

## Medical Locum Agency Requirements



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## 1. Introduction

This document sets out:

1. the requirements for Medical Locum Agencies providing Locum Medical Officers to NSW Public Health Organisations. These requirements are reflected in the terms of the *NSW Health Standard Agreement for the Employment of Locum Medical Officers in NSW Public Health Organisations* at Appendix B to NSW Health Policy Directive PD2019\_006 *Employment and Management of Locum Medical Officers by NSW Public Health Organisations*
2. the standards and conditions against which Medical Locum Agencies must demonstrate compliance for certification and entry to the NSW Health Register of Medical Locum Agencies.

The NSW Health Register of Medical Locum Agencies can be found on the Locums pages of the NSW Health website: [www.health.nsw.gov.au/business/locums](http://www.health.nsw.gov.au/business/locums)

The Medical Locum Agency Requirements complement NSW Health PD2019\_006, which sets out requirements for NSW Public Health Organisations in engaging Locum Medical Officers through registered Medical Locum Agencies.

The Medical Locum Agency Requirements sit within a policy framework that includes:

NSW Health PD2019\_006 and its appendices, which include:

- Appendix A: a set of standard documents for use by Medical Locum Agencies and Public Health Organisations in carrying out pre-placement checks and the credentialing of Locum Medical Officers, their placement and ongoing management in NSW public health organisations
- Appendix B, the *NSW Health Standard Agreement for the Employment of Locum Medical Officers in NSW Public Health Organisations*

These documents are available on the Locums pages of the NSW Health website

## 2. Application to become a registered Medical Locum Agency

In order to be entered on the NSW Health Register of Medical Locum Agencies, a medical recruitment agency must undergo an independent certification audit by a third-party Joint Accreditation System of Australia and New Zealand (JAS-ANZ)-accredited organisation against the standards and conditions for the provision of Locum Medical Officers to NSW Public Health Organisations (page 8).

Certification is gained on the achievement of full compliance with the standards and conditions. The third party audit must be carried out using the NSW Health *Medical Locum Agency Audit Guide*, at Appendix 1 to this document. The *Audit Guide* provides examples of the evidence required to support a claim of compliance with the standards and conditions.

Having achieved certification, medical recruitment agencies must provide to the NSW Ministry of Health:

- the resulting certificate of compliance and certification audit report
- evidence of company registration
- copies of the Medical Locum Agency's public liability, professional indemnity and Workers' Compensation insurance certificates, and

- a completed *Medical Locum Agency Application Form* (at **Appendix 2** to this document)

These documents may be submitted to the Ministry in PDF by email to [MOH-LOCUMINFO@health.nsw.gov.au](mailto:MOH-LOCUMINFO@health.nsw.gov.au)

If approved, agencies are notified by the NSW Ministry of Health that they may enter into agreements with NSW LHDs and/or Specialty Networks for the provision of Locum Medical Officers to NSW Public Health Organisations.

On the provision to the Ministry of documentary evidence of a signed agreement (a PDF copy may be provided by email to [MOH-LOCUMINFO@health.nsw.gov.au](mailto:MOH-LOCUMINFO@health.nsw.gov.au), the Medical Locum Agency is listed on the NSW Health Register. Certification is for three years and must be renewed for an Agency to remain on the Register.

### 3. Continuing registration

Medical Locum Agencies must continue to operate in compliance with the standards and conditions set out in the Medical Locum Agency Requirements in providing Locum Medical Officers to NSW Public Health Organisations.

At the expiry of the three year certification period, a Medical Locum Agency must undergo a further certification audit as described above and re-apply to the Ministry to remain on the Register for a further three years. Applications must be submitted to the Ministry well in advance of the date on which certification will expire, as registration is not extended beyond the certification period.

### 4. Removal from the Register

#### 4.1 Certification expiry

Medical Locum Agencies that do not submit an application for recertification before their certification expiry date are removed from the Register pending the submission and approval of a recertification application.

#### 4.2 Failure to achieve full compliance with standards and conditions

Medical Locum Agencies that do not achieve full compliance with the standards and conditions as a result of a re-certification audit using the Audit Guide at Appendix 1 may be removed from the Register or offered time-limited registration, pending the achievement of full compliance through a further audit.

#### 4.3 Breach of standards and conditions

Medical Locum Agencies may be suspended or removed from the NSW Health Register and prohibited from providing Locum Medical Officers to Public Health Organisations if they are found to have breached the standards and conditions set out in this document, and/or the terms of their agreements with NSW Public Health Organisations.

Medical Locum Agencies may be given written notice of a reasonable period of time for rectification of a breach, and removed from the Register if the breach has not been rectified within the specified period.

## 5. Requirements for the provision of Locum Medical Officers to NSW Public Health Organisations

It is the responsibility of Medical Locum Agencies to manage the business relationship with NSW Public Health Organisations, ensuring their personnel maintain levels and quality of service and professional conduct that meet the requirements set out in this document.

### 5.1 Locum Medical Officer engagement, pre-placement checks and credentialing

Medical Locum Agencies must conduct engagement interviews with Locum Medical Officers before adding them to a database of candidates suitable for placement in NSW Public Health Organisations, ensuring that they:

- complete the online mandatory training for Locum Medical Officers in the HETI Moodle or *My Health Learning*, and provide to the Medical Locum Agency a certificate of completion;
- are aware they may be required to work in a small regional/rural facility where skills at specialist level and/or work with minimal supervision are important;
- are aware a role may involve the requirement to supervise Junior Medical Officers;
- are aware, if a current NSW Health employee, that they must provide documentary evidence of approval to undertake secondary employment,
- are aware, if a current or former NSW Health employee, that as part of the pre-placement checks, a NSW Health internal service check will be conducted;
- are able to perform an assignment in accordance with accepted medical practice and the direction of a NSW Public Health Organisation Department Head/supervisor.

In responding to an Order from a Medical Workforce Unit a Medical Locum Agency must present the full suite of pre-placement and credentialing documents in relation to each candidate put forward for a placement. These documents include:

- **Document 1: Locum Medical Officer Pre-Placement Checklist.** This document captures the essential pre-placement requirements for Locum Medical Officer employment in a NSW Public Health Organisation, including the individual's current registration status (within 7 days) criminal history and Working with Children checks, health and vaccination status, references, completion of mandatory online pre-employment training and knowledge of NSW Health policies and approval for secondary employment for NSW Health employees.

The information captured in **Document 1**, together with supporting documents, is essential to the consideration and qualification of a candidate for placement.

- **Document 2: Clinical skills checks and referee checks, comprising:**
  - **Document 2.1 – Clinical Skills Self-Assessment:** completed by a Locum Medical Officer and provided to a Medical Locum Agency
  - **Document 2.2 – Referee Check for Clinical Skills:** completed by a Medical Locum Agency in consultation with a referee
  - **Document 2.3, 2.4 and 2.5 – Referee Checks for Professional Behaviour (3):** completed by a Medical Locum Agency in consultation with referees. One of the three checks must be completed in consultation with a candidate's current or recent supervisor or Clinical Department Head, i.e., a referee who has supervised the Locum Medical Officer within the past 12 months.
- **Document 3: Approval for Secondary Employment.** This document is required in respect of NSW Health employees who wish to take up casual or locum work in addition to their substantive role. This document must be completed by the employee, supported by

his/her supervisor or Department Head and approved by a LHD/Specialty Network Chief Executive or delegate.

