YOUR EMPLOYEE JOURNEY
WESTERN SYDNEY LOCAL HEALTH DISTRICT
NURSING AND MIDWIFERY TRANSITION TO
PROFESSIONAL PRACTICE PROGRAM HANDBOOK
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>4</td>
</tr>
<tr>
<td>Important contact details</td>
<td>5</td>
</tr>
<tr>
<td>Welcome from your Chief Executive</td>
<td>6</td>
</tr>
<tr>
<td>Welcome from Nursing &amp; Midwifery Education WSLHD</td>
<td>7</td>
</tr>
<tr>
<td>Meet the team</td>
<td>8</td>
</tr>
<tr>
<td>The NSW Health CORE values</td>
<td>9</td>
</tr>
<tr>
<td>Program role: what we are striving to achieve</td>
<td>10</td>
</tr>
<tr>
<td>POSITION DESCRIPTIONS</td>
<td>10</td>
</tr>
<tr>
<td>Rosters and Leave</td>
<td>11</td>
</tr>
<tr>
<td>ORIENTATION</td>
<td>11</td>
</tr>
<tr>
<td>Clinical Rotations</td>
<td>11</td>
</tr>
<tr>
<td>Safety in the workplace</td>
<td>12</td>
</tr>
<tr>
<td>Parking</td>
<td>12</td>
</tr>
<tr>
<td>Security</td>
<td>13</td>
</tr>
<tr>
<td>Communication systems</td>
<td>14</td>
</tr>
<tr>
<td>Paging system</td>
<td>14</td>
</tr>
<tr>
<td>Telephone use</td>
<td>14</td>
</tr>
<tr>
<td>Email access and etiquette</td>
<td>15</td>
</tr>
<tr>
<td>Postal/ Mailing Message Postal Department</td>
<td>15</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>16</td>
</tr>
<tr>
<td>State Wide Service Desk - ASSISTANCE</td>
<td>16</td>
</tr>
<tr>
<td>ITS Forms</td>
<td>16</td>
</tr>
<tr>
<td>IT hardware: take back disposal</td>
<td>16</td>
</tr>
<tr>
<td>IT Procurement</td>
<td>17</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>17</td>
</tr>
<tr>
<td>Self-care</td>
<td>18</td>
</tr>
<tr>
<td>The Employee Assistance Program (EAP)</td>
<td>18</td>
</tr>
<tr>
<td>Want to quit smoking?</td>
<td>18</td>
</tr>
<tr>
<td>Your very own health coach</td>
<td>18</td>
</tr>
<tr>
<td>Fitness Passport</td>
<td>19</td>
</tr>
<tr>
<td>Free immunisations</td>
<td>19</td>
</tr>
</tbody>
</table>
# Table of Contents

- **Salary and Salary Packaging** ................................................................. 20
  - Payroll enquiries ................................................................................. 20
  - Salary packaging .............................................................................. 20

- **Your Clinical and Professional Growth** ............................................... 21
  - Self-Reflection .................................................................................. 21

- **Clinical Supervision** ........................................................................ 22
  - Point of Care Supervision ................................................................. 22
  - Mentoring ......................................................................................... 22
  - Clinical Reflective Supervision ......................................................... 23

- **Formal Education Opportunities** ....................................................... 23
  - Simulation Based Learning .............................................................. 23
  - Professional Portfolio ....................................................................... 24

- **Patient Feedback** ............................................................................. 26

- **Your Feedback** ................................................................................ 26

- **Concerns and Complaints about Another Employee** ........................ 27
  - Employee Complaints ...................................................................... 27
  - Making a Complaint to your Manager ............................................. 28
  - Workplace Bullying ......................................................................... 29

- **Work Health and Safety** .................................................................. 30
  - Making a Medical Claim for a Workplace Injury ......................... 30
  - Infection Control ............................................................................ 30

- **Performance Management** ............................................................... 31
  - Specific Processes for WSLHD N&M TPP Program ...................... 31

- **Private and Confidential** ................................................................. 33

- **Waste Management** ....................................................................... 34

- **Appendix 1: Mandatory Corporate Training** .................................. 35

