

Frequently Asked Questions Transitioning Staff - GP Training

Congratulations on your recent offer. We're looking forward to having you join the RACGP team. This change of employment can come with some uncertainty, so we're using this document to answer as many questions as we can. Please keep your questions coming and we'll keep updating these FAQs.

Hit the refresh button to be sure you're looking at the latest version.

If your question isn't answered here, email AGPTJobs@racgp.org.au and we'll provide you with the information you need.

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Training Services Ltd entity

Why have the RACGP set up 'RACGP Training Services' as a new entity?

We set up RACGP Training Services so employees working in GP Training can continue to benefit from full Salary Packaging access. Learn more about access to salary packaging in the salary packaging question in this document.

Are all Regional GP Training Operations staff employed by 'RACGP Training Services'?

Most new Regional GP Training Operations staff are being employed with RACGP Training Services. Shared services roles such as IT support, finance and marketing roles are being employed by RACGP.

Enterprise Agreement and employment conditions

Can you tell me more about flexible work hours and working from home?

Our Clubhouse hybrid work model means people can work from home or from an office. We want to provide flexibility to help make the RACGP a great workplace and deliver great results for our members.

Over the past few years we've shown we can be productive, effective and safe, with team members working from home. This has benefits for our employees and for the College.

There will be some work that is better done in the office such as collaboration with your team, and other work that you'll find easier (or just as easy) to do from home. You'll be supported to work in the way that best makes sense – we have a page on Pulse – our intranet, dedicated to information about our Clubhouse – hybrid working model.

We want work to fit into your life in the way that works for you and still means your doing a great job. Our people are typically required to perform their ordinary hours of work between 8am to 8pm. You can speak with your manager about the best times to complete your work within the usual span of hours. If you're required to perform work outside of these hours, you should discuss this with your manager.

Does the RACGP Enterprise Agreement cover all staff?

The Enterprise Agreement does not cover clinical roles, nor those paid above the highest pay point of the Enterprise Agreement. At this time it does not cover people being employed by RACGP Training Services but we have applied for this coverage (see question below). The Enterprise Agreement doesn't cover the Joint Colleges Training Services and we don't plan to expand it to. This is the joint venture between RACGP and ACRRM.

Will 'RACGP Training Services' be covered by the RACGP Enterprise Agreement?

RACGP Training Services is a separate employing entity. Currently the enterprise agreement (EA) does not cover RACGP Training Services. We've applied to the Fair Work Commission to expand the scope of The RACGP Enterprise Agreement 2022 to cover like-for-like positions within RACGP Training Services.

We're doing this so we can have equity across The RACGP and RACGP Training Services. We hope we will receive a favourable outcome before 1 February 2023, but we can't guarantee the outcome of our application or when the Fair Work Commission will decide.

We feel the expansion of the Agreement is the best outcome for our all people and this is supported by the National Tertiary Education Union. We'll keep you up to date on the progress of our application.

Please note, the RACGP EA will still not cover Medical Educators and Senior Management who are paid above the highest pay point of the EA.

If I'm covered by the Enterprise Agreement will I now receive 14% super?

Under our Enterprise Agreement we pay 14% superannuation to covered employees unless an employee is eligible to access full salary packaging. In the Agreement, full salary packing is referred to as "FBT exempt flexible remuneration".

If you have access to full salary packaging, you'll receive the Superannuation Guarantee Contribution rate which is currently 10.5% and increasing to 12% by 2025. The details are in clause 25.4 of the [enterprise agreement](#) on Pulse (our intranet) or you can find it on the [Fair Work Commission website](#).

Our employee representatives and the National Tertiary Education Union (NTEU) agreed with this approach was the best way to deal with the difference in access to full salary packaging.

People employed by RACGP Training Services Ltd are eligible for full salary packaging and RACGP employees are not. (Although we plan to apply for this benefit for everyone.)