A Medical Locum Agency must provide a copy of a completed Approval for Secondary Employment form in addition to pre-placement and credentialing documents in respect of any candidate who is a NSW Health employee and is put forward for locum work in a NSW Public Health Organisation.

- **Document 5: Criminal Record Statutory Declaration – Australia.** This document must be completed by a Locum Medical Officer to declare any criminal offences committed since the date of their last criminal record check.
- **Provision of the Locum Medical Officer Pre-Placement Pack.**  
On receipt of a Confirmed Order, a Medical Locum Agency must liaise with the relevant Medical Workforce Unit in order to obtain and provide a Pre-Placement Pack to a Locum Medical Officer in advance of a placement. This Pack provides information regarding the Clinical Department in which the Locum Medical Officer will be placed, the facility and health network, as well as information regarding the town or locality, local amenities and details of accommodation and transport, if relevant. See **Document 6: Pre-Placement and Orientation Packs.**
- **Feedback - Locum Medical Officer and Public Health Organisation**  
Medical Locum Agencies should encourage Locum Medical Officers to provide feedback regarding a placement to the relevant Medical Workforce Unit using **Document 8: Locum Medical Officer Feedback Form.**

Similarly, Medical Locum Agencies are responsible for obtaining and recording feedback during and at the end of placements regarding performance from the Public Health Organisations in which Locum Medical Officers have been placed.

## 5.2 General management

### 5.2.1 Duration of Locum Medical Officer placements

Medical Locum Agencies should be aware, and ensure Locum Medical Officers are aware, that Locum Medical Officers can be engaged only to fill short term vacancies, for periods not exceeding 13 weeks.

When a placement exceeds 13 weeks, a Locum Medical Officer becomes a permanent employee under the *Public Hospital Career Medical Officers (State) Award* (or other relevant Award), and may not continue to be employed as a Locum (unless otherwise exempt as per the *Health Industry Status of Employment (State) Award*). As a permanent employee, standard rates of remuneration, and other terms and conditions apply.

Commission is not payable to Medical Locum Agencies beyond the 13 week period when Medical Locum Officers become permanent employees in this way.

**5.2.2 Remuneration of Locum Medical Officers**

Medical Locum Agencies are responsible for providing to a Medical Workforce Unit the information required for remuneration of a Locum Medical Officer by electronic funds transfer.

**5.2.3 Medical Locum Agency fees**

Medical Locum Agency fees must be charged in accordance with the terms and conditions of the Public Health Organisation/Medical Locum Agency agreement.

## Standards and conditions for the provision of Locum Medical Officers to NSW Public Health Organisations.

### 1. Key business objectives

The key objectives in establishing the policy framework for the employment and management of Locum Medical Officers by NSW Public Health Organisations are to:

- maximise the effectiveness and efficiency of Locum Medical Officer employment and management
- ensure that Locum Medical Officers are appropriately qualified, fit for duty and suitable for roles they will perform
- ensure the maintenance of agreed levels of service from Medical Locum Agencies to Public Health Organisations
- achieve value for money.

### 2. Conditions for continuing registration

#### 2.1 Professional association membership

A Medical Locum Agency must:

- be a member of:
  - the Association of Medical Recruiters Australia and New Zealand (AMRANZ) and/or
  - the Recruitment and Consulting Services Association Ltd (RCSA) and/or
  - the Association of Professional Staffing Companies (APSCo) Australia; or
- be able to demonstrate to the NSW Ministry of Health compliance with standards equivalent to the RCSA Code for Professional Practice, the APSCo Code of Conduct and/or the Commonwealth Code of Practice for the International Recruitment of Health Workers.

#### 2.2 Insurance

A Medical Locum Agency must have:

- a broad form public liability insurance policy of not less than fifteen million dollars (\$15,000,000) in respect of any one occurrence and twenty million dollars (\$20,000,000) in the aggregate
- a professional indemnity policy of insurance of not less than ten million dollars (\$10,000,000) in respect of any claim and twenty million dollars (\$20,000,000) in the aggregate
- workers' compensation insurance in accordance with applicable legislation in respect of all employees of the Medical Locum Agency.

#### 2.3 Compliance with relevant legislation

The management and personnel of the Medical Locum Agency must be fully informed of and comply with Commonwealth, State or Territory legislation and regulatory requirements relevant to the Medical Locum Agency's operations.

## 2.4 Business continuity plan

A Medical Locum Agency must be familiar with the NSW Health *PD2016\_016 Influenza Pandemic Plan*, as amended or updated from time to time, and have a business continuity plan to address potentially serious staffing shortages.

## 2.5 Communication, systems and processes

A Medical Locum Agency must:

- use any electronic/online locum management system that is used by a NSW Public Health Organisation for the employment and management of Locum Medical Officers
- have systems and processes to accept Orders 24 hours a day, 7 days a week, electronically, by telephone or facsimile
- be able to be contacted by a NSW Public Health Organisation and to receive and process Orders 24 hours a day, 7 days a week, including Saturdays, Sundays and public holidays
- be able to provide Locum Medical Officers at short notice, and make every reasonable effort to fulfil Orders
- respond to confirm details of a placement within:
  - one (1) hour following the point of first contact by the Public Health Organisation for an assignment commencing the next shift
  - four (4) hours following point of first contact by the Public Health Organisation for an assignment commencing the next day and more than one (1) day ahead
- have financial systems in place to ensure timely and accurate invoicing practices.

## 2.6 Record-keeping

A Medical Locum Agency must keep and maintain all necessary records in relation to these Requirements, including:

- maintaining Locum Medical Officer records in accordance with legislative requirements for privacy and confidentiality
- maintaining all necessary records in accordance with Australian accounting practices and standards
- ensuring that records are accurate, up to date and easily accessible; and
- making records available for inspection and/or audit as reasonably required by the NSW Ministry of Health, any NSW Public Health Organisation or external government agency.

## 2.7 Quality management systems, standards and practices

- 2.7.1 A Medical Locum Agency must maintain and utilise quality management systems and resources to process and document the placement of the Locum Medical Officers that:
- are appropriate for the size of the Medical Locum Agency
  - support the provision of quality service
  - are consistently implemented across all operations
- and
- systematically managed with
    - a records management policy
    - performance and compliance policy, including 'arms-length' reviews, site visits and inspections where possible and appropriate
    - procedures to verify that duties as agreed on a particular day are carried out.

- 2.7.2 A Medical Locum Agency must have a formal performance management system in place that obtains feedback on Locum Medical Officers.
- 2.7.3 A Medical Locum Agency must adopt management practices, or develop its own management practice, based on recognised quality assurance systems, including certification to ISO 9001:2015 *Quality Management Systems* (as amended or replaced from time to time), which provides an internationally-recognised best-practice framework with a focus on monitoring performance and continuous improvement to ensure quality of products and service delivery.

