



# AMA

## **Resource Index for Doctors Entering Private Practice**

### **2006**

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# Introduction

This document provides an overview of resources available to AMA members requesting assistance on issues associated with entering private medical practice.

The paper aims to provide a useful audit of support materials available to members and is intended to assist in sharing information and expertise, reducing duplication of effort and improving the range of materials available to members through the AMA. The index will assist the process of referring members that contact the Federal AMA on practice management issues to the relevant Branch in the knowledge of the specific resources that are available.

## Australian Medical Association Limited

### *Resource Material*

#### *Corporatisation of Medical Practice – Decision Support Kit for Doctors*

This publication is aimed at general practitioners and specialists thinking of a corporate engagement and is not designed to be either pro- or anti- corporate models of practice. It has been designed to accommodate both the casual and informed reader as well as those doctors wanting a more detailed study of particular topics.

The kit is divided into six parts: general issues, contractual documentation, sale of your existing practice, practising under the corporate umbrella, life and practice after the corporate, and the kit in a nutshell. The final part is a summary of the essential aims of informed involvement in the corporatisation process. The kit is available on the AMA website at <http://www.ama.com.au/web.nsf/topic/resources-corporatisation-kit> or by email request to [workplace@ama.com.au](mailto:workplace@ama.com.au)

#### *Guidelines on Service Contracts Between Doctors and Medical Practice Principals*

This publication provides practical information for doctors who work in private practice on a sessional or contract basis or who run medical practices and employ or contract doctors to work for them. It is available at [www.ama.com.au/web.nsf/tag/wpdguidelinesservicecontracts](http://www.ama.com.au/web.nsf/tag/wpdguidelinesservicecontracts) or by email request to [workplace@ama.com.au](mailto:workplace@ama.com.au)

#### *Medical Indemnity*

A comparative table of information about the products offered by Australia's medical defence organisations is available at [www.ama.com.au/web.nsf/doc/WEEN-5P32SU](http://www.ama.com.au/web.nsf/doc/WEEN-5P32SU)

#### *Workchoices*

The AMA has produced a summary is designed to give AMA members an overview of key aspects of the Work Choices legislation and how it potentially impacts on your practice. It is available at <http://www.ama.com.au/web.nsf/doc/WEEN-6PX989>

#### *AMA Privacy Kit*

The kit contains proforma patient privacy information pamphlets and a waiting room privacy notice to assist practitioners with immediate privacy compliance, until they are in a position to develop their own privacy policy and documentation. Further supplementary material is available to members, as follows:

1. Sample employee confidentiality agreement
2. Guidance in relation to Diabetes Registers and privacy compliance
3. Suggested privacy information for the back of accounts of doctors who do not necessarily attend their patients

4. Processing Access Request Information Sheet and Tips on Access
5. Sample only Consent form
6. Website Privacy Statement and Policy
7. Summary of NPPs and obligations and some definitions under the Privacy Act

AMA members can download a copy of the Privacy Kit and the supplementary materials. Divisions and Colleges can purchase multiple copies of the AMA Privacy Kit from the Federal AMA for distribution to non-AMA members, and non-AMA members are welcome to purchase multiple copies of the Patient Privacy Information pamphlets direct from the AMA's Federal Office by telephoning (02) 6270 5400 or by downloading the facsimile order form from <http://www.ama.com.au/web.nsf/doc/SHED-5FN6BP>

### ***Privacy Resource Handbook***

The AMA has developed this Resource Book to help doctors comply with the Privacy Act 1988(Cth), as amended, which affects all doctors practising in the private sector with effect from 21 December 2001. It is available at <http://www.ama.com.au/web.nsf/doc/SHED-5FN6BP> or from the AMA's Federal Office at a cost of \$20 by telephoning (02) 6270 5400.

### ***Privacy Kit for Private Sector Mental Health Service Providers***

Providers of mental health services have indicated concern about the impact of the application of the National Privacy Principles on patients and clinical practice, particularly in relation to issues of competency in obtaining consent, the importance of delivering holistic treatment and care, and obligations to provide patients with access to their personal information.

The kit is designed to assist mental health service providers to reconcile and overcome any perceived difficulties or ethical dilemmas that may arise in the treatment and care of people with a mental health illness or disorder. The kit is available at <http://www.ama.com.au/web.nsf/doc/WEEN-5XU7LM>

### ***Certificates Certifying Illness***

The purpose of this position statement is to clarify the responsibilities of medical practitioners, employers and employees regarding certificates certifying illness ('sickness certificates'). It is available at <http://www.ama.com.au/web.nsf/doc/SHED-5FT43S> and also appears in the AMA's publication entitled *Policy Resolutions and Position Statements* provided to new members (updates may be obtained from the AMA's Federal Office by telephoning (02) 6270 5400).

