



Health
Western Sydney
Local Health District

YOUR EMPLOYEE JOURNEY

WSLHD NURSING & MIDWIFERY GRADSTART 2021
Transition to Professional Practice Program
HANDBOOK



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PURPOSE

This Department Handbook provides employees with key departmental and Western Sydney Local Health District (WSLHD) information. Suggestions for other useful information to be included are welcome and can be emailed to WSLHD-employeejourney@health.nsw.gov.au



IMPORTANT CONTACT DETAILS

EMERGENCY: 2222 or 000 or 0-000 dependent on your Facility – please check with your manager

WSLHD Employee Contact Points

See your manager for:

- Feedback
- Leave
- Salary issues
- Workplace priorities
- Issues /concerns

Annual WSLHD Quality Award Program

9845 9924

Carer Support

1800 242 636

<https://www.carersnsw.org.au/>

Education & Training Service

WSLHD-ETS@health.nsw.gov.au

9840 3637 & 9840 3624

Diversity Workforce

Aboriginal & Torres Strait Islander Employment:

8838 6320

Disability Employment: 8838 6389

Employee Assistance Program (EAP)

For work-related or personal problems: 1800 818 728

Health Share pay query portal

http://intranet.hss.health.nsw.gov.au/home/my-employment/contact_hrzd

HETI – NSW Health online training for all employees

WSLHD Intranet - Homepage

Interpreter service

9912 3800

WSLHD-hcis@health.nsw.gov.au

NSW Health Coach

For 1:1 personal coaching

1300 806258

Quit Smoking program

137 848

Salary Packaging

- Meal entertainment claim forms

- Pre tax packaging

- Novated lease - Motor vehicle

4734 1515

<http://wslhdintranet.wsahs.nsw.gov.au/Salary-Packaging>

StaffLink Employee Self Service (ESS)

Change of banking details for salary/personal details

https://spzssso.cit.health.nsw.gov.au/ebsauth_envz/OAMLogin.jsp or WSLHD Intranet – Homepage - Services

Statewide services

IT issues

1800 285 533 or Self log-in – intranet home page “service

desk” Access: your employee number

Password: your usual Stafflink password

Superannuation changes

<http://wslhdintranet.wsahs.nsw.gov.au/Human-Resources--Workforce-/Human-Resources-Forms/Human-Resources-Forms>

Translation service (for documents)

8838 6210

Workforce/ Human Resources

Contact Facility Switch to connect to local HR Consultants

HR Forms

<http://wslhdintranet.wsahs.nsw.gov.au/Human-Resources--Workforce-/Human-Resources-Forms>

WSLHD Child Care

Mt Druitt, Blacktown, Westmead

0404 460 538



WELCOME FROM YOUR CHIEF EXECUTIVE

Welcome to your workplace here in the Western Sydney Local Health District (WSLHD). The Your Employee Journey Department Handbook provides you with practical advice and information to help you find your way around your department, and to learn about how we work in WSLHD.

To begin with, it's important you know how much we value a constructive culture at WSLHD, focusing just as much on the how we do things (CORE Values: Collaboration – Openness – Respect – Empowerment) as compared to just what we do (activity, tasks, achieving KPIs, etc.).

The Employee Journey is one part of a wide range of initiatives we have in place and will be continuing to develop, to influence and guide our organisation as we continue to evolve our culture.

One key message of our culture work is how to ensure every person, whether they be staff, patients, families, carers and others we engage with while delivering our services have “the best day possible” when they're here in the workplace and in our facilities.

Another significant part of our ongoing culture work is to grow our identity as a high performing organisation.

As you embark on the “onboarding” stage of your employee journey, a combination of your orientation and induction into your work area, we're asking you to partner with us to co-create the culture where you are able to have consistent “best day possible” experiences, while also contributing to a high performance team!

What does this mean for you? It means amongst other things, that you are asked to make sense of the ebb and flow of pressures, priorities and successes which make this a lively responsive workplace. It means appreciating the small acts of kindness and the heroic deeds of meeting demanding situations. It means doing the right things right to make a positive difference to our patients and communities.

It means having meaningful conversations with your manager about what are the expectations for the work to focus on, the learning to commit yourself to, and how you will work together to have an effective and positive relationship, including how you both will give constructive and empowering feedback to each other.

Your work counts; what you say and do has an impact, especially on our patients and their families. I trust you will have a rewarding time here in the WSLHD, and in the department you are located in, finding the right support as you need it, and learning and growing in your career and opportunities.

With appreciation
Graeme Loy Chief Executive
April 2019



WELCOME FROM NURSING AND MIDWIFERY EDUCATION WSLHD

The entire education group from each facility across the district welcome you to WSLHD!

Congratulations on becoming a member of the GradStart 2020 intake. We are looking forward to working with you in the first year of your professional development. Together, we have designed the WSLHD GradStart Transition to Professional Practice program to ensure you have a clear understanding of what it means to be a high performing WSLHD Nurse or Midwife.

There are many opportunities for you to further your knowledge and skills in every specialty, so please take the initiative and make contact with the educator in your area. We have organised opportunities for you to get together on a regular basis for inservices, education days and reflective clinical supervision. The many connections you make in this year may last a life time, so be diligent and make the most of it.

Good luck!

Nursing and Midwifery Education, WSLHD.



MEET THE TEAM

FACILITY/SERVICE COORDINATORS

AUBURN HOSPITAL

Anuja Robbins

Nurse Educator

Ph. 8759 3119

pager 5981

Email:

Tracey.Brown@health.nsw.gov.au

Jawaher Masri

A/Clinical Midwifery Educator

Ph. 8759 3545

Email: Jawaher.Masri@health.nsw.gov.au

BLACKTOWN AND MOUNT DRUITT HOSPITALS

Peta Field

Nurse Educator

Ph. 0427 834 804

Email: Jannelle.Masa@health.nsw.gov.au

Gracie Borg

Midwifery Educator

Ph. 0419 446 946

Email: Gracie.Borg@health.nsw.gov.au

INTEGRATED AND COMMUNITY HEALTH SERVICES

Carol Denne

Education Coordinator

Ph. 0414 192 690

Email: Carol.Denne@health.nsw.gov.au

MENTAL HEALTH SERVICES

Gail Honeman

Nurse Educator

Ph. 8860 4247

Email: Gail.Honeman@health.nsw.gov.au

WESTMEAD HOSPITAL

Rosemary Luczak

Nurse Educator

Ph. 0419 883 184

Email: Rosemary.Luczak@health.nsw.gov.au



Karen Johns

Midwifery Educator

Ph. 0437 692 345

Email: Karen.Johns@health.nsw.gov.au



WORKPLACE CULTURE: WSLHD AND US

WSLHD shares the NSW Health CORE values, which is built upon the public sector core values of integrity, trust, service and accountability.

THE NSW HEALTH CORE VALUES

Collaboration:

Improving and sustaining performance depends on everyone in the system.
An organisation that believes in its people and is people centered.

Openness:

Foster greater confidence and cooperation through open communication. Welcome and use feedback as a tool to do better.

Respect:

Never lose sight of our patients' fundamental right to be treated with dignity, compassion and respect. Of course, this applies to our colleagues as well.

Empowerment:

There must be trust on all sides and at all levels with responsible devolution of authority and accountability.



GRADSTART PROGRAM ROLE: WHAT WE ARE STRIVING TO ACHIEVE

The Western Sydney Local Health District Nursing and Midwifery GradStart - Transition to Professional Practice Program (GradStart TPP) is a standardised program for all newly graduated Registered Nurses (RN's) and Registered Midwives (RM's) in the areas of acute care, midwifery, mental health, integrated and community health and perioperative services in Western Sydney Local Health District.

Aims and Objectives

The aim of the WSLHD GradStart program reflects the WSLHD Education Strategic Plan, to “provide education and training experiences that equip health professionals and support staff to deliver best practice health care now and in the future” (2016). We aim to provide focused support and a range of opportunities to ensure that newly graduated RN's and RM's are equipped with the knowledge, skill and professional development opportunities that will provide a positive foundation for a long and rewarding professional career.

