

Recruitment of Overseas Health Professionals - Using Panel of Overseas Recruitment Agencies

Document Number PD2009_024

Publication date 01-May-2009

Functional Sub group Personnel/Workforce - Recruitment and selection

Summary For the purposes of quality assurance, cost effectiveness and standardisation of process, the NSW Department of Health has identified, through the tender process HS013-2007, a panel of commercial recruitment agencies known as the Panel of Overseas Recruitment Agencies (PORA). When engaging the services of a recruitment agency to carry out any Overseas Recruitment, employers must use a member of the PORA. This policy outlines the roles of the employer, the PORA, Health Support Services and the NSW Department of Health, in the process of Overseas Recruitment and the implementation of this policy by those parties.

Author Branch Workforce Development and Leadership

Branch contact Timothy Burt 9391 9808

Applies to Area Health Services/Chief Executive Governed Statutory Health Corporation, Board Governed Statutory Health Corporations, Affiliated Health Organisations - Declared, Public Health System Support Division, Community Health Centres, Dental Schools and Clinics, NSW Ambulance Service, Public Health Units, Public Hospitals

Audience Workforce development, HR and recruitment staff

Distributed to Public Health System, Dental Schools and Clinics, NSW Ambulance Service, NSW Department of Health, Public Health Units, Public Hospitals

Review date 01-May-2012

File No. 05/7587-9

Status Active

Director-General

This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is **mandatory** for NSW Health and is a condition of subsidy for public health organisations.

RECRUITMENT OF OVERSEAS HEALTH PROFESSIONALS

Using the Panel of Overseas Recruitment Agencies

April 2009

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

Table of Contents

1.0	About this document	3
1.1	Title	3
1.2	Responsibility	3
1.3	Version	3
1.4	Updates and feedback	3
1.5	Related policies.....	3
1.6	Other related documents.....	3
1.7	Definitions	3
2.0	NSW Health Policy	5
2.1	Introduction	5
2.2	Purpose and scope of this document.....	5
2.3	Who this policy applies to.....	5
2.4	When this policy does not apply	5
2.5	Implementing this policy.....	5
2.6	Responsibilities	6
2.6.1	Employer	6
2.6.2	PORA	6
2.6.3	Health Support Services	6
2.6.4	NSW Department of Health	6
3.0	Guidelines for Policy Implementation.....	7
3.1	Carrying out Overseas Recruitment.....	7
3.2	Engaging a PORA member	7
3.2.1	Screening only	8
3.2.2	Placement	9
3.2.2.1	<i>Promotion and Advertising</i>	9
3.2.2.2	<i>Pre-Recruitment</i>	9
3.2.2.3	<i>Recruitment</i>	12
3.2.2.4	<i>Outcome of successful recruitment</i>	12
3.2.2.5	<i>Re-settlement</i>	13
4.0	Reporting and Dispute Resolution.....	14
4.1	Reporting requirements.....	14
4.2	Interim reporting requirements.....	14
4.3	Dispute Resolution	14
5.0	Quality Systems, Conduct and Performance Review	15
5.1	Quality Systems Requirement	15
5.2	Conduct.....	15
5.3	Performance Review.....	15
6.0	Conferences and Expos	16
6.1	Health Support Services' role	16
7.0	Appendices.....	17
7.1	Appendix A - Do I need to use the PORA?.....	17
7.2	Appendix B - Flowchart for Employer using the PORA	18
7.3	Appendix C - Letter of Engagement template.....	19
7.4	Appendix D - Recruitment related records to be retained on file	20
7.5	Appendix E - Reference check questions.....	21
7.6	Appendix F - Dispute Resolution	22

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

1.0 About this document

- 1.1 Title** Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies
- 1.2 Responsibility** Workforce Development & Leadership, NSW Department of Health
- 1.3 Version** 1.0 – April 2009
- 1.4 Updates and feedback**
- 1.5 Related policies** This policy directive must be read and implemented in conjunction with the following policies and their appropriate updates:
- PD2005_626 – NSW Health Code of Conduct
 - PD2006_059 – Recruitment and Selection Policy and Business Processes
 - PD2008_045 – Recruitment of Nurses and Midwives – Framework
 - PD2008_029 – Employment Screening Policy
 - PD2005_162 – HIV, Hepatitis B or Hepatitis C - Health Care Workers Infected.
 - PD2007_006 – Occupational Assessment, Screening & Vaccination Against Specified Infectious Diseases
 - PD2005_496 – Visiting Practitioner Appointments
 - PD2005_500 – Staff Specialist Appointments
 - PD2008_060 – Staff Specialist / Visiting Practitioner Appts – Critical Actions Compliance
 - PD2008_071 – Medical Practitioners - Compliance with Registration Conditions
 - PD2009_001 – Special Remuneration Rates Payable to Non- Specialist Staff – Short Term/Casual (Locum)
- 1.6 Other related documents**
- Request for Tender HS013-2007
 - Services Agreement as per Request for Tender HS013-2007
 - Frequently Asked Questions - http://www.health.nsw.gov.au/aboutus/business/locums/pora_faq.asp
 - Australian Nursing and Midwifery Council – Position Statement - Ethical Recruitment of Internationally Qualified and Registered Nurses and Midwives
- 1.7 Definitions**
- Allied Health Professionals**
Means staff employed in the NSW public health system in the health professional classifications covered by the NSW Health Service Health Professionals (State) Award, the Health Employees' Medical Radiation Scientists (State) Award, the Health Employees' Psychologists (State) Award and the Health Employees' Pharmacists (State) Award.
- Employer**
Means any person, or their delegate, authorised to exercise the functions of the employer of staff to which this policy applies.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

