

Welcome to Canberra Health Services
and the
Medical Officer Support, Credentialing,
Employment and Training Unit
(MOSCETU)
Welcome guide



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This guide will assist you in gaining access to (from page 16):

Clinical computer systems;
Capability (Learning Management System); and
Computer passwords and log on.

This guide will also provide information on:

Canberra Health Services (CHS) Vision, Role, and Values;
CHS information;
Enterprise Agreement;
Workplace conduct;
Health Safety and Wellbeing at Canberra Health Services;
Payroll Q & A;
Salary packaging;
Canberra Hospital map;
Contacts; and
Acronyms and terms.

Welcome to Canberra Health Services



Canberra Health Services (CHS) is focussed on the delivery of high quality, safe, effective, person-centred care. It provides health services, to the Australian Capital Territory (ACT) - a catchment of approximately 800,000 people. It also services surrounding New South Wales (NSW) regions. View our anniversary video [HERE](#)

Dave Pepper
Chief Executive Officer

WHAT IS IMPORTANT TO US

Our number one priority at CHS is to protect our workforce—you. Without a healthy, functioning team we cannot operate as an effective front-line responder and care for our community.

POSITIVE WORKPLACE

At CHS we are committed to a positive workplace for our staff and are actively progressing culture activities. Our positive workplace, as defined by our staff is:

'Canberra Health Services is a positive workplace where we look after and connect with each other every day.'

OUR VISION AND ROLE

Our vision and role reflect what we want our health service to stand for, to be known for and to deliver every day. The vision and role are more than just words, they are our promise to each other, to our patients and their families and to the community. We all have a role to play in delivering on this promise.

Our vision:

Creating
exceptional
health care
together

Our role:

To be a
health
service that
is trusted
by our
community

OUR VALUES

Our values, together with our vision and role, tell the world what we stand for as an organisation. They reflect who we are now, and what we want to be known for. They capture our commitment to delivering exceptional health care to our community.

Reliable means we will always do what we say.

By being a responsible and dependable team member, we create trust in our work, which leads to the best outcomes for everyone. We do what we say we'll do, and we take pride in our work.

We always do what is right, even when it is not easy. We give clear and honest answers, and we are responsive to people's needs.

Progressive means we will embrace innovation.

We work together to find better solutions, and we are inspired when we learn something new. Those improvements can involve the latest technology, better models of care, or more effective ways to do our work. Commitment to our work brings out the best in everyone. We build a workplace where creative problem solving, teaching, and learning are celebrated. We are forward thinking and embrace innovation.

Respectful means we value everyone.

We take the time to listen, so that we can understand different points of view. And we communicate clearly and sensitively to acknowledge each other's needs, choices and experience. Through our thoughtful teamwork we create great partnerships that solve problems to make the most of opportunities.

Kind means we make everyone feel welcome and safe.

We know that small actions can make a huge difference; a friendly smile, a hot cup of tea, a difficult truth told gently, or a moment's peace in a busy place. Our compassion makes sure that everyone's lives are lived with dignity. We go the extra mile to help everyone feel cared for and part of the team. We make everyone feel warm, comfortable, and safe.

Canberra Health Services Strategic Plan, Corporate Plan, Clinical Governance and Exceptional Care Frameworks

Our Strategic Plan sets out our path forward as an organisation for the next three years. It is values driven – it outlines how we will deliver against our vision of 'creating exceptional health care together' for our consumers, their families, and carers. Watch the Strategic Plan introduction video by clicking the video link below.

<https://www.youtube.com/watch?v=imtwMVK2qp4&feature=youtu.be>



Our [Corporate Plan](#) will guide the organisation's activities each year within our four strategic priority areas. The Corporate Plan identifies key actions for focusing our efforts and investment. For initiatives that span multiple years, the Corporate Plan breaks these into annual deliverables—so we are clear on what needs to be achieved each year. For other initiatives that can be delivered within a single year, the Corporate Plan will be used to prioritise timing.

To develop the two plans, we reviewed our current performance, considered emerging trends influencing health care and consulted with a wide range of partners including consumer organisations, other service providers, universities, and staff.

The result is two documents that will underpin everything we do going forward, documents that are more than just paper to be left on a shelf to gather dust. Rather, they are a roadmap that shows us where we are now, where we want to be, how we'll get there and one day, in the not-too-distant future, will show us how far we've come, together.

We acknowledge that Clinical Governance is the foundation for exceptional care; it is vital to ensuring that you, your team members, and people who access our services are safe. Clinical Governance is also a fundamental element of providing quality care, ensuring we meet our responsibility for continuous improvement and achieve our vision of 'creating exceptional health care together. To find out more about Clinical Governance, refer to the [video](#).

We also work towards an Exceptional Care Framework, which describes how we will deliver exceptional care at CHS. It's designed to get us all on the same page about what exceptional care is, the actions we'll take every day to deliver it, how our team members and consumers will be supported, and how we'll track our progress towards exceptional care for every consumer, every time. Refer to the [video](#) see how your role fits into this framework. To provide exceptional care we work with our consumers and we should: Ask consumers and carers "what matters to you?"; Tailor the care we deliver and the information we provide to suit individual needs and; Involve consumers in our governance processes, business plans and day to day operations. To find out more about what Partnering with Consumers means at CHS, view the Partnering for Exceptional Care Framework [video](#).

We support a population of approximately 800,000 encompassing the Australian Capital Territory and surrounding southern New South Wales region.

Our services include:



The Canberra Hospital: a modern 600-bed tertiary hospital providing trauma services and most major medical and surgical sub-specialty services.



University of Canberra Hospital Specialist Centre for Rehabilitation, Recovery and Research: a dedicated and purpose-built rehabilitation facility, with 140 inpatient beds, 75-day places and additional outpatient services.



Mental Health, Justice Health, Alcohol and Drug Services provide a range of health services from prevention and treatment through to recovery and maintenance at a number of locations and in varied environments for people suffering from mental health issues.



Four Walk-in Centres: which provide free treatment for minor illness and injury.



Seven community health centres: providing a range of general and specialist health services to people of all ages.



A range of community-based health services including early childhood services, youth and women's health, dental health, mental health and alcohol and drug services.



