

hi!

Welcome to
your internship



CONTENTS

- 3 Welcome & congratulations
- 4 Doctors-in-Training Committee
- 5 Hospital Health Check
- 6 Workplace advice and support
- 7 Your key entitlements
- 8 Medical Records
- 9 Your pay explained
- 10 Careers Service
- 11 Member benefits & events



Welcome & congratulations

Dr Danielle McMullen
President, AMA (NSW)

There are no shortcuts to becoming a good doctor, but being a member of the AMA (NSW) makes everything else about your professional life easier.

WHO COULD HAVE PREDICTED five or six years ago that by the time you graduated you would join a profession that is at the centre of fighting a global pandemic? What a baptism by fire!

Despite the current challenges we face, there has never been a more exciting time to be a doctor.

The growth and development of new medical technologies and treatments means we are able to keep people healthier and living longer than ever before.

This is both a blessing and a challenge. It means that while you have graduated medical school, you never truly stop being a student. You have merely reached one milestone in a lifetime of learning.

But the good news is – and this is important – no one expects you to know everything.

So, take this opportunity to soak up what you can. Every time you ask a question, every time you watch and learn something new, every time you get something right, and even every time you get something wrong – you get better.

There are no shortcuts to becoming a good doctor, but if you are looking for a professional life-hack my suggestion is to join AMA (NSW).

AMA (NSW) exists to help make doctors' professional lives easier. We are an important partner – not only to doctors-in-training – but to medical professionals throughout their careers.

We can assist you in so many ways. Got a question about your payslip? Call us. Need help prepping for your training interview? Call us. Looking for accident journey insurance, discounts on educational products and learning resources, or accounting and financial advice? Call us.

We can get things done for you, so you can get back to the business of learning. And not only do we work to make your professional life better, we work to make the system better.

AMA (NSW) is a professional association that provides individual assistance to members, as well as being a powerful voice on behalf of doctors. Over the years, we have battled on behalf of doctors and in the best interest of healthcare. We are recognised by Governments as being a legitimate representative organisation of medical professionals. Part of that legitimacy comes from the breadth and depth of our membership. By joining AMA (NSW) you will make our organisation stronger and become part of wider system change that benefits doctors today and into the future.



Doctors-in-Training Committee

Dr James Lawler & Dr Sanjay Hettige
Co-chairs, AMA (NSW) Doctors-in-Training Committee

The AMA (NSW) Doctors-in-Training Committee advocates for better working conditions for you and your colleagues.

WE'RE NOT GOING to waste your time with platitudes about being a junior doctor. You will have heard about the long hours, the stress, the conditions and even the higher rates of suicidality amongst junior doctors. You will have witnessed it amongst your colleagues, and you may have experienced it yourself. And if you haven't already, you will find a single truth in this area – talk is cheap. You will waste countless hours reading and hearing statements about how “passionate” people or organisations are about your wellbeing, and although that is often the case, you will also find yourself disappointed in how that “passion” often translates into no practical change to the challenges you face.

This is where AMA (NSW)'s Doctors-in-Training Committee comes in. There is no group more passionate about junior doctors – because we are junior doctors. And when it comes to action we deliver. In 2017, the NSW Government committed to a multimillion-dollar commitment for junior doctor wellbeing due to the advocacy of the AMA (NSW). In 2018, we brought about changes to the unfair but longstanding Bonded Medical Places and Medical Rural Bonded Scholarship Schemes. In 2019, we brought about policy change on unrostered overtime in NSW hospitals. And in February 2020 we saw the launch of the online claiming process for unrostered overtime and callbacks for doctors-in-training, which made it even easier to claim. We are constantly striving to make working conditions better for doctors-in-training.

We ask that you do two things:

1. Put this number in your phone:



Doctors' Health Advisory Service NSW 02 9437 6552

There will be many times when you talk to a colleague and might be worried about how they are doing. The AMA fully funds this 24/7 line and can get you or your colleague to the right support quickly. The service is totally independent of employers and Colleges, and accessible to any doctor.

