



Association of Medical Recruiters  
Australia & New Zealand

## MEDICAL BOARD OF AUSTRALIA REQUEST

The Medical Board of Australia (the Board) has released a consultation paper on '*proposed changes to the competent authority pathway and specialist pathway for international medical graduates*'. The Board is now seeking feedback on the proposed changes and is interested in comments from a wide range of stakeholders.

The document is attached and is also available on the Board's website at:

<http://www.medicalboard.gov.au/News/Current-Consultations.aspx>

If you wish to provide comments, please email your submission marked "**Pathways to registration**" to: [medboardconsultation@ahpra.gov.au](mailto:medboardconsultation@ahpra.gov.au) by close of business on **Friday, 31 May 2013**.

The Board publishes submissions on its website to encourage discussion and inform the community and stakeholders, unless requested otherwise. Please refer to the section on submissions in the consultation paper for details of how submissions are treated.

Feel free to invite any other interested stakeholders to also provide feedback to the Board.

Yours sincerely

**Dr Joanna Flynn AM**

Chair, Medical Board of Australia



### **PEARL AWARD 2013**

It is with pleasure that we announce that two AMRANZ Members are finalists in the RCSA Pearl Award for Professional Emerging and Aspiring Recruitment Leaders:

**Justin Smith MRCSA - Ochre Recruitment - Finalist from Tasmania**

**Dr Sam Hazledine – MedRecruit Ltd. – Finalist from New Zealand**

#### **From Justin**

I was delighted to be announced a regional finalist at the PEARL cocktail reception held a crown on Wednesday night and was humbled that my nomination was submitted by the chairman of the Ochre Health Group board who was also in attendance.

Over the past 5 years my career with Ochre Recruitment has been extremely rewarding both personally and professionally and I have really enjoyed the fast paced environment that this industry provides.

This award is not only recognition for myself but for all the Ochre Recruitment staff in all of my 4 offices that have made my short career in this industry so successful and memorable. I would encourage all AMRANZ members who display professional excellence to apply next year and mix with other recruitment professionals.

#### **From Sam:**

‘I was humbled when my staff nominated me for the PEARL award, and I was excited to be named the regional finalist to represent New Zealand. The medical recruitment industry is evolving rapidly and it’s fantastic to be part of because you’ve got to stay sharp to stay competitive; this is a huge part of what drives me to constantly improve my company, MedRecruit. I think this is a reason why there are two AMRANZ members who are finalists in the PEARL award and it’s great to see the medical recruitment industry so well represented. ‘

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Recruitment Professionals of any age were encouraged to demonstrate their recruitment leadership potential and celebrate their role in developing the recruitment industry through this Award.

Nominees were required to have been in a leadership role or could demonstrate leadership skills.

Region based finalists were announced on the 20<sup>th</sup> March at the RCSA Pearl Awards cocktail evening at the Crown Entertainment Complex, Melbourne.

The overall winner for 2013 will be announced at the RCSA Gala Ball on the 30<sup>th</sup> May at Doltone House, Jones Bay Wharf, Piers 19-21, Upper Deck, 26-32 Pirrama Road, Pyrmont, Sydney. We would urge AMRANZ Members to attend and cheer on their fellow Member.

## REPORT FROM THE PRESIDENT

### **AMRANZ member fined \$1,000,000**

I recently received a call from a member who had been audited by the Australian Taxation Office.

The ATO found that the member company had not met their obligations with regard to payment of payroll tax, PAYG and superannuation. This was specifically with relation to that agency's engagement of locums as sole traders for placements with QLD hospitals.

The member was fined \$1m, however the fine was remitted under the condition that the member meet the outstanding obligations.

The member in question gave me consent to relate this story to other members, as it was a situation that was completely avoidable.

We strongly encourage members to refer to advisories we send on this topic, and to attend member's meetings regularly to keep up to date with these very intricate issues. Please contact the RCSA recommended advisors or your own financial and legal professionals for further advice on this matter.