Health Professional

For the purposes of this policy “Health Professional” refers to; Nurses, Midwives, Allied Health Professionals (as per definition in 1.7), Dentists, Dental Hygienists, Dental Therapists, Dental Specialists, Medical Practitioners and Specialists, Paramedics and Paramedic Specialists, Forensic Mental Health Professionals.

Health Support Services

An organisation formed from the merged shared services provided by HealthSupport and HealthTechnology within the Public Health System Support Division of the NSW public health system.

Locum position

A non-specialist medical position within the NSW public health system which exists on a short term or casual basis in accordance with *PD2009_001 Special Remuneration Rates Payable to Non- Specialist Staff – Short Term/Casual (Locum)* (as varied from time to time).

NSW public health system

Consists of:

- all area health services;
- all statutory health corporations; and
- all affiliated health organisations in respect of their recognised services, as well as the Ambulance Service of NSW and the Public Health System Support Division (currently includes the Institute for Medical Education and Training, Health Support Services and Health Infrastructure).

Overseas Recruitment

Refers to the attraction, Placement and/or Screening of Health Professionals with overseas qualifications, who have been sourced outside Australia, to vacant temporary and vacant permanent positions within the NSW public health system.

Panel of Overseas Recruitment Agencies (PORA)

The Panel of Overseas Recruitment Agencies (PORA) refers to recruitment agencies that, through the tender process HS013-2007, are authorised by the NSW Department of Health to provide Overseas Recruitment of Health Professionals to any position within the NSW public health system. The list of PORA members and services provided is available at

<http://www.health.nsw.gov.au/aboutus/business/locums/index.asp>.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

Placement

For the purposes of this policy, Placement refers to activities related to the attraction, screening, recruitment, placement and re-settlement of Health Professionals to positions in the NSW public health system. The exact services to be provided by the PORA as per the Services Agreement are given at 3.2.2.

Screening

For the purposes of this policy, Screening refers to the review of qualifications, governance standards (e.g. identity checks and other employee screening requirements) and experience of Health Professionals to determine the suitability for recruitment to a position in the NSW public health system. The exact services to be provided by the PORA as per the Services Agreement are given at 3.2.1.

2.0 NSW Health Policy

- 2.1 Introduction** Overseas Recruitment is one strategy employed by the NSW public health system to address shortages of Health Professionals.
- For the purposes of quality assurance including ensuring proper governance of Screening and Placement services and cost effectiveness, the NSW Department of Health has identified, through the tender process HS013-2007, a panel of commercial recruitment agencies known as the Panel of Overseas Recruitment Agencies (PORA).
- When engaging the services of a recruitment agency to carry out any Overseas Recruitment, Employers must use a member of the PORA.
- This policy outlines the roles of the Employer, the PORA, Health Support Services and the NSW Department of Health, in the process of Overseas Recruitment and the implementation of this policy by those parties.
- 2.2 Purpose and scope of this document** In support of the above, the purposes of this document are to:
- advise Employers, PORA members and non-PORA agencies of NSW Health policy relating to the Overseas Recruitment of Health Professionals within the NSW public health system;
 - provide guidance to Employers to make effective use of the PORA;
 - outline the role of Health Support Services in the use of the PORA.
- 2.3 Who this policy applies to** The NSW public health system.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