2. Sign up to AMA (NSW) and tell us what your priorities are. You can always email us and tell us what AMA (NSW) can do better. Better yet, come to our regular meetings and get involved – your contributions make our advocacy stronger.



For more information on how to get involved with the DITC contact ditc@amansw.com.au

Hospital Health Check



Dr Jessica Sandy

The positive results of the fourth annual Hospital Health Check reflect the power of this advocacy tool in creating change.

YEAR ON YEAR, the Hospital Health Check provides a good barometer of improvements made at individual hospitals and stressors that continue to plague the system.

For the first time since the Hospital Health Check survey began in 2017, more than half of hospitals rated were awarded a B or better and three hospitals received overall As: Dubbo, Hornsby, and Wagga Wagga.

This is a marked change from the first year, when fewer than one in five hospitals received an overall B rating or even 2018 and 2019, when the proportion was closer to one in three.

The shift speaks to the importance of this survey. Each year, AMA (NSW) uses the results of the HHC to discuss working conditions with hospital chief executives and NSW Health.

Since the survey began, we've helped create improvements not only within individual hospitals, but on a statewide basis.

As a result of the HHC, AMA (NSW) has successfully lobbied NSW Health to:

- ✓ Limit rostered shifts to a maximum 14 hours
- ✓ Provide minimum 10-hour breaks between rostered shifts
- ✓ Review rosters, unsafe working hours and barriers to claiming overtime
- ✓ Work harder to eliminate discrimination
- ✓ Review parental leave policies
- ✓ Expand the list of reasons unrostered overtime may be claimed without prior approval

WHAT'S NEW IN 2020?

A major development in the 2020 HHC was an eight-point drop to 32 per cent of doctors-in-training who said they have experienced being bullied in their hospital. This is the first time the needle has moved significantly on bullying.

There was less of a decrease in the percentage of doctors who reported feeling unsafe due to intimidation at work. Thirty per cent of respondents said this was the case in 2020, compared with 35 per cent in 2019.

A new follow up question about the source of that intimidation was asked this year and, by a wide margin, the most likely origin is from patients.

Another new question in the 2020 survey asked if hospitals have a system in place to report behaviour that doesn't rise to the level of serious misconduct. It found that 71 per cent of respondents said

'yes' but there is clearly a gap in experience between men and women; while 78 per cent of men answered 'yes' to this question, only two thirds of women did.

Forty-four per cent of respondents said they had felt their personal safety was at risk due to fatigue from work in 2020, down from 56 per cent in 2019.

These changes are an ongoing process and the 2020 results are not the peak of our campaigns for better payment of overtime for doctors-in-training, lower rates of bullying in our hospitals, or the reduction of fatigue.

However, the results, even when you compare them with 2018, are significant improvements in many hospitals and in many of the areas being measured.

To read the full report go to: www.amansw.com.au/hospital-health-check-2020/

We will continue campaigning on the issues that have been raised in the HHC through meetings with hospital executives and NSW Health to ensure that beneficial changes continue to be made.

Keep an eye out for the 2021 HHC to become a part of this hospital improvement process.

Workplace advice & support



Dominique Egan
 Director, Workplace Relations
 AMA (NSW)

Have you been paid incorrectly? Need help recovering payment for overtime? Involved in a training dispute? AMA (NSW)'s Workplace Relations Team can provide assistance when you need it most.

THE TRANSITION you are about to undergo from medical school to internship will be one of the biggest in your career. While you are focused on settling in and adapting to your new role, we want you to know that the AMA (NSW) is on your side. Our Workplace Relations Team is available to assist you with workplace matters and can guide you through tricky situations. We equip members with knowledge and resources and provide advice and assistance in relation to a number of areas. Your career in medicine isn't going to be easy. Your hours are going to be long and you will be challenged physically and emotionally, but having us in your corner, to assist you with workplace matters and advocate on your behalf, will let you focus on being a doctor. Being an AMA (NSW) member means you don't need to face difficult situations alone.

