



Welcome to the Team

Staff Handbook

Rural Northwest Health Vision

Moving together through change to provide innovative rural health care

Rural Northwest Health Mission

Rural Northwest Health will provide accessible, efficient and excellent care to our community within the Wimmera Mallee region



Campuses

Warracknabeal Campus

Dimboola Road
PO Box 386
Warracknabeal Vic 3393
53961200
Fax: 53961210
Email: reception@rnh.net.au

Hopetoun Campus

12 Mitchell Place
Hopetoun Vic 3396
50832000
Fax: 50832050
Email: reception@rnh.net.au

Beulah Campus

Henty Highway
PO Box 2
Beulah Vic 3395
53968200
Fax: 53968201
Email: reception@rnh.net.au

Local Information

The following links provide information on the history, attractions, accommodation options and places to eat at Warracknabeal and the surrounding areas.
<http://www.yarriambiack.vic.gov.au/tourism/>
or alternatively www.wag.wimmera.com.au.
The best information can be obtained from the “Locals” when you arrive. The Local newspapers, “Warracknabeal Herald” are published Tuesdays and Fridays, the Hopetoun Courier is published on Thursdays and the Beulah Roundabout is published on Fridays. The Rural Northwest Health website is www.rnh.net.au

There is also a tourist information centre in Warracknabeal that may be able to assist you in planning your transition to our community

Doctors

There are two local Medical Clinics in Warracknabeal and one in Beulah and Hopetoun. Should you require a doctor while in town. Contact details are as follows:

Yarriambiack Medical Clinic:

Dr D Liu 5396 1380
Dr Franklin 5396 1380

Tristar Medical Clinic:

Hopetoun Medical Clinic:

Dr Rahim 5083 2080

Beulah Medical Clinic:

Dr Rahim 5396 8200



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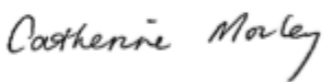
Staff Handbook

Welcome from the Chief Executive Officer

It is a privilege to work in a rural health service. This book is designed to help you to understand your responsibilities. Please take the time to read the information provided as it contains important information you will need during your employment with Rural Northwest Health.

If you have any queries about your employment with us please direct these to your Manager /Supervisor, or the Registered Nurse in Charge.

We know you will enjoy working with us and that your work will allow you to make a difference to our community members' lives. I know you will enjoy living in our community.



Catherine Morley

Organisational Profile

Rural Northwest Health is a public health service funded by State and Commonwealth Government and supported by a number of local community members. The assistance to the residents, clients and our staff comes from the Board of Management, fundraising auxiliaries, and volunteers that provide service hours and support a number of health events held in the region. Rural Northwest Health provides responsive quality care and community care by empowering a vibrant and committed group of staff working across three campuses; Warracknabeal, Beulah and Hopetoun. RNH services include acute care, urgent care, residential aged care, and district nursing. Allied health programs include physiotherapy, occupational therapy, speech pathology, dietary advice, podiatry, social work, counselling, exercise physiology, day respite, health education, cancer resource nursing, cognitive rehabilitative therapy and a range of preventative health activities.

Board of Management

The Board of Management has a wide range of experience in the community and local business. The Board of Management is appointed by the Minister of Health. The mixture of skills required to support Rural Northwest Health means that our Board members bring a wide range of experiences and expertise to the table. The board of a public hospital has legislated responsibility as necessary to enable it to carry out its functions. This includes the power to make, amend or revoke by-laws. The Board of Management make informed decisions that support all staff to deliver high quality and safe care and programs. This allows the community to access innovative health care in a rural setting. To aid them in this role the Board has five operational committees that include staff and Board of Management representation.

Organisational Structure

The Board of Management and Executives of Rural Northwest Health continually review the structure of the executive and leadership team to ensure that the service and care we deliver is what the community needs. The structure allows staff members to have the opportunity to access a Manager or Supervisor in a timely manner on the campus where they work. Rural Northwest Health has a focus on continuous improvement, risk management and the delivery of high quality, safe client and resident services. The executive team ensures extra resources are allocated to specific projects and programs to ensure success.

 Please refer to the organisational chart included in your staff information pack for more details.

Board of Management



Leo Casey



Matt Richardson



Glenda Hewitt



Carolyn Morcom



Brian Hewitt



Janette McCabe



Sally Gebert

Executives



Catherine Morley



Wendy James



Natalie Ladner



Wendy Walters



Ngareta Melgren

Occupational Health and Safety



Heath McGrath



Rod Sinclair



Julie Mills



Maryann Conduit



Belinda Muller



Ann Arnel



Gary Bellis



Kerry Seater

Health and Wellbeing Mentors



Leanne Huebner



Sharron Taylor



Katie Ramsdale



Cheryl Reid



Fred Isabirye



Hayley Smith



Kimberley Decker



Nadine Peters

Health and Wellbeing Mentors (cont.)



