

COMMISSION OF INQUIRY NO. 1 OF 2005
MEDICAL BOARD OF QUEENSLAND

This is the annexure marked "**JPO-7**" mentioned and referred to in the Statement of **JAMES PATRICK O'DEMPSEY** dated this 17th day of May 2005.

SERVICE AGREEMENT

1 July 2003 to 30 June 2006

BETWEEN

THE MEDICAL BOARD OF QUEENSLAND

AND

**THE OFFICE OF HEALTH PRACTITIONER
REGISTRATION BOARDS**

JUNE 2003

SERVICE AGREEMENT

1 July 2003 to 30 June 2006

IN WITNESS THEREOF the parties have executed this Service Agreement on the date appearing below.

SIGNED ON BEHALF OF THE MEDICAL BOARD OF QUEENSLAND

on this 1st day of July 2003 by its Chairperson:

Name in block letters: LLOYD ARTHUR TOFT

Signature: *Lloyd Toft*

in the presence of

B. Friels B. FRIELS.
(Witness signature and name in block letters)

SIGNED ON BEHALF OF THE OFFICE OF HEALTH PRACTITIONER REGISTRATION BOARDS

on this 3rd day of June 2003 by the Executive Officer

Name in block letters: JAMES PATRICK O'DEMPSEY

Signature: *J. Dempsey*

in the presence of

M. Demy-Gerode M. DEMY-GERODE
(Witness signature and name in block letters)

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GLOSSARY OF TERMS

Agreement	means this document, the schedules and all attachments to this document and encompasses the relationship agreed via this document
Business Day	means Monday to Friday (both inclusive) of each week excluding public holidays (Commonwealth or State) declared in the State of Queensland
Change Request	means a document prepared to request an amendment to a service or pricing of a service
Chairperson	means the Chairperson of the Board appointed under the <i>Medical Practitioners Registration Act 2001</i>
Commencement Date	means the date this Agreement is deemed to come into effect
Executive Officer	means the Executive Officer appointed under the <i>Health Practitioner Registration Boards (Administration) Act 1999</i>
Issues Resolution Process	means the process described in s.13 of this document
Month	means calendar month
The Office	Office of Health Practitioner Registration Boards
The Parties	means the parties to this Agreement being the Board and the Executive Officer

1. Purpose and Structure of the Service Agreement

1.1 The purpose of the Agreement is to meet the requirements of Part 3, *Health Practitioners Registration Boards (Administration) Act 1999* by defining the relationship between the parties and their respective obligations.

2. Statement of Intent

2.1 The parties will work together and support the development of the most efficient and cost effective mechanism to deliver administrative and operational support through the services detailed in Clause 4 at an acceptable cost and standard.

2.2 Wherever possible within available resources the Office will implement best practice delivery of services that meet the business needs of the Board.

2.3 The Office will abide by all relevant standards, Acts and regulations applicable to the services defined in the Agreement and assist the Board to meet its similar obligations.

3. Period of the Agreement

3.1 The term of the Agreement is for a period of three (3) years commencing on 1 July 2003.

4. Responsibilities of the Office

4.1 The Office agrees to make available the following services and sub-services to the Board to the level purchased by the Board:

Registration Service

Statutory compliance *Health Practitioners Registration Act*

Complaints Management Service

Statutory compliance *Health Practitioners (Professional Standards) Act 1999*

Health Assessment and Monitoring Service

Statutory compliance *Health Practitioners (Professional Standards) Act 1999*

Board Meeting Support Service

Professional Advice and Support Service

Board statutory accountability and planning
Office statutory accountability and planning
Strategic planning for information technology
Strategic planning for assets
Quality assurance
Statutory compliance *Health Practitioner Registration Boards
(Administration) Act 1999*
Information advisory service

Corporate Support Service

Financial services
Human Resource Management
Administration
Information Technology
Records Management
Freedom of Information

- 4.2 The performance and reporting standards to be achieved by the Office for each service and sub-service are detailed in Schedule 1.
- 4.3 The Office is obligated to: (a) achieve appropriate quality standards in service delivery; (b) ensure staff are properly trained; and (c) pursue alternative service delivery options where appropriate in order to meet the Board's needs.
- 4.4 The Office will ensure that it delivers the services and sub-services identified in Schedule 1 to the extent that: (a) such services are requested by the Board; and (b) the Board has the financial resources to purchase them.
- 4.5 The Office will initiate actions and work with the Board to: (a) over the life of this Agreement, further define performance standards for all services; and (b) identify and discuss non-performance of either party in delivering its obligations as set out in this Agreement.
- 4.6 Normal business hours for service delivery by the Office will be 08.30 to 17.00 on Business Days. The Office will provide reception area service between the hours of 9.00 to 16.00. Alternative hours of service provision will apply for certain other services (eg. provision of support for after hours Board and Board Committee meetings; attendance at conferences and seminars on behalf of the Board).
- 4.7 The Office will also provide related services to the Board in any emergency situations that may arise. In so doing, the parties acknowledge that: (a) the nature of the emergency situation may require the work to be performed out of normal business hours and overtime pay rates may apply; (b) additional funding will need to be provided by the Board to the Office for these emergency services; (c) performance obligations for the work prescribed in Schedule 1 may need to be adjusted for the period of the emergency, however any such adjustments will be notified to the Board and the Office will use its best endeavours to maintain normal service delivery obligations during the period affected by the emergency.

- 4.8 For the life of this Agreement the Office will be the sole service provider to the Board of the services identified in Schedule 1, whether directly or through a sub-contractor.

5. Responsibilities of the Board

- 5.1 To enable the Office to meet its service delivery and statutory obligations the Board will meet its obligations under this Agreement.
- 5.2 The Board is obligated to notify the Office of any potential or existing circumstance which may impact on the Office's ability to deliver the services detailed in Schedule 1. Such notification must be made to the Executive Officer within fourteen (14) days of the Board identifying the circumstance. The Board is also obligated to manage the relationship with the Office in a manner that is consistent with this Agreement.
- 5.3 The Board will recognise that negotiations between the Board and the Executive Officer for variations of the Service Agreement must be carried out between the Chairperson (or another delegated member who has the authority of the Board) and the Executive Officer.
- 5.4 In line with s.23 of the *Health Practitioner Registration Boards (Administration) Act 1999* the Board must obtain all its administrative and operational support from the Office unless it can be demonstrated that the Office is incapable of providing the service.

6. Amounts Payable to the Office by the Board for the Services

- 6.1 The cost to the Board for the services detailed in Schedule 1, and how the amounts payable are calculated, is shown in Schedule 2.
- 6.2 In addition to the services referred to in Schedule 1, there will be additional services provided to the Board by the Office from time to time on a negotiated fee for service basis.
- 6.3 Any travel and accommodation costs incurred by the Office and associated with the delivery of the services specified in Schedule 1 or negotiated in 7.2 will be charged to the Board.

7. How Amount Payable is to be Paid by the Board

- 7.1 The amount to be paid by the Board for the services purchased by it from the Executive Officer is limited by the amount set aside for the Service Agreement in the Board's Budget. The Board's Budget for the financial year forms part of SCHEDULE 2 to this document

- 7.2 At the beginning of July and January in each year the Executive Officer will transfer the Service Agreement amount for that six month period electronically from the Board's Account to the Office's Account. The six monthly instalment will be one half of the amount specified in the Board's Budget for services to be provided under the Service Agreement plus the applicable GST, unless the Board agrees to the transfer of a greater amount for a special purpose, such as the purchase of equipment. The GST component paid by the Office will be claimed from the Australian Tax Office as an input tax credit at the end of each month and refunded in total to the Board.
- 7.3 Any Board funds provided to the Office for Service Agreement Related Salary Expenditure that are unspent at the end of each six month period will be refunded to the Board.
- 7.4 If in any six month period the Office spends more than the Board's six monthly instalment for salaries on work performed for the Board, the Office will seek payment of this from the Board.
- 7.5 Any Board funds provided to the Office for Service Agreement Non-salary Expenditure that are unspent at the end of the first six month period in each year will be rolled over into the second six month period in recognition that spending on non-salary items (eg. computer equipment) cannot occur equally in each quarter. Any shortfall in these funds in the first six month period will be the subject of negotiation between the Executive Officer and the Board. Non-salary Service Agreement funds which are unspent at the end of the financial year will be refunded in total to the Board.

8. Changes in Scope of Services

- 8.1 Services available to the Board from the Office are identified in Schedule 1.
- 8.2 The scope of services defined in Schedule 1 can be amended by way of Change Requests.
- 8.3 The Office or the Board may issue a Change Request to amend the existing service in some manner.
- 8.4 The Change Request must detail: (a) the requested change to the service; (b) the required amendments to any other aspects of the Agreement, including service descriptions, and (c) performance standards, obligations under Schedule 1, and price under Schedule 2.
- 8.5 Should the parties be unable to agree to a Change Request, the matter shall be referred to the Issues Resolution Process identified in Section 12 below.
- 8.6 Both the Board and the Office can initiate new services not identified in Schedule 1.

8.7 The process for dealing with new services not identified in Schedule 1 will be as follows: (a) the Board will send a written request to the Executive Officer detailing the new service required; (b) the Executive Officer will respond within one month with a written proposal for Board consideration; (c) the Executive Officer's proposal will include sections on: the Executive Officer's understanding of the Board's needs; an approach/methodology for delivery; the Executive Officer's capacity to deliver the new service; and implementation and timing considerations.

8.8 The Board will respond to the Executive Officer's proposal within one month of its receipt and will advise the Executive Officer in writing of: (a) acceptance of the proposal; or (b) any requirement for further revision of the proposal for specific issues and re-submission; or (c) rejection of the proposal and the reasons.

8.9 Where the parties cannot reach agreement on the proposal, the Board may refer the matter to the Issues Resolution Process identified in Section 12 below.

9. Reporting by Executive Officer on Moneys Collected, Managed and Disbursed on Behalf of the Board

9.1 The Executive Officer will provide a financial statement on a monthly basis to the Board as soon as possible after the end of the month itemising moneys collected, managed and disbursed under that part of the Budget entitled Service Agreement Related Expenses. The report will provide details of expenditure in each cost category showing expenditure in the past month, the year to date, and variance from estimates.

9.2 The Executive Officer will also provide a monthly statement detailing expenditure by the Board from those of its funds that are managed by the Office and identified in the Budget attached to the Service Agreement as "*Direct Board Related*". The report will provide details of expenditure in each cost category showing expenditure in the past month, the year to date, and variance from estimates.

9.3 The Executive Officer's statement will also itemise income received by the Board during the past month, year to date and variance from Budget estimates of income.

10. Performance Reporting and Meetings

10.1 The Executive Officer will provide a performance report to the Board for each six month period ending 31 December and 30 June each year. The report will be provided in February and August and will include: (a) actual performance in delivery against the standards in Schedule 1; (b) progress on special projects; (c) variances; (d) major events or breakdowns; (e) non-compliance of the Board or the Office with their obligations set out in this Agreement; and (f) other issues for discussion.

10.2 The Executive Officer will provide a consolidated progress report to each meeting of the Presidents and Chairpersons of the Boards.

10.3 The Executive Officer will attend an Ordinary Board meeting every six months to discuss the following issues: (a) the relationship between the Board and the Office; (b) service specification and service performance; (c) price; (d) issues notified for discussion by the Board; and (e) any need to amend the Agreement.

10.4 The Board may request the Executive Officer to attend other meetings. The Board will provide at least seven days notice of any such meeting and will advise the Executive Officer in writing of the issues for discussion.

11. External Review

11.1 Should the Office's performance be considered sub-standard by the Board in relation to the service performance measures defined in Schedule 1, the Board may undertake an audit of those aspects of the Office's operations which affect the provision to it of the services in question. The audit may be carried out by the Board and/or an external third party agreed to by the Office.

12. Issues Resolution Process

12.1 The Issues Resolution Process only applies to matters that are within the scope of this Agreement and relate to the particular obligations set out in this Agreement.

12.2 An issue will only be deemed to be an issue for resolution under the provisions of this section where the party states in writing the nature of the matter and that it is a matter to be resolved using the Issues Resolution Process.