- 2.4 When this policy does not apply** This policy does not apply in each of the following circumstances:
- 1) when an Employer wishes to engage a recruitment agency to recruit an Australian citizen/permanent resident Health Professional who has current Australian registration (in the case of medical practitioners and specialists, who has current Australian general or conditional specialist registration) but is currently located overseas; or
 - 2) when an Employer wishes to engage a recruitment agency to recruit a New Zealand qualified medical practitioner with current NSW registration to a locum position.
- NOTE: In situation (1), approval must be sought from the Director General prior to engaging the services of a non-PORA member as per current NSW Department of Health Recruitment & Selection policy.**
- NOTE: In situation (2), the Employer must only engage a medical locum agency currently on the NSW Health Register of Medical Locum Agencies.**
- 2.5 Implementing this policy** For Employers to decide whether the PORA should be used in a recruitment situation, see flowchart at [Appendix A](#).
- Employers should nominate at least two contact people to oversee liaison with the PORA and Health Support Services as required by this policy. See [Appendix B](#) for a summary on engaging the PORA.
- 2.6 Responsibilities**
- 2.6.1 Employer** The Employer is responsible for
- recruiting Health Professionals;
 - ensuring that NSW public health system recruitment and selection processes, as outlined in 1.5, are adhered to.
- The Employer may wish to undertake Overseas Recruitment internally. However if the Employer seeks to engage an agency for assistance, it must use a member of the PORA.
- 2.6.2 PORA** The PORA is responsible for:
- carrying out Placement and/or Screening at the contracted rates, where requested by an Employer;
 - complying with the NSW Health Code of Conduct;
 - complying with the requirements of the Services Agreement.
- 2.6.3 Health Support Services** Health Support Services is responsible for:
- managing and supporting the contractual arrangements between the PORA and the Employer;
 - reporting on Overseas Recruitment to the NSW Department of Health.
- 2.6.4 NSW Department of Health** The NSW Department of Health is responsible for:
- resolving any contractual disputes where Health Support Services is unable to resolve that dispute;
 - amending the Services Agreements with the PORA.

3.0 Guidelines for Policy Implementation

3.1 Carrying out Overseas Recruitment

If an Employer chooses to carry out Overseas Recruitment, it must not carry out that recruitment until *all efforts to recruit locally have been exhausted*.

The Employer must comply with all policies as stated at point 1.5 and all other relevant recruitment and selection policies as appropriate.

Once all efforts to recruit to a position locally are exhausted, the Employer may choose one of the following methods to carry out Overseas Recruitment:

1. The Employer can manage the Overseas Recruitment of Health Professionals internally.
2. The Employer can engage a member of the PORA to carry out Overseas Recruitment to a nominated position.

Use of agencies outside the PORA to carry out Overseas Recruitment of Health Professionals into vacancies within the NSW public health system is not permitted.

The Employer can not engage non-PORA agencies for Overseas Recruitment and should advise such agencies that they may only present candidates to the NSW public health system through a PORA member.

It should be noted that not all members of the PORA have authority to place and/or screen all occupations of Health Professional into the NSW public health system. The list of PORA members and services is available at: <http://www.health.nsw.gov.au/aboutus/business/locums/index.asp>.

3.2 Engaging a PORA member

Having chosen a PORA member to carry out Overseas Recruitment, the Employer should confirm this by providing that PORA member with a *Letter of Engagement* outlining the roles and responsibilities of each party. This can be carried out via email, provided the sender of the email has the appropriate financial delegation to cover the fees for that service.

A template *Letter of Engagement* can be found at [Appendix C](#).

PORA members should forward a copy of that *Letter of Engagement* to Health Support Services for reporting purposes.

NOTE: The Employer has the right to accept or refuse a candidate based on the information provided at any stage in the selection process.

NOTE: The Employer must view and hold certified copies of all Screening, professional and other documentation for all screened and / or placed applicants as specified in [Appendix D](#) Recruitment Related Records to be retained on personnel file.

NOTE: A member of the PORA must wait 3 months before they can present a candidate for Screening or Placement who has already applied directly to an Employer, but who has subsequently approached a member of the PORA.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

3.2.1 Screening only

The Services to be provided for Screening by the PORA, as per the Services Agreement, are:

- Obtain consent from the candidate for the Employer and others to collect and use the candidate's personal information at the beginning of the recruitment process.
- Ensure that the candidates are aware that they need to meet governance standards with regard to identity checks, referee checks, criminal record checks, professional qualifications, immunisation and credentialing requirements and quality and safety standards as per current *Recruitment and Selection Policy* and *Employment Screening policy*.
- Ensure that candidates for medical positions are informed of the current arrangements and obligations regarding medical indemnity insurance whilst undertaking medical practice in Australia.
- Ensure that the candidate is aware of Australian requirements for immigration, registration (where appropriate), Medicare provider number (where appropriate) and Tax File Number.
- Conduct a Working with Children Check through the NSW Health Employment Screening and Review Unit (ESRU).

NOTE: Members of the PORA are required to register with the ESRU to enable checks to occur.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

- Conduct an assessment of each candidate based on the screening criteria outlined below, against specified vacant positions, and prepare a shortlist of those suitable for employment.