More than
7,000
employees



More than **85,000**
emergency department
presentations



More than **85,000**
admissions



Caring for over
800,000
people per year

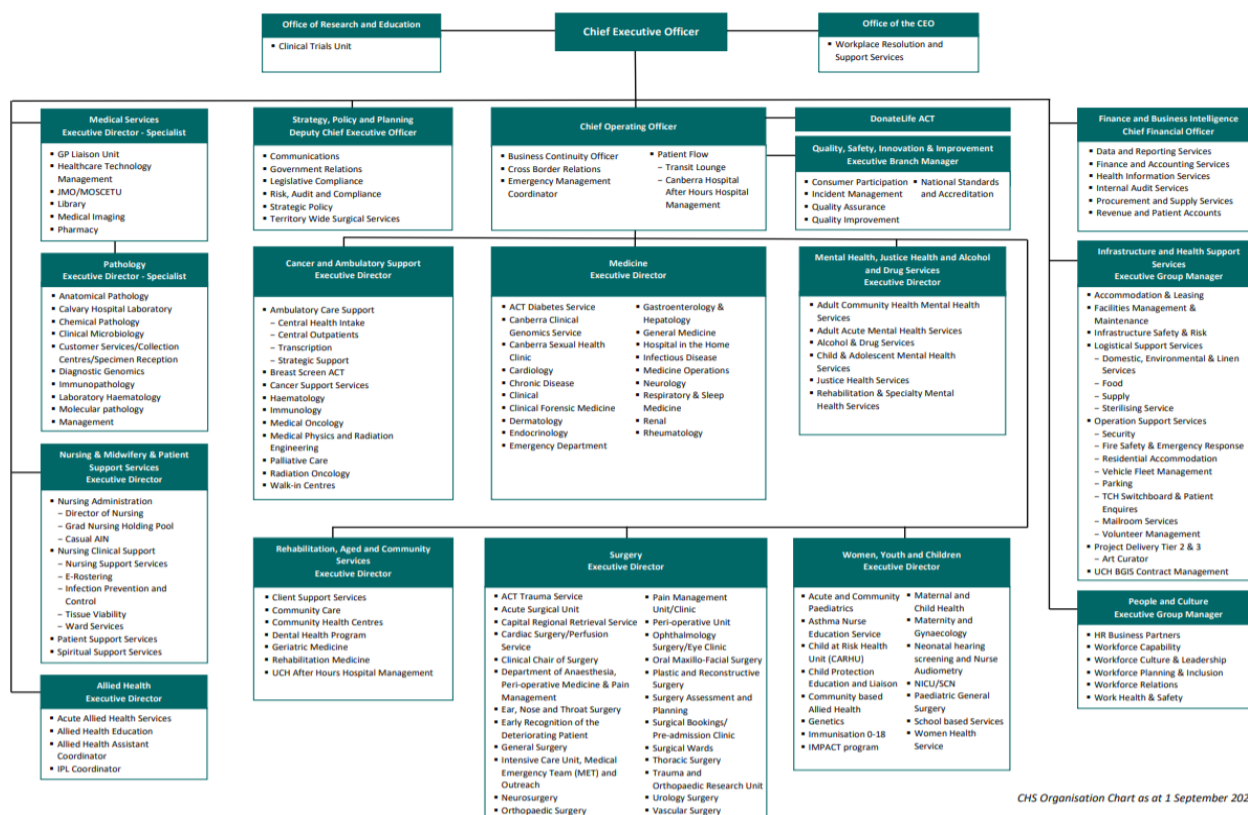


14,000
elective and
emergency
surgeries

CHS ORGANISATION STRUCTURE



CANBERRA HEALTH SERVICES ORGANISATIONAL CHART



CHS Organisation Chart as at 1 September 2020

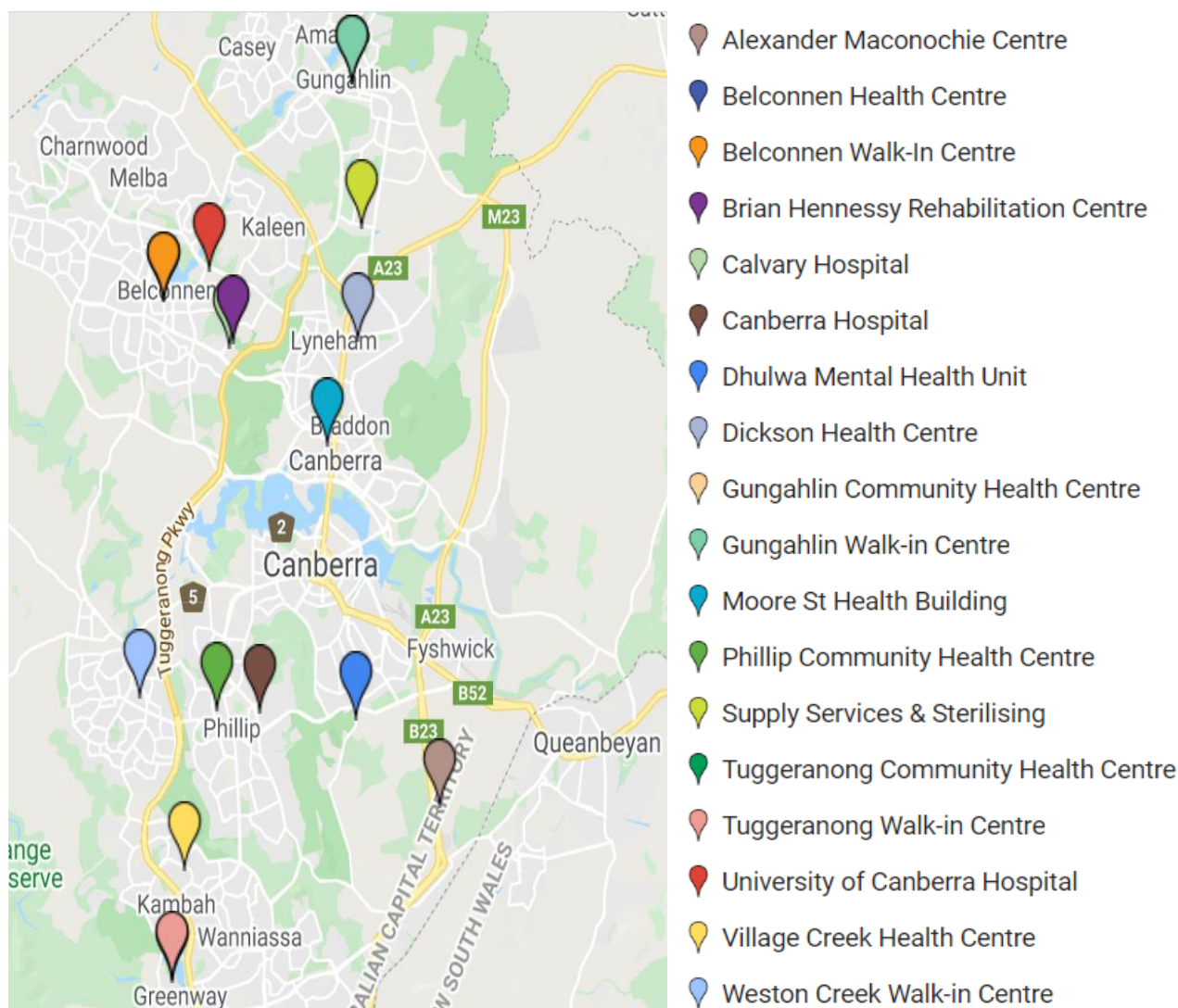
Meet the CHS Executive Team

- Dave Pepper, interim Chief Executive Officer
- Colm Mooney, A/g Deputy Chief Executive Officer
- Cathie O'Neill, A/g Chief Operating Officer
- Sarah Mogford, A/g Executive Director, Cancer and Ambulatory Support
- Jo Morris, Executive Director of Allied Health and A/g Executive Director, Rehabilitation, Aged and Community Services
- Katrina Rea, A/g Executive Director, Mental Health, Justice Health, Alcohol and Drug Services
- Jacqui Taylor, Executive Director, Medicine
- Lisa Gilmore, Executive Director, Surgery
- Boon Lim, A/g Executive Director, Women, Youth and Children
- Nick Coatsworth, Executive Director, Medical Services
- Glenn Edwards, A/g Executive Director, Pathology
- Karen Grace, Executive Director, Nursing and Midwifery and Patient Support Services
- Colm Mooney, Executive Group Manager, Infrastructure and Health Support Services
- Kalena Smitham, Executive Group Manager, People and Culture

- Kellie Lang, Director, Quality, Safety, Innovation and Improvement
- Paul Ogden, Chief Financial Officer and Executive Group Manager, Finance and Business Intelligence
- David Jean, Executive Branch Manager, Strategic Communications and Engagement

Overview of Sites and Services

A brief overview of CHS sites is mapped out below. Information about the full range of services that are offered by CHS across all campuses can be found [HERE](#)



Parking and Public Transport

There are multiple parking sites at Canberra Hospital, view the CHS map on page 35 for parking areas. Parking and public transport services are available at most CHS sites, please note most car parks at Canberra Hospital are free but some car parking areas are paid and timed, be sure to adhere to the signposts.

Workplace Expectations

All employees of CHS are employed under the *Public Sector Management Act*, this means that you **must**:

- Avoid conflict of interest
- Comply with Territory laws
- Comply with any lawful and reasonable direction by someone in authority
- Undertake a public servant's job with reasonable care and diligence, impartiality and honesty.

And that you **must not**:

- Behave in a way which is inconsistent with organisation values
- Undermine the reputation of the service
- Improperly use Territory resources
- Disclose confidential information.

Application to Work Outside the Service (previously known as Second Job Application)

Did you know that all Canberra Health Service employees must have formal written approval from a delegate before engaging in any employment other than their ACT Public Service position.

Examples of working outside the service include but are not limited to:

- Employment;
- Business activities; and
- Membership of a board or committee.

Applications to work outside the service are required to avoid any or perceived conflict of interest and should be completed and reviewed on an annual basis or at the discretion of the delegate. If circumstances surrounding the approval or secondary employment change the application to work outside the service must be reviewed. This process also needs to be completed if the employee changes to a different position within Canberra Health Services.

Further information and the application form can be found on the Shared Services website:

https://actss.service-now.com/sharedservices/?id=knwl_article&sys_id=cef50ac9db035c5061402db6149619af

Respect Equity and Diversity Framework

CHS is committed to creating a positive, respectful, supportive and fair work environment where employee differences are respected, valued and utilised. The Respect Equity and Diversity (RED) Framework supports employees to understand expectations regarding their own and others' behaviour in the workplace. For information about the RED Framework, click [HERE](#).

There are RED Contact Officer's (REDCO's) trained to offer confidential support and information to employees experiencing conflict, interpersonal issues or unreasonable workplace behaviour. As voluntary officers, the REDCO's provide information on available resolution options rather than actively assisting to resolve matters.

If you are interested to become a RED Contact Officer email your interest to CHS.REDCO@act.gov.au

If you would like more information, please contact the RED Contact Officer Co-Ordinator - Ph: 51249597

A Respect at Work Program is available for staff to complete to develop strategies that help build constructive work environments free of unreasonable behaviours. Bookings are available via CHS Learning Management System, [Capabiliti](#).

Diversity and Inclusion

CHS is a fully inclusive organisation that is committed to embracing diversity and inclusion to reflect the wider Canberra community. We consciously acknowledge and celebrate differences of all people so our workforce can create exceptional healthcare together. We ask all our staff to bring their authentic self to work.

We believe in building awareness is a first step towards real change. To do this we educate our staff in helping them to understand how individuals are impacted and to manage unconscious bias. Please search Unconscious Bias on [Capabiliti](#) to book.

CHS has a Workforce Inclusion Plan which is available on the intranet or by clicking [HERE](#) for more information.

