Ask General Questions.** All applicants should be asked the same questions to meet requirements under Equal Employment Opportunities. Try to get a sense of the applicants' personality, manner, likes & dislikes by asking general, open-ended questions like "Tell us a little about yourself".
- 5. The Candidate.** Ask the candidate to tell you about themselves look for evidence of their work style, special strengths, problem-solving skills, ideas and compatibility with

your practice. Use their CV as a guide for questions and give them a case scenario and ask how they would deal with it.

6. Take Questions. Finish by asking the candidate if they have any further question/queries or if time permits give them a tour of the practice allowing them to meet and talk to other members of the team.

Interview Questions

Ask open-ended questions that demand more than a “yes” or “no” reply, so candidates are encouraged to talk about their experiences, knowledge and skills.

Sample question to consider using in the interview:

Interest in Position

1. Why did you apply for the position?
2. What reservations do you have about it?
3. What appeals to you most – and least – about it?
4. What aspects of it are important to you?
5. What do you see as its most difficult aspects?
6. What do you think is likely to make the difference between success and failure in the job?

Personal Attributes

1. What are your greatest strength/greatest weakness?
2. What type of people upset you most readily and what steps do you take to work with them harmoniously.
3. What kind of situations causes you to feel tense or nervous?
4. What are the things or situation that upsets you most?
5. How do you approach change?

Job Experience

1. What aspects of your last/current job do you like least?
2. How would your present manager describe you as an employee?
3. Are you comfortable with you skill level?
4. How have you updated you skills in the past?
5. What are your plans for further education?
6. What type of approach to problem solving works best for you?
7. What have you done that was innovative?
8. Do you enjoy challenges in your work?
9. Do you enjoy working independently or in a team?
10. How do you deal with non-compliant patients?
11. How would you describe your work style?
12. How would you define cooperation?
13. Describe an upsetting experience and what steps you took to resolve it?

Questions NOT to ask

- Do you have young children?
- How old are you?
- Are you married?
- Is your partner employed?
- Do you intend falling pregnant in the near future?
- What religion are you?
- Where do you live?

During the Interview

It is important to actively listen - clarifying information with the candidate you don't understand, either by rephrasing what you think they meant and asking if this is correct, or by questioning further on the subject.

Check yourself if you find that it is YOU who is doing most of the talking.

Take notes to prompt your memory, using a sample interview schedule; also be aware of your and the candidates body language e.g. direct eye contact, arms crossed in a defensive manner. Try to encourage the candidate to be relaxed, open and honest by behaving in this manner yourself.

If the candidates have not provided the name and contact details of a referee on their resume, ask them to provide these details at the interview, or to ring the practice the next day with the details. Confirm you have permission from the applicant to contact the referees.

After the Interview

Spend a few minutes with the other members of the panel (if any) revising notes and obtaining feedback on their thoughts. Once all candidates have been interviewed, spend time again with the panel reviewing candidates and making your selection. Before a letter of offer is sent, references must be checked.

Reference Checking

References must be checked before the position is offered to the chosen candidate. You need to verify employment history and responsibilities. It is best to do this by phoning the referee, as it is the most reliable way of gaining accurate information.

Clearly identify yourself to the nominated referee and check if it is a good time to talk to them. If they are busy they will not have the time to answer your questions properly. Outline the position for which the candidate is being considered to the referee.

You can ask to speak to several referees and do not have to accept those provided in the resume or ask for additional referees if you have concerns. You must seek a candidate's approval before contacting any of their referees. **If you do not then this is a breach of the Privacy act.** It is a good idea to document all relevant information obtained from the referee and keep on file. Ask only questions that relate to your selection criteria and the candidates work performance and good conduct, their ability to perform the duties required, as well as special qualifications.

Questions to ask the Referee

- Confirm dates of employment and title or job held
- What skills did the candidate possess and what were required of the position?
- How did the candidate work in a team/individual situation?
- Ask what the Candidates strengths and weaknesses were in the position and areas for improvement.
- Ask referees to use two or three single words, which best describe the candidate.
- Enquire as to any unsatisfactory aspects of performance, which are relevant to the position for which they have applied.
- Would you re-employ this person?
- Where referees use general statements like "highly motivated" you should probe the referee's definition.