Carol Ricketts



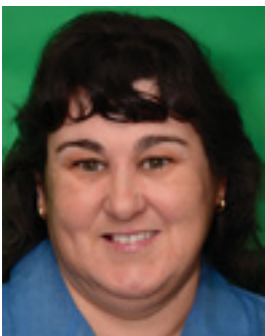
Doug Matheson



Gary Bellis



Michelle White



Barb Ryan



Jade Taylor



Allison Hondow

Conditions of Employment

- Rural Northwest Health Policies and Protocols are to be followed at all times.
- All staff are employed under the appropriate EBA or award in relation to the service delivery area in which they are working
- All staff are employed according to Legislative Requirements set by the State and Federal Governments and appropriate Registration Boards
- Staff must supply copies of current registration and qualifications as detailed on the position description. Staff members are responsible for ensuring that this is current at all times
- All staff are employed on a Casual, Part-time or Full-time basis
- All staff members need to take responsibility for their orientation and will be supported to ensure that they perform their work according to the expected standard. Staff will be given counselling and training throughout their six month orientation to ensure success
- All staff members are required to provide Rural Northwest Health with a current police check before commencing and whilst maintaining employment. Staff members are responsible for updating their police check documentation prior to its expiration every three years. Staff members who do not have a current police check will be unable to work until they have produced an updated police check. All staff have an obligation to disclose any relevant criminal charges or convictions which would disqualify them from being employed in the period between the three yearly police checks.
- Name Badges and Kronos ID cards must be worn in a visible position at all times while on duty. First name badges are to be worn by all staff at all times
- While wearing an ID badge (on or off the premises), it is an expectation that you always behave in a dignified and appropriate manner. Disciplinary action may be taken if you are found to not comply with the above expectation.

Expectations of Staff Behaviour

Rural Northwest Health Expectations of Staff Behaviour

- Be a team member and provide support to one another, working co-operatively, respecting one another's views and making the workplace fun and enjoyable.
- Treat everyone with respect and dignity and value people for who they are and their unique contribution, irrespective of employee role or level in the organisation or whether you are dealing with a resident, client or visitor of Rural Northwest Health.
- Have a key role in representing the team/service to the community and for positively promoting the organisation to the team or in any external environment.
- Recognise that the Rural Northwest Health core business is to enhance the quality of life of our Residents and Clients and we expect all behaviour and conduct to portray values that support this primary objective.
- Strive for high standards and quality in everything that is undertaken.
- Ensure all decisions are made with the customer in focus. Working in partnership, aim to add value for residents, clients, visitors and staff.
- Go above and beyond for clients, residents and each other, meeting needs with actions that are timely, responsive and proactive.
- Be prepared to listen and learn from everyone.
- Take a proactive approach to workplace health, safety, staff well-being and the environment
- Participate in staff learning and development and recognise the value of personal ongoing professional development
- Actively encourage feedback from all stakeholders
- Role model positive behaviour at all times and display a positive attitude at work.
- Always behave ethically and with integrity

Code of Conduct

All staff employed by Rural Northwest Health are required to adhere to the Code of Conduct for Victorian public sector employees. The code is issued by the Public Sector Standards Commissioner and is made under the Public Administration Act 2004.

All staff are required to read and understand the code of conduct and adhere to the values that are documented in this publication

- | | | |
|------------------|------------------|----------------|
| • Responsiveness | • Accountability | • Leadership |
| • Integrity | • Respect | • Human Rights |
| • Impartiality | | |

 Code of Conduct for Victorian public sector employees

Staff WellLife

Staff Health and Wellbeing Program

The Community Health team provides staff with a number of opportunities to improve their health. All staff members are encouraged to join in these events and look after their health. Information can be accessed via the staff newsletter or by contacting the health promotion team.

 Refer to Staff Health and Immunisation protocol

Fish Principles

A key focus for Rural Northwest Health is that all staff members demonstrate the FISH principles.



CHOOSE YOUR ATTITUDE

The FISH! Principles includes four simple, interconnected practices:

means taking responsibility for how you respond to what life throws at you. Once you are aware that your choice impacts everyone around you, you can ask yourself, “Is my attitude helping my team or my customers? Is it helping me to be the person I want to be?”

BE THERE

is being emotionally present for people. It’s a powerful message of respect that improves communication and strengthens relationships.

PLAY

taps into your natural way of being creative, enthusiastic and having fun. Play is the spirit that drives the curious mind, as in “Let’s play with that idea!” It’s a mindset you can bring to everything you do.

MAKE THEIR DAY

is finding simple ways to serve or delight people in a meaningful, memorable way. It’s about contributing to someone else’s life, not because you want something out of it, but because that’s the person you want to be.

Through The FISH! Principles Rural Northwest Health staff will build stronger relationships with the team members they work with, the residents and clients we serve, and the community we work with to empower and improve their health.