The reason there are different superannuation rates for people who are eligible for different benefits, is to create equity. It would be unfair for some employees to get salary packaging and additional superannuation, and for others to miss out. Even with this difference in superannuation people employed by RACGP Training Services Ltd will still be better off. Modelling completed by the RACGP (and reviewed by the NTEU) shows the vast majority, if not all, employees would be financially better off overall being employed by RACGP Training Services

Current RTO employees moving over to RACGP Training Services Ltd will continue to enjoy

the benefit of full salary-packaging and receive 10.5% superannuation initially, and increasing to 12% by 2025. You can use the use the AccessPay salary sacrifice calculator for a more personalized assessment or contact AccessPay by calling 1300 133 697.

Who can access salary packaging?

All employees can access salary packaging in some form. The extent of the financial benefit depends on whether you work for RACGP Training Services Ltd or The RACGP.

The RACGP is classified by the tax office and the charities and not-for-profits commission as a 'rebtable organisation'. This means employees of the RACGP can access some tax benefits by salary packaging pre-income tax, but then need to pay Fringe Benefits Tax (FBT).

RACGP Training Services Limited is classified as a 'Public Benevolent Institution' (PBI). This means employees of RACGP Training Services Limited can access tax benefits by salary packaging pre-income tax without paying FBT. This is because PBIs can pass on FBT exemptions to employees.

In the future, we want the RACGP to secure the same, charitable status as RACGP Training Services Limited but it's an involved process and we don't know if or when this will occur.

You can learn more about the benefits of salary packaging using this [calculator](#).

How do I arrange salary packaging?

RACGP and RACGP Training Services use AccessPay as our salary packaging provider. AccessPay will work with you to set up your salary packaging and step you through the process – You will find the application form on the Pulse – our intranet.

People employed under the RACGP Training Services will have access to full Public Benevolence Institute Salary packaging. We plan to apply to the Charities Commission and the Tax Office for this benefit for all employees in the future.

You can put in your application with AccessPay from your first day with the College but it can take a few days to process. The first pay run which can include your salary sacrifice can is Thursday 16 Feb. Which will be the first pay run for people starting on 6 Feb and the second pay run for those starting on 1 Feb (If you start on 1 Feb, your first pay run will only include three days.)

We expect almost everyone should be able to be set up for the 16 Feb pay run. Access Pay will also run information sessions for staff – check your emails for information on these sessions.

Also rest assured that if you don't have your salary packaging set up for the 16 Feb pay run or even the next one, you can still spread your sacrifice amounts over the remaining pay runs for the Fringe Benefits Tax year (which ends on 31 March). This way you can ensure you still get your full benefit for the Fringe Benefits Tax year.

Will all staff complete performance reviews?

Yes, all employees will have regular performance conversations with their leader to discuss objectives, progress and career development.

The annual professional health check takes place around August each year, with a mid-year check in February. It's a really important part of providing an engaging workplace experience.

Employment Contracts

Why are there different start dates across the country?

Existing RTO regions have varying end-of-term dates. We've accounted for these slight differences when setting start dates for our employment contracts. This means our registrars and GPs in training will have continuity of service delivery.

Why does my contract list my State instead of a specific office location?

We are still securing office locations in some locations. We will advise you as soon as your exact work location is confirmed. In the meantime, please contact us if you have immediate questions

My contract says I am not entitled to any additional payment if the RACGP terminates my employment. What happens if my role ever becomes redundant?

The RACGP will avoid roles becoming redundant wherever possible. If a role were to become redundant, in the first instance we'd always aim to redeploy you. If we are unable to find a suitable redeployment, you would still be entitled to the redundancy provisions outlined in the National Employment Standards (NES).

Why do some employees receive 14% super and not others?

The RACGP Enterprise Agreement 2022 entitles RACGP Ltd employees to 14% superannuation on the basis that they are employed by a rebatable organisation and covered by the Enterprise Agreement. The Enterprise Agreement does not apply to Medical Educators, nor those paid above the highest pay point of the Enterprise Agreement.