12.3 Matters between the parties that are communicated in line with 12.1 and 12.2 should be resolved as follows:

Level 1: The Service Manager and the Board's delegated member in the first instance. If resolution is not achieved within ten (10) Business Days, unless another timeframe is mutually agreed in writing, the matter will be referred in writing to Level 2.

Level 2: Issues which cannot be resolved between the Service Manager and the Board's delegated member will be referred for discussion between the Executive Officer and the Chairperson of the Board. If resolution cannot be achieved at this level, the matter will be referred to Level 3 or Level 4 as agreed by the parties.

Level 3: An independent External Facilitator, agreed by the Executive Officer and the Board, will be engaged to assist with issues resolution. In the event that an agreement as to the appointment of the independent External Facilitator cannot be reached within 10 business days, either party may request the Director of the Disputes Resolution Centre operated by the Queensland Department of Justice and Attorney General to appoint an appropriately qualified External Facilitator, independent of the parties, to assist with resolution of the issues. The cost for Level 3 Issue Resolution will be met by the Board.

Level 4: Matters which cannot be resolved at lower levels will be referred to the Minister for Health for resolution.

13. Security and Confidentiality of Documents and Information

13.1 All Board information held by the Office whether in hard copy or electronic copy must be kept in a secure format and reside within an appropriate filing and storage system.

13.2 The Executive Officer is responsible for the records of the Board and the management of those records on behalf of the Board. The Executive Officer will develop and implement a retention and disposal schedule for the records in consultation with the Board, and in accordance with the requirements of the *Libraries and Archives Act 1988*.

13.3 The storage and security of documentation in hard copy or electronic form will meet the requirements of the Government's internal auditors.

13.4 The storage and security of documentation held by the Office in hard copy or electronic form must meet all applicable regulatory and legislative requirements.

14. Assets Management

14.1 The Office has a duty of care to properly maintain all assets owned by the Board. The Office also has a duty to ensure that its own assets are properly maintained so that services to the Board can be provided without interruption. The Office must take all reasonable steps with regard to the security of assets.

15. Communication

15.1 The terms and conditions and obligations of the parties as detailed under the Agreement can only be altered by agreement in writing and subsequent amendment jointly signed or initialled as appropriate by the Executive Officer and the Chairperson of the Board.

15.2 The original and only binding copy of the Agreement will be held in secure storage by the Executive Officer. The Executive Officer must provide free access to the Agreement to the Chairperson of the Board.

16. Sub-Contracting

16.1 The Executive Officer has the authority to sub-contract a service or part of a service to external organizations or individuals if such sub-contracting provides cost, quality and/or time efficiencies in the services provided.

17. Unavoidable Delay

17.1 Notwithstanding anything in this Agreement, where a party is unable, wholly or in part, by reason of unavoidable circumstances, to carry out any obligation under this Agreement and that party gives the other party prompt notice of the circumstances and the extent to which it will be unable or be delayed in performing that obligation, and uses all reasonable diligence to overcome the circumstances as quickly as possible, that obligation is suspended, so long as it is affected by the circumstances.

18. Entire Agreement and Variation

18.1 This Agreement constitutes the entire Agreement between the parties and supersedes all previous communications, negotiations, arrangements and agreements, either oral or written, between the parties with respect to the subject matter of this Agreement.

18.2 No agreement varying or extending this Agreement will be binding upon either party unless the Agreement is amended in writing and initialled or signed by both parties.

SCHEDULE 1 - DETAILS OF SERVICES

1A REGISTRATION SERVICE

The Service

The service manages all processes associated with applications made for initial registration, renewal of registration and restoration of registration in accordance with the relevant legislative provisions and Board policies.

Key Outcomes

The service ensures:

- . Statutory requirements are met.
- . Initial applications for registrations are processed.
- . Processing of annual renewal of general registration.
- . All other registration activities such as restorations, age exemptions and conditional registrations are completed.
- . Registers are maintained.
- . Board members are kept informed of all matters relating to registration.
- . Assisting the Board in the development of registration policies and procedures.

Services Include

- . Receiving and acknowledging applications under profession specific registration and mutual recognition legislation.
- . Assisting the Board in the development of registration policies, procedures and manuals.
- . Processing application, registration, renewal and restoration fees.
- . Monitoring any applicable pre-registration requirements required by the Board.
- . Checking and forwarding documentation eg authenticating qualifications; issuing certificates of good standing.
- . Entry of data on REGIS and creation and maintenance of records.
- . Updating REGIS with information on changes of address, undertakings, conditions, suspensions and cancellations.
- . Maintaining General and Specialist Registers as applicable.
- . Liaison with applicants and other authorities for further information.
- . Providing support services to Boards and Registration Committees for determination of applications.
- . Preparation of registration certificates and approval letters.
- . Inputting registration status on REGIS.
- . Preparing and dispatching renewal, reminder and erasure notices.
- . Granting provisional registration where delegated by the Board, and for later ratification by the Board.
- . Annual renewal process receipting.
- . Preparation of Annual Practising Certificates.
- . Public counter services.
- . Responding to appeals against registration decisions.

- . Monitoring of general registration with probationary conditions and special purpose registration.
- . Inspectorial functions under profession specific registration legislation.
- . Miscellaneous activities, including for example:
 - . liaising with Board and Committee members
 - . liaising with other registering authorities, health industry and professional bodies
 - . interviewing applicants
 - . taking general inquiries from applicants, registrants, the public and health industry bodies regarding registration, registration status or legislative requirements
 - . checking practice ownership validity where applicable
 - . monitoring supervised practice requirements where applicable
 - . maintaining records of business names

Service Standards

Activity	Standard	Control
Registration management	To comply with legislation and Board guidelines	Documentation complete prior to consideration by Board
Registration renewal process	To comply with legislative timeframes	Completed within statutory period
Maintenance of Register	To comply with legislative requirements	Errors and exceptions reported to the Board on detection

1A(a) REGISTRATION SUB-SERVICE: STATUTORY COMPLIANCE - HEALTH PRACTITIONER REGISTRATION ACT

The Sub-service

The sub-service ensures that the Board complies fully with the provisions of the Health Practitioner Registration Act.

Key Outcomes

Policy development in respect of the major parts of the Health Practitioner Registration Act.

Sub-service Inclusions

Preparation of written policies for each part of the Health Practitioner Registration Act.

Sub-service Standards

Activity	Standard	Control
Preparation of Policies for parts of the Health Practitioner Registration Act	Negotiated with Board	Board satisfaction

Registration Service Manager:

Deputy Registrar

Other Personnel Involved:

Assistant Registrar
Administrative Office

1B COMPLAINTS MANAGEMENT SERVICE

The Service

The service provides:

- . Receipt and documentation of complaints concerning registrants
- . management of complaint investigation and any subsequent disciplinary proceedings in accordance with statutory requirements.
- . management of investigation of other matters that are referred by the Board for investigation and any subsequent disciplinary proceedings
- . monitoring of compliance with conditions and undertakings
- . management of competency assessments
- . obtaining of formal opinions
- . development of education programs for practitioners on ethics and standards of practice

Key Outcomes

The service ensures that:

- . Statutory requirements for management of complaints, conduct of investigations and disciplinary processes under the *Health Practitioners (Professional Standards) Act 1999* and the Registration Act are met.
- . Board members are kept informed of matters relating to complaints and investigations.
- . the Board is assisted in the development of policies and procedures for the management of complaints, investigations and disciplinary processes.

Services Include

- . Receipt, documentation and management of new complaints under Part 3 of the *Health Practitioners (Professional Standards) Act*
- . Management of complaints under previous legislation as appropriate.
- . Provision of advice regarding complaints processes
- . Management of disciplinary hearings including notification of outcomes
- . Consultation with the Board, the Health Rights Commission (HRC), HRC investigators, HRC assessors and the Health Insurance Commission (HIC), as required.
- . Liaison/consultation with the complainant, registrant, and other relevant entities.
- . File preparation and management including data base entries
- . Undertaking investigations of complaints.
- . Undertaking competency assessment of registrants under Part 5 of the Act
- . Development of protocols for assessment of competency
- . Obtaining independent opinions
- . Preparing notices and other legal documentation
- . Preparing reports required under Part 5 of the Act
- . Consultation with the Health Insurance Commission
- . Preparation of cases for Disciplinary Committees, Professional Conduct Review Panels (PCRP) and Health Practitioner Tribunal (HPT)
- . Liaison with, and instructions for, external legal advisers.
- . Monitoring compliance with conditions or undertakings

Service Standards

Activity	Standard	Control
Consultation with HRC	Compliance with legislation.	Negotiation with nominated Board member completed in time for fortnightly consultation meeting.
Management of new complaints	Compliance with legislation.	Documentation ready prior to HRC consultation
Investigation reports	Compliance with legislation	Board satisfaction.
Undertaking investigations	Compliance with the Act	Investigation Report to Board within reasonable time frame. There will be regular consultation with nominated Board member or Board Committee on progress.
Management of disciplinary hearings at Board level	Compliance with legislation	Board satisfaction
Monitoring all undertakings or conditions negotiated/imposed by Board or disciplinary body	Compliance with legislation	Breaches of conditions and undertakings detected and Board advised

1B(a) COMPLAINTS MANAGEMENT SUB-SERVICE: STATUTORY COMPLIANCE - HEALTH PRACTITIONERS (PROFESSIONAL STANDARDS) ACT 1999

The Sub-service

The sub-service ensures that the Board complies fully with the provisions of the Professional Standards Act as they apply to complaints management services.

Key Outcomes

Policy development in respect of the major parts of the Professional Standards Act as they apply to complaints management services.

Sub-service Inclusions

Preparation of written policies for each part of the Professional Standards Act that applies to complaints management services.

The level of service provided by the Office depends on the extent to which the Board provides guidance and text for the policies in questions.

Sub-service Standards

Activity	Standard	Control
Preparation of Policies for parts of the Professional Standards Act	Negotiated with Board	Board satisfaction

Complaints Management Service Manager: Complaints Co-ordinator

Other Personnel Involved:

Investigator
Deputy Registrar
Assistant Registrar
Administrative Assistant

1C HEALTH ASSESSMENT AND MONITORING SERVICE

The Service

The service provides:

- . an alternative to disciplinary proceedings for dealing with impaired registrants in accordance with Part 7 of the *Health Practitioners (Professional Standards) Act 1999*.
- . Assessment of degree of impairment and provision of advice to Board regarding appropriate management
- . Ongoing monitoring of remission and/or compliance with conditions or undertakings on registration
- . A supervised return-to-work program

Key Outcomes

The service ensures:

- . Statutory requirements for management of impaired registrants under the *Health Practitioners (Professional Standards) Act 1999* and the Registration Act are met.
- . Assistance to registrants whose career is threatened by illness
- . the Board is assisted in the development of policies and procedures for the management of impaired registrants.

Services Include

- . Liaison with Board and any relevant advisory committee/s and provision of regular reports on impaired registrants;
- . Advice to the Board on application of the *Health Practitioner (Professional Standards) Act*, the relevant Registration Act, the Mutual Recognition Act and other relevant legislation, relating to the management of impaired registrants;
- . Provision of information about Board processes to persons contacting the Board's Offices.
- . Receipt of information regarding practitioners whose professional performance may be impaired by illness;
- . Initial assessment of the need for referral to the Health Assessment and Monitoring Program, and the urgency with which Board intervention is necessary for the protection of the public
- . Collection of preliminary information from treating practitioners and other sources (eg work colleagues), pursuant to s.270 of the Act;
- . Issuing of notices as required by the Act;
- . Arranging Health Assessments (Part 7 Division 2 and Part 5, Division 5, Subdivision 7), Health Assessment Committees (Part 7 Division 3);
- . Arranging Health Assessments pursuant to Part 3 of the registration Act;
- . Advice to Assessors and members of Health Assessment Committees detailing their legislative obligations
- . Arrangements for alternative means of information delivery if assessor/s request/s reports are not to be provided direct to registrant;
- . Negotiation of undertakings with registrant in accordance with Board's instructions;

- Referral of matters to Panel or Tribunal pursuant to
 - s.276(2)(c),
 - s.299(2)(e),
 - s.59(4)(b) when the matter relates to impairment;
 - s.126(1)(b) when the matter relates to impairment;
- Conducting investigations arising from management of impaired registrants;
- Liaison with other registration/regulatory bodies;
- Monitoring of compliance with conditions or undertakings;
- Arrangement of regular scheduled reviews with Assessor for monitoring progress and ongoing appropriateness of undertakings or other management;
- Workplace re-entry program, including risk assessment and management, workplace liaison and advocacy, monitoring and management of workload gradation;
- Monitoring of remission in chemical dependency by use of pathology services, including
 - provision of referrals;
 - receipt and collation of results;
 - education of registrants about UDS procedures; and
 - intervention/advice to Board when results indicative of relapse
- Production of educational material about impairment and the Board's processes for managing impaired registrants.