Workplace Resolution and Support Services

The Workplace Resolution and Support Services provide independent support and advice to employees experiencing serious workplace issues and unreasonable workplace behaviours. This can include but is not limited to interpersonal issues, workplace conflict, bullying, harassment, discrimination, or a combination of the above.

The service is impartial, independent, and neutral and promotes the early informal resolution of disputes where possible. The service works with all parties to resolve the issues and is available to:

☑ Provide you with support, information and advice about options and strategies to manage, address and achieve resolution of workplace concerns.

- Help you make informed decisions and confidently progress with your chosen option/s.
- With your consent, connect you with resources and support to resolve your concerns.
- Facilitate conversations to repair workplace relationships.
- Facilitate resolution meetings and mediations to settle disputes.
- Act as liaison between parties.
- Refer matters for further assessment or investigation, if needed.

To make an appointment contact the employee advocate on (02) 5124 3656 or via email CHS-HDWorkplaceResolution@act.gov.au

Health, Safety and Wellbeing at CHS

CHS is committed to providing a physically and mentally healthy workplace culture for all our staff where their health and wellbeing is valued, promoted, supported and improved and they are happy and healthy. Looking after you helps us create exceptional health care together.

Work Health Safety (WHS)

CHS is committed to the provision of a safe and healthy environment for you and others.

Everyone has the right to healthcare settings that are therapeutic, safe and free from violence and aggression. The CHS [Occupational Violence \(OV\) Strategy](#) works towards reducing the incidence of OV in the workplace.

The Early Intervention Physiotherapists are part of the WHS team and provide free physiotherapy assessment and treatment to all staff on the CHS payroll. Under this service you can get up to six free sessions for non-work and work caused musculoskeletal injuries. Email CHS.WorkHealthSafety@act.gov.au or phone (02) 5124 9038.

Occupational Medicine Unit

The Occupational Medicine Unit (OMU) provides services such as immunisation for Hepatitis B (Hep B); Measles, Mumps, Rubella (MMR); Varicella; Diphtheria, tetanus, pertussis (dTpa) and; Influenza vaccination. They also provide screening / serology for Hep B, MMR, Varicella and HIV Hep C (for staff performing exposure prone procedures).

OMU also manages blood and body fluids exposure (BBFE), such as needlestick, other sharp, splash and scratch/bite incident.

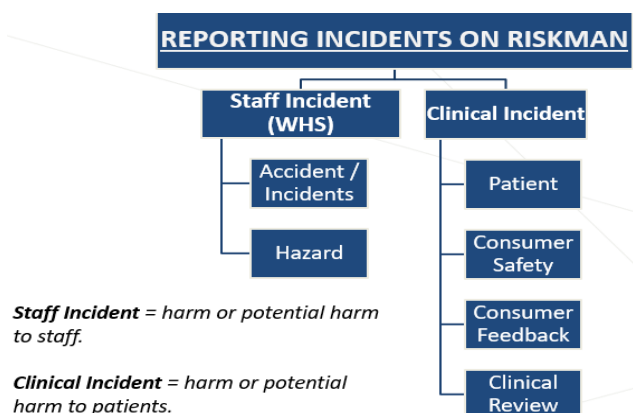
If you do encounter any needlestick, other sharp, splash and scratch/bite incident, you must inform your supervisor, administer first aid and then **immediately** contact:

- OMU on 512 42321 or mobile 0422 114 632 (Monday to Friday 0700 – 1530)
- After-Hours CNC via switchboard “9” (After-Hours 1530 – 0700 and Weekends & Public Holidays)

*Please note: OMU **does not** provide travel vaccination, staff health medical services (you will need to contact your General Practitioner or health care professional for these services) or screening for Tuberculosis [TB] (Screening is undertaken by the Department of Respiratory and Sleep Medicine telephone: 02 51249977).*

Reporting staff accidents/ incidents and notifiable incidents

It is a legislative requirement under the Work Health and Safety Act 2011 to report all incidents. CHS requires prompt reporting of all accidents, incidents and near misses using the online Staff Incident Reporting module of RiskMan.



MyHealth – Staff Health and Wellbeing

To assist in creating a physically and mentally healthy workplace culture CHS has a comprehensive health and wellbeing program to support staff.

Staff can access a wide range of health and wellbeing benefits from discounted gym memberships, workshops and many other services. For further information contact the MyHealth Manager at CHS.MyHealth@act.gov.au.

Breastfeeding Friendly Workplace

CHS has Breastfeeding Friendly Workplace Accreditation (BFWA). This assists employers to create a supportive environment for breastfeeding mothers. Please speak to your manager or contact CHS.WR@act.gov.au for more information.

Smoke Free Environment

All CHS sites and grounds are smoke-free. To remain smoke free at work staff can access a course of free Nicotine Replacement Therapy and counselling. To access this service contact chs.myhealth@act.gov.au



National Safety and Quality Standards

National Safety and Quality Standards, Version 2

The primary aims of the National Safety and Quality Health Service (NSQHS) Standards are to protect the public from harm and improve the quality of health service provision.

For more information you can download the NSQHS Standards by clicking [here](#)



Clinical Governance, which aims to ensure that there are systems in place within health service organisations to maintain and improve the reliability, safety and quality of health care.



Partnering with Consumers, which aims to ensure that consumers are partners in the design, delivery and evaluation of healthcare systems and services, and that patients are given the opportunity to be partners in their own care.



Preventing and Controlling Healthcare-Associated Infection, which aims to reduce the risk of patients getting preventable healthcare-associated infections, manage infections effectively if they occur, and limit the development of antimicrobial resistance through the appropriate prescribing and use of antimicrobials.



Medication Safety, which aims to ensure that clinicians safely prescribe, dispense and administer appropriate medicines, and monitor medicine use. It also aims to ensure that consumers are informed about medicines, and understand their own medicine needs and risks.



Comprehensive Care, which aims to ensure that patients receive comprehensive health care that meets their individual needs, and that considers the impact of their health issues on their life and wellbeing. It also aims to ensure that risks to patients during health care are prevented and managed through targeted strategies.



Communicating for Safety, which aims to ensure that there is effective communication between patients, carers and families, multi-disciplinary teams and clinicians, and across the health service organisation, to support continuous, coordinated and safe care for patients.



Blood Management, which aims to ensure that patients' own blood is safely and appropriately managed, and that any blood and blood products that patients receive are safe and appropriate.



Recognising and Responding to Acute Deterioration, which aims to ensure that acute deterioration in a patient's physical, mental or cognitive condition is recognised promptly and appropriate action is taken.

Australian Charter of Healthcare Rights

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



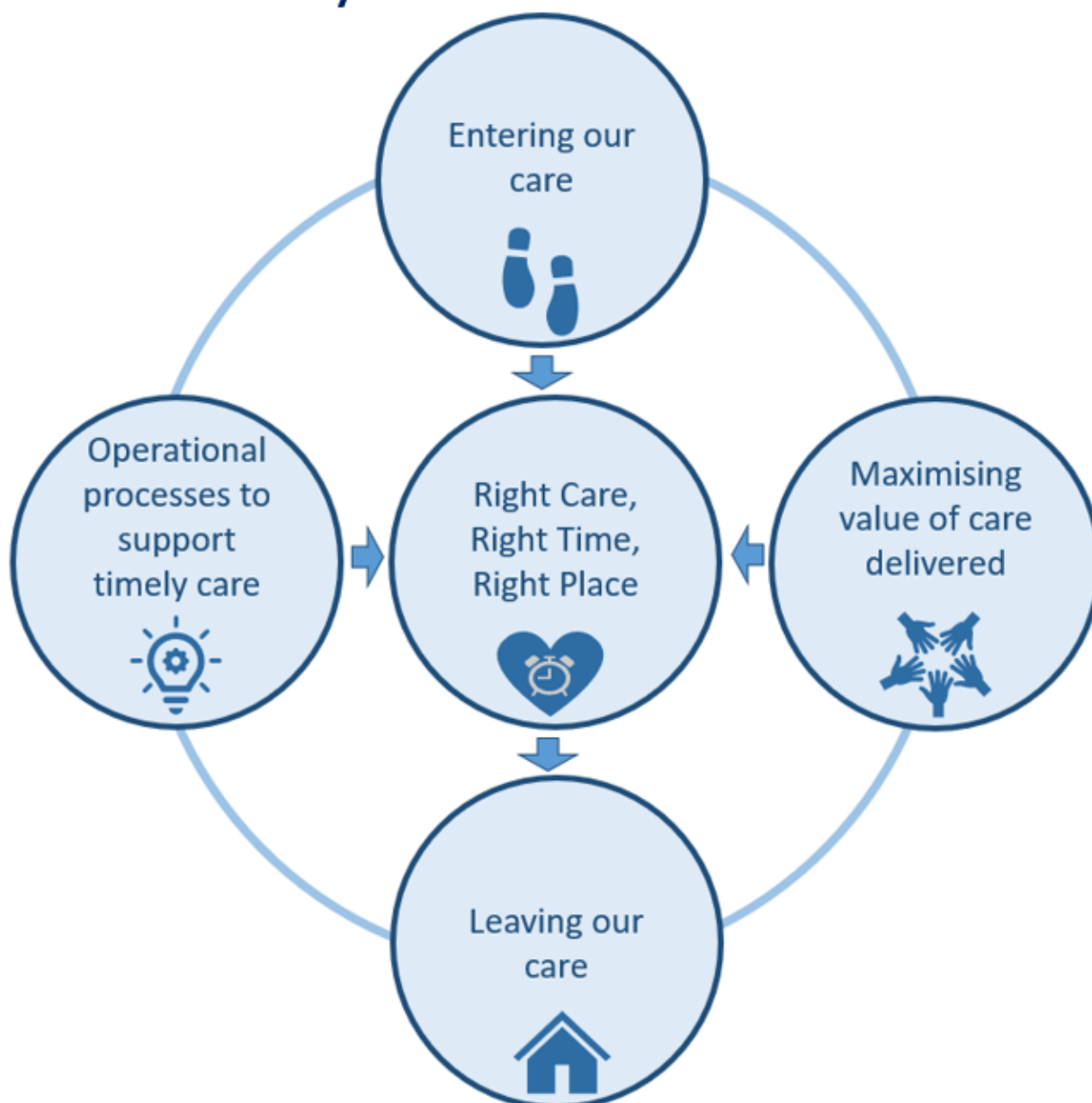
AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Timely Care