### ***AMA List of Medical Services and Fees***

The List indicates fees which the AMA considers are fair and reasonable and appropriate for medical practitioners to charge in relation to a range of services. It also contains other fee-related information useful to medical practitioners. The List is provided for guidance only.

The List is published on 1 November each year and is updated on 1 May each year. AMA members are entitled to a free copy of the List, while others may purchase it. Further information can be found under the "Medical Fees Book Updates" section listed under "Resources" heading at the AMA's website <http://www.ama.com.au> or by telephoning (02) 6270 5496.

### ***GST Information***

The AMA has prepared resources for doctors to help them through the implications of the GST for their practice. These are available at [www.ama.com.au/web.nsf/topic/resources-gst](http://www.ama.com.au/web.nsf/topic/resources-gst)

### ***The Simplified Billing User Guide***

Information to help private health funds and billing agents submit patient claims to the Health Insurance Commission is available at

## ***Member Benefits Program***

The Federal AMA runs a Member Benefits Program for its members, offering the following products and services which would assist doctors in their practices:

### ➤ **AMA/American Express Affinity Card Program**

The AMA Gold Business Card is ideal for use as the first form of payment for medical practice expenses. It comes with detailed GST reporting statements to assist with preparation of Business Activity Statements and other business requirements. AMA Members with practices who are American Express Merchants also receive a specially negotiated rate of 1.49%.

- No pre-set spending limit
- No joining fee or supplementary card fee
- 1 reward point for every dollar spent
- Annual fee of \$169 which includes access to the Membership Rewards program (annual fee is waived in the first year)
- Up to \$300,000 complimentary Travel Accident Insurance
- GST Statement and quarterly expense report

Members may also wish to take advantage of the AMA Platinum Card, AMA Gold Credit Card and the AMA Gold Charge Card. All of these cards offer market leading value and benefits. Information or application for the complete range of AMA American Express Cards is available at <http://www.ama.com.au/amex>

### ➤ **Marsh offers insurance products developed for the insurance needs of AMA members.**

#### **AMA Practice Insurance- Underwritten by CGU**

- Cover can be broken down by specific needs- building, contents, accident, medicine depreciation
- Allows Medical Professionals a choice of cover and flexibility
- Designed exclusively for the Medical Profession
- Marsh can assist in creating a policy to cover each member's specific requirements

#### **Ezicover Needlestick Cover Plus Insurance- Developed by Zurich Australia Limited**

- Offers a lump sum benefit on occupationally acquired contraction of HIV, Hepatitis B or Hepatitis C by whatever means, whether by blood, sharps injury, saliva, bone dust or needlestick
- Offers cover ranging from \$50,000 to \$400,000
- Is designed for those 19 to 65 years of age and renewable till age 75
- First month's premium free for AMA members

Apart from these two major programs, the Federal AMA offers a range of products and services from recognised suppliers at discounted prices. A full listing is available in the last two pages of *Australian Medicine* and at <http://www.ama.com.au/memberservices> or by calling 1300 133 655

### ***Other Resource Material***

A range of other resource material may be obtained through the links and the search facility on the AMA website, which is at [www.ama.com.au](http://www.ama.com.au)

The AMA's position statements may be of particular interest. These provide guidance on a variety of important topics, including ethical issues (e.g. advertising and endorsement, doctors' relationships with the pharmaceutical industry), general practice issues (e.g. accreditation and standards in general practice, provision of mental health care including Telepsychiatry), and medico-legal issues (e.g. expert medical witnesses, independent medical assessments). They appear on the AMA website at <http://www.ama.com.au/web.nsf/topic/policy-policy-discussion-papers?opendocument&cat=Position%20Statement> and also in the AMA's publication entitled *Policy Resolutions and Position Statements* provided to new members (updates may be obtained from the AMA's Federal Office by telephoning (02) 6270 5400).

Further information regarding the resources available through the Federal Secretariat of the AMA is available via the following:

Phone: (02) 6270 5400

Fax: (02) 6270 5499

Email: [ama@ama.com.au](mailto:ama@ama.com.au)

## **Australian Medical Association (Victoria) Limited**

### ***Advisory Services***

AMA Victoria currently has three individual Units that take specific member queries and provide advice in relation to the associated issues.

#### ***Workplace and Advocacy (Legal)***

Questions relating to business structures, patient record responsibilities, privacy law, court attendance, medico-legal issues (incl. Medicare Australia and Medical Board matters) plus free first-line legal advice.