Service Standards

Activity	Standard	Control
Management of new referrals to HAMP	Compliance with legislation	Referral to Board or delegate within time-frame appropriate to public risk
Division 2 Health Assessment	Compliance with legislation	Board Satisfaction
Division 3 Health Assessment	Compliance with legislation	Board Satisfaction
Undertaking Investigations	Compliance with legislation	Investigation report to the Board within week time-frame acceptable to Board
Monitoring all undertakings or conditions negotiated/imposed by Board or disciplinary body	Compliance with legislation	Breaches of conditions and undertakings detected and Board advised

**1C(a) HEALTH ASSESSMENT AND MONITORING SUB-SERVICE:
STATUTORY COMPLIANCE - HEALTH PRACTITIONERS
(PROFESSIONAL STANDARDS) ACT 1999**

The Sub-service

The sub-service ensures that the Board complies fully with the provisions of the Professional Standards Act as they apply to health assessment and monitoring services.

Key Outcomes

Policy development in respect of the major parts of the Professional Standards Act as they apply to health assessment and monitoring services.

Sub-service Inclusions

Preparation of written policies for each part of the Professional Standards Act that applies to health assessment and monitoring services.

The level of service provided by the Office depends on the extent to which the Board provides guidance and text for the policies in questions.

Sub-service Standards

Activity	Standard	Control
Preparation of Policies for parts of the Professional Standards Act	Negotiated with Board	Board satisfaction

Health Assessment and Monitoring Service Manager: HAM Co-ordinator

Other Personnel Involved: Medical Advisor
Investigation and Monitoring Officers
Deputy Registrar
Assistant Registrar
Administrative Assistants

1D BOARD MEETING SUPPORT SERVICE

The Service

This service provides administrative support for Board and Board Committee meetings, including actions arising from decisions at meetings.

Key Outcomes

This service ensures:

- . Administrative support for the holding of ordinary meetings, special meetings and committee meetings including travel & accommodation arrangements for Board Member's attendance at meetings
- . Confirmation of appointment of new Board Members and provision of Information Kits.
- . Administrative support for Boards hosting national conferences & acting as conference secretariat for as needed.
- . Organisation of remuneration for Board and Committee Members.

Services Include

- . Confirmation of Board member appointment letters
- . Provision of information kits and training of new Board members.
- . Notices of Meeting, Agendas and Additional Agendas prepared and distributed to members.
- . Meetings of Board Disciplinary Committees organised and actions arising performed.
- . Board member State, interstate and international travel and accommodation bookings made and confirmed.
- . Board and Committee Meeting Minutes recorded, prepared and distributed, and correspondence and resolutions actioned.
- . Forms for financial reimbursements to Board members completed and payments arranged.
- . Preparation of correspondence and documentation for Boards including submissions, reports, newsletters and bulletins.
- . Preparation of Action Lists arising from Board and Committee meetings.
- . Actions arising from Board meetings attended to.
- . Board member, registrant, public and other enquiries attended to.
- . Conference and Seminar organisation for Board.

Service Standards

Activity	Standard	Control
Confirmation of appointment letter, and training package distributed to new Board Members	Legislative Compliance	Dispatched within two weeks of appointment of members to Boards
Preparation, collation and Distribution of papers for Board and Committee meetings	Negotiated with Board	Papers dispatched seven days prior to Board meeting.
Minutes of Board and Board Committee meetings	Negotiated with Board	Minutes available for dispatch seven days before next meeting
Payment of Board member fees	Arrangements made in accordance with Government Guidelines and as negotiated with the Board	Member fees are paid by EFT in the same month as the Board meeting
Actions arising from Board and Committee meetings	Negotiated with Board	Actions generally completed by next Board meeting
Preparation of Reports, Bulletins/Newsletters and Submissions	Negotiated with Board	Negotiated timeframe met
Conference and Seminar Organisation	Negotiated with Board	Board satisfaction
Information inquiries	Negotiated with Board	Client satisfaction

Board Meeting Support Service Manager: Deputy Registrar

Other Personnel Involved: Assistant Registrar
Administrative Officer

1E PROFESSIONAL ADVICE AND SUPPORT SERVICE

The Service

The service utilises professional knowledge and expertise to provide high level advice and support on matters connected with the Board's functions under relevant legislation.

Key Outcomes

- . Promotion of high standards of practice in the profession by registrants.
- . Developing or adopting programs for the continuing education of registrants, and encouraging their participation in the programs.
- . Developing, adopting or monitoring training programs in the practice of the profession that are relevant to the person's eligibility for general registration.
- . Conferring and cooperating with interstate regulatory authorities.
- . Conferring and cooperating with bodies engaged in the development of national policies about the regulation of the profession.
- . Undertaking research into the regulation of the profession.
- . Collecting, and giving to persons, information about the practice of the profession by registrants.

Services Include

- . Monitoring professional practices and the practice standards employed therein
- . Developing policies in respect of the Board's functions under professional standards and registration legislation, including recency of practice requirements.
- . Developing Codes of Practice under the *Health Practitioners (Professional Standards) Act 1999*.
- . Visiting professional practices if required under the Board's legislation, including the provision of professional advice.
- . Monitoring undertakings negotiated between the Board and practitioners.
- . Monitoring adherence to conditions imposed on practitioners by Professional Conduct Review Panels and the Health Practitioner Tribunal.
- . Maintaining details of practice ownership as required by the Board.
- . Managing and overseeing special projects for the Board.
- . Preparation of Board Newsletters and Bulletins.
- . Representation of Board at state and interstate forums.
- . Provisions of instructions to Board's legal advisers.
- . Dealing with inquiries to the Board that requires professional knowledge and expertise.
- . Liaising with Government, Professional Associations, academic institutions and other relevant bodies on aspects of continuing professional education and other matters that require professional expertise and knowledge.

Service Standards

Activity	Standard	Control
Policy development	Negotiated with Board	Completed within agreed timeframe
Codes of Practice	Negotiated with Board	Completed within timeframe
Practice Visits	Negotiated with Board	Quarterly report detailing practices visited and issues identified
Monitoring undertakings	Negotiated with Board	Reports on adherence
Monitoring conditions	Negotiated with Board	Reports on adherence
Practice ownership register	Negotiated with Board	Register up to date. Amendments notified to Board
Newsletters and Bulletins	Negotiated with Board	Published and distributed within agreed timeframe
Representation of Board at forums	Negotiated with Board	Report on attendance provided to Board within agreed timeframe
Provision of instructions to legal advisers	Negotiated with Board	Instructions provided within agreed timeframe
Dealing with inquiries	Professional advice and expertise required	Client satisfaction
Liaison with external agencies	Professional advice and expertise required	Report to Board on liaison activities

Professional Advice and Support Service Manager:

Executive Officer

Other Personnel Involved:

All staff

1E(a) PROFESSIONAL ADVICE AND SUPPORT SUB-SERVICE: BOARD STATUTORY ACCOUNTABILITY AND PLANNING

The Sub-service

The sub-service is provided to ensure that the Board meets its statutory responsibilities for accountability and planning.

Key Outcomes

- . Board Annual Reports.
- . Board Annual Statements of Affairs
- . Board Strategic Plans
- . Board Operational Plans
- . Board Codes of Conduct.

Sub-service Inclusions

- . Preparation of Draft Annual Report
- . Preparation of Draft Statement of Affairs
- . Preparation of Draft Strategic Plan
- . Preparation of Draft Operational Plan
- . Preparation of Draft Code of Conduct

Sub-service Standards

Activity	Standard	Control
Draft Board Annual Report	Board satisfaction	Report delivered to Minister by 31 October each year
Draft Board Statement of Affairs	Board satisfaction	Statement adopted by Board included in Annual Report delivered to the Minister by 31 October each year
Draft Board Strategic Plan	Board satisfaction	Strategic Plan adopted by Board by 31 March each year
Draft Board Operational Plan	Board satisfaction	Operational Plan adopted by Board by 31 March each year
Draft Board Code of Conduct	Board satisfaction	Code adopted by Board by 30 September each year

1E(b) PROFESSIONAL ADVICE AND SUPPORT SUB-SERVICE: OFFICE STATUTORY ACCOUNTABILITY AND PLANNING

The Sub-service

The sub-service is provided to ensure that the Office meets its statutory responsibilities for accountability and planning.

Key Outcomes

- . Office Annual Reports.
- . Office Annual Statements of Affairs
- . Office Strategic Plans
- . Office Operational Plans
- . Office Codes of Conduct.

Sub-service Inclusions

- . Preparation of Annual Report
- . Preparation of Statement of Affairs
- . Preparation of Strategic Plan
- . Preparation of Operational Plan
- . Preparation of Code of Conduct

Sub-service Standards

Activity	Standard	Control
Office Annual Report	Executive Officer satisfaction	Report delivered to Minister by 31 October each year
Office Statement of Affairs	Executive Officer satisfaction	Statement approved by Executive Officer included in Annual Report delivered to the Minister by 31 October each year
Office Strategic Plan	Executive Officer satisfaction	Strategic Plan approved by Executive Officer by 31 March each year
Office Operational Plan	Executive Officer satisfaction	Operational Plan approved by Executive Officer by 31 March each year
Office Code of Conduct	Executive Officer satisfaction	Code approved by Executive Officer by 30 September each year

1E(c) PROFESSIONAL ADVICE AND SUPPORT SUB-SERVICE: STRATEGIC PLANNING FOR INFORMATION TECHNOLOGY

The Sub-service

The preparation of a Strategic Plan for Information Technology in compliance with Queensland Government Guidelines on Information Technology Standards.

Key Outcomes

- . Strategic Plan for Information Technology
- . Compliance Audit

Sub-service Inclusions

- . Development of a Strategic Plan for Information Technology
- . Annual audit of information systems to ensure compliance with Government Guidelines

Sub-service Standards

<i>Activity</i>	<i>Standard</i>	<i>Control</i>
Preparation of Strategic Plan for Information Technology	Plan complies with requirements of FA&A Act	Plan finalised by 31 March each year.
Compliance Audit	Government Guidelines	Systems comply

1E(d) PROFESSIONAL ADVICE AND SUPPORT SUB-SERVICE: STRATEGIC PLANNING FOR ASSETS

The Sub-service

The preparation of a Strategic Plan for Assets in compliance with the Financial Administration and Audit Act.

Key Outcomes

Strategic Plan for Assets

Sub-service Inclusions

Development of a Strategic Plan for Information Technology

Sub-service Standards

Activity	Standard	Control
Preparation of Strategic Plan for Assets	Plan complies with requirements of FA&A Act	Plan finalised by 31 March each year.

1E(e) PROFESSIONAL ADVICE AND SUPPORT SUB-SERVICE: QUALITY ASSURANCE

The Sub-service

The sub-service involves the preparation of Office Policy and Procedures Manuals and the review of office structure and processes and the provision of regular meeting of the Chairpersons of the Boards.

Key Outcomes

- . Office Policy and Procedures Manual
- . Review of organisational structure and staff establishment
- . Meetings of the Chairpersons

Sub-service Inclusions

- . Preparation of Policy and Procedures Manual
- . Annual review of organisational structure and staff establishment.
- . Administrative and secretarial support for meeting of the Chairpersons

Sub-service Standards

Activity	Standard	Control
Preparation of Policy and Procedures Manual	Manual encompasses relevant Office practices	Manual prepared and reviewed by 30 June each year
Meeting of Presidents and Chairpersons	Negotiated with clients	Meetings held every three or four months.
Review of organisational structure and staff establishment	Negotiated with Executive Officer	Review completed by 30 April each year.