Screening Criteria:

- Does the candidate meet English language requirements as set by the Australian Medical Council or Australian Registration/Assessing Authority?
 - Does the candidate have a current CV including relevant qualifications, educational institution/s, employment history, recent competence and experience?
 - Verify identity as per the 100 Point ID requirements in accordance with current *Recruitment and Selection policy*
 - Obtain a minimum of two (but preferably three) verified referee reports (which are to include, as a minimum, information set out in [Appendix E](#)) with contact details including their current manager and a referee who can verify the applicants clinical skills;
 - Check documentation as required by Australian immigration regulations.
- Provide to the Employer, documentary evidence of all screening as per current *Recruitment and Selection Policy* and current *Employment Screening* policy for each successfully placed candidate.

The Employer is also responsible for demonstrating due diligence, by reviewing the written record of each referee check, received from a member of the PORA, to ensure that they are satisfied with it, and to directly confirm with each referee their identity and relationship to the applicant.

NOTE: Screening of qualifications and acceptance by the relevant health registration board may be required prior to visa nomination.

3.2.2 Placement

If the Employer wishes to engage a PORA member to undertake full Placement of Health Professionals, the services to be provided by the PORA for Placement, as per the Services Agreement, include Screening as outlined at point 3.2.1, followed by:

- Promotion and Advertising;
- Pre-recruitment;
- Recruitment;
- Resettlement.

NOTE: A member of the PORA that has presented a Health Professional for placement to an Employer, is not entitled to a placement fee or part of that fee, if the Health Professional is selected for placement through another member of the PORA.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

3.2.2.1 Promotion and Advertising

The PORA will:

- conduct advertising campaigns as outlined in the individual agency's contract. For Paramedics, targeted advertising is to occur in professional journals and other publications as specified by the NSW Ambulance Service;
- provide information to the potential candidates including a promotional package on NSW and each relevant Employer of the NSW public health system;
- ensure ethical active recruitment is practiced e.g. in accordance with the Australian Nursing and Midwifery Council Position Statement available at: <http://www.anmc.org.au>;
- provide prospective applicants with a range of interview options including in person or via telephone / video conference for an initial interview; and
- provide services to the candidates free of charge.

3.2.2.2 Pre-recruitment

The PORA will:

- obtain candidate consent for relevant organisations to acquire and use their personal information in non identifiable ways;
- short list candidates, conduct initial interviews on behalf of the Employer (the candidate is then to be interviewed by the Employer as per current *Recruitment and Selection policies*);
- ensure that all pre-requisites, primary qualifications, and other documentation are verified and authenticated before submitting to the relevant authority/board (including the NSW Ambulance Service);
- have good knowledge and understanding of the countries where education and training are comparable to Australia and applicants are likely to be registrable;
- assist candidates in gaining registration by their relevant board or authority;
- advise/assist the candidate on migration options, the employer nomination process, visa applications and their completion;
- assist the candidate in the preparation of a Curriculum Vitae detailing qualifications and current competence, employment history, two referee (but preferably three) reports including their current manager and of other professional referee/s who can verify the applicants clinical skills;

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

- assist the candidate, when appropriate, with completing the NSW Ambulance Service application form for qualified paramedics/paramedic specialists, including compilation of supporting documentation as specified by the Ambulance Service of NSW. This includes *certified copies* of their birth certificate, passport, drivers licence, driving record and qualifications. Advise the candidate to submit their completed application direct to the Ambulance Service of NSW and provide them with the mailing address;
- as per current *Employment Screening Policy*:
 - assist the candidate with supplying a police clearance from their country of origin and any country which they have resided in/been employed in prior to their entry in Australia. If this is not possible then assist them to provide a statutory declaration (as per the Statutory Declaration Act 1959) regarding any criminal convictions or pending charges in their country of origin) or any country they have resided in /or been employed in prior to entering Australia.
 - assist the candidate to provide original documents to support the NSW Health 100 Point ID check as required originals of which are to be sighted, copied and certified;
 - assist candidates to complete a *Prohibited Employment Declaration*, and a *Working with Children background Consent form*.

NOTE: Overseas signatories for the ID check can be found at:

http://www.ag.gov.au/www/agd/agd.nsf/Page/Statutorydeclaration_Statutorydeclarationinformationsheet#s6

- ensure that the applicant has completed any health assessment required by the position, and has met the vaccination requirements in accordance with current *Occupational Assessment, Screening & Vaccination Against Specified Infectious Diseases policy* and those consistent with the requirements for paramedic/paramedic specialist employment;
- ensure that applicants are informed of the responsibilities of health care workers who undertake exposure prone procedures to be aware of their HIV, HBV and HCV status and take appropriate action to prevent transmission of blood borne viruses in accordance with current *HIV, Hepatitis B or Hepatitis C - Health Care Workers Infected policy*.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

In circumstances where the provision of a current manager/supervisor is not possible e.g. first time entry into the workplace, currently unemployed or returning to work after a considerable break, the Employer selection panel will need to determine the appropriateness of nominated referees.

