GP ACCESS AFTER HOURS

INFORMATION PACK

General Practitioner



CONTENTS

KEY BENEFITS FOR PARTICIPATING GP PRACTICES 3
WHY JOIN GP ACCESS AFTER HOURS 4
BRIEF OVERVIEW OF GP ACCESS SERVICE 5
GP ACCESS PROVIDES THE FOLLOWING SERVICES: 5
PATIENT STREAMING SERVICE (PSS) 5
GP ACCESS CLINICS 6
CLINIC HOURS OF OPERATION: 6
STAFFING AT CLINICS: 7
APPOINTMENT BOOKINGS 7
ON CALL GP 7
HOME VISIT SERVICE 7
GP ACCESS EARLY BOOKING LINE 8
FUNDED TRANSPORT 8
WHAT IS THE RENUMERATION? 9
HOW TO APPLY 10
STEP 1 - EXPRESS YOUR INTEREST 10
STEP 2 - COMPLETE YOUR APPLICATION FORM 10
STEP 3 - REFERENCE CHECKS 10
STEP 4 - APPLICATION REVIEW 10
STEP 5 - OFFER & ONBOARDING 10
NEED HELP? 10

GP ACCESS AFTER HOURS offers a unique way of working, combining flexibility, strong clinical support and a well-established service that is highly valued by the community.

Whether you are looking to supplement your current practice, maintain a broad clinical skillset, or work in a more structured and supported environment, GP Access provides an opportunity to focus on patient care without the administrative responsibilities of traditional general practice.

We would love to have you join us in providing this innovative and valuable service to your practice, your patients, and our community.

KEY BENEFITS FOR PARTICIPATING GP PRACTICES

- **Early Booking Line**
  When your practice has no appointments available, patients requiring timely assessment can be referred directly to GP Access After Hours. Your patients must be assessed by your GP or Practice Nurse and deemed suitable for referral. Appointments are booked exclusively by the practice through our dedicated Early Booking Line – patients cannot call or self-book

- **Supporting Continuity of Care**
  Your patients remain under the ongoing care of your practice, ensuring access to appropriate follow-up, including home visits where available, management of urgent and abnormal pathology results, and communication regarding significant clinical events such as death notifications when required.

- **Bulk-Billed Telehealth Access**
  Eligible patients of your practice can access bulk-billed telehealth consultations through GP Access After Hours, where Medicare eligibility requirements are met.

- **Accreditation Support**
  We can provide a letter of endorsement to support your practice's accreditation activities and demonstrate engagement with local after-hours services.

ABOUT YOU

- Current unrestricted registration as a General Practitioner with AHPRA.
- Vocational registration (FRACGP or equivalent).
- Current professional indemnity insurance
- Current NSW Working with Children Check (or willing to obtain)
- CPR (completed within the past 3 years)
- CPD in accordance with guidelines
- Demonstrated ability to work independently in an after-hours or acute or urgent care environment
- Strong clinical decision-making skills, including risk assessment and escalation of care
- Demonstrated ability to manage acute and episodic presentations in a time-sensitive setting
- Ability to operate effectively within a multidisciplinary and integrated service model
- Demonstrated commitment to clinical governance, quality improvement and patient safety
- Effective communication skills, including the ability to manage patients in potentially urgent or high-stress situations

Unfortunately, as GP Access is an after-hours healthcare provider we cannot facilitate any sponsorship or supervision requirements

WHY JOIN GP ACCESS AFTER HOURS

GP Access offers a flexible and well-supported after-hours environment designed to complement your regular practice while maintaining high-quality patient care.