- **Appendix 2: Work Health and Safety** .......................................... 36
  - WSLHD Work Health and Safety Policy .......................................... 36
  - Work Health and Safety Issue Resolution Flowchart .................... 37
  - Safe Work Procedures (SWP) and Safety Rules ............................. 38
  - WHS Consultation Arrangements ................................................. 39
  - Hazardous Chemicals .................................................................... 39
  - First Aid Arrangements .................................................................. 39
  - Work Health and Safety Incident Reporting ................................. 40
  - Principles of Manual Handling ....................................................... 40
  - A Guide to Work Health and Safety for Workers ......................... 41

- **Appendix 3: Switchboard Numbers** ............................................. 46
  - Auburn Hospital .............................................................................. 46
  - Blacktown Hospital ......................................................................... 46
  - Mental Health Services .................................................................... 46
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

WSLHD Employee Contact Points
See your manager for:
• Feedback
• Leave
• Salary issues
• Workplace priorities
• Issues/concerns

Annual WSLHD Quality Award Program
8990 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 Programme (EAP)
For work-related or personal problems - confidential
1800 818 728

Health Share pay query portal

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
• Pretax packaging
• Novated lease - Motor vehicle
4734 1515

Staff Link Employee Self Service (ESS)
Change of banking details for salary/personal details
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 Staff link 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

WSLHD Casual Pool
8838 6306

WSLHD Child Care
Mount 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 the WSLHD.

WSLHD is striving to be a high performance organisation. 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.

WSLHD has long term strategic goals, which your department is linked to, and to be part of a high performing organisation you need to be aware of the WSLHD strategic direction and focus for each year and for the bigger picture. Do take time to read the WSLHD Strategic Framework, or ask your manager to talk about what your service is doing to contribute to the strategic direction.

Your work counts; what you say and do has an impact, especially on our patients and their families.
I hope you 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
Danny O’Connor
Chief Executive
February 2016
WELCOME FROM NURSING AND MIDWIFERY EDUCATION WSLHD

On behalf of Nursing and Midwifery Education and Educators, welcome to Western Sydney Local Health District (WSLHD) and congratulations on making the choice to work within this rapidly growing region. WSLHD is a rapidly expanding health district with its population requiring an advanced level of care. As healthcare professionals, we need to be responsive to this change and commit to life-long learning, ensuring we maintain the level of practice and expertise required to care for this group.

WSLHD will make available to you a wide range of learning opportunities including health specialty education, management, research and education courses. We have strong partnerships with the Health Education Training Institute (HETI), our partner Universities and peak bodies to ensure we offer the most up to date information thus translating to exceptional patient care.

Good luck on your education journey. Be proactive, be driven and you will succeed.

Tanya Critchlow
Manager Nursing and Midwifery Education WSLHD
FACILITY/SERVICE COORDINATORS

Auburn Hospital
Dora Szeto
Nurse Educator
Ph. 8759 3847
Email: Sau.Szeto@health.nsw.gov.au

Emma Aboagye/ Natasha Dastur
A/Clinical Midwifery Educator
Ph. 8759 3545
Email: Emma.Aboagye@health.nsw.gov.au
Natasha.Dastur@health.nsw.gov.au

Blacktown and Mount Druitt hospitals
Janelle Masa
Nurse Educator
Ph. 0427 834 804
Email: Janelle.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
Jenny Jackson
Clinical Nurse Educator
Ph. 0418 621 933
Email: Jenny.Jackson@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
A/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.
PROGRAM ROLE: WHAT WE ARE STRIVING TO ACHIEVE

The Western Sydney Local Health District Nursing and Midwifery Transition to Professional Practice Program (WSLHD 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 TPP 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 Competency Standards (2016), 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:

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 TPP 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 TPP 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 TPP 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 please 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, labelling 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. 8890 9924

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.
Western Sydney Local Health District 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

**Auburn Hospital** – 8759 3411  
**Blacktown Hospital** – 9881 8014  
**Mount Druitt Hospital** – 9881 1766  
**Westmead Hospital** – 8890 7625  
**Cumberland Hospital** – 9840 3046

**Community Health Centre** – check with your manager re security arrangements in place for the specific service you are in.

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

Most of our 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 State Emergency.
COMMUNICATION SYSTEMS

PAGING SYSTEM

Auburn Hospital – Pager numbers may be obtained from a contact list provided by the unit or by contacting switch (Dial 13000 via internal phone). To page, dial *2 and listen to the prompts.