1E(f) PROFESSIONAL ADVICE AND SUPPORT SUB-SERVICE: STATUTORY COMPLIANCE - HEALTH PRACTITIONER REGISTRATION BOARDS (ADMINISTRATION) ACT 1999

The Sub-service

The sub-service ensures that the Board and Office comply fully with the provisions of the Administration Act.

Key Outcomes

- . Financial management of Office complies with relevant statutory requirements
- . Service Agreements
- . Training for new Board members

Sub-service Inclusions

- . Management of financial management systems which comply with statutory requirements.
- . Development and negotiation of initial Service Agreement with Board, and incorporation of changes into Service Agreements as negotiated thereafter.
- . Provision of training to new Board members.

Sub-service Standards

Activity	Standard	Control
Development of Financial Management Systems	Systems comply with Financial Administration and Audit Act and Public Finance Standard	Compliance
Negotiation and maintenance of Service Agreements	Negotiated with Board	Service Agreement negotiated within agreed timeframe
Training for new Board members	Negotiated with Board Chairperson	Training provided within one month of Board member appointment.

1E(g) PROFESSIONAL ADVICE AND SUPPORT SUB-SERVICE: INFORMATION ADVISORY SERVICE

The Sub-service

The sub-service provides information in response to written and verbal requests from the Executive, the media, and key government agencies.

Key Outcomes

- . Ministerial briefing papers, draft correspondence, submissions, reports, etc.
- . Provision of completed workforce surveys
- . Briefing papers for the media

Sub-service Inclusions

- . Preparation of draft responses to Ministerial inquiries
- . Collation and dispatch of workforce survey data
- . Briefing papers for the media.

Sub-service Standards

Activity	Standard	Control
Responses to Ministerial inquiries	Negotiated with Board	Ministerial timeframe is met
Workforce Surveys	National standard for questionnaires accommodated	Survey data provided within one month of conclusion of registration renewal period
Briefing papers for the media	Negotiated with Board	Briefing papers provided within timeframe required by media.

Professional Advice and Support Service Manager:

Executive Officer

Other Personnel Involved:

All staff

1F CORPORATE SUPPORT SERVICE

The Service

This service provides the financial, staffing, administrative, technological resources and records management to enable the Office to deliver its services to Boards and their clients. It is constituted by six sub-services which are as follows:

- Financial services
- Human resource management (HRM) services
- Administrative services
- Information Technology services
- Records management services
- Freedom of Information services

1F(a) CORPORATE SUPPORT SUB-SERVICE: FINANCIAL SERVICES

The Sub-service

This sub-service includes provision of all financial management services to the Board to ensure compliance with relevant financial management standards. The sub-service includes: (a) revenue, accounts receivable and reconciliation; (b) expenditure and accounts payable; (c) administration of payroll; (d) maintenance of assets register; (e) administration of taxation compliance; (f) financial system development and maintenance; and (g) budget preparation and statutory reporting.

Revenue, Accounts Receivable and Reconciliation

Sub-service

- Management of Accounts Receivable Function
- Reconciliation and Reporting Receivables
- Receipting and Banking of Funds collected as per Financial Management Standard
- Reconciliation of Bank Accounts
- Reconciliation of Collection Account and Distribution of Funds
- Annual Review of Fees and Charges

Key Outcomes

- All account receivables identified and accounted for.
- Accounts Receivables reconciled to General Ledger
- Daily banking of receipts
- General Ledger Accounts updated daily
- All accounts balanced and reconciled to Bank Statements and General Ledger
- Fees and charges reviewed and reports furnished for review

Sub-service Inclusions

- . Perform all accounts receivable function: process invoices, issue credit notes and write-offs
- . Collection of amounts owing by various clients
- . Collection of monies accrued to each board as a result of fines imposed by the Board or costs awarded by disciplinary bodies
- . Prepare monthly reports to disclose the position of accounts receivables
- . Maintain an adequate audit trail
- . Provide relevant and reliable information
- . Monthly debtors report generated through the accounting system
- . Provide aged analysis of debtors ledger
- . Receipting and banking of monies collected
- . Storing cash securely
- . Identifying recording and reconciliation of cash transactions
- . Maintenance of an adequate audit trail
- . Recording information about transactions to allow the timely provision of relevant and reliable information
- . Reconciliation of all Business Bank Accounts and all Prime Accounts
- . Provision of monthly reports of performance under Service Agreements
- . Reconciliation of payments made by health practitioners through credit cards
- . Distribution of funds
- . Accounting and distribution of Interest received on collection account and cost incurred on collection.
- . Fees and charges reviewed in accordance with FMS
- . Review includes assessment of full cost of providing goods and services

Sub-service Standards

- . Processed debtors transactions 100% accurately
- . Debt recovery actions undertaken in accordance with the institution's policy.
- . Accounts Receivable Ledger reconciled to the General Ledger within 10 working days of the end of the month
- . All reports furnished within 10 working days of the end of the month
- . Provide ad hoc reports
- . Banking of collected funds on the same day
- . Checking bank statements in the following day for confirmation of deposits
- . Performed reconciliation within 5 working days of month end
- . Compliance with statutory and accounting standards
- . Performed reconciliation within 5 working days of month end
- . Compliance with statutory requirements
- . Review fees and charges as per FMS
- . Consult Board throughout the review process

Expenditure and Accounts Payable

The Sub-service

- . Creditors Payments and Accounts Payable Reconciliation
- . Cheque Maintenance
- . Administration of Corporate Credit Cards

Key Outcomes

- . Payment of Creditors in accordance with approved policy and FMS
- . Payment Maintenance
- . Maintenance of Bank Signatories
- . Maintenance Bank Verifying Officers
- . Compliance with Corporate Credit Card policy
- . Maintenance of up-to-date register

Sub-service Inclusions

- . Payment of invoices after validation
- . Payment of creditors by EFT
- . Implemented accounts payable policy
- . Balance Accounts Payable Subsidiary Ledger to General Ledger
- . Account direct debit and direct credit on bank accounts
- . Issue of manual cheques
- . Issue of machine printed cheques
- . Cancellation of cheques and replacement of cancelled cheques
- . Investigation of unpresented cheques on regular basis
- . Maintenance of up-to-date list of Bank signatories and Verifying Officers
- . Arrange Credit Cards
- . Administration of Credit Cards in accordance with Agency/Board policy
- . Monitor usage of Credit Cards
- . Report non-compliance/ unauthorised use
- . Ensure that effective internal controls are exercised over Credit Cards
- . Maintain accurate records of Corporate Credit Card holders and the limits
- . Process all credit card transactions to General Ledger and prepare reports to note exceptions
- . Reconciled Credit Card payment with bank statements within 10 working days of month end

Sub-service Standards

- . Invoice processed for payments on agreed date
- . Provided monthly reports within 10 working days of month end
- . Balance Accounts Payable Subsidiary Ledger to General Ledger within 10 working days of month end
- . Compliance with statutory and accounting standards

- Compliance with Accounts Payable policy of the agency
- Follow appropriate internal controls on cheque production and issue
- Issue Credit Cards within 10 working days of receipts of application
- Maintain internal control relating to Corporate Credit Cards
- Keep record to comply statutory and financial requirements
- Ensure Card holders know their credit limits and report instances of inappropriate use

Administration of Payroll

The Sub-service

- Preparation of Board Fees
- Administration of Payroll (Office Staff)

Key Outcomes

- Process Board Members Fees
- To be added once payroll arrangements made

Sub-service Inclusions

- Keep records on Board Member attendance
- Calculate Board Member entitlements
- Timely processing of Board Member fees and administration of deductions
- Prepare cheques/EFT payments
- Administration of Payroll deduction and TIDS
- Issue Group Certificates
- Payroll maintenance

Sub-service Standards

- Board Fees are processed on dates agreed
- Compliance with ATO requirements
- Payroll processed according to standards and appropriate timetable

Maintenance of Assets Register

The Sub-service

Maintenance of Asset Register

Key Outcomes

- Maintain up-to-date Assets Register
- Registering, maintenance and disposing of items in the Assets Register in accordance with the FMS and SAMP

Sub-service Inclusions

- Administration of annual stock-take in accordance with FMS
- Asset reconciliation
- Administer asset revaluation
- Include addition or improvements to assets in the Assets Register
- Maintain records and balance plant and equipment register to General Ledger control total
- Prepare monthly reconciliation
- Provide monthly reports
- Calculation of Depreciation Schedules

Sub-service Standards

- Additions processed within 10 working days of purchase
- Improvements processed within 10 working days of payments
- Annual stock-take performed by 31 May
- Monthly reconciliation of Assets Register balance to General Ledger

Administration of Taxation Compliance

The Sub-service

- Administration of Income Tax
- Administer Goods and Services Tax (GST) Compliance
- Administration of FBT

Key Outcomes

- Compliance with Australian Taxation Legislation
- Furnish ATO payments within the time limits stipulated by the taxation legislation
- Compliance with the new Taxation Reforms with respect to GST
- Implement GST administrative arrangements
- Furnish FBT annual return within the limit set by ATO
- Comply FBT legislation

Sub-service Inclusions

- Provision of taxation advice on PAYG
- Processing of PAYG payments and Payroll Tax
- Remit tax instalments to ATO on prescribed dates
- Reconciled wages with group certificate
- Provision of Group Certificates in prescribed format on prescribed dates
- Maintain systems to provide information
- Provision of taxation advice on GST
- Incorporate GST component to provision of services
- Accounting for GST
- Development and maintenance of accounting system to accommodate GST compliance
- Calculate GST payable for services purchased
- Quarterly reconciliation of GST and lodgement of the Business Activity Statement
- Implement Registration process for ABN
- Issue Tax Invoices
- Development of internal controls to compliance GST requirements

- Maintain an adequate audit trail
- Provision of taxation advice on FBT
- Recording FBT related payments
- Minimise tax liability within legal limits
- Preparation of accounting entries to cost FBT payments
- Process quarterly FBT payments
- Preparation of annual FBT return
- Development and periodic review of FBT user manual

Sub-service Standards

- Advice provided promptly
- Remit TIDS to ATO within the limit set out in the legislation
- Compliance with taxation legislation
- Lodgement of the Business Activity Statement within the time limit set out by ATO
- Issue Tax invoices
- Process payments in accordance with the taxation legislation
- Maintain records as per FBT legislating
- Annual FBT return lodged on or before 28th April
- FBT user manual revised at regular interval

Financial System Development and Maintenance

The Sub-service

Financial Systems Development and Maintenance

Key Outcomes

- Availability of complete and up-to-date financial management system
- Development and maintenance of Financial Management Practices Manual
- Maintained quality financial management system to ensure compliance with statutory reporting framework

Sub-service Inclusions

- Enhancements to current financial management system
- Development of activity base costing system
- Maintain up-to-date costing and financial reporting system
- Facilitating statutory reporting framework

Sub-service Standards

- Maintained financial management systems to ensure continued provision of quality services
- Financial Management Practices Manual developed and up to date.

Investment Management

The Sub-service

Management of Board investment portfolio

Key Outcomes

Maximum investment earning

Sub-service Inclusions

- Provide advice on appropriate investment strategies
- Invest excess funds in AAA rated financial institutions
- Monitor interest income
- Maintain an investment register
- Renew investments

Sub-service Standards

Maximise income from investments

Budget Preparation and Statutory Reporting

The Sub-service

- Preparation of Accrual Budget and Monitoring
- Preparation of Monthly Financial Report
- Preparation of Annual Financial Reports
- Completion of Procedures with respect to Annual Audit

Key Outcomes

- Management of resources efficiently and effectively
- Improved accountability and fiscal discipline
- Monthly financial statements to ensure the agency is kept up-to-date as to the monthly outcomes of its operations and the financial position
- Year end financial statements to ensure statutory compliance
- Preparation of Annual Financial Statements as per FAAA and FMS
- Timely provision of information requested
- Completion of annual audit within the statutory deadline

Sub-service Inclusions

- . Provide advice on budgeting
- . Timely preparation of budget
- . Budget is prepared in accordance with the agency's strategic and operational plans
- . Annual budgets are prepared on an accrual basis
- . Monitoring budgets and providing forecasts
- . Preparation of income and expenditure statement
- . Preparation of statement of financial position
- . Production of cashflow statement and budget details for monitoring
- . Preparation of required statutory financial reports for annual audit
- . Provide required information to QAO
- . Respond to audit queries
- . Furnish required ad hoc report and documentation
- . Prepare fact sheets
- . Engage consultation on audit matters

Sub-service Standards

- . Preparation of budgets in the required time frame
- . Timely preparation of all financial statements
- . Statutory compliance
- . Preparation of financial statement to ensure statutory compliance
- . Statutory compliance

1F(b) CORPORATE SUPPORT SUB-SERVICE: HUMAN RESOURCE MANAGEMENT

The Sub-service

This sub-service provides all human resource management services to enable the Office to deliver its services to Boards and their clients.