The program is underpinned by the Registered Nurse Professional Standards (2016), Midwifery Standards for Practice (2018), National Safety and Quality Health Service Standards (NSQHS) (2017), NSW Code of Conduct and by the NSW Health and Western Sydney Local Health District CORE values:

- Collaboration
- Openness
- Respect
- Empowerment

POSITION DESCRIPTIONS

Position descriptions for Registered Nurse and Midwives can be located on the WSLHD Intranet Site at the following link:

<http://wslhdintranet.wsahs.nsw.gov.au/Nursing---Midwifery-and-Clinical-Governance/Position-Descriptions-and-Performance-Management-Tools/Position-Descriptions>



ROSTERS AND LEAVE

Your roster will be completed by your local Nursing/Midwifery Unit Manager and any requests will be required to be negotiated in consultation with them.

Annual Leave will need to be discussed in conjunction with your Nursing/Midwifery Unit Manager and the GradStart Coordinator at your facility/service. See the Workforce/Human Resources website for different types of leave you are entitled to according to your Award and any further discretionary leave. [WSLHD Human Resources Forms](#)

ORIENTATION

Orientation will consist of the following components:

- WSLHD Corporate Orientation
- WSLHD Nursing & Midwifery Clinical Orientation
- WSLHD Nursing & Midwifery Transition to Professional Practice Orientation

CLINICAL ROTATIONS

Rotation through two or more clinical area is an integral part of the program. This is designed to increase the clinical exposure for you and give you the opportunity to expand your knowledge and skills, as well as giving you a broader understanding of the varied opportunities available to Nurses and Midwives in WSLHD.

Rotations vary for each individual e.g.

- Rotate through different clinical specialities in a single facility
- Rotate into a different service or facility
- Rotate through variations of service provision within a single speciality

Rotations will be organised by the GradStart Coordinator at each facility/service in consultation with workforce and clinical managers, taking into account principles of equity and choice of the RN/M whilst meeting the facility's requirements.



SAFETY IN THE WORKPLACE

Safety is the responsibility of everyone in the workplace. Safety should not be viewed as something you do in addition to your work, but something to be considered and incorporated into everything you do.

During induction and throughout your employment at WSLHD, take time to make yourself familiar with those things in the workplace that are there to reduce the likelihood or prevent harm to yourself and others, damage to plant and equipment or the environment. These include;

- Procedures e.g. Safe Work Practices (SWP) and Safety Rules,
- Equipment e.g. fire extinguishers, trolleys and ergonomic seating,
- Personal Protective Equipment (PPE) e.g. goggles, gloves and earplugs,
- Signage, labeling and documentation e.g. Safety Data Sheets,
- Education, training and supervision.

When a workplace incident, accident or near-miss occurs, report it on a Staff, Visitor and Contractor (SVC) form on the online *Incident Information Management System*, commonly known as IIMS.

IIMS can be found at the following location <http://wslhdintranet.wsahs.nsw.gov.au/Incident-Information-Management-System--IIMS-/Incident-Information-Management-System-IIMS>.

When a notification is submitted on IIMS an email alert is sent to the responsible manager. The manager may require your assistance to investigate and complete the management tab of the form in order to identify contributing factors and to prevent the occurrence of further incidents.

For advice and assistance on the management of work, health and safety (WHS) matters, including the notification and management of IIMS for workplace incidents and near misses contact the facility\service WHS Coordinator or the WHS Unit on Tel. 9840 3770.

For assistance on clinical matters, technical issues with IIMS, clinical notifications/incidents and manager access contact the Clinical Governance Unit on Tel. 9845 992.



SECURITY

Security services offer the following support:

- Issuing of WSLHD ID badges
- Manage boom gates
- Regular patrols of car parking areas
- After hours escort to car
- Emergency call outs to aggressive/potentially aggressive situations within the perimeter of a WSLHD facility
- Work as a member of a multi-disciplinary team

Check with your manager, if you need to move your car to a safer location after dark.

Compliments/Complaints in relation to security are to go to:

Most of the WSLHD buildings have public and employee only spaces.

The employee only spaces generally require WSLHD card access.

Do talk with your manager if your card access does not allow you into the work areas you need.

Do not prop open usually secure entry ways as this compromises our security.

If you have an emergency and are not sure what to do, then remember you can always call
Emergency.

EMERGENCY: 2222 or 000 or 0-000 dependent on your Facility – please check with your manager



COMMUNICATION SYSTEMS

EMAIL ACCESS AND ETIQUETTE

An automatic archiving system clears emails after 3 months.

You can access archived emails by:

- browsing to the **Applications** page on the intranet site - <http://wslhdintranet.wsahs.nsw.gov.au/WS-Applications-List/WS-Applications>
- scrolling down to then clicking on the **State-wide Email Archive Manager** link (see attached screenshot)
- clicking on the **Accept** link on the **Conditions of Access** screen
- on the **Quest Archive Manager Portal** page login using your Novell network Username & Password



TIP - delete WSLHD broadcast notices from your outlook, and remember to empty the 'delete' folder as well

- We all know this but....Breathe and think before you send any emails. Email is best for simple, straightforward matters that follow a conversation. Do make the tone clear, limit use of capitals and know that every email sent may be saved in TRIM/HPRM/HPE by someone else, and is forever in the system.

POSTAL/ MAILING MESSAGE POSTAL DEPARTMENT

Great tips for internal and external mailing can be found at the following intranet site:
<http://wslhdintranet.wsahs.nsw.gov.au/Postal-Westmead/Delivery-of-Westmead-Mail>

INFORMATION TECHNOLOGY SERVICES

Information Technology Services (ITS) in WSLHD has a range of processing platforms, operating systems, applications and a large complex telecommunications network.

ITS provides a comprehensive range of services, focusing on delivering the highest standard of service to ITS customers through engaging and working with them to better understand their IT needs.



DEPARTMENT
HANDBOOK

The services provided across the WSLHD community include desktop support, procurement, telecommunications, information technology project management, Electronic Medical Records (Cerner), application support and computing facilities management and maintenance.

Contact by phone – **Tel.** 1300 285 533

Or

- Go to WSLHD Intranet page
- Click on “Service Desk”
- Log in - User name is your employee number and your password is your usual Novell/StaffLink password

STATE WIDE SERVICE DESK - ASSISTANCE



The State Wide Service Desk (SWSD) is the contact point for Information, Communication and Technology (ICT) issues. All computer related problems should be logged with SWSD via any of the following methods:

- **Tel.** 1300 28 55 33 for help with IT - 24 hours a day, 7 days a week
- Fax 8797 6969

When logging in, a small number of options will be presented to you. You select these based on the nature of the fault you are reporting.

ITS FORMS

e-Forms – New Network/Modify Accounts Forms

Use these forms to create a new network account or modify an existing network account.

All general forms are in electronic format and can be completed on-line.

IT HARDWARE: TAKE BACK DISPOSAL

ITS wishes to reiterate the Take Back/Disposal process for all IT hardware. The Take Back/ Disposal Service provides a total procurement solution for IT hardware.

Employees must ensure data saved on the hard drive (C) is removed prior to disposal. Corporate data must not be saved on hard drives.

IT PROCUREMENT

This site provides employees with necessary information to assist with procurement of IT hardware, software and associated accessories.



For assistance and advice on hardware procurement, software applications and quotations, please log a job with SWSD specifically requesting 'procurement assistance'.

CERNER HOME

- About Cerner
- Training Information
- Pocket Guides & Manuals
- E-Learning
- Downtime procedures
- Support
- Forms
- News
- HealtheNet
- Emergency Theatre
- Dashboard

IPM HOME

- About iPM
- Training Information
- Pocket Guides & Manuals
- Downtime procedures
- Training Calendar
- iPM APAC Upgrade
- Support
- Forms
- iPM Resources
- Reports
- Frequently Asked Questions
- Surgical Audit

FREQUENTLY ASKED QUESTIONS

For a full list of ITS FAQs go to:

<http://wslhdintranet.wsahs.nsw.gov.au/Information-Technology-Services>



SELF-CARE

THE EMPLOYEE ASSISTANCE PROGRAM (EAP)

Counselling for you; for work and/ or non-work personal issues

The EAP is a work-based, early intervention service which provides appropriate, timely, professional and confidential counselling and referral services for WSLHD employees (and their immediate family) in order to assist them to identify and resolve professional, personal or work-related issues. Employees can make appointments directly, and only need to notify their manager if appointments have to take place in work hours.