Therefore, all medical educators and those paid above the EBA will receive the superannuation guarantee contribution amount, which is currently 10.5%, increasing to 12% by 2025.

Employees of RACGP Training Services are not covered by the Enterprise Agreement and

so will receive the Government Superannuation Guaranteed rate of 10.5%.

My contract says the RACGP can reduce my base salary if superannuation increases. What does this mean?

When the Government Superannuation Guarantee rate increase, organisations often reappportion base salary and super, which make up an employee's total remuneration.

For example, in the event of a 0.5% increase they pay 0.5% extra super but pay 0.5% less base salary. This means that an employee still receives the same total remuneration overall – it's just divided differently between base salary and super. At other times, an organisation might increase superannuation contributions by 0.5% without reducing base salary by the same amount.

The practice at the College has been to increase superannuation contributions in line with any legislated increase without reducing base salary - effectively giving our employees a small pay rise. We intend to continue this practice.

What are the recruitment timelines and what do I do if I haven't got my contract yet?

We've received more than 1000 expressions of interest across the roles available. We've processed every one of them now and engaged the person in our recruitment process. We've issued hundreds of employment contracts in the a few short weeks and are quickly and carefully moving to complete recruitment for every role that is critical to day one. If you would like to check on the progress of your application, please email AGPTJobs@racgp.org.au

Why does my contract refer to a probationary period?

All new employees to the RACGP are required to complete a probationary period. The probationary period serves as an opportunity for new employees and the RACGP to review performance and fit.

GP Synergy employees are joining the college under a transfer of business. If you have worked for GP Synergy for more than 6 months, there is no probation period.

Why do some contracts ask people to sign and return them within 48 hours?

We initially included a 48-hour timeframe to secure talented people quickly in readiness for GP Training returning to the RACGP in February 2023.

This time frame was based on several dependencies, for example, getting IT equipment issued. We've since received feedback that some candidates would like longer to respond, so we've updated our contract templates to provide five business days. Please contact

peoplesupport@racgp.org.au if you need more time.

My contract refers to conflict of interest. What does this mean?

Many GP Training employees hold additional roles in often complementary fields such as universities and not-for-profit organisations. In these scenarios we do not anticipate a conflict of interest, but please talk with us if this is your situation.

If you think you may have a conflict of interest with your employment at the RACGP at any stage, please contact us at peoplesupport@racgp.org.au.

What's 'workplace surveillance' and why is there a clause about it in my contract?

'Workplace surveillance' is a legal term. This outlines some of the measures RACGP may take to ensure the security of RACGP's data and assets, in addition to the safety of our people. This provision is now included in all RACGP contract templates. It is not an endeavour to encroach on the privacy of RACGP's employees. The RACGP is not monitoring people through laptop or mobile cameras, or seeking to access an employee's personal devices unless an employee needs IT assistance and explicitly grants remote access.

Who should I talk to if I have any concerns about my contract?

Please contact peoplesupport@racgp.org.au and we'll provide any additional information you need or resolve the issue as appropriate.

Leave entitlements

What leave entitlements does the College provide?

Our Leave Policy sets out leave entitlements for employees. These are more generous than required under the National Employment Standards. You can view the policy on our intranet once you receive your RACGP email address. Key information from our leave policy is included below.

What personal (sick/carers) leave entitlements does the College Provide?

Personal leave entitlements are set out in the Leave Policy and your contract of employment. The College provides 15 days of personal leave each year (prorated based on time fraction) which is more generous than the National Employment Standards.

What Parental Leave entitlements does the College provide?

All employees can access the parental leave entitlements set out in the Enterprise Agreement - including RACGP Training employees and people paid above the highest pay points of the EA.

We know the transition of GP training is a unique situation. If you're joining us from an RTO and know you'll need to access parental leave before you would normally be eligible, please talk to us and we'll support you and work with you to make a suitable arrangement.