Confidentiality

All records relating to staff, clients, residents or the business of Rural Northwest Health shall remain confidential. The authority to release information shall be at the discretion of the Chief Executive Officer, Freedom of Information Officer or authorised staff. All staff must ensure that:

- No information about clients, residents, either directly or indirectly, is divulged to any unauthorised person.
- No information about the health service or its staff, either directly or indirectly, is divulged to any person, who does not, in the duty of care, need to know.
- No statements are made to the media without the explicit authority of the Chief Executive Officer/Executive Manager.
- The security of all forms of records is maintained, including the computer hardware, systems, software and telecommunications networks against loss or misuse;
- Their actions comply with all applicable external laws, regulations and directives relating to the protection of information and matters such as copyright.

Breaches in confidentiality shall result in disciplinary or legal action which may result in instant dismissal. Breaches in confidentiality may render the health service liable to legal action.

PP Refer to the confidentiality and freedom of information and open disclosure protocols

Continuous Improvement

Rural Northwest Health has a responsibility to actively pursue continuous improvement to improve services and identify, manage and eliminate risks.

PP Review Continuous Improvement and Risk Management Framework

Comments, Compliments and Complaints

Rural Northwest Health encourages all stake holders, residents, clients, staff, families and external providers to advise the Person-In-Charge if they have any concerns comments or complaints about the service that they are receiving. Managers/Supervisors are responsible for ensuring that all comments and complaints are followed up in a timely and effective manner.

PP Staff need to review the Opportunity for Improvement Comments Compliments and Complaints protocol.

Staff Health & Immunisation

Rural Northwest Health takes reasonable steps to provide a safe workplace for you.

Accordingly, you have a duty of care to ensure you work in a manner that is not harmful to your own health and safety and to the health and safety of others.

You are expected to comply with RNH assessment and screening requirements and to accept the administering of vaccinations as recommended by the infection control nurse. You are also expected to provide all evidence of past immunisation history, eg: childhood, immigration and staff health details from a previous employer. RNH supports staff members to have appropriate vaccinations and meet Department of Health and Human Services targets.

PP Refer to Staff Health and Immunisation protocol



Occupational Health & Safety

Chief Executive Officer

Rural Northwest Health endeavours to maintain a working environment in which the physical and psychological well-being of workers is protected. Our organisation is diligent in its attempts to comply with the requirements of all relevant Statutory and Common Law requirements. Management regularly provides opportunities for all workers to consult and to contribute on safety matters and on decisions which affect their health, safety and welfare while at work.

Managers and Supervisors

Managers and supervisors must:

- Maintain a safe workplace and support all staff to observe safe working practices and procedures.
- Ensure plant and equipment is, as far as is practicable, safe to use, and without risk to health and safety.
- Ensure a focus on the continuous improvement of safety performance and awareness within their areas of supervision.
- Ensure the provision of sufficient and effective instruction, training, supervision and advice to all workers, contractors, or visitors under their control about safety matters that affect, or have the potential to affect, their wellbeing.

Staff Members, Contractors, Sub Contractors, Visitors and Volunteers

All who visit RNH are required to:

- Comply with their obligations under relevant Legislation;
- Take reasonable care to ensure that neither by act, nor omission, they endanger the health and safety of themselves and others, including those who are under their supervision at work;
- Use all provided Personal Protective Equipment (PPE) in accordance with directions
- Report when PPE requires repair or replacement; or when there is a need for PPE to be provided

- Participate fully in training and consultation arranged to support the implementation of RNH's Occupational Health and Safety policy;
- Assist the CEO and Managers/Supervisors by reporting and/or recording all incidents and hazards that have the potential to cause injury or illness, and by cooperating fully with any investigation carried out into an incident or accident;
- Co-operate fully with RNH initiatives in ensuring the discharge of its duties in all matters of health, safety and welfare including Occupational Rehabilitation and Return to Work programs.

Occupational Health and Safety Procedures

The RNH team maintains an Occupational Health and Safety Management System and will:

- Identify foreseeable workplace hazards; assess the risks associated with them and develop strategies, in consultation with all interested parties, to eliminate or minimise the risks in a timely manner;
- Record workplace incidents and injuries to provide Rural Northwest Health with information to help prevent future incidents and workplace injuries or illnesses;
- Implement systems and training to ensure team members and visitors identify and report any suspected workplace hazard, work related injury or illness; or illness affecting themselves and others at the earliest opportunity, without prejudice to any team member;
- Investigate incidents that expose a person to the risk of injury or illness, or which result in injury or illness;
- Provide for the prompt treatment and management of injured team members and visitors and assist with their safe and timely return to work;
- Ensure all contractors are inducted and that they understand and apply the safety standards expected of them;
- Ensure contractors are supervised and inspected to ensure that they meet these standards whilst carrying out their work;
- Ensure suppliers provide plant and substances that are safe to use, and have safe use instructions attached including operating manuals and Safety Data sheets (SDS);
- Ensure safe access to, or exit from, the campuses;
- Establish and train and maintain emergency evacuation procedures;
- Develop and maintain systems within the workplace to monitor and maintain the health and wellbeing of all team members and visitors;
- Provide a health and wellbeing program and employee assistance program for the welfare of team members to the standard prescribed by legislation as a minimum.