Where serious personal matters, such as domestic violence or other complex family matters are impacting on your ability to work, please discuss options with an EAP counsellor and/or your manager in relation to work needs, including flexible work approaches.

Contact for an appointment

Tel. 1800 818 728

Email: info@accesseap.com.au

WANT TO QUIT SMOKING?

Since February 2011, Australian smokers have been able to access nicotine patches under the Pharmaceutical Benefits Scheme (PBS). To buy the discounted patches you need to get a prescription from your doctor or authorised medical practitioner, and take it to your pharmacist.

www.quit.org.au/preparing-to-quit/choosing-best-way-to-quit/nicotine-replacement-products

Quitline

Tel. 13 7848

www.icanquit.com.au

YOUR VERY OWN HEALTH COACH

The [Get Healthy program](#) offers free and confidential telephone-based expert advice and plenty of motivation to help you find a healthier, happier you.

Contact details

Tel. 1300 806 258

www.gethealthynsw.com.au



FREE IMMUNISATIONS

WSLHD provides all employees with a free range of vaccinations including:

- MMR (measles, mumps and rubella)
- Hep B (Hepatitis B)
- VZV (varicella zoster virus)
- dTpa (diphtheria, tetanus, pertussis)
- TB screen
- Fluvax

Staff Health General Enquiries

Tel. 02 9845 6777

<http://wslhdintranet.wsahs.nsw.gov.au/Human-Resources--Workforce-/Employment-Health-Assessment-/-Staff-Health/Staff-Health-Employment-Health-Assessment>

FITNESS PASSPORT

As a permanent employee of WSLHD, you and your immediate family members are eligible for Fitness Passport. This will enable you and your family members to use multiple gyms and pools in the program at a very low cost.

The major benefit of Fitness Passport is that you can use as many of the facilities as often as you like. You're not locked into just one facility and the prices are generally cheaper than the price of a standard gym membership at one facility

<http://wslhdintranet.wsahs.nsw.gov.au/fitness-passport/fitness-passport>

PARKING

There are waitlists for parking across the district. Please contact Security at your facility for further details. This does not apply for staff with disabilities.



SALARY AND SALARY PACKAGING

PAYROLL ENQUIRES

Contact [HealthShare NSW Service Centres](#) on:

Tel. 1300 679 367 or click on the link below to submit your query online

http://intranet.hss.health.nsw.gov.au/documents/procedures/service_centre/forms/contact_hrsd

SALARY PACKAGING

This increases take home pay and reduces your tax. NSW local health district employees may choose to salary package as an award entitlement. Under Fringe Benefit Tax legislation, employees working in a public health facility can salary package many living expenses. Salary Packaging allows employees to have certain expenses deducted from their gross pay (before tax pay) thus reducing taxable income. Consider meal entertainment packaging, novated leases, regular rental/mortgage payments etc.

Tel. 4734 1515

or go to <http://wslhdintranet.wsahs.nsw.gov.au/Salary-Packaging/General-Salary-Packaging/General-Salary-Packaging>

IMPORTANT WORK RELATED TRAINING

[See Appendix 1](#) for WSLHD mandatory training

All NSW Health employees are required to undertake work required training – otherwise known as “mandatory training”. The Health Education Training Institute (HETI) provides all employees access to their personal training record.

The mandatory training will be provided either online, or face to face such as the manual fire training, or as a blended learning approach.

HETI Online can be accessed via the WSLHD intranet home page or via the internet. You can log in using your employee number and StaffLink password.



PATIENT FEEDBACK

Patients and carers will at times complain about aspects of their care or situations within the department that concerns them. To deal with these situations the following is recommended in order of priority:

- Listen to the complaint and if relating to immediate patient care or lack of information, resolve the issue or concern as quickly as possible
- Notify your team leader/one up manager if you have not been able to address the concern. They will be able to support the patient, carers and you.



CONCERNS AND COMPLAINTS ABOUT ANOTHER EMPLOYEE

A CORE chat is a great NSW Health model for a targeted conversation with colleagues. From time to time the behaviours of work colleagues can become a concern. If the practice or behaviour of a colleague is impacting on you badly we would like, where possible, you to have the confidence to have a direct conversation with the person concerned to resolve the issue.



www.heti.nsw.gov.au/corechat

EMPLOYEE COMPLAINTS

Steps

1. Attempt self-resolution – where safe to do so (see next page)
2. Talk to your manager or Workforce/HR manager
3. Make a complaint if still unresolved





TIPS FOR A CORE CHAT

- Prepare first
- Try to manage your emotions
- Make eye contact (as long as this is culturally appropriate)
- Use a friendly tone of voice
- Use active listening. Show interest in their feelings and views
- This will encourage the other person to talk openly with you
- Reiterate and acknowledge the main points of the conversation
- Speak clearly
- Pause to take breath
- Allow silence sometimes
 - this will allow your listener to catch up and process what you're saying

Make time to listen and allow the other person an opportunity to talk. Attentive listening is critical to a CORE Chat. Through listening, you know what to say to generate connection and rapport – listen for common feelings and words that resonate for you both during your CORE Chat.

(Managers can order CORE chat resources directly from www.heti.nsw.gov.au/corechat)

MAKING A COMPLAINT TO YOUR MANAGER

If you feel you need support to resolve an issue you have with another employee, you can see your manager to discuss the best way forward.

You can just give a verbal account to your manager and receive some coaching to help you take the next step.

If you decide to formalise your complaint, then you may be asked to describe the situation in writing. This will ensure your manager has understood the exact issues, has been given specific examples by you and can confirm the correct procedural approach to take as the “complaint manager”. The same applies to your Workforce/Human resources consultant, should you prefer to take your concerns to that person instead of your own manager.

Whether your complaint is spoken or written, it must be taken seriously. The rules of natural justice apply in that everyone has the right to have their story heard – that means there is a process of enquiring and listening to be undertaken with the goal being to find a resolution. There can be many triggers to difficult behaviour and also differing levels of tolerance. As an employee of WSLHD you have a right to a respectful workplace.



The Employee Assistance Program can assist you in managing your response to difficult behaviours.

Contact for an appointment

Tel. 1800818728

Email: info@accesseap.com.au

WORKPLACE BULLYING

WSLHD is committed to a safe and equitable workplace for all and will not tolerate workplace bullying under any circumstances. Employees are expected to contribute to the achievement of a professional and productive workplace by carefully considering their own behaviours and its possible effects.

- Contact:
- Your manager to discuss the situation as soon as possible
 - The confidential Anti Bullying Advice line – **Tel.** 1300 416 088 for advice on process
 - EAP – **Tel.** 1800 818 728 for counselling support
 - Workforce/HR for more information and support

Policy: *Bullying – Prevention and Management of Workplace Bullying in NSW Health PD2011-018*



WORK HEALTH AND SAFETY

Each employee has the responsibility to work in a safe manner and to deal with workplace hazards appropriately.

See [Appendix 2](#) for more information about the WSLHD *Work Health and Safety* Policy, an Issue Resolution flowchart, Safe work procedures and Manual handling.

MAKING A MEDICAL CLAIM FOR A WORKPLACE INJURY

Please notify your manager as soon as possible if you have a work place injury – see IIMS above. For the management of your claim, as directed by your own doctor, please contact:

- **Tel.** 9840 3034 to discuss with WSLHD Rehab manager
- <http://wslhdintranet.wsahs.nsw.gov.au/Risk-Management/Workers-Compensation>

INFECTION CONTROL

Wash hands, wash hands, wash hands!

Tell the message, do the message – infection control is impacted by everyone entering the WSLHD – so we just need to say it again and again and all patients, carers and colleagues will appreciate you keeping on as a great champion of this basic hygiene need.