The below table provides a snapshot of parental leave entitlements offered to RACGP employees.

Primary Caregiver	Paid Leave	Unpaid Leave	Total
More than 12 months' service *	12 weeks	Up to 40 weeks	52 weeks
Less than 12 months' service	0	Up to 52 weeks	52 weeks
Eligible casual employee	0	Up to 52 weeks	52 weeks
Secondary Caregiver	Paid Leave	Unpaid Leave	Total
More than 12 months' service	4 weeks	Up to 48 weeks	52 weeks
More than 12 months' service and takes over the primary responsibility for the care of the child within the first 60 weeks	An additional 8 weeks	Up to 40 weeks	52 weeks
Less than 12 months' service	0	Up to 52 weeks	52 weeks
Eligible casual employee	0	Up to 52 weeks	52 weeks
Adoption/Permanent Care Leave	Paid Leave	Unpaid Leave	Total
More than 12 months' service	12 weeks	Up to 40 weeks	52 weeks
Less than 12 months' service	0	Up to 52 weeks	52 weeks

*If you would like to discuss your circumstances, please reach out to People Support (peoplesupport@racgp.org.au). We aim to be fair and progressive in our discussions and understand that this is an important life event, so please do not hesitate to reach out.

Other Entitlements

What happens with my entitlements?

For new employees joining us from RTOs (other than GP Synergy) any entitlements you have from your current RTO will be settled by them as part of finalising your employment with the RTO.

As a new employee, your leave entitlements and service period will accrue from the date your employment begins with us.

The terms of your employment will be outlined in the written offer of employment whether with the RACGP or RACGP Training Services.

GP Synergy employees who are continuing with the college will have their entitlements follow them as part of the transfer of business arrangements.

Will I get a phone allowance?

In most instances we use the Skype soft phone system to make all external and internal phone calls

You can use your laptop to make phone calls from any location where you have an internet connection.

There will be some team members who will need to use a mobile phone (including using personal mobile phones) for safety for example

We'll ensure everyone has the tools and resources they need to do their job.

Will I get a travel allowance?

While we don't provide a fixed travel allowance to employees, when travelling for work, travel is paid for by the RACGP in accordance with our travel policy. Travel between home and work is generally considered by the Australian Taxation Office to be private travel.

If you are travelling in your personal vehicle, you can claim:

- mileage costs, calculated according to the current [ATO cents per km rates](#)
- reasonable parking costs actually incurred.

When claiming mileage costs, you must deduct the distance between your place of residence and normal place of work (e.g. nominated RACGP office).

We recognise some team members live a considerable distance from their nearest RACGP office or work location. If this is the case for you, we'll work with you on a solution to ensure fair reimbursement of travel-related costs if you need to travel for work.

We also understand team members are interested in how travel time will be handled (i.e. whether travel time is included in ordinary working hours or paid separately). We will work with you around what is reasonable based on your role and individual circumstances.

For example, if you are working on a day you would not usually work at our request and travelling we would anticipate paying you for this (when approved in advance with your people leader).

If you need to travel long distances at our request on country roads, we may agree to rent a car for you as part of our journey management planning processes. We are updating our policies to reflect principles for medical educators and operations team members who need to travel in the course of their employment.

Onboarding and training

What can I expect in my pre-boarding journey?

We want to set you up for success at the RACGP, so as well as support when you start your role, you'll be hearing from us in the weeks leading up to your start date.

We'll ensure you get your IT equipment (if you are not bringing your own device) and can set it up without any issues. You'll also receive information about our culture, ways of working and details of what to expect when you start at the College. Keep an eye on your inbox over the coming weeks.

The trigger for our project team to start this communication and provide your equipment and IT systems access, is the return of a signed contract and a completed Candidate Information Form (that asks you for your IT preferences and some other personal information such as Tax File Number (TFN) and banking details).