#### ***Workplace and Advocacy (Industrial Relations)***

Queries that relate to VMO appointments, Common Rule Awards, AWAs and collective employment agreements, Services and Fees, minimum conditions of employment, disciplinary procedure and other employment related matters.

#### ***Professional and Practice Support***

Queries associated with establishing and running a successful private practice, including Federal and State legislation (e.g. medical registration, computerisation, accreditation, risk management, human resource management, and financial matters).

### ***Resource Material***

AMA Victoria has developed an extensive range of resources to assist members with establishing a private medical practice. All of these resources are available by contacting AMA Victoria on (03) 9280 8722 or by email to [amavic@amavic.com.au](mailto:amavic@amavic.com.au)

### ***Private Practice Manual – The Essential Guide to a Successful Practice***

This comprehensive manual covers all aspects of setting up and maintaining a medical practice for both specialists and general practitioners. It is a handy guide for any doctor considering private practice.

This manual is particularly useful in assisting medical practitioners to meet their statutory responsibilities when employing staff. Various important issues relating to staff employment are identified within the manual. The manual is divided into the following topics:

- Setting up in Practice (Making Decisions and Meeting Standards)
- Running a Successful Practice (Clinical and Practice Management Systems)
- Billing, Claims and Payments (Working with the Health System)
- Managing your Business (Risks and Opportunities)
- Managing your People (Obligations and Opportunities)
- Templates and Checklist (including Asset Register; Confidentiality Agreement; Incident Register; Patient Satisfaction Survey; Employee Payment Record; Position Descriptions; Interview Record Sheets; Letter of Appointment; Employee Record etc.)

The manual is available to AMA Victoria members at a cost of \$275 plus postage and handling (including GST) and to non AMA members at a cost of \$425 plus postage and handling (including GST).

### ***Model Assistant and Associateship Agreements***

A model Assistantship Agreement, and model Associateship Agreement are available for those considering these arrangements as part of their practice.

### ***Industrial Award subscriber service***

It also provides two awards for AMA members in private practice – one for clerical employees and the other for nursing staff. The manual details the obligations of practices when employing staff including tips on interpretation. The subscriber services are regularly updated

### ***AMA Victoria Website***

The AMA Victoria website – <http://www.amavic.com.au/> – has information for those entering into or in established private practice. Information is available under the relevant arc of membership e.g. General Practitioner or Specialist. A password is required to access these restricted areas of the AMA Victoria website. AMA Victoria members may gain a password to the Website by contacting AMA Victoria directly. Non-members only have access to the public areas of the AMA Victoria website.

### ***Doctor Search***

AMA Victoria members may market their practice on the public access ‘Doctor Search’ area of the website where members of the public and other doctors are able to search for doctors via suburb, speciality and special interest. This is a free service to AMA Victoria members. Members of the public do not have access to any personal information regarding the member.

### ***A Business Plan for Your Medical Practice***

This small booklet free to AMA Victoria members and also available for download from the AMA Victoria website was produced to assist members of AMA Victoria and their advisers in formulating an effective business plan for their medical practice. Upon completion the practitioner should have a comprehensive document that they have compiled with staff input, capturing their goals for what they want to achieve within their practice in three to five years time.

### ***Guidelines for Cooperation between Doctors and Lawyers***

AMA Victoria in cooperation with the Victorian Bar Council and the Law Institute of Victoria has developed a booklet that considers various ways in which co-operation between the medical and legal professions may be improved. The booklet offers suggestions to both lawyers and doctors on how to co-operate and communicate in the following areas: litigation and pre-litigation procedures, arrangements for the medical examination of litigants, the furnishing of medical reports, the payment of witness fees and the calling of medical witnesses in litigation. The booklet is available to members by contacting Workplace and Advocacy Unit at AMA Victoria on (03) 9280 8739.

### ***Incorporation Kit***

AMA Victoria has available an incorporation kit to assist medical practitioners who wish to incorporate a medical practice. It is based on the Australian Taxation Rulings which govern the incorporation of a medical practice. The kit only applies to Victoria and is available to members and non-members of AMA Victoria at a cost of \$275 (includes GST).

### ***Managing your Privacy obligations - Booklet***

This comprehensive booklet is intended to provide general background information about the two privacy regimes that govern health service providers in Victoria, the *Victorian Health Records Act* and the *Commonwealth Privacy Act*. The booklet is free to AMA Victoria members and may also be downloaded from the AMA website [www.amavic.com.au](http://www.amavic.com.au) along with sample privacy policies, access policies and website privacy statements.

