

STONZ Manual

Section 1. Background, Purpose and Review Process

Background

In November 2018 the first 20 District Health Boards and Specialty Trainees of New Zealand multi-employer collective agreement (STONZ CA) was settled and came into effect on 10 December 2018.

As part of the RMO CA settlement a STONZ National Engagement Forum (SNEF) was formed which consists of both employer and union representatives. At the initial meeting of the SNEF in April 2019 a national work plan was agreed. One of the items on the national work plan, endorsed by the Chief Executives, was a commitment to develop jointly a national process manual.

A working group was formed as part of the project to develop the manual which included RMO Unit representatives, STONZ representatives and ER Advocates. The following high level principles underpinned the development process:

1. Maximise standardisation
2. Work with consistent interpretation of the STONZ CA
3. Build on existing RMO processes and align with HR processes, where possible
4. Provide scenarios and frequently asked questions that depict operational application
5. Focus on relationships between RMOs, RMO Support, Service, Payroll, RMO Support and ER/HR

Purpose

The Manual contains the agreed national processes, procedures and resources for the administrative support of Resident Medical Officers (RMOs) at Health New Zealand | Te Whatu Ora (Health NZ).

The purpose of the manual is to provide an agreed nationally consistent approach between the parties to RMO administration and application of the Specialty Trainees of New Zealand and Health New Zealand | Te Whatu Ora CA dated 14 February 2024 – 28 February 2026.

Each section of the Manual covers a clause in the CA and details;

- The clause
- Clarification on sub clauses (where required) due to technical inconsistencies such as clause numbering and / or errors in wording
- An overview and application
- The operational context by way of scenario's and frequently asked questions
- A comparison to the corresponding clause in the NZRDA CA

The Manual's content and format has been developed for use by those providing administrative and management support for RMOs, i.e. RMO Support Units and others providing RMO support. The Manual is also available for use by others involved in the management and support of RMO Support, i.e. Services, Payroll, ER/HR and RMOs.

The Manual is housed on the Health NZ website and a link located on each District's intranet site.

The reference to **RMO Support** has been used to cover Medical Support Units, Medical Management Units, RMO Support Units and RMO support people within the District who provide RMO Support services.

The Manual is considered a '**living document**' and its content is regularly reviewed and updated. Users should ensure that they are working with the most up-to-date version at all times.

All users of the Manual need to ensure that they are working with the most up-to-date version of the Manual at all times. This will be the version held on the Health NZ website and linked to the District intranets. Documents downloaded on individual computers are not to be relied upon.

Communications

A centralised email address has been set up for all communications regarding the Manual;

Email contact: industrial.relations@tewhatauora.govt.nz

This email address will be used to manage all communications related to user queries, suggestions, issues and requests for change in relation to the Manual.

The Industrial Relations & Workplace Remuneration team in People & Communications (or designee) will be responsible for monitoring and response (where required) to all communications received through the centralised email.

Agreed National Processes and Procedures

The Manual records the national RMO processes, procedures and template resources for Health NZ. It relates to terms and conditions in an RMO's employment agreement that are based on the STONZ CA dated 14 February 2024 – 28 February 2026.

Where the Manual provides guidelines regarding 'actual and reasonable' costs where limits are not prescribed in the CA, the policies and procedures of each individual District will over-ride these guidelines where they differ. There may be some variation between Districts whilst Health NZ completes its policy harmonisation programme so users of the Manual should check with the RMO Unit about the relevant policies and procedures of the District.

Comparison Tables to NZRDA CA

There are two CAs that govern the terms and conditions of employment for RMOs, the other being the Health New Zealand | Te Whatu Ora and New Zealand Resident Doctors' Association CA (NZRDA CA).

Each section of the Manual provides a comparison of the clauses in the NZRDA CA. It is important to note that the comparison of clauses is the employer's view of the differences between the two CAs and does not represent an agreed interpretation with the NZRDA.

Users of the Manual need to check which terms and conditions govern an RMO's employment before applying the content in the Manual.

Escalation of Issues

Escalation of issues regarding compliance with the guidelines set out in the Manual should be raised internally within the District following the agreed communication channels. Each District will have agreed communication channels and delegated authorities.

