

Western Health 

# EMPLOYEE HANDBOOK

*Together, caring for the west*



# WELCOME TO WESTERN HEALTH



Congratulations on choosing to take the exciting next step in your career here at Western Health.

Melbourne's west is one of the fastest growing areas in Australia and each year we provide healthcare to thousands more patients.

The communities we serve are socially, culturally and linguistically diverse, and this diversity presents a number of challenges. At Western Health you will be working with a

patient population with high levels of chronic disease and complex medical conditions.

At Western Health we aim to provide evidence based care (Best Care) to ensure good health outcomes for patients and minimising the onset of functional decline. A positive patient experience is at the centre of everything we do, regardless of whether you are in a clinical role or a non clinical role.

This is an exciting time to join Western Health. The Joan Kirner Women's and Children's at Sunshine Hospital has opened and the Sunshine Hospital Emergency Department expansion is underway – it will eventually be almost three times its current size when completed later in 2021.

There is also the incredibly important development of the New Footscray Hospital which has been funded by the Victorian Government and will open in 2025.

We encourage both personal and service improvement through a range of initiatives including the INSPIRE Awards and a comprehensive range of employee development programs.

It is with pleasure that I welcome you to Western Health. I hope you will find your time here rewarding and challenging, and I encourage you to take up the many and varied opportunities for professional growth and development on offer.

Adj.Prof Russell Harrison

Chief Executive

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# WHO WE ARE AND WHAT WE DO

## ABOUT WESTERN HEALTH

Western Health provides services to a region with more than one million people, taking in some of the fastest growing suburbs in Australia. Our patients and their families speak more than 169 different languages and dialects. The rapid population growth and extraordinary diversity of our service region is reflected in the scale of demand for our services, delivered through Footscray, Sunshine and Williamstown Hospitals and Sunbury Day Hospital, as well as through Hazeldean Transition Care; dozens of community clinic settings; as well as in patients' homes.

Over the past 12 months, our 7000 staff provided care to patients through some 700,000 instances of patient care – inpatient and outpatient and emergency department patients as well as through our maternity services. Our staff are capably supported by 750 generous volunteers, who play an equally important role in our organisation.

## OUR COMMUNITY

- Is growing at an unprecedented rate
- Is among the fastest growth corridors in Australia
- Covers a total catchment area of 1,569 square kilometers
- Has a population of more than one million people
- Has high levels of cancer, heart disease, stroke and mental illness, with diabetes and depression also significant population health issues
- Has a diverse social and economic status
- Is one of the most culturally diverse communities in the State
- Speak more than 169 different languages and dialects
- Provides a significant number of our staff
- Has a strong history of working collaboratively with Western Health to deliver excellence in patient care

Western Health's catchment includes the following local government municipalities:

- Brimbank
- Hobson's Bay
- Hume
- Maribyrnong
- Melton
- Moonee Valley
- Wyndham
- Moorabool

## OUR FOCUS: BEST CARE

At Western Health we are committed to high quality, safe and person centred patient care. The Western Health "Best Care" Framework for Quality, Safety and the Patient Experience outlines

how Western Health – in partnership with our patients and their families; building on the strengths of our clinical and health support staff; and backed by managers, the Executive and the Board – will continue to strive for our vision of Best Care.

## OUR VISION

Together, caring for the West, our patients, staff, community and environment.

## OUR PURPOSE

Working collaboratively to provide quality health and well-being services for the people of the West.

## OUR VALUES

- Compassion - consistently acting with empathy and integrity
- Accountability - taking responsibility for our decisions and actions
- Respect - for the rights, beliefs and choices of every individual
- Excellence - inspiring and motivating innovation and achievement
- Safety - prioritising safety as an essential part of everyday practice

## OUR STRATEGIC PRIORITY AREAS

- Safe and Effective Patient Care
- People and Culture
- Community and Partnerships
- Research and Learning
- Self-sufficiency and Sustainability

# OVERVIEW OF SITES AND SERVICES

## SUNSHINE HOSPITAL



**176 Furlong Road, St Albans, Victoria, 3021**

Sunshine Hospital is an acute and sub-acute teaching hospital with approximately 600 beds (including mental health beds managed by North West Mental Health). It has an Intensive Care Unit and Cardiac Catheter Laboratory and Coronary Care Unit and Cardiac Diagnostic Services are now consolidated and provided through

Sunshine Hospital. A number of acute specialties are based at Sunshine Hospital, including Neurology and Stroke; Oncology; and Respiratory; in addition to women's and children's services (through the new Joan Kirner Women's and Children's facility), surgical, medical, mental health, aged care and rehabilitation services.

Sunshine Hospital's emergency department, including a major paediatric service, is one of the busiest emergency departments in Victoria and a major expansion of this facility is underway, due for completion in late 2021.



Through the new Joan Kirner Women's and Children's at Sunshine Hospital, we support the third largest volume of births of any hospital in the state, with around 5,600 births a year.

Sunshine Hospital is located 25 minutes from the CBD.

## Key Services Include:

- Adult and Paediatric Emergency Department
- Adult and Paediatric Specialist Clinics
- Cardiac Catheter Laboratories
- Coronary Care Unit
- Oncology, including a Radiation Therapy Unit in conjunction with Peter Mac
- Gastroenterology
- General Medicine
- General Surgery
- Geriatric Medicine
- Infectious Diseases Facilities
- Intensive Care Unit
- Maternity Services
- Mental Health (through North Western Mental Health facility)
- Neurology and Stroke
- Multiple operating Theatres
- Palliative Care
- Rehabilitation
- Respiratory
- Special Care Nursery

## FOOTSCRAY HOSPITAL



**148-160 Gordon Street, Footscray, Victoria, 3011**

Footscray Hospital is an acute teaching hospital with approximately 290 beds. It provides acute and sub-acute care and acute emergency services. Patients are provided with a range of inpatient and outpatient services including acute general medical and surgical, intensive and coronary care, sub-specialty medicine, surgical services, and related clinical

support.

Footscray Hospital is located 10 minutes from the CBD. Key Services Include:

- Addiction Medicine
- Adult Emergency Department
- Adult Specialist Clinics
- Angioplasty Services
- Cardiac Catheter Laboratory
- Coronary Care Unit
- Drug Health Services
- Gastroenterology
- Intensive Care Unit
- Mental Health (through Mercy Health facility and Orygen through North Western Mental Health)
- Operating theatres
- Respiratory
- Sleep Laboratory
- Specialty Medicine
- Specialty Surgery

## WILLIAMSTOWN HOSPITAL



**Railway Crescent, Williamstown, Victoria, 3016**

Williamstown Hospital is a 90 bed facility providing emergency services, surgical services, rehabilitation and geriatric evaluation and management services, renal dialysis services, and community rehabilitation and transition care services.

## SUNBURY DAY HOSPITAL



**7 Macedon Road, Sunbury, Victoria, 3429**

The Sunbury Day Hospital provides day medical, day surgical, day chemotherapy and haemodialysis treatment and a number of specialist clinics.

## DRUG HEALTH AND ADDICTION MEDICINE SERVICES



**3-7 Eleanor Street, Footscray, Victoria, 3011**

Drug Health and Addiction Medicine Services provide a diverse range of services for individuals and their families affected by drug and alcohol related problems. Drug Health Services is a community based program of Western Health which offers innovative and client centred recovery programs that include specialist programs. Addiction

Medicine provides inpatient treatment for complex drug and alcohol patients and toxicology services. Western Health now also provides a dual diagnosis centre for inpatients in a specially developed centre at Westside Lodge on the Sunshine Hospital campus, providing an innovative range of services.

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## HAZELDEAN TRANSITION CARE



**211-215 Osborne Street, Williamstown, Victoria, 3016**

Hazeldean Transition Care is located close to the Williamstown Hospital. The Transition Care Program provides goal oriented, time limited and therapy focused care to help older people at the conclusion of their hospital stay.

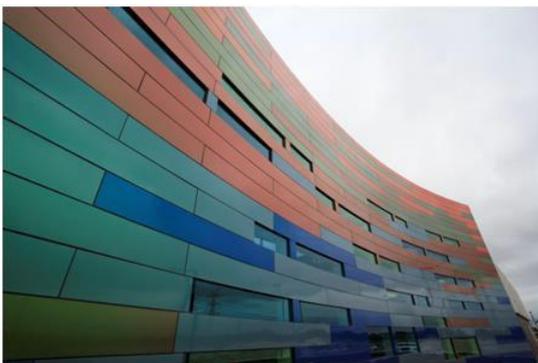
## WESTERN CENTRE FOR HEALTH RESEARCH AND EDUCATION (WCHRE)



The Western Centre for Health Research and Education, located at Sunshine Hospital, provides a range of purpose-built, state-of-the-art teaching and research facilities. The Centre is run in partnership with the University of Melbourne and Victoria University and plays a pivotal role in staff and student education and research activities. Available within the Centre is a 200 seat auditorium, a 100 seat lecture theatre, library facilities, simulation centres and a number of seminar and tutorial rooms.

The Centre is home to the Western Clinical School of Medicine and School of Physiotherapy, in partnership with the University of Melbourne and also houses researchers, academics and educators from Western Health, Victoria University and the University of Melbourne. The Centre has enabled a number of collaborative projects and opportunities researching diseases that affect our local communities and has placed Western Health as a centre of excellence in academic and research fields.

## SUNSHINE HOSPITAL RADIATION THERAPY CENTRE



The Sunshine Hospital Radiation Therapy Centre, a partnership between Western Health and the Peter MacCallum Cancer Centre, provides a state-of-the-art radiation planning system and two linear accelerators to deliver treatment to patients with a range of cancers. Two additional bunker spaces have been included to provide for projected future growth.