WHAT WE DO

Our experienced advisors can provide advice and support in relation to:

- ✓ terms and conditions of employment
- ✓ rates of pay
- ✓ underpayment of overtime advice
- ✓ safe hours and rostering
- ✓ unfair dismissal
- ✓ performance management meetings
- ✓ bullying and harassment matters
- ✓ workplace investigations
- ✓ training disputes
- ✓ registration requirements
- ✓ medico-legal advice

Over the past year we have assisted DIT members with a variety of matters including helping them to secure:

- ✓ payment for mandatory training
- ✓ paid maternity leave entitlements
- ✓ study leave entitlements
- ✓ annual leave entitlements
- ✓ registration with AHPRA



Please contact us if you need help
Email: workplace@amansw.com.au
Phone: 02 9439 8822

“I was having difficulty with my health service and a pay dispute. I had gone through several channels at work and kept coming up against a wall. The health service kept running me in circles and not providing me with any answers or solutions. Finally, I contacted the AMA and within a few days not only was it handled, but I had my money in my bank account. The significance of the AMA cannot be overstated! The extra voice and knowledge they bring to the table is invaluable. I am so grateful to be a member and anyone practicing medicine in Australia should also be. **Melissa C, Resident.**”

Your key entitlements

There is a lot to learn as a new intern. To take some of the load off, we've prepared a summary of your key entitlements below.

AS AN INTERN in New South Wales your Award is the Public Hospital Medical Officers (State) Award 2019.

HOURS OF WORK

Full time employees will be paid 38 hours per week but will be rostered to work 40. The 2 additional hours accrue for your Allocated Day Off (ADO).

You may be rostered 40 hours in any period of 7 days or 80 hours in any period of 14 consecutive days

ALLOCATED DAYS OFF (ADO)

You will accrue one ADO per month. Your ADO should be rostered and taken monthly and you can't take half ADOs. Any accrued ADOs will be paid out when you leave NSW Health or change to a different health district.

ROSTERS

Your roster should be released with a minimum of 2 weeks' notice; however, in an emergency the employer can change the roster with less notice.

Your maximum rostered shift length is 14 hours and there must be a period of at least 10 hours between rostered shifts.

MEAL BREAKS

During day shifts on Monday to Friday you are entitled to a 30-minute unpaid meal break. During evening shifts, night shifts and weekend shifts 30-minute meal breaks are paid.

OVERTIME

You will be required to work reasonable overtime. The first two hours of overtime is paid at time and a half (1.5x), anything after that is paid at double time (2x). All overtime worked on Sunday is paid at double time. Any time worked in excess of 10 hours during one shift will be paid at overtime rates. Time worked in excess of 80 hours in a fortnight will also be paid at overtime rates.

UNROSTERED OVERTIME

Prior approval to work unrostered overtime is not required under the following circumstances:

- ✓ Medical emergency
- ✓ Transfer of a patient
- ✓ Extended shift in theatre
- ✓ Patient admission / discharge
- ✓ Completion of outstanding patient transfer/discharge summaries
- ✓ Late ward rounds
- ✓ Mandatory Training
- ✓ Clinical Handover
- ✓ Hospital-based Outpatient Clinics

Check out our video on how to claim unrostered overtime online at www.amansw.com.au.

PAY

You will be paid fortnightly into your nominated bank account and will receive a payslip each fortnight.

We recommend checking your payslip against your timesheet when you receive it to ensure that you have been paid correctly. If you think an error has been made, speak with your JMO manager in the first instance. If this does not resolve it, contact the AMA (NSW) for advice.

ANNUAL LEAVE

Full time employees will accrue four weeks of annual leave per calendar year. You will accrue additional leave for working public holidays, or where a public holiday falls on a rostered day off.