The RMO Support maintains a list of the contact names and numbers for each Service and support within the Service where this is not provided by the RMO Unit. The Service contact person/people must have the delegated authority or procedures in place to allow them to fulfil their RMO related responsibilities.

1. Where difficulties are encountered in working with Services in relation to the points above and/or in relation to other Service responsibilities, these should be raised with the individual's Manager, in the first instance.
2. Where issues cannot be resolved, they should be escalated to the Human Resources Manager or General Manager of the Service (or similar), depending on the nature of the issues.
3. As part of the escalation process, the HR Manager or General Manager may seek further advice from the relevant Industrial Workplace Relations & Remuneration Specialist (as appropriate), to assist in resolution of any issues.
4. Any communications to the Industrial Workplace Relations & Remuneration Specialist regarding the Manual are to be lodged via the centralised email address: industrial.relations@tewhatauora.govt.nz

Review Process

Custodian and Owner

The STONZ NEF is the designated custodian for the Manual.

The designated owner of the Manual will be Health NZ and this will be managed centrally through the Industrial Workplace Relations & Remuneration team.

The Manual is considered a 'living document' and its content regularly reviewed and updated. In addition to ad-hoc changes there are scheduled reviews when there are major changes to relevant employment agreements or District structures and systems.

The master (electronic) copy of the Manual is housed on the Health New Zealand | Te Whatu Ora website.

Schedule of Updates / Reviews

Changes to the Manual will occur on both a scheduled and ad-hoc basis.

Scheduled reviews will be conducted post CA settlement and be scheduled as part of the implementation work programme. This will be to ensure that the work required post settlement is funded and a Health NZ Lead identified to undertake the work.

Ad-hoc updates may occur due to changes in legislation, requests/suggestions from the Districts or STONZ for editing/updating, or developing additional content.

Review Process

Ad-hoc updates will be monitored through the STONZ NEF at their quarterly meetings. Requests for change are to be submitted to the Industrial Workplace Relations & Remuneration Specialist for review through the central email address:

industrial.relations@tewhatauora.govt.nz

Ad-hoc reviews will be managed in accordance with the process set out at [Appendix 1](#).

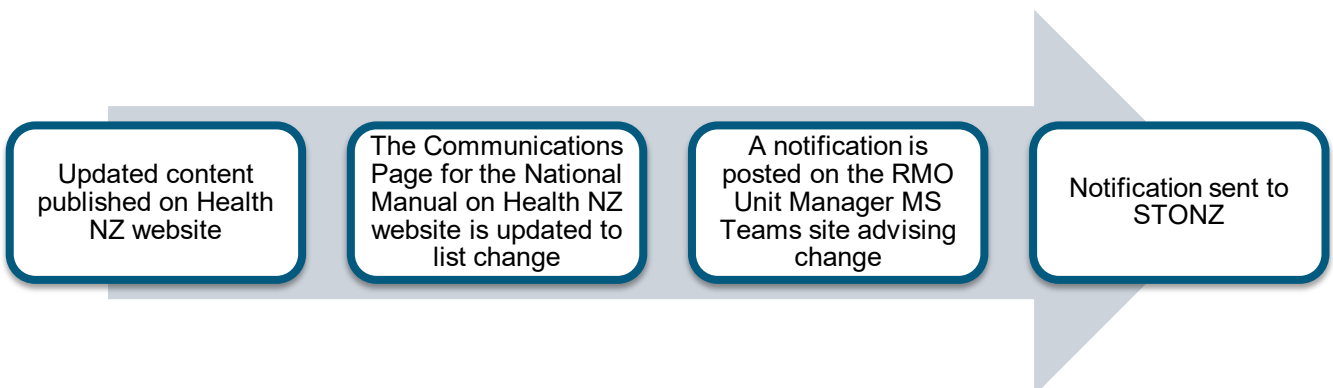
Scheduled updates / reviews as part of the CA implementation work programme will be managed in accordance with the process set out at [Appendix 2](#).