### ***Locums – Independent Contractor or Employee: Can You Tell the Difference?***

This resource paper provides members with a brief outline of the tests identified by the courts and the Australian Taxation Office to assess whether a locum is an employee or an independent contractor. It also provides a discussion of the benefits and disadvantages of each type of relationship. This document is available free to AMA Victoria members from the Workplace and Advocacy Unit.

### ***A Model Contract for Rural Visiting Medical Officers***

This document is a framework contract that can be used by doctors who are independent contractors in negotiations with their rural public hospitals. The contract is available on the website at [www.amavic.com.au](http://www.amavic.com.au)

### ***Practice Management Training Program***

AMA Victoria has developed a series of training programs for doctors, practice managers and senior staff who make the controlling decisions affecting staff and practice finances. The programme consists of short presentations on topics such as: State and Commonwealth legislation, staff employment issues, risk management, communication skills, time management, computerisation, and other topics relevant to practice management. Lasting three hours, the sessions provide an opportunity to keep informed on current practice management issues, and are an ideal opportunity for practice staff to share information and learn how others in the industry deal with everyday issues. These sessions are held in both metropolitan and regional Victoria venues throughout the year. Further information regarding these sessions is available from the Professional and Practice Support Unit at AMA Victoria.

### ***Private Practice Expo***

AMA Victoria holds its annual Private Practice Expo in October each year. This Expo is for practitioners in or about to establish their own private medical practice. It provides reliable, up-to-date information on planning and running a high quality, profitable, private medical practice including:

- Business models and other financial advice on running a small business
- Choosing the right staff and your obligations as an employer
- Knowing your statutory obligations such as taxation and superannuation

- Choosing and updating the right equipment and technology/management systems for your practice
- Creating and reviewing a business plan

Representatives from organisations specialising in these important issues present information sessions throughout the day and an extensive trade display ensures that practitioners get to know what products are available to make establishing and running a business easier and more profitable. The trade display includes representatives from: banking and financial institutions; taxation and accounting services; office furniture and equipment products; computer software providers; filing systems; insurance providers; and many more. This Expo is free to AMA Victoria members with a cost for practice staff, non-members and all other attendees. Further information regarding the date and venue of this Expo may be obtained from the AMA Victoria website. AMA Victoria also arranges forums regarding topical issues when required.

For further information regarding any of the above please contact either the Workplace and Advocacy Unit, or the Professional and Practice Support Unit at AMA Victoria, phone (03) 9280 8722, or email [amavic@amavic.com.au](mailto:amavic@amavic.com.au)

## **Australian Medical Association (NSW) Limited**

Below are details of the resources currently available (note that all of the services offered are for members only unless specified otherwise):

### ***A to Z Guide to Starting a Practice***

- Generic synopsis of issues most relevant to medical practitioners moving from the hospital system into private practice for the first time

### ***Legal Matters Establishing a New Business***

- Incorporation, Associateship, Partnership, Assistant and Locum packages drafted by Tresscox and provided for a fee to members and non-members
- FAQ on business structures
- In-house solicitor and workplace relations advisers provide generic advice

### ***Practice Management***

- FAQs on a full range of issues from privacy to the main private practice employee awards and conditions
- Guides on recruitment and selection and counselling staff members
- Occupational health and safety manuals produced in conjunction with WorkCover in 2002 – a copy of the manual is available free to NSW medical practices
- Training sessions on occupational health and safety provided free for all staff in medical practice through the WorkCover Assist Program
- Awards and legislation relating to employment of private practice staff
- Workplace Relations Advisers provide specialised telephone advice, correspondence and representation where required (at both the doctor's practice and Industrial Relations Commissions)
- Training sessions for doctors and staff on single issues as well as a bi-annual 'complete' seminar dealing with all major areas of relevance when running a private medical practice – available to AMA members, non-members and their staff
- Training sessions for externally organised and run functions, e.g. Divisions of General Practice
- Registrar Practice Management Day for AMA members and non-members

- Review of legal contracts between medical practitioners in private practice

### ***Medical Practice Issues***

- Limited advice on medical registration
- In-house solicitor provides advice on Medical Practice Act and other legislation targeted at medical practitioners, especially those in private practice
- Training sessions on medico-legal issues run by both AMA and external organisations
- Representation of medical practitioners facing the Health Insurance Commission

### ***VMO Appointments***

- Extensive industrial representation and advice on VMO appointments
- Review of VMO contracts by Workplace Relations Advisers

### ***WorkCover / DVA / Third Party***

- Limited telephone and written advice

For further information regarding the resources available through AMA (NSW), please contact:

Industrial Department

Phone: (02) 9439 8822

Email: [industrial@nswama.com.au](mailto:industrial@nswama.com.au)

## **Queensland Branch of Australian Medical Association (AMA Queensland)**

### ***Advisory Service***

AMA Queensland members are able to access a number of handy documents and seek verbal and written advice about establishing their own medical practice.