Part of the NSQHS Standards includes Timely Care (aligns mostly with the Comprehensive Care standard, however, is applicable across all standards) it is important that all of you know your role in ensuring all of our patients and consumers receive timely care, see below for a flowchart that provides an overview of timely care.

Timely Care is Better Care



Every day in hospital is a precious day away from home

End of Life Care

Timely care includes early recognition of end of life and ensuring people who are at end of life and/or have comfort care or palliative needs (including but not only those in the terminal phase) receive quality care at their preferred place of choice.

Access to the required tool: Goals of Patient Plan, Goals of Patient Care Planning tool, Comfort Care Pathway along with medical/ non-medical guidance for symptom management, training and other support information are available on the [End of Life and Palliative Care pages](#) on the CHS HealthHub.

The Specialist Palliative Care Consult and Liaison Service are also available by calling TCH SWITCH for urgent referrals in hours. An internal referral is also required for consult requests. Out of hours phone-based support from an on-call palliative care specialist is available for all staff members through TCH SWITCH for any patients with palliative needs even if they are not already known to palliative care.

COMPUTER ACCESS, LOGIN, AND TRAINING INSTRUCTIONS:

Before you can receive any passwords for your required computer programs and electronic clinical records, such as pathology, medical records, and imaging, you will be required to complete training. The training delivery is either eLearning or face to face training.

Below is the list of training and programs you will be required to complete and the instructions how to complete the training.

COMPUTER ACCESS, LOGIN, PASSWORD:

To activate access to computers on the Canberra Health Services Network, it is necessary for you to contact **Digital Solutions Support on 512 45000**. When requested quote the Identity Reference Number (IRN) that will be given to you by the Medical Officer Support, Credentialing, Employment and Training Unit (MOSCETU).

You will then be able to log onto any computer connected to the network, and this will give you access to your staff email account.

Immediately after logging on you will be asked to provide a new password. The rules for password complexity and password history are:

- Cannot be the same as any of your previous five passwords;
- Must be at least ten characters in length; and
- Should have at least an uppercase character, number, and a non-alphanumeric character.

CAPABILITI | CANBERRA HEALTH SERVICES LEARNING MANAGEMENT SYSTEM:

Capabiliti is the Canberra Health Services Electronic Learning Management System used for managing training courses, calendars, bookings, providing data, and records of attendance. You will need to access Capabiliti to register and complete training for all Essential Education and clinical programs.

Details on how to log on to Capabiliti, change supervisor, enrol in face to face training, and complete e-Learning is detailed below.

Capabiliti can be accessed remotely at: <https://training.health.act.gov.au/ClientView/> or via Canberra Hospital intranet (see page 8 instructions).

LOCUM Medical Officers do not need to complete training in Capabiliti to be granted access. Digital Solutions will provide access; however, you will need to specify to them that you are a LOCUM and require your access to be activated.

**Interns, Residents, Registrars and Fellow's
must complete all face to face and e-Learning as
outlined below through Capabiliti**

Mandatory Training

Mandatory training must be completed as part of your contract with Canberra Health Services and is booked and completed through Capabiliti. Mandatory Training to be completed is:

MANDATORY TRAINING FOR MEDICAL OFFICERS	Standard	REPEAT / FREQUENCY	MODE OF DELIVERY	DURATION	TIMEFRAME FOR COMPLETION
ELECTRONIC CLINICAL SYSTEM TRAINING <i>Accounts & Passwords will not be activated until all clinical system training is completed</i>					
EMM (Medchart) Doctors Module	4	ONCE	eLearning	Variable	On commencement
Surgical Safety Checklist	5	ONCE	eLearning	11/60	On commencement
Clinical Portal Foundation	6	ONCE	eLearning	30/60	On commencement
Clinical Portal Alerts	6	ONCE	eLearning	30/60	On commencement
Clinical Portal eOrders Pathology and Collections	6	ONCE	eLearning	30/60	On commencement
Clinical Portal eOrders Imaging	6	ONCE	eLearning	30/60	On commencement
Clinical Portal eReferrals	6	ONCE	eLearning	30/60	On commencement
Clinical Portal Electronic Discharge Summaries	6	ONCE	eLearning	30/60	On commencement
Clinical Portal My Health Record	6	ONCE	eLearning	30/60	On commencement
Patientrack (Electronic Early Recognition of the Deteriorating Patient)	8	ONCE	eLearning	Variable	On commencement
Clinical Patient Folder CHS Clinical Module	8	ONCE	eLearning	20/60	On commencement
IDIS (Imaging) IDIS Xero viewer - IDIS All Staff Viewing Tool - Xero Viewer	8	ONCE	eLearning	20/60	On commencement
Clinical Integration System (CIS – pathology results)	8	ONCE	Canberra Health Services Computer - https://actpath.act.gov.au/cis/register.cksp		On commencement

MANDATORY TRAINING					
Orientation and Induction	All staff	ONCE	Welcome guide and eLearning	VARIABLE	On commencement and within first week
My Role in Ensuring the Safety and Quality of our Care	All staff	ONCE	eLearning	10/60	On commencement and within first week
Hand Hygiene National	All staff	ANNUAL	eLearning	30/60	On commencement and within first week
Fire and Emergency	All staff	ANNUAL	eLearning	30/60	On commencement and within first week
Two components: 1) Working with Aboriginal and Torres Strait Islander Patients and Families and 2) Cultural Diversity and Inclusion	All staff	ONCE	eLearning	60/60	On commencement and within first week
Family Violence: A shared understanding	All staff	ONCE	eLearning	50/60	On commencement and within first week
Work Health & Safety Fundamentals	All staff		In development	40/60	On commencement and within first week
Occupational Violence 5 modules: Personal Safety and Conflict Awareness Modules	All staff	ONCE	eLearning	15-30/60 per module	On commencement and within first week
Child Protection - level 1	All staff	ONCE	eLearning	30/60	On commencement and within first week
Scrubbing, Gowning and Gloving Surgical Hand Antisepsis	3	ONCE	eLearning	30/60	On commencement and within first week
High Risk Medication	4	ONCE	Multiple eLearning modules	30/60	On commencement and within first week
COMPASS	8	ONCE	F2F	180/60	On commencement and within first week
COMPASS - Refresher	8	ANNUAL	eLearning	60/60	On commencement and within first week
Basic Life Support - Theory	8	ANNUAL	eLearning	20/60	On commencement and within first week
Basic Life Support - Practical/Competency	8	ANNUAL	F2F	30-60/60	On commencement and within first week
Infection Prevention and Control, Occupational	3	ANNUAL	eLearning	60/60	Within 1 month of commencement

Medicine and Waste Mgmt Practices					
COVID 19 - PPE - Donning and Doffing Procedure	3	ANNUAL	eLearning	20/60	Within 1 month of commencement
Clinical Handover	6	ONCE	eLearning	30/60	Once within 1 month of commencement
Patient Identification and Pathology Specimen Labelling	6	ONCE	eLearning	40/60	Once within 1 month of commencement
Correct identification and procedure matching	6	ONCE	eLearning	30/60	Once within 1 month of commencement
Child Protection - level 2 or 3 dependant on work area	All staff	Refresher every 3 years	F2F	1 day	Within 3 months of commencement
Incident Management (including RiskMan notification)	1	ONCE	eLearning	40/60	Within 3 months of commencing
Working with interpreters	2	ONCE	eLearning	40/60	Within 3 months of commencement
Consent	2	ONCE	eLearning	40/60	Within 3 months of commencement
Healthcare rights	2	ONCE	eLearning	45/60	Within 3 months of commencement
Aseptic Technique	3	ONCE	eLearning	30/60	Once within 3 months of commencing
Peripheral IV Cannulation	3	ONCE	eLearning	20/60	Once within 3 months of commencing
Venepuncture and Blood Culture Collection	4	ONCE	eLearning	20/61	Once within 3 months of commencing
Comprehensive Care - A patient journey	5	ONCE	eLearning	40/60	Once within 3 months of commencing
Bloodsafe elearning Clinical Transfusion Practice - Theory	7	2 YEARS	eLearning	60/60	Once within 3 months of commencing
Advance Life Support	8	If required	F2F <i>(If you have already completed ALS externally – please send through your current certificate to receive RPL)</i>	30-60/60	Within 3 months of commencement in role
Paediatric Life Support	8	If required	F2F	30-60/60	Within 3 months of commencement in role

Neonatal Life Support	8	If required	F2F	30-60/60	Within 3 months of commencement in role
<i>Shared Decision Making (End of Life)</i>	2		<i>In development</i>	<i>20-60/60</i>	<i>As directed</i>
<i>Partnering in their own care</i>	2		<i>In development</i>	<i>TBA</i>	

LOCUMS:

On pages 37 and 38 is the information and reference guide for Canberra Health Services Locums and Agency Staff (this must be read, completed, and signed with each new contract).