### 2.8 Quality of service

- 2.8.1 A Medical Locum Agency must ensure the provision of a high quality of service to NSW Public Health Organisations, including but not limited to:
- maintaining honesty and integrity
  - ensuring that its advertising for Locum Medical Officers is fair and adheres to the principles of truth in advertising
  - keeping appointments with NSW Public Health Organisations
  - responding promptly to any enquiries from NSW Public Health Organisations.
- 2.8.2 A Medical Locum Agency must provide Locum Medical Officers that:
- are professional, efficient, courteous and respectful to staff, patients and visitors to NSW Public Health Organisations
  - are capable of delivering quality health care
  - present in a neat and professional manner
  - agree to comply with the NSW Health *PD2015\_049 Code of Conduct*, as amended or updated from time to time.

### 2.9 NSW Public Health Organisation/Medical Locum Agency agreement

A Medical Locum Agency must have a completed agreement with each NSW Public Health Organisation to which it provides Medical Locum Officers. NSW Public Health Organisations may negotiate and include specific conditions of business not inconsistent with the terms of the *NSW Health Standard Agreement for the Employment of Locum Medical Officers in NSW Public Health Organisations*. The terms of the *Standard Agreement* reflect the standards and conditions set out in the *Medical Locum Agency Requirements*.

## 3. Requirements for the supply of Locum Medical Officers

### 3.1 General requirements

A Medical Locum Agency must:

- Maintain a database of experienced and appropriately-qualified Locum Medical Officers to meet the ongoing needs of NSW Public Health Organisations.
- Ensure that the competencies and skill levels of Locum Medical Officers meet the standards appropriate to the care they are required to provide.

### 3.2 Pre-placement checks and credentialing

3.2.1 Before adding a Locum Medical Officer to its roll, a Medical Locum Agency must conduct a recruitment interview, and carry out due diligence in accordance with the requirements of NSW Health PD2019\_003 *Working with Children Checks and Other Police Checks*

and other relevant NSW Health policies as amended from time, undertaking pre-placement checks and credentialing to ensure that the Locum Medical Officer:

- is suitably registered with the Medical Board of Australia
- holds valid permits to work in Australia and the appropriate visa to work at multiple work sites
- provides photo identification.

3.2.2 Once a Locum Medical Officer is added to the roll of a Medical Locum Agency, and before the Locum Medical Officer can be put forward for a placement in a NSW Public Health Organisation, several checks must be carried out. *Document 1: Locum Medical Officer Pre-Placement Checklist* must be completed and signed to confirm that the Locum Medical Officer has:

- undergone a National Criminal Record Check and a Working with Children Check consistent with NSW Health PD2019\_003 *Working with Children Checks and Other Police Checks*, as amended or updated from time to time
- completed a Statutory Declaration to declare any criminal offences committed since the date of their last criminal record check
- completed *Document 2.1: Clinical Skills Self-Assessment* and undergone one Referee Check for Clinical Skills (with completion of *Document 2.2*) and three Referee Checks for Professional Behaviour, including one from a recent supervisor or department head (with completion of *Documents 2.3, 2.4 and 2.5*)
- undergone screening and vaccination in accordance with NSW Health PD 2018\_009 *Occupational Assessment, Screening & Vaccination Against Specified Infectious Diseases*, as amended or updated from time to time, providing a copy of a letter or record of such screening from any NSW Public Health Organisation
- completed the Ministry's mandatory online training and orientation for Locum Medical Officers, providing to the Medical Locum Agency a copy of a certificate of completion
- been informed that they may be required to supervise Junior Medical Officers
- been informed that they may be required to work in a smaller regional/rural facility where skills at specialist level and/or work with minimal supervision may be an important factor; and
- is mentally and physically able to perform the services for which they are engaged and able to perform an assignment in accordance with the accepted medical practice and direction of the NSW Public Health Organisation.

3.2.3 If the doctor is an international medical graduate/overseas doctor, a Medical Locum Agency must obtain documentary evidence of police clearance from any country in which the doctor has been a citizen or resident since the age of 16. If such documentation is not available, the doctor must complete a Statutory Declaration of same in accordance with NSW Health PD2019\_003 *Working with Children Checks and Other Police Checks*.

3.2.4 If the Locum Medical Officer is a NSW Health employee, a Medical Locum Agency must obtain documentary evidence of approval to undertake secondary employment. See *Document 3: Approval for Secondary Employment*.

- 3.2.5 If the Locum Medical Officer is or has previously been a NSW Health employee, a Medical Locum Agency must inform them that a NSW Health internal service check will be conducted by the NSW Public Health Organisation in which they may be placed, consistent with NSW Health *PD2013\_036 Service Check Register for NSW Health* as amended or updated from time to time.
- 3.2.6 A Medical Locum Agency may only put forward a Locum Medical Officer for a placement in a NSW Public Health Organisation having completed pre-placement checks and credentialing. A signed and fully-completed *Locum Medical Officer Pre-Placement Checklist (Document 1)* and supporting documentary evidence must be provided to a NSW Public Health Organisation in response to an Order.

### 3.3 Conditions and restrictions on Locum Medical Officers

- 3.3.1 A Medical Locum Agency must ensure that a NSW Public Health Organisation is notified in advance of any Locum Medical Officer who has any conditions placed on their registration.
- 3.3.2 A Medical Locum Agency must not propose a Locum Medical Officer for a role that would contravene conditions placed on their registration.
- 3.3.3 A Medical Locum Agency must withdraw a Locum Medical Officer as soon as it becomes aware of a change in their registration status such that to continue a placement in a NSW Public Health Organisation would contravene conditions imposed by the Medical Board of Australia.
- 3.3.4 The Medical Locum Agency must advise a Locum Medical Officer that, if they becomes aware of any conditions placed on their registration during the course of a placement, or otherwise, the Locum Medical Officer must immediately inform both the Medical Locum Agency and the nominated officer in the Public Health Organisation of such conditions.
- 3.3.5 The Medical Locum Agency must advise the nominated officer in the Public Health Organisation as soon as it becomes aware that a Locum Medical Officer who is currently placed in the Public Health Organisation has such registration conditions.
- 3.3.6 The Medical Locum Agency must advise the Locum Medical Officer that if the Locum Medical Officer is suspended or terminated from their usual duties in a hospital, the Locum Medical Officer must immediately inform the Medical Locum Agency and the nominated officer in the Public Health Organisation.
- 3.3.7 The Medical Locum Agency must advise the nominated officer in the Public Health Organisation as soon as it becomes aware that a Locum Medical Officer who is currently engaged in the Public Health Organisation has been suspended or terminated from their usual duties in a hospital.
- 3.3.8 The nominated officer in the NSW Public Health Organisation may advise the Medical Locum Agency of the acceptability of a Locum Medical Officer who has any conditions placed on their registration by the Medical Board of Australia for a placement.