Once we have those details, you will start your pre-boarding journey

What will I need to do for onboarding generally as an employee?

Before your first day with the RACGP, you'll receive your laptop with your login details. When you log in, you'll have welcome emails from the Learning and Development Team with instructions and links to your account on Learning Hub (RACGP's Learning Management System). There you'll access your onboarding learning modules. You'll also be directed to the onboarding page on Pulse (our intranet) where you'll find more learning resources to support your pathway to success. This includes monthly checklists for your first three months.

You'll receive invitations to other essential onboarding activities over the coming weeks.

The estimated time to complete the required onboarding e-learning modules (16 short modules) is approximately 3 hours. All new employees joining the RACGP will complete

these modules as part of the onboarding process.

What training will I receive to help me understand the GP Training Program changes and my role?

You will have access to a range of tools to support you. In addition, your leaders and our Regional Operations Managers will be integral in supporting your training.

We have a team of people working behind the scenes with the Directors of Training and Training Operations teams, developing handbooks with work instructions for you and handbooks for Registrars and Supervisors.

We also have a “hyper care team” who will operate in addition to the local and regional leadership to assist with technology and more generic enquiries from January to provide all team members access to support and advice on training and a range of other topics.

What professional development opportunities are available?

RACGP employees have access to a range of learning and professional development opportunities – it’s part of our objective to be a great employer and wanting to be a ‘learning’ organisation.

Our Core Academy includes training resources and a suit of training programs, such as Project Management Essentials, Cultural Awareness and access to LinkedIn Learning. The Core Academy also includes programs for specific groups of employees, such as our leadership program (LEAD).

You can apply for up to 5 days of paid study leave each year (prorated based on time fraction) to support professional development activities.

With a large number of new employees joining the organisation we’ll also have professional development opportunities through sharing ideas, and skills and learning from one another.

When will I know my Region Assignments

Teams in each state will meet during the first week of operations to confirm how the operating model will look for each staff member in their State or Territory. We want to involve regional team leaders in these decisions.

This will be part of your on-boarding and induction just as it would for any new job. Each state and territory will operate according to the size of the team, the number of participants in the state or territory and where team members are located.

The Regional Operations Managers will work with their team and take into account the team composition, knowledge, staff location and local needs. For this reason, you may not

be supporting the same regions you have previously.

The GP Training Program

Where can I find college policies, procedures and resources for stakeholders?

GP Training policies are available [on the RACGP website](#). There are also lots of resources and information for registrars, supervisors and practices on the website which outline [the journey for each stakeholder](#).

Orientation will occur during the first few weeks and resources will be provided. We don't expect you to be across all of this information prior to starting. Planning for onboarding registrars, practice managers and supervisors will happen during your first weeks with the college.

What teaching plans and resources are available for the medical educators and is there a schedule of teaching plans available?

In 2023, the Education Calendars have been designed by (or with) the RTOs to continue delivery of sessions in their footprints as they do currently, mapped to the core education program.

You can [find the education calendars on the website](#). Delivery teams will be bringing across their current session plans and resources they are developing for workshops. If you have any concerns about whether the resources required will be provided or how to transition them, please send an email to transition@racgp.org.au.

Our Offices

Location of offices – what do we know so far that we can share?

Our hybrid work model, known as *Clubhouse* means team members can work flexibly across home and office. We will provide each employee with the equipment required to support this flexibility.

When we start delivering GP from 1 February most of our teams will be working from home as we finalise setting up spaces and start to understand our office needs

Some teams have already made arrangements to come into existing offices or external spaces for day one. Where these plans have been made they stand but we encourage others to work from home.

Anyone who needs to come into an office for health, safety or cultural reasons can reach out to our People Support team and we'll work with you to find a suitable. Call (03) 8699 0094 or email peoplesupport@racgp.org.au

Additional Frequently Asked Questions for Medical Educators

Are all Medical Educators employed by 'RACGP Training Services'?