At least two (but preferably three) referee checks must be conducted on the preferred applicant. Referee checks must be conducted in a structured manner, using a prepared set of questions ([Appendix E](#)).

Verbal referee checks are preferred, with the responses to each question recorded in writing and maintained with the selection papers, along with full name of the referee, contact details, position and relationship to the applicant.

Written references are only to be accepted where:

- direct, verbal contact has been made with the referee, their identity has been confirmed, and their relationship to the applicant has been confirmed; and
- due to time differences, and/or work commitments of the referee, detailed checks are proving difficult to arrange; **or**
- the person conducting the check is having difficulty understanding responses to the questions because English is not the first language of the referee.

Reference questions may then be emailed to the referee, with the advice that they need to be completed with appropriate detail, and be returned to the person responsible for the referee checks within an agreed time. Responses must be considered prior to any appointment offer, and must be retained in full with the selection papers.

The Employer is responsible for demonstrating due diligence, by reviewing the written record of each referee check, received from an agency, to ensure that they are satisfied with it, and directly confirm with each referee their identity and relationship to the applicant.

3.2.2.3 Recruitment

The PORA will:

- assist the candidate with their visa application;
- if required, assist the Employer to lodge Employer Nomination/s with the Department of Immigration and Citizenship;
- provide candidates with information on current salary and employment conditions, and any variation to these, in accordance with the relevant industrial instrument/s; and

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

- provide candidates with information about:
 - recruitment incentives (if applicable);
 - the NSW public health system;
 - the Employer (as provided by the individual organisations);
 - relevant position description as provided by the Employer;
 - job opportunities for partners, available child care and schooling options;
 - the Employer's orientation program (prior to departure for Australia);
 - obtaining health insurance (for candidates sponsored for temporary residency). This may be either by a Reciprocal Health Care Agreement (e.g. candidates from New Zealand, the UK or certain other European countries) or Overseas Visitor Health Cover (some of these may incur Employer costs). Information is to be provided on a case by case basis;
 - any fees that may be incurred by the candidate through the application process (e.g. police clearance, medical examination, visa application etc);
 - NSW public health system legislation and standards including:
 - Equal employment opportunity
 - Ethnic affairs priority statements
 - Occupational Health and Safety
 - NSW Health Code of Professional Conduct
 - Code of Ethics
 - Privacy (personal Information)
 - Secondary Employment

3.2.2.4 Outcome of successful recruitment

The Employer is responsible for the offer of employment and/or the contract once a suitable candidate has been found.

NOTE: The Employer should ensure that the PORA has provided copies of all screening and related professional documents to the Employer prior to placement of a candidate.

Upon employment, the Employer becomes the sole Employer of the Health Professional. As a consequence, Health Professionals recruited through the PORA will not have any further employment commitment to members of the PORA.

NOTE: The Employer may be responsible for expenses for some applicants and their dependants depending upon the visa category and the provision of other negotiated agreements.

3.2.2.5 Re-settlement

The PORA will:

- provide the candidate with accurate information for short-term accommodation arrangements prior to departure for Australia

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

- provide the candidate with a “Meet and Greet” service upon arrival
- ensure the candidate presents for duty on the agreed commencement date;
- assist the candidate with re-settlement information including; drivers licence, Australian bank account, Tax File Number, health insurance, payment of *Temporary Visa Holders Education Fee* for school children (where applicable)
- follow-up with the candidate and the Employer within 1 month and again within 3 months after commencing employment and provide a report to Health Support Services on the outcome of this Overseas Recruitment.

4.0 Reporting and Dispute Resolution

4.1 Reporting Requirements

Employers must update the Overseas Recruitment database with appropriate vacancies.

The PORA will add candidates to the database which will enable Employers to find suitable candidates and engage with the PORA as appropriate.

Health Support Services will:

- report directly to the Workforce Development and Leadership Branch;
- provide monthly status reports containing collated information from the NSW public health system and the PORA as per the Health Support Services reporting template provided by NSW Health or via a reporting database;
- provide progress reports to the NSW Department of Health within 24 hours of a request;
- monitor the range of recruitment agencies being used;
- monitor the fees paid to recruitment agencies;
- report on funded vacancies suitable for Overseas Recruitment.

4.2 Interim Reporting Requirements

Pending completion of the Overseas Recruitment database, the PORA will:

- provide monthly progress reports to Health Support Services. These reports include total numbers of candidates screened and/or placed and numbers of candidates in the assessment process;
- provide updates to Health Support Services on any successfully placed candidates as required at 3.2.2.5.

Nursing and Midwifery reports are currently collected through the ENurse Recruitment database. Members of the PORA who recruit Nurses and Midwives are not required to submit additional reports to Health Support Services in the interim.