Sub-service Inclusions

- . Workforce planning and reporting, including job evaluation, recruitment, selection, appointments, transfers and separations and statutory reporting
- . Workforce management, including payroll management, performance review, workplace health and safety, WorkCover premium and claims management.
- . Workforce development including career management, redeployment and retraining, enterprise bargaining, EEO, employee assistance and counselling

Sub-service Standards

- . Compliance with Queensland Public Service Award, Act and Directives.

1F(c) CORPORATE SUPPORT SUB-SERVICES: ADMINISTRATION

The Sub-service

This sub-service provides the administrative infrastructure to enable the Office to deliver its services to Boards and their clients.

Sub-service Inclusions

- . Office systems and support including administration records, document management, mail services, office accommodation, vehicle and car parking management and building maintenance.
- . Procurement services including preparing and processing purchase orders
- . Copy Shop, Stationery Services and Forms Management including copy services, maintenance of photocopiers, stationery, forms design and management
- . Communication services including managing telephone and fax services
- . Risk Management services, including professional and public liability.

Sub-service Standards

- . Compliance with good practice and the State Purchasing Policy.

1F(d) CORPORATE SUPPORT SUB-SERVICES: INFORMATION TECHNOLOGY

The Sub-service

This sub-service develops and maintains technological resources to enable the Office to deliver its services to the Boards and their clients.

Sub-service Inclusions

- . Maintaining and upgrading hardware and software
- . Monitoring and maintaining server performance
- . Providing on call and after hours support for the Office
- . Maintaining links to and from areas of Queensland Health and other agencies, authorities and jurisdictions including Internet and e-mail
- . Data base management eg REGIS
- . Maintaining public access support
- . Maintaining and developing Web Sites
- . Managing software licences

Sub-service Standards

- . Compliance with State Government Information Standards.

1F(e) CORPORATE SUPPORT SUB-SERVICES: RECORDS MANAGEMENT

The Sub-service

This sub-service ensures that the Board has sufficient access to stored information and fulfils its obligations under relevant legislation to keep and maintain an accurate, up-to-date and complete record of its activities including:

- Records of prescribed particulars of each of its current and former registrants
- Records relevant to the administration of the Board, the Office and relevant legislation
- Records relevant to complaints, FOI and Health Assessment & Monitoring (HAM) issues
- Storage of records
- Records administration systems.

Key Outcomes

- Records are managed in accordance with legislation.
- Records are kept secure and confidential.
- Records are managed to meet the Board's current & future needs.
- Records are managed to ensure efficient storage & retrieval of data.
- Records are stored in appropriate conditions that meet legislative requirements.
- Production of records management policies to meet the Board's needs and to comply with legislation.

Sub-service Inclusions

Maintaining, updating and ensuring accuracy of records of registrants (as far as it is reasonably possible), administration (including financial) records of the Board and Office, HAM records, complaints records, FOI records in accordance with legislation.

- Development of records policies for creation, administration systems, maintenance, storage, risk and disaster management to meet the needs of the Board & in accordance with legislation.
- Development of specialised records systems eg. Legal Opinion database
- Managing the storage of the Board's records both on and off site.
- Provision of training in records management best work practices.
- Management of the retrieval and transfer of records between storage sites.
- Transfer of records to State Archives in accordance with legislation.
- Records support for FOI.
- Regular review and improvement of record management and information storage and retrieval practices

Sub-service Standards

Activity	Standard	Control
Records management	To comply with legislation	Client satisfaction
Development of records management policies	To comply with legislation	Completed within 6 months
Reports of records transferred to offsite storage and State archives	To comply with legislation	Reports provided quarterly

1F(f) CORPORATE SUPPORT SUB-SERVICES: FREEDOM OF INFORMATION

The Sub-service

This service provides for management of the Board's obligations and responsibilities under the *Freedom of Information Act 1992 (FOI Act)*.

Key Outcomes

The service ensures efficient, cost effective compliance with the Board's obligations and responsibilities under the *FOI Act*.

Sub-service Inclusions

- Receipt and processing of FOI applications for access to documents in accordance with the *FOI Act*
- Processing FOI applications for amendment of information in accordance with the *FOI Act*
- Consultation with third parties regarding the disclosure of matter under s.51 *FOI Act*
- Providing applicants with notices of decision & schedules of documents
- Photocopying of documents pursuant to FOI decisions.
- Processing of Internal Reviews of decisions in accordance with the *FOI Act* requested by applicants.
- Co-ordination of External Reviews in conjunction with the Office of the Qld Information Commissioner in accordance with the *FOI Act*
- Meeting the Board's requirements to report to the Minister for Health on FOI Annual publication of Statement of Affairs documents in accordance with the *FOI Act*.
- Maintenance and publication of Board policy documents in accordance with the *FOI Act*

Sub-service Standards

Activity	Standard	Control
Processing of FOI applications	Compliance with legislation	Statutory obligations and timeframe met
Notification of decisions	Compliance with legislation	Client satisfaction
Production of Board Statement of Affairs document	Compliance with legislation	Client satisfaction

Corporate Support Services Manager:

Corporate Services Manager

Other Personnel involved:

Financial Co-ordinator
Information Co-ordinator
Information Technology Co-ordinator
Staff of Corporate Services

SCHEDULE 2 - PRICING AND BOARD BUDGET

1. INTRODUCTION

- 1.1 The purpose of this Schedule is to set out the features of the service pricing arrangement between the Board and the Executive Officer. The schedule covers the following requirements of the *Health Practitioner Registration Boards (Administration) Act 1999*: (a) the amount payable to the Office by the Board for the provision of services; and (b) how the amount is calculated.
- 1.2 This Schedule must be read in conjunction with the Board's budget for the current financial year. The budget is placed as Attachment 1 of this Schedule. The extent to which the Board purchases the services outlined in the Agreement depends on the funds allocated to the Agreement in the budget.
- 1.3 The Agreement is based on the fundamental principle that the Board, as far as is practicable, will not be required to pay for services and Office infrastructure in which it does not have a stake. The following principles underpin the pricing component of the Agreement and provide the framework on which costings rest.

2. PRINCIPLES UNDERLYING THE PRICING OF SERVICES

- 2.1 **Principle 1:** The Office is a non-profit organisation. The use of surplus Board funds in Office accounts at the conclusion of each financial year will be negotiated with the Board. For the purpose of this principle accrued liabilities for staff entitlements do not constitute surplus funds.
- 2.2 **Principle 2:** Staff of the Office who work exclusively for one Board will have all their salary and related costs met by the relevant Board. This principle reflects the need to ensure, as far as practicable, that Boards are not subsidising other Boards for services and infrastructure they do not use.
- 2.3 **Principle 3:** Staff of the Office will use the electronic timesheet program (Time Capture) to ensure, as far as practicable, that Boards are only billed for the salary related costs associated with the hours actually worked for individual Boards.
- 2.4 **Principle 4:** Hours of staff time spent on matters connected with administration and operation of the Office will be shared among the Boards in proportion to the total hours of service provided to the Board in the previous financial year (see Table 1). This principle reflects the fact that the greater the use of staff time then the greater the demand the Board has on the Office's shared services and infrastructure.
- 2.5 **Principle 5:** The formulas for shared costs detailed in Tables 1, 2, 3, 4, 5 and 6 will be reviewed every 6 months utilising the data generated by Time Capture (particularly the data available from those staff positions detailed in paragraph 3.2.3 A, B, L, M and N). This will ensure that relativities are reviewed regularly and residual cross-subsidisation among Boards is minimized by appropriate adjustment to the formulas.

- 2.6 Principle 6:** The Board recognises that in order that the Office has the capacity to improve its services and the quality of the infrastructure used to support Board operations, some additional funds must be provided above those required for simple maintenance of normal functions and operations. The Board agrees to the inclusion of negotiated sums for service enhancement and improvements, including staff training and development.

3. STAFF SALARIES⁹

- 3.1 Board Budget:** The budget contains a ceiling on the amount which will be paid by the Board for staff salaries, unless adjusted figures are negotiated between the Board and the Executive Officer during the course of the relevant financial year.

The salary budget is determined on the basis of Time Capture data from the previous year and on estimated workloads and the apportionment of salaries detailed in paragraph 3.2. These assumptions have been converted to percentages and are detailed in Tables 1 through 6 of paragraph 7. The percentages will be reviewed on the basis of actual staff use data as generated by Time Capture. Such review will be undertaken on a six monthly basis to determine whether any adjustment to the formulas is required.

- 3.2 Apportionment of Salaries and Billing Rates:** All staff will maintain Time Capture records so that salaries billed to each Board are based, as far as practicable, on actual work performed for the Board.

3.2.1 Staff Whose Salary Costs Will be Met by Only One Board: Principle 2 applies to the salary and related costs of the following positions:

- A Pharmacy Co-ordinator – Pharmacists Board – PO6
- B Psychology Co-ordinator – Psychologists Board – PO6 X 1.6 FTE
- C Investigation Officer – Psychologists Board – AO5
- D Administrative Officer – Psychologists Board – AO2 X 0.6 FTE

3.2.2 Staff Whose Salary Costs Will be Met by the Medical Practitioners Board with a Potential to Charge Out to Other Boards: Principle 2 applies to the salary and related costs of the following positions. Other Boards which utilise the services of any of these staff will be charged the relevant hourly cost. Such services must be requested by the Board (or Executive Officer on behalf of the Board) and approved by the Executive Officer as appropriate. This does not include work undertaken for administration and operation of the Office.

- A Deputy Registrar – Medical Board – AO7
- B Assistant Registrar – Medical Board – AO5
- C Administration Officer – Medical Board – AO3 X 3
- D Administrative Officer – Medical Board – AO2 X 3

⁹ Note that the Billing Rate includes all on costs and the 1.5% long service leave contribution and is subject to alteration in accordance with award variations. The hourly rates quoted were those applying in May 2002.

3.2.3 Staff Whose Salary Costs Will be Met by All Boards in Direct Proportion to the Hours of Work Recorded for the Board: Principles 3, 4 and 5 apply to the salary and related costs of the following positions based on the guidelines that: (a) time spent in connection with one Board – that Board will be billed for the time; (b) time spent in connection with a number of Boards – those Boards will be billed in equal parts for the time; and (c) time spent in connection with administration of the Office, including work undertaken for all Boards – the Boards will be billed on the formula basis detailed in Table 1.

- A Executive Officer – SES 2.2
- B Executive Support Officer – AO3
- C Complaints Co-ordinator – PO6
- D Investigation Officer – AO5 X 5
- E Administration Officer (Complaints) – AO3
- F Administrative Officer (Complaints) – AO2
- G Medical Advisor – M(10)
- H Health Assessment and Monitoring Co-ordinator – PO6
- I Monitoring and Investigations Officer – AO5 X 2
- J Administration Officer (HAM) – AO3
- K Administrative Officer (HAM) – AO2 X 2
- L Corporate Services Manager - AO7
- M Administration Officer (HR) – AO3
- N Financial Co-ordinator – AO6
- O Co-ordinator (Investigations) – AO6 (temporary)
- P New Complaints Position – currently unnamed – AO7

3.2.4 Staff Whose Salary Costs will be Met by All Boards With a Potential to Charge out to Individual Boards: Principles 4 and 5 apply to the salary and related costs of the following positions. Principle 2 will apply for any additional work carried out at the request of an individual Board. Such services must be requested by the Board (or Executive Officer on behalf of the Board) and approved by the Executive Officer as appropriate.

