Hello and welcome to the winter edition of Casual Matters, NurseWest’s quarterly newsletter.

We are now well into winter and peak demand for temporary staffing. We have already experienced a significant increase in demand for staff over April/May and this will no doubt continue through to September. In May the regulated casual pool (nurses & midwives) filled 4,500 metropolitan shifts, the AIN pool filled 3600 shifts and a total of 63 regional placements were filled by the combined pools, well done to you all.

Despite this fantastic effort many shifts remain unfilled; please keep your availability up to date (including removal of availability when you no longer want to work) as this allows the CSO’s to target staff that still want to work. Winter is a challenging time for health services with increased clinical demand and staff sickness; please consider any additional hours you can work without compromising your own wellbeing.

I hope you enjoy the content of the newsletter, we try to include information on many of the regular questions we are asked or issues that arise with the aim of making your experience with NurseWest as positive as possible.

Your commitment to WA Health makes a difference!

Paul
Maximising Availabilities: Maximise your work opportunities with ShiftMatch

To optimise your work offers from ShiftMatch, ensure that:

Your availability is accurate:

- Ensuring you have accurate shift types will increase your chances of being offered the shift you want.
- It is not ideal to enter availability for all shift types (AM, PM and ND), if you only wish to work a ND shift.
- Doing this, will ensure you are sent excessive amounts of shift offers, BUT decreases the opportunity for you to be offered the shift you really want.
- **If you no longer wish to work, update your availability to avoid receiving unnecessary phone calls from NurseWest.**

Review your preferred locations:

- If all locations are ticked on your ShiftMatch profile, you are likely to receive an excessive amount of work offers. Choosing all locations will work for those who are happy to work at any site and in any area. This would not be the best strategy if you work in specific areas, such as, ED, ICU or Mental Health.
- Over time, rejecting offers will automatically be detected by ShiftMatch and interpreted as you no longer being available. When this occurs, SMS offers will cease but your availability will remain on ShiftMatch, until you update it.

Contacting the Customer Service Desk

Please minimise your contact with the Customer Service Officers during ‘Peak Times’ as they can be overwhelmed with calls when cancellations and meeting shift start time requirements are a priority. Your consideration during these times would be much appreciated. If you need to cancel from the immediate shift, please be patient and your request will be actioned as soon as possible.

**Peak times for Customer Service Officers are:**

- **05:00 – 05:45**
- **11:30 – 13:15**
- **18:00 – 19:15**

Orientation at Health Sites

Are you working at a site/ward for the first time?

It is important to ensure the safety of patients, colleagues and yourself that you are orientated and aware of emergency and other equipment when on duty.

Please ensure you receive an orientation to the physical layout and resources when working at a site/ward for the first time.

To assist with this, many sites will have orientation checklists for casual staff that you can check through.

Please also ensure you ‘tick’ the additional box on your NurseWest Timesheet to indicate that orientation has been provided for the ward you worked.
Education Update

As a Health Support Service casual employee, the standards for annual mandatory competencies apply to all NurseWest employees. You are able to complete your competencies two ways...

1. Via External Providers:

Please note this MUST include: details of which competencies were covered (what you were deemed competent in), the completion date, your full name and the full name and designation of the person who assessed you. Once the required information has been submitted it will be assessed and acceptance will be at the discretion of the Nurse Educators. If you are undertaking your mandatory competencies at a site other than NurseWest, you must submit the evidence to HSS.NurseWestStaffDevelopment@health.wa.gov.au

If you require access to eLearning packages that do not have a practical component, please email your request, clearly stating which packages you require, through to HSS.NurseWestStaffDevelopment@health.wa.gov.au.

2. At NurseWest (bookings via ShiftMatch):

Places for NurseWest competencies sessions will be released onto ShiftMatch approximately two weeks before the session date. A list of upcoming competency session dates for Nurses/Midwives and AINs and for further details on how to book into a competency session, please refer to the NurseWest Employee: ShiftMatch User Guide available on the ShiftMatch ‘News’ page.