SICK LEAVE

Full time employees are entitled to 76 hours paid sick leave per year which will accumulate.

You become eligible for a full year's entitlement of paid sick leave on the first day of the fourth month of employment. You are not entitled to paid sick leave before this time but are able to access unpaid sick leave. **

Periods of sick leave of more than

2 days will generally require a medical certificate.

You must notify appropriate staff of your absence as soon as possible.

*** Due to the COVID-19 Health Agencies have been encouraged to allow access to paid sick leave from commencement for eligible employees.*

STUDY LEAVE

You are not entitled to study leave as an intern. From the following year you can apply for up to 7 days study leave. Currently each health district has its own approvals process, so you should check with your JMO Unit in the first instance.

MATERNITY LEAVE

Full time and part time employees are entitled to a period of 14 weeks paid maternity leave after 40 weeks of continuous service. This leave can be taken at full or half pay.

If you are entitled to paid maternity leave, you are entitled to a further period of unpaid maternity leave of not more than 12 months after the actual date of birth.

If you are not entitled to paid maternity leave, you are entitled to unpaid maternity leave of not more than 12 months.



For further information about these entitlements, check out our range of 'What you need to know' resources, available to download by members on our website www.amansw.com.au.

Medical Records

Complete, up-to-date and accurate medical records are essential components of high quality care.

AS DOCTORS, you have a professional and legal duty to maintain accurate records about your patients. In the busy hospital setting, medical records are a key part of your work and you have specific obligations under the Health Practitioner Regulation National Law 2009 (NSW), the Medical Board of Australia's "Good medical practice: a code of conduct for doctors in Australia" and the NSW Health Policy Directive – "Health Care Records – Documentation and Management". You must make clear, contemporaneous and accurate medical records. Well documented medical records are essential

for good patient care and are important when it comes to patient handover, as they ensure the person working the next shift is aware of what has happened during your shift and will flag required follow up including investigations and test results.

The FAQs below have been taken from our "What You Need to Know: Health Care Records" resource. You can download the full version of the FAQ on the Doctors-in-Training page on the AMA (NSW) website www.amansw.com.au.

I have made some notes in a patient's health care record but after talking with a colleague I have changed my thinking; can I go back in and change my notes?

You must not delete any information you have already recorded for your patient. You can 'strikethrough' any incorrect information although it must still be legible. It is better to flag your original note as "written in error" and make a contemporaneous note that reflects the change in your thought process and/or subsequent care plan.

I have just finished my shift and remembered that I didn't make any notes on a patient I saw earlier. Can I just wait and write them when I am next in the hospital?

As you know, a lot can happen to a patient's health status in a very short period of time. Ideally all patient

notes should be made at the time the information is given (or observed) or as soon as possible thereafter. If you are adding notes after the fact, you need to distinguish between the time of writing and the time of the event or observation.

I am worried that some things I wrote about a patient may be seen as inflammatory or even rude. Can the patient gain access to their notes and read what I wrote?

Yes. Patients have a right to access information contained in their medical record. Your records must show respect to your patients and must not include any demeaning or derogatory remarks.

Who has ownership of a patient's health care record?

In the public hospital setting, the health care record is the property of the public health organisation providing care to the patient. The record is not the property of individual medical practitioners or the patient.

I make notes on patients for my own learning/study and keep them, is that ok?

Beware of keeping your own notes on specific patients. You must completely de-identify any information kept about patients. If your notebook was picked up in the street could someone figure out who your patient was? Remember it's a small world and a rare disease or symptom could be identified by a family member or friend.

Your pay explained

Navigating your payslip is not always an easy task, particularly when overtime and loadings are involved. AMA (NSW) recommends checking your payslip each fortnight when you receive it.