PERFORMANCE MANAGEMENT

WSLHD has a *Performance Framework* which has an emphasis on how well you are performing, rather than what you are not doing well.

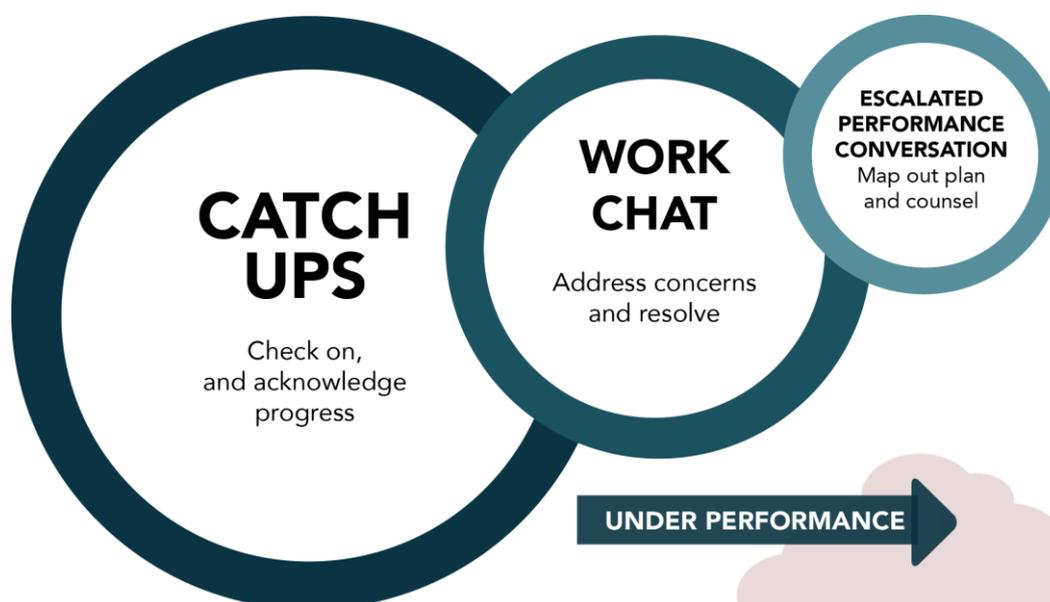
It is expected that managers will be clear in their expectations, give you regular feedback, and ensure you have *Work* and *Development plans* which are reviewed regularly. You will have an annual performance review conversation, which will focus on the achievements as well as areas to strengthen.

It is usual for you to have both a *Work plan* and a *Development plan*. These are useful documents for you to gauge your own progress against, and discuss any issues or concerns about competing priorities with your manager.

If you are not meeting expectations, then WSLHD expects your manager to let you know as soon as possible, and to plan with you how to do better. This is “business as usual” in WSLHD, explaining, coaching, reflecting, striving – it is all part of being in a place of high performance.

See *Performance - Guide for Employees 2016*

<http://wslhdintranet.wsahs.nsw.gov.au/Human-Resources--Workforce-/Human-Resources-Forms>



PRIVATE AND CONFIDENTIAL

Yes, that is what it means – it is said repeatedly but we just really want to guard against the temptation some colleagues may have to find and disclose other people's private business.

We will say it again:

All staff are bound by privacy law and ethical practice to maintain patient confidentiality.

PD2005_593 - Privacy Manual (Version 2) - NSW Health

http://www0.health.nsw.gov.au/policies/pd/2005/pdf/PD2005_593.pdf



YOUR CLINICAL AND PROFESSIONAL GROWTH

As professional nurses and midwives we are expected to reflect on our practice in the pursuit of clinical improvement, professional responsibility and accountability. As a new practitioner this may be quite overwhelming, however, we have included some tools and a suggested process of gaining feedback to guide your reflection, which will build into evidence of your continued growth and development.

Working within a collaborative and multi-disciplinary team ensures you are exposed to a wealth of support and a network of colleagues who will facilitate varied learning opportunities for you, both formal and informal.

As a health professional it is your responsibility to seek out and take advantage of these opportunities in order to meet your individual learning needs and professional goals. Please refer to Professional Portfolio document for further information about formal education opportunities and requirements.

SELF-REFLECTION:

Self-reflection supports your professional development and enhances your ability to identify your roles and responsibilities.

Link to AHPRA website reflection document:

Critical reflection is an important aspect of all clinical and professional development and a requirement of ongoing registration with AHPRA. There are a lot of reflection tools available, however, the ongoing education reflection tool developed by AHPRA is a good starting point. www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/FAQ/CPD-FAQ-for-nurses-and-midwives.aspx



CLINICAL SUPERVISION

POINT OF CARE SUPERVISION

Some of the most valuable support, learning opportunities and feedback you can get is from your nursing/midwifery colleagues and we encourage you to seek feedback from them. You will be allocated preceptors in the first week or two of your rotation. These colleagues have been identified by your manager as an excellent role model and source of clinical and practical knowledge. Don't forget to ask them to give you feedback on specific tasks or the way that you managed a particular situation, as this will be the most useful for you.

Another valuable resource to help guide your clinical and professional development at the point of clinical care are the Clinical Nurse/ Midwife Educators who work in most units and (where available) some afterhours support. Part of their responsibility is to help guide you in your professional growth, create a safe learning environment and to give constructive feedback on your progress. We encourage you to seek them out and ask for assistance whenever necessary. We also strongly suggest that you arrange a formal meeting with them every month to give you feedback on your clinical performance and progress and help to bring all of the feedback you have received into focus in order to continue the development of your learning goals.

If you are struggling to meet clinical requirements or not developing as expected they may, in consultation with the manager, offer a learning support plan. This will be designed to help give you structured and reasonable learning objectives and place the necessary support mechanisms in place to assist you in meeting these goals.

MENTORING

Throughout your GradStart TPP year, you will be encouraged and assisted to choose a mentor to support you. Choose someone who is an experienced nurse/midwife, with a true regard for lifelong learning to support your emotional well-being and your professional development.

Mentorship should support you to develop the ability to work collaboratively with multidisciplinary team member and to facilitate positive relationships between all levels of staff in your workplace.

There is a short My Health Learning course explaining the processes of mentoring, which includes tools for both Mentors and Mentees. We encourage you to complete this prior to starting your Mentoring process. You will also find guidance in the WSLHD Mentoring Conversations documentation to assist you in planning this process.



CLINICAL REFLECTIVE SUPERVISION

This is a process whereby two or more professionals formally meeting to reflect and review clinical situations with the aim of supporting the clinician in their professional environment. Group clinical supervision is included within the GradStart program.

The aims of clinical supervision are to provide you with a confidential, safe and supportive environment, to critically reflect on professional practice. Clinical supervision aims to improve the quality of service we provide and encourage reflection on attitudes towards the patients/clients and each other. Clinical supervision improves self-awareness and assists clinicians in the increasing responsibility of accountable clinical practice.

You will be informed of the scheduled Clinical Supervision dates and times by your clinical supervisor. Attendance at these is required if you are rostered on duty.

FORMAL EDUCATION OPPORTUNITIES

SIMULATION BASED LEARNING

GradStart TPP Detect

This program has been specifically designed for the WSLHD GradStart program to assist in meeting the learning requirements of new staff members in patient assessment, documentation, clinical risk management strategies and deteriorating patient training.

Note: if you are a Registered Midwife you will be required to attend WSLHD FONT Training program in line with NSW Health IB2012_042 Fetal welfare assessment, Obstetric emergencies and Neonatal resuscitation Training (FONT) Program.

Reinforcement Series – Deteriorating Patient

To maintain the momentum of clinical learning in the simulation space a Reinforcement Series will also be offered to all GradStart participants on a monthly basis. This a range of six (6) one-hour deteriorating patient reinforcement sessions. These sessions each begin with a short facilitated discussion addressing the content area followed by a simulated session aiming for the application and reinforcement of the targeted topic. They will be offered at Auburn, Blacktown and Westmead on a monthly basis at each site and you are welcome to go to any session.