Locums are required to complete a manual timesheet and submit to MOSCETU once it has been signed by the delegate in the workplace Department.

ROSTERS/MEDICAL BOSS/TIMESHEETS:

Medical BOSS is the system from which you are paid (except for a Locum) and therefore it is important that you keep your work hours updated and agree to your time sheet by COB (Midnight) Wednesday of Pay Week.

To use the Medical Boss system, you must complete a Training Session to obtain your username and password. To arrange training please contact e-Rostering Support Team on 620 71144.

JMO rosters are managed via MOSCETU (except for Emergency Department & Intensive Care). For support, please contact MOSCETU 512 44116, Emergency Department 512 42418, or Intensive Care 512 43305.

ICU METAVISION (ICU ONLY):

Access is requested via the IAM Service and is automatically granted to Doctors and Nursing staff. Note that MVICU has separate access to TCH and Calvary Intensive Care/CCU which are requested/approved separately. To log onto the Intensive Care MetaVision application, you use your network username and password. For any other access contact the MVICU System Administrator on 512 47029 or email ICUMetavision@act.gov.au.

EDIS (EMERGENCY DEPARTMENT ONLY):

Access is requested via the IAM service and is automatically granted to Doctors and Nursing staff. Note that EDIS has separate access to Calvary ED, which is also requested separately. To log into EDIS initially, use your first and last name (i.e. your network login), as both your username and password. You will be prompted at your first login to change your password, there are no specific requirements for this. If you have any issues with your EDIS access, please contact Digital Solutions Support at

digital.support@act.gov.au or 512 45000

MAJICeR (MENTAL HEALTH ONLY):

Access and training are via eLearning and can be accessed through Capabiliti and you will need to complete MAJICeR part 1 and 2.

RISKMAN:

All staff with a network logon automatically has access to RiskMan to report incidents. To log onto RiskMan, simply go to <https://acthrisk> and use your network username and password to log on. For any additional access, please contact the RiskMan Service Desk on 512 44000 or RiskmanHelpdesk.Health@act.gov.au

MEDICARE PROVIDER AND PRESCRIBER NUMBERS:

Applying for a Provider Number - INTERN

<https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/medicare-benefits-health-professionals/apply-provider-number-or-prescriber-number/if-youre-medical-intern#a1>

If you're a medical intern - Medical interns who trained in Australia or New Zealand may be able apply online for a Medicare provider number and PBS prescriber number.

on this page

[When you can apply](#)

[How to apply](#)

[How to find out if your application is successful](#)

[How to apply if you can't use HPOS for your application](#)

You need a [Medicare provider number](#) to refer or request services that are eligible for a Medicare benefit.

When you can apply

When you get provisional registration with the Medical Board of Australia, the Australian Health Practitioner Regulation Agency (Ahpra) will send us your details. We'll then email you to let you know you can apply for a provider number if you: trained in Australia or New Zealand

have medical registration without conditions or notations.

How to apply

You'll need to create a [Provider Digital Access \(PRODA\) account](#). (see below) You can do this any time, even before you get your provisional registration.

When you have your provisional registration with Ahpra you need to [link your PRODA account to Health Professional Online Services \(HPOS\)](#).

Applying for your initial Medicare provider number

Before you apply make sure you have:

the location details of where you'll be practising

your visa, passport or other citizenship documentation if you're a permanent or temporary Australian resident or recently became an Australian citizen

a compatible browser. You'll need either Google Chrome, Internet Explorer or Edge.

To apply:

[log on to HPOS](#) using your PRODA account

select My Details

select My Digital Provider Number Registration

select Apply

complete the questions in the application and select submit.

You can save your application and come back to it later. To resume your application:

select My Details

select My Digital Provider Number Registration

select Continue.

Applying for a Provider Number – RMO, Registrar and Fellows

You need to apply for an additional provider number if you work in a new practice location, health profession, or new discipline.

[How to apply if you're a registered health professional](#)

[How to apply using a form](#)

How to apply if you're a registered health professional

If you already have a provider number, you may be able to apply for an additional provider number through [Health Professional Online Services \(HPOS\)](#). We'll send you a letter with your provider numbers for each of your new practice locations. You need this letter before you can provide Medicare services.

You can [manage your provider numbers](#), practice details and locations in HPOS.

Some health professionals can't apply for additional provider numbers online and will need to use a form.

How to apply using a form

Use the [Application for a Medicare provider number and, or prescriber number for a medical practitioner form](#) if you're:

an overseas trained doctor

a foreign graduate of an accredited medical school

a specialist trainee on a section 3GA placement.

Send or fax the completed form and your other documents to [Medicare Provider Enquiries](#).

Phone: 132 150

Email: medicare.prov@servicesaustralia.gov.au

Post to:

Medicare
GPO Box 9822
Canberra ACT

<p>Canberra Hospital</p> <p>Yamba Drive</p> <p>Garran ACT 2615</p> <p>02 5124 0000</p>	<p>Calvary Hospital</p> <p>Corner Hayden Drive and Belconnen Way</p> <p>Bruce ACT 2617</p> <p>02 6201 6111</p>
<p>BEGA - South East Regional Hospital</p> <p>4 Virginia Drive</p> <p>Bega NSW 2550</p> <p>02 6491 9999</p>	<p>Goulburn Hospital</p> <p>130 Goldsmith Street</p> <p>Goulburn NSW 2580</p> <p>02 4827 3111</p>

Applying for a PBS prescriber number

You can apply for a PBS prescriber number as part of your Digital Provider Number registration.

In the **Applicant Details** section, select **yes** to the question 'Do you want a prescriber number for prescribing Pharmaceutical Benefits Scheme medicines under the National Health Act 1953?' You cannot use your Prescriber number as an Intern in the ACT.

Proving your residency

If you need to prove your residency, make sure you give us the same information that's on your current visa. We don't need details of open visa applications.

If you're requesting a past start date for your initial provider number, you also need the documents for the visa you were on at that time.

Creating your initial location

Make sure you enter the address you'll be practising at, not your home address. Your practice location address will be publicly available.

Resubmitting your application or documents

We'll let you know through your HPOS mailbox if there are any issues with your application. We'll let you know if you need to update and resubmit it.

If you need to resubmit:

[log on to HPOS](#)

select My Details

select My Digital Provider Registration

select continue to open your previous application

correct the relevant details and/or upload new versions of any requested documentation

select submit.

If you can't see a message in your HPOS mailbox, try logging out and then logging in again.

Find out more about [using HPOS Messages](#).

How to find out if your application is successful

We'll send you a message in your HPOS mailbox to let you know your Medicare provider number and PBS prescriber number are approved.

To be notified when there's a new HPOS message, select to get email notifications when you first use HPOS.

If we've asked you for supporting documents, we'll need to review your application. This means you may not get your provider number straight away.

How to apply if you can't use HPOS for your application

You'll need to use a form to apply for a Medicare provider number if you have:

been trained outside of Australia or New Zealand

conditions or notations on your provisional medical registration.

Use the [Application for a Medicare provider number and, or prescriber number for a medical practitioner form](#). Then send us the completed form and your other documents using the lodgement address or fax number on the form.

PRODA (Provider Digital Access)

<https://www.servicesaustralia.gov.au/organisations/business/services/proda-provider-digital-access>

PRODA is an online identity verification and authentication system. It lets you securely access government online services.

To access [available services using PRODA](#), you need to [register as an individual](#) to get your own account.