- A Information Co-ordinator¹⁰ – AO6
- B Administration Officer (Information Services) – AO3
- C Administrative Officer (Records) – AO2
- D Information Technology Co-ordinator – AO6
- E Analyst/Programmer – AO5
- F Information Technology Officer – AO5
- G Temporary Staff for processing annual licence fee payments¹¹
- H Finance Officer – AO4
- I Administration Officer (Finance) – AO3
- J Administrative Officer (Finance) – AO2 X 1
- K Administration Officer (Registrations) – AO3
- L Administrative Officer (Registrations) – AO2
- M Administration Officer (Business Processing Centre) – AO3
- N Project Officer (Policy Development) – AO6
- O Administrative Officer (Corporate Services) – AO2

¹⁰ The portion of this position concerned with managing FOI applications will be billed directly to the Board to which the FOI application is relevant.

¹¹ Principle 2 will apply to temporary staff engaged solely to process ALF payments from registrants of a particular Board.

3.2.5 Staff Whose Salary Costs Will be Met by the Twelve Non-Medical Boards With a Potential to Charge Out to the Medical Board: Principles 3, 4 and 5 apply to the salary and related costs of the following positions based on the guidelines that: (a) time spent in connection with one of the twelve Boards – that Board will be billed for the time; (b) time spent in connection with a number of Boards – those Boards will be billed in equal parts for the time (on the formula basis detailed in Tables 2, 3, 4 and 5 where relevant); and (c) time spent in connection with administration of the Office, including work undertaken for all twelve Boards – the twelve Boards will be billed on the formula basis detailed in Table 6.

Principle 2 will apply for any additional work carried out at the request of the Medical Board. Such services must be requested by the Board (or Executive Officer on behalf of the Board) and approved by the Executive Officer as appropriate.

- A Deputy Registrar – AO7
- B Assistant Registrar – AO5 X 4
- C Administration Officer – AO3 X 4
- D Administrative Officer – AO2 X 3.5

4. OVERTIME

Principles 2, 4 and 5 will apply for any work carried out on an overtime basis. In this regard: (a) overtime paid to staff who attend after hours Board or Board Committee Meetings will be charged to the relevant Board; (b) overtime paid to staff who must work overtime because of extra work required by a Board will be charged to the Board which generated the extra work; and (c) overtime paid to staff detailed in paragraphs 3.2.1, 3.2.3 and 3.2.4 who must work overtime because of extra work requirements will be charged to the Board which generated the work or alternatively if the work is required for all Boards the Boards will be billed on the formula basis detailed in Table 1.

5. TRAVEL ALLOWANCES

Travel allowances and associated costs for Office staff will generally be charged to the Board which requested that the staff member travel. It is not anticipated that any staff member will incur travel costs other than when on Board business or as approved by the Executive Officer.

6. OFFICE EXPENSES

Costs associated with the operations of the Office must be shared among the Boards in an equitable manner. This is because: (a) the Office has no source of income other than income derived from the Boards; and (b) cross-subsidisation among the Boards must be minimised.

While a Board should pay only its own share of the Office's administrative costs the Board also accepts that funds must be provided to allow for enhancements and development of services.

The non-salary budget is determined on the basis of Time Capture data from the previous year, the apportionment of salaries detailed in paragraph 3.2 and on estimated costs as detailed in the budget proposal.

These assumptions have been converted to percentages and are detailed in Table 1 of paragraph 7. These percentages will be adjusted on the basis of actual staff use data as generated by Time Capture at the end of the financial year. The adjusted percentages will be used as the basis for reconciliation of non-salary related costs at the end of each financial year.

6.1 Costs to be shared among Boards

6.1.1 Accommodation Costs: Include rent, electricity, cleaning, offsite storage, security, pest control, and waste disposal. Principles 4 and 5 apply to the accommodation related costs and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the demand the Board has on the Office's accommodation requirements.

6.1.2 Car Parking: The cost of vehicle parking for any vehicles on Board business (eg. parking for members attending a Board or Board Committee meeting) will be borne by the relevant Board. Where parking has been approved by a Board for an Office staff member, that Board will meet the cost of the car park and any Fringe Benefits Tax. The costs of car parking bays maintained by the Office in Forestry House will be billed as follows:

<u>Bay</u>	<u>User</u>	<u>Cost Allocation</u>
53	Dr Toft	Medical Board
54	Executive Officer	All Boards (Table 1)
55	General Use	All Boards (Table 1)
56	Pharmacy Co-ordinator	Pharmacists Board

6.1.3 Telephone Calls: Principles 4 and 5 apply to the telephone related costs and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the demand the Board has on telephone related costs. The costs of mobile phones maintained by the Office will be billed as follows:

<u>Phone Number</u>	<u>User</u>	<u>Cost Allocation</u>
0404 867 434	Executive Officer	All Boards (Table 1)
0408 708 901	General Use	All Boards (Table 1)

6.1.4 Daily Newspapers: An individual Board's share of these costs will be billed to the Boards on the formula basis detailed in Table 1.

6.1.5 Motor Vehicle Expense: The cost of motor vehicles (including any leasing costs, maintenance, fuel, parking and Fringe Benefits Tax) maintained by the Office will be billed as follows:

<u>Vehicle</u>	<u>User</u>	<u>Cost Allocation</u>
463 HAB	Executive Officer	All Boards (Table 1)

6.1.6 Lease of Photocopiers: Costs associated with photocopying (eg. leasing of photocopiers, toner, service charges, etc.) will be charged to the Board in proportion to the Board's use of the machine.

6.1.7 Work Cover Insurance: Principles 4 and 5 apply to Work Cover Insurance for Office staff and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the Board contribution should be for the insurance costs.

6.1.8 Repairs and Maintenance: Principles 4 and 5 apply to repair and maintenance costs for Office equipment and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the use of equipment.

Repair and maintenance costs for equipment owned by an individual Board will be billed to the relevant Board.

6.1.9 Furniture and Fittings: An amount will be built in to the Service Agreement budget for progressive improvement of office furniture and fittings. Principles 4 and 5 apply to furniture and fittings improvements and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the demand the Board has on the need for Office furniture and fittings.

6.1.10 Staff Training and Development: A levy of 2% on each Board's salary contribution will be payable by the Board to fund ongoing training and development of staff. Principles 4 and 5 apply to staff training and development and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the use of, and need for, staff training and development expenditure.

6.1.11 Office Consultancies: Principles 4 and 5 apply to Consultancies which are directed at improving the policies and processes for Board services and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the benefit the Board will receive from the development of policies and processes which are quality based.

- 6.1.12 Staff Recruiting Cost:** Costs which may arise include eg JEMS Evaluation of positions, advertising of vacancies. Costs will be apportioned among the Boards using the same principles as apply to apportionment of salaries detailed in Section 3 of this Schedule.
- 6.1.13 Information Technology Expenses:** Costs which may arise include new software and hardware purchases, software development by consultants, and replacing or upgrading hardware. Principles 4 and 5 apply to Information Technology Expenses and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the use of information technology infrastructure.
- 6.1.14 Legal and Investigation Expenses - Office:** If the Office requires legal advice or to conduct investigations in its own right the cost will be apportioned among the Boards on the formula basis (number of registrants) detailed in Table 7. Such expenditure is limited to advice required for the Office to meet its statutory obligations.
- 6.1.15 Stationery:** The cost of any stationery will be apportioned among the Boards on the formula basis (number of registrants) detailed in Table 7.
- 6.1.16 Audit Fees:** Principles 4 and 5 apply to internal and external Audit Fees and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the complexity and cost of the audit.
- 6.1.17 Bank Charges:** Principles 4 and 5 apply to Bank Charges for the Office accounts and such costs will be apportioned among the Boards on the formula basis detailed in Table 1. This is consistent with the principle that the greater the use of staff time then the greater the complexity and cost of banking transactions.
- 6.1.18 Printing for Annual Renewals:** The cost of printing and stationery for annual registration renewals will be apportioned among the Boards as follows: (a) for the Medical Practitioners renewal the Board will be billed for 100% of the cost; and (b) for the 12 other Boards, the Boards will be billed on the formula basis (number of registrants) detailed in Table 7 (b). This printing and stationery does not include the costs for the renewal mailing service which are a direct Board cost.
- 6.1.19 After Hours Air Conditioning:** The cost for after hours air conditioning will be apportioned among the Boards on the formula basis detailed in Table 8.

7. TABLES FOR APPORTIONMENT

Table 1
All Board Apportionment on the Basis of Staff Usage

<u>Board</u>	<u>Percent of Staff Usage</u> <u>2002-2003</u>	<u>Percent of Staff</u> <u>Usage 2003-2004</u>
Chiropractors Board	1.50	1.75
Dental Board	7.99	8.70
Dental Technicians and Dental Prosthetists Board	1.32	1.53
Medical Board	51.96	53.67
Medical Radiation Technologists Board	4.59	4.32
Occupational Therapists Board	2.13	1.88
Optometrists Board	1.46	1.34
Osteopaths Board	0.82	0.72
Pharmacists Board	8.46	7.41
Physiotherapists Board	4.57	3.25
Podiatrists	1.05	0.81
Psychologists Board	11.69	12.51
Speech Pathologists Board	2.46	2.11

Table 2
Team 1 Apportionment on the Basis of Staff Usage

<u>Board</u>	<u>Percent of Staff Usage</u> <u>2002-2003</u>	<u>Percent of Staff Usage</u> <u>2003-2004</u>
Chiropractors Board	11.59	14.90
Occupational Therapists Board	16.52	16.00
Osteopaths Board	6.32	6.13
Pharmacists Board	65.57	62.97

Table 3
Team 2 Apportionment on the Basis of Staff Usage

<u>Board</u>	<u>Percent of Staff Usage</u> <u>2002-2003</u>	<u>Percent of Staff Usage</u> <u>2003-2004</u>
Dental Board	76.48	80.49
Speech Pathologists Board	23.52	19.51

**Table 4
Team 4 Apportionment on the Basis of Staff Usage**

<u>Board</u>	<u>Percent of Staff Usage</u> <u>2002-2003</u>	<u>Percent of Staff Usage</u> <u>2003-2004</u>
Physiotherapists Board	26.39	19.62
Podiatrists Board	6.08	4.90
Psychologists Board	67.53	75.48

**Table 5
Team 5 Apportionment on the Basis of Staff Usage**

<u>Board</u>	<u>Percent of Staff Usage</u> <u>2002-2003</u>	<u>Percent of Staff Usage</u> <u>2003-2004</u>
Dental Technicians and Dental Prosthetists Board	17.91	21.23
Medical Radiation Technologists Board	62.30	60.11
Optometrists Board	19.79	18.66

**Table 6
Twelve Board Apportionment on the Basis of Staff Usage**

<u>Board</u>	<u>Percent of Staff Usage</u> <u>2002-2003</u>	<u>Percent of Staff Usage</u> <u>2003-2004</u>
Chiropractors Board	3.11	3.78
Dental Board	16.63	18.77
Dental Technicians and Dental Prosthetists Board	2.75	3.30
Medical Radiation Technologists Board	9.57	9.33
Occupational Therapists Board	4.44	4.06
Optometrists Board	3.04	2.90
Osteopaths Board	1.70	1.56
Pharmacists Board	17.62	15.98
Physiotherapists Board	9.51	7.02
Podiatrists Board	2.19	1.75
Psychologists Board	24.33	27.00
Speech Pathologists Board	5.11	4.55

Table 7
All Board Apportionment on the Basis of
Number of Registrants as at 6 May 2003