### 3.4 Current employment and secondary employment

A Medical Locum Agency must ensure that:

- the Locum Medical Officer discloses all current employment to the Medical Locum Agency
- the Locum Medical Officer has notified the relevant body or organisation in which they are employed of their intention to register with the Medical Locum Agency
- where the Locum Medical Officer is an existing employee within NSW Health, the Locum Medical Officer must provide documentary evidence of approval for secondary employment from the relevant Chief Executive or delegate. See *Document 3: Approval for Secondary Employment* as an example.
- the Locum Medical Officer's current employment arrangements do not create potential conflicts of interest, work health and safety risks, or risks to the quality of patient care during a placement in a Public Health Organisation.

### 3.5 Safe working hours

A Medical Locum Agency must monitor Locum Medical Officers' hours of work, as far as is practicable, to ensure that:

- safe working hours principles are followed when placing Locum Medical Officers in any NSW Public Health Organisation; and
- Locum Medical Officers abide by the relevant sections of the NSW Health *PD2015\_049 Code of Conduct*.

## 4. Orders and Confirmed Orders

### 4.1 Orders

On receipt of an Order a Medical Locum Agency must:

- respond to the Order within the timeframes specified in 2.5
- supply Locum Medical Officers with the details of the Order, including the Role Specification, location and period of engagement, date/s, time/s, required skills and experience.

### 4.2 Confirmed Orders

4.2.1 On receipt of a Confirmed Order a Medical Locum Agency must:

- ensure that once booked, a Locum Medical officer commits to the placement and is not offered an alternative placement by the Medical Locum Agency
- provide to the Locum Medical Officer a Pre-Placement Information Pack (see *Document 6: Pre-Placement and Orientation Packs*) to assist the Locum Medical Officer with all relevant information in preparation for the placement
- supply the Locum Medical Officer named in the acceptance of the Order
- ensure that the Locum Medical Officer presents for the placement at the appointed time to the designed site contact and presents photo ID and any other required documentation.

4.2.2 A Medical Locum Agency must be aware that no fee or commission is paid to an agency whose Locum Medical Officer fails to present for a placement at the agreed time and place.

- 4.2.3 A Medical Locum Agency that has proposed a Locum Medical Officer for a specified placement at a NSW Public Health Organisation is not entitled to a placement fee or part fee if the Locum Medical Officer is selected for the specified placement through another Medical Locum Agency.
- 4.2.4 A Medical Locum Agency may not make a claim for a placement (in full or part) if the Locum Medical Officer is proposed by the Medical Locum Agency but is placed in a shift by the Public Health Organisation that is the Locum Medical Officer's primary employer.

## Appendices

1. Medical Locum Agency Audit Guide
2. Medical Locum Agency Application Form

## Appendix 1      Audit Guide

The Guide must be used in the certification audit of Medical Locum Agencies for entry to the NSW Health Register of Medical Locum Agencies.

This document provides guidance to auditors and Medical Locum Agencies in the assessment of Medical Locum Agency compliance with the standards and conditions set out in the Medical Locum Agency Requirements. Examples of the evidence required to support a claim of compliance with each of the standards and conditions of the Medical Locum Agency Requirements are set out below.