## **NORTHWESTERN MENTAL HEALTH**

Currently provides the following services to Western Health on the Sunshine Hospital site:

- Aged Persons Mental Health Units
- Aged Psychiatry Assessment and Treatment Teams
- Adult Rehabilitation Units
- Crisis Assessment
- Mobile Support
- Primary Mental Health
- After Hours Emergency Crisis Assessment
- Consultation Liaison and Triage
- Child and Youth Mental Health Services (through Orygen on the Footscray Hospital site)

## **WERRIBEE MERCY MENTAL HEALTH**

Provides psychiatry services to Western Health on the Footscray Hospital site and through the Ursula Frayne Centre.

# AWARDS

Western Health has a number of recognition programs which aim to recognise excellence in the following areas:

## INSPIRE AWARDS



Who inspires you?

The Western Health INSPIRE Awards recognise those whose actions inspire others to live our values. They offer you another way of saying thank you to someone who has made a difference to your day or to the experience of patients and others.

They recognise Western Health employees and volunteers, individuals and teams, who are inspirational in the way they demonstrate our values in their work:

Anyone can nominate

We would like to encourage patients and clients, visitors, employees and volunteers, to help us promote a positive workplace at Western Health and our values by nominating individuals and teams who are making a difference for an award.

To nominate

Nomination forms are available in public areas on all sites. They are also available on the internet and intranet.

All you have to do is to tell us why your nominated person or team deserves a thank you and we will enter them into the next award process. Awards are presented twice yearly in May and October.

More information

Information about INSPIRE and about previous winners of this award is available on the People and Culture Intranet site and on the Inspire Award website at: <https://inspireawards.wh.org.au/>

## CHIEF EXECUTIVE'S POSITIVE WORKPLACE AWARD

Western Health is committed to sustaining a positive workplace environment not only for our employees and volunteers but for our patients who depend on us to be compassionate and respectful for their sake every day.

The Chief Executive's Positive Workplace Award recognises and celebrates our employees and volunteers who are contributing to creating a positive workplace at Western Health.

## Nomination Criteria:

You can nominate employees and volunteers, individuals or teams who:

- contribute to creating, developing and influencing a better workplace environment for employees, volunteers, patients and visitors
- treat others with respect and dignity
- are aware of how their behaviour affects others
- address poor behaviour...don't 'walk past'
- consistently demonstrate the Western Health values in their work

## To nominate

Complete the electronic nomination form (available on the People and Culture Intranet site) telling us how your nominated person or team has met the positive workplace criteria and we will enter them into the next award process. The winner will be presented with their award during Positive Workplace week, which occurs in October each year.

## More information

Information about this award and about previous winners of this award is available on the People and Culture Intranet site.

## BEST CARE AWARDS

The Best Care Awards honour improvement programs and initiatives that reflect the Western Health vision for Best Care and patient centred care.

This award aims to encourage, promote and reward employees who have demonstrated excellence via implementation of improvement programs and/ or initiatives that reflect the Best Care vision and promote patient centred care. The award prizes are generously sponsored by a range of commercial and non-commercial partners. The awards are presented at the end of the Best Care Forum which showcases improvement activities from across the whole system.

## SERVICE AWARDS

Western Health recognises the loyalty of long serving employees via service awards at 10 years and every 5 years thereafter. Our employees are presented with a service award by the Chief Executive and Western Health Board Members at the Annual General Meeting.

Service awards are given on the basis that:

- years of service are calculated with the anniversary/hire date falling between 1 October and 30 September
- an employee must have accumulated unbroken service with Western Health or a service viewed as part of Western Health

- recognised prior service with other institutions will not count towards years of service for the purpose of service awards
- all paid leave is considered unbroken service
- periods of leave without pay of less than one year is considered unbroken service
- unpaid parental leave is considered as unbroken service

## OHS AWARDS

The OHS Awards recognise commitment in ensuring a safe working environment. Employees who have made a significant contribution to improving the health, safety or wellbeing of their colleagues or workplace can be nominated for three award categories:

1. Health and Safety Representative (HSR) Award
2. Back 4 Life Trainer Award
3. Supervisor/Manager Award

More details regarding the OHS awards, including nomination forms can be found on the OHS, Wellbeing and Emergency Management website.

# WESTERN HEALTH FOUNDATION



The Western Health Foundation was established in 2011. The Foundation is the key fundraising arm of Western Health and assists in the delivery of high quality patient care through equipment purchases and funding of research and service delivery projects.

The Foundation raises funds through a number of avenues, including corporate sponsorships and fellowships, direct mail fundraising appeals, contact with past patients for donations in support of WH, and working with members of the community to fundraise on our behalf. The Foundation team work with WH staff to explore funding options to support workplace initiatives and purchase equipment.

The Foundation also hosts a number of fundraising events each year that include a breakfast in support of International Women's Day, the WalkWest community fundraising walk, and the BreastWest *Night of Nights* gala dinner.

All funding support for WH is channeled via the Foundation in order to support Western Health to continue to provide the very best health services to our community. For queries about fundraising or getting involved with the Foundation, please contact [foundation@wh.org.au](mailto:foundation@wh.org.au).

# WORKPLACE EXPECTATIONS

Detailed workplace requirements are described in Western Health's code of conduct, policies and procedures, the relevant Awards and Agreements, individual contract documents, position descriptions and will be clarified by managers locally. An overview of some performance fundamentals are outlined below for general information.

## POSITIVE WORKPLACE

Evidence worldwide shows that a positive workplace environment creates a better, safer and more compassionate place for patient care – a safer and better for place for patients as well as us!

Western Health has introduced a program we call **EMPOWIR**, Employee Workplace Issue Resolution, to enable you to be able to access support and guidance to deal with, and potentially resolve issues and behaviour in the workplace that you feel is inappropriate or unacceptable and is affecting your ability to do your job.

**EMPOWIR is a 'no blame' and 'informal'** pathway for you to access support and guidance if you experience, witness or are involved as a third party in behaviour in your workplace, that is inappropriate or unacceptable to you.

Details about EMPOWIR are available here: <http://positiveworkplace.wh.org.au/>

Questions and issues may be logged by sending an email to [pwic@wh.org.au](mailto:pwic@wh.org.au)

Responses to your emails will be answered within 48-72 hours and next steps outlined for you.

"Every one of us is responsible for the culture at WH... of the environment in which we work. The standard you walk past is the standard you accept"

"DON'T WALK PAST"

## POLICIES AND PROCEDURES

Policies and procedures form an important framework for conduct and practice at Western Health. They are regularly reviewed and updated to ensure they remain relevant and current. To ensure you are referring to current policies or procedures please access these documents via the intranet.

## BULLYING AND HARASSMENT

Western Health promotes a safe and healthy workplace free from bullying and harassment. Bullying is defined as repeated, unreasonable behaviour directed towards an employee, or group of employees, that creates a risk to health and safety.

Harassment is a particular form of discrimination involving uninvited and offensive behaviour, which relates to a person's age, gender, racial or ethnic background, religion, political affiliation,

physical disability, sexual orientation, physical features, industrial activity, pregnancy, status as a parent or carer, marital status or personal association with a person with the above attributes. It may include, but is not limited to: imitating someone's accent, spreading rumours, threats or insults, name calling, pushing, shoving or jostling.

Direct discrimination is when you are treated worse than another person or other people because:

- you have a protected characteristic
- someone thinks you have that protected characteristic (known as discrimination by perception)
- you are connected to someone with that protected characteristic (known as discrimination by association)

Indirect discrimination

Indirect discrimination happens when there is a policy that applies in the same way for everybody but disadvantages a group of people who share a protected characteristic, and you are disadvantaged as part of this group.

## SEXUAL HARASSMENT

Sexual Harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, offended or intimidated. It may include, but is not limited to: uninvited and unnecessary physical contact or gestures; sex based insults, taunts or teasing; sex based jokes comments or innuendo; displays of sexually graphic material; transmitting offensive email messages or visual images.

Harassment is unlawful whether it is intentional or unintentional and can result in a person feeling offended, humiliated or intimidated.

For more information refer to the Management and Prevention of Workplace Bullying and Harassment procedure.

## CODE OF CONDUCT

All public sector agencies in Victoria are bound by the Code of Conduct for Victorian Public Sector Employees, which is published by the Public Sector Standards Commissioner. The Health Services Act 1988 requires the board of each public health service, including Western Health, to adopt a code of conduct for employees. The Western Health Code of Conduct is based on the public sector values contained in the Public Administration Act 2004 and the Code of Conduct for Victorian Public Sector Employees and is binding on all Western Health employees.

The Western Health Code of Conduct prescribes the behaviour expected of Western Health employees. Western Health employees are required to familiarise themselves and act in accord with the Code of Conduct.

## PERFORMANCE DEVELOPMENT

Annual performance development is an important mechanism to ensure that the contribution of all employees is aligned with the operational and strategic plans of the service. You can expect your manager to discuss both your performance and your development with you formally at least annually. In addition, Western Health aims to develop a culture where constructive feedback and coaching facilitates both individual and service improvement. It is expected that you will engage with performance development processes in order to develop your personal and professional capability and career and to contribute to the ongoing improvement of Western Health services.

## DISCIPLINARY PROCEDURE

The Health Service has a clearly defined process for remedying and resolving problems or unacceptable employee performance or conduct. This can be viewed via the intranet

Where differences exist between Awards / Agreements / Contracts, it will be necessary to confirm the requirements before instituting the Western Health disciplinary procedure.

