

Appeals

Overview

The Queensland Basic Physician Training (Adult Medicine) Network is governed by Queensland Health, and Queensland Health's Human Resource Policies provide the framework for the resolution of complaints, appeals and access to feedback on recruitment and selection decisions. You can access all of Queensland Health's human resources policies via the following website: <https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/>.

Request for review during selection

A request for special consideration / review of the network selection process can be made if a significant issue that may have impacted the candidate's interview performance is reported during or immediately following interview (must be reported within 1 business day).

Requests for review will be considered on a case-by-case basis by a review panel. The process for decision and notification of outcome is as follows:

1. Once a request for review is initiated, supporting written evidence (e.g. details in email / medical certificate etc.) must be lodged within 5 business days, outlining reasons for the request.
2. Consideration and subsequent outcome of the request will be determined by the review panel within two weeks of lodgement of the appeal.
3. If approved, the panel will also determine appropriate mitigation steps and associated conditions.
4. Applicants will be notified of the panel decision and details of any mitigation steps, in writing within 5 business days from when the panel meets.
5. If the request for review is declined, the candidate can lodge an appeal to the Physician Training Oversight Committee (PTOC). This will be reviewed, and the decision will be final.

Selection feedback

In accordance with the Queensland Health *Recruitment and Selection Human Resources Policy B1 (QH-POL-212)* eligible applicants should be provided with post-selection feedback from a selection panel member if they request it. Unsuccessful applicants will be advised that they can request feedback.

A member of the selection panel will provide timely, specific, and constructive post-selection feedback, sufficient to explain to the applicant why they were not successful. Applicants seeking feedback on their application should request this by emailing the rotation that was preferred first in their application.

Feedback will be provided verbally unless otherwise advised. Applicants must ensure that they provide a contact phone number as part of their feedback request.

Northside-rotation@health.qld.gov.au

North-Queensland-rotation@health.qld.gov.au

Southside-rotation@health.qld.gov.au

Far-North-rotation@health.qld.gov.au

Coastal-rotation@health.qld.gov.au

Appeal following selection decision

An appeal of selection outcomes can be made if concerns are raised after selection decisions are confirmed and communicated. The candidate must provide written evidence (i.e. a statutory declaration) outlining reasons for the appeal, and lodge within 21 days from the date the selection outcome is communicated. Appeals are expected to be focussed on concerns regarding selection process rather than the outcome itself.

Appeals will be considered on a case-by-case basis by a panel. The process for decision and notification of outcome is as follows:

1. Once an appeal is initiated, the panel will review supporting written evidence and decide to either uphold or overturn the selection decision within two weeks of lodgement of the appeal.
2. If a determination cannot be made, appeals will be referred to the PTOC.
3. Applicants will be notified of the decision in writing within 5 business days of referring to the PTOC.

Public Service appeals process

Chapter seven of the *Public Service Act 2008—Appeals and Reviews* is applied to Queensland Health employees via the *Public Service Regulation 2008*. The chapter sets out the categories of employees who can appeal specific decisions, such as promotion and transfer decisions. The Public Service Commission [Appeals Guide](#) and the [Appeals \(Directive 04/23\)](#) detail the eligibility for each type of employee and the types of recruitment and selection decisions that can be appealed. These documents can be accessed through the Public Service Commission website to [Seek a review of a decision affecting your employment | For government | Queensland Government](#)

Timeframes for lodging appeals are set out in the Public Service Commission [Appeals Guide](#)

Further information

Network trainees can contact the statewide physician training team for further assistance in relation to feedback, complaints, grievances and appeals via email Physician_Training@health.qld.gov.au

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