STANDARD / CONDITION	EVIDENCE
<b>1. Key business objectives</b>	
<p>The key objectives in establishing the policy framework for the employment and management of Locum Medical Officers by NSW Public Health Organisations are to:</p> <ul style="list-style-type: none"> <li>• maximise the effectiveness and efficiency of Locum Medical Officer employment and management</li> <li>• ensure that Locum Medical Officers are appropriately qualified, fit for duty and suitable for roles they will perform</li> <li>• ensure the maintenance of agreed levels of service from Medical Locum Agencies to Public Health Organisations</li> <li>• achieve value for money and</li> <li>• establish processes for the certification, addition and/or removal of Medical Locum Agencies from the NSW Health Register.</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews with Medical Locum Agency management and personnel indicate awareness of NSW Health key business objectives.</li> <li>• Medical Locum Agency business plans and objectives reflect the NSW Health key business objectives.</li> </ul>
<b>2. Conditions for continuing registration</b>	
<b>2.1 Professional association membership</b>	
<p>A Medical Locum Agency must:</p> <ul style="list-style-type: none"> <li>• be a member of: <ul style="list-style-type: none"> <li>○ the Association of Medical Recruiters Australia and New Zealand (AMRANZ) or</li> <li>○ the Recruitment and Consulting Services Association Ltd (RCSA) or</li> <li>○ the Association of Professional Staffing Companies (APSCo) Australia, or</li> </ul> </li> <li>• be able to demonstrate to the NSW Ministry of Health compliance with standards equivalent to the RCSA Code for Professional Practice, the APSCo Code of Conduct and the Commonwealth Code of Practice for the International Recruitment of Health Workers.</li> </ul>	<ul style="list-style-type: none"> <li>• AMRANZ, RCSA or APSCo membership certificate/s.</li> <li>• Documentary evidence of standards of professional practice and conduct equivalent to those of the RCSA Code of Professional Conduct, the APSCo Code of Conduct and the Commonwealth Code of Practice for the International Recruitment of Health Workers.</li> </ul>
<b>2.2 Insurance</b>	
<p>A Medical Locum Agency must hold:</p> <ul style="list-style-type: none"> <li>• a broad form public liability insurance policy of not less than fifteen million dollars (\$15,000,000) in respect of any one occurrence and twenty million dollars (\$20,000,000) in the aggregate</li> <li>• a professional indemnity policy of insurance of not less than ten million dollars (\$10,000,000) in respect of any claim and twenty million dollars (\$20,000,000) in the aggregate</li> <li>• workers' compensation insurance in accordance with applicable legislation in respect of all employees of the Medical Locum Agency.</li> </ul>	<p>Medical Locum Agency insurance certificates for:</p> <ul style="list-style-type: none"> <li>• public liability insurance policy of not less than fifteen million dollars (\$15,000,000) in respect of any one occurrence and twenty million dollars (\$20,000,000) in the aggregate</li> <li>• a professional indemnity policy of insurance of not less than ten million dollars (\$10,000,000) in respect of any claim and twenty million dollars (\$20,000,000) in the aggregate</li> <li>• workers' compensation insurance in accordance with applicable legislation in respect of all employees of the Medical Locum Agency.</li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>2.3 Compliance with relevant legislation</b>	
<p>The management and personnel of the Medical Locum Agency must be fully informed of and comply with Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations.</p>	<ul style="list-style-type: none"> <li>• The Agency's business policies and operational procedures reflect Commonwealth, State or Territory legislation and regulatory requirements.</li> <li>• Work Health and Safety and Privacy policies.</li> <li>• Business Continuity Plan.</li> <li>• Interviews with agency personnel.</li> </ul>
<b>2.4 Business continuity plan</b>	
<p>Medical Locum Agency management and personnel must be familiar with the NSW Health Influenza Pandemic Plan and have developed a business continuity plan to address potentially serious staffing shortages.</p>	<ul style="list-style-type: none"> <li>• Business Continuity Plan or equivalent.</li> <li>• Interviews with agency management and personnel.</li> </ul>
<b>2.5 Communication, systems and processes</b>	
<p>A Medical Locum Agency must:</p> <ul style="list-style-type: none"> <li>• use any electronic online locum management system that is used by a NSW Public Health Organisation for the employment and management of Locum Medical Officers</li> <li>• have systems and processes to accept Orders 24 hours a day, 7 days a week, electronically, by telephone or facsimile</li> <li>• be able to be contacted by a NSW Public Health Organisation and to receive and process Orders 24 hours a day, 7 days a week, including Saturdays, Sundays and public holidays</li> <li>• be able to provide Locum Medical Officers at short notice, and make every reasonable effort to fulfil Orders</li> <li>• respond to confirm details of a placement within: <ul style="list-style-type: none"> <li>○ one (1) hour following the point of first contact by the Public Health Organisation for an assignment commencing the next shift</li> <li>○ four (4) hours following point of first contact by the Public Health Organisation for an assignment commencing the next day and more than one (1) day ahead</li> </ul> </li> <li>• have financial systems in place to ensure timely and accurate invoicing practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration that the Medical Locum Agency utilises the electronic locum management system that is utilised by the Public Health Organisation for the employment and management of Locum medical Officers.</li> <li>• A reasonable sample of randomly-selected records held by the Medical Locum Agency that demonstrates: <ul style="list-style-type: none"> <li>○ the Medical Locum Agency responds to Orders to provide Locum Medical Officer cover 24 hours a day, 7 days per week including on weekends and Public Holidays</li> <li>○ the Medical Locum Agency makes every reasonable effort to fulfil Orders</li> </ul> </li> <li>• A sample of responses to Orders across a range of times and within timeframes specified in the Orders.</li> <li>• A survey of Public Health Organisations.</li> <li>• Demonstration that the Medical Locum Agency has financial systems in place to ensure timely and accurate invoicing.</li> </ul>
<b>2.6 Record-keeping</b>	
<p>A Medical Locum Agency must keep and maintain all necessary records in relation to these Requirements, including:</p> <ul style="list-style-type: none"> <li>• maintaining Locum Medical Officer records in accordance with legislative requirements for privacy and confidentiality</li> <li>• maintaining all necessary records in accordance with Australian accounting practices and standards</li> <li>• ensuring that records are accurate, up to date and easily accessible and</li> <li>• making records available for inspection and/or audit as reasonably required by the NSW Ministry of Health, any NSW Public Health Organisation or external government agency.</li> </ul>	<ul style="list-style-type: none"> <li>• A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate the Medical Locum Agency's accounting standards and practices.</li> <li>• Samples that demonstrate record-keeping, security and accessibility of same.</li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>2.7 Quality management systems, standards and practices</b>	
<p>2.7.1 A Medical Locum Agency must maintain and utilise quality management systems and resources to process and document the placement of the Locum Medical Officers that:</p> <ul style="list-style-type: none"> <li>• are appropriate for the size of the Medical Locum Agency</li> <li>• support the provision of quality service</li> <li>• are consistently implemented across all operations and</li> <li>• systematically managed with                             <ul style="list-style-type: none"> <li>○ a records management policy</li> <li>○ performance and compliance policy, including 'arms-length' reviews, site visits and inspections where possible and appropriate</li> <li>○ procedures to verify that duties as agreed on a particular day are carried out.</li> </ul> </li> </ul> <p>2.7.2 A Medical Locum Agency must:</p> <ul style="list-style-type: none"> <li>• have a formal performance management system in place that obtains feedback on Locum Medical Officers.</li> </ul> <p>2.7.3 A Medical Locum Agency must:</p> <ul style="list-style-type: none"> <li>• adopt management practices, or develop its own management practice, based on recognised quality assurance systems, including certification to ISO 9001:2015 <i>Quality Management Systems</i> (as amended or replaced from time to time), which provides an internationally-recognised best-practice framework with a focus on monitoring performance and continuous improvement to ensure quality of products and service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Business-specific quality management system that supports high quality service delivery to Public Health Organisations.</li> <li>• A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate:                             <ul style="list-style-type: none"> <li>○ records management policy</li> <li>○ performance and compliance policy</li> <li>○ feedback from Medical Locum Agency staff</li> <li>○ records of site visits / inspections</li> <li>○ systems for customer feedback</li> </ul> </li> <li>• Documentary (electronic or paper) evidence of service delivery monitoring, reviews and surveys to obtain feedback on Locum Medical Officers' performance.</li> <li>• Medical Locum Agency has achieved certification / accreditation against an appropriate quality standard or has adopted or developed its own management practices to the standards of recognised quality assurance systems, including ISO 9001:2015 Quality Management Systems (as amended or replaced from time to time).</li> <li>• A continuous quality improvement framework.</li> </ul>
<b>2.8 Quality of Service</b>	
<p>2.8.1 A Medical Locum Agency must ensure the provision of a high quality of service to NSW Public Health Organisations, including but not limited to:</p> <ul style="list-style-type: none"> <li>• maintaining honesty and integrity</li> <li>• ensure that its advertising for Locum Medical Officers is fair and adheres to the principles of truth in advertising</li> <li>• keeping appointments with NSW Public Health Organisations</li> <li>• responding promptly to any enquiries from NSW Public Health Organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Examples of Medical Locum Agency business policy, practices or procedures, mission statement and values.</li> <li>• Interviews with Medical Locum Agency personnel.</li> <li>• Samples of advertising on Medical Locum Agency website, other employment/recruitment websites and media.</li> <li>• Feedback from a sample of Public Health Organisations.</li> </ul>