An e-learning package from ClassMarker will be sent to you prior to your session date. This package must be completed and passed three days prior to your competency booking session in order for you to attend.

If any of your mandatory competencies expire, you will be automatically deactivated in ShiftMatch and you will NOT be able to work shifts with NurseWest. All pre-booked shifts will be cancelled.

Study Days

NurseWest offers many internal study days for our staff. These come at no charge to you. Upcoming topics include: API Module 1 & 2, Back to Basics Workshop, Recognising and Responding to Clinical Deterioration and a Communications Workshop. A comprehensive list with dates is available on the ShiftMatch News page.

Staff are not automatically entitled to payment for attendance at these courses. If you qualify for Professional Development (PD) leave, you may be paid for your time on the study day. PD leave is calculated on average hours worked and a guideline is available upon request. If you wish to access PD leave, please complete the NW Paid PD leave form, available on the ShiftMatch News page.

When are my Mandatory Competencies due?

Are you unsure when your mandatory competencies are due? Or have you sent in an updated competency but missed a reply to say it has been updated?

You can check all of your competencies on ShiftMatch.

Log in to ShiftMatch, select the ‘My Roster’ tab and then ‘Details’. All of your professional details are found here including when your AHPRA, Working with Children Check and competencies are due.

For your convenience, a complete list of Mandatory Competency Requirements for Nursing/Midwifery and AIN staff is available on the ShiftMatch News page.

Please check these pages and ensure you are up-to-date and compliant!
Payroll Enquiries

MyHR (where can I find my Payment Summary?):

Did you know that you can access your MyHR account and source the following information:

- your payment summaries (available by Monday, 8 July 2019)
- your employee number
- your payslip
- change your bank details

Please log into your account, if you cannot remember your access, please contact the MyHR helpdesk on 1300 367 894 (option 2).

NurseWest:

Contact NurseWest by phone 6444 5300 or email hss.nursewestadministrationfinance@health.wa.gov.au if your enquiry relates to the following:

- Timesheet shift entries
- Not paid for a shift worked
- Require a new Tax File Declaration
- Rates of pay
- Clarification of shift penalties
- Information on setting up Salary Packaging
- General enquiries

Payroll:

Contact Health Support Services (HSS) Payroll by phone on 1300 367 894 (option 1) or email hss.payrollq@health.wa.gov.au if your enquiry relates to the following:

- Superannuation contributions
- Salary packaging
- Pay slip breakdown (how to understand your payslip)
- Current tax rate set-up

Know your Award!

It is important that you know your Award and the restrictions and requirements that you must work under. This is particularly important for the number of allowable shifts in a row, penalties and change in shift pattern required break.

For access to your Award, navigate to the awards and agreements library on HealthPoint home or follow this link: http://www.health.wa.gov.au/AwardsAndAgreements/

Australian Nursing Federation Award (ANF) – Registered Midwives, Registered Nurse, Enrolled Mental Health

United Voice Award – Enrolled Nurse, Assistant in Nursing (AIN)
Regional News

Have you been working regional for over a year now?

If so, chances are we could do with an updated copy of your CV!

This is an opportunity to show all your recent regional experience, and helps speed up the review process.

A CV can be any format, but should ideally include:

- Your name and contact details (email/mobile)
- Your most recent employment and details – you can list NurseWest, but remember to include:
  - a brief summary of any regional placements you have completed
  - include any skills you possess and use frequently
  - e.g.

<table>
<thead>
<tr>
<th>Jurien Bay Health Centre</th>
<th>Jan 19 - Mar 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED, Accident &amp; Emergency, Triage</td>
<td></td>
</tr>
<tr>
<td>Responsibilities:</td>
<td></td>
</tr>
</tbody>
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- Your previous, relevant nursing experience – include the areas and hospitals you most often work at. It should also briefly state what patient cohorts and clinical skills you possess and use frequently and recently
- A recent clinical referee

Please also remember to have a Nurse Manager, CNM or HSM complete a performance feedback form at the end of your regional placements. These are used in your future submissions and go a long way to securing your next placement.