Flexible & Manageable Commitment

- Minimum commitment of 2-3 shifts per month (average shift is 4 hours)
- Flexible after-hours work including evenings and weekends
- Opportunity to pick up additional ad hoc shifts
- Rosters released 3 months in advance with weekly SMS reminders
- Shifts can be swapped between GPs on Basecamp, and vacant shifts are advertised on electronic rostering system Loop

Efficient, Supported Clinical Model

- Walk in → Walk out model, no ongoing follow-up required
- Patients are triaged and prepared by experienced Registered Nurses
- All results (pathology/imaging) managed by our Clinical Directorate team
- Dedicated administrative and support staff managing patient flow

Strong Clinical Governance & Safety

- Supported by an experienced Clinical Directorate team
- Well-established governance framework ensuring quality and safety
- Access to PPE, equipment, imaging, pathology, and on-site security
- Comfortable, well-resourced clinic environments across all locations

Varied & Interesting Clinical Work

- Broad case mix including paediatrics, minor injuries, and acute presentations
- Opportunity to maintain and develop procedural skills (e.g. suturing, wound care)
- Occasional home visits (on average 1 every 1–2 years per GP), with transport and security provided

Dedicated Support Network

Ongoing support from the Clinical Liaison Officer (CLO) and GP Access Management and Administration team with:

- Recruitment and onboarding
- Credentialing and compliance recording keeping and reminders
- Medicare billing support
- Practice visits where and when helpful
- Program Support Officers provide rostering and coordination

Remuneration & Benefits

- Competitive and attractive remuneration
- Salary packaging up to $15,899
- Meal & Entertainment packaging up to $2,650
- Supports fulfilment of after-hours accreditation requirements
- Access to a collaborative network of GPs supporting the local community

BRIEF OVERVIEW OF GP ACCESS SERVICE

GP Access After Hours (GP Access) is a unique collaborative service that brings together local GPs to provide comprehensive after hours medical care for patients in the Newcastle, Lake Macquarie, Maitland, and surrounding areas.

GP Access is open and available when regular GPs are closed. GP Access is a bulk billing service for all eligible Medicare card holders and is eligible for the My Medicare Bulk Billing incentive program.

We have a national reputation as a leader in after-hours medical care and are very strongly supported by the Hunter Community.

The GP Access service was established in Maitland in 1999, before expanding across the lower Hunter region in 2003. The service is truly ground-breaking, with tight and synergistic integration between the Patient Streaming Service (PSS), the 5 GP Access Clinics, and the Hunter New England Local Health District (HNELHD).

GP ACCESS PROVIDES THE FOLLOWING SERVICES:

PATIENT STREAMING SERVICE (PSS)

The PSS is staffed by Registered Nurses and Administrative Officers who triage calls and provide advice on appropriate management for over 1250 patients per week.

Our patient streaming service, or PSS operates from Hunter Primary Care, GP Access head office located in Warabrook.

Call GP Access After Hours on (02) 4926 0500.
- **Weekdays:** 5:30pm until 8am the next day
- **Weekends:** 12pm Saturday to Monday 8am
- **Public Holidays:** 24 hours

With the aid of clinical decision support software, experienced Registered Nurses & Administration Officers provide initial assessments and, in some cases, stay at home advice to patients (see home visit section).

After assessment, the RN or PSS Admin Officer book patients into one of the GP Access clinics or direct them to the most appropriate health services for their presenting complaint.

The PSS also receives callers referred from Healthdirect Australia seeking local GP care where capacity allows for clinical appointment and interacts with Healthdirect to manage the triage of patients.

All calls are recorded for training and quality purposes and so they can be reviewed if necessary.

Rarely but, if required, the PSS RN may contact the on-call GP for patient support, usually by phone and, in rare circumstances, a GP home visit may be required. This occurs very rarely and from 10:00pm to 8:00am we aim to minimise disruptions unless immediate GP advice or assistance is required.

Depending on the level of urgency the PSS Administrative Officer will transfer the call to the RN. In some cases, RN's will provide stay at home advise.

GP ACCESS CLINICS

GPs in the clinics are provided with a highly supportive environment, including a Registered Nurse who assesses and records the appropriate observations and history of each patient) and an Administration Officer. Clinics are co-located within the HNE Health District hospitals with excellent facilities.

Our five clinics provide up to 1000 consultations per week for patients who need to be seen in the after-hours period.

Clinic locations:

- Belmont Hospital
- Calvary Mater Hospital (Waratah)
- John Hunter Hospital
- Maitland Hospital
- Toronto - Westlakes Community Health Centre

GP Access provides Clinical Governance & support from the Clinical Directorate team.