<p>2.8.2 A Medical Locum Agency must provide Locum Medical Officers that:</p> <ul style="list-style-type: none"> <li>• are professional, efficient, courteous and respectful to staff, patients and visitors to NSW Public Health Organisations</li> <li>• are capable of delivering quality health care</li> <li>• present in a neat and professional manner</li> <li>• agree to comply with the NSW Health <i>PD2015_049 Code of Conduct</i>.</li> </ul>	<ul style="list-style-type: none"> <li>○ Examples of business policy, practices or procedures, mission statement and values</li> <li>○ Feedback from a sample of Public Health Organisations</li> <li>○ Effective Medical Locum Agency complaints management policies and procedures that:                             <ul style="list-style-type: none"> <li>○ facilitate reporting of concerns by Public Health Organisations about the performance of Locum Medical Officers</li> <li>○ ensure that Locum Medical Officers who have been the subject of complaints in one NSW Public Health Organisation are not placed in another.</li> </ul> </li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>2.8 Quality of Service</b>	
2.8.2 continued	<ul style="list-style-type: none"> <li>○ Records that indicate Locum Medical Officers are familiar with the NSW Health PD2015_049 <i>Code of Conduct</i> and agree to comply with the <i>Code of Conduct</i> when working within NSW Health</li> </ul>
<b>2.9 NSW Public Health Organisation/Medical Locum Agency agreement</b>	
<p>A Medical Locum Agency must have a completed agreement with each Public Health Organisation to which it provides Medical Locum Officers. NSW Public Health Organisations may negotiate and include specific conditions of business not inconsistent with the terms of the <i>NSW Health Standard Agreement for the Employment of Locum Medical Officers in NSW Public Health Organisations</i> (Appendix B to Policy).</p>	<ul style="list-style-type: none"> <li>● A signed and dated single agreement with each NSW Public Health Organisation to which the Agency provides Locum Medical Officers.</li> </ul>
<b>3. Management of Locum Medical Officers</b>	
<b>3.1 General requirements</b>	
<p>A Medical Locum Agency must:</p> <ul style="list-style-type: none"> <li>● maintain a database of experienced and appropriately-qualified Locum Medical Officers to meet the ongoing needs of Public Health Organisations</li> <li>● ensure that the competencies and skill levels of Locum Medical Officers meet standards appropriate to the care they are required to provide.</li> </ul>	<ul style="list-style-type: none"> <li>● A database of experienced and appropriately-qualified Locum Medical Officers</li> <li>● All Locum Medical Officers on the database have undergone pre-placement checks and credentialing as described at 3.2 below.</li> </ul>
<b>3.2 Pre-placement checks and credentialing</b>	
<p>3.2.1 Before adding a Locum Medical Officer to its roll, a Medical Locum Agency must conduct a recruitment interview, and carry out due diligence in accordance with the requirements of the NSW Health PD2019_006 <i>Employment and Management of Locum Medical Officers by NSW Public Health Organisations</i> and other relevant NSW Health policies as amended from time, undertaking pre-placement checks and credentialing to ensure that the Locum Medical Officer:</p> <ul style="list-style-type: none"> <li>● is suitably registered with the Medical Board of Australia</li> <li>● holds valid permits to work in Australia and the appropriate visa to work at multiple work sites</li> <li>● provides photo identification.</li> </ul>	<ul style="list-style-type: none"> <li>● A reasonable sample of randomly-selected records held by the Medical Locum Agency that demonstrates an initial recruitment interview is conducted by the Medical Locum Agency with Locum Medical Officers.</li> <li>● An audit of a sample of randomly-selected Medical Locum Agency records that demonstrate that before adding a Locum Medical Officer to its roll, the Medical Locum Agency conducts due diligence in line with the requirements of these Requirements, and: <ul style="list-style-type: none"> <li>○ checks the Medical Board of Australia for registration status</li> <li>○ checks the validity of permits and visas to work at multiple work sites</li> <li>○ obtains photo identification</li> </ul> </li> </ul>
<p>3.2.2 Once a Locum Medical Officer is added to the roll of a Medical Locum Agency, and before the Locum Medical Officer can be put forward for a placement in a NSW Public Health Organisation, several checks must be carried out. <i>Document 1: Locum Medical Officer Pre-Placement Checklist</i> must be completed and signed by the Locum Medical Officer to confirm that the Locum Medical Officer has:</p> <p>undergone a National Criminal Record Check and a Working with Children Check consistent with NSW Health PD2019_003 <i>Working with Children Checks and Other Police Checks</i></p>	<ul style="list-style-type: none"> <li>● A reasonable sample of randomly-selected records held by the Medical Locum Agency that demonstrates <i>Document 1: Locum Medical Officer Pre-Placement Checklist</i> is completed for each Locum Medical Officer, and that all Locum Medical Officers: <ul style="list-style-type: none"> <li>○ have undergone a National Criminal Record Check and a Working with Children Check consistent with NSW Health PD2019_003 <i>Working with Children Checks and Other Police Checks</i></li> </ul> </li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>3.2 Pre-placement checks and credentialing</b>	
<p>3.2.2 continued</p> <ul style="list-style-type: none"> <li>• completed a Statutory Declaration of any convictions or pending charges since the date of their national Police Certificate</li> <li>• completed <i>Document 2.1: Clinical Skills Self-Assessment</i> and undergone one <i>Referee Check for Clinical Skills (Document 2.2)</i> and three Referee Checks for Professional Behaviour (<i>Documents 2.3, 2.4 and 2.5</i>), including one from a recent supervisor or department head</li> <li>• undergone screening and vaccination as in accordance with <i>PD 2018_009 Occupational Assessment, Screening &amp; Vaccination Against Specified Infectious Diseases</i>, providing documentary evidence of such screening</li> <li>• completed the NSW Health mandatory online training and orientation for Locum Medical Officers, providing to the Medical Locum Agency a copy of a certificate of completion</li> <li>• been informed that they may be required to work in a smaller regional/rural facility where skills at specialist level and/or work with minimal supervision may be an important factor</li> <li>• been informed that they may be required to supervise Junior Medical Officers, and</li> <li>• is mentally and physically able to perform the services for which they are engaged and able to perform an assignment in accordance with the accepted medical practice and direction of the NSW Public Health Organisation.</li> </ul>	<ul style="list-style-type: none"> <li>○ have completed a Statutory Declaration of any convictions or pending charges since the date of their national Police Certificate</li> <li>○ have completed <i>Document 2.1: Clinical Skills Self-Assessment</i> and undergone one <i>Referee Check for Clinical Skills (Document 2.2)</i> and three Referee Checks for Professional Behaviour (<i>Documents 2.3, 2.4 and 2.5</i>), including one from a recent supervisor or department head</li> <li>○ have undergone screening and vaccination in accordance with NSW Health PD2018_009 Occupational Assessment, Screening &amp; Vaccination Against Specified Infectious Diseases. Documentary evidence of such screening</li> <li>○ have completed the NSW Health mandatory online training and orientation for Locum Medical Officers, and provided to the Medical Locum Agency a copy of a certificate of completion</li> <li>○ are aware that they may be required to supervise Junior Medical Officers</li> <li>○ have been informed that they may be required to work in a smaller regional/rural facility where skills at specialist level and/or work with minimal supervision may be an important factor; and</li> <li>○ are mentally and physically able to perform the services for which they are engaged and</li> </ul> <ul style="list-style-type: none"> <li>• are able to perform an assignment in accordance with the accepted medical practice and direction of the NSW Public Health Organisation.</li> </ul>
<p>3.2.3 If the doctor is an international medical graduate/overseas doctor, a Medical Locum Agency must obtain documentary evidence of police clearance from any country in which the doctor has been a citizen or resident since the age of 16. If such documentation is not available, the doctor must complete a Statutory Declaration of same in accordance with NSW Health PD2019_003 <i>Working with Children Checks and Other Police Checks</i></p>	<ul style="list-style-type: none"> <li>• A reasonable sample of records held by the Medical Locum Agency in respect of international medical graduates/overseas doctors that demonstrates: <ul style="list-style-type: none"> <li>○ the Medical Locum Agency keeps documentary evidence of police clearance from any country in which the doctor has been a citizen or resident since the age of 16, and</li> <li>○ a Statutory Declaration of same, if such documentation is not available.</li> </ul> </li> </ul>
<p>3.2.4 If the doctor is or has been a NSW Health employee, a Medical Locum Agency must obtain documentary evidence of approval to undertake secondary employment.</p>	<ul style="list-style-type: none"> <li>• A reasonable sample of records held by the Medical Locum Agency in respect of Locum Medical Officers who are or have been NSW Health employees that provide documentary evidence of Locum Medical Officers' approval to undertake secondary employment.</li> </ul>
<p>3.2.5 If the Locum Medical Officer is or has previously been a NSW Health employee, a Medical Locum Agency must inform them that a NSW Health internal service check will be conducted by the NSW Public Health Organisation in which they may be placed, consistent with NSW Health PD2013_036 <i>Service Check Register for NSW Health</i>.</p>	<ul style="list-style-type: none"> <li>• A reasonable sample of records held by the Medical Locum Agency in respect of Locum Medical Officers who are or have been a NSW Health employees that provide evidence that such Locum Medical Officers are advised that a NSW Health internal service check will be conducted by the NSW Public Health Organisation in which they may be placed.</li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>3.2 Pre-placement checks and credentialing</b>	
<p>3.2.6 A Medical Locum Agency may only put forward a Locum Medical Officer for a placement in a NSW Public Health Organisation having completed pre-placement checks and credentialing. <i>Document 1: Locum Medical Officer Pre-Placement Checklist</i> and supporting documentary evidence must be provided to a NSW Public Health Organisation in response to an Order.</p>	<ul style="list-style-type: none"> <li>• A reasonable sample of records held by the Medical Locum Agency that show <i>Document 1: Locum Medical Officer Pre-Placement Checklist</i> and supporting documentary evidence is provided by the Medical Locum Agency to a NSW Public Health Organisation in response to an Order.</li> <li>• Feedback from NSW Public Health Organisations.</li> </ul>
<b>3.3 Conditions and restrictions on Locum Medical Officers</b>	
<p>3.3.1 A Medical Locum Agency must ensure that a NSW Public Health Organisation is notified in advance of any Locum Medical Officer who has any conditions placed on their registration.</p>	<ul style="list-style-type: none"> <li>• An audit of a reasonable sample of randomly-selected medical locum agency records showing procedures that demonstrate the Medical Locum Agency checks Locum Medical Officers' registration status at interview and on a regular basis.</li> <li>• A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate that a NSW Public Health Organisation is notified in advance of a Locum Medical Officer who has any conditions placed on their registration.</li> <li>• Appropriate communication processes are in place between the Medical Locum Agency and NSW Public Health Organisations.</li> </ul>