## NEW COLLATORAL AVAILABLE FOR AMRANZ MEMBERS

- Why Use An AMRANZ Member in Australia New Zealand?
- Why You Should Join AMRANZ Today

Attached

## AMRANZ CPE PROGRAM HELD IN MELBOURNE 15<sup>TH</sup> MARCH 2013

This proved to be one of our most successful meetings with presenters:



### Australian Medical Council

Zuzette Van Vuuren, Manager, Assessment Services Support, AMC

Carl Matherson, Project Manager, AMC

“Documentation Required for AMC Applications”

- AON & Specialist Pathways
- English Proficiency
- EICS Verification Process
- Other Supporting Documentation
- Q&A Session



### Australian College of Emergency Medicine

Dr Peter Ritchie, Chair of the Overseas Credentials

Corinne Millane, Overseas Credentials Officer, ACEM

**‘Pathways for Assessment of Overseas Trained Specialists in Emergency Medicine’**

### AHPRA

Bronwyn Keen, Manager Medical, AHPRA

**“PESCI and Doctor of Osteopathy qualifications”**



## Department of Health & Ageing

Health Workforce Capacity Branch

**Abha Bedi, Director,**

Health Workforce Division, DoHA

**Gay Santiago, Assistant Secretary, Health Workforce Capacity Branch, DoHA**

**Paul Gorman, Assistant Director, Workforce Regulation Section, DoHA**

“New Section 19AB Guidelines and Changes”

Whilst the DoHA session was by telephone it proved to be very smooth and successful thanks to the efforts of Vice President of AMRANZ Corrine Taylor. She co-ordinated the session and Paul Gorman in particular was very responsive to the questions put to them by the Members in attendance.



**Paul Slezak, RecruitLoop**

“Taking the ownership back in the recruitment process”

**Paul’s presentation was well received by the attendees especially his comments on:**

### **Measuring customer loyalty**

Many recruiters will survey their clients at the conclusion of an assignment. This can result in a very skewed result since more often than not of course the client is going to be satisfied – after all you just successfully placed a new employee into their business.

In order to properly measure customer loyalty, it’s worth considering sending a simple survey to *all* your clients every 3 – 6 months. Not just the clients that you made placements with – but also those clients that may have used you last year but not since then, as well as those

clients that may have registered a brief with you but where you didn't end up placing a candidate for whatever reason.

This will give you much better insight into how your customers view your business.

The Net Promoter Score (NPS) is a client survey system used to measure customer loyalty. It revolves around asking a single question.

*"How likely is that you would recommend us to a friend or colleague"*

The responses are collected on a 0-10 scale where 0 is *extremely unlikely* to recommend and 10 is *extremely likely* to recommend.

Someone giving a score of 9-10 is considered a *Promoter*, score of 7-8 is considered a *Fence Sitter*, and score of 0-6 is considered a *Detractor*.

You might *think* you have some solid customer relationships, but until you actually ask *all* your clients whether they would promote your organisation to a friend or colleague, you won't know what they really think of your business.

Once you get all the results, it's then up to you to ensure that the results of the next survey (say 3 – 6 months later) reveal a higher net promoter score.

This will result in happier clients as well as increased revenue.



**Our next CPE Program will be in Sydney**

## Australian Medical Council



**The Australian Medical Council invited AMRANZ to a presentation by ECFMG senior staff members visiting Australia for Recruitment Agencies on their EICS verification processes, and also to answer questions.**

**The International Credentials Services of the Educational Commission for Foreign Medical Graduates (ECFMG) serves international organisations and authorities involved in medical registration, licensing and assessment by obtaining primary source verification of the medical education and registration credentials of medical graduates who completed their medical education outside their jurisdictions.**

**The session was attended by Ian Frank and Zuzette van Vuuren from AMC as well as a Project Manager and Operations Manager.**

The following points were noted:

- PSV working well from AMC perspective with only 20 reported cases of fraudulent qualifications since its introduction and nothing since AHPRA in 2010.
- ECFRMG is a privately run organisation, not government
- Main functions but not limited to EICS, EPIC, FAIMER/MED, GEMx and Accreditation Requirements for IMGs.
- EPIC about to launch April 2013, Electronic Portfolio of Credentials that have been verified and can now be sent or accessed by external or overseas regulatory bodies
- FAIMER/IMED is to merge with Sienna/WHO directories
- 1500 specialist applications per year to AMC
- EICS system of emailing qualifications instead of posting in mail has cut down processing/response time significantly. Currently 146 schools world wide participating
- PVS not required for AUS/N qualifications

Following on from this meeting Zuzette Van Vuuren Manager, Assessment Services Support, Australian Medical Council agreed to present and the AMRANZ CPE Program in Melbourne on the 15<sup>th</sup> March to highlight the processes and answer questions from Members.

## IMG COMMITTEE



**AMRANZ Councillor** Rob Embury attended the IMG Committee Meeting with the Medical Board of Australia.

The main agenda item for this meeting was a proposal to review the specialist pathway.

A nationally uniform assessment process for International Medical Graduates (IMGs) was implemented from 1 July 2008. This was an initiative of the Council of Australian Governments and resulted in the establishment of three nationally consistent assessment pathways for IMGs.

- Competent authority pathway
- Standard pathway
- Specialist pathway

All IMGs who apply for limited registration for postgraduate training or supervised practice or limited registration for area of need are required to fulfill the requirements of one of the pathways.

Broadly, the specialist pathway is available to specialists who qualified outside of Australia. There are two types of assessment:

1. Comparability assessment – The IMG's qualifications, training and experience are assessed against those of an Australian qualified specialist. The specialist medical college can assess the IMG as being substantially comparable, partially comparable or not comparable
2. Area of need assessment – If a specialist IMG is applying to work in an area of need, the specialist college will assess whether the IMG is able to meet the service requirements for that particular position. Some colleges conduct a comparability assessment at the time that they assess for suitability to practise in a specific position in an area of need.

Specialist assessment involves a number of agencies. In brief, the current process includes:

1. IMGs initially apply for specialist assessment via the AMC. The AMC acts as a clearing house for primary source verification of documents and ensures all documentation is complete
2. Once the documentation is complete, the AMC sends the documentation to the relevant college which assesses the IMG and provides advice to the AMC
3. After the IMG has been assessed, he/she can apply to the Board for registration.

Detailed information on the requirements of the specialist pathway can be found on the AMC website at [www.amc.org.au](http://www.amc.org.au).

AMRANZ also made a submission on behalf of its Members to NSW Health in response to their call for feedback to the draft RFT for PORA in NSW.



## CORRESPONDENCE



Attached is the following correspondence:

- **Queensland Health - Locum Arrangements and Conditions – Medical Officer – Human Resources Policy B45**
- **Ministry of Health Queensland - Locum Agency Agreements Medicare and 19AB**

## AMRANZ COUNCIL



**AMRANZ Council** has formalised its Work Plan for 2013 which identifies Health Workforce Management and Agency Management as key areas during the coming year. The work plan will include the following areas:

Immigration and increasing the continuity of the rural health ANRA Council has formalised its Work Plan for 2013 which identifies Health Workforce Management and Agency Management as key areas during the coming 12 months.

**The Work Plan will include the following areas:**

- Immigration and increasing the continuity of the rural healthcare workforce.
- Portability of Workers through standardisation and streamlining of police checks and accreditations within the national registration regime.
- National recognition of qualifications to allow the streamlined movement of healthcare workers.
- Industry profile and continuing to position ANRA at the forefront of discussion

about managing the healthcare workforce.

- Industrial relations and the availability of information and resources for members.
- Education and Training through Nursing Agency Master Classes for agency managers and specialised training for allocations staff.
- Business basics and resources to assist with tenders, insurance and superannuation.
- Speakers, industry forums and education programs will be coordinated during 2013 to keep members informed about trends and developments in these areas. Members should regularly check the ANRA website for upcoming events and forums.hcare workforce
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