<u>Board</u>	<u>No of</u> <u>Registrants</u>	<u>% of Total</u> <u>Registrants</u> A	<u>% of Total</u> <u>Registrants</u> B
Chiropractors Board	562	1.80	2.99
Dental Board	2369	7.58	12.60
Dental Technicians and Prosthetists Board	807	2.58	4.29
Medical Board	12442	39.83	N/A
Medical Radiation Technologists Board	1612	5.16	8.57
Occupational Therapists Board	1532	4.90	8.15
Optometrists Board	768	2.46	4.09
Osteopaths Board	80	0.26	0.43
Pharmacists Board	3704	11.86	19.70
Physiotherapists Board	2894	9.26	15.39
Podiatrists	334	1.06	1.78
Psychologists Board	3282	10.51	17.46
Speech Pathologists Board	855	2.74	4.55

Table 8
Board Apportionment as a Percentage of
Total After Hours Meetings

<u>Board</u>	<u>% of After Hours Use</u>
Chiropractors Board	7.91
Dental Board	9.67
Dental Technicians and Prosthetists Board	7.85
Medical Board	31.63
Medical Radiation Technologists Board	6.92
Occupational Therapists Board	9.23
Optometrists Board	3.08
Osteopaths Board	3.95
Pharmacists Board	N/A
Physiotherapists Board	5.27
Podiatrists	2.63
Psychologists Board	7.91
Speech Pathologists Board	3.95

BUDGET PROPOSAL
1 JULY 2003 – 30 JUNE 2004

GENERAL NOTES

1. The Budget comprises three main sections, being: (a) Income, (b) Direct Board Expenditure, and (c) Service Agreement Expenditure
2. The Budget has been developed: (a) on a full accrual basis, (b) primarily on a 'zero' basis, and (c) on the basis that expenditure estimates are net of GST

BOARD INCOME

3. Calculation of income from annual registration and other registration related fees is based on the following assumptions:

- (a) In June/July 2003, Governor in Council will approve an estimated 3.4% CPI increase in all fees levied under the Regulation. A Ministerial submission to effect this increase was forwarded to the Minister's Office in the week commencing 2 June 2003.
- (b) As at 31 July 2003, there will be an estimated 11406 registrants, 4043 who will also hold specialist registration. Of these 90% will renew registration (of these 90%, 35% will renew in August and 65% in September); 7% will not renew, but will later restore their registration; and 3% will neither renew nor restore their registration. In addition, there will be an estimated 1604 special purpose registrants as at 31 July 2003.
- (c) 798 previous registrants (approximately 7%) will restore their registration between 1 October and 31 December 2003 by paying the current restoration fee. Of those that will restore registration, 558 will restore in October 2003, 220 in November 2003 and 20 in December 2003.
- (d) During 2003-2004, new applications for registration will be received for the following registration categories at the times specified:

General Registration		<u>Specialist Registration</u>		<u>Special Purpose Registration</u>	
12 mths regis'n	286	October to March	186	12 mths regis'n	972
6 mths regis'n	58	April to June	28	6 mths regis'n	398
3 mths regis'n	125	July to Sept	55	3 mths regis'n	427

In addition, there will be 207 applications for removal of internship conditions during January 2004.

- (e) Consistent with these assumptions the major components of the Board's income for 2003-2004 have been calculated as follows:

Income From Renewal Fees (August/September 2003)

August: $0.35 \times 11406 \times 0.93 \times \282×1.034 (CPI) 1082565
Sept: $0.65 \times 11406 \times 0.93 \times \282×1.034 (CPI) 2010478

Total Renewal Fees Income 3093043

Income From Registration Fees – New RegistrantsGeneral Registrants

12 mth fee: $(286 \times \$282 \times 1.034)$ 83394

6 mth fee: $(58 \times \$141 \times 1.034)$ 8456

3 mth fee: $(125 \times \$71 \times 1.034)$ 9177

Specialist Registrants

12 mth fee: $(93 \times \$282 \times 1.034)$ 27118

6 mth fee: $(14 \times \$141 \times 1.034)$ 2041

3 mth fee: $(27 \times \$71 \times 1.034)$ 1982

Special Purpose Registrants

12 mth fee: $(972 \times \$282 \times 1.034)$ 283424

6 mth fee: $(398 \times \$141 \times 1.034)$ 58026

3 mth fee: $(427 \times \$71 \times 1.034)$ 31348

Total New Registration Fees Income 504966

Income From Application Fees

New Registrants: $(469 \times \$120 \times 1.034)$ 58194

Specialist Registrants: $(269 \times \$120 \times 1.034)$ 33378

Special Purpose Registrants: $(1797 \times \$120 \times 1.034)$ 222972

Removal of Intern Conditions: $(207 \times \$120 \times 1.034)$ 25685

Total Application Fee Income 340229

Income From Restoration Fees

October 2003: $(558 \times \$357 \times 1.034)$ 205979

November 2003: $(220 \times \$357 \times 1.034)$ 81210

December 2003: $(20 \times \$357 \times 1.034)$ 7383

Total Restoration Fees Income 294572

- (f) Interest earned has been calculated using an expected net interest rate of 4.75% pa.

The interest income has been based on the following formula:

Board Interest Income – Monthly opening balance + monthly income – monthly expenditure = amount available for investment x 4.75% pa = monthly interest income¹.

Office Interest Income – Monthly opening balance – monthly expenditure = amount available for investment x 4.75% pa = monthly interest income².

Using the Board interest income formula monthly interest income has been estimated as follows:

Month	\$	Month	\$
July	1118	January	5026
August	3307	February	4927
September	9704	March	4847
October	9695	April	4465
November	9897	May	3406
December	10249	June	3321

Based on this estimate, the Board will earn \$69961 interest income in 2003-2004. In addition it is estimated that interest to be distributed to the Board at the end of the financial year by the Office will total \$34096.

Direct Board Expenditure

4. A number of increases and decreases have been made to the following expenditure items:
 - a. Board Member Expenses – Board Meeting Fees – increased from \$87000 to \$90000 to cover daily special assignment fees for the Board workshop.
 - b. Conference Costs - Board Members – has been increased from \$35000 to \$77000 to allow for attendance at the Combined Medical Boards Conference, the International Medical Boards Conference and the Combined Canadian Boards Conference. In addition, a contingency amount has been included to enable the Board to consider applications to attend conferences from Board members.
 - c. Travel and Accommodation (Board Meetings) – while actual costs for 2002-2003 were \$2095, the budget has been increased from \$14000 to \$18000 as the Board will incur significant additional costs in holding a regional Board meeting during 2003-2004.

¹ Please note that whole dollars have been used in the body of this proposal whereas they have not in the calculations which have been used in the budget figures.

² To be reconciled at the end of the financial year and returned to the Boards on the following formula basis: (Board service agreement payments ÷ total service agreement payments x 100) x total interest income = interest distribution to Board.

- d. Travel and Accommodation (Staff for Boards) – has been decreased from \$23000 to \$7340 to reflect actual expenditure for 2002-2003 with the addition of costs for the regional Board meeting.
- e. Bank Fees – increased from \$1000 to \$2500 to reflect actual expenditure for 2002-2003.
- f. Collection Account Fees (Merchant Fees) – increased from \$33000 to \$44615 to reflect actual expenditure for 2002-2003.
- g. Records Culling Project – a budget of \$2900 has been included as this is the estimated cost for culling Medical Board records consistent with the archival policy.
- h. ALF Renewal – a budget of \$12000 has been included as the Office is now able to quantify the costs for each Board for the renewal process. In this regard, invoices are addressed directly to each Board.
- i. Printing – has been increased from \$10000 to \$12000 and this includes the costs for the Annual Report, the Board Bulletin and Board letterhead.
- j. Cabcharges (Board Specific) – has increased from \$6000 to \$9000 to reflect actual expenditure for 2002-2003.
- k. Freight – increased from \$4000 to \$6500 as the Complaints Committee is now meeting fortnightly.
- l. Postage – has been decreased from \$35000 to \$27000 to reflect actual expenditure for 2002-2003 with a small increase as postage costs have risen.
- m. Board Consultancies – while no expenditure was incurred during 2002-2003, \$3000 has been budgeted for the Board workshop facilitator.
- n. Legal Costs General – has been decreased from \$100000 to \$50000 as the actual expenditure in 2002-2003 was only \$20530. The additional amount provides for any unforeseen contingencies.
- o. Health Assessment s. 46(1)(d) – has been increased from \$5000 to \$12000 to ensure sufficient funds are available for assessing the health of applicants for registration.
- p. MCU Legal Cost – has been increased from \$200000 to \$375000 to reflect actual expenditure incurred in 2002-2003.
- q. MCU Complaint Investigations – has been increased from \$50000 to \$90000 to ensure sufficient funds are available for investigation expenses ensuing from the increased number of investigations to be completed in 2003-2004, particularly the externally contracted investigations in the period to December 2003.
- r. MCU Assessors Performance – has been decreased from \$8000 to nil as such expenses should be posted against the MCU Complaint Investigations line item.

- s. MCU General Expenses – has been decreased from \$3500 to nil as it is inappropriate to have a general line item where costs cannot be 'tracked'.
- t. HAM Health Assessment (271) – has been decreased from \$58800 to \$35000 to better reflect actual expenditure incurred in 2002-2003. A contingency amount of approximately \$17000 has been maintained to ensure funds are available if there is an increased requirement for such assessment.
- u. HAM Health Assessment (107) – has been decreased from \$12950 to \$7500 to reflect actual expenditure in 2002-2003. The Office also expects the Unit will be undertaking less investigations as the new criteria provide that the Unit will only investigate/prosecute those who are currently in the program.
- v. HAM Legal Cost – has been decreased from \$200000 to \$180000. While the actual expenditure incurred in 2002-2003 was approximately \$188000, the HAM Unit will be undertaking less investigations as the new criteria provide that the Unit will only investigate/prosecute those who are currently in the program.
- w. HAM Workshop – in 2002 this line item was entitled 'HAM Conference' and was created to fund attendance at the Canadian conference. The line item has now been retitled as a workshop expenditure given the Committee's plan to hold a workshop in 2003-2004.
- x. HAM General Expenses - has been decreased from \$2000 to nil as it is inappropriate to have a general line item where costs cannot be 'tracked'.
- y. Health Assessment Committee Fees – has been increased from nil to \$4800 to ensure budget capacity and appropriate reporting for expenditure in establishing such committees.
- z. Stationery Board – has been decreased from \$10000 to \$2000 and this \$2000 has been incorporated under the 'Printing' line item.
- aa. Entertainment Expenses – has been increased from \$5000 to \$7000 as the Board intends to hold a workshop of Board members.
- bb. Fringe Benefits Tax – has been decreased from \$9280 to \$4000 to reflect actual expenditure incurred in 2002-2003.
- cc. Telephone – has been decreased from \$2700 to nil as all telephone costs are now Service Agreement expenses.
- dd. Contract Investigators – has been decreased from \$260000 to \$230000 as approximately \$31000 of the budget approved by the Board has been expended to date.

- ee. Contingencies – a figure of \$2000 has been included to cover any unforeseen small cost contingencies. This negates the need to establish further line items in the accounting system and enables the chart of accounts to be stabilized.

Service Agreement Expenditure (Salaries)

5. The Board should note that budgeted expenditure for staff salaries (excluding contract employment which as from last year was approved as a non-salary expenditure for the purposes of the Service Agreement) has been increased by approximately \$305,122 (or 8.8%). This increase is due to a number of factors which are as follows:

- (a) The full year costs of the 3.8% enterprise bargaining increase (approximately \$134,307) which applies from 1 July 2003.
- (b) General movements in increments for eligible staff during the course of the year.
- (c) The full year costs of 4 additional positions, being:

A position (at a full year cost of \$80,127) in the Complaints Unit to co-ordinate assessment of complaints, management of Board level disciplinary action and/or management of investigators. This position will ensure adequate operational support to the Complaints Co-ordinator whose breadth of responsibilities is unacceptable.

A project officer position (at a full year cost of \$78,801) to lead the project for developing the recency of practice requirements and to commence development of the codes of practice.

An investigation officer position for the Psychology Board (at a full year cost of \$73,316) which will be located in the Complaints Unit.

An administrative officer position (0.5FTE) for Team 1 (Chiropractors, Osteopaths, Occupational Therapists and Pharmacists Boards). This position will replace the FTE administrative officer position being transferred to Team 5 (Dental Technicians and Dental Prosthetists, Medical Radiation Technologists and Optometrists Boards). During 2002-2003 the FTE position was shared between the two teams until we could make an assessment of the workload requirements of the 3 new Boards, being Chiropractors, Osteopaths and Medical Radiation Technologists.