<p>3.3.2 A Medical Locum Agency must not propose a Locum Medical Officer for a role that would contravene conditions placed on their registration.</p>	<ul style="list-style-type: none"> <li>• A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate that a Locum Medical Officer is not proposed for a role that would contravene conditions placed on their registration</li> </ul>
<p>3.3.3 A Medical Locum Agency must withdraw a Locum Medical Officer as soon as it becomes aware of a change in their registration status such that to continue a placement in a NSW Public Health Organisation would contravene conditions imposed by the Medical Board of Australia.</p>	<ul style="list-style-type: none"> <li>• Policy, procedures and/or a reasonable sample of randomly-selected records showing that a Medical Locum Agency would withdraw a Locum Medical Officer as soon as it became aware of a change in their registration status such that to continue a placement in a NSW Public Health Organisation would contravene conditions imposed by the Medical Board of Australia.</li> </ul>
<p>3.3.4 The Medical Locum Agency must advise a Locum Medical Officer that, if they become aware of any conditions placed on their registration during the course of a placement, or otherwise, the Locum Medical Officer must immediately inform both the Medical Locum Agency and the nominated officer in the Public Health Organisation of such conditions.</p>	<ul style="list-style-type: none"> <li>• A reasonable sample of randomly-selected Medical Locum Agency records to demonstrate that Locum Medical Officers are aware of their responsibilities to advise the Medical Locum Agency and the nominated officer in the Public Health Organisation of any registration conditions placed on their registration during the course of a placement, or otherwise.</li> </ul>
<p>3.3.5 The Medical Locum Agency must advise the nominated officer in the Public Health Organisation as soon as it becomes aware that a Locum Medical Officer who is currently placed in the Public Health Organisation has such registration conditions.</p>	<ul style="list-style-type: none"> <li>• A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate that:             <ul style="list-style-type: none"> <li>○ the Medical Locum Agency advises the nominated officer in the Public Health Organisation as soon as it becomes aware that a Locum Medical Officer who is currently placed in the Public Health Organisation has any registration conditions</li> <li>○ the Medical Locum Agency has up-to-date contact lists for nominated officers in the Public Health Organisations.</li> </ul> </li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>3.3 Conditions and restrictions on Locum Medical Officers</b>	
<p>3.3.6 The Medical Locum Agency must advise the Locum Medical Officer that if the Locum Medical Officer is suspended or terminated from their usual duties in a hospital, the Locum Medical Officer must immediately inform the Medical Locum Agency and the nominated officer in the Public Health Organisation.</p>	<ul style="list-style-type: none"> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate that the Medical Locum Agency advises Locum Medical Officers that if they are suspended or terminated from their usual duties in a hospital they must immediately inform the Medical Locum Agency and the nominated officer in the Public Health Organisation.</li> </ul>
<p>3.3.7 The Medical Locum Agency must advise the nominated officer in the Public Health Organisation as soon as it becomes aware that a Locum Medical Officer who is currently engaged in the Public Health Organisation has been suspended or terminated from their usual duties in a hospital.</p>	<ul style="list-style-type: none"> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate that the Medical Locum Agency advises the nominated officer in a Public Health Organisation as soon as it becomes aware that a Locum Medical Officer who is currently engaged in the Public Health Organisation has been suspended or terminated from their usual duties in a hospital</li> </ul>
<p>3.3.8 The nominated officer in the NSW Public Health Organisation may advise the Medical Locum Agency of the acceptability of a Locum Medical Officer who has any conditions placed on their registration by the Medical Board of Australia for a placement.</p>	<ul style="list-style-type: none"> <li>A reasonable sample of randomly-selected Medical Locum Agency records to demonstrate that Medical Locum Agency management and personnel are aware that the nominated officer in the Public Health Organisation may advise the acceptability of a Locum Medical Officer who has any conditions placed on their registration by the Medical Board of Australia for a placement</li> </ul>
<b>3.4 Current employment and secondary employment</b>	
<p>A Medical Locum Agency must ensure that:</p> <ul style="list-style-type: none"> <li>the Locum Medical Officer discloses all current employment to the Medical Locum Agency</li> <li>the Locum Medical Officer has notified the relevant body or organisation in which they are employed of their intention to register with the Medical Locum Agency</li> <li>where the Locum Medical Officer is an existing employee within NSW Health, the Locum Medical Officer must provide documentary evidence of approval for secondary employment from the relevant Chief Executive or delegate. See <i>Document 3: Approval for Secondary Employment</i> as an example</li> <li>the Locum Medical Officer's current employment arrangements do not create potential conflicts of interest, work health and safety risks, or risks to the quality of patient care during a placement in a Public Health Organisation.</li> </ul>	<ul style="list-style-type: none"> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate that Locum Medical Officers are made aware that they must disclose all current employment to a Medical Locum Agency and must notify their employer of their intention to register with a Medical Locum Agency.</li> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate details of Locum Medical Officers' current employment details and secondary employment approval documents are recorded.</li> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate that the Locum Medical Officers' current employment arrangements are considered and potential conflicts of interest and work health and safety risks, or risks to the quality of patient care are assessed.</li> </ul>
<b>3.5 Safe working hours</b>	
<p>A Medical Locum Agency must monitor Locum Medical Officers' hours of work, as far as is practicable, to ensure that:</p> <ul style="list-style-type: none"> <li>safe working hours and principles are followed when placing Locum Medical Officers in any NSW Public Health Organisation and</li> <li>Locum Medical Officers abide by the relevant sections of the NSW Health <i>PD2015_049 Code of Conduct</i>.</li> </ul>	<ul style="list-style-type: none"> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate policies and procedures are in place to promote and manage safe working hours and prevent fatigue.</li> <li>Notes on Locum Medical Officer records that demonstrate an assessment of hours worked against relevant safe working hours policy/guidelines including the NSW Health <i>PD2015_049 Code of Conduct</i>.</li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>4. Orders and Confirmed Orders</b>	
<b>4.1 Orders</b>	
<p>On receipt of an Order a Medical Locum Agency must:</p> <ul style="list-style-type: none"> <li>respond to the Order within the specified timeframe</li> <li>supply Locum Medical Officers with the details of the Order, including the Role Specification, location and period of engagement, date/s, time/s, required skills and experience.</li> </ul>	<ul style="list-style-type: none"> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrates: <ul style="list-style-type: none"> <li>Order-tracking protocols, including priority ratings, status, actions against Orders</li> <li>response-time documentation</li> <li>procedures for feedback to Public Health Organisations regarding the status of Orders.</li> </ul> </li> <li>A reasonable sample of randomly-selected records that demonstrate the Medical Locum Agency: <ul style="list-style-type: none"> <li>matches Locum Medical Officers' shift preferences/availability with Order specifications.</li> <li>provides Locum Medical Officers with the details of the Order, including the Role Specification, location and period of engagement, date/s, time/s, required skills and experience.</li> </ul> </li> </ul>
<b>4.2 Confirmed Orders</b>	
<p>4.2.1 On receipt of a Confirmed Order a Medical Locum Agency must:</p> <ul style="list-style-type: none"> <li>ensure that once booked, a Locum Medical officer commits to the placement and is not offered an alternative placement by the Medical Locum Agency</li> <li>provide to the Locum Medical Officer a Pre-Placement Information Pack (see <i>Document 6: Pre-Placement and Orientation Packs</i>) to assist the Locum Medical Officer with all relevant information in preparation for the placement</li> <li>supply the Locum Medical Officer named in the acceptance of the Order</li> <li>ensure that the Locum Medical Officer presents for the placement at the appointed time to the designed site contact and provides photo ID and any other required documentation.</li> </ul>	<ul style="list-style-type: none"> <li>A reasonable sample of randomly-selected Medical Locum Agency records that demonstrate: <ul style="list-style-type: none"> <li>communication between the Medical Locum Agency and Locum Medical Officers demonstrating that the Locum Medical Officers who are placed under a Confirmed Order commit to the shift or placement and are aware that they must present for the shift or placement to the designated site contact and provide photo ID.</li> <li>the Medical Locum Agency provides the Locum Medical Officer named in the Confirmed Order with details specified in an Order, and a Pre-Placement Pack.</li> <li>Public Health Organisations are supplied with supporting documents to a Confirmed Order, such as photo identification of the Locum Medical Officer</li> <li>communication between the Medical Locum Agency and Locum Medical Officers that ensures that they present for placements at the appointed time, providing photo ID and any other required documentation.</li> </ul> </li> </ul>
<p>4.2.2 A Medical Locum Agency must be aware that no fee or commission is paid to an agency whose Locum Medical Officer fails to present for a placement at the agreed time and place.</p>	<ul style="list-style-type: none"> <li>Medical Locum Agency protocols or procedures reflect terms and conditions of agreements with Public Health Organisations regarding the failure of a Locum Medical Officer to fulfil a placement.</li> <li>Financial records show fees/commission is not claimed for unfulfilled placements.</li> </ul>
<p>4.2.3 A Medical Locum Agency that has proposed a Locum Medical Officer for a specified placement at a NSW Public Health Organisation is not entitled to a placement fee or part fee if the Locum Medical Officer is selected for the specified placement through another Medical Locum Agency.</p>	<ul style="list-style-type: none"> <li>Medical Locum Agency protocols or procedures reflect terms and conditions of agreements with Public Health Organisations regarding eligibility for fees/commission.</li> <li>Medical Locum financial records show a fee/commission is not claimed for placements made by other Medical Locum Agencies.</li> </ul>