The information available from AMA Queensland centres on staffing considerations and concerns of a medico-legal nature:

- The industrial relations system as it applies to a particular workplace: WorkChoices or Qld
- Superannuation, workers' compensation and workplace health and safety
- The recruitment, selection and training of staff
- Employment contracts for Award and non- Award staff
- Position descriptions and performance Appraisals
- Time and wages records
- Counselling, discipline and termination processes
- The privacy legislation Business structures
- Medical records (inc ownership)
- Medico-legal work including reports and court fees
- Other day-to-day medical practice considerations.

### ***VMO Appointments***

- Extensive industrial representation and advice on VMO appointments
- Review of VMO contracts by Workplace Relations Advisers

### ***Award Subscription Service***

Subscribers to our *Award Subscription Service* receive an updated copy of their nominated Award/s or other relevant industrial instruments including consolidated versions of the relevant NAPSAs upon subscription as well as regular Circular updates and quarterly newsletters detailing IR & practice relevant information.

This service is for employers in the state or federal IR system.

### ***Employment Considerations***

Members can obtain a copy of the Award/s relevant to the staff they intend to employ. The two most common Awards are the *Clerical Employees' Award – State* and the *Nurses Award – State*. Verbal and written advice and interpretation of award conditions can also be sought.

In addition, practitioners can obtain information about recruitment, counselling and termination in the AMAQ Recruitment & Termination Kit.

FACT + Sheets on the various types of leave (for example, sick leave, annual leave, long service leave, and entitlements in respect of each type of leave) are also available.

### ***Policy and Procedures***

Practitioners can purchase a copy of AMA Queensland's two HR Policy & Procedure Manuals:

- HR Policy & Procedures Manual (Queensland Version)
  - HR Policy & Procedures Manual (Federal WorkChoices Version)
- to assist them with the development and implementation of policies and procedures designed to meet operational needs as well as legal requirements. Pro-forma letters of appointment for staff are contained in each Manual.

The Manuals are available for a competitive fee. Training is regularly conducted to complement material contained in the manual.

### ***Workplace Health and Safety (WH&S)***

AMA Queensland has also developed a WH&S Manual that details the many WH&S considerations of medical practice. This includes the legislative framework in Queensland, infection control guidelines, hazards and their management, sterilisation, workers' compensation and waste disposal and storage.

The manual is available for a competitive fee and day-long training is conducted to provide a practical guide on the topic of WH&S.

### ***Directory of Members***

AMA Queensland produces, on an annual basis, a Directory of Members publication that is distributed to members as part of their membership. The Directory lists GP members and Specialist members – with their consent to do so – and is a useful document for patient care and referral purposes.

### ***Medico-legal Guidelines***

AMA Queensland publishes medico-legal guidelines in its annual Directory of Members. The guidelines provide assistance to doctors approached by a third party for reports, examinations and attendance as a witness in personal injury cases.

## ***Privacy Information Kit***

The AMA Queensland produced kit contains pro-forma privacy compliance documents as well as general information about the privacy legislation. Contents include:

1. Privacy Guidelines and Terminology
2. National Privacy Principles – Privacy Act 1998
3. Sample Statement – Collection of Patient Information
4. Information
5. Sample Statement – Privacy Policy
6. Sample Brochure – Accessing Medical Records
7. Sample Patient Application To Access Medical Records
8. Sample Letter to Patient Acknowledging Receipt of Request
9. Sample Letter to Patient Refusing Access to Medical Records
10. Sample Letter To Practice Staff Privacy Legislation
11. Sample Staff Checklist - Requests for Access
12. Sample Confidentiality Agreement – Employee
13. Sample Confidentiality Agreement – Contractor

The Kit is free for financial members.

## ***Australian Workplace Agreements***

Australian Workplace Agreements (AWAs) are individual agreements that allow employers and employees to enter into more flexible employment arrangements. An AWA can override clauses of a relevant NPSA, but must comply with the Australian Fair Pay and Conditions Standard (as the minimum).

AMA Queensland has four (4) AWA Templates available for private medical practices seeking to confirm terms and conditions of employment for staff in any of the following positions/occupations:

- Medical Administration / Clerical
- Nursing
- Practice Manager
- Medical Practitioner (employed not contractor)

These AWA Templates have been drafted to comply with the many industrial requirements of the current federal *Workplace Relations Act 1996*.

Each AWA Template is available for the nominal fee of \$275 (incl GST) for financial members (as at June 2006). Higher rates apply for non-members.