Blacktown Hospital - Pager numbers may be obtained from a contact list provided by the unit or by contacting switch (Dial 9 via internal phone). To page, dial *2 and listen to the prompts.

Mt Druitt Hospital - Pager numbers may be obtained from a contact list provided by the unit or by contacting switch (Dial 5 via internal phone). To page, dial *2 and listen to the prompts.

Westmead Hospital - Pager numbers may be obtained from a contact list provided by the unit or by contacting switch (Dial 9 via internal phone). To page, dial *2 and listen to the prompts.

TELEPHONE USE

Auburn Hospital - Dial 0 for an outside line; add 1 to last 4 digits of a WSLHD phone number to call an internal number

Blacktown Hospital - Dial 0 for an outside line; add 4 to last 4 digits of a WSLHD phone number to call an internal number

Mt Druitt Hospital - Dial 0 for an outside line; add 4 to last 4 digits of a WSLHD phone number to call an internal number

Westmead Hospital - Dial 0 for an outside line; add 5 to last 4 digits of a WSLHD phone number to call an internal number
EMAIL ACCESS AND ETIQUETTE

You will be assigned a NSW Health email address and it is advised that you check your email on a regular basis, as it is our primary choice of contact with you.

An automatic archiving system clears emails after 3 months. You can access archived emails by:

- browsing to the Applications page on the intranet site
- 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

POSTAL/ MAILING MESSAGE

POSTAL DEPARTMENT

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

- 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.
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.

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

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’.
- Reports
- Frequently Asked Questions
- Surgical Audit

FREQUENTLY ASKED QUESTIONS
For a full list of ITS FAQ’s go to:
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@acesseap.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.

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
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

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 9840 3649

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

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
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.

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 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 TPP 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

Patient Assessment and Deterioration (PAAD) Program
This program has been specifically designed for the WSLHD TPP 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 TPP 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 TPP 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 TPP facilitator will oversee this progress 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 TPP year and beyond. In consultation with and supported by the manager, educator and/or clinical consultants in your clinical areas and the TPP 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
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 attempt 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.

YOUR FEEDBACK

Our program aims to strengthen nursing/midwifery skills and improve the care for our patients and community. Your active involvement within the program is valued and will assist in improving retention rates of nurses and midwives and promote a supportive workplace culture. We hope your experience inspires you to work collaboratively with our team now and in the future.

Throughout the year we will be seeking your feedback through a series of short online surveys to assist us in maintaining a high level of support for you as well as focus on the development of an even better program in future years.

We encourage you to seek out members of the Nursing and Midwifery Leadership and Executive teams to discuss any issues that arise for you or your colleagues during the program. Your feedback will be confidential and can be anonymous.
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. It 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.

**COLLABORATION**

**GOAL:** Working together for a mutually beneficial outcome that values each contribution

“To like to explain my position/views and to come to an understanding of yours.”

**OPENNESS**

**GOAL:** Plainly and transparently naming concerns and hoped for outcomes

“It is important that we have transparency and clear communication in our workplace.”

**RESPECT**

**GOAL:** Approach CORE Chats in a way that maintains dignity, shows care, and allows for difference

“I know that we can work together to resolve this.”

**EMPOWERMENT**

**GOAL:** Agree to actively work to resolve and follow up any issues, taking responsibility for your role

“I feel confident we can now take this forward positively.”


**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

INFECTION CONTROL

Wash hands, wash hands, wash hands!
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.

SPECIFIC PROCESSES FOR WSLHD N&M TPP PROGRAM

At the commencement of each rotation
You will meet with N/MUM and complete a Work Plan and Development Plan to establish individual learning goals that meet not only the learning needs of the individual nurse or midwife but also align with the goals and priorities of the clinical unit.
You will also consult with the CN/ME to develop strategies and frameworks that will assist you to meet the goals set out in the development plans and in the TPP Professional Portfolio, in consultation with the TPP Coordinator.

