



## Human Resources

### Employee Files

Personnel files are a key management tool. They are confidential documents and should be stored safely and securely e.g., in a lockable filing cabinet accessible only to the designated employee responsible for Human Resource Management. Employees have the right to access their files at any time, in the presence of a designated employee. Well maintained staff files may form a critical element of any defence relating to a discrimination claim, an unfair dismissal claim, a staff grievance or an alleged OH&S breach.

While legislation may vary from state to state, across the board Industrial Relations require that employers keep records in relation to their employees. It is also a legislative requirement that employment records be eligible and in English, or in a computerised or other form that is readily accessible.

### Induction/Orientation Programs

A comprehensive induction or orientation program will benefit all new clinical and administrative staff. The program should include working relationships within the Practice, the Practice functions and the availability and location of resources. New employees need to understand the day-to-day operations of the Practice including OH&S issues relevant to their roles, as well as the processes by which the privacy and confidentiality of patient health information is maintained within the Practice. A good induction program will also help retain employees, as they will be better informed and able to adjust to their new position within the Practice.

The induction or orientation program does not have to be completed on the first day of employment, however it should be completed within a specific time frame for example over the course of three to four weeks. Documenting induction such as via a checklist that is completed and signed by the new GP or staff member as they move through the program, will help ensure all areas are covered and understood. GPA has a Fact Sheet and Induction/Orientation Program Template available for Practices.

### Accreditation

As referred to the current edition of the RAGCP Standards for General Practices (Criterion 4.1.1), research from both general practice and other industries supports the importance of attention to a range of aspects of Human Resources. The following indicators can be used by Practices to determine their level of achievement in meeting the Standards:

- 4.1.1A Our GP(s) and staff can describe their roles within our Practice
- 4.1.1B Our practice can identify the person/people who coordinate the seeking of feedback, and the investigation and resolution of complaints
- 4.1.1C Our practice can identify the person/people leading its clinical improvement
- 4.1.1D Our staff are able to discuss administrative matters with the GP(s), practice directors and/or owner(s) when necessary
- 4.1.1E Our practice has an induction/orientation program for new GPs and new staff
- 4.1.1F Our employed GP(s) and staff have position statements/job descriptions
- 4.1.1G We have a regular staff meeting

Note: This Fact Sheet is provided in conjunction with the GPA ONLINE *plus* Human Resources Presentation.