PROFESSIONAL PORTFOLIO

One of the aims of the GradStart program is to give you the opportunity to achieve and monitor your own clinical and professional development. We have designed a framework that will guide and inform your clinical and professional development and build into a professional portfolio of evidence of your progress. The facility GradStart TPP Coordinator will oversee this process in consultation with managers and educators from the clinical areas.

Generic Skills and Knowledge Matrix for RN and/or RM

This has been developed in collaboration across the district and designed with capacity for expanding your scope of practice to include skills required for specific clinical areas.

Face-to-face Education

We have developed a list of face-to-face inservices considered to be important for your clinical and professional growth and we strongly urge you to these attend during the program. These sessions may be provided by clinical staff at the bedside or in opportunistic moments of teaching (e.g. handover), staff inservices provided in your clinical area or at facility/service based general education sessions.

Quality Project

The skills used in quality improvement activity, professional writing, education and research all help to inform and develop skills in clinical practice, primary health care, health promotion and health leadership.

You are encouraged to participate in quality improvement activities throughout your GradStart year and beyond. In consultation with and supported by the manager, educator and/or clinical consultants in your clinical areas and the GradStart coordinator you can choose a project from the following:

- Contribute to auditing/monitoring of nursing and midwifery specific KPI's in your clinical area
- Become a champion for clinical improvement initiatives
- Actively participate in an EOC project
- Participate in the review or development of a procedure or guideline specific to provision of nursing/midwifery care
- Develop and present a case study discussion for your clinical peers
- Actively participate in ongoing clinical research currently being conducted in your clinical area



WASTE MANAGEMENT

Yes - there are different bins for different things.

Recycling the right things saves the WSLHD significant money. This can then be spent on really necessary things for patient care.

Bin Type	Contents	Disposal Instructions
Mixed Recycling	Glass bottles & jars, Steel cans, Aluminium cans, Plastic containers & bottles, Empty IV bottles (albumin etc)	Please clean item before placing in bin.
Paper & Cardboard Recycling	Newspapers, Magazines, Milk & juice cartons, Flattened cardboard boxes, Paper packaging, Telephone books	
Security Document Destruction Bin	Confidential Waste: All documents containing client or staff's personal information eg: blood results; medical records/numbers; theatre lists employment history; commercial/in confidence; statistics etc	
Food Waste	All uneaten or expired food and table/plate scraps; All biodegradable products eg paper cups & plates	
General Waste (non-recyclable)	Plastic bags, packets & film or wrappers; Broken crockery; Broken glass; Light bulbs; Polystyrene cups, trays & boxes; Drained dialysis waste	
Clinical Waste	Bulk pharmaceutical waste; Syringes WITHOUT needles; IV giving sets (drained of fluids); Sealed disposable sharps containers; Drainage bags & tubes; Plastic cannulae; Bulk body fluids & blood; Disposable material & equipment soiled with or containing blood	
Cytotoxic Waste	Anything contaminated with cytotoxic drugs; Bulk Pharmaceutical Waste	FOR INCINERATION ONLY
Body Parts	Recognisable body parts; Metal objects such as: prostheses, titanium hip and knee joints; Staple Guns; Steel Rods; Trocar Cannulas	FOR INCINERATION ONLY

APPENDIX 1: MANDATORY CORPORATE TRAINING

Current as at January 2019

Course Name	Frequency	Delivery Type	When	Part of WSLHD Orientation
Aboriginal Cultural - Respecting the Difference	Once only	Online	3-6 months	
Child Wellbeing and Protection – Part 1	Once only	Online	3-6 months	
Child Wellbeing and Protection – Part 2	Once only	Online	3-6 months	
Disaster Awareness Training	Yearly	Online	First 4 weeks	
Enterprise Risk Management – an overview	Once only	Online	3-6 months	
Fire Safety and Evacuation	Yearly	Online	First 4 weeks	
Fire Safety and Evacuation – Practical	Yearly	Classroom-based	First 4 weeks	X
Hand Hygiene	5 yearly	Online	First 4 weeks	X
Hazardous Manual Tasks	Once only	Online	First 4 weeks	
IIMS Notifier Training	Once only	Online	First 4 weeks	X
Infection, Prevention and Control Practices	5 yearly	Online	First 4 weeks	X
Infection, Prevention and Control Principles for non-clinical staff	5 yearly	Online	First 4 weeks	X
Introduction to Work, Health and Safety	Once only	Online	First 4 weeks	X
Privacy Module 1 Know your Boundaries	Once only	Online	3-6 months	X
Respecting the Difference face-to-face training	Once only	Classroom-based	3-6 months	
Security Awareness – All Staff	Once only	Online	First 4 weeks	X
Violence Prevention and Management in the Workplace – Awareness	Once only	Online	3-6 months	
Violence Prevention and Management in the Workplace – Promoting Acceptable Behaviour in Workplace	Once only	Online	3-6 months	
Waste Management	Once only	Online	3-6 months	

NOTE: Part of WSLHD Orientation – the modules that are marked 'X' are only presented as a demo/short presentation but not as an equivalency to complete the online modules, except for Fire Safety and Evacuation – Practical.



Clinicians are required to see their direct line manager or supervisor for information regarding their clinical mandatory training requirements. [See here for current training listing.](#)

All monthly reporting is accessible via <http://wslhdintranet.wsahs.nsw.gov.au/Learning-and-Development-/Education-Technology---Mandatory-Training--ET-MT-/Mandatory-Training/wslhd-mt-reports>



APPENDIX 2: WORK HEALTH AND SAFETY

WSLHD WORK HEALTH AND SAFETY POLICY

WSLHD Work Health and Safety Policy



Health
Western Sydney
Local Health District

Western Sydney Local Health District (WSLHD) is committed to ensuring, so far as is reasonably practicable the best possible standard of health and safety for all workers and others in the workplace.

WSLHD will achieve this by adopting a risk management approach including:

- Investing reasonable resources to Work Health & Safety (WHS);
- Allocating WHS responsibilities and accountabilities to managers and workers;
- Providing appropriate information, instruction and training;
- Incorporating WHS considerations in all significant policy development, planning and decision making;
- Systematically identifying, assessing, controlling and monitoring/reviewing WHS risks;
- Reviewing and evaluating the performance of the health and safety management system to ensure continuous improvement;
- Involving and consulting with workers by providing agreed and negotiated consultative arrangements that enables:
 - The sharing of relevant WHS information;
 - A reasonable opportunity for all parties to express their views and to raise WHS issues;
 - A reasonable opportunity for all parties to contribute to decision-making processes relating to WHS.

WSLHD, its managers and supervisors, are committed so far as is reasonably practicable to:

- Providing and maintaining a safe work environment;
- Providing and maintaining safe plant and structures;
- Providing and maintaining safe systems of work;
- Providing processes for safe use, handling, and storage of plant, structures and substances;
- Providing adequate facilities for the welfare at work of workers;
- Providing any information, training, instruction or supervision that is necessary to protect all people from risks to their health and safety arising from WSLHD's activities;
- Monitoring the health of workers and the conditions at the workplace to prevent illness or injury of workers arising from WSLHD's activities.

All workers will be actively involved in health and safety in the workplace and are expected to:

- Take reasonable care for their own health and safety;
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons;
- Comply, so far as they are reasonably able, with any reasonable instruction that is given by WSLHD to allow WSLHD to comply with the Work Health and Safety Act (2011), associated Regulations, Codes of Practice, Standards and Ministry of Health requirements;
- Co-operate with any reasonable policy or procedure of WSLHD relating to WHS;
- Assist WSLHD by participating in the WHS risk management process.

Others, including patients and visitors, at WSLHD workplaces are expected to:

- Take reasonable care for their own health and safety;
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons;
- Comply, so far as they are reasonably able, with any reasonable instruction that is given by WSLHD to allow WSLHD to make the workplace safe.