There are additional fees if you would like AMA Queensland to implement the AWAs and/or make amendments to a Template to suit your individual requirements.

## ***Consultancies***

With many considerations for running a medical practice, financial members can seek assistance with several of the main, legal considerations:

- > Workplace Health and Safety Assessments of your workplace and the provision of a thorough report detailing compliance problems and resolutions
- > Drafting of Australian or Qld Workplace Agreements to allow for legal and flexible working arrangements to suit the medical practice environment
- > IR Compliance Assessments to determine compliance with legal Time and Wages recording requirements including pay slips and contracts

- > Theft and Fraud Investigations to assess a practice's cash management system from the appointment phase right through to the issue of receipts - for the purposes of identifying monetary discrepancies.

### ***Representation***

AMA Queensland staff can represent members in the following jurisdictions:

- Queensland or Australian Industrial Relations Commission proceedings
- Representation for doctors in disciplinary meetings/interviews with staff
- Representation in other circumstances (e.g. doctors facing Queensland Health processes, Medicare Australia, Health Rights Commission, and to a limited extent, the Medical Board of Queensland)
- Industrial Magistrates Court
- Public Service Commission

### ***Training***

Division staff regularly present training on a wide range of employment and practice management topics such as WH&S, policy and procedures, recruitment, conflict management, negotiation, Awards, time and wages records, and privacy.

Training may also be arranged by Divisions of General Practice, Local Medical Associations, and by groups of practitioners / practice managers.

Modules are:

- Clerical Employees' Award – State
- Communication
- Counselling, Discipline and Termination processes
- Dealing with Difficult Patients
- Dealing with Patient Complaints
- HR Policies and Procedures
- Medico-Legal Issues facing medical practice
- Negotiation and Conflict Management
- Nurses' Award - State
- Performance Management and Reward Systems
- Privacy – the legislation and its practical application
- Recruitment and Selection
- Time and Wages record keeping requirements
- Unfair Dismissals – the traps for employers
- WorkChoices System of IR
- Workplace Bullying
- Workplace Health and Safety
- Workplace Industrial Relations

AMA Queensland also runs a Medico-Legal Education Day which is a full day of training for medical practitioners. Presenters include legal practitioners and doctors.

For further information regarding the resources available through AMA Queensland, please contact:

Joanna Minchinton  
Manager – Workplace Relations and Legal  
Phone: (07) 3872 2222

Email: [j.minchinton@amaq.com.au](mailto:j.minchinton@amaq.com.au)

# **Australian Medical Association (South Australia) Incorporated**

## ***General Advisory Service***

AMA(SA) provides general written and telephone advice for doctors in private practice on employment and industrial matters, WorkCover / DVA / Third party issues, privacy, medico-legal and medical practice matters.

### ***Representation***

AMA(SA) provides representation for:

- Industrial Relations Commission proceedings
- Representation for doctors in disciplinary meetings/interviews with staff
- Representation in other circumstances (e.g. doctors facing WorkCover review)

### ***Seminars/Workshops***

The Branch aims to run around twenty seminars/workshops to provide relevant information to practice principals or practice managers.

Topics covered include:

#### ***‘You’re the Boss!’ Seminar***

Aimed at doctors in private practice, this covers a broad range of HR and employment issues from hiring staff to termination matters (in Microsoft PowerPoint format).

#### ***‘Disciplining & Terminating Staff Fairly’ Workshop***

The material has some slides specific to SA legislation but provides a good overview of the topic (3½-hour workshop in Microsoft PowerPoint format with workshop exercises).

#### ***Long Service Leave***

Slides are specific to SA legislation (3½-hour workshop in Microsoft PowerPoint format with workshop exercises).

#### ***Understanding Employment Contracts, Awards & Agreements***

A generic look at all of the ways in which the employment relationship and the private practice workplace are regulated (3½-hour workshop in Microsoft PowerPoint format with workshop exercises).

#### ***EEO, Workplace Bullying and Harassment: Understand Your Legal Obligations***

For the doctor in private practice or practice manager (3½-hour workshop in Microsoft PowerPoint format with workshop exercises).

#### ***Understanding Clerks (SA) Award***

3½-hour workshop in Microsoft PowerPoint format with workshop exercises.

#### ***Medical Privacy and Medical Records Workshop***

3½-hour workshop in Microsoft PowerPoint format with workshop exercises.

#### ***Recruitment, Selection and Induction of Staff Workshop***

3½-hour workshop in Microsoft PowerPoint format with workshop exercises.

#### ***Workchoices and Australian Workplace agreements***

Seminars and workshops to assist in the development of Workplace agreements based on templates provided by AMA(SA) and the Office of the Employment Advocate.