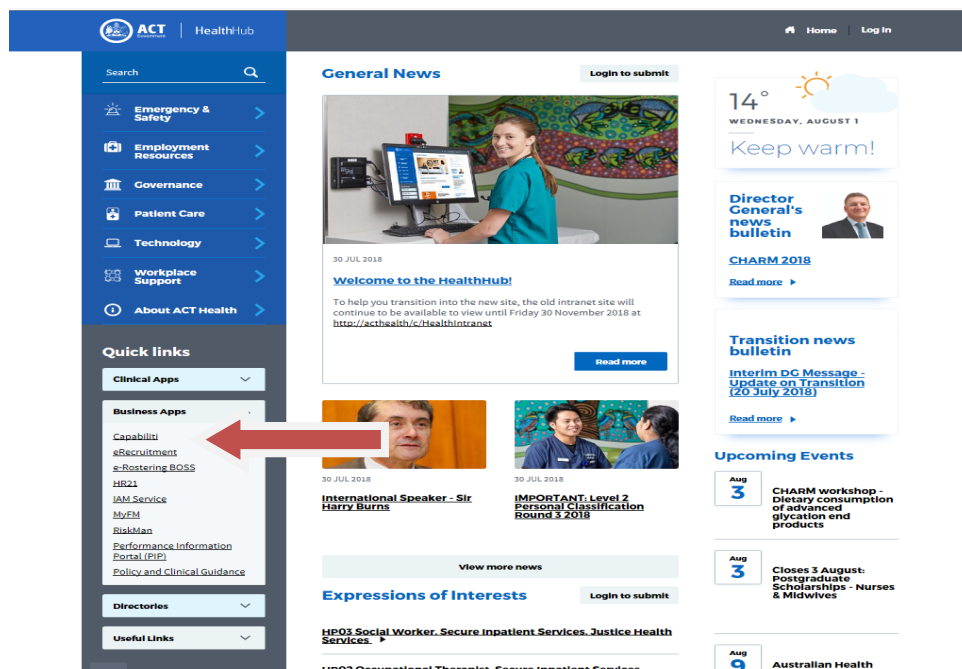
To access a service on behalf of an organisation, you may need to register the organisation in PRODA. The service will let you know if you need to register your organisation.

To set up an account you'll need 1 of these minimum browser versions: Internet Explorer 9, Mozilla Firefox 30, Google Chrome 39, Safari 5.

HOW TO ACCESS CAPABILITI – to complete mandatory training:

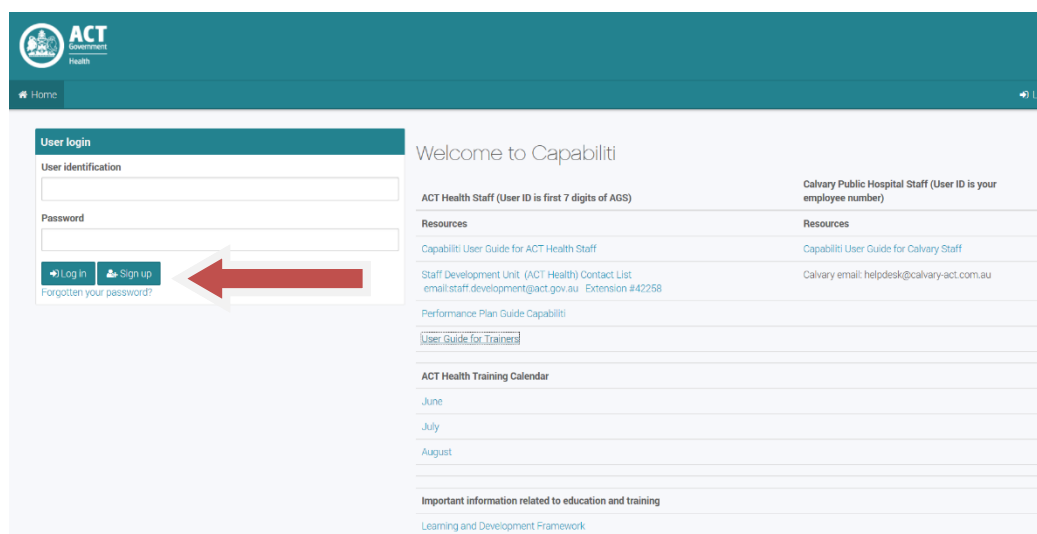
If accessing Capabiliti externally use: <https://training.health.act.gov.au/ClientView/>

If accessing Capabiliti from a Canberra Health Services Computer: Open Internet Explorer and click on the Capabiliti link on the left-hand side under Business Apps:



If this is the first time you have accessed Capabiliti you will need to sign up for a new account.

Once you have opened Capabiliti, click on the SIGN-UP link:



Complete the details as per below and then click sign up:

Welcome to the Capabiliti New User Registration

ACT Health Capabiliti system is accessible to ACT Health employees only

✗ Please DO NOT register as a new user if you are a new staff member who has received your first pay.
Instead contact [Staff Development Unit](#) if you are unable to log into Capabiliti.

✗ Please DO NOT register as a new user if you have forgotten your Capabiliti password.
Instead click the 'Forgot my password' button below.

✓ Please DO register as a new user if you are a new staff member who has not received your first pay and have never booked training courses through Capabiliti before.

When you have set your profile up, you must contact [Staff Development Unit](#) with your AGS number (found on your recruitment letter of offer) for your Capabiliti account to be activated so you access the system.

If you are a:

- **Agency Worker, Contractor, Locum, Visiting Medical Officer**, please contact [Staff Development Unit](#) for further information
- **Calvary (Public) employee**, please contact the [Staff Development Unit](#) for further information
- **Volunteer** at ACT Health, please contact the Volunteers Coordinator on telephone (02) 6174 5272 for further information
- **Student for:**
 - Student Clinical Placement Unit - Clinical Placement Office Administrator on telephone (02) 6174 5887 for further information.
 - ANU Medical School - Clinical Skills Manager on telephone (02) 5244 3600 for further information.
 - Other tertiary institutions - Staff Development Unit where your enquiry can be addressed and if required, referred to the relevant officer/s

If you are a current ACT Health staff member [log into Capabiliti here](#).

User registration

First name

Last name

Email address

Password

Confirm password

Extra information

You are required to provide the following information by your organisation to complete the registration.

Home phone

[Sign up](#)

Once you have entered all your information telephone Staff Development on 512 42258 tell them that you are a new medical officer and have just signed up for Capabiliti and could they please activate your account.

Once your account is activated you can log into Capabiliti and commence your training.

How to log onto Capabiliti

1. Enter the first seven digits of your AGS Number under *User Identification*
2. Enter your password
3. Click Log in

If you are unable to access Capabiliti please contact the Staff Development Unit Help Desk on telephone 6244 2258 or email staff.development@act.gov.au for further assistance.

User login

User identification

Password

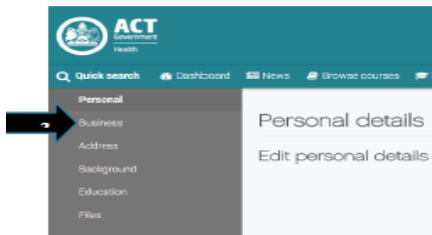
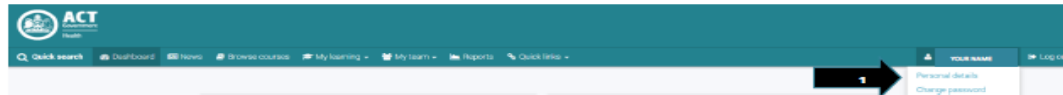
[Log in](#) [Sign up](#)

[Forgotten your password?](#)

Your Capabiliti Supervisor should be set up as Tracey Quade (tracey.quade@act.gov.au), if it is set to a different supervisor please amend.

How to change my supervisor

1. Click onto your name and then onto Personal details
2. Click onto Business
3. Type your supervisor / manager name here, select their name, then click on save



Job Title

Supervisor

4. You must then place your supervisors email. This must be correct, or your manager will not be able to approve your attendance at the course.
5. You must then click on the tick box acknowledging that you agree to the Disclaimer and Policy (after reading the document)
6. Once complete, then click on the Confirm button

Booking confirmation

Course details

Name
Excel 2007 Intermediate Data Manipulation and Pivot Reporting

Code
IT-EXINTDIAM

Date
Thursday 12 Oct 2017

Time
09:00 AM - 04:30 PM

Location
SDU Room 4 (Computer Room)
Building 5 Level 2 The Canberra Hospital
2605

Trainer
Wizard Corporate Training

Seats availability
2 seat(s) available

Cut-off date
Thursday 05 Oct 2017

Please check with your supervisor/manager as to the correct email address
Current supervisor: ROCHELLE AGIUS

Supervisor email *

Note to supervisor

☒ I agree to the Disclaimer and Policy

7. You will then receive a booking confirmation

Booking confirmation

Success
Your booking request has been received. A request email has been sent to your supervisor to approve. This Course will be available after your supervisor has approved the request.