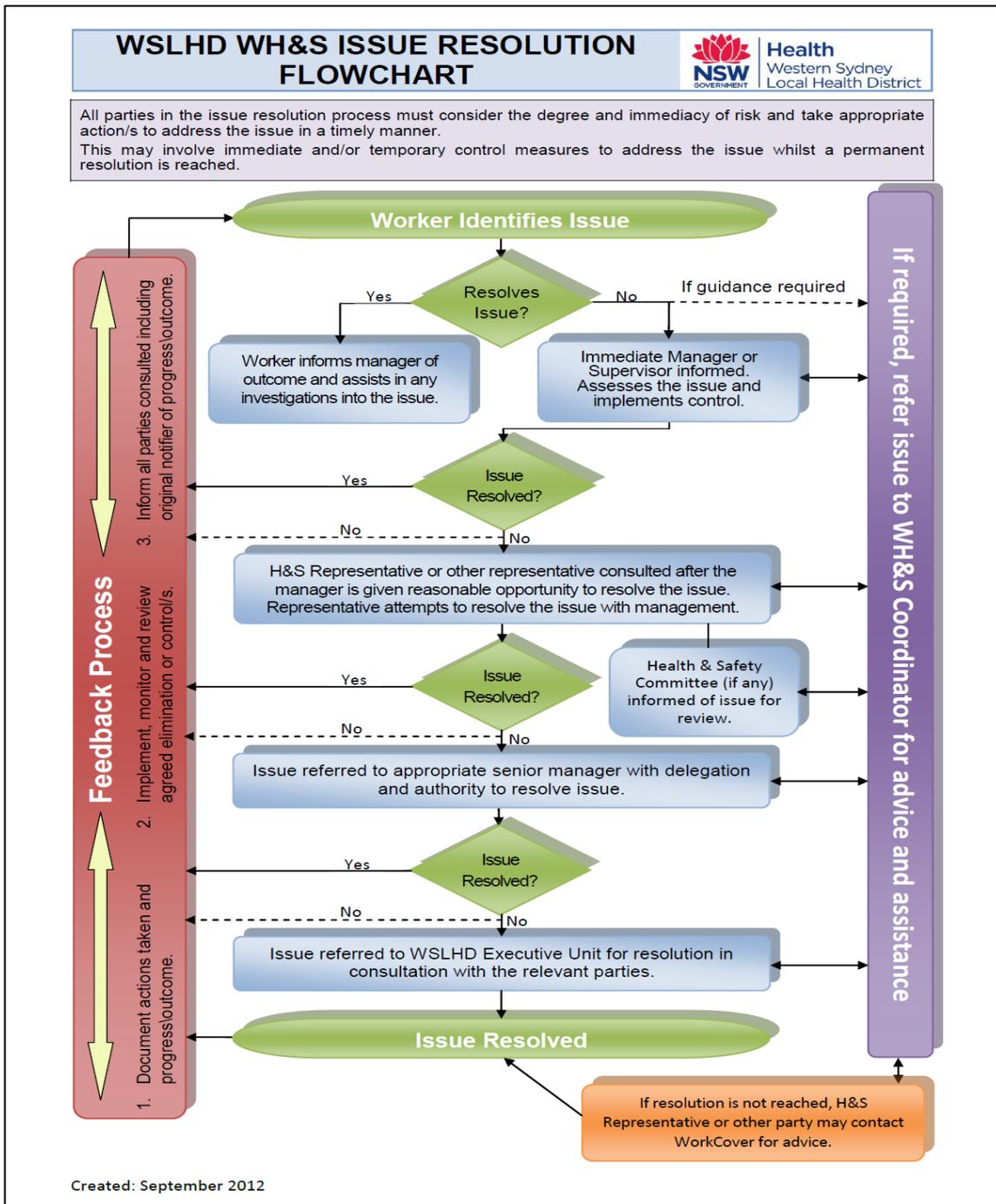
Danny O'Connor
Chief Executive
Western Sydney Local Health District

Version: September 2012

For Review: September 2015



WORK HEALTH AND SAFETY ISSUE RESOLUTION FLOWCHART

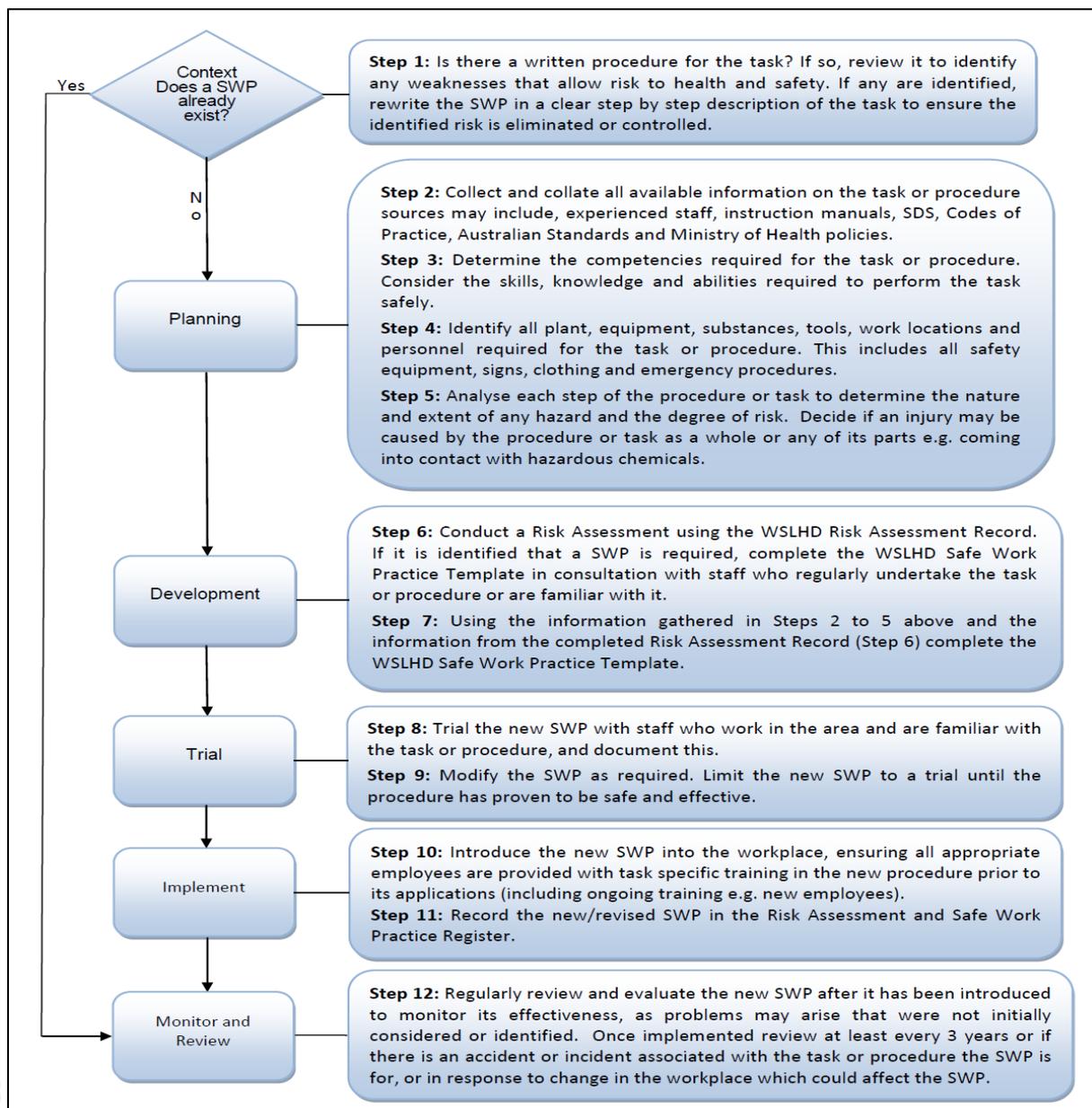


SAFE WORK PROCEDURES (SWP) AND SAFETY RULES

What are they and where do you find them?

A *Safe Work Practice (SWP)* is a step-by-step guide on how to perform a task to ensure minimum risk to health and safety.

As part of your induction your Manager will provide you with information on relevant departmental safe work practices. Copies of the *Safe Work Practices* are available by asking your manager. SWPs are developed in consultation with staff for all procedures or tasks with priority given to the highest risk procedures. The flowchart below outlines how a SWP is developed.