WACHS Triage Self-Assessment

All RN’s that have been deemed competent in WACHS triage are required to complete an annual self-assessment form. This form is available via ShiftMatch on the Regional News Page.
New to Regional or looking for further information?

Did you know you can access all the available regional placements via ShiftMatch?

These are listed on the Regional News Page:

- Select **My Roster** in the blue ribbon at the top of the page
- Select **News**
- Select **Regional News Page**

The **Regional News Page** shows a current list of all the available placements, organised by region and start date.

If you would like to put your name forward for a placement, wanted further details, or had any general queries – please do not hesitate to contact the Regional Liaison Officer.

Even if your available dates do not match the details listed on the Regional News Page, you can still submit your interest and availability – many of the sites will still consider partial fills/alternate dates!

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Just remember..

**York & Northam** are only 1.5 hours away (regional) and often require last minute shortfalls – sometimes just for one or two shifts!
Dress Code Policy

Are you aware of NurseWest’s Dress Code Policy? NurseWest requires all employees to maintain a minimum standard of dress to ensure that a professional and positive public image of NurseWest is maintained at all times whilst on duty at all WA public health site; and comply with current infection control and occupational safety and health policies.

Policy Provisions:

All nurses:

- Presentation must be neat and clean.
- NurseWest casual nurses are issued with NurseWest uniforms. These are to be maintained in a clean and tidy manner and laundered by the nurse. The scrubs remain the property of NurseWest and must be returned on termination of contract.
- NurseWest will respect religious attire in discussion with the nurse.
- NurseWest Identification badge is to be worn above the waist and clearly visible at all times when on duty.
- Footwear to be closed, clean, stable and in a good state of repair.
- Jewellery, including wristwatches, bracelets and rings with protruding settings, are not to be worn at work.
- Hair is to be controlled and tied back if longer than shoulder length.
- Artificial nails are not to be worn in the clinical settings. Nails are to be trimmed short to medium length and clean, with no nail polish (coloured or clear).
- Jeans, track suits, cargo pants, leggings, short shorts, shoe string tops, midriff tops, hipsters, low cut tops, miniskirts and t-shirts or caps with advertising, writing or pictures are not acceptable.
- Where protective clothing is required for specialised tasks, it will be provided by the health service. When required, staff shall wear protective clothing.

For NurseWest nurses who work in areas where a uniform is optional (e.g. psychiatry / community) the dress guidelines below are also to be complied with at all times.

- Attire worn by staff, and volunteers, whilst on duty or representing the Service must be neat, clean and tidy.
- Personal presentation, including hair and nails, must be neat and clean, tied back, if required for safety or infection control policies.
- Clothing must be appropriate for the role and for the activity to be performed, must not constitute a hazard, particularly with moving equipment or machinery.
- The style of clothing or jewellery worn must not compromise the ability to comply with hand hygiene or other infection control requirements.
- Footwear must afford adequate protection and full foot cover is recommended.
- The following clothing / footwear is not acceptable:
  - Clothing, which is in poor repair;
  - Tops that reveal the midriff;
  - Shoe-string tops or dresses.

The full Dress Code Policy (Human Resources Policy Reference #064) is available through the ShiftMatch News page.

Uniform Request & Payroll Deduction Forms

NurseWest supplies uniforms on commencement of casual employment. Depending on hours worked, these uniforms will be replaced periodically. Fleece Jackets/Vests are also available at your cost.

If you wish to purchase/order additional uniforms, then please request uniforms by completing NurseWest form NWFRM10 Uniform Request. For uniform payment/Payroll deduction, complete the HSS Form – D7 Uniform Deductions.

These forms, along with deduction information and a sample completed D7 are available on the ShiftMatch News page.