Employee Assistance Program

Rural Northwest Health believes that its staff are its biggest asset and deserve to feel valued, recognised and supported to succeed in all facets of their lives. All staff are required to support team members to succeed in their role and recognise that at times personal events, incidents and relationships can impact on their ability to undertake their role to the standard Rural Northwest Health requires and expects.

Rural Northwest Health provides confidential employee assistance program that provides staff and their immediate family the ability to link into professional advice to allow them to maintain work performance, health and well-being.

The program can help with virtually every kind of issue that life may throw at you.

Staff need to refer to the Employee Assistance protocol or speak to their manager/supervisor about how to access the service.



Safe & Happy Workplaces

All staff members have a duty of care to ensure that they work in a manner that is not harmful to their own health and safety and the health and safety of others. Staff need to review the preventing and eliminating bullying protocol. Worksafe defines bullying as repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Bullying can occur wherever people work together. Whether it is intended or not bullying is an occupational and health and safety hazard.



Refer to Preventing and Eliminating Bullying protocol

Worksafe also states that bullying is not when reasonable management actions are carried out in a fair way.

Worksafe defines Sexual Harassment as:

"If a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours and the other person has reasonable grounds for believing that a rejection would disadvantage the other person in any way connected with the other person's employment or work or possible employment or possible work, or as a result of rejection or objection to the conduct is disadvantageous in any way in connection with employment or work."

All staff members should follow the preventing and eliminating bullying protocol and if the situation continues they must report to the Manager any concerns about another staff member, client, resident or family member that is making their work place unhappy or unsafe.



Refer to Preventing and Eliminating Bullying protocol

Personal Protective Equipment

All staff are required to follow safe working practices that protect residents, clients and team members and keeps them safe. Personal protective equipment is available in all work departments to allow staff to work safely. Equipment is to be removed and disposed of immediately upon completion of the task. Equipment is not to be worn outside of residential/client rooms.

Refer to Management of Multi Resistant Organisms Protocol, Outbreak Management Protocol, and Environmental



Cleaning protocol. Isolation Room Protocol and Clinical and Related Waste Management protocol,

No Lift Policy

All clinical care staff are required to follow safe working practices when transferring and moving residents and clients. Appropriate use of equipment protects residents, clients, their team members and keeps everyone safe. Staff must undertake a compulsory No lift training session and e-learning package during orientation and annually.



Refer to Manual Handling protocol

Cultural Diversity

Workplace Diversity relates to gender, age, language, ethnicity, cultural background, disability, sexual orientation and religious belief. Diversity also refers to the myriad of ways we are different in other respects such as educational level, job function, socio-economic background, personality profile, geographic location, marital status and whether or not one has family or other carer responsibilities. Diversity is the quality of being different and unique.

Rural Northwest Health values diversity by recognising and respecting each individual's unique attributes. All staff member's roles are important at Rural Northwest Health.

Rural Northwest Health will manage diversity by creating and sustaining an environment where everyone can achieve their potential. Workplace diversity maintains the basic principles of Equal Employment Opportunity (EEO) in the Australian Public Service (APS)



Refer to Diversity Protocol

Accessibility

Rural Northwest Health has a Disability Action Plan which identifies and commits Rural Northwest Health to implementing specific initiatives and delivering outcomes that will maintain and improve our programs and infrastructures to meet the needs of people with a disability and the needs of our ageing population. This action will ensure that Rural Northwest Health continually improves its services and facilities with a view to delivering an accessible health care service for all the community.

All staff are to ensure that all RNH staff provide assistance to people with a disability to access or work within our services safely.

Leadership Development

Rural Northwest Health has a number of development opportunities for staff that assume informal and formal leadership roles. Staff will be supported to apply for these development sessions from their manager/supervisor and all opportunities will be advertised in the Rural Rambles.

Staff Development

Rural Northwest Health believes that professional and personal development is a shared responsibility and all staff members are responsible for their own personal and professional development. Rural Northwest Health will offer opportunities and support all staff members to have access to a varied professional and personal development program and staff need to review the Staff Personal and Professional Development system. The development program will support all staff members to:

- Undertake their duties safety and competently.
- Maintain their professional registration requirements.
- Access a range of best practice education opportunities.
- Undertake externally recognised tertiary qualifications through the accessing of traineeships.
- Improve their personal and professional behaviours and skills.
- Succeed in their chosen career field.
- Undertake essential training sessions which will ensure that Rural Northwest Health complies with legislated requirements.
- Undertake individual training sessions with the Clinical Support Nurse.
- Access funding from the most appropriate source.