WHS CONSULTATION ARRANGEMENTS

The consultative arrangements:

- allow the sharing of relevant WHS information
- give workers a reasonable opportunity to express their views and to raise work health or safety issues
- give workers a reasonable opportunity to contribute to the decision-making process relating to the matter
- take into account the views of workers
- advise workers in a timely manner of the outcome of any consultation
- provide a means to address WHS issues and assist management to achieve the site/ services WHS objectives by recommending ways to improve the health and safety of people at the workplace.

Employees who are unable to resolve a WHS issue themselves should follow the WSLHD Issue Resolution Flowchart.

Health and Safety Representative(s)

HAZARDOUS CHEMICALS

Definition:

Hazardous chemicals are any natural or artificial solid, liquid, gas, vapour or fume which has the potential to harm the health of persons in the workplace.

Dangerous goods are substances with a severe single exposure risk due to explosion, fire, poisoning or corrosion.

Safety Data Sheets (SDS) and the *Register of Hazardous Substances* are available by asking your manager or by accessing the ChemAlert database on the WSLHD intranet.

FIRST AID ARRANGEMENTS

See WHS Notice board for First Aid Arrangements for your area.



WORK HEALTH AND SAFETY INCIDENT REPORTING

See *Safety in the Workplace* section.

PRINCIPLES OF MANUAL HANDLING

Definition: Manual handling is any activity requiring the use of force to be exerted by a person to lift, lower, push, pull, carry, or otherwise move, hold or restrain any animate or inanimate object.

It is expected that employees apply the following principles whenever performing manual tasks:

- Use risk management principles to choose the safest method of performing the task
e.g. use mechanical aid
- Plan the task
- Report hazardous manual handling tasks to your supervisor
- Obtain assistance where required
- Assess the weight of the object before attempting to move it
- Avoid bending your back- keep it straight
- Do not twist your back while lifting
- Bend knees rather than your back
- Do not over reach
- Hold load close to your body
- Position feet to ensure a good base of support
- Ensure a good grip of the object
- Change repetitive tasks every 20 minutes
- When holding sustained positions, make adjustments to your position every 2 to 5 minutes
- Gently reverse posture after doing tasks that require prolonged forward flexion



A GUIDE TO WORK HEALTH AND SAFETY FOR WORKERS

<h1>A Guide to Work Health & Safety</h1> <p>for</p> <h2>Workers</h2>		 Health Western Sydney Local Health District
Fact Sheet No. 2	September 2012	Risk Management Unit
Who needs to read this Fact Sheet?		
Every worker in Western Sydney Local Health District (the LHD).		
Background		
<p>The Work Health and Safety Act 2011 (the Act) and the Work Health and Safety Regulations 2011 (the Regulation) came into force on 1 January 2012. The Act and the Regulation set the legal minimum standard for managing work health and safety in New South Wales. The LHD, officers of the LHD, workers within the LHD and any person at the LHD's workplaces have obligations under the Act and the Regulation.</p>		
What to expect from WSLHD and your manager		
<p>The LHD, through its managers, aims to ensure, so far as is reasonably practicable,</p> <ul style="list-style-type: none"> • The health and safety of its workers. • The health and safety workers whose activities in carrying out work are influenced or directed by the LHD. <p>The term "workers" includes anybody who carries out work in any capacity for the LHD. Examples of workers are: employees; contractors or subcontractors; employees of a contractor or subcontractor; employees of a agency or labour hire company who has been assigned to work in the LHD; outworkers; apprentices or trainees; students gaining work experience or undertaking training; and, volunteers.</p> <p>To comply with these requirements the LHD must ensure, so far as is reasonably practicable:</p> <ul style="list-style-type: none"> • The provision and maintenance of a work environment without risks to health and safety; • The provision and maintenance of safe plant and structures; • The provision and maintenance of safe systems of work; • The safe use, handling, and storage of plant, structures and substances; • The provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities; • The provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; • That the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking. <p>The LHD must also ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the LHD. Examples of others includes: patients and visitors.</p>		
What does The LHD expect from you?		
<p>Every WSLHD worker will be actively involved in health and safety. As a demonstration of this involvement, they are expected to:</p> <ul style="list-style-type: none"> • Take reasonable care for your own health and safety; • Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; • Comply, so far as the you are reasonably able, with any reasonable instruction that is given by the LHD to allow the LHD to comply with the Act; • Co-operate with any reasonable policy or procedure of the LHD relating to health or safety. <p>As part of this involvement in WHS you may also be asked to assist your manager by participating in any aspects of the risk assessment and control process.</p>		
Risk Identification, Assessment, Control and Review		
<p>The LHD uses a risk management approach to work health and safety. The risk management process involves:</p> <ul style="list-style-type: none"> • Identifying any foreseeable hazards – A hazard is anything (including work practices or procedures) that has the potential to harm the health or safety of a person, for example: moving parts in machinery; toxic chemicals; manual handling tasks. 		



- **Assessing the risk from the hazard** – Risk is the significance of the hazard based on the level of harm it can cause (serious injury, illness or death) and how likely this is to occur.
- **Eliminating the hazard.**
- Where elimination is not reasonably practicable **the risk from the hazard must be controlled.**

The controls measures below are listed in order of effectiveness.

- Substituting the hazard giving rise to the risk with one that gives rise to a lesser risk, for example using a different less dangerous piece of equipment.
- Isolating the hazard from people put at risk, for example controlling access
- Minimising the risk by engineering means, for example adding machine guards
- Minimising the risk by administrative means, for example by adopting safe working practices
- Using personal protective equipment, including helmets, goggles, glasses, gloves, lead aprons.
- **Reviewing risk assessment** – to monitor and improve control measure(s) put in place for effectiveness and find safer ways of doing things.

As part of the risk management process you may be asked to assist your manager by:

- Identifying hazards in your unit;
- Participating in, commenting on or reviewing risk assessments;
- Trialing the use of new plant/equipment, substances or work processes;
- Assisting to develop or review Safe Work Practices (SWP).
- Please note that a combination of controls and control types will often be required

Hazard Reporting and WHS Issue Resolution

The LHD has a [WHS Issue Resolution Procedure](#). If the worker identifies or has an unresolved WHS issue you should follow the procedure. The initial steps in the process are:

- The worker should attempt to resolve the issue yourself if possible;
- Report the issue to your manager/supervisor if it is an issue that you can't easily fix yourself;
- Report the issue to your Health and Safety Representative member if your manager/supervisor does not fix the problem in a timely manner.

There are further steps in the procedure to allow the issue to be raised with senior WSLHD management if the issue cannot be resolved.

Incident Reporting

Workers must report any incidents or near misses to their manager/supervisor. An **Incident** is any event arising out of work that results in injury or damage to property. A near misses, is an event that occurred which did not result in injury or damage but which had the potential to do so. When an incident or near miss occurs:

- Verbally notify your immediate manager/supervisor as soon as you can
- Complete an Incident Information Management System (IIMS) notification.
- Assist your manager with any investigations into the incident.

Further information on completing IMS Notifications is available in the [Incident Hazard Notification page](#) on the Work Health and Safety Intranet site. If medical attention has been sought and/or the incident has resulted in lost time or the inability to perform your normal duties, you must contact the LHD Risk Management Unit immediately on 9840 3770.

Safe Work Practices and Safety Rules

One of the ways of controlling risk in the workplace is to have documented safe work practices (SWPs) for tasks and jobs that can expose you to hazards and place your health and safety at risk. SWPs are written instructions that detail the preferred safe method for performing a work procedure or task. Your manager will provide you with access to the SWPs for your work. For some high risk or complicated tasks specific training may also be provided.

You must follow the safe work practices for your department. Discuss your concerns with your manager before proceeding with a work task if you do not understand a SWP or identify a problem with a SWP.

Failure to follow a safe work practice is a serious matter and may lead to disciplinary action.