4.3 Dispute Resolution

If a dispute arises during the period of the Letter of Engagement between an Employer and a PORA member, both parties must abide by **Section B17 (Appendix F)** of the Service Agreements. Health Support Services are to be provided with copies of any correspondence related to disputes and will facilitate resolutions between the parties.

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

5.0 Quality Systems, Conduct and Performance Review

5.1 Quality Systems Requirement

The PORA is required to maintain any quality systems accreditation which was in place at the time of their original tender submission.

In the event that the quality systems' requirements are changed, the PORA will be subject to the revised requirements.

Should an accreditation lapse, the PORA member should alert the NSW Department of Health at the earliest opportunity.

5.2 Conduct

Agencies are required to ensure that any approach made to prospective candidates, and/or materials developed (either print or electronic) in accordance with this policy, does not include anything that may be considered offensive to any particular individual or cultural group. In particular, information about the standard of qualifications and the standard of English proficiency required by an Employer, and targeted advertising arrangements, should not imply a discriminatory approach.

Additionally, *active* recruitment is not to occur in any non-developed country. As per United Nations practice, Japan in Asia, Canada and the United States in northern America, Australia and New Zealand in Oceania, and Europe are considered 'developed' regions or areas.

NOTE: Both the Employer and the PORA must comply with current NSW Health Code of Conduct.

5.3 Performance Review

Health Support Services, on behalf of the NSW Department of Health will conduct ongoing annual performance reviews of the PORA. A key area of review will be the PORA's results in the Overseas Recruitment of candidates to positions.

Other performance criteria include but are not limited to:

- Quality of service delivered
- Marketing Performance
- Management and reporting compliance
- Timeliness of service
- Management and suitability of personnel
- Management of sub-contractors, consultants and other service providers
- Contract administration and management
- Industry and workforce management
- OHS and Injury Management
- Relationship management
- Knowledge of Industry and business

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

6.0 Conferences and Expos

6.1 Health Support Services' role

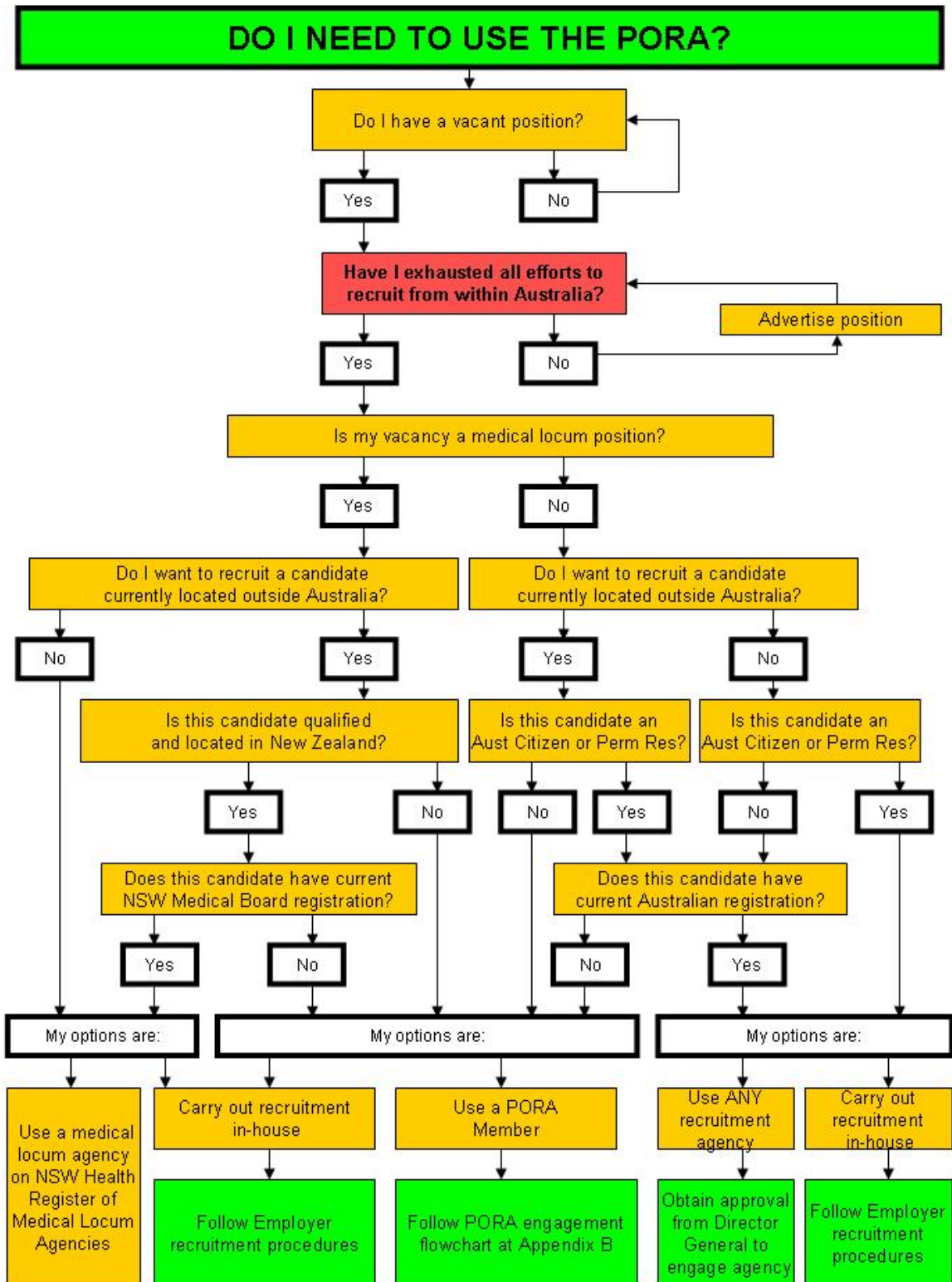
Health Support Services will facilitate NSW Health presence at careers expos and conferences through the PORA.