	PAYSLIP AREA	DESCRIPTION
1	Employee and payslip details	<ul style="list-style-type: none"> Employee Name Employee Number Salary Level Pay Period Start <ul style="list-style-type: none"> Pay Period End Pay Date Printed payslip delivery point Employer and organisation
2	Summary of earnings this pay	How much you have been paid, taking into account: <ul style="list-style-type: none"> Pre-tax income Pre & Post tax deductions Tax Net Pay
3	Year to date balances	How much you have earned this financial year
4	Superannuation	Your super account details and how much has been deposited
5	Leave Balances	The amount of leave you are entitled to – NOTE: Extra Leave and Public Holiday leave is included in your annual leave
6	Earnings and Allowances	A breakdown of earnings including allowances for the pay period with calculation details NOTE: "ADJ NORMAL HOURS" Refers to a back pay or an adjustment in your pay
7	Pre tax deductions	Shows pre-tax deductions such as salary packaging, and any salary sacrifice into superannuation funds
8	Post tax deductions	Shows post-tax deductions such as charity deductions, union fees, regular payments (mortgage, rent) and SASS contributions
9	Disbursements	The amount paid into your account, and the account details
10	Employer Message	Messages of interest to staff

Employee Name	John D Citizen	1	Period Start	30 Dec 2019
Assignment Number	600669954-2		Period End	12 Jan 2020
Classification	Resident Medical Off Year 2		Pay Date	16 Jan 2020
Weekly Base Rate	\$1877.93		Payslip Number	1
				Page 1/2

TOP TIP: Checking your payslip against your roster & timesheet is a good way to understand what loadings have been applied and why.

Employer	NSW Health Service – Western Sydne	ABN	90064943572	Organisation	NBM MHLT RMP Pialla Unit 357854
-----------------	------------------------------------	------------	-------------	---------------------	---------------------------------

SUMMARY OF EARNINGS THIS PAY				
Total Gross Earnings	3912.54	Deductions Before Tax		419.01
Taxable Income	3567.50	Deductions After Tax		0.00
Tax	1206	Nett		2283.67
Total Other Payments	0.00	STSL		Y

YEAR TO DATE BALANCES			
	LE YTD	YTD	
Gross	66543.63		66543.63
Taxable	52471.27		52471.27
Tax	19568.00		19568.00
Nett	35472.29		35472.29
Other Payments	0.00		0.00

EMPLOYER SUPERANNUATION				
Employer Superannuation	Member No	This Pay	LE YTD	YTD
SGC Host Plus	672328937	348.65	5077.27	5077.27
Superannuation:5391:HOS0100AU				

LEAVE BALANCES			
	Units	Entitlement	Pro-rata
Annual Leave	Hours	220.400	147.836
Sick Leave	Hours	152.000	

Earnings and Allowances	Factor	Rate	Units	Amount
Normal Hours		45.28629	64.000	2898.36
Overtime x Double Time	2.00	45.28629	1.000	90.57
Overtime x Time and Half	1.50	45.28629	2.000	135.86
Penalty 12.5%	0.12	45.28629	2.000	11.32
Penalty Saturday 50%	0.50	45.28629	6.000	135.86
Pub Hol Penalty 50%	0.50	45.28629	4.000	90.57
Public Holiday		45.28629	12.000	543.44

Pre Tax Deductions	Amount
Admin Fees	2.43
Employer Share	70.05
SP Benefits Deduction	346.53

Other Payments	Factor	Rate	Units	Amount

Post Tax Deductions	Amount

Disbursements Method	Bank	Account	Amount
EFT	935-150	XXX7382	2281.97

Disbursements Method	EFT	Bank	935-150	Account	XXX7382	Amount	2281.97
-----------------------------	-----	-------------	---------	----------------	---------	---------------	---------

Employer Message	For pay queries, contact your Manager in the first instance. Leave balances can be viewed within Employee Self Service.	10
-------------------------	---	-----------



