

Casual Matters



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Manager’s Message

As this seemingly long cold winter continues and we rug up, shuffle into our uggies, pull on our beanies, grab the hot chocolate and snuggle under the doona..... WHAT? NOooooooo - We are NurseWest staff and we are always here, marching off to shifts all across the city and out to the wider regions, supporting the sites and making a big difference to the workforce. NurseWest nurses are maintaining consistent fill rates of shifts offered by the sites as well as stepping up to the additional Covid services. In first half of 2021 we have supplied the equivalent number of staff to these services as if we had opened another hospital the size of Fremantle, Rockingham, Armadale or OPH. Well done everyone.

Of course there is always a down side, and that is the sites have also required more staff to meet their needs. The various lock downs both here and interstate have impacted the movement of the interstate and international staff, who usually boost our numbers, and the workload on all of us is relentless. We often hear in the media of staff shortages and increased usage of the health facilities which makes every shift filled by NurseWest a worthwhile effort on the part of our staff – Thank You. It is therefore important that you take good care of yourselves. All of the regular advice around health and well-being, diet, exercise and rest applies to each of us. The roll out of the COVID Vaccinations is well under way (Yes, NurseWest is also providing staff at these clinics) so please ‘Roll up’.....and don’t forget to schedule in your ‘Flu shot’ too. You can send copies of your vaccination records to nursewest@health.wa.gov.au to update your profiles.

On an equally serious note, if any of you experience an incident arising in the workplace – please let us know. Nurse Managers are available at any time to take your call and follow up with the sites on your behalf. We do have access to Employee Assistance Providers whose services are at no cost to you, confidential and independent of WA Health. As well as counselling and debriefing, they also cover a range of issues including motivation, self-esteem, career transitions, coping with change, and managing heavy workloads.

Also, within this newsletter there is reference to the recent upgrade of MyHR. Apart from details regarding your pay there are other features that you can access including updating your personal information, changing your banking details and adjusting your pay distributions. While you are navigating through this feature, please spend a few minutes checking that your details, and those of your emergency contact persons are correct– we don’t want to call your ex-partner twice removed when you need assistance – that is just plain embarrassing!

As we are all looking forward to a bit of warmer weather and sunshine, NurseWest is arranging a Nurses Expo to give our casual staff the opportunity to meet the office staff and consult with some of our external providers - see article and book in if you wish to attend.

So, with all that done, you can then justifiably snuggle into your uggies and grab your hot chocolate, knowing that you have spent essential time on yourself - another important job very well done. Stay safe, take care and keep warm and dry.

Kind Regards,
Celia Lloyd

NurseWest Staff Expo

Save the Date!

Saturday 4th of September

09:00-12:00

To show our appreciation for staff, the upskilling and hours worked over the last year NurseWest are holding a Staff Expo and morning tea.

This will be a one stop shop for staff to view a showcase of services available to them and provide an opportunity to meet the staff working in the office.

Office staff will have booths covering the services they provide and assist with any queries such as;

- Uniforms
- Computer Café
- Payroll
- Shift bookings
- Increments, references and general matters

Booths will also be manned by HSS staff such as;

- MyHR, set up and interpretation of payslips
- IT, password resets

We will also have external providers such as;

- GESB
- Converge
- Smart Salary/Paywise
- United Voice

and many more!

If you wish to attend please email HSS.NursewestStaffDevelopment@health.wa.gov.au to book your place.

NurseWest Staff Expo Uniform Information

At the NurseWest Expo there will be staff available to assist you in placing an order for additional uniforms.

We will have a range of sizes available to try on the day before placing an order.

If you have any questions in regards to uniforms prior to the Expo, please contact:
Nursewest@health.wa.gov.au

NurseWest Staff Expo Computer Café Information

To attend this computer café your WA Health IT access must be active.

If you have not logged in recently please contact IT and have your password reset 13 44 77 (option 1 then 2).

If you are planning to complete MyLearning, Please bring your own head set.