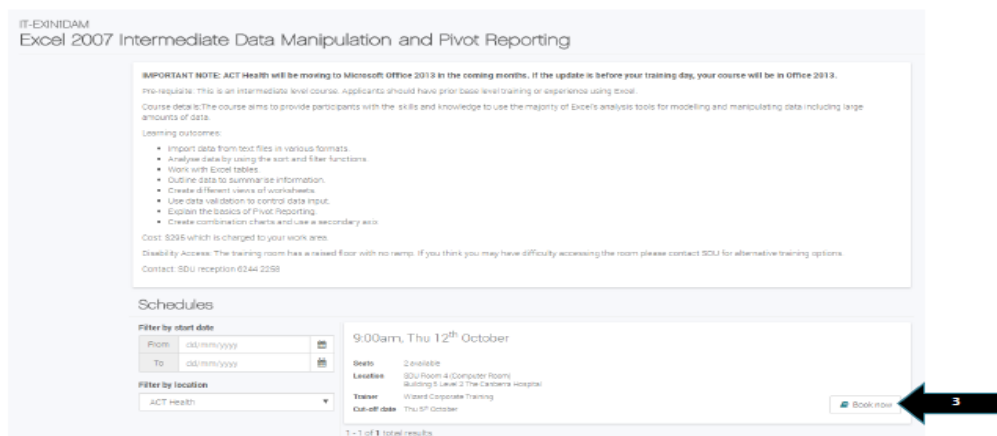
How to book onto and enrol into a face-to-face training course

To find a course:

1. Click onto the search function and type keywords and then;
2. Click on Search



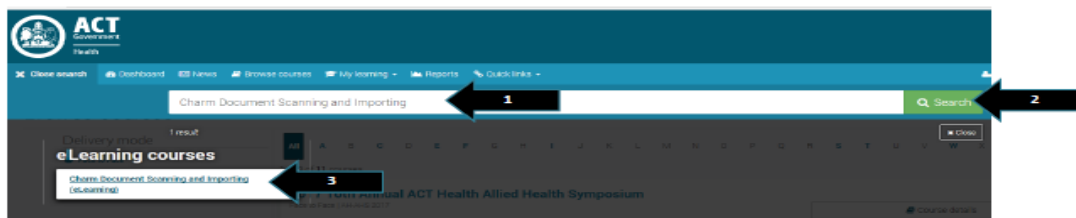
3. The search will then source the course name, when you have found the course, click onto the course name, if you want to book onto the course click onto the 'book now' button



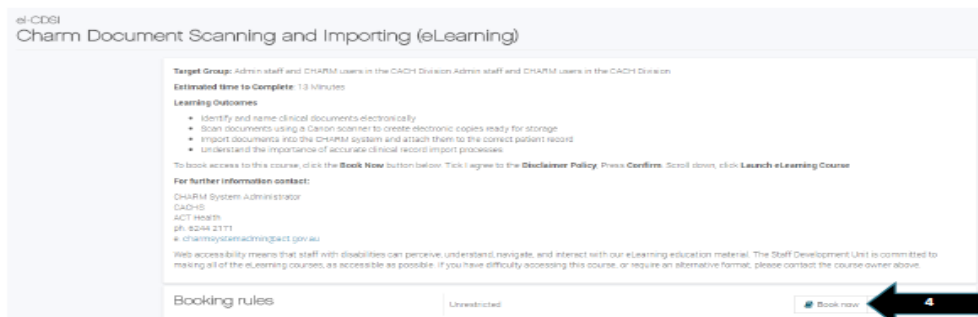
How to book onto and enrol into an eLearning course

To find a course:

1. Click onto the search function and type keywords and then;
2. Click on Search



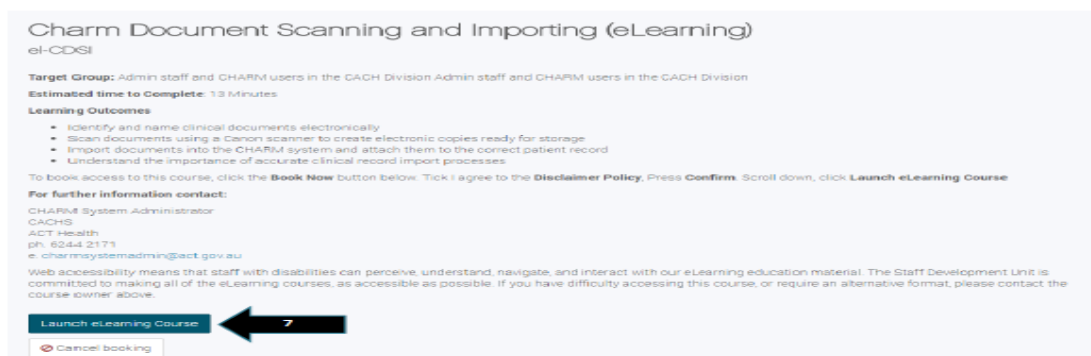
3. The search will then source the course name, when you have found the course, click onto the course name
4. If you want to book onto the course click onto the 'book now' button





5. You must then click on the tick box acknowledging that you agree to the Disclaimer and Policy

6. Once complete, then click on the Confirm button



7. To open the course, click on the Launch eLearning course button

ENTERPRISE AGREEMENT:

The Medical Officer Enterprise Agreement can be found on the Intranet at:

<https://healthhub.act.gov.au/employment-resources/workforce-relations/enterprise-agreements>

WORKPLACE CONDUCT:

Public Sector Management Act - Section 9: Public Sector Conduct

All employees of CHS are employed under the *Public Sector Management Act*, this means that you **must**:

- Avoid conflict of interest;
- Comply with Territory laws;
- Comply with any lawful and reasonable direction by someone in authority; and
- Undertake a public servant's job with reasonable care and diligence, impartiality, and honesty.

And that you **must not**:

- Behave in a way which is inconsistent with organisation values;
- Undermine the reputation of the service;
- Improperly use Territory resources; and
- Disclose confidential information.

SOCIAL MEDIA:

We recognise that employees use social media to interact with each other for work-related and social purposes. There is a Social Media policy that provides information on the acceptable use of social media for work-related or social purposes during and after work hours. Refer to this policy on the intranet at http://www.cmd.act.gov.au/_data/assets/pdf_file/0008/762155/Social-Media-Policy.pdf

BLUE BUDDIES:

The Blue Buddies are an informal near to peer mentoring program. Blue Buddies provide support, advice, and information. Advice may relate to any issues faced by the JMO, including inappropriate workplace behaviours, having difficult conversations, debriefing after a difficult event, how to manage work life balance, time management, and strategies for applying to training programs. Blue Buddies can be identified by the blue name badge they wear, or a list is available through MOSCETU Education.

SUPPORT FOR STAFF:

There are a range of free, counselling services available through the Employee Assistance Program (EAP), Profession Specific Support Services and on-site Spiritual Support Services.

The EAP provides access to free, professional, confidential counselling sessions for all CHS staff and their immediate family members (i.e. partners, children (including adopted and stepchildren), grandchildren, siblings, parents or grandparents). The service is available 24 hours per day, 7 days per week and can be delivered face-to-face, over the phone or online via Skype.

Staff and their immediate family can self-refer to the EAP provider:

Converge International	1300 687 327	info@convergeintl.com.au
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For more information see the MyHealth intranet page or contact chs.myhealth@act.gov.au

Other Support Service Contacts:

- Doctors' Health Advisory Services – ACT/NSW – 02 9437 6552
- Beyondblue – call 1300 22 4636
- Lifeline – call 13 11 14
- MensLine Australia – call 1300 789 978
- Suicide Call Back Service – call 1300 659 467
- SANE Australia Helpline – call 1800 18 SANE (7263)
- ACT Mental Health Crisis Assessment and Treatment Team- call 1800 629 354
- The Way Back Support Service – call 1800 929 222

PAYROLL:

1. Basic questions such as what are "ordinary hours", and what penalty rates are paid on this?

As a Junior Doctor the ordinary hours are 40 hours per week. Your salary is paid based on 38 hours per week and you accrue 2 hours per week towards an ADO. Information on Rostering can be found the Medical Practitioners EA Section 20, page 22 of a paper version or page 24 of a PDF version.

2. What is "overtime", and what are the different rates of pay? Overtime is payable to all staff who work over 80 hours in a fortnight. The maximum rostered shift a Junior can be rostered for is 14 hours however, as per the Medical Practitioners EA clause 20.9, all time worked in excess of 10 hours in any one day will be paid at overtime rates. Overtime rates are paid as follows:

Monday – Saturday first 2 hours @ time and a half

Monday – Saturday double time after the first 2 hours

Sunday's are paid at double time for the whole shift

Noting the way penalties and overtime are paid 2 weeks in arrears

3. What are our leave entitlements and how can we find out about them? e.g. how do we know our study leave entitlement?

Personal leave: All Junior doctors (other than casuals) are entitled to 3.6 weeks per year of personal leave, which equates to 136.80 hours based on 38 hours per week. This amount will be pro rata for part time employees. Personal leave is accrued in the following ways. For all Temporary employees with a contract of less than 12 months, you will be given 1 day (7.60hrs) of personal leave upfront and then you will accrue a further 4 days after one continuous month of work. Following your one continuous month of work and receiving your first 5 days of personal leave, you will then receive 1 day per month up to a maximum of 10 days within the first 12 months of service. On your anniversary date you will then receive 18 days + the remaining 8 days of personal leave from the previous year. For all Temporary employees with a contract greater than 12 months, you will receive your 18 days of personal leave upfront. Further information regarding personal leave can be found at clause 82 of Medical Practitioners EA.

Annual leave: All Junior doctors (other than casuals) are entitled to 4 weeks per year of annual leave, which equates to 152 hours based on 38 hours per week. This amount will be pro rata for part time

employees. An extra week of annual leave will be added when an employee works 10 Sundays or more within a calendar year. If less than 10 Sundays have been worked the extra leave credit will be pro rata. Annual leave is accrued daily. Further information regarding personal leave can be found at clause 85 of Medical Practitioners EA.