## EQUAL EMPLOYMENT OPPORTUNITY (EEO)

Western Health promotes safe and healthy workplaces free from discrimination and harassment. Should you have any queries or concerns relating to EEO, contact your local People and Culture representative or refer to the “*Equal Employment Opportunity*” procedure.

## GRIEVANCE PROCEDURE

Employees have the right for their grievance to be heard through all levels of line management

- Management must never try to dissuade or coerce employees from using the grievance procedure
- Until a grievance is determined, work shall continue normally in accordance with the custom or practice existing before the grievance arose

No party shall be prejudiced as to the final settlement by the continuation of work (Occupational Health and Safety matters are exempt from this requirement).

All employees have the right for any grievance to be addressed via the Western Health *Grievance* procedure.

## PRIVACY AND CONFIDENTIALITY

Western Health is committed to protecting the privacy of the individuals whose information it holds. Victorian laws require Western Health to protect personal, confidential and health information from improper disclosure. Two pieces of legislation that protect the personal and health information of patients and employees are the Health Records Act 2001 (Vic) and the Information Privacy Act 2000 (Vic).

## SOCIAL MEDIA

The Victorian Public Sector Code of Conduct and Western Health Code of Conduct apply when participating in Social Media in the same way as when participating in any other media, public forum or engagement with citizens.

Use of Social Media for making public comment in relation to duties must be authorised and should not be used to express personal opinions. Employees must ensure that any personal comments do not compromise their capacity to perform their public role or which could bring themselves or Western Health into disrepute.

The nature of Social Media increases the risk of reputational damage through private activities such as:

- Posting images, information or links to images or information;
- Disclosing one's own and others' personal information; and
- Engaging in a heated debate or argument.

Western Health employees may have access to confidential information of various kinds, including information about patients, other employees or business matters.

All employees have an obligation to ensure the privacy and confidentiality of information acquired at work is protected at all times and this obligation extends beyond the employees employment with Western Health, this is particularly relevant when you have publicly posted where you work.

Western Health employees are obliged to support an environment free of discrimination; harassment and bullying in their use of Social Media (refer to OP-HR5.2.3 Management and Prevention of Workplace Bullying and Harassment).

Western Health management is expected to take reasonable steps to prevent discrimination and harassment and to investigate and respond to all complaints, including those that have occurred in the context of Social Media usage, without delay.

Western Health considers any breaches of this procedure to be serious, which will result in disciplinary action and may lead to termination of employment (refer to OP-HR5.2.1 Disciplinary Procedure).

The use of internet based Social Media at work for non-business purposes is prohibited. For further information view the Social Media Obligations procedure.

## PUNCTUALITY AND ATTENDANCE

Western Health provides a number of services 24 hours a day, seven days a week. In order to maintain a high level of service delivery and demonstrate excellence in patient care, high levels of employee attendance and punctuality are essential. Although you may not come into direct contact with our patients, the efficient performance of your duties contributes to their welfare.

Please confirm you're starting and finishing times with your supervisor, and the duration of meal/rest breaks, as they will vary with location and the type of work that you have been employed to perform.

Your manager will also confirm the requirements for planning and reporting different kinds of leave. It is important for you to report to work on time and to avoid unnecessary absences. Western Health recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism may result in disciplinary action,. Excessive absenteeism puts an unnecessary strain on your co-workers and can have a negative impact on the hospitals success.

For more information please refer to the 'leave management" procedure on the Policy and Procedure intranet site.

## UNIFORM AND DRESS CODE

In general it is expected that:

- employees shall be appropriately attired and neat and tidy in appearance
- photographic identification must be visible and worn at all times
- footwear must be worn at all times and be clean, in good repair and appropriate for the work undertaken
- employees must wear protective clothing provided by the Health Service where occupational health and safety is an issue

For further information on uniform and dress code, please refer to the Western Health *Dress Code*.

## WESTERN HEALTH UNIFORMS

If you would like to order a uniform please go to the following website for further information or call 1300 222 669. The uniform provider will also attend orientation. Your Manager will refer you to the appropriate uniform for your department.

<http://westernhealthuniforms.com.au/>

## SMOKING

Smoking and exposure to environmental tobacco smoke (ETS) is harmful to health. To protect employees, volunteers, contractors, patients and visitors from exposure to ETS, smoking is prohibited in all Western Health facilities including buildings, vehicles and outdoor areas used by employees, volunteers, contractors, patient's and visitors.

Patients and visitors will only be permitted to smoke on site in the designated smoking shelters and areas. The aim of these smoking shelters and areas are to ensure that patients and visitors who smoke, congregate in a specific area, away from the entrances. This in turn will limit the exposure of other employees, volunteers, contractors, patients and visitors to ETS.

For more information refer to the Smoke Free Workplace procedure which covers all Western Health campuses and locations.

## IDENTIFICATION CARDS (IDS)

All employees are issued with a security identification card upon commencement. Employees are required to wear their ID above the waist and fully visible at all times within the grounds of Western Health. Employees must not deface this badge as it remains Western Health property.

ID cards enable easy identification of employees for security, other employees, patients and visitors to the hospital. ID cards also provide access to secure doors within all Western Health Hospitals.

How do I obtain an Identification Card?

The department head / manager is required to complete and sign Identification/Security Access/Car Parking Request form.

- Sunshine and Footscray Hospital employees: The new employee member should take the signed form with them to Security to have their photo taken and ID card printed
- Williamstown, Hazeldean and Sunbury employees: IDs are to be organised on the day of orientation and will be sent out to the relevant site and made available for collection

Lost, stolen or faulty ID cards

Employees are required to report the loss of ID cards to Security as soon as possible. A replacement card can be obtained from Security.

## EMERGENCY CODES

All employees are required to understand the *Emergency Code* procedures. Emergency codes are announced via the public address system. The back of the employee ID card contains an overview of code colours and responses to help staff interpret announcements and respond appropriately. Annual face-to-face and online briefing sessions are also mandatory to ensure employees are

aware of Emergency Codes. Note: the procedures below relate to the main hospitals and may differ from the off-site facilities (refer to the specific emergency procedures for the site).

<b>Emergency Code</b>	<b>Response</b>
<i>For all emergencies dial 444, or 83450444 state Campus, Location, then “respond colour” &amp; notify your area warden</i>	
<b>Fire / Smoke</b>	<i>Activate break glass alarm, follow instructions from Area Warden</i>
<b>Evacuation</b>	<i>Follow Instructions from Area Warden, Evacuate to safe area. Do not use lifts</i>
<b>Bomb Threat</b>	<i>Phone call – record details. Suspicious Package found – do not touch</i>
<b>Medical Emergency</b>	<i>Wait for Medical assistance</i>
<b>Internal Emergency</b>	<i>Isolate services as required</i>
<b>Armed Threat</b>	<i>Obey instructions, stay calm &amp; await police assistance</i>
<b>Unarmed Threat</b>	<i>Stay calm, await internal assistance</i>
<b>External Emergency</b>	<i>Await instructions from Incident Commander/Area Warden</i>

## **DURESS ALARMS**

- Consist of a square box with a button
- If employees are unable to dial 444, they should activate a duress alarm for either an Armed Threat (Respond Black) or Unarmed Threat (Respond Grey) emergency
- When a duress alarm is activated, a “Duress Alarm and Location” message is transmitted to the Emergency Response Team members’ pagers automatically
- The Emergency Response Team members will then proceed, with caution, to the location
- The Emergency Response Team will assess and determine the next course of action, including implementing either “Respond Black” or “Respond Grey” procedures

## **SECURITY AND SAFETY MEASURES FOR EMPLOYEES**

Hospital Security Officers are on duty 24/7. As buildings are open to the public, employees have a responsibility to keep work and patient areas safe and secure via the following actions:

- Be vigilant and report any suspicious activity or persons to Security

- Report lost or stolen property to Security immediately
- After hours, use the Security service to escort you to your vehicle in hospital car parks.
- Wait for security escort when going to the car park, or leave in a small group. Do not go to the car park alone after hours
- If involved in a situation that is becoming aggressive immediately dial 444 and state respond colour and location or activate a duress alarm
- Know where the duress alarms are in your working area, some areas have portable alarms, check to see if your area has them.

## INCIDENT REPORTING



The provision of a safe environment for patients, families, carers, staff and volunteers is of paramount importance to Western Health. A no blame culture is adopted by Western Health, encouraging staff to report incidents, near misses

and hazards. The Department of Health and Human Services (DHHS) mandate that incident data is collected, the Victorian Health Incident Management System (VHIMS) provides a framework for this, and the RiskMan© software program is used for incident reporting at Western Health. As part of incident management and governance, Western Health expects that Managers review all incidents relevant to their area and oversee the appropriate level of investigation. The primary aim of incident reporting is to minimise risk of recurrence through learning from the incident and improving the provision of care for our patients.

An incident is an event that could have or did lead to unnecessary harm to a patient, visitor or employee. All incidents including near miss incidents should be reported to your manager verbally and via Riskman as soon as possible (preferably within 24 hours of the incident occurring). Riskman is also the system used at Western Health to report Hazards and missing property. All Western Health employees are expected to create their own username and report all incidents using their own username.

Aggregate data is collected from this system and reported to the Western Health Board, Clinical Governance Committees and other specialised areas of the organisation. Information is also transmitted to DHHS for the purpose of state-wide reporting and benchmarking with like organisations. This information is used to assist in targeting employee education, informing policy and procedure development/updates and ensuring we are focusing improvements on enhancing the provision of Best Care for our patients.

