

INDEPENDENT EXTERNAL REVIEWER

1. INTRODUCTION

In June 2018, the Board of the Australasian College for Emergency Medicine (ACEM; the College) took the decision to establish a role of Independent External Reviewer within the College. This position can be considered akin to that of an 'ombudsman' or 'reviewer' in that the establishment of the role seeks to provide independent oversight of College complaints and whistleblower handling processes, as well as decision review processes under the applicable College policies and procedures, and seeks to ensure concerns can be raised and issues addressed fairly, without fear of reprisal or retribution.

This Position Description should be read in conjunction with the *Independent External Reviewer Policy* (the policy) and to the extent that there is any inconsistency, the policy shall prevail.

2. ROLE AND RESPONSIBILITIES

The key role of the Reviewer is to provide independent oversight of the College's handling of complaints, including Discrimination, Bullying and Sexual Harassment (DBSH) and whistleblower complaints, as well as decision review processes under the applicable College policies and procedures.

The role does not replace the expectation that a complainant will, ordinarily, have utilised existing College mechanisms described in College policies and related documents and does not circumvent usual College processes associated with, for example, the reconsideration, review and/or appeal of a College decision or the reporting and handling of a complaint. Rather, the role seeks to ensure concerns can be raised and issues addressed fairly, without fear of reprisal or retribution.

The Independent External Reviewer is expected to work closely with the College Chief Executive Officer and staff working within the Office of the CEO to make balanced decisions which are in the best interests of the College, its members and trainees, and those who seek to utilise College complaint handling and decision review processes.

The Independent External Reviewer is bound by all relevant ACEM regulations, requirements and policies that apply to this role as well as those specific to community representatives serving on ACEM entities.

For further details pertaining to the role and associated powers, and reporting requirements refer to the policy.

3. SELECTION CRITERIA

- 3.1 Excellent written and oral communication skills.
- 3.2 Ability to analyse issues to assess implications for the individual(s) involved and determine a suitable approach having regard to the entirety of the circumstances.
- 3.3 Knowledge and understanding of governance processes pertaining to the operation of not-for-profit/charity membership organisations.
- 3.4 Knowledge and understanding of complaints and decision review processes and whistleblower protections, or a capacity to acquire such knowledge in order to adequately perform the role.
- 3.5 Prior experience working autonomously, yet in close collaboration with those administering administrative processes pursuant to established regulations, policies and similar.

- 3.6 Knowledge and understanding of the healthcare systems in Australia and/or New Zealand, or a capacity to acquire such knowledge in order to adequately perform the role.
- 3.7 Capacity to rapidly synthesise complex information to ascertain appropriate courses of action in regard to matters that may involve high-stakes and sensitive considerations.

4. APPOINTMENT AND TENURE

4.1 Recruitment

Recruitment will be conducted through external advertisements by relevant avenues in both Australia and New Zealand. Applicants will be shortlisted having regard to the selection criteria set out in Section 3 and shortlisted applicant(s) interviewed for suitability. Short-listing and interviewing will be conducted by a Panel that comprises the Chief Executive and/or Human Resources Manager, the Board member with legal expertise and a member of the Diversity and Inclusion Steering Group appointed by the Board. The panel must meet standard human resource requirements.

Pre-appointment screening of the preferred applicant is an important part of the recruitment process and may include, but is not limited to:

- Verification of qualification(s);
- Reference checks; and
- Police check.

4.2 Appointment

A recommendation on appointment shall be made to the Board. The appointee shall be advised in writing by the Chief Executive Officer and unsuccessful applicant(s) by the Human Resources Manager. The appointee must not commence in the role until all required documentation is completed and received by the College, and all necessary administrative processes have been completed. This includes completion of prescribed documentation relating to matters such as conflict of interest and confidentiality.

The successful applicant will be expected to be familiar with College policies applicable to the position, and adherence to relevant College policies and other documents as applicable.

4.3 Tenure

Appointment to the position will be for an initial two-year period, with an appraisal of their performance to-date undertaken by the President, Board member with legal expertise and the Chief Executive Officer at six, twelve and eighteen months into that period. An individual may be reappointed for subsequent terms, during which review will occur at twelve month intervals.

The conditions under which the appointment may be terminated will be outlined in writing in a separate Agreement to be executed as part of the appointment process.

5. REMUNERATION

ACEM acknowledges the need to appropriately support and remunerate those individuals who are not College members and who are involved in the work of the College (collectively referred to as 'community representatives'). The Independent External Reviewer shall be afforded the same levels of support available to other community representatives appointed to College entities as prescribed by relevant College policies, processes and guidelines¹. Unless otherwise specified, the Independent External Reviewer is subject to the same accountability measures applicable to other members of a College entity(ies).

¹ For example, payment of airfares and accommodation in line with the relevant College policy.

5.1 Rate of Remuneration

The ACEM Board has approved remuneration for community representatives appointed to and participating in the activities of COE, CAPP and/or other entity(ies). Remuneration for the Independent External Reviewer involving meetings that are scheduled for either 'half-day' or 'full-day' duration shall be the same as other ACEM community representatives; that is, the 'Fees for National Board meetings' rates set by the Australian Health Practitioner Regulation Agency (AHPRA) for 'Board members' as from time to time updated.

As it is anticipated that matters involving the Independent External Reviewer may require amounts of time that do not meet the timeframes normally associated with these meetings (i.e. four or eight hours, respectively, other work shall be remunerated at an hourly rate², plus any applicable GST, upon the submission of a suitably formatted invoice.

The rate of payment by the College to the Independent External Reviewer is linked to any reviews and new applicable rates issued by AHPRA. If the Independent External Reviewer resides in New Zealand, they will be paid the equivalent rate, in New Zealand dollars at an exchange rate applicable at the time the payment is made.

5.2 Conditions of Payment of Remuneration

The following general principles apply to remuneration of the Independent External Reviewer:

- The hourly rate of payment for work shall be as outlined in Section 5.1. above (i.e. the applicable AHPRA daily sitting fee divided by eight (8).
- No remuneration is payable for time incurred in travelling to attend scheduled meeting(s) associated with the position.
- An appropriately completed invoice must be submitted to the College before remuneration will be processed. In addition to standard requirements, the invoice must specify clearly:
 - the matter(s), deidentified where applicable, to which payment relates; and
 - the time spent in relation to each matter.

6. ASSOCIATED DOCUMENTS

- Independent External Reviewer Policy (COR642)
- Complaints Policy (COR166)
- Discrimination, Bullying and Sexual Harassment Policy (COR133)
- Policy on the Appointment and Remuneration of Community Representatives (COR498)
- Procedures for Resolving Discrimination, Bullying and Sexual Harassment Complaints (COR135)
- Reconsideration, Review and Appeals Policy (COR355)
- Whistleblower Policy (COR450)

7. DOCUMENT REVIEW

Timeframe for review: every two (2) years, or earlier if required.

7.1 Responsibilities

Document authorisation:	Board
Document implementation:	Chief Executive Officer
Document maintenance:	Governance and Standards Manager

² The hourly rate shall be the full-day rate as applicable, divided by eight.

7.2 Revision History

Version	Date of Version	Pages revised / Brief Explanation of Revision
v1	Aug-2018	Approved by the Board