From a NurseWest Nurse Working in the Vaccination Clinics

Hi my names is Nelita, I have recently joined the Public Health Program with NurseWest.

During this time I have had the opportunity to work within the state run vaccination clinics. I have found this to be a great learning curve so early on in my nursing career. It has been an incredible opportunity to be part of such a big directive to reduce the burden of COVID-19 on the healthcare system. Due to this experience I am able to confidently draw up, vaccinate and provide post vaccination care. I believe this to be a smooth and supportive program which has allowed me to develop more confidence while working within a multidisciplinary team.

I couldn't have asked for a more supportive experience on my new journey, not only from NurseWest but from fellow colleagues at the vaccination clinic.

None of us thought we would have to nurse through a pandemic, and now that we are, it has become apparent that nurses can pool together for the greater good. I have had the opportunity to work with nurses that have come out of retirement, practice nurses, hospital based nurses and community nurses. Their mentorship has been an incredible asset to my development. I feel very proud to be part of the solution to COVID-19 and am grateful for the opportunity to find my feet and fine tune my communication skills.

My HR has had an Update

The new version of MyHR is now available. This features some minor aesthetic changes such as a new tiled dashboard to enable easy access to important information such as pay and leave tasks. The HR update also allows you to adjust your banking details and pay distributions and change your contact details.



Sir Charles Gardiner Shift Information

Please be advised that SCGH offers alternative length shifts to what is advertised on ShiftMatch. i.e. if the advertised shift is 6 hours and staff member is available to stay on later. These will be accepted pending authorisation from the site. If you would like to discuss this further please contact our CSO team on HSS/NurseWest@health.wa.gov.au

Royal Perth Hospital ICU Information

Please be advised that from the 27th July, RPH ICU will become paperless and use the Metavision Clinical Information System for patient Documentation.

There will be ongoing training in relation to this change. If you would like to attend, please contact the ICU CIS team to organise training.

The RPH ICU CIS team can be contacted on:
RPH.ICUCISTeam@health.wa.gov.au

Cancellation of Shifts

Staff have raised the issue of site cancellations with NurseWest and the impact this has on them. Please note if you are cancelled by the site for a shift please call the CSO's and they can assist you to rebook into another shift.

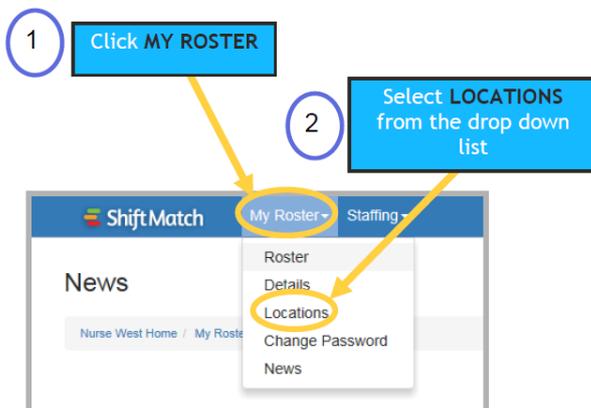
When reviewing the rate of cancellations it was found NurseWest staff cancels twice as often as the sites. Most of these shifts (66%) were cancelled within 24 hours of the shift starting, despite being held for a number of weeks. This has an impact on staffing levels and patient care. Additionally it does not give staff with listed availability an opportunity to book into those shifts before they are released to the agency.

Of interest the shift most frequently cancelled was Night shift. Of the 3356 shifts cancelled 20% of these staff rebooked onto the same shift at a different site "shift-hopping", and did this multiple times on one day and multiple times across the week.