For further information please contact the Quality Partner aligned with your Division or email the Incident System Manager on [WHS-RiskmanHelpdesk@wh.org.au](mailto:WHS-RiskmanHelpdesk@wh.org.au) or via the help tab – Riskman enquiries on the Riskman system.

## KEEPING CHILDREN AND YOUNG PEOPLE SAFE

Western Health is committed and responsible for providing a safe environment for the children and young people who are involved in our services, sites and operations. We commit to doing everything possible to provide an environment for children and young people that is caring, nurturing and safe and we commit to accept accountability for this.

We commit to actively safeguard all children and young people from:

- Sexual abuse
- Physical abuse
- Emotional or psychological abuse
- Neglect
- Witnessing violence

We commit to requiring all of our employees and volunteers to act to safeguard children and young people from harm by following all legislative mandatory reporting requirements and reporting all incidents of abuse or neglect of children to the appropriate authorities.

This applies to whether that abuse is being perpetrated by Western Health personnel, or by those outside the organisation, including those from the child's family, extended family; their family's extended networks or stranger under the Reportable Conduct Scheme.

Staff can access the following training resources to ensure they are aware of their responsibility to keep children safe. Identification and management of vulnerable children at risk of child abuse and neglect. To register for free training visit <https://vulnerablechildren.kineoportal.com.au/>

Other useful websites:

Reportable Conduct Scheme - <https://ccyp.vic.gov.au/reportable-conduct-scheme/about-the-reportable-conduct-scheme/>

Child Protection - <https://services.dhhs.vic.gov.au/child-protection>

Prevention of Child Abuse and Neglect - <https://www.napcan.org.au/>

## FAMILY VIOLENCE

Family violence is patterned, repeated behaviour intended to assert power and control over the victim. Research shows that family violence is a deeply gendered issue that affects people across the life span - disproportionately women and their children. Family violence is a serious health issue that has a profound impact on the psychological and physical well-being of those affected.

The health sector is a critical entry point for identifying people affected by family violence, providing medical care and a pathway to specialist support and assistance. Indeed, for many people, a visit to a health professional is the first, and sometimes only, step enabling them to access support and care. Therefore, strengthening the capacity of health care professionals to identify and support people across the life span is crucial to the prevention of and response to family violence. Western Health has a clinical response for both patients and staff experiencing family violence.

What to do if someone discloses family violence

- Listen, with empathy and without judgement
- Inquire, about needs and concerns
- Validate, believe what they are telling you
- Enhance Safety; discuss what they need to be safe
- Support, refer to appropriate services

Services

- Safe Steps Call - 1800 015188 (AH 24/7) Hospital staff call either (03) 9322 3544 or 1300 739 282
- Women's Health West - 9689 9588 or [fvassist@whwest.org.au](mailto:fvassist@whwest.org.au)
- 1800 Respect call - 1800 737 732

For Western Health staff and volunteers

The new Victorian public sector enterprise agreements for health professionals includes 20 days paid family violence leave to enable individuals experiencing family violence time off work for related matters, such as but not limited to, seeking legal help or finding emergency accommodation.

## ELECTRONICAL MEDICAL RECORD



An Electronic Medical Record (EMR) is an electronic version of a patient's paper medical record.

In late 2018 Western Health implemented an EMR across all Western Health sites, a significant step forward in enhancing the delivery of Best Care by providing clinicians with a consolidated view of all relevant information about the patient.

The EMR:

- Facilitates the handover of clinical information between members of the patient's care team.

- Reduces medication prescription errors.
- Provides data to support clinical improvement and for future service planning.
- Simplifies and supports clinician workflow.
- Provides access to best practice knowledge for the care of patients.

The initial EMR implementation was just the first step in Western Health's 7 – 10 year EMR journey. It created a foundation system that enables:

- Structured clinical notes.
- Medications prescribing and administration.
- Pathology and radiology orders and results.

The EMR team are implementing optimisations to the system and planning for the 2nd phase of the EMR to deliver clinical and patient service improvements, particularly in the areas of quality and safety.

For those staff who will be using our EMR, training modules are available through Western Health's online learning package WeLearn. The learning videos and knowledge checks for each topic are quite short and you're welcome to complete them as many times as you wish.

Discipline specific hands on training sessions are also available. Please click here for dates, times and booking links.

The [LiveEMR information site](#) is the place to head for further EMR information. This site is a one-stop EMR information shop containing *Quick Reference Guides*, *workflow videos*, information on *what's new & coming soon* and *downtime procedures*.

If you have any further queries please contact the EMR team at [emr@wh.org.au](mailto:emr@wh.org.au).

## ADVANCED CARE PLANNING

Advance care planning involves making a plan for future health decisions should a person lose their decision-making capacity. Advance care planning captures peoples' values and wishes as to future care. It enables patients to continue to influence treatment decisions even when they can no longer actively participate.

Under law, as of 12 March 2018, future health decisions and wishes can be documented in advance care directives and by the appointment of a medical treatment decision maker. Any legally made advance care planning documentation made pre 12 March 2018 will also still be valid.

A person's advance care plan will only come into effect once they lose the ability to communicate and will guide family and doctors when making medical treatment decisions on the patient's behalf.

Western Health aims to provide staff with the support and resources to:

1. Ensure that patients have the opportunity to be introduced to the idea of advance care planning (namely advance care directives and the appointment of medical treatment decision makers);
2. Provide patients with sufficient information and direction to allow them to take steps to create an advance care plan (including advance care directives and the appointment of a medical treatment decision maker); and
3. Ensure that a patient's advance care plan is taken into account and given effect to whilst they are a patient at Western Health.

At Western Health, it is an expectation that as clinical staff, you will take reasonable steps to ascertain whether a patient has any advance care planning documentation, where that documentation is stored and the contents of such documentation. Clinical staff should also be able to provide basic information regarding advance care planning.

Information and documents regarding advance care planning can be found on the Western Health intranet and internet sites under Advance Care Planning, and on the wards in the Advance Care Planning resource folders. Legal Services, Social Work, educators and staff in your unit can also act as a resource for you.

## **HEALTH AND WELLBEING AT WESTERN HEALTH**

Western Health recognises the importance of having a workforce that are both physically healthy and mentally well. The Western Health, Health and Wellbeing Plan (2019 – 2020) encapsulates a range of programs and initiatives which are designed to encourage and promote employees and volunteers to improve or maintain good health and wellbeing. Offering and promoting healthy lifestyle programs and initiatives aids in the prevention of injury, risk reduction, chronic illness and overall health improvement. This direction is essential to accommodate an aging workforce, employees with disabilities and longevity in career paths at Western Health.

The Western Health, Health and Wellbeing committee meets bi-monthly and if you are interested in joining, please email [Carolyn.bohm@wh.org.au](mailto:Carolyn.bohm@wh.org.au). On the "Health and Wellbeing" intranet page you can find information about walking tracks around WH sites, blood pressure checks, BUG (Bicycle user group) and more. Employees are encouraged to participate in the many health and wellbeing programs and initiatives that are arranged throughout the year. You will hear about these initiatives via The Weekly Wrap, emails, posters and display boards.

## OCCUPATIONAL HEALTH AND SAFETY (OH&S)

Western Health cares for the health and wellbeing of its employees, contractors, volunteers, patients and visitors and strives to prevent accidents, illness or injury from occurring. We believe that providing an environment that is safe and free from risk is essential to our long-term success.

- To ensure that our people are healthy and safe we need to work together to make health safety and wellbeing a part of everything that we do..
- All managers are accountable for complying with Occupational Health and Safety policy and procedures and identifying, assessing and controlling workplace hazards in their area of responsibility.

Western Health is committed to learning from incidents so that we identify the system failings that lead to things going wrong and doing something promptly to prevent them from happening again.

All employees are accountable for complying with Occupational Health and Safety policies and procedures, reporting Occupational Health and Safety concerns and incidents to their managers, and taking personal responsibility for guarding against injury to themselves and those around them.

Western Health considers the health safety and wellbeing of its people to be just as important as that of our patients. Staff must ensure their own safety first.

All employees are represented by Health and Safety Representatives whose role it is to support employees in relation to occupational health and safety matters. All staff should make themselves aware of who their Health and Safety Representative is.

## CRITICAL INCIDENT STRESS MANAGEMENT (CISM) & EMPLOYEE ASSISTANCE PROGRAMS (EAP)

The Employee Assistance Program (EAP) is a confidential, short term counselling program available for all Western Health employees. The purpose of the program is to provide care and support to any employee who requires assistance as a result of stress or anxiety that is affecting their work performance and their general well-being.

The CISM Program provides care and professional support to any employee who requires assistance as a result of direct or indirect involvement in any traumatic work activity or community disaster via confidential one-to-one counselling and/or group debriefings.

Both programs are managed by Caraniche At Work, an external provider specialising in delivering a broad range of psychological services, including workplace wellbeing programs.

For a confidential appointment or to arrange a CISM debrief or session, contact Caraniche at Work on 1800 099 444 (available 24/7), email: [work@caraniche.com.au](mailto:work@caraniche.com.au) or book online via: <https://work.caraniche.com.au/make-a-booking/>

More information about both programs can be found on the People and Culture intranet page.

## CULTURAL DIVERSITY PROGRAM

### Aboriginal Health Unit

Western Health (WH) respectfully acknowledge the Traditional Custodians of the land on which all Western Health sites stand, the Boonwurrung and Wurundjeri peoples of the Kulin Nation and pay our respects to Elders past and present.