If you require further information please contact HSS.NurseWest@health.wa.gov.au.
Incidents on Shift

In recent weeks the local media has been reporting on increased incidents of aggression and violence in the healthcare setting. These incidences range from verbal harassment through to low level physical assaults and threats of greater harm. Fortunately incidences of major harm are very few, however the impact of any level of aggression and violence to healthcare workers has the potential to cause great harm to personal wellbeing and psyche as well as anxiety and burn out. The impact of violence in the workplace can be significant and regardless of your involvement, be it the actual victim, witness or responder; you are not weak/ silly/ unimportant if you feel any negative effects to these circumstances.

NurseWest encourages all our staff to report these matters at the time of occurrence and to document on incident/ hazard forms on site. The priority is your personal safety and treatment of any physical injuries. This should happen immediately and preferably on site if there is an Emergency Department. Alternatively you can attend your own GP. Regardless of the nature/ seriousness of medical treatment/ intervention required, please make sure you obtain a First Medical Certificate. This document is the basis of any claim that may potentially be made in respect of a workplace injury and it is essential that you retain a copy for your personal records. We request that you send a copy of this Certificate to NurseWest to be retained on file. Although NurseWest is your employer, in the event of an incident becoming a claim, the site (where the incident has occurred) has the responsibility to manage this under their Risk Cover insurance and we will liaise with them to make sure that this process is initiated.

Not all incidences become claims but we also request that you notify NurseWest as soon as possible, regardless of its seriousness/ nature, so that we can follow up to ensure that appropriate measures are in place. NurseWest office is attended from 05:00 hrs to 22:30 hours, however there is always a Nurse Manager on call and available at any time.

We appreciate the efforts of all our staff on site and the challenges that can be experienced with the best efforts of delivering care in difficult circumstances. Please take care of yourselves and stay safe.

Royal Perth Bentley Group: Behavioural Visual Alerts

Commencing Tuesday, 4 June 2019 Royal Perth Bentley Group has adopted a standardised way of identifying patients who have displayed actual or potential violent, aggressive or challenging behaviours. These patients will have a standardised yellow/black sign at their bedside and on the patient journey board that directs any staff to seek more information prior to delivering any care needs. Please note this signage will not occur in any mental health ward, current practices for these areas will not change. This change affects general wards across RPH/Bentley only.

The yellow/black signs look like this:

Should a member of staff enter a ward that has one of the signs on the journey board/bed space this should be seen as a prompt to seek more information from the nurse/midwife prior to entering the area to ensure that they are safe and can provide safe care to the patient.

This sign should also act as an indication that if the patient is being moved (e.g. ward transfer/transfer to imaging etc) that they must be escorted to the new area in order to be able to communicate the risk. Please note that this should not act as indication that any staff member shouldn’t be delivering care appropriately but rather seeking more information in how to do it in a safe manner.

If you require further information, a Standard Operating Procedure and PowerPoint presentation are available to view.
Mobile Phone Use SCGH Policy

Sir Charles Gairdner Hospital has issued a reminder about the Hospital-wide policy (Reference #: HP250) for all staff regarding use of private mobile telephones.

Using your private mobile telephone in a hospital setting can potentially cause: Loss of reputation (due to a perception of poor customer service/lack of respect and courtesy), physical injury due to lack of awareness or being distracted by a private mobile device, and cross-infection from use of the mobile device between patients/sites/other locations.

Consequently, the Policy was issued in 2017 and explains that staff are not permitted the use of private mobile telephones whilst on duty (with details of extenuating circumstances when staff may have use of a private mobile telephone with prior documented authorisation). It outlines the risk of non-compliance and potential disciplinary action from those who do not adhere to the policy.

Please contact NurseWest if you require further information or refer to the SCGOPHCG Policy Hub onsite for a current copy of the policy.

Getting to Know…

Name: Sam Garside

Position: Regional Liaison Officer

Length of Service: I joined NurseWest in 2017. During this time I have been able to work with the Staff Development and the Business Integrity Teams in various roles – but have spent most of my time in the regional hot seat.

Something Interesting: I love travelling, football (soccer & AFL), and snowboarding – and spend most of my time away from work out with my dog!