WHS Information, Instruction and Training

Sources of information available to you include:

- Your supervisor or manager;
- Health and Safety Representative.
- WHS information available in your department which includes your Safe Work Practices, Material Safety Data Sheets and WHS notice board;



- [WorkCover NSW Homepage](#);
- [NSW Health WHS Policy Directives](#);
- WSLHD [WHS Intranet Page](#).
- Each worker is required to complete:
- The WSLHD [Orientation Program](#);
- An Induction program in your Unit that covers WHS matters related to your role and work environment.
- [Mandatory Training](#) updates annually; and,
- Any other WHS training that is required for you to safely do your work.

Workers should consult with their managers if they think additional training is required to undertake work safely.

Other people carrying out work within WSLHD workplaces must undertake induction prior to commencing work for the LHD. Such workers must be issued with and display temporary ID badges when carrying out work. These workers may include:

- contractors or subcontractors;
- agency or labour hire staff;
- outworkers;
- apprentices;
- trainees;
- students gaining work experience or undertaking training and,
- volunteers.

If you are unsure that such a worker has undergone induction check with the manager or approach the worker yourself if you feel comfortable to do so. For those workers who have not undergone induction advise them as to the correct procedure, if known, or direct them to the relevant manager.

Worker WHS Consultation

The LHD has various consultative arrangements in place to consult with workers to enable them to contribute to decisions affecting their health safety. This is done through:

- Health and Safety Representative(s);
- Health and Safety Committee(s);
- Other consultative arrangements as agreed with the workers; or,
- A combination of these options.

Your manager can provide you with further information on the consultation arrangements in your unit or service.

Manual Handling Tasks

Manual tasks have the potential to cause a number of injuries and disorders. These may arise, in whole or in part, from undertaking manual tasks in the workplace whether occurring suddenly or over a prolonged period of time. Such tasks are a significant contributor to worker incidents and injuries. Manual tasks encompass a variety of activities that require a person to use his/her physical body to perform work involving the use of force to lift, lower, push, pull, carry, move, hold or restrain any person, animal or item. It can include tasks that have repetitive actions, sustained postures and may involve exposure to vibration. The LHD is currently implementing an area wide program employing strategies to eliminate/minimise risks associated with performing manual tasks.

Key elements of this program include:

- Consultation and collaboration with the LHD workers;
- Facility based Manual Handling Committees
- Ensuring adequate equipment is available in your unit to control risks associated with manual tasks. If appropriate equipment is not readily available, contact your manager;
- Training of WSLHD workers including online mandatory training and practical training/assessment by your unit's manual handling trainers. You should receive training on commencement of employment and then annually.

If you are interested in becoming a trainer, manual handling champion or committee member, please contact your manager.

Further information regarding the WSLHD Manual Handling Program can be found on the [Manual Handling Intranet Site](#).

Safe Use of Plant/Equipment, Danger Tags & Lockout / Isolation Systems

Prior to using any piece of plant/equipment you must check to see if there are any obvious signs of damage that might indicate that the plant/equipment could be unsafe to use. During the pre-use check or while using any plant/equipment,



if you identify or suspect that the plant/equipment may be unsafe to use you must:

- Not use the plant/equipment;
- Securely place a Danger Tag or apply a Lockout System to let other potential users know that the plant/equipment may be unsafe;
- Place the tag so it is readily visible to potential users;
- State on the tag the reason for the removal from service of the plant/equipment, your name, department, date and brief explanation of defect/fault;
- Report it to your manager/supervisor

Danger Tags are preprinted cards designed to be affixed to any piece of plant/equipment warning that it must not be used. Only the person who affixed the Danger Tag is authorised to remove it. This should be done after they are satisfied the plant/equipment is no longer defective. Do not remove another person's Danger Tag under any circumstances. If the person who placed the Danger Tag is for some reason prevented from removing it (e.g. illness absent from work), their manager/supervisor may authorize removal of the Danger Tag after complying with the following procedures. The manager/supervisor must accept full responsibility for and shall satisfy themselves that it is safe to operate or use the plant/equipment and the manager/supervisor shall ensure that attempts have been made to contact and advise the person who placed the Danger Tag. If you do not know where danger tags are kept in your Department please ask your manager.

A Lockout System is the use of a lock or similar device to render plant / equipment inoperable or to isolate an energy source. Any piece of plant/equipment that has been stopped for maintenance, cleaning or repair, should have one or more of the following control measures used:

- Danger Tags;
- Lockout or isolation devices;
- Permit to work systems;
- Other control measures; and/or,
- Operational controls that permit controlled movement of the plant/equipment are fitted and safe systems of work are used, if it is not practicable to carry out cleaning or maintenance with the plant/equipment stopped.

More information is available in the [Managing the Risk of Plant in the Workplace Code of Practice Cover Sheet](#).

Personal Protective Equipment (PPE)

Personal protective equipment includes things like:

- Head protection – helmets, hard hats
- Eye protection – goggles, glasses, face shield, wide brimmed sun hats
- Hearing protection – ear muffs, ear plugs
- Respiratory protection – respirators, face masks
- Body protection – aprons, lead aprons, overalls, hats, wet weather clothing, sunscreen
- Hand protection – gloves of different material
- Knee protection – knee pads
- Foot protection – safety footwear
- Fall protection – harnesses

Where PPE is provided or its use is specified in SWPs it must be used. It is essential to wear the correct PPE for the task being performed.

Emergency Response Procedures & First Aid

It is important that every worker is aware of any Emergency Response Procedures and First Aid procedures for their unit. Please ensure that you know:

- Where your unit's emergency equipment, for example fire extinguishers, duress alarms and spill kits are located
- Where emergency exits and meeting points are located
- The emergency number for their area.
- Where emergency flip charts and manuals are located
- Who can provide first aid in your unit and where first aid supplies are located or if they are not in your unit where you can access first aid.

If you have any questions about Emergency Response Procedures and First Aid procedures or do not know the answers to the points listed above please discuss this with your manager.

Zero Tolerance, Bullying and Harassment

Everyone who enters WSLHD's facilities, whether they are a patient, visitor, or worker, have the right to do so in an



environment free from risk to their personal safety. Violent, or aggressive behaviour, can be perpetrated by patients, patient's relatives or visitors, co-workers supervisors or intruders into your workplace. Any incident where someone is abused, threatened or assaulted, either physically, psychologically or verbally, is violent behaviour. Should a violent incident occur you are encouraged to report it using the [paper based IIMS Staff Visitor Contractor Form](#) and sending it directly to Human Resources.

The LHD will support you to ensure that appropriate action is taken to protect staff, patients and visitors from the effects of violent behaviour. The LHD will not tolerate any form of [bullying, harassment](#) or discrimination in the workplace.

The LHD offers aggression minimisation training for relevant staff.

Dignity and respect in the workplace is the expectation of all staff and management. Please help us to provide a safe working environment for us all to enjoy.

The Employee Assistance Program (EAP) is offered to all staff who may wish to seek assistance with work and non-work issues.

Need more information?

If you have any questions or need more information about WHS in your Department:

- Talk to your manager/supervisor and if they can not help;
- Talk to your Health & Safety Representative or Health and Safety Committee member and if they can not help.
- If you want more information about WHS at WSLHD:
- Look at the WSLHD [WHS Homepage](#);
- Open the Hyperlinks (Underlined and blue) if you are accessing this document on a computer linked to the WSLHD intranet;
- Contact your [WHS Coordinator](#) in the Risk Management Unit.

References

- [WSLHD WHS Intranet Page](#)
- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulations 2011](#)
- [WorkCover NSW Homepage](#)
- [NSW Health WHS Policy Directives](#)
- Any of the hyperlinks, in blue text and underlined, on the online version of this Fact Sheet.



APPENDIX 3: SWITCHBOARD NUMBERS

AUBURN HOSPITAL

Tel. 02 8759 3000

BLACKTOWN HOSPITAL

Tel. 02 9881 8000

MOUNT DRUITT HOSPITAL

Tel. 02 9881 1555

WESTMEAD HOSPITAL

Tel. 02 9980 5555

MENTAL HEALTH SERVICES

Cumberland Hospital

Tel. 02 9840 300





**YOUR EMPLOYEE JOURNEY
DEPARTMENT HANDBOOK**



**YOUR EMPLOYEE JOURNEY
INTRODUCTION**



People and Culture Version: February 2016 Review Date: February 2017