WH Aboriginal Health Unit is passionate and committed to providing the Aboriginal and Torres Strait Islander community a safe and welcoming environment at all of our services by providing:

- Emotional, social and cultural support to Aboriginal and Torres Strait Islands patients and their families.
- Act as liaison between Aboriginal and Torres Strait Islander patients and non-Indigenous staff.
- Assisting Aboriginal and Torres Strait Islander patients and their families through the hospital system, including relevant referrals to other agencies.
- Assisting Aboriginal and Torres Strait Islander patients and their families through the hospital system when in crisis, such as an admission to SAAPU or Orygen.
- Ongoing training for WH staff around asking, as part of the admission process, Aboriginal and Torres Strait Islander identification this allows staff to ensure that the community have an opportunity to access the Aboriginal Hospital Liaison Officer (AHLO) and Koori Maternity Services (KMS) AHLO.

Koori Maternity Services (KMS) The role of the KMS –AHLO is to work with the families alongside midwifery, medical and nursing staff to support

Aboriginal and Torres Strait Islander Women and their families in their journey through:

- Pregnancy
- Labour and birth, and
- The postnatal period (the first six to eight weeks of baby's life)

For example:

- Support and empower women to make decisions and choices about her pregnancy, birth options and parenting;
- Provide information and education
- Attend appointments with families
- Assist with referrals to other community services

For further information, resources and contact details please refer to Aboriginal Health intranet page.

## DIVERSITY UNIT

Western Health's Diversity Unit ensures that our services are responsive to the needs of our diverse community. The unit is tasked to deliver a number of interventions which are articulated in Western Health's Responsiveness Plan, Disability Access and Inclusion Action Plan, LGBTI Inclusive Practice Plan, and Community Participation Plan.

The Diversity Unit also delivers education, assists employees in quality improvement projects and resource on cultural issues. At Western Health, diversity includes ethnicity, language, religion/faith tradition, values and beliefs systems, disability, class, sexuality, gender, age and educational background.

### Consumer and Community Participation

Western Health's Consumer and Community Participation unit enables Consumers, Carers and Community members to participate through programs like the Consumer Register. The Consumer Register is a register of individuals that participate on Western Health committees and working groups. The Consumer and Community Participation unit also delivers employee education and training and assists with quality improvement projects. The unit is tasked with delivering interventions articulated in the Community Participation Plan and the National Safety and Quality Health Service Standards in partnering with consumers.

### Cultural Diversity and Community Advisory Committee

Western Health's Cultural Diversity and Community Advisory Committee is a Board sub-committee made up of community representatives who advise the Western Health Board on issues relating to cultural diversity, community participation, inclusive disability and LGBTI care and Aboriginal and Torres Strait Islander health.

## LANGUAGE SERVICES

The Language Services Department includes a team of in-house interpreters covering the following languages: Vietnamese, Cantonese, Mandarin, Italian, Greek, Macedonian, Serbian, Croatian, Spanish, Burmese, Arabic and Dinka. All other languages are booked through external agency interpreters.

You can book an interpreter by phoning ext. 57148, faxing a booking form to ext. 56685, booking emailing requests to: [interpreters.bookings@wh.org.au](mailto:interpreters.bookings@wh.org.au), or directly through the iPM system for outpatient appointments.

The Language Services Department facilitates access to translation services for documents. Translations are paid for by the unit/department requesting the translation.

### **FEMALE STAFF AND VOLUNTEER BREASTFEEDING ROOM**

Western Health has a dedicated room available at Footscray hospital for female staff and volunteers, which can be used for breastfeeding and expressing. There is a fridge and some stickers available inside the room so that expressed milk can be labelled and placed into the fridge and stored. This room is located in the stairwell closest to Radiology on level 3. Females requiring access to this room can collect the key from the Information Desk 24 hours/day, 7 days/week. The key needs to be signed out and signed back in after each use.

### **EDUCATION**

Western Health aims to provide work based education and training for employees and students which will support excellence in practice and career progression opportunities. Our approach to education seeks to promote the engagement of students and employees and the empowerment of patients. We are pursuing multi-disciplinary approaches, patient-centred care, non-clinical and lifelong learning.

The Centre for Education are contributing towards Western Health being 'the employer of choice' by training and educating our employees, keeping them motivated and up-to-date with industry trends and new technologies.

Employees benefit from the wide range of training we offer by learning new skills and becoming a valued asset in our organisation. Training and education brings direct benefits as it can be calculated as a return on investment for our employees and for Western Health.

Phone 8345 6328 or email WH-EAdmin

### **INFECTION PREVENTION & CONTROL**

Infection Prevention aims to reduce the risk of transmitting hospital associated infections to patients, health care workers (HCWs) and visitors. Using standard precautions in your day to day work will reduce the risk of infections being transmitted in hospital.

Work practices required to achieve a basic level of infection control include:

- hand hygiene
- use of personal protective equipment such as gloves, gowns, eyewear and masks
- safe handling and disposal of sharps
- safe handling and disposal of infectious waste
- appropriate cleaning of the environmental and patient care equipment

## Hand Hygiene

The single most important Infection Prevention measure is effective hand hygiene. Use alcohol based hand rub for routine hand hygiene. If hands are visibly soiled, wash hands with soap and water.

Perform hand hygiene:

- before touching a patient
- before a procedure
- after a procedure or body fluid exposure risk
- after touching a patient
- after touching a patient's surroundings

## Occupational irritant contact dermatitis

Intact skin is the first line of defence against infection. Damaged skin on a HCW's hands can harbour higher numbers of micro-organisms and harmful pathogens which can be transferred to the patient or the environment during clinical care.

To minimise occupational irritant contact dermatitis:

- ABHR is the preferred method of hand hygiene. This contains moisturizing agents that minimise the risk of skin irritation and drying
- If washing with soap and water, pay close attention to hand washing technique. Use warm water -not hot, wet hands before the soap is applied, rinse the soap away thoroughly and pat dry hands
- Do not wash hands with soap and water immediately before or after using ABHR
- Do not don gloves while the hands are wet with water or ABHR as this can increase the risk of skin irritation
- While at work apply moisturiser to hands with the hospital approved moisturising lotion ideally prior to each break or at least 3 times per shift
- Non-intact skin must be covered with a water proof dressing.

If you develop symptoms of dermatitis:

Notify your direct Manager, Occupational Health and Safety Officer and Infection Prevention nurse. Complete a skin care questionnaire (type this in the search function on the intranet). Sand contact your hospital Infection Prevention Nurse who will carry out an assessment and may photograph the hands. The Infection Prevention Nurse will also provide advice to the staff member on a case

by case basis. The staff member may be asked to limit the type of hand hygiene products used or they may be advised to use alternative products until the situation improves. You may be referred for Medical /Dermatology review and if Allergic Contact Dermatitis is suspected, patch testing may also be required. If allergic contact dermatitis is confirmed alternative hand care products will be sourced by your department. The Infection Prevention nurse will keep in contact with the staff member until the situation is resolved.

### Needle stick injuries and body fluid exposures

If you have a needle stick or sharps injury, or a body fluid exposure to mucous membranes or non-intact skin, the following process is to be followed immediately:

- Stop what you are doing and:
  - Needle stick or sharps injury: wash the injured area thoroughly with soap and water. Do not squeeze injured area
  - Splash injury to eyes or mouth: rinse the area well with water
- Report the incident to your charge person and inform Infection Prevention (Monday to Friday 7.30am - 5.30pm) or the After Hours Administrator (AHA) all other times
  - Footscray Hospital: Phone: 83456783 or 0466531829, AHA 83456269
  - Sunshine Hospital: Phone: 83450935 or 0402965441, AHA 83451511
  - Williamstown and Sunbury Hospital: Phone 93930216 or 0419311375, AHA 93930226
- An Infection Prevention Consultant (in hours) or the AHA (after hours) will explain the procedure and offer post exposure counselling
- Report incident via Riskman
- If abnormal results are received, you may be contacted by an Infectious Diseases Physician or the Infection Prevention Consultant. Therefore it is important that you provide a mobile phone and/or an after-hours contact number.

### Vaccinations for Health Care Workers

Western Health strongly encourages all HCWs to consider recommended vaccines prior to or during their employment and to maintain any follow-up vaccinations as per the recommended schedule.

### Pre-Employment Immunisation

Health care workers may be exposed to, and transmit, vaccine-preventable diseases such as Hepatitis B, influenza, measles, mumps, varicella (chicken pox) and pertussis (whooping cough).

Maintaining immunity in the health care worker population helps prevent transmission of vaccine-preventable diseases to and from patients, other staff, and visitors.

The type of contact a health care worker has with patients/clients, the exposure risk to blood or body substances or the susceptibility of their patient population will determine a health care worker's potential infection exposure risk and requirements to demonstrate immunity to vaccine preventable diseases.

Pre-employment health check including screening and immunisation requirements for healthcare workers can be determined using a risk classification system that assesses the exposure to blood and body substances. Work activities rather than job title must be considered on an individual basis when determining risk categorisation.

All Category A - Health Care Workers are required to provide evidence of serological immunity or vaccination history. Acceptable evidence of protection includes a written record of vaccination signed by the vaccination provider and/or serological confirmation of protection.

Category A – Direct contact with blood or body substances

Health Care Workers including students with direct patient contact or possible contact with blood or body fluids.

Examples: doctors, nurses, allied health practitioners, health care students, laboratory staff, central sterile supply staff, cleaners, and staff responsible for decontamination and disposal of contaminated materials.

Category B - Indirect contact with blood and body substances

Includes workers in patient areas who rarely have direct contact with blood or body substances. These employees may be exposed to infections spread by the airborne droplets, such as rubella and measles, but are unlikely to be at risk from blood borne diseases. Examples: catering staff, ward clerks.