### ***Other Seminars***

Minter Ellison (preferred legal supplier) also runs a series of seminars for AMA(SA), primarily aimed at private practice. Topics include protecting your assets, understanding and interpreting basic contracts (others are duty of care, unprofessional conduct).

In association with the Learning Laboratory seminars are also held each month on a variety of computer packages such as Word, Excel, Publisher, Powerpoint and MYOB.

### ***Other Services***

#### ***Employment Practices Audit***

AMA(SA) offers medical practices an audit of their employment documentation: Award and employment law compliance, contracts, payroll related information and records, workplace policies etc.

#### ***Resource Material***

##### ***Practice Agreements***

AMA(SA) has a range of suggested practice agreements which are provided to doctors in private practice, in the areas of:

- Draft Partnership Agreement
- Draft Associateship Agreement
- Draft Service Agreement
- Handout Guidelines for employing medical practitioners

##### ***Pro-forma Contract of Employment for Medical Practitioners***

Covers the range of items both parties should wish to discuss, with sample clauses.

##### ***Pro-forma Contracts of Employment (and Job Description) for Clerical Practice Staff***

##### ***Information Sheets (FAQ) on a Variety of Privacy, Medico-legal and Employment Matters (Limited)***

##### ***Preferred Provider Arrangements***

The AMA(SA) has preferred providers for a range of services that may be useful to doctors in private practice.

For further information regarding the resources available through AMA(SA), please contact:

Industrial Relations

Phone: (08) 8267 4355

Email: [admin@amasa.org.au](mailto:admin@amasa.org.au)

## **Australian Medical Association (Western Australia) Inc**

### ***Industrial Relations Advice***

AMA (WA) provides advice relating to industrial relations issues including awards and industrial instruments, VMP appointments, human resource guidance and practice setup. AMA (WA) also provides assistance relating to fees, workers compensation and private health insurance.

## ***Seminars/Workshops***

AMA (WA) runs seminars and workshops to assist Doctors entering into private practice. Previous seminars include “Clerks award/employment contracts seminar”, “Improving Systems of Practice Management to maximise performance”, and various other seminars as required.

The AMA (WA) conducts “Starting out in Private Practice” seminars on an annual basis. The seminar is a day long seminar which covers areas such as practice structure, financial management, medical indemnity, insurance and superannuation, employing staff, and technology in practice.

## ***AMA Recruitment and Training / Health and Community Services***

Recruitment and Training, and Health and Community Services provide both fee for service and government funded services. Its main functions are summarised under the headings below.

### ***AMA Business Services***

AMA (WA) provides a ‘one-stop-shop’ for a range of services, including practice establishment support, business and consultancy services, staff recruitment, training and development, financial services and medical products.

### ***AMA Recruitment Services***

The recruitment services available to the profession are varied and expanding as per demand. Current services include:

- Placing nurses, carers and clerical personnel in private practices, private households and with public institutes such as hospitals and nursing homes throughout the state;
- Providing medical practitioners to General Practitioners, Hospitals, Aboriginal Medical Services and the RFDS – statewide. The recruitment arm works closely with the Western Australian Centre for Remote and Rural Medicine (WACRRM) in providing support to rural areas of the state through the sponsorship of overseas trained doctors and in arranging the placements for local graduates. Much of this activity is captured under the banner Mediventure. Further information is available at [www.mediventure.com.au](http://www.mediventure.com.au).

### ***AMA Training Services***

The skilling of personnel for employment in many areas including medical receptionists and personal carers is undertaken, whilst also providing upskilling options for practice managers, nurses and other health professionals. A fully equipped computer training facility operates at Nedlands and Floreat, with an additional four or five other training venues utilized in the metropolitan area. Courses are conducted during the day, in evenings and on weekends.

Some training in country areas is also undertaken, both customised and through the existing Traineeship program. AMA Training Services is a registered training organisation. Further information is available at [www.amatraining.com.au](http://www.amatraining.com.au).

### ***Health Training Australia Inc (HTA)***

The AMA sponsored group training entity was established as a not for profit organisation to provide employment and training options for people seeking to enter the health sector. Since 2001 it has also delivered training and is a registered training organisation. Further information is available at [www.htawa.com.au](http://www.htawa.com.au).

### ***AMA Apprenticeship and Traineeship Services***

This service promotes the benefits of apprenticeships and traineeships to employers by assisting, accessing and co-ordinating the payment of government funds to employers of apprentices and trainees through the operation of the Australian Apprenticeships Centre, thereby encouraging the

growth of training and employment opportunities. AMA ATS provides services to over 11,000 clients. Further information is available at [www.amaats.com.au](http://www.amaats.com.au).