This will involve the coordination of attendance by nominated members of the NSW public health system, including travel and accommodation arrangements, liaising with third parties, freight of materials and negotiating placement of advertisements.

Health Support Services may also be required to draft agreements between the NSW Department of Health and a member of the PORA to provide assistance with a specific Overseas Recruitment campaign.

Attendance of Health Support Services' staff is at the discretion of the Associate Director of the Workforce Development and Leadership Branch, Recruitment and Retention Unit.

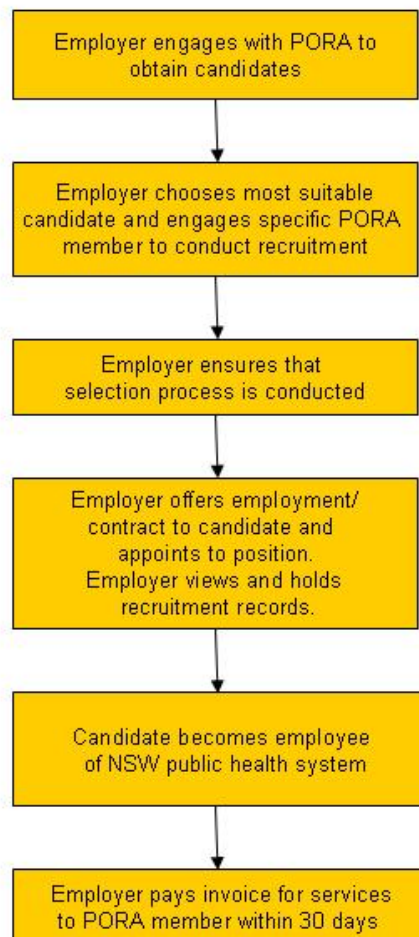
APPENDIX A



Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

APPENDIX B

FLOWCHART FOR EMPLOYER RECRUITING OVERSEAS HEALTH PROFESSIONALS VIA THE PORA



Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

APPENDIX C

INSERT LETTER HEAD

Dear

I am writing to formally engage services provided by the Panel of Overseas Recruitment Agencies on behalf of New South Wales Health, in the recruitment of Health Professionals within *INSERT NAME OF EMPLOYER*.

We wish to engage *INSERT AGENCY NAME* Recruitment agency to provide:

- Screening services only
- Placement services (Including screening)

as stipulated by NSW Department of Health State Tender Service Agreement for vacancies in the following Health Group Category(ies):

- | | |
|--|---|
| <input type="checkbox"/> Doctors | <input type="checkbox"/> Paramedics |
| <input type="checkbox"/> Oral Health Professionals | <input type="checkbox"/> Paramedic Specialists |
| <input type="checkbox"/> Allied Health Professionals | <input type="checkbox"/> Forensic Mental health Professionals |
| <input type="checkbox"/> Nurses and Midwives | |

INSERT AGENCY NAME Recruitment agency is to provide the above stated services until such time as the nominated vacancy(ies) are filled, removed, or the engaging Employer wishes to terminate the engagement.