The parental leave costs incurred for the Complaints Co-ordinator's position (\$48,246). These costs are in addition to a temporary appointment to the position for the period of leave.

6. It should be noted that the increase in costs for the staff positions (excluding the proposed additional positions) has been held at 1.7%. This is less than the 3.8% increase ensuing from the Enterprise Bargaining Agreement and has been achieved through:
- (a) ceasing the full time AO2 temporary position in the Psychology Team;

- (b) leaving vacant the part time (0.6FTE) Psychology Co-ordinator position previously responsible for investigations; and
 - (c) utilizing trainee position as detailed in paragraph 9 herein.
7. The Office continues to 'bid' for funded trainee positions and for 2003-2004 has increased its bid from two to five positions. The three additional positions will be located in the Medical Team, the Complaints Unit and the Psychology Team. These additional positions, which are funded by the Government, will address any workload issues as we move to enhance the REGIS software for both productivity and efficiency savings. It has also enabled reduction in the Psychology Team by the FTE temporary position which has been in place over 2002-2003.

Service Agreement Expenditure (Non-salary)

8. The Board should note that budgeted expenditure for non-salary costs has increased by approximately \$71,082 (or 6.25%). This increase is due to a number of factors which are as follows:
- (a) The lease cost of the 1097.40m² on Floors 12 and 19, Forestry House has been reviewed by the Government Accommodation Unit and the cost per square metre has increased by \$32.29 (or 11.86%). The full year increase is therefore approximately \$35,435 and will remain so until 30 November 2005 when the lease costs will be reviewed by the Government Accommodation Unit.
 - (b) The cost of each car bay in Forestry House has increased by \$21.40 per month. However, this increase has been offset by relinquishing one of the five car bays. The fifth bay was only being utilized 3 days per week and alternative arrangements have been made for the user which are more cost effective.
 - (c) Electricity costs have been increased from \$20,928pa to \$35,000pa to reflect the actual costs incurred during 2002-2003.
 - (d) Minor work - repairs and maintenance costs have been increased from \$6,000 to \$12,000 to reflect the actual costs incurred during 2002-2003.
 - (e) Minor work - furniture and equipment costs have been increased from \$10,000 to \$20,000 as there are a number of purchases required during 2003-2004 which have been deferred from previous years. These include a dishwasher, filing cabinets, executive desk, lockable evidence storage cabinet, portable printer, digital camera, digital note taker and replacement compactus for the Complaints Unit.
 - (f) External audit costs have been decreased by \$5,000 based on negotiation with Queensland Audit Office to reduce cost for work to be undertaken by the internal auditor.

- (g) Internal audit costs have been increased from nil to \$20,000. Of this amount \$15,000 will be incurred for the operational audits over 2003-2004 and \$5,000 will be incurred for development of the 5 year financial model and budget framework.
- (h) Legal advice and investigation costs were previously one line item and have been split into two items for more accurate reporting. No increases in costs have been proposed.
- (i) Insurance costs have been increased from \$1,612 to \$2,000 to reflect the expected increases in insurance costs given the current market.
- (j) Recruitment and advertising costs have been increased from \$5,000 to \$10,000 to reflect actual costs incurred during 2002-2003.
- (k) Placement fees have increased from nil to \$1,000 to enable tracking of this expense, which has previously been posted against contract employment costs. Such fees are payable when an agency staff member is offered permanent employment by the Office.
- (l) Staff training costs have increased from \$69,487 to \$75,785. This reflects the general increase in salary costs as it is based on 2% of total salary costs (excluding on costs).
- (m) SARAS costs have been increased from nil to \$10,000. This expense was previously posted against staff training. However, to ensure effective budget management and future projections, a separate line item will be of benefit.
- (n) Professional membership costs have been decreased by \$500 to reflect the actual costs of 2002-2003.
- (o) Communication standards costs have increased from nil to \$3,600. This will enable the Office to hire rooms for a half day all of staff meeting on a monthly basis. This half day meeting will enhance Office communication and will be utilized as the primary training 'day' for all staff.
- (p) Casper licence costs and Casper technical support costs have respectively increased from nil to \$750 and nil to \$1000. This reflects the first full year costs of licensing and technical support given that the Casper system was fully introduced in 2002-2003.
- (q) Time Capture technical support and development costs have increased from nil to \$6000. This will enable further refinements to Time Capture to ensure it remains a reliable tool for cost allocations under the Service Agreement.
- (r) Contract employment costs have been decreased from \$159,228 to \$77,925 to reflect actual costs incurred during 2002-2003.
- (s) Telephone costs have been increased from \$70,000 to \$80,000 to reflect actual costs incurred during 2002-2003 and to cater for increased costs in Internet access and phone calls.

- (t) Advertising costs – White Pages – have been increased from nil to \$10,000. Previously this was included in the direct Board expenditure. However, as the majority of the invoice is for the Office listing, it is more appropriate that it be funded through the Service Agreement.
- (u) Web hosting and web development costs have been decreased from \$11,050 to nil as all websites are now hosted internally.
- (v) Bank charges have been increased from \$800 to \$3,972 for two purposes. Firstly, it provides for posting of the administration fee charged by the Queensland Treasury Corporation. Secondly, the monthly charges for the Board specific merchant facilities of \$16.50 per month for each Board and the Office have been incorporated in the increase. This charge will be debited from the Office Collection Account rather than debited from the 13 Board accounts.
- (w) Sybiz cover costs have been increased from nil to \$4,270. This provides for an upgrade in the licence which is necessary as our total budget is now approaching the \$5 million threshold at which time the free licence is no longer available.
- (x) Assets management technical support costs have increased from nil to \$1,500 to progress implementation of the management module in Sybiz.
- (y) Computer hardware costs have been decreased from \$80,000 to \$75,700 as the Office requires less workstations in the replacement cycle for 2003-2004.
- (z) Computer software costs have increased from \$38,000 to \$59,050 as licensing costs have significantly increased and the Office has identified a number of required licences which must be purchased in order that it is not in breach of the relevant law.
- (aa) Grace storage costs have been increased from \$5,000 to \$12,321 to reflect actual costs incurred during 2002-2003.
- (bb) Subscription costs have been increased from \$2,000 to \$5,000 primarily to set up a resource base of relevant texts and standards to assist the investigation process under the *Health Practitioners (Professional Standards) Act 1999*.
- (cc) Motor vehicle costs have decreased from \$15,000 to \$8,000 to reflect actual costs incurred during 2002-2003. In addition, a new FBT line item has been included to ensure appropriate posting of the tax costs associated with car parking and motor vehicle usage.
- (dd) Office access costs and ID card costs have been increased from nil to \$2,000. These costs were previously posted under Equipment and/or directly billed to the Boards.
- (ee) Catering costs have been decreased from \$4,000 to \$2,000 to reflect actual expenditure incurred during 2002-2003.

- (ff) Printer and photocopier consumables costs have increased from \$12,000 to \$20,000 to reflect actual expenditure incurred during 2002-2003.
 - (gg) Stationery costs have been decreased from \$75,000 to \$55,000. This decrease results from a transfer of the ALF stationery costs to direct Board expenditure as each Board's costs are now directly invoiced to the Board.
 - (hh) Photocopier lease costs have been decreased from \$54,000 to \$30,000 to reflect actual expenditure incurred during 2002-2003.
 - (ii) Photocopier user charges have been decreased from \$25,000 to \$15,000 to reflect actual expenditure incurred during 2002-2003.
 - (jj) Printing costs have increased from \$7,500 to \$20,000. The increase is primarily to cover expected costs in the preparation of brochures for the Complaints and HAM Units and for discussion papers in relation to recency of practice and codes of practice.
 - (kk) Consultancy costs have significantly decreased as was advised in the 2002-2003 budget submission. In this regard, the Service Agreement review is decreased from \$10,000 to nil; the Financial Management Practice Manual project is decreased from \$15,000 to nil; the Human Resource Management Policy project is decreased from \$12,500 to nil; the IT consultancy project is decreased from \$7,500 to nil; the CS Packages consultancy is decreased from \$5,000 to nil. A further consultancy has been incorporated for implementation of the HR Policy, to manage the Executive Officer performance process and to undertake a review of information management. An amount of \$10,000 has been budgeted for these three projects.
 - (ll) Contingencies – have been increased from \$18,186 to \$41,138. However, there has been no real increase as previously, there were two contingency line items. One was built into the contract employment line item and the other was stand alone. The contract employment contingency has been transferred to the stand alone contingency line item. This will provide more flexibility in use of the contingency for both contract employment and operational expenditure.
9. The Board should further note that with the transfer of previous direct Board expenditure, as detailed in paragraphs 10(t) and (dd). The real increase in expenditure is approximately \$59,000 (or 5.2%) which is consistent with an expected CPI increase of 3.5% to 5%.

Conclusion

10. The table below provides a summary of the Board's financial position on approval of the proposed Budget.

<u>Item</u>	<u>Period</u>	<u>\$</u>
Reserves	30.6.03	844762
+ Income	1.7.03 - 30.6.04	<u>4400814</u>
		5245576
- Expenditure	1.7.03 - 30.6.04	<u>4360392</u>
= Reserves	30.6.04	<u>885184</u>

MEDICAL BOARD OF QUEENSLAND BUDGET

1 July 2003- 30 June 2004

Item	2002 - 2003 Budget	2002 - 2003 Projected Actual	2003 - 2004 Proposed Budget
Income			
Annual Registration Fee	3585820	3566657	3562010
Other Registration related fees	390900	303608	647197
Legal Cost Recoveries	50000	158271	85000
Interest Income	72701	69229	69961
Interest Distribution (Office)	16922	27038	34096
Other Income	12500	47615	2550
Total Income	4128843	4172418	4400814
Direct Board Expenditure			
Board Member Fees	87000	81325	90000
Superannuation		1379	2000
Meeting Costs	6500	3376	6000
Conference Cost-Board Members	35000	8749	77000
Travel & Accommodation (Board Meetings)	14000	2095	18000
Travel & Accommodation (Staff for Boards)	23000	4645	7340
Parking for Board members	500	92	200
Bank Fees	1000	2054	2500
Collection Account Fees (Merchant Fees)	33000	42654	44615
Records Culling Project			2900
Communication Standards			1932
Casper Licence			403
Casper Technical Support			537
Time Capture Support and Development			3220
Contract Employment	82735	82735	41822
Telephone	36372	36372	42936
Advertising White Pages			5367
Web Hosting	546	546	
Web Development	5196	5196	7299
Technical Support	7274	7274	2132
Bank Charges	416	416	
Service Agreement Review	5196	5196	
Financial Advice	7794	7794	
Sybiz Cover	2338	2338	2292
Sybiz Technical Support	2598	2598	2684

IT Consultancy (REGIS)	3897	805
Asset Management Technical Support		40628
Computer Hardware	41568	31692
Computer Software	19745	3357
File Costs		6613
Grace Storage	2598	1261
Equipment		2684
Subscriptions	1039	4294
Motor Vehicle Expenses	7794	2684
Plant and Equipment < \$1000		3220
Postage	2598	1342
Cabcharges	1039	403
Courier and Freight	260	1073
Office Access and ID Cards		1073
Catering	2078	1073
Contingencies	18186	41138
Office Expenses	1039	1073
Fringe Benefits Tax		2684
Printer and Photocopier Consumables		10734
Stationery	6235	21907
Stationery ALF	18635	
Photocopier Lease	12423	
Photocopier User Charges	28058	16101
Printing	12990	8051
HR Consultancy/Implementation	3897	10734
Total Service Agreement Expenditure	6495	5367
	2401105	2698827

FINANCIAL SUMMARY 2003 - 2004

Total Income	4128843	4172418	4400814
Expenditure			
Direct Board Expenditure	1552010	1242604	1661565
Service Agreement Salary	1804308	1804308	2059574
Service Agreement Non Salary	596797	596797	639252
Total Expenditure	3953115	3643709	4360392
Budgeted Surplus (Deficit)	175728	528709	40422