

Auckland Regional RMO Units and Northern Regional Alliance (NRA)

Northern Regional Alliance (prior to 1 July 2022)

Prior to the establishment of Health New Zealand | Te Whatu Ora on 1 July 2022, the Northern Regional Alliance was a shared services agency owned and operated by the four Northern Region District Health Boards (Northland DHB, Waitematā DHB, Auckland DHB and Counties Manukau Health).

The Northern Regional Alliance (NRA) was formed in 2013 following a merger of the Northern Regional Training Hub (NoRTH) and the Northern District Shared Agency (NDSA).

The NRA undertook activities to support the DHBs in their implementation of Government health policies and Ministerial priorities as directed by the Northern Region DHBs and approved by the NRA Board.

It worked in conjunction with the four Northern DHBs to support the effective implementation of policy directions and objectives. In particular, the NRA supported the four Northern DHBs where there was benefit from working regionally to meet the Minister's objectives, the goals that the DHBs committed to in the Northern Region Health Plan and in DHB Annual Plans.

The Northern Regional Alliance had three key functional areas;

1. Workforce Development, Training and RMO Workforce Operations
2. Regional Health Services Planning, Co-ordination and Delivery
3. Corporate and Business Support

The RMO Workforce Operations portfolio included;

- RMO recruitment for the three Auckland metro DHBs
- Clinical training placements for Resident Medical Officers (RMOs)
- Rostering and Daily Operations which included the after-hours bureau
- National Graduate Placement Contracts (ACE RMO and ACE Nursing)

Health New Zealand | Te Whatu Ora (Health NZ)

On 1 July 2022, the Pae Ora Healthy Futures Act 2022 came into effect and the District Health Boards were formally disestablished, with Health NZ assuming control of all hospitals and health services. At that time the DHB system's functions and operations were assumed by Te Whatu Ora, Te Aka Whai Ora, and the Health Ministry. In addition, Te Whatu Ora established four new regional divisions to manage health services in the former 20 District Health Boards;

1. **Northern:** Northland, Waitematā, Auckland and Counties Manukau
2. **Te Manawa Taki:** Waikato, Lakes, Bay of Plenty, Tairāwhiti, Taranaki
3. **Central:** MidCentral, Whanganui, Capital & Coast/Hutt Valley, Hawke's Bay, Wairarapa
4. **Te Waipounamu:** Canterbury/West Coast, Nelson Marlborough, Southern, South Canterbury.

The disestablishment of the DHBs included shared service agencies owned and operated by the DHBs. These agencies also transferred to Health NZ on 1 July 2022.

The NRA ceased operation on 30 June 2022 and as part of the restructure into Health NZ, the RMO Workforce Operations portfolio moved to the People and Communications (P&C) function under the National Resident Doctor Support Service (RDSS) reporting to the Head of HR Hospital and Specialist Services.

RMO Workforce Operations (Auckland Region)

The RMO Workforce Operations Regional model (below) depicts how this is structured across the three Auckland metro Districts. A high-level summary of key activities undertaken by each function has also been provided.

Governance

The RMO workforce operations reports to a regional governance group on a monthly basis. This governance group are responsible for setting the strategic direction, endorsing policy decisions (in accordance with Health NZ delegation policy) and monitoring delivery of BAU activities as part of the annual workplan. It comprises representatives from both Hospital and Specialist Services (H&SS) and People and Communications (P&C) at each District as follows;

- Chief Medical Officers
- Directors Human Resources – Operations
- Regional Training Committee Chair
- General Manager representatives

Terms and Conditions of Employment and Collective Agreement Coverage

As Health NZ employees a number of roles within the RMO Workforce Operations team sit within the coverage of the following national collective agreements with the Public Service Association. Roles outside coverage of these collective agreements are employed on Individual Employment Agreements (IEAs);

- [PSA National Health Administration Workers Collective Agreement](#)
- [PSA Policy Advisory Knowledge and Specialist Workers Collective Agreement](#)

Inlier / Outlier Services

RMO recruitment (including onboarding), ongoing work eligibility administration, allocation and change management are administered at a regional level by RMO Workforce Operations. Rostering and Daily Operations for some services are managed at the local level, these are called outlier services because they have their own RMO support within the service that are responsible for these activities. Inlier services at the District are overseen and managed by RMO Workforce Operations, this includes the RMO Support Units which are located on site at the District.