Category C – Minimal patient contact

Includes workers who have no greater exposure to infectious diseases than do the general public. The exact nature of job responsibilities should be taken in to account when deciding immunisation requirements. This includes office clerical staff, kitchen staff, gardening staff. [Click here to check which vaccines and tests you may need](https://docs.google.com/forms/d/e/1FAIpQLScPfv3oOp6GsNE-gx3Z9_SyxU3ozABOJpYrvpqZmjzm9PYgfQ/viewform)

([https://docs.google.com/forms/d/e/1FAIpQLScPfv3oOp6GsNE-gx3Z9\\_SyxU3ozABOJpYrvpqZmjzm9PYgfQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLScPfv3oOp6GsNE-gx3Z9_SyxU3ozABOJpYrvpqZmjzm9PYgfQ/viewform))

All new Western Health employees are to complete the health clearance process before final approval for employment at Western Health.

Additional health clearance must also be completed before appointment to positions that involve exposure prone procedures.

### Cleaning Shared Equipment

Any instrument or piece of patient care equipment that is to be reused requires reprocessing, i.e. cleaning, disinfection and/or sterilisation. The minimum level of reprocessing required for reusable instruments and equipment depends on the individual situation (i.e. the body site and the nature by which the instrument will be used).

All patient care equipment must be cleaned, handled and stored according to the manufacturer's recommendation.

Many common items that are shared between patients are classified as "non-critical" items, i.e. items which come into contact with intact skin but not mucous membranes.

Non-critical items must be cleaned with disinfecting wipes and if necessary, thermally or chemically disinfected after each patient use. Bedpans and urinals should be cleaned and thermally disinfected in a bedpan washer/sanitizer.

Patient care equipment that comes into contact with a patient's bare skin such as, commode chairs, patient transfer equipment, lifting equipment, etc. should be cleaned with detergent wipes after each patient, and stored in a clean, dry place.

Stethoscopes, ECG leads, sphygmomanometer blood pressure cuffs, temperature probes, etc. should be wiped over with a detergent wipe after each patient use. Non-invasive ultrasound probes are cleaned and disinfected according to their use and level of contamination. The use of protective covers does not negate or replace cleaning and disinfected.

Any non-intact or damaged barriers used to protect equipment, such as a mattress covers, must be decommissioned and replaced in order to facilitate appropriate cleaning.

### Infection Prevention contact details

Footscray Hospital	Ph. 83456783 or 0466531829
Sunshine & JKWC Hospital	Ph. 83450935 or 0402965441
Williamstown and Sunbury Hospital	Ph. 93930216 or 0419311375

## DIGITAL TECHNOLOGY SERVICES

The Western Health Digital Technology Services Division provides leading, innovative, vibrant, and excellent ICT solutions to everyday hospital issues that enable increased productivity and effectiveness to the work of Western Health, ultimately leading to improved patient care.

Digital Technology Services can be contacted through their Service Desk as follows;

- Phone: 8345 6777
- Email: servicedesk@wh.org.au
- Service Desk Portal: servicedesk.wh.org.au

### Webmail

To access your email from home or another site, launch a web browser (e.g. Internet Explorer) and type <https://outlook.wh.org.au/> in the address bar. This will give you access to your email using the internet.

### Service Catalogue

Information relating to what services are offered by the Digital Technology Services Department can be located within our Service Catalogue at <http://ictservicecatalogue.wh.org.au/>

### Wireless Network

Staff personal devices such as iPads, iPhones, Android, Laptops, etc. are not supported by Digital Technology Services however can still access our wireless network via the BYOD (Bring Your Own Device) network. This allows access to internet, email and Western Health applications through Citrix.

Instructions on how to connect Apple, Android and Windows devices can be found at <http://byod.wh.org.au>.

### Appropriate Use of Technology

Employees need to be aware that technology should be used appropriately and for the purpose for which it is provided. In particular, all employees must note that:

- the transmission of obscene, offensive, threatening or defamatory electronic mail is prohibited, including words, jokes, images, screen savers, etc
- transmitting any information or visual images deemed to be of a threatening, obscene, pornographic or harassing in nature is prohibited.

For more information refer to the *Email Usage Guidelines*.

### Your Digital Identity

Your Western Health user account is your digital identity. You are directly responsible for the actions performed by this user account throughout Western Health and the systems provided within. Hence it is important to ensure your password is secret and the appropriate measures are taken to protect your computer session from other people using your account.

- Supervisors will need to complete a 'New network account' form for access to computers and email. Account details will be emailed to the requesting Supervisor as soon as the account has been created by the Service Desk.
- Staff will be provided with a temporary password which they will be prompted to change after their initial login. Passwords must have a minimum of 8 characters and must contain at least one capital letter, lower case letter and number.
- Western Health have created an SMS Password Reset Tool for staff to reset their forgotten password or unlock their locked account. Staff **MUST** register themselves at <https://passwordreset.wh.org.au/> for access to this tool.
- If the account is for a third party an email account will not be provided.

### Electronic Medical Record (EMR)

An Electronic Medical Record (EMR) is an electronic version of a patient's paper medical record. In late 2018 Western Health implemented an EMR across all Western Health sites, a significant step forward in enhancing the delivery of Best Care by providing clinicians with a consolidated view of all relevant information about the patient.

The EMR:

- Facilitates the handover of clinical information between members of the patient's care team,
- Reduces medication prescription errors,
- Provides data for future service planning,
- Simplifies and supports clinician workflow, and
- Provides access to best practice knowledge for the care of patients.

The initial EMR implementation was just the first step in Western Health's 7 – 10 year EMR journey. It created a foundation system that allows:

- Structured clinical notes,
- Medications prescribing and administration,

- Pathology and radiology orders and results, and
- A supporting core system.

The EMR team are implementing optimisations to the system and planning for the 2<sup>nd</sup> phase of the EMR 7-10 year journey to deliver clinical and patient service improvements, particularly in the areas of quality and safety.

For those staff who will be using our EMR, training modules are available through Western Health's online learning package WeLearn. The learning videos and knowledge checks for each topic are quite short and you're welcome to complete them as many times as you wish.

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The [LiveEMR information site](#) is the place to head for further EMR information. This site is a one-stop EMR information shop containing *Quick Reference Guides*, *workflow videos*, information on *what's new & coming soon* and *downtime procedures*.

If you have any further queries please contact the EMR team at [emr@wh.org.au](mailto:emr@wh.org.au).

### Staff Benefits

#### Corporate Optus Employee Plans

All Western Health employees have access to Optus Corporate Employee Mobile Plans.

Go to [http://inside.wh.org.au/departmentsandservices/IT\\_Services/Pages/Corporate-Optus-Employee-Plans.aspx](http://inside.wh.org.au/departmentsandservices/IT_Services/Pages/Corporate-Optus-Employee-Plans.aspx) for the latest plans available to staff.

## LIBRARY SERVICES

The library provides the resources and information services to enable employees and clinical placement students to identify, locate, and effectively use appropriate materials that support their clinical decision making and evidence-based needs.

The library provides print and electronic resources that complement the resources of the Victorian Government's Clinicians Health Channel.

All employees must register to borrow books, and to get remote access to the combined electronic resources of the library and Clinicians Health Channel.

#### Library locations

Footscray Hospital: Ground floor (follow signs from Main Entrance off Gordon Street)

Sunshine Hospital: 2nd Floor WCHRE (Western Centre for Health Research and Education)

Williamstown Hospital: Clinical Services Librarian on site every Friday. (Contact the Library for more information)

Opening hours: Monday to Friday 8.30am – 5.00pm. Closed weekends and public holidays. After-hours swipe card access is available for Western Health employees.

Phone ext. 56655 or 58036 or email [WH.LibraryEnquiries@wh.org.au](mailto:WH.LibraryEnquiries@wh.org.au) for more information.

## ATM

There is an ATM located on the ground floor of both Footscray and Sunshine hospitals.

## CAR PARKING

Application forms can be obtained via the intranet under the Policies, Procedures and Forms tab. alternatively, forms are available at People and Culture. Completed forms must be returned to security NOT People and Culture.

Ph: 8345 0005

Email: [WH-Carpark@wh.org.au](mailto:WH-Carpark@wh.org.au)

## PROCUREMENT SERVICES

The main function of the department is to mitigate operational, financial and legal risks that may be associated with obtaining goods and service from an external supplier. Visit the Procurement Services (PS) intranet page for information on the below points.

### Governance

- Delegations of Authority – Outlines the purchasing parameters by position
- Procurement Policy - Outlines purchasing parameters by methodology

### Contracts with External Suppliers

- All Legal Services contracts are to be approved via an internal electronic approval process prior to signing. Visit the PS e-PACE intranet page
- Health Purchasing Victoria (HPV) develop contracts on behalf of Victorian public hospitals. Visit the PS Health Purchasing Victoria (HPV) intranet page

### Relevant procedures

- Procurement: Tendering (Excludes Tendering for Construction)
- Procurement: Request for Quotation (Excludes Quotations for Construction)
- Procurement: Complaints Management Process
- Procurement: Contractors, Consultants and Legal Services
- Contract Execution and Management

- Conflict of Interest
- Gifts Benefits and Hospitality

#### Products and Supply Services

- All clinical products and equipment utilised by Western Health require appropriate approval to ensure they are suitable for care and are cost effective. The Product, Equipment and New Technology Endorsement Committee (PENETEC) was established for this purpose. This committee reports to the Western Health Right Care Committee.
- All new item applications must be submitted to the PENETEC for review and endorsement.
- Products and other items can be ordered via the FMIS system. Visit the PS Supply intranet page.
- Clinical products and/equipment not on FMIS are to be approved via PENETEC. Visit the PS products intranet page

#### Relevant procedures

- Organisational Clinical Product Endorsement Procedure
- Product or Equipment Alerts Procedure
- Medical Company Representative Visitors to Western Health
- Loan Equipment Procedure
- Introduction of New Technology and Clinical Practice

# EMPLOYEE BENEFITS

## SALARY PACKAGING

Salary Packaging enables employees to nominate certain items such as mortgage, rent or credit card payments to be paid by your employer from your pre-tax income. By 'packaging' part of your salary you can potentially reduce the amount of tax that you pay and maximise your net salary.