At the halfway mark and end of each rotation
You will meet with the NUM and the CNE to review the Work and Development plans and get feedback on the progress you have achieved during the placement and areas of clinical or professional practice for improvement.
Your NUM and CNE will provide a report for the TPP Coordinator on your progress and the agreed strategies for your ongoing development and growth.
Prior to rotating

CN/ME of the unit will provide a clinical handover to the CN/ME of the ward/unit/service that you will be rotating to on current skill and knowledge level, attainment of mandated training, clinical assessments and professional development project progress.

Note: If at any time you demonstrate unsafe clinical practice, or are not progressing at an acceptable rate the N/MUM and TPP Coordinator will collaborate in a process of performance management as per the WSLHD Performance Framework.
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.

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.
APPENDIX 1:
MANDATORY CORPORATE TRAINING

Current as at January 2018

Staff are required to see their direct line manager or supervisor for information regarding their clinical mandatory training requirements. See here for current training listing.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Frequency</th>
<th>Delivery Type</th>
<th>When</th>
<th>Part of Corporate Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal Cultural - Respecting the Difference</td>
<td>Once only</td>
<td>Online</td>
<td>3-6 months</td>
<td></td>
</tr>
<tr>
<td>Aboriginal Cultural Respecting the Difference</td>
<td>Once Only</td>
<td>Classroom-based</td>
<td>3-6 months</td>
<td></td>
</tr>
<tr>
<td>Child Protection</td>
<td>Once only</td>
<td>Online</td>
<td>3-6 months</td>
<td></td>
</tr>
<tr>
<td>Fire Safety and Evacuation</td>
<td>Yearly</td>
<td>Online</td>
<td>First 4 weeks</td>
<td></td>
</tr>
<tr>
<td>Fire Safety and Evacuation – Practical</td>
<td>Yearly</td>
<td>Classroom-based</td>
<td>First 4 weeks</td>
<td>x</td>
</tr>
<tr>
<td>Hand Hygiene</td>
<td>5 yearly</td>
<td>Online</td>
<td>3-6 months</td>
<td>x (demo only)</td>
</tr>
<tr>
<td>Hazardous Manual Tasks</td>
<td>Once only</td>
<td>Online</td>
<td>First 4 weeks</td>
<td></td>
</tr>
<tr>
<td>IIMS Notifier Training</td>
<td>Once Only</td>
<td>Online</td>
<td>First 4 weeks</td>
<td></td>
</tr>
<tr>
<td>Infection, Prevention and Control Principles</td>
<td>5 yearly</td>
<td>Online</td>
<td>First 4 weeks</td>
<td>x (brief only)</td>
</tr>
<tr>
<td>Introduction to Work, Health and Safety</td>
<td>Once only</td>
<td>Online</td>
<td>First 4 weeks</td>
<td>x (brief only)</td>
</tr>
<tr>
<td>OHS1411 - Disaster Awareness Training</td>
<td>Yearly</td>
<td>Online</td>
<td>First 4 weeks</td>
<td></td>
</tr>
<tr>
<td>OHS1442 - Disaster, White Level Bomb Threats Awareness</td>
<td>Yearly</td>
<td>Online</td>
<td>First 4 weeks</td>
<td></td>
</tr>
<tr>
<td>Privacy Module 1 Know your Boundaries</td>
<td>Once only</td>
<td>Online</td>
<td>First 4 weeks</td>
<td>x (brief only)</td>
</tr>
<tr>
<td>Violence Prevention and Management in the Workplace – Awareness</td>
<td>Once only</td>
<td>Online</td>
<td>3-6 months</td>
<td></td>
</tr>
<tr>
<td>Violence Prevention and Management in the Workplace – Promoting Acceptable Behaviour in Workplace</td>
<td>Once only</td>
<td>Online</td>
<td>3-6 months</td>
<td></td>
</tr>
<tr>
<td>Waste Management</td>
<td>Once only</td>
<td>Online</td>
<td>3-6 months</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX 2:
WORK HEALTH AND SAFETY

WSLHD WORK HEALTH AND SAFETY POLICY

WSLHD Work Health and Safety Policy

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 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 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

WSLHD WH&S ISSUE RESOLUTION FLOWCHART

All parties in the issue resolution process must consider the degree and immediacy of risk and take appropriate actions to address the issue in a timely manner. This may involve immediate and/or temporary control measures to address the issue whilst a permanent resolution is reached.