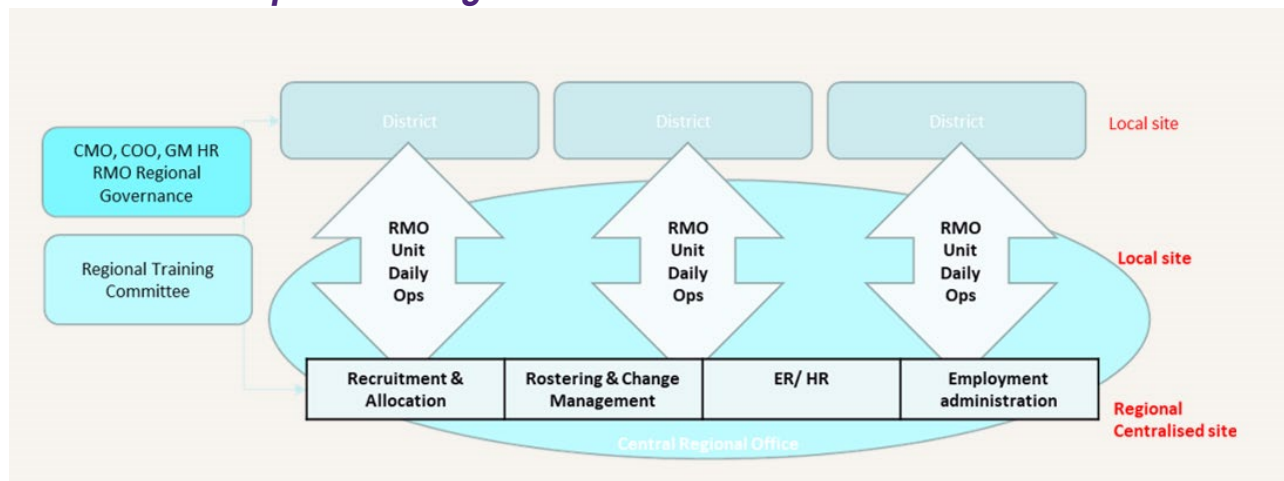
This is not unique to the Auckland region, there are outlier services within each District that oversee their own RMO administration, rather than this being managed by the RMO Unit.

Regional After-Hours Bureau

RMO Workforce Operations provides an after-hours regional service which is staffed by the RMO Units as part of an after-hours on call roster. This operates between the hours of 1630 – 2230 hours Monday to Friday and 0630 – 2230 hours Saturdays and Sundays. Vacant shifts are handed over to the After-Hours on call staff once the RMO Unit closes for the day and their role is to continue to source cover. This team then hands over to the District Duty Managers where required once their on-call shift ends.

The After-Hours bureau is not a Locum Bureau. RMOs wanting to register to locum across the three Auckland metro Districts are directly engaged as casual employees, with the majority being permanently employed within Health NZ, and picking up additional shifts at other Districts under their casual employment agreement.

RMO Workforce Operations Regional Model



RMO Workforce Operations Key Functions

Recruitment & Allocations	Daily Operations	Rostering & Change Management	Other (ER/HR & Projects)
<ul style="list-style-type: none"> - ACE Nursing - ACE RMO - Selection and Recruitment - Training placements/Allocations - Work eligibility compliance & employment administration - Training Reimbursements 	<ul style="list-style-type: none"> - “Front Desk” of workforce operations - Daily roster coordination - Leave administration - Vacancy management - Claims processing - After-hours bureau 	<ul style="list-style-type: none"> - Creation and management of RMO rosters (inlier services) - Coordination of change management processes - Position management - Run reviews 	<ul style="list-style-type: none"> - Advocacy and ER support to Workforce Operations - Placement database user support and system administration - Staff training - Liaison with Regional IR and Operational HR teams for RMO matters - RMO Bargaining and Collective Agreement Implementation - Workforce Reporting and Analytics - Regional and National projects