In accordance with the Federal Government legislation, public health service employees are entitled to salary package up to \$9,010 tax-free on items that normally attract Fringe Benefits Tax (FBT), provided that this does not exceed 80% of salary for full and part time employees (or 50% of salary for casual employees).

You also have the option to salary package more than \$9,010 on certain items that do not incur FBT, provided that the total package does not exceed 80% of your salary for full and part time employees (or 50% of salary for casual employees).

Maxxia is the Western Health salary packaging provider. For further information on salary packaging, please contact Maxxia on 1300 123 123 between 8:30am – 7:00pm Monday to Friday or email [info@maxxia.com.au](mailto:info@maxxia.com.au). You may also visit their website at <http://www.maxxia.com.au/>. Application forms are also available from People and Culture.

## G&C MUTUAL BANK

G&C Mutual Bank is owned by its members and everything we do is for the benefit of our members. Every one of our members is an owner with a voice and a say in our future.

G&C Mutual Bank has a long and proud history of providing financial solutions to Western Health employees.

To discuss your financial needs, contact Paul Meilak directly on 0420 961 062 or email [pmeilak@gcmutualbank.com.au](mailto:pmeilak@gcmutualbank.com.au), or have a chat with him at his next workplace visit. Alternatively, for more information call G&C Mutual Bank on 1300 364 400 or visit our website at [www.gcmutualbank.com.au](http://www.gcmutualbank.com.au)

## ONSITE GYMS

EFM Health Clubs specialise in fitness programs that are custom designed to suit any fitness level and they adjust their workouts with individual needs and goals in mind. EFM are the Australian leaders in fitness programs with facilities at Sunshine and Footscray Hospitals. Members are able to utilise the onsite facilities as well as other Victorian based locations. EFM Health Clubs provide members with a Personal Fitness coaching service, which means that EFM Fitness Coaches

actively train members during their workouts. The service is quite closely aligned to personal training with plenty of individual attention for members, though the price is very affordable. Through the partnership with EFM, Western Health staff and volunteers receive a significantly subsidised and discounted membership rate equivalent to 50% of normal prices paid by many members of other EFM Health Clubs across Australia. For further information about the latest offers or to become a member you can contact:

Footscray EFM Coach: Thuy Nguyen on 0433 703 704 or [footscray@efm.net.au](mailto:footscray@efm.net.au)

Sunshine EFM Coach: Jarrod Borg on 0401 951 734 or [sunshine@efm.net.au](mailto:sunshine@efm.net.au)

## **BICYCLE USER GROUP (BUG)**

Interested in riding to work? Western Health has many facilities and initiatives that promote riding to work and the BUG (Bicycle User Group) can help get you started. Resources can be found on the “BUG” intranet page (Type BUG in the site field) and include site facility maps to locate bike cages, bike loops, lockers, change rooms, showers, staff ID access form to access bike cages, key contact details and information about the BUG meetings.

## **FLEXIBLE WORK ARRANGEMENTS**

Western Health is committed to recruiting, developing and retaining the highest quality staff and to providing a working environment that enables staff to optimise their contribution to the Health Service. Western Health believes that providing flexible work arrangements supports this key priority and as such has a Flexible work arrangements procedure in place for eligible employees. This procedure can be located on the WH intranet.

## **HCF – PRIVATE HEALTH INSURANCE**

HCF is the largest not-for-profit Health Insurance Provider in Australia offering:

- 5% discount on HCF’s already reduced corporate prices
- 100% back on many dental, optical, physio, chiro and podiatry claims from over 10,000 participating HCF providers
- Limit boost, where you can top up your annual limit on dental and optical. This kicks in after 12 months on your extras cover and grows every year up to year six
- No hospital excess for dependent children on all family covers. Family policies are charged at a standard rate irrespective of the number of kids, so having a big family won’t cost you more with HCF

Contact Eric Bullock, HCF Representative on 0414 559 747 or email [ebullock@hcf.com.au](mailto:ebullock@hcf.com.au), or visit the dedicated VPS microsite: [vps.hcf.com.au](http://vps.hcf.com.au)

## MEDIBANK

With Medibank Corporate health cover you'll get an ongoing 9.0% discount

- Call 131 680. Direct telephone no. 9319 5105 or 9319 5104
- Email [viccorporate@medibank.com.au](mailto:viccorporate@medibank.com.au)
- Ask in store
- Go to [www.medibank.com.au/westernhealth](http://www.medibank.com.au/westernhealth)

If calling or asking in store mention this Western Health offer and quote your organisation code 1720798.

## BUPA

- Access our exclusive corporate range of hospital covers
- Choose a \$250 excess and we'll give you 2 excess-free visits per year\*
- Guaranteed 60-100% back for dental, physiotherapy and chiropractic at MembersFirst providers\*
- No gap dental for kids for most dental items at MembersFirst providers\*
- Gap free optical packages at MembersFirst and SpecSavers stores\*
- Claim on Living Well benefits like gym membership\*
- Save money with a 4% discount on your premiums
- Just quote company number 2071355

\*Conditions, waiting periods and eligibility criteria may apply

## BANKVIC

We're a bank, but we're not like the other banks. As a mutual bank, our profits are reinvested back into our organisation so that you benefit with banking products and services that offer excellent value.

Since 1974 we've been helping Victorian Police, Health, Emergency, and Public Service employees and their families to achieve their financial goals, quickly and easily. So why not come by for a chat? We have a branch at Sunshine Hospital and our friendly staff would love to help you.

Pop in or call us on 13 63 73. Or go to [www.bankvic.com.au/mobilebankers](http://www.bankvic.com.au/mobilebankers) to book an onsite visit.

## SUNSHINE GENERAL MEDICAL CENTRE

- Located on the Ground Floor near main reception
- Bulk Billing for all Services
- Opening Hours: 09.00am - 10.00 pm, 7 days a week

## ME BANK

ME Bank is a 100% Australian owned, APRA regulated Bank. ME Bank provides additional benefits for HESTA members.

ME has new special deals regularly; to find out more Call Kirrileigh Everett 0412 003 156

Looking to get more out of your money? Make the most of ME.

## SUPERANNUATION

Employer contribution

When you commence employment with Western Health, superannuation is paid on your behalf as prescribed by legislation. You may choose to have your super contributions paid into either Aware Super or HESTA superannuation funds.

If you are an existing member of HESTA or Aware Super please quote your membership number and fund details to People and Culture upon commencement.

### **Aware Super**

Aware Super is one of Australia's largest super funds and proud to represent the carers of our community as the default fund for public health in Victoria.

We exist for our members, not shareholders so we will always have your best interest at heart. As one of the largest funds, you benefit from our size and stability which allows us to keep costs down and our fees low.

As a partner of Western Health, our Education Team delivers education and support programs onsite, bringing you easy access to face-to-face support and advice.

Our members have access to superannuation advice at no extra cost. But we understand that some needs can be more complex, which is why we have 220 qualified financial planners ready to help.

We match competitive returns with community accountability. Our Growth and Balanced Growth investment options have consistently performed strongly over the past 10 years<sup>1</sup>.

For more information or for any support with keeping your current Aware Super account, please contact our locally-based Service Centre on 1300 650 873.

HESTA

(Health Employees Superannuation Trust Australia) is the national super fund for health and community services. They provide access to a range of value-added services and choices for members.

For more information on HESTA phone 1800 813 327 or visit their website at [www.hesta.com.au](http://www.hesta.com.au).

Employee contribution to Superannuation

Full Time or Part Time employees may also elect to actively contribute either a fixed amount or a percentage of their salary to the elected superannuation fund. Voluntary contribution forms are available from your People and Culture Department.

## ROSTERING AND PAY

### ROSTERON

RosterOn is an electronic rostering system currently used for all nurse rostering across Western Health and in several non-nursing areas. All nurses and some non-nurses are paid through this system and therefore no longer need to complete and submit timesheets.

Shifts and leave are entered into RosterOn and after they have been worked are 'locked' by the Manager of the roster to indicate the hours worked/leave taken are correct. At the end of the pay period, these hours are 'paylocked' and the individuals are paid as usual through the Payroll.

Employees paid via RosterOn with queries about their pay should contact their Manager in the first instance and when necessary the Manager will submit an electronic adjustment form to Payroll so that amendments can be made.

Eventually all Western Health employees will use RosterOn to roster and record their shifts/leave and will be paid through this electronic roster.

### EMPLOYEE NUMBER

Once you have returned your new starter documentation to People, Culture and Safety, you will be set up on the system and your Manager will be sent your employee number. This is your unique identifier. You should use this when calling People, Culture and Safety or Pay Office. This can also be found on your pay slip.

## TIMESHEETS AND PAYROLL

Guidelines for completion of your timesheet

- complete your timesheet on a daily basis using the 24 hour clock
- detail actual hours of attendance, including overtime & re-call
- detail all absences from duty, i.e. personal leave, annual leave etc
- complete Sub Total and Fortnightly Total
- must have authorised name, signature, telephone number and fax number
- please ensure that you are aware of what payroll area you are in. It is either NW or HW.

This information is located on your timesheet in the top right hand box labelled Payroll Area.