All new Medical Educators are being employed with RACGP Training Services. Existing RACGP Medical Educators will be given the option to change employing entity to RACGP Training Services. We expect most will make the switch because of the additional salary packaging benefits available.

I would prefer to be employed as a casual. Is that possible?

Our preference is to employ medical education roles on a permanent part-time basis to provide surety for the registrars, the Medical Educators and the College from a workforce planning perspective. Please talk to your RACGP recruiter if this is a concern for you.

Do Medical Educators need to do performance reviews?

Yes, all employees will have regular performance conversations with their leader to discuss objectives, progress and career development.

The annual professional health check takes place around August each year, with a mid-year check in February. It's a really important part of providing an engaging workplace experience.

What can I expect in my pre-boarding journey?

We'll ensure you get your IT equipment (if you are not bringing your own device) and can set it up without any issues. You'll also receive information about our culture, ways of working and details of what to expect when you start at the College. Keep an eye on your inbox over the coming weeks.

The trigger for our project team to start this communication and provide your equipment and IT systems access, is the return of a signed contract and a **completed Candidate Information Form** (that asks you for your IT preferences and some other personal information such as Tax File Number (TFN) and banking details). Once we have those details, you will start your pre-boarding journey

When do I need to complete my onboarding modules?

We'll email you information about your onboarding requirements on 1 February. You'll get details of how to access and complete 16 short modules which you'll need to complete by 6 March.

As a Medical Educator, if you complete all 16 modules by 6 March you will be paid an additional 3 hours for the expected time it will take you to complete the modules. This would be paid as part of the 16 March pay run.

You'll get a reminder before 6 March to complete your modules.

What professional development is available for Medical Educators?

RACGP employees have access to a range of learning and professional development opportunities – it's part of our objective to be a great employer and wanting to be a 'learning' organisation.

Our *Core Academy* includes training resources and a suite of training programs, such as Project Management Essentials, Cultural Awareness and access to LinkedIn Learning. The *Core Academy* also includes programs for specific groups of employees, such as our leadership program (LEAD).

Currently, clinical employees can agree on professional development opportunities with their manager and claim up to \$2000 per year (prorated based on time fraction) to support approved development activities. The College has previously paid for clinical employees to attend our domestic conference (including associated travel costs in line with our travel policy) and we intend to formalise this as an entitlement next year.

Employees can also apply for up to 5 days of paid study leave each year (prorated based on time fraction) to support professional development activities.

With a large number of new employees joining the organisation we'll also have professional development opportunities through sharing ideas, and skills and learning from one another.

My contract refers to conflict of interest. Does this prevent me from working as a General Practitioner?

No. The vast majority, if not all of RACGP's Medical Educators, also work in practice as General Practitioners. This ensures currency of knowledge and is mutually beneficial. We also know that many Medical Educators may be GP Supervisors, Practice Owners, Hospital GP Liaison Officers and Educators in other fields such as universities and not-for-profit organisations. Again, in these scenarios we do not anticipate a conflict of interest.

If you think you may have a conflict of interest with your employment at the RACGP at any stage, please contact us at peoplesupport@racgp.org.au

Why does my contract refer to a requirement to provide eight (8) / twelve (12) weeks' notice of termination?

The RACGP has decided to include an eight (8) week notice of termination provision in the contracts for all Medical Educators and a twelve (12) week provision for National Medical Educators. This is longer than the minimum notice of termination provisions outlined in the National Employment Standards (NES). This provides additional security for our Medical Educators and means we can ensure continuity of service delivery to our registrars and members.

If you are concerned regarding the notice provisions in your contract of employment please contact us.

On 16 November 2022, we were advised that a number of Medical Educators were issued contracts with ambiguous notice of termination provisions. We have reviewed these contracts and will reissue them to more clearly confirm the required notice period.

The updated contracts also provide employees additional personal (sick and carers) leave in line with our other employees.