Training and development opportunities will be targeted to support Rural Northwest Health to achieve its strategic plan and vision of providing innovative health care services in a rural setting and be linked to Rural Northwest Health's strategic plan.

All staff are required to develop their own personal and professional development plan within the first six months of their employment and then annually.



Essential & Mandatory Training

All staff are required to attend a mandatory essential training session delivered by Learn PRN annually that covers:

- An update from the Executive team
- Partnering with consumers
- Fish
- Infection control
- Elder Abuse
- Quality and Risk
- Workplace Bullying and Harassment.
- Occupational Health and Safety and emergency procedures.

All staff are required to attend a mandatory essential training session annually that covers

- Fire Evacuation drill and roles of all staff in a fire

All staff that are in contact with clients, residents and family members are required to attend the P3 training.

All staff that work in residential care are required to attend the two-day Montessori training.

All clinical staff in Acute and Community Health are required to attend a one-day Montessori training day

All staff are required to attend the annual Staff update sessions that will include an annual declaration
All registered clinical staff working in a clinical role are required to undertake annual competence and eLearning packages



All Occupational Health and Safety representatives-

Are required to undertake an annual refresher in:

- Occupational Health and safety

All Union representatives-

Will be able to access paid study leave as documented and agreed in enterprise agreements which will be approved by the Department Manager/Supervisor.
Rural Northwest Health will run education sessions that will be deemed mandatory to support staff to deliver Rural Northwest Health's strategic objectives which all staff will be rostered to attend.

Any staff who fail to attend the mandatory training will be subject to review and possible disciplinary action where the failure to attend was unreasonable as per our protocol.

Study Leave

All staff need to speak to their manager/supervisor and get their study leave approved prior to attending the day. Staff members need to follow the Study Leave protocol and ensure leave forms are completed and authorised and attached to the time sheet for payment. All education sessions are advertised on emails and in the staff room.

PP Please refer to *Study Leave protocol*.

Staff Leave

Rural Northwest Health requires all staff to take regular leave to allow them to rest, revive and thrive. Recreation and time off is essential to support staff to maintain their health and enjoy work. Staff are asked to plan annual and long service leave according to the staff leave protocol and plan their leave in advance. A minimum of one month's notice is required for annual and long service leave applications in order to plan for replacement staff.

Peak holiday period leave requests for Christmas and New Year, school holidays and Easter require applications to be submitted by a certain time which will be advertised by the Supervisor/Manager to allow for all requests to be considered fairly. No guarantees can be made as to the success of any such application for peak periods.

Requests for leave must be made on the official staff leave form available from the Intranet.

PP Please refer to *Managing Planned and Unplanned Leave protocol and Staff Leave protocol*.

Personal Leave (Sick Leave/Family Leave)

Personal Leave, including personal sick leave, bereavement/compassionate leave and carer's leave will be granted to employees in accordance with the relevant award or enterprise bargaining agreement.

Due to the certification requirements in awards, Rural Northwest Health requires a medical certificate written by a legally qualified medical professional registered to practice in Victoria or interstate or the production of a statutory declaration signed by the employee for this leave to be paid. Certificates issued by practitioners overseas may not be accepted as proof of illness or injury.

PP Please refer to *Managing Planned and Unplanned Leave protocol and staff leave protocol*.

Family Leave

Maternity leave, Paternity leave, Adoption leave, Special - family responsibility leave is available as per the relevant award. Such leave should be discussed with your Manager/Supervisor prior to commencement of leave. Staff are responsible for ensuring they meet all the requirements in applying for leave.

PP Please refer to *Managing Planned and Unplanned Leave protocol and Staff Leave protocol*.



Personal Hygiene & General Appearance

- It is expected that all staff are well groomed at all times whilst on duty.
- Daily showers with the use of deodorant are important for staff hygiene and the avoidance of offending others.
- Long hair is to be neatly tied or pinned back for infection control and safety reasons.
- No more than two pairs of earrings (studs only) are to be worn in the ears at any time. A small nose stud is permitted but other facial piercing is not permitted, (e.g. eyebrow, lip) whilst on duty.
- No sharp jewellery or wristwatches are to be worn by care staff.
- Only a wedding band may be worn. Rings with raised stones are not permitted for safety and infection control reasons in resident/client care areas.
- Fingernails are to be kept clean and short and no false nails are allowed whilst working in resident/client care areas.

Casual Dress Days

Rural Northwest Health supports a number of organisations and activities with fundraising. One activity that we hold regularly is casual dress days.

Staff are encouraged to support these events and dress casually and donate a gold coin.