To manage shifts in a more fair and equitable way to all staff NurseWest will look in to this further and develop some strategies to address the issue. At this point we do encourage staff to;

- Only put in your availability for shifts you are going to work.
- If you are unable to work a shift please let us know as soon as possible so other staff have an opportunity to pick up the shift
- Frequent cancellation of shifts becomes recognised by the sites and they consequently will cancel staff who they consider 'unreliable'
- If personal circumstances are impacting on your ability to honour your booked shifts, please contact the NurseWest Nurse Manager who may be able to offer you some alternative options

ShiftMatch News: MHOA and MHU have merged



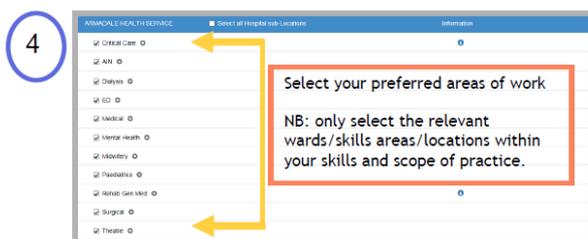
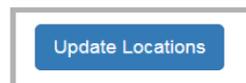
Please note, moving forward MHOA and MHU locations have been merged on ShiftMatch and will now be named:

SCGH MHS (mental Health Service)

To check your locations please go to *My Roster > Locations* and select *NurseWest L & D*.



5 Once you have selected your preferred locations – confirm your selections by clicking the **Update Locations** button (bottom right of the page)



Tip: You can update your preferred locations at any time.

NOTE: You will only be sent offers for the locations you have selected.

About Us:

NurseWest Airport Staff



Left to Right: Jean-Paul Lundjambwa, Alexia Mathew, Rachel Homwe, Vorachat Jack Wichaidit, Triana Paramitha, Stella Spedicato

The NurseWest Airport Team started last year in 2020, just after COVID-19 was declared a worldwide pandemic.

Our team consists of Registered Nurses and Assistant in Nursing (AIN) staff and has grown from a once small team to more than 50 casual staff working across both the domestic and international airport terminals.

As part of the WA State Emergency (COVID-19) Pandemic Response and on behalf of the Public Health Emergency Operations Centre (PHEOC), our purpose is to provide an effective health screening process for interstate and international passengers arriving at Perth Airport. Like most jobs, our workload ebbs and flows depending on border restriction, and at the moment it is very quiet.

The work we are doing at the airport is very different to the usual clinical work undertaken in a hospital setting. Some important skills required in our work include strong communication, organisation, leadership, and problem-solving abilities. Good infection control principles are also essential; for example, all international flights are screened in full PPE and masks are mandatory within all airport grounds – that is, at all times and in all areas until we drive home at the end of the day (or night!)

It is a constantly changing environment; however the work is rewarding and fun. It is enjoyable being able to work with many different stakeholders, including WAPOL, Australian Border Force, Australian Federal Police, Biosecurity, Crew Members and PHEOC. Our main interaction is with WAPOL, who are at the airport to enforce the requirements of using the G2G pass when entering WA. We also enjoy engaging with the many passengers who are happy to be returning home or from a recent holiday.

Many of our AINs are training to become Registered Nurses and working at the airport has provided them with a great opportunity to gain hands-on experience in critical thinking, communication skills and best practice for effective PPE.

The best part about working at the airport is being part of a team with the other NurseWest staff. This is a great bonding exercise and many of our team have since become good friends outside of work. Thank you to all our people who make coming to work easy – we are grateful to have you all as part of the Airport NurseWest Team!

About Us: NurseWest Staff Profile



Hi, I'm Bradley

Position: Regional Liaison Officer

I joined the NurseWest team in June 2021. I am really enjoying the regional roles with its opportunities to meet and speak with various employees, external agencies and nurse managers across Western Australia.

Working within the office and meeting new team members is what I thrive off so don't be afraid to come and say hi!

Something interesting about me: I don't mind sitting down with my legs up watching some awesome Anime and keeping myself healthy with a variety of exercises.