CLINIC HOURS OF OPERATION:

The hours of operation of the **Belmont, John Hunter and Maitland** clinics are:

- Monday – Friday 6:00pm to 10:00pm
- Saturday 1:00pm to 10:00pm (1:00pm to 6:00pm & 6:00pm to 10:00pm)
- Sunday 9:00am to 10:00pm (9:00am to 4:00pm & 4:00pm to 10:00pm)
- Public Holidays 9:00am to 10:00pm (9:00am to 4:00pm & 4:00pm to 10:00pm)

The hours of operation of the **Calvary Mater** clinics are:

- Monday – Friday 6:00pm to 10:00pm
- Saturday 1:00pm to 8:00pm
- Sunday 9:00am to 10:00pm (9:00am to 4:00pm & 4:00pm to 10:00pm)
- Public Holidays 9:00am to 10:00pm (9:00am to 4:00pm & 4:00pm to 10:00pm)

The hours of operation of the **Toronto Westlakes Community Centre** clinics are:

- Monday – Friday 6:00pm to 10:00pm
- Saturday 1:00pm to 8:00pm
- Sunday 9:00am to 4:00pm
- Public Holidays 9:00am to 4:00pm

STAFFING AT CLINICS:

One GP, a Registered Nurse and an Administration Officer staff each clinic during operational hours. All clinics have:

- A fully stocked imprest cupboard of pharmaceuticals for patients unable to access pharmacy services out of hours.
- Pathology and imaging services are available on-site, equipment is available in all the clinics, typical of what you would find in a well-stocked GP surgery, including ECG machines, foetal doppler.
- RN's that can perform plastering, splinting & apply CAM boots.
- Onsite HNE Orthopaedic Registrars are available to assist with X-Ray interpretation and interim treatment recommendations if necessary.
- Access to security at all locations.
- The Registered Nurse in the clinic will assess patients prior to the GP, and will document:
    - Patient history
    - Measure and record observations
    - Initiate any relevant office tests (e.g., urinalysis)
- Duty Manager is available during operational hours.

APPOINTMENT BOOKINGS

• Standard 12-minute interval appointments.

• Long or double appointments (24 minutes) are made for longer consultations (e.g., suturing).

• Clinic appointment bookings are made by the Patient Streaming Service (PSS), or via the co-located emergency departments, with an early booking service available for GP Practices, Ambulance, Virtual Kids Service and EDs.

• Patients that present to GP Access have presenting complaints that can be safely managed in a brief consultation.

Interpreter Service

• Patients from culturally and linguistically diverse backgrounds can access interpreter services, usually via telephone, which requires a longer appointment.

• The GP Access staff can assist with the booking of these patients

ON CALL GP

“On call GP’s” are rostered to assist the service during Clinic and PSS operational hours.

HOME VISIT SERVICE

Infrequently the on-call GP may be required to attend a home visit.

The home visit service is accessed through the Patient Streaming Service (PSS). The PSS nurse follows eligibility protocols and contacts the on-call GP when a patient may require a home visit. The GP on call makes the final decision on whether a home visit is clinically appropriate.

Once the home visit is approved, the PSS nurse will assist with the arrangements. GPs on-call must have access to an RACGP-standard doctor’s bag to take to the visit.

SECURITY

For personal security, a security guard can be arranged to accompany GPs on home visits to private residences. GPs may also travel to home visits by taxi or hire car. The home visit service operates for the same hours as the Patient Streaming Service phone line (PSS).

GP ACCESS EARLY BOOKING LINE

We offer a dedicated early booking line for G P Practices, Ambulance Virtual Kids Service and Emergency Departments.

Patients should be triaged as suitable for a GP Access appointment by the clinic Practice Nurse.

Bookings can be made from:

- Monday to Friday from 4:30pm
- Saturday from 11:30am

FUNDED TRANSPORT

Patients may be authorised to travel by taxi/hire car to and from our clinics. This can be organised at the expense of the GP Access service if a lack of transport precludes the patient from attending. The funded transport service operates the same hours as the clinic operating hours.

WHAT IS THE REMUNERATION?

Payment is in accordance with the policy GP Remuneration for GP Access HR12 please refer to full policy.