All staff need to have shoulders and the top of your arms covered and shorts, dresses and skirts should cover the top of your knees. Shorts must be safe

Uniform

Rural Northwest Health has developed a uniform to take us forward with pride. Clients, residents, visitors and fellow employees find it easy to identify staff designation and the different areas of service. The "LOOK" of the Health Service is both professional and efficient and promotes pride internally and externally.

RNH has a Corporate Uniform. It gives the organisation a professional public image and enable staff to receive the full tax benefits of a corporate uniform. Please contact reception at Warracknabeal on (03) 5396-1200 or Hopetoun on (03) 5083-2000 or to order your uniform as soon as possible. Beulah staff should contact Warracknabeal Reception.

Uniform Allowance

When staff are required to wear a uniform, they will be paid a uniform allowance as per their Award or Certified Agreement via the payroll system. Where the allowance is paid there is an expectation that the corporate uniform will be worn.

RNH Logo

Only the approved uniform will be authorised for embroidery of the RNH logo. Without the logo, it is not a uniform.

Corporate Uniform

The choice of the uniform is limited to the Register of Approved Occupational Clothing as detailed in this appendix. The Corporate Uniform style will be registered for a minimum of three years. The last updated was undertaken in 2013.

Tax Deduction

The cost of a Corporate Uniform is an Australian Taxation Office tax deduction as a work related expense only if you pay up front and receive a tax receipt from Reception. The registration code for gaining the tax Advantage is CW 10690.

If you pay by payroll deduction, then this is tax free and cannot be claimed at tax time.

Uniform Styles

Various styles are available. Please see reception to choose the style that most suits you.

Nurses and Clinical Staff

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Registered Nurse - White

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Enrolled Nurses - Ocean Blue

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Cognitive Rehabilitative Therapist - Purple

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Personal Care Assistant - Red

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



PAG Staff and Lifestyle - Teal

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Environmental Services Staff - Avocado

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Maintenance - Fluro Yellow

Yakka Cargo Shorts - 05511
Yakka Trousers w/ ruler pocket - 02508
Yakka Trousers w/o ruler pocket - 02501



Administration - Grape / Violet & white stripe

All shirts are to be worn with Black or Charcoal tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Community Health Staff - Black & White

All shirts are to be worn with Black or Charcoal tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.



Nurse Unit Managers - Navy (men) Navy & White (Women)

All shirts are to be worn with Black or Navy tailored pants, ¾ length pants, knee length shorts, culottes or a knee length skirt.

Other Clinical Manager Uniforms

Nurse Unit Managers, Clinical Support Nurse, District Nurse Team Leader, Infection Control Nurse, Beulah Manager,- Team member have the option to wear Navy, navy and white stripes or a shirt that reflects their clinical qualification

Shoes - all staff except maintenance staff

Black or Navy enclosed shoes

- Shoes must be made of a sturdy material and offer adequate support to the foot
- The entire foot is to be enclosed by the shoe, including the upper section of the foot.

Shoes brown or black - maintenance staff

Footwear with a reinforced toe or a steel toecap and a heavy duty upper and rubber soles are to be worn to protect from splashes, drips, and the dropping or rolling of heavy objects.

Cardigans and/or Vests

- Navy or black – Nursing, Care Staff, Lifestyle, PAG and Hotel Services Staff
- Charcoal or Black – Administration and Allied health and Community Staff
- Cardigans and Vests can either be purchased through the Approved Occupational Clothing supplier with the RNH logo or at the staff members preferred supplier without the logo, which then will not be a tax deduction.

Tailored Pants, ¾ length pants, tailored knee length shorts, culottes or a knee length skirt

- Navy or black – Nursing, Care Staff, Lifestyle, PAG and Environmental Services Staff
- Charcoal or Black – Administration and Community Health Staff
- Pants, Skirt, knee length Shorts, ¾ length pants or culottes can either be purchased through the Approved Occupational Clothing supplier with the RNH logo or at the staff members preferred supplier without the logo, which then will not be a tax deduction.

Exemptions from the uniform

All staff that receive a uniform allowance are expected to wear the Rural Northwest Health uniform that is appropriate for their position.

However some positions are exempt because of the nature of their work for example occupational specific uniforms e.g. Chefs.

Executive officers and certain other positions are not required to wear uniforms. They are required to attend meetings etc. where a uniform may not create the atmosphere needed. They are not expected to have regular or significant client and resident contact.

Department heads have the option of their occupation uniform or the management uniform of navy with a white stripe where they feel it appropriate to make the distinction.

PP Please refer to Uniform Ordering protocol.



Identification Cards (ID) & Name Badges

Names badges and ID cards will be provided on commencement of employment. Staff are responsible for keeping them safe and wearing them on every shift. Staff will be responsible for purchasing replacement badges and cards if necessary. The ID cards are necessary for clocking on and off for every shift using the Kronos clocks located in various places throughout the campus. Please see reception if you need to order a replacement ID card or Name Badge.