STANDARD / CONDITION	EVIDENCE
<b>4. Orders and Confirmed Orders</b>	
<b>4.2 Confirmed Orders</b>	
<p>4.2.4 A Medical Locum Agency may not make a claim for a placement (in full or part) if the Locum Medical Officer is proposed by the Medical Locum Agency but is placed in a shift by the Public Health Organisation that is the Locum Medical Officer's primary employer.</p>	<ul style="list-style-type: none"> <li>• Medical Locum Agency protocols or procedures reflect terms and conditions of agreements with Public Health Organisations regarding eligibility for fees/commission.</li> <li>• Medical Locum financial records show fees/commission is not where Locum Medical Officers are placed a shift by the Public Health Organisation that is their primary employer.</li> </ul>

## Appendix 2 Application to become a NSW Health Registered Medical Locum Agency

This document is available in writeable PDF on the Locums pages of the NSW Health website at <http://www.health.nsw.gov.au/business/locums>

<b>Agency name</b>		
<b>Application date</b>		
<b>Type of legal entity – please tick a box below:</b>		
<input type="checkbox"/> Corporation	<input type="checkbox"/> Sole trader	<input type="checkbox"/> Partnership
<input type="checkbox"/> Trust	<input type="checkbox"/> Incorporated association	<input type="checkbox"/> Other (specify)
<input type="checkbox"/> Government entity	<input type="checkbox"/> Publicly listed company	

<b>Company registration details - please attach a copy of the summary/screenshot of your agency's business registration from the Australian Securities and Investments Commission website:</b>			
<b>Registered Business Name</b>			
<b>ACN</b>			
<b>ABN</b>			
<b>Street address</b>			
<b>Postal address</b>			
<b>Telephone</b>		<b>Mobile no.</b>	
<b>Email address</b>		<b>Website</b>	

<b>Contact details - Director</b>					
<b>Title</b>		<b>Surname</b>		<b>Given name</b>	
<b>Phone</b>		<b>Mobile</b>		<b>Fax</b>	
<b>Email</b>					

<b>Contact details – agency personnel</b>					
<b>Title</b>		<b>Surname</b>		<b>Given name</b>	
<b>Phone</b>		<b>Mobile</b>		<b>Fax</b>	
<b>Email</b>					

<b>Contact details – agency personnel</b>					
<b>Title</b>		<b>Surname</b>		<b>Given name</b>	
<b>Phone</b>		<b>Mobile</b>		<b>Fax</b>	
<b>Email</b>					