ADO's: All Junior doctors (other than casuals and part time employees) are entitled to 1 ADO per month, which is accrued to a maximum of 13 ADO's as per clause 21.

Study Leave: Study leave is available to Resident Medical Officers, Senior Resident Medical Officers, Registrars and Senior Registrars (other than casuals). For further information on the entitlements of Study Leave, please refer to clause 106 of the Medical Practitioners EA.

Conference Leave: Conference leave is available to all Junior Medical Officers (other than casuals) and for further information, please refer to clause 108.

4. When are we credited with our extra week of annual leave per year for Sundays worked? The extra annual leave is generally credited in February the year after the Sunday's are worked. When this is processed it is added to your leave accrual with the effective date of the 30/12 the year the Sunday's are worked.

5. How do we accrue ADOs, annual leave, personal leave? See above, question 3

6. How much leave should be deducted per day of annual leave or personal leave taken? The amount of leave to be deducted from you when you are taking personal or annual leave will be based on how you are rostered for that day. For example, if you are rostered for 10 hours and you take personal leave, you will be deducted 10 hours of leave.

7. How can we easily interpret our payslips in order to determine if we're being paid correctly? Unfortunately, the payslips can be hard to understand and work out what you have been paid versus what you should have been paid. There is a link available when you receive your payslip that you can click on and this will take you to some information on how to understand your payslip.

Shared Services manage all pay and superannuation related matters for ACT Public Service employees. If you have any queries regarding your pay, please contact Shared Services via email HRSharedServices@act.gov.au or telephone (02) 620 79000

SALARY PACKAGING:

All Canberra Health Services staff have access to salary packaging to help pay for specific items directly from your pre-tax salary.

Specific conditions apply for salary packaging and you will need assistance from a financial advisor and salary packaging agency.

Shared Services Salary Packaging Unit

The Shared Services Salary Packaging Unit provides a salary packaging service to all Canberra Health Services.

If you would like to discuss a new salary packaging agreement, please contact the Shared Services Salary Packaging Unit on 620 79000 or at SalaryPackaging@act.gov.au

MAP OF CANBERRA HOSPITAL:



CONTACTS:

Contact	Telephone
MOSCETU	512 44287
Medical Education	512 43889 512 47034
Medical Rostering	512 44116 512 48639 512 48636 512 48638
Medical Recruitment	512 42779 512 48334
Aboriginal and Torres Strait Islander Liaison Officer	512 42176
Canberra Hospital Emergency	2222
Canberra Hospital external switchboard	512 40000
Canberra Hospital internal switchboard	9
Child Protection Reporting	1300 556 728
Digital Solutions Division	512 45000
Director of Workplace Resolution and Support	512 43656
Family Violence Support	1800 737 732
Fire Safety	512 40000
Interpreter Service	620 51011
ISS - Cleaning Office	512 42598
Library Services	614 27759
Occupational Medicine Unit	512 42321
Parking Operations	512 49759
RiskMan Helpdesk	512 45000
Security	512 42141
Shared Services	620 79000
Staff Development Unit	512 42258
Work Health Safety	512 49410

LOCUMS:



ACT
Government

Canberra Health
Services

INDUCTION AND ORIENTATION GUIDE FOR AGENCY WORKERS, CONTRACTORS,
LOCUMS & VOLUNTEERS IN CANBERRA HEALTH SERVICES (CHS)

The purpose of this induction and orientation guide is to provide agency workers, contractors locums and volunteers who are employed by CHS with an induction and orientation to their workplace and provide information on legislative, quality and safety role and responsibilities.

Agency workers are: Any person engaged by CHS to perform work for a short period on an irregular or non-systematic basis.

Contractors are: a person or business which provides goods or services to CHS under terms specified in a contract.

Locums are: a medical professional that temporary holds a position at a hospital, clinic or private practice. The locum often holds the place of another medical professional, where the person acts as substitute or fills a position on a temporary basis.

Volunteers are: an unpaid worker who performs voluntary work within CHS.

IMPORTANT CONTACTS

Canberra Hospital external switchboard	5124 0000	The Warden is:
Canberra Hospital internal switchboard	9	The First Aid Officer is:
Canberra Hospital internal emergency	2222	The Work Health & Safety Officer is:
Emergency Services internal	0 000	The emergency exits are located:
Emergency Services external	000	The emergency evacuation location is:

EMERGENCY CODES

Medical Emergency	Fire	Evacuation
Bomb Threat	Internal Disaster	Personal Threat
External Disaster		

FIRE ALERT SYSTEMS

ALERT TONE

BEEP BEEP BEEP

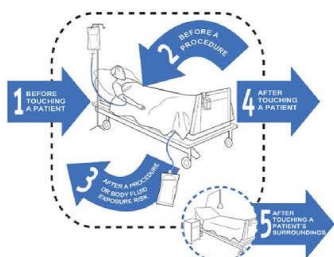
Search area and communicate with House / Chief Warden

EVACUATION TONE

WHOOOP WHOOOP WHOOOP

Evacuate, assist anyone with a disability and continue communicating with the House / Chief Warden

INFECTION CONTROL & ASEPTIC TECHNIQUE



Ensure you wash your hands when:

- You enter or exit a ward, clinical space, patients' room and when you come into contact with a patient in anyway.
- You have been to the bathroom.
- They are visibly soiled.
- If you are preparing and / or consuming food and / or beverages.

Aseptic technique should be associated with all clinical practice.



BASIC LIFE SUPPORT

All clinicians must have certification of their competency in basic life support prior to commencing their employment in Canberra Health Services.



CPR

**30 Compressions:
2 Breaths**

(If unwilling / unable to perform rescue breaths, continue chest compressions)

WORK HEALTH AND SAFETY (WHS)

When working at Canberra Health Services you must ensure the safety of yourself and others by:

- Being oriented on emergency procedures and WHS for the work area.
- Attending all required training for your role.
- Being involved in the risk assessment process for WHS risks
- Following workplace procedures for the WHS risks and hazards e.g. Occupational Violence, safe handling and storage of all dangerous substances and chemicals, blood and bodily fluid exposure, radiation, electrical safety, etc.
- Ensuring appropriate personal protective equipment is used when performing work duties.
- Reporting all staff incidents (see below).
- Not being under the influence of drugs and alcohol.
- Not smoking on Canberra Health Services campus grounds.



STAFF INCIDENT REPORTING AND NOTIFIABLE INCIDENTS

It is a legislative requirement under the *Work Health and Safety Act 2011* to report all **staff incidents**. Canberra Health Services requires prompt reporting of all accidents, incidents and near misses using the online Staff Incident Reporting module of Riskman.



Workplaces must also report '**notifiable incidents**' (includes the death of a person, a serious injury or illness of a person, a 'dangerous incident') to *WorkSafe ACT* by telephone (02) 6207 3000 (or after hours 0419120028) and follow up by completing the online form:

<https://www.notify.worksafe.act.gov.au/s/incident-report>



For more information regarding staff incident reporting contact: Canberra Health Services WHS Support line – 51249410 or email CHS.WorkHealthSafety@act.gov.au

MANUAL TASKS

Ensure when performing manual tasks that you:

- Follow reduced-risk work practices.
- Seek advice to apply any established manual task technique.



CHILD PROTECTION

Canberra Health Services takes its responsibility for protecting children and young people extremely seriously.

Canberra Health Services requires all staff (Both clinical and non-clinical) to make a child concern report to the Child Youth Protection Services (CYPs) should they *suspect or believe, in the course of their work*, that a child or young person is being abused or neglected, this includes the witnessing / exposure to domestic violence.

A Prenatal report may be made at the employee's discretion.

- How to make a child concern report when working for Canberra Health Services:
Canberra Health Services staff are *individually mandated* to report as soon as a reasonable suspicion/belief is formed. Do not delegate.
- Do not assume someone else will do it or has done it.
- **Telephone** the mandated reporter's intake line as soon as possible on:
1300 556 729, 24 hours a day.

You must, **confirm the report in writing** as soon as possible using the

- online **Child Concern Report Form** for CYPs. The form is found at: <https://form.act.gov.au/smartforms/csd/child-concern-report>

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

ACKNOWLEDGEMENT OF RESPONSIBILITIES

I acknowledge and will abide by the information specified in this document.

Agency Worker

Contractor

Locum

Volunteer

I have sighted and verified the required credentials of the above worker, have oriented and inducted the worker and they are aware and understand their **safety and quality** role and responsibilities in CHS

PRINT FORM

SUBMIT FORM

RECORDING PROCESS WORKER

- ☐ Worker has a copy of the signed *Induction and Orientation guide*.
- ☐ Original signed *Induction and Orientation guide* on file.
- ☐ Copy emailed or posted to: Canberra Hospital, Building 5, Level 1, Workforce Capability - Attention: Learning & Development Manager.

ADMIN USE ONLY

WC

- ☐ Recorded onto spreadsheet and copy filed.