Practice Nurse Applications – Culling Sheet

Change your essential and desirable criteria to correspond with those listed in the advertisement

Name of applicant	Essential Criteria							Desired Criteria				Experience							
	Date Received	Current Registration	Years Nursing Experience	Communication Skills	Teamwork	Autonomy	Drivers License	GP Experience	NSW Immun Cert	EPC Items	Diabetes	Asthma	Cervical Screening	Antenatal Care	Spirometry	Venipuncture	ECG's	Other	TOTAL

Sample Letter of Offer

<Practice Letterhead>

< Date >

Dear,

I have pleasure in offering you the position of Practice Nurse with the <Practice name> Practice Company.

If you accept this position your employment will take effect from <date> and will be subject to satisfactory performance during the 3 month probationary period.

Terms and conditions for your continuing employment are set out below.

TERMS AND CONDITIONS OF EMPLOYMENT

The terms and conditions of your employment with the Company are those determined or varied by the Practice Principal and is to follow the **Nurses Award 2010**.

Performance Appraisal

A performance appraisal will be conducted 3 months after commencement and following this on an annual basis.

CONTRACT OF EMPLOYMENT

Salary

The salary for the position will be at the hourly rate of [insert hourly rate, including superannuation]. Salary will be paid fortnightly. This rate will be payable from the first pay period following the <date> and will be paid pending formal acceptance of this contract

Superannuation

The Company will contribute an amount equal to the Superannuation Guarantee Charge of <insert % amount> of the salary earned by you to a superannuation fund nominated by you.

Hours of Work

This is a full-time position. < STATE DAYS ON WHICH THE PRACTICE NURSE IS TO ATTEND WORK > e.g.: Monday to Friday. Ordinary hours of work will be an average of 38 hours per week. The hours to be worked include < e.g.: start and finishing times and meal breaks. Also include whether the nurse is to work a nineteen day month and receive an accrued day off >

Annual Leave

You will receive a minimum of four weeks annual leave for each completed twelve months of employment and shall receive the usual pay plus a loading of <insert amount > as per award.

Sick Leave

Sick leave entitlements will be as per the award.

Confidentiality

You are required to treat all patient information and practice information in the strictest confidence. Failure to do so may result in termination of your employment.

Termination

If resigning from the Company < insert No. of weeks > notice will be required. Other conditions are as per the Award.

ACCEPTANCE OF OFFER

Please sign and date this document if the above terms and conditions of employment are acceptable.

Practice Principle: Date: .../... /...

Employee Signature: Date: .../... /...

Staff Data Employment Sheet

SURNAME:

FIRST NAME:.....

INITIAL:

DATE OF BIRTH:

ADDRESS:

.....

HOME CONTACT NO: MOBILE:

IN CASE OF EMERGENCY

Contact Name: Relationship:

Phone:(work) Home:

Doctors Name: Phone:

SUPER FUND

Name of Fund:

Address:

.....

Fund Account:

ELECTRONIC FUND TRANSFER

Bank:

BSB No:

Account No:

Account Name:

< Practice letter head >

Employee Appraisal Form

Name:

Position:

Period:

Reviewed by:

AGREED KEY JOB GOALS	HOW GOALS ARE TO BE ACHIEVED	PERFORMANCE MEASURES	EXTERNAL IMPACTS ON PERFORMANCE	ACHIEVEMENTS DURING THE PERIOD

Comments:

Employee's Signature: _____ Date: _____

Mgr/Supervisor's Signature _____ Date: _____



Legal Responsibilities and Confidentiality Agreement

LEGAL RESPONSIBILITIES OF NURSING

- The Australian Nursing Federation has 'Competency Standards for Nurses in General Practice', for Registered and Enrolled Nurses. In fulfilling their legal responsibilities General practice nurses should measure their performance and competencies against their own professional framework developed by peak national bodies responsible for nursing regulation known as the Australian Nursing and Midwifery Council. A copy of the Competency Standard for Nurses in General Practice can be downloaded from: <http://www.anf.org.au/nurses%5Fgp/>
- Practice nurses should also function in accordance with, and demonstrate knowledge of, all legislation and common law affecting nursing.
- Practice nurses should fulfil their duty of care in the course of practice, for example, meet practice standards and be accountable for nursing actions
- Practice nurses should demonstrate knowledge of policies and procedural guidelines that have legal implications and practice only within the limits of their educational preparation and competence and
- Practice nurses should be able to identify and respond to unsafe practice, for example, implement interventions to prevent unsafe practice and/ or contravention of law.
- Registered and Enrolled Nurses are accountable and responsible for their own actions within nursing practice when working in General Practice. Inherent in this is that nurses need to be aware of their own scope of experience, education, knowledge and competency. In the event that their scope of experience, knowledge etc falls short in a situation, they will consult with the GP or other relevant health professional in the team. It also needs to be understood that a GP or other health professional does not expect a Registered or Enrolled Nurse to perform duties outside their scope of knowledge, experience etc
- Nurses have a professional obligation to participate in professional development, skills acquisition and undertaking continuing educational activities