Regional Update:

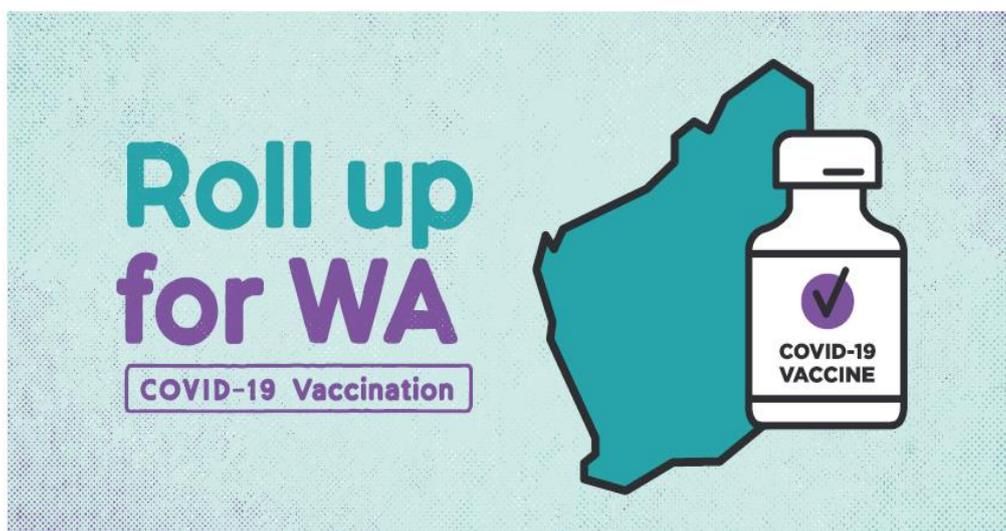
With the COVID-19 situation worsening in parts of Australia – including Western Australia – vaccination remains the most potent weapon in our fight against the disease.

Making sure people living in regional, rural and remote locations have access to vaccines is an important step in helping us out of this pandemic.

Since the national vaccine rollout began, WA Country Health Service (WACHS) has administered almost 40,000 vaccines throughout regional WA.

From Albany to Kalumburu, WACHS has more vaccination clinics than ever scheduled in coming weeks – close to 360 clinic days at 70 sites over the next month.

If you are interested in going regional for a few days or a few months please call the NurseWest regional desk to discuss your availability!



About Us:

NurseWest Staff Profile

Hi, I'm Danielle

Position: Customer Liaison Officer

I joined NurseWest team in May 2021. I have been working as a casual Customer Service Officer. I enjoy working on the metro desk and speaking to a diverse range of nurses and AINs with many different backgrounds. I enjoy working with others within the CSO team and all NurseWest office team.

Something interesting about me: I enjoy travelling and being outside with my animals. I compete in Horse shows on the weekends.



Comments from the Metro Desk:

1. When you are leaving us a voicemail, please be clear and specific – Full name / what hospital / what location (AIN / ED) / phone number.
2. Please leave our phone lines free between 22.30 and 5am for staff calling to cancel for the following morning.
3. To cancel any other shifts or in regards to future bookings please call after 7.30am.
4. Must provide more than 1 hour notice in cancelling as a common courtesy, we are short staffed all round and this will allow us the best possible chance to fill the position.
5. When arriving at your shifts, please arrive at least 5 minutes earlier to sign in and be on your ward at the start time booked.
6. If you may be running late, please call the metro desk to advise so that we can inform the hospital.
7. Make sure you wear your required uniform; we understand that it is cold and it is bare below the elbows however, this is the requirements.
8. Make sure you always bring your badge.
9. If you are booking multiple shifts for the fortnight please be mindful as to what you have booked. We have had an increase in staff that are “no shows” due to forgetting they’re booked in or, attending shifts in the PM when they have booked in for AM via ShiftMatch.
10. Be mindful of the location you are booked into and are attending – i.e. staff booked into OP Lodge but are presenting to the main OPH hospital.
11. Make sure you provide your availability on ShiftMatch each fortnight so that we can notify you for future shifts.
12. If you are pre booking, please make sure that you have cancelled and updated your availability to be notified for future shifts or alternatively, include your availability then book into shifts. By doing this, when you cancel your availability automatically becomes reinstated.
13. We appreciate all your efforts and dedication into working and doing double shifts and consistent block booking shifts. Just a friendly reminder to be mindful of fatigue management.
14. Take breaks when necessary, please do not skip your lunch break in attempt to finish early or get paid for your break.