Hunter Primary Care is entitled to a fringe benefit tax exemption (up to capping thresholds) on account of our Health Promotion Charity status. Current details for ABN 27 061 783 015 | ABN Lookup. This provides a significant benefit to staff who are then able to:

- **Salary sacrifices***

Salary sacrifice up to $15,899 into fringe benefits per FBT year (1st April to 31st March each year) without paying PAYG tax on this amount.

- **Meal and Entertainment Card*** - use a meal entertainment card that enables the employee to sacrifice salary, up to $2,650 per FBT year (1st April to 31st March each year) for specified *meal and accommodation expenses, again tax free.

**Terms, conditions, and fees apply*

The benefit to staff is illustrated on the table below:

Resident tax rates 2026–27					
Taxable Income	**Tax on this income (2025-2026)**	**Marginal tax rate**	**Tax savings on $15,899**	**Tax Saving on $2,650 Meal & Ent Card**	**Total Tax Saving**
0 – $18,200	Nil	0%	$0	$0	$0
$18,201 – $45,000	15c for each $1 over $18,200	15%	$2,384	$397	$2,781
$45,001 – $135,000	$4,020 plus 30c for each $1 over $45,000	30%	$4,770	$795	$5,565
$135,001 – $190,000	$31,020 plus 37c for each $1 over $135,000	37%	$5,883	$981	$6,863
$190,001 and over	$51,370 plus 45c for each $1 over $190,000	45%	$7,155	$1,193	$8,347

*** updated annually – current as of 1 July 2026*

The benefit will be slightly different if the salary packaging straddles 2 tax bands. The above rates do not include the Medicare levy of 2%.

The tax concession for being a Health Promotion Charity is specific to the organisation rather than to the individual employee. This means than an individual employee can access the same FBT exempt concessions from multiple organisations at the same time.

All staff members are advised to seek independent advice from a properly licensed accountant, tax agent, or financial planner to assess their individual circumstances before entering a salary sacrifice agreement.

For more information on salary packaging and entertainment card please contact the payroll team on 02 4925 2259 or payroll@hunterprimarycare.com.au

HOW TO APPLY

If you are interested in joining GP Access, we welcome your enquiry, please refer to steps outlined below.

STEP 1 - EXPRESS YOUR INTEREST

To express your interest, please click on “Apply Now” button on careers page, include your current resume. Please email clo@hunterprimarycare.com.au to ask any questions and/or express your interest in a GP role.

STEP 2 - COMPLETE YOUR APPLICATION FORM

You will receive an email via Adobe Sign with a link to complete the GP Application Form. As part of this process, you will be asked to provide:

- Personal details
- Working With Children Check (WWCC)
- AHPRA registration details
- Current Medical Indemnity Insurance
- Visa information (if applicable)
- **100 points of identification**, including at least one photo ID:
    - 70 points: Passport, Australian Birth Certificate, or Citizenship Certificate
    - 40 points: Driver’s Licence or NSW Photo Card
    - 35 points: Employer letter (within 2 years), mortgage or rates notice
    - 25 points: Utility bill, bank statement, Medicare card, or rental agreement
- Continuing Professional Development (CPD) in line with RACGP requirements, submit completed statement
- Current CPR certification (to be renewed every 3 years)
- Medicare Prescriber Number
- Medicare Provider Number
- Current practice details

STEP 3 - REFERENCE CHECKS

You will receive a request from the Fit2Work portal to nominate two referees.
Alternatively, you may provide your referees’ details via email (name, email, and phone number), and we can:

- Send them a word reference form to complete, or
- Arrange a brief (approx. 5-minute) phone reference

STEP 4 - APPLICATION REVIEW

Once your application form, supporting documents, and reference checks are complete, your application will be:

- Reviewed by our team.
- Submitted to the Credentialing Committee for approval

STEP 5 - OFFER & ONBOARDING

Following approval:

- An offer of employment including your employment contract will be sent for completion
- Your orientation and onboarding process will commence with the Clinical Directorate team which includes Medicare provider number set up by GP

NEED HELP?

We’re here to support you throughout the process. If you have any questions, would like to arrange a clinic visit with our Clinical Liaison Officer or need assistance at any stage, please contact:
clo@hunterprimarycare.com.au (02) 4926 0531