PP Please refer to ID Care and Time Attendance protocol

Meal & Tea Breaks

Under the Occupational Health & Safety (OH&S) Act it is important that staff members take allocated breaks. Meal and tea breaks vary according to differing work areas and the shift lengths. Please refer to your Manager/ Supervisor or the Person-In-Charge, regarding when to take your break. Meal and tea breaks should be taken in the designated indoor and outdoor areas and not in resident or client areas.

Staff members may bring in your own meals or staff members are able to purchase a meal from the kitchen. Orders need to be made with the kitchen staff by 9.30am at Hopetoun and Warracknabeal.

There is a microwave oven and fridge provided in the staff rooms for staff use. Smokers may only smoke on allocated breaks in designated smoking areas and must adhere to the

PP Illicit Drugs, Alcohol and Smoking, Illicit Drugs and Alcohol protocol

Staff Meetings & Communication to Staff

Staff meetings are held on a regular basis in each department. Decisions about items which concern staff members and changes to working conditions will be discussed at these meetings. Staff have the opportunity to have input into decisions that directly impact on their future. All staff are encouraged to attend staff meetings and read the minutes to ensure they are aware of what is occurring in their department.

Regular communication to staff is made via email and Rural Rambles. Emails and newsletters are distributed to all work areas for staff to read and refer back to at a later date. All staff members are expected to read any new communication during the handover period and ensure that they read emails and staff newsletters released.

Staff will be regularly asked if they have an answer on the 'have you got the answer?' question board. The executive team ask for and welcome your advice.

It is an expectation that all staff make an effort to contribute to what is happening in their department and contribute at staff meetings.

Please refer to Rural Rambles and staff minutes

PP

Intranet & Access to Policies and Protocols

Rural Northwest Health has an intranet site which contains access to documents and external internet sites to support staff to access appropriate information in a timely manner.

Staff are responsible for making themselves aware of updated policies and protocols and utilising the system to ensure that they are working within these documented policies and protocols.

PP Staff need to ensure they review and follow the Social Media protocol.

Mobile Phones

Mobile phones are not to be used by staff members during their shift except on allocated breaks. Mobile telephones and other electronic devices are not permitted on the floor.

PP Please review the Mobile Phone protocol

Social Media

All staff members have access to the Intranet and Internet through the Rural Northwest Health IT system. The position of the staff member will determine the access to a range of files and information that is stored on Rural Northwest Health's server. Certain websites will not be able to be accessed through Rural Northwest Health's server.

Staff are to utilise the IT system ensuring that they comply with Rural Northwest Health's code of conduct, occupational health and safety, confidentiality, privacy, social media protocols and expected behaviours of all staff. Inappropriate use by a staff member of the IT system or the internet which results in the integrity of the network or an individual being breached in a way deemed by management to be of a serious nature, may result in an individual's right of access to Rural Northwest Health's computing systems being revoked. Appropriate disciplinary action will be instituted by the manager.

Payment of Wages - Kronos

A copy of current Awards/EBA's are located in the Departments/Administration office for all staff members to view. Payment is made in accordance with the employee award that governs your employment and the current Enterprise Bargaining Agreement (EBA). You will be paid according to your qualification, position and years of service. Wages will be paid into a nominated account (by bank transfer) fortnightly.

All staff are responsible for using their ID cards to clock on and off at the Kronos clock at the start and end of every shift.

All wages shall become payable no later than at the end of the third normal working day following the completion of a fortnightly roster period (in accordance with the relevant staff awards).

Should statutory holiday/s occur during the two working days following the completion of a fortnightly roster period, payment of wages may be delayed no longer than the period of such statutory holiday.

 **See Payroll, Timesheet and Attendance Protocol**

Email Address

Your payslip will be provided to you electronically. Every RNH staff member will be allocated an email address to receive payslip information and other internal correspondence.

Personal Effects

If personal belongings and valuables are brought to work, they are the staff member's responsibility. Rural Northwest Health will not take any responsibility for lost or stolen articles. Staff lockers are available for staff to use whilst on duty. You are strongly encouraged to use the staff lockers to store handbags and personal possessions.

Alcohol & Medication

Consumption of alcohol is not permitted when a staff member is on duty at any time other than on specified occasions under the direction of the CEO.

In accordance with Occupational Health & Safety Regulations, staff members are not permitted to undertake workplace duties whilst under the influence of alcohol or illicit drugs. Medicines prescribed by a medical practitioner may be taken whilst on duty.

 **Please review the Illicit Drugs, Alcohol and Smoking protocol**



Staff Car Parking

All campuses provide allocated staff car parking areas. All staff must park their vehicles in the designated areas and are requested not to use Visitor Parking during the hours of 9am until 7pm.