Common Platform and Communication of Updates

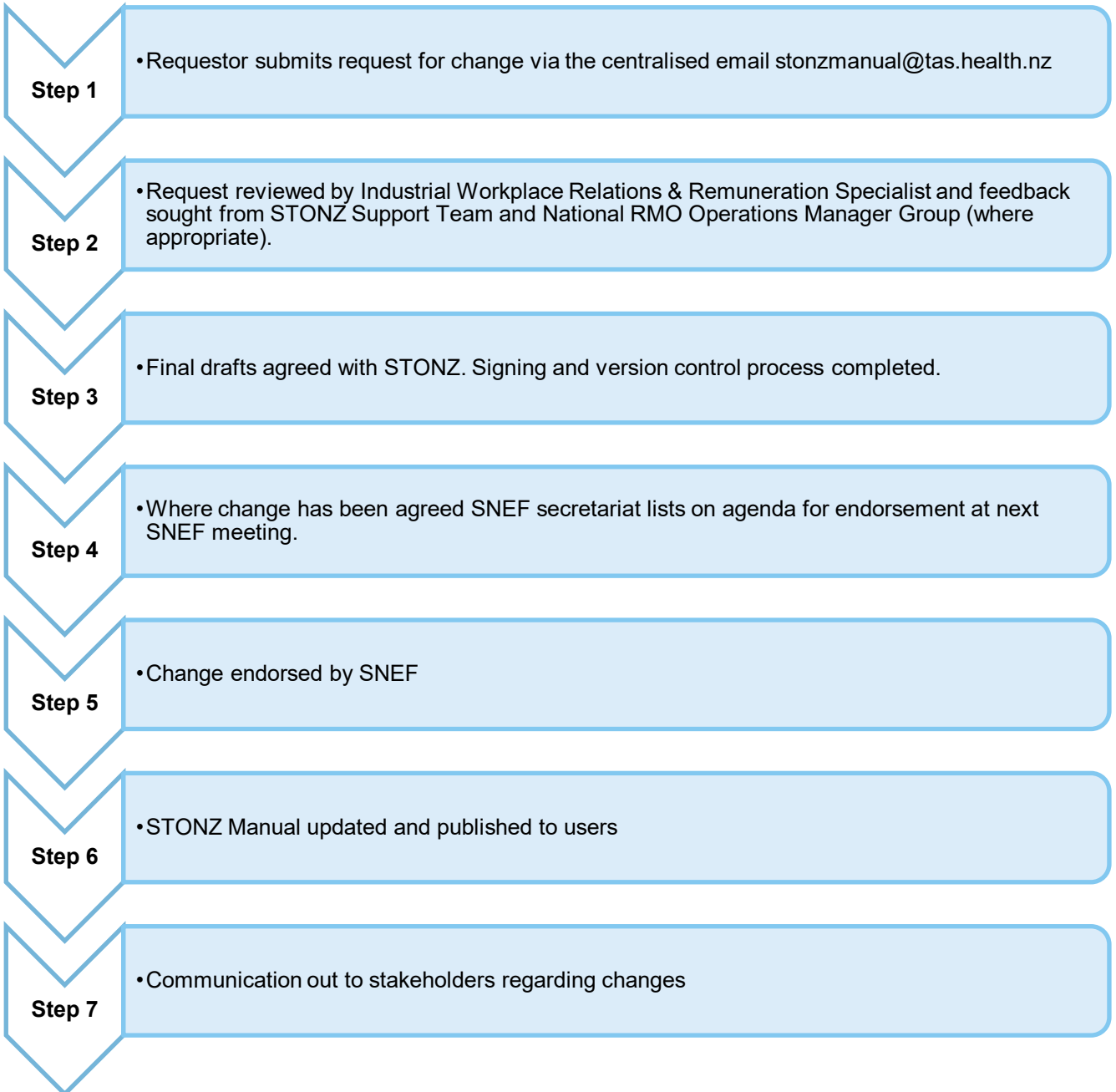
The Manual is a living document and housed on the Health NZ website. The National Manual section on the website includes a communications page that lists recent changes to the Manual. This allows users to see where recent changes have been made when they access the Manual.

In addition to this, notification of updates will be posted to the National RMO Unit Managers MS Teams site as these are published.

Following completion of the review process as set out at Appendix 1 or Appendix 2, publishing of changes to the Manual should follow the steps below;



Appendix 1 – Steps for Ad-hoc Updates to the Manual



Appendix 2 – Steps for Scheduled Updates to the Manual