The Code of Professional Conduct for Nurses

Requires each nurse to:

- Provide safe and competent nursing care
- Practice in accordance with the nursing standards and the broader health system
- Conduct themselves in accordance with the laws relevant to the nurse's area of practice
- Respect the dignity, culture, values and beliefs of individuals and significant others in the provision of nursing
- Provide impartial, honest, and accurate information in relation to nursing care and health care products
- Support the health, wellbeing and informed decision making of people requiring or receiving care
- Promote and preserve the trust that is inherent in the privileged relationship between nurses and individuals with respect to both their person and their property
- Treat as confidential personal information obtained in a professional capacity
- Maintain and build on the community's trust and confidence in the nursing profession
- Practice nursing reflectively and ethically

Code of professional conduct for nurses in Australia can be accessed from the Australian Nursing and Midwifery Board of Australia

<http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements.aspx>

ALL REGISTERED AND ENROLLED NURSES ARE EXPECTED TO BE FAMILIAR WITH THE KEY PRINCIPLES OF THE CODES AND ABIDE BY THEM IN THEIR PRACTICE.

Employee Confidentiality Statement

<Practice letter Head>

I, _____, have been advised by my employer, the _____ Practice, of the legal requirement to protect the privacy and confidentiality of practice information.

I understand that all patient records, and any conversations between patients and practice principals, or between patient and staff members, either viewed, received or heard by me during the course of my employment at the Practice, constitutes strictly confidential information.

None of the information which comes into my possession as a result of my employment will be discussed or released by me, unless such discussion or release is relative to said employment, and is properly authorised in accordance with practice policy.

I understand that unauthorised use of confidential information is grounds for dismissal. I also understand that this statement will form part of my permanent employee file.

Employee's Signature

Date

Principal's Signature

Date:



Contacts

Useful Nursing Contacts

NAME OF ORGANISATION	WEBSITE/CONTACT DETAILS	DESCRIPTION
Australian Nursing Federation	http://www.anf.org.au/	National union for nurses providing industrial and professional representation of nurses and nursing
NSW Nurses Association	http://www.nswnurses.asn.au/	NSW branch of Australian Nursing Federation
Royal College of Nursing Australia	http://www.rcna.org.au/	Network for nurses, focusing on promotion and recognition of professional excellence in nursing
The College of Nursing	http://www.nursing.edu.au	The College of Nursing provides support for nurses, while contributing to the creation of a better health care system for all Australians.
Fairwork Ombudsman	http://www.fairwork.gov.au/	<p>Provides access to wages and conditions of employment information.</p> <p>Provides assistance and advice to employees and employers on the Workplace Relations Act</p>
Nursing and Midwifery Board of Australia	http://www.nursingmidwiferyboard.gov.au/	The Nursing and Midwifery Board of Australia has established State and Territory Boards to support the work of the National Board in the national scheme. The National Board will set policy and professional standards, and the State and Territory Boards will continue to make individual notification and registration decisions affecting individual nurses and midwives.
Office of Industrial Relations	<p>Postal Address: McKell Building 2-24 Rawson Place Sydney NSW 2000 Award Enquiry: 13 16 28 http://www.industrialrelations.nsw.gov.au/</p>	Responsible for monitoring wages, employment rights, obligations and conditions in NSW.

Nurses Award 2010	http://www.anf.org.au/html/industrial/Nurses_Award_2010.pdf or contact ANF (02) 6232 6533	Salary and award rate information for Practice Nurses
Australian Industrial Relations Commission	Australian Industrial Registry Level 8, Terrace Towers 80 William Street, East Sydney 2011 Tel: 02 8374 6666 Fax: 02 9380 6990 Out of hours emergency: 0419 318 011 http://www.airc.gov.au/	National tribunal dealing with employment issues