1. Document actions taken and progress/outcome.
2. Implement, monitor and review agreed elimination or controls.
3. Inform all parties consulted including original notifier of progress/outcome.

Worker Identifies Issue

Worker informs manager of outcome and assists in any investigations into the issue.

If required, refer issue to WH&S Coordinator for advice and assistance.

Immediate Manager or Supervisor informed: Assesses the issue and implements control.

Issue Resolved?

Yes

If guidance required

No

H&S Representative or other representative consulted after the manager is given reasonable opportunity to resolve the issue. Representative attempts to resolve the issue with management.

Issue Resolved?

Yes

No

Issue referred to WH&S Coordinator for advice and assistance.

Health & Safety Committee (if any) informed of issue for review.

Issue Resolved?

Yes

No

Issue referred to WSLHD Executive Unit for resolution in consultation with the relevant parties.

If resolution is not reached, H&S Representative or other party may contact WorkCover for advice.

Created: September 2012
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.

Step 1: Is there a written procedure for the task? If so, review it to identify any weaknesses that allow risk to health and safety. If any are identified, rewrite the SWP in a clear step by step description of the task to ensure the identified risk is eliminated or controlled.

Step 2: Collect and collate all available information on the task or procedure sources may include, experienced staff, instruction manuals, SDS, Codes of Practice, Australian Standards and Ministry of Health policies.

Step 3: Determine the competencies required for the task or procedure. Consider the skills, knowledge and abilities required to perform the task safely.

Step 4: Identify all plant, equipment, substances, tools, work locations and personnel required for the task or procedure. This includes all safety equipment, signs, clothing and emergency procedures.

Step 5: Analyse each step of the procedure or task to determine the nature and extent of any hazard and the degree of risk. Decide if an injury may be caused by the procedure or task as a whole or any of its parts e.g. coming into contact with hazardous chemicals.

Step 6: Conduct a Risk Assessment using the WSLHD Risk Assessment Record. If it is identified that a SWP is required, complete the WSLHD Safe Work Practice Template in consultation with staff who regularly undertake the task or procedure or are familiar with it.

Step 7: Using the information gathered in Steps 2 to 5 above and the information from the completed Risk Assessment Record (Step 6) complete the WSLHD Safe Work Practice Template.

Step 8: Trial the new SWP with staff who work in the area and are familiar with the task or procedure, and document this.

Step 9: Modify the SWP as required. Limit the new SWP to a trial until the procedure has proven to be safe and effective.

Step 10: Introduce the new SWP into the workplace, ensuring all appropriate employees are provided with task specific training in the new procedure prior to its applications (including ongoing training e.g. new employees).

Step 11: Record the new/revised SWP in the Risk Assessment and Safe Work Practice Register.

Step 12: Regularly review and evaluate the new SWP after it has been introduced to monitor its effectiveness, as problems may arise that were not initially considered or identified. Once implemented review at least every 3 years or if there is an accident or incident associated with the task or procedure the SWP is for, or in response to change in the workplace which could affect the SWP.
WHS CONSULTATION ARRANGEMENTS
Western Sydney Local Health District has a Health and Safety Consultation arrangement operating.

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 issue
• 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.

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 eg 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 & Safety for Workers

**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

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.

### What to expect from WSLHD and your manager

The LHD, through its managers, aims to ensure, so far as is reasonably practicable,

- 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.

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 an 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.

To comply with these requirements the LHD must ensure, so far as is reasonably practicable:

- 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.

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.

### What does The LHD expect from you?

Every WSLHD worker will be actively involved in health and safety. As a demonstration of this involvement, they are expected to:

- 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.

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.

### Risk Identification, Assessment, Control and Review

The LHD uses a risk management approach to work health and safety. The risk management process involves:

- 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;
- Training 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 miss, 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 IIMS 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 muff, 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
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. 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.

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

- Talk to your manager/supervisor and if they cannot help;
- Talk to your Health & Safety Representative or Health and Safety Committee member if they cannot help;
- If you want more information about WHS at WSLHD;
- Look at the WSLHD WHS Intranet;
- 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

MENTAL HEALTH SERVICES
Cumberland Hospital
Tel. 02 9840 3000

MOUNT DRUIT HOSPITAL
Tel. 02 9881 1555

WESTMEAD HOSPITAL
Tel. 02 8890 5555