

Where to find support

Registrar Liaison Officer (RLO)

RLOs are often the first point of call for GP registrars— RLOs are employed by all Regional Training Organisations (RTOs) to provide peer-to-peer support to GP registrars. RLOs are also a part of GPRA's Advisory Council. RLOs are also GP registrars; they can understand what you are going through and provide a good sounding board for any of your concerns. Your RLO can help facilitate difficult conversations between you, your practice manager, your supervisor and other parties.

Find your RLO online gpra.org.au/rlo

GPRA

We are independent from your practice, RTO and college. If you encounter issues with your training or employment GPRA can provide you with independent, confidential advice. We can work with your RTO or college to clarify any misunderstandings and provide assistance with dispute resolution.

For more details, visit gpra.org.au/wellbeing

Your Regional Training Organisation (RTO)

Your RTO will have staff members who can support you.

Contact your RTO for more information.

Your GP College

Australian College of Rural and Remote Medicine (ACRRM) or the Royal Australian College of General Practitioners (RACGP) may have a wellbeing assistance program. Contact your GP college for more information.

Government-funded services

There are many services available to support medical professionals, including free helplines and online resources.

For support, visit drs4drs.com.au

Personal support networks

Remember to have a close network of friends and family who you can talk to. We also recommend having your own GP.



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(03) 9629 8878



enquiries@gpra.org.au



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How to thrive

Here is how to thrive during general practice training — where to find support, common GP registrar concerns and who to contact if you encounter issues during your training.



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Remember...

To thrive during GP training:

- keep your communication open, honest, prompt and clear
- be willing to learn and discover what works for you
- develop a learning plan early on
- work on conflict resolution
- be professional
- take breaks and annual leave to help manage your fatigue, and ensure you have your own GP
- build a good clinical relationship with your supervisor
- be punctual
- monitor and stay on top of your administrative workload.

Don't forget your:

- practice logs
- learning plan
- teaching advisory meetings with your medical educator
- online modules and educational activities
- Recognition of Prior Learning (RPL).

During your training, remember:

- Your education arrangements—drive this process yourself, make a time for both yourself and your supervisor and ensure it is protected. Consider arranging this for the start of a session and remember this is paid time.
- Ensure your payslips are provided, and check them to make sure they are accurate. Fair Work Australia states that pay slips have to be given to an employee within one working day of payday—even if an employee is on leave. Leave balances do not need to be on the payslip, however, you should be allowed to access this information at any point.
- Anything billed to your provider number is your responsibility, the practice has an obligation to provide you with your patient billings.



Common concerns

While many GP registrars go through training without experiencing problems, you may encounter issues during your training. Here are some common GP registrar concerns, and our suggestion on who is the best person to contact.

Employment agreements

Accreditation standards for all training practices require that the terms and conditions in a GP registrar's employment agreement must not be less than the National Terms and Conditions for the Employment of Registrars (NTCER) minimum. One of the most common GP registrar concerns is the terms and conditions of a registrar's employment agreement not being honoured, or not meeting the NTCER minimum.

What to do if you have employment agreement concerns

GPRA can clarify the interpretation of the NTCER and provide advice on where there may be problems. Your RLO and RTO can also provide support and advice. If appropriate have an open, direct discussion with your supervisor or practice manager.

Pay

Common issues for GP registrars include late pay, insufficient remuneration, and issues with calculating billing percentages. The NTCER can provide some clarity and guidance on the minimum entitlements.

What to do if you have pay concerns

GPRA can help clarify the interpretation of the NTCER. If appropriate, have an open, direct discussion with your supervisor or practice manager. Your RLO can also support you.

Leave

Ensure you discuss any planned leave before starting at a practice, and that all negotiated items agreed upon are put in writing—ideally in your employment agreement. This includes your rostering, ordinary hours of work, on-call hours and more.

What to do if you have concerns with your leave

Talk to your supervisor or practice manager about your leave requests; your RLO can help facilitate difficult conversations.

Patient load

While the recommended patient numbers vary between the RTOs, a safe number is usually two patients per hour for a first term registrar, then working your way up to three to four patients per hour. However, if your patient numbers are too low, this can be cause for concern because you may not be getting sufficient experience and remuneration.

What to do if you have patient load concerns

Talk to your supervisor and your medical educator. Your RLO can also provide advice and support.

Fatigue management

Make sure you have your own GP. Take regular breaks and take annual leave when possible.

What to do if you have fatigue management concerns

If you are experiencing burnout or fatigue, seek assistance from your supervisor, RLO and/or medical educator. Your RLO can facilitate a difficult conversation, and your medical educator is there to aid a safe and healthy training experience.

Education

Common GP registrar educational concerns include in-practice education, corridor consults, or educational release. Remember, supervisors are provided funding and agree with the RTO to provide practice-based training time each week.

What to do if you have education concerns

Talk to your RLO, RTO, supervisor and/or medical educator.