### ***AMA Community Services***

- **Indigenous Initiative**

Working in partnership with Indigenous communities and government, the AMA provides Indigenous people with training and employment opportunities.

- **Work for the Dole**

This community program operates in the metropolitan area of Perth. The AMA works with not for profit community groups (sponsoring organisations) coordinating programs in the community.

### ***AMA (WA) Foundation***

The Foundation provides a range of services aimed at improving the health of young people in Western Australia. Medical students, doctors and representatives from the business community participate in activities, training and fundraising ventures, seeking to make a difference in the area of youth health. Dr YES (Youth Education Sessions) and The Youth Friendly Doctor Training Program are premier services delivered by the Foundation.

### ***AMACIS***

AMACIS values and understands the needs of the medical professional – and aims to partner the profession in all areas of business and personal life by providing comprehensive insurance, superannuation and finance services at competitive rates. For an overview of what AMACIS offers see [www.amacis.com.au](http://www.amacis.com.au).

#### ***Insurance***

AMACIS provides a full range of business and personal insurance products with special offers available exclusively to members of the medical profession. Further information is available at [www.amacis.com.au/insurance.asp](http://www.amacis.com.au/insurance.asp).

#### ***Superannuation***

AMACIS offers the Master Trust with a choice of investment structure, low cost management and administration charges through its partner supplier, SMF Funds Management. Further information is available at [www.amacis.com.au/super.asp](http://www.amacis.com.au/super.asp).

#### ***Finance***

AMACIS finance offers financial broking facilities to access the leading financial products available through its partner supplier, Peter Chaffey. Peter has offered professional and personal services for many years and extends this same level of service to all members of the AMA. Further information is available at [www.amacis.com.au/finance.asp](http://www.amacis.com.au/finance.asp).

### ***AMA Medical Products***

AMA Medical Products is a fully owned business entity of the Australian Medical Association (WA). During the last ten years, AMA Medical Products has developed from a relatively small company to one of national stature. It currently represents many medical device manufacturers and distributes quality medical products for over two hundred companies. AMA Medical Products has a large client base, ranging from general practitioners, medical specialists, nursing homes, industrial medical centres to hospitals.

### ***Consumables***

As a market leader, AMA Medical Products supplies quality medical consumables sourced from leading manufacturers at highly competitive prices. Further information is available at [www.amawa.com.au/medproducts/consumables.asp](http://www.amawa.com.au/medproducts/consumables.asp).

### ***Equipment***

AMA Medical Products stocks a wide range of medical equipment and supplies private practitioners, hospitals and healthcare professionals in both metropolitan and country areas of Western Australia. Further information is available at [www.amawa.com.au/medproducts/equipment.asp](http://www.amawa.com.au/medproducts/equipment.asp).

### ***Printing***

AMA Medical Products offers a printing service to the medical profession. From letterhead and business cards through to business forms. Further information is available at [www.amawa.com.au/medproducts/printing.asp](http://www.amawa.com.au/medproducts/printing.asp).

### ***Publications***

A range of medical publications are available for purchase, including text books for medical students.

For further information regarding the resources available through AMA (WA) please contact AMA (WA) on 9273 3000, by email on [mail@amawa.com.au](mailto:mail@amawa.com.au), or visit our website at [www.amawa.com.au](http://www.amawa.com.au).

## **Australian Medical Association Northern Territory Inc**

AMANT provides advice and support on an ad hoc basis to doctors requiring information about entering private practice. There is no fee charged for this service.

For further information regarding the resources available through AMANT, please contact:

Fiona Stacey  
Industrial Officer  
Phone: (08) 8928 0085  
Email: [amant@amant.com.au](mailto:amant@amant.com.au)

## **Australian Capital Territory Branch of the Australian Medical Association Limited**

The ACT AMA provides:

- Oral advice and direction in response to specific requests from members entering private practice
- Copies of Awards and pay rates applicable to staff employed and supporting advice on an issue by issue basis
- Information regarding advertising of new or changed practice details

For further information regarding the resources available through the ACT AMA, please contact:

Christine Brill  
Executive Officer  
Phone: (02) 6270 5410  
Email: [execofficer@ama-act.com.au](mailto:execofficer@ama-act.com.au)

# **The Tasmanian Branch of the Australian Medical Association**

AMA (TAS) provides advice and support on an ad hoc basis to doctors requiring information about entering private practice. There is no fee charged for this service.

For further information regarding the resources available through AMA (TAS), please contact:

Rodney Cameron-Tucker  
Executive Officer  
Phone: (03) 6223 2047  
Email: [ama@amatas.com.au](mailto:ama@amatas.com.au)

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