Rosters

Clinical care staff rosters will be completed following the Rostering Clinical Area protocol

The Manager, or their delegate, is responsible for ensuring that the roster meets Rural Northwest Health's needs and legislated requirements. The roster is posted a minimum of two weeks prior to its commencement of the roster period.

 **Refer to the Rostering Clinical Area protocol**

Change of Contact Details

If you change your name, address or telephone number, you must notify your Supervisor or Manager as soon as possible. This is to assist in the accurate maintenance of records. Notice of change of details is obligatory under the Industrial Relations Act. All staff members are expected to supply a reliable contact phone number.

 **All staff should review the Payroll, Timesheet and Attendance Protocol**

Probationary Period

All staff members have a six-month minimum employment period when they commence with Rural Northwest Health. Rural Northwest Health will ensure that during this time you have undertaken an orientation and induction process, and receive feedback from your Manager or Supervisor regarding your performance or behaviour. Fair work Act 2009

Superannuation

Rural Northwest Health Superannuation choice options are designated by the current awards and agreements. Under these arrangements two superannuation funds are offered - Hesta and First State, formerly Healthsuper.

If you do not choose a fund you will be placed with the default fund, which dependant on the award or agreement will be determined by the fund with the most employee members at each health service. Information regarding these funds can be found in the staff rooms at each campus.

Salary Packaging

Salary Packaging is available to all eligible staff which are employed full time or part time. Staff are responsible for working with the nominated provider to discuss how salary packaging can benefit them and if necessary should seek independent financial advice.

Salary Packaging is not available to former staff who receive compensation payments through the RNH payroll system pursuant to the Accident Compensation Act.

Rural Northwest Health will comply with all legislated requirements regarding Fringe Benefit tax, how remuneration can be structured and through which company salary packaging is provided. Staff members will be made aware of any changes as required.

Rural Northwest Health has engaged Advantage Salary Packaging as its salary packaging administering bureau.

Resignation

Notice must be given in accordance with the appropriate Award and your terms of employment.

All resignations must be in writing and be directed to the Manager/Supervisor.

A "record of service" and or Separation Certificate will be forwarded to you upon request.

Staff Grievance

Staff members are encouraged to express comments, compliments and opportunities for improvement via the following methods:

- *Staff meetings*
- *Suggestion box*
- *Comments, Compliments and Complaints Form*
- *Verbally or in writing to the Manager*
- *Opportunity for Improvement Form*

If a staff member is unhappy with the resulting actions by the Manager, staff are responsible for ensuring that their concerns are escalated to the next management level.

All comments, complaints and concerns are treated confidentially and acted on in a timely manner as per the Opportunity for Improvement Comments Compliments and Complaints protocol.

Receiving Gifts

Staff may receive small gifts of appreciation such as a box of chocolates from their clients/residents or suppliers for the work they have done. These gifts are acceptable if the appreciation is being shown for a service provided and declining the gift could cause embarrassment or offense.

If a staff member is offered a gift individually from a client/resident, family member or supplier that is of value in excess of \$25.00 they must declare the gift whether they accepted it or not on the Gift Declaration Form.

PP Refer to the *Fundraising Donations and Bequests protocol*.

Performance Management & Disciplinary Protocol

Rural Northwest Health expects all services to be delivered according to the nominated service delivery standards. Staff are expected to work diligently, professionally and within their professional scope of practice at all times and be focused on achieving the best outcomes for clients/residents and their team members.

Feedback will be given to staff in a timely and constructive manner across the period of the staff member's employment. The staff member should actively seek out feedback to support them to be effective and successful in their role.

PP Refer to the *Performance Counselling and Disciplinary protocol*

Reference Information

It is the policy of Rural Northwest Health that the Unit Manager/Campus Manager are the only people permitted to give out reference information on current and past employees. Managers or Supervisors will only provide written certification of service and not written references in line with current best practice. Verbal reference information will be provided upon request.





Resource Smart

Rural Northwest Health is committed to protecting our limited resources and disposing of waste safely and appropriately.

All staff are required to follow working practices that support the reduction and conservation of energy and water by:

- *Not letting water run unnecessarily.*
- *Turning off unnecessary power and leaving heating and cooling units on 22 degrees.*
- *Purchasing environmentally friendly equipment that looks at recycling and storing water.*
- *Using paper efficiently and not printing unnecessarily.*
- *Recycling waste and using bins appropriately.*
- *Supporting the community to be energy friendly.*

Websites:

Cultural Diversity	www.culturaldiversity.com.au
National Police Record Check	www.police.vic.gov
Victorian Legislation & Parliamentary Documents	www.legislation.vic.gov.au
Victorian Equal Opportunity & Human Rights Commission	www.humanrightscommission.vic.gov.au
WorkCover Victoria	www.worksafe.vic.gov.au
Workplace Relations	www.deewr.gov.au