## To avoid Non-Payment

Timesheets MUST be completed in full including: Employee Name; Employee Number; Pay Period; Company Code; Payroll Area; Employee Signature; Fax Number; and Authorised Signature.

If timesheets are not received on time by the pay office, you will then be paid in the next fortnight.

## Employees who work Monday to Friday

Timesheets must be lodged with Managers for authorisation and placed in the box no later than close of business Friday for collection by Payroll.

## Employees who work weekends

Timesheets must be lodged for authorisation at the end of your last shift on the weekend and placed in the box for collection by Payroll.

## What to attach to your timesheet?

- Personal Leave certificates and Statutory Declarations must be attached to your timesheet and your employee number must be clearly indicated on all documentation.
- Authorised leave forms must be attached to your timesheet and can include; Study Leave, Conference / Training, Compassionate Leave (stating who it is for), Carers Leave, Exam Leave.

Authorised Annual Leave and Long Service Leave forms must be submitted prior to the commencement of your leave

For various other leave types, please consult either People and Culture or your Manager for the appropriate form to accompany your timesheet. Copies of all leave forms should be kept for your records. For pre-payment of leave, forms should be lodged with the Payroll Department at least four weeks in advance of your leave start date in order to ensure timely payment.

## When is Pay Day?

Payday is on the Wednesday after your fortnight end date, however should a Public Holiday fall on the Monday, Tuesday or Wednesday, then Pay day is one day later, usually on Thursday.

Payslips are delivered to your department on pay day. It is your responsibility to keep copies as the Payroll Department will not provide duplicates.

## Payslips by Email

Western Health strongly encourages you to have your payslip sent by email

Just email: [payslips@ssg.org.au](mailto:payslips@ssg.org.au) with your employee number and they will set up for you.

If you do not want emailed payslips, then your payslip will be delivered to your department on pay day. It is your responsibility to keep copies as the Payroll Department will not provide duplicates.

Who do I contact with pay queries?

The Payroll Department (based at Melbourne Health) is open for enquiries Monday to Friday from 8.00am to 4.30pm and is preferably contacted via email on [PayHelp@ssg.org.au](mailto:PayHelp@ssg.org.au).

They also can be contacted via phone on 9342 8925 or the intranet:

<http://info1.mh.org.au/Finance//payhelp.htm>

Please note that Payment Summaries are mailed to your postal address each July. Please ensure you inform People and Culture immediately in writing (Personal Details form available on the People and Culture intranet website), if you change your address.

## INTERNAL POSITIONS AND CONTRACTS

At Western Health all recruitment and contracts are processed via the recruitment software eRecruit. In order to apply for your current position, you would have likely created a personal eRecruit account. Upon commencement as an employee you will need to create a Western Health “employee” status eRecruit account.

The benefits to having an employee status account are:

- You may view vacancies only available to internal staff - This means you will have access to significant amount of unique opportunity.
- You can sign up for email notifications for vacancies of interest to you - This means when a new vacancy comes up relevant to your preferences, you will receive an email informing you of the details.
- You can view, save and approve your contracts / variations electronically - This means you can view and approve your contract instantly and the respective changes will be applied promptly. Additionally because you can save your contracts electronically in PDF format, it is less likely you will misplace your contract.

How to set up a Western Health employee status eRecruit account

You will need to register again, using your Western Health email along with inputting your employee number. The website address to sign up is [www.westernhealth.mercury.com.au/Register.aspx](http://www.westernhealth.mercury.com.au/Register.aspx) and the page will appear as the following:

# REGISTERING A WESTERN HEALTH EMPLOYEE STATUS ERECRUIT ACCOUNT



[Search Jobs](#)

[Sign In](#)

[Sign Up](#)

[Help](#)

## Registration

Personal Details	
* Title	<input type="text" value="Mr"/>
* Given Name	<input type="text" value="John"/>
* Surname	<input type="text" value="Smith"/>

Employment Details	
* Are you a current employee of Western Health?	<input type="text" value="Yes"/> Please ensure you enter your work email in the 'Sign-In Details'.
* Employee Number	<input type="text" value="XXXXX"/>

Sign-In Details	
* Email	<input type="text" value="john.smith@wh.org.au"/>
* Confirm Email	<input type="text" value="john.smith@wh.org.au"/>
* Password	<input type="text"/> <small>Password must be between 8 and 20 characters, with at least one uppercase letter and at least one number</small>
* Confirm Password	<input type="text"/>

[Create Account](#)

1. Select sign up in the top right hand corner and complete all mandatory fields:
2. Make sure to select “Yes” in the drop down box for the under *Employment Details* for the question “Are you a current employee of Western Health?”
3. After this, you will be prompted to enter in your employee number which will be provided to you by your manager after commencement.
4. Enter your Western Health email address, which will also be set up for your after commencement and is usually your first and last name separated by a full stop i. e john.smith@wh.org.au.
5. Enter a password, noting it is **case sensitive**. Then click create account and you will now be able to sign in.

# ACRONYMS

ACAS	Aged Care Assessment Service
ACE	Advice Coordination and Expertise
ACHS	Australian Centre for Health Standards
ADO	Accrued Day Off
AHA	After Hours Administrator
ANUM	Associate Nurse Unit Manager
BA	Business Analyst
BEIMS	Building Engineering Information Management System
BUG	Bicycle User Group
INSPIRE	Formal recognition of employees who exemplify WH Values in their practice
CCVT	Centre for Cardio Vascular Therapeutics
CIS	Communication Information Services
CISM	Critical Incident Stress Management
CSSD	Central Sterilisation Services Department
DHS	Drug Health Service
DMR	Digital Medical Record
DOH	Department of Health
DON	Director of Nursing
DPU	Day Procedure Unit
DTS	Digital Technology Service
EAP	Employees Assistance Program
EEO	Equal Employment Opportunity
EMPOWIR	Employee Positive Workplace Issue Resolution
EMR	Electric Medical Record
EQUIP	Evaluation Quality and Improvement Program (of ACHS)
FH	Footscray Hospital
FMIS	Financial & Supply Management Information System
GFSA	Ground Floor Sub Acute

HARP	Hospital Admission Risk Program
HD	Hazeldean
HCW	Health Care Worker
HMO	Hospital Medical Officer
HSR	Health & Safety Representative
ICU	Intensive Care Unit
IRS	Immediate Response Service
JKWC	Joan Kirner Women's and Children's
JMS	Junior Medical Staff
KPI	Key Performance Indicator
MOA	Management of Aggression
MUM	Midwife Unit Manager
NUM	Nurse Unit Manager
OHS	Occupational Health & Safety
PACS	Picture & Archiving Communication System
PSA	Patient Services Assistant
RACS	Residential Aged Care Services
RTO	Registered Training Organisation
SACS	Sub-Acute Ambulatory Care Services
SDH	Sunbury Day Hospital
SH	Sunshine Hospital
SMS	Senior Medical Staff
SNAP	Subacute and Non-acute Pathways Service
TCP	Transition Care Program
WH	Western Hospital / Footscray Hospital
WHALES	Western Health Access Library Electronic Service
WHS	Western Health Service
WIES	Weighted Inlier Equivalent Separations (a basis for health funding allocation)
WTN	Williamstown Hospital



# TELEPHONES & USEFUL CONTACTS

The internal phone directory is available on the intranet under “Phone Directory”.

When phoning internally from any campus, dial the last five digits of the phone number. When phoning externally from any campus, dial 0 before your number.

Emergencies	
Footscray, Sunshine & Williamstown	444 – state “Respond Colour and Location
Hazeldean Transition Care	Press Employee Assist button / or dial 000 Emergency Services

<b>General Enquiries</b> -Use for ext. numbers pagers and after hours on call employee connection	
Footscray, Sunshine & Williamstown	8345 6666 or 8345 6333
Hazeldean Transition Care	9397 3167
Sunbury Day Hospital	9732 8600

Voicemail	
Non-VOIP Phones	57777
VOIP Phones	50500

Switchboard / Paging / Standard / ISD Mobile Phone Connections	
Footscray and Sunshine Hospitals	9 for switchboard
Williamstown Hospital	7 for switchboard
Paging rom phone	62 and follow prompts
Paging form PC- SPOK	Clinic “Paging System WH” icon on desktop

Security	
Sunshine Hospital	0432 758 929 (24 hours 7 days per week) Alternatively contact switchboard by dialling 9 and state you would like security paged for Sunshine Hospital
Footscray Hospital	0417 037 873 (24 hours 7 days per week) Alternatively contact switchboard by dialling 9 and state you would like security paged for Footscray Hospital
Williamstown Hospital	0403 579 530 (24 hours 7 days per week) Alternatively contact switchboard by dialling 7 and state you would like security paged

Other		
People, Culture and Safety	8345 6689	Fax 8345 6107
Payroll	9342 8925	PayHelp@ssg.org.au
ID Cards		StaffIDenquiries@wh.org.au
Maxxia	1300 123 123	www.maxxia.com.au
First State Super	1300 650 873	www.firststatesuper.com.au
Hesta	1800 813 327	www.hesta.com.au
ME Bank	1300 364 400	www.gcmutualbank.com
BankVic	9268 9231	www.bankvic.com.au
Medibank	13 15 63	www.mebank.com.au/
IT Help Desk	8345 6777	servicedesk.wh.org.au servicedesk@wh.org.au
Centre for Education	8345 6328	Email WH-CEAdmin

Produced by People, Culture and Safety

We welcome suggestions which will help make this booklet more useful for new employees

[WesternHealthHR@wh.org.au](mailto:WesternHealthHR@wh.org.au)

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