Yours sincerely

Chief Executive (or Delegate)

INSERT NAME OF EMPLOYER

(PORA member to forward copy to Health Support Services)

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

APPENDIX D

RECRUITMENT RELATED RECORDS TO BE RETAINED ON PERSONNEL FILE

All recruitment related records must be retained in line with the General Disposal Authority requirements found in web tool **Appendix 5.1-Record Keeping**, which can be found at <http://internal.health.nsw.gov.au/jobs/recruitment/recruitment-web-tools/>

As a minimum, copies of the following documents must be placed on the successful applicant's Personnel File

• Position description
• Selection criteria
• Completed 100-point ID checklist and certified copies of documentation equalling 100 points
• Documentation confirming citizenship/residency or working visa status
• Record of verification of professional registration board registration status and supporting documentation
• Evidence of appropriate vaccination status
• Signed health declaration form (if applicable)
• Appropriately signed compliance declaration re compliance with mandatory selection and appointment processes (Staff Specialist and Visiting Practitioner appointments only)
• Completed confirmation of selection committee membership and referee checks template (web tool 5.2 at http://internal.health.nsw.gov.au/jobs/recruitment/recruitselect.html)
• Copy of letter of offer and/or other employment documentation (eg contract)
• Secondary employment declaration/notification form: interviewees (when finalised)
• Secondary employment initial assessment form (where required)
• Results of any secondary employment risk assessment and record of agreed outcomes
• Evidence that the appointment was approved by the appropriately delegated authority (copy of letter of offer is adequate if it has been signed by the appropriately delegated authority)
• Signed Prohibited Employment Declaration Form (child related employment only) and
• Signed consent form for Working With Children background check (paid child related employment only) or
• Signed consent form for National Criminal Record Check (non child related and aged care employment only)
• Copy of police clearance from successful overseas applicants, where applicable
• Copy of signed Statutory Declaration from overseas applicants, where applicable, stating they have no criminal history
<i>Note: Any criminal history record obtained as part of the selection process must be shredded as soon as employment assessment is completed.</i>
• Record of clearance screening validation number obtained from the Employment Screening and Review Unit's lodgement database

Title: Recruitment of Overseas Health Professionals – Using the Panel of Overseas Recruitment Agencies

APPENDIX E

REFERENCE CHECKS
<ul style="list-style-type: none"> • At least two reference checks are to be conducted prior to any recommendation to appoint (one reference check may suffice for appointments of one week or less) • At least one referee must be a current supervisor ** • The identity of the referee, position title and relationship to the applicant is to be confirmed • Referees should be asked to confirm that they will provide an honest, accurate and complete response to each question • Referees are to be advised that the information they provide <u>may</u> form part of any feedback to the applicant • A copy of the selection criteria is to be provided to referees • A set of questions is to be prepared that includes (but is not limited to) the following:
<p>1.0 How would you describe the applicant’s skills / experience / competence (as appropriate) in relation to each of the selection criteria?</p>
<p>2.0 Would you re-employ the applicant if the opportunity arose?</p> <p>Why/why not?</p>
<p>3.0 Are you aware of any professional conduct or past performance issues that may be relevant and appropriate for us to consider?</p>
<p>4.0 In light of the information provided about the position, is there anything else you think would be relevant for us to consider?</p>

** See [PD2006_059](#) sections 5.6 ‘Confirm Information About Referees’ and 5.8 ‘Conduct Referee Checks’. Where a current supervisor/manager was not able to be contacted, the applicant is only to be recommended if the subcommittee can verify the applicant’s claim for the position through other referee checks and confirm the applicant as the most suitable for the position.

APPENDIX F

B17. DISPUTE RESOLUTION

B17.1 The Parties shall attempt to settle a dispute in relation to this Agreement using the dispute resolution process provided for in this Agreement before resorting to court proceedings, provided however, nothing in this Clause will preclude either Party from seeking urgent interlocutory relief.

B17.2 If the Health Administration Corporation (HAC) requests it, the Supplier must continue performing this Agreement while a dispute is being dealt with in accordance with this Clause B17, other than the Services (or part thereof) the subject of the dispute, to the extent practicable to do so.

B17.3 A Party claiming that a dispute has arisen must give written notice of the dispute to the other Party. The Parties must endeavor in good faith to resolve the dispute within fourteen (14) days of receipt of a notice of dispute.

B17.4 If a dispute is not resolved within the fourteen (14) day period or such further period as the Parties agree in writing, the dispute shall be referred to the Australian Commercial Disputes Centre (ACDC) for mediation in accordance with the ACDC's 'Mediation Guidelines for Commercial Mediation' which are operating at the time the matter is referred to the ACDC. The ACDC's mediation guidelines set out the procedures to be adopted, the process of selection of the mediator and the costs involved. The terms of the ACDC's mediation guidelines are hereby deemed incorporated into this Agreement.

B17.5 The Parties shall do all things reasonably required to refer the dispute to mediation by ACDC.

B17.6 In the event that the dispute has not been settled within twenty eight (28) days (or such other period as agreed to in writing between the Parties) after the appointment of a mediator, or if no mediator is appointed within twenty eight (28) days of the referral of the dispute to mediation, the Parties are free to pursue any other procedures available at law for the resolution of the dispute.