Careers Service



Jess Rankin

*Senior Workplace Relations Advisor
AMA (NSW)*

AS INTERNS, you might think you have plenty of time to finesse your CV or brush up on your interview skills, but I don't think it's ever too early to start. Take some time to consider what 'extras' a health employer might be looking for in a CV or might ask you during an interview. Do you need to consider more research or getting involved in teaching opportunities or committees within the hospital? Have you started to think about cultivating relationships with key staff who you would vouch for you in the future as referees? What professional development have you planned for yourself? These are not things that will happen overnight! You have worked so hard to make it to this point, don't let this step trip you up. A well-structured CV and a polished interview performance are vital to success.

With a background in human resources across health and government, I have

conducted thousands of interviews with a broad range of candidates. During my years at the AMA, I have provided advice and assistance to doctors at all stages of their career and love hearing feedback from members about how our service has helped them secure an interview or land their dream role. I see doctors-in-training as the emerging leaders of our health care system and believe that providing continued support to DITs will strengthen the medical profession and improve care for patients.

You can access AMA (NSW)'s Careers Service free of charge as part of your membership. We offer ongoing support throughout your career, including CV review and development, assistance with selection criteria and application responses, as well as interview skills and preparation. Online or phone meetings can be arranged depending on your availability.

AMA (NSW)'s Careers Service gives you the edge you need to succeed in medicine.



WE OFFER ONGOING SUPPORT THROUGHOUT YOUR CAREER



CREATE A RESUME THAT HIGHLIGHTS YOUR CLINICAL SKILLS & ACHIEVEMENTS



DISCUSS YOUR NEEDS IN A FACE TO FACE, OR PHONE MEETING



PROFESSIONAL, PERSONALISED SERVICE FOR INDIVIDUALS & GROUPS



ENHANCE YOUR COMMUNICATION SKILLS FOR APPLICATIONS & INTERVIEWS



ACCESS THE SPECIALTY TRAINING PATHWAYS GUIDE

10



Careers Service

To make a booking email us careers@amansw.com.au or call us on 02 9902 8139

Member benefits

Get rewarded for being a member



- AMA Fees List, *MJA*, *The NSW Doctor* magazine and doctorportal Learning
- Numerous discounts and offers provided by over 30 Corporate Partners such as:
 - ✓ complimentary initial consultations on accounting, insurance and financial matters. Member offers on credit cards, insurance, SMSF and finance products
 - ✓ Accident Journey Insurance Cover if you're injured travelling to or from work
 - ✓ savings on vehicle purchases and access to a range of corporate programs. Corporate deals available on all makes and models
 - ✓ exceptional discounts on travel, lifestyle products, medical supplies, R.M. Williams, home and business purchases
 - ✓ significantly reduced joining and annual fees for airline club memberships
 - ✓ discounts on Samsung smartphones, wearables, tablets and more through an exclusive online portal just for AMA (NSW) members

Events

In 2020, we ran successful events and webinars, such as:



2020 Virtual Careers Expo

Due to COVID-19, we held our 2020 Medical Careers Expo completely online. A range of senior college representatives, doctors-in-training, Career and Workplace Relations Advisors presented on a range of topics including specialty training applications, CV and interview preparation and the interaction between training programs and employment arrangements.

We also ran:

- ✓ The "Fine-Tune in June" Webinar Series - attracting over 400 members
- ✓ COVID-19 Briefings with the Minister and Chief Health Officer - over 500 registrations
- ✓ The impact of COVID-19 on Taxation and Business
- ✓ Webinars on Terms and Conditions of Employment and CV Development & Interview Techniques
- ✓ Leadership Event with Dr Jack Cochran - over 200 registrations
- ✓ High Tea with ABC 7.30 host, Leigh Sales

BECOME AN AMA (NSW) MEMBER TODAY!



Go to www.amansw.com.au/join-the-ama/
or call one of our membership team
on **02 9439 8822**

