



Nursing Midwifery Workforce Unit

Nurse Bank Handbook



Western Health

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WELCOME TO WESTERN HEALTH

You are now a valued part of our Nurse/Midwife BANK team. As a valued member of the Western Health (WH) nursing team, your role is to fill shift vacancies across clinical units at our four campuses. Bank is a great way to work across multiple wards, areas and campuses working around your availability and lifestyle.

As a BANK nurse/midwife you help fill shift vacancies at clinical units across:

- Sunshine
- Footscray
- Sunbury
- Williamstown

This Handbook will provide you with information about working at Western Health.

About Nurse/Midwifery BANK

BANK nurses/midwives are recruited and managed by the Nursing and Midwifery Workforce Unit (NMWU). Your direct line manager is the Manager NMWU Team.

When you are working a shift, you report to the Nurse Unit Manager/Nurse in Charge in the area you are working. Any escalation of concerns or issues should be directed to the NMWU Manager or the After Hours Administrator (AHA) outside of business hours.

Please review the following Policy (**OP-EP1: Nurse and Midwifery BANK**) prior to starting:

<http://inside.wh.org.au/policies-procedures-forms/WHDocuments/Nurse%20and%20Midwifery%20Bank.doc>

Nursing Midwifery Workforce Unit (NMWU)

The Nursing Midwifery Workforce Unit manages all BANK and POOL staff at Western Health. It encompasses centralised recruitment, allocations and general administration.

Located at Williamstown hospital, the Workforce Unit is responsible for ensuring that our campuses have the staff they need in order to provide best care to our patients.

CONTACT INFORMATION

Your Manager

Louise Nicol

Manager, Nursing Midwifery Workforce Unit (NMWU)

Mobile: 0481096021

Email: NMWU@wh.org.au

Your Professional Practice Manager

Hannah Sharrock

Manager, Nursing Midwifery Workforce Unit (NMWU)

Mobile: 0422697972

Email: Hannah.sharrock@wh.org.au

Your Coordinators

Coordinators

Nursing Midwifery Workforce Unit (NMWU)

Email: NMWUCoordinators@wh.org.au

Mandatory online Meet and Greet with NMWU Coordinator

It is mandatory for all new Bank staff to attend an online meet and greet with the NMWU Team Coordinator. This is a virtual online zoom meeting. Failure to do so will result in you not being able to commence employment with Western Health. This also includes existing Western Health staff who have worked in other departments.

NMWU address

Level 1, Williamstown Hospital

Railway Crescent

Williamstown 3016

Key Contacts

Below is a list of key contacts you will need during your time at Western Health.

Area	Contact
Western Health Internal Emergency	2222 OR 9055 2222 if using a mobile
Allocations	8345 6637 / WHAllocations@wh.org.au
Administration Office	8345 4363 / NMWU@wh.org.au
After Hours Administration, Footscray	8345 6645
After Hours Administration, Sunshine	8345 0121
After Hours Administration, Williamstown	0409 864 289
Pay Office	9342 8925 / PayHelp@ssg.org.au
People & Culture	8345 6689 / peopleservicesoperations@wh.org.au

Please ensure you attempt to contact the correct email in order to ensure a timely response. For most Bank enquiries or if you do not know who to contact, please email NMWU@wh.org.au. The team will escalate/distribute your email to the appropriate manager/coordinator.

If you have queries about:

HeWS	NMWUHWSSupport@wh.org.au
WeLearn	Welearn@wh.org.au
Pay	9342 8925 / PayHelp@ssg.org.au
NMWU General Enquiries (All leave requests/queries, pay queries, upskilling opportunities', statements of information, reference checks, FWA requests, roster queries, shift feedback)	NMWU@wh.org.au
Roster swaps/allocations	WHAllocations@wh.org.au

SHIFT INFORMATION

Shift times

Bank nurses and midwives work the following shifts:

- AM shifts: 0700 – 1530 (8hrs) or 0700 – 1330 (6hrs)
- PM shifts: 1300 – 2130 (8hrs) or 1500 – 2130 (6hrs)
- Night duty: 2100 – 0730 (10 hrs)

Please be aware that some areas may offer 12 hrs shifts or shorter shifts, such as in procedural areas like theatres.

Bank HCW work the following shifts:

- AM shifts: 0700 – 1530 (8hrs)
- PM shifts: 1500 – 2330 (8hrs)
- Night duty: 2300 – 0730 (8 hrs)

INFORMATION TECHNOLOGY SYSTEMS

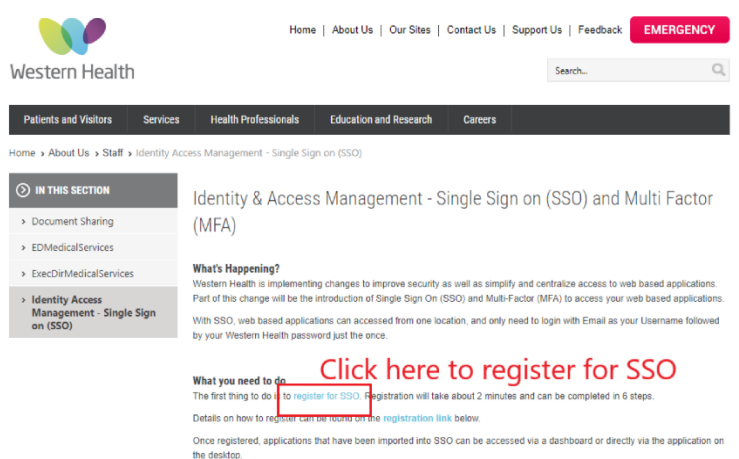
Okta-SSO

At Western Health, we use a number of different software and systems that are all connected through the Okta-SSO portal. You will need to access this portal as a priority.

Please keep in mind that you will need to have been issued your employee number and hospital email address to register for Okta- SSO systems.

To register please visit:

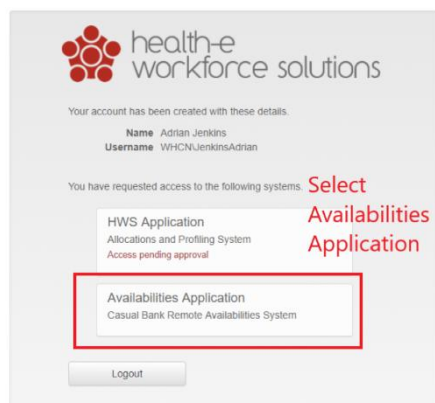
<https://www.westernhealth.org.au/AboutUs/staff/SSO/Pages/default.aspx>



Through the Okta-SSO portal you will be able to access many of Western Health's other systems e.g. WeLearn and HeWS

Health-e Workforce Solutions (HeWS)

HeWS is the allocations system that is used for booking and confirming shifts to be worked. This system is where you submit your availability to work, and you can view confirmed and offered shifts.



HeWS is accessible through the OKTA- SSO portal.

WORKING AT WESTERN HEALTH

As a casual worker, it is expected that you work a minimum of 1 shift per fortnight (on average) over a twelve-month period to remain active on Nurse Bank.

Submitting your availabilities

You are required to submit your availabilities in Health-e Workforce Solutions (HeWS) to be matched for work.

Watch the following video as Lachlan explains how to add shift availabilities:

<https://vimeo.com/786125139/d62b8665e9>

- To be booked for a shift, you will either receive an individual shift SMS, a bulk shift notification SMS or a phone call.
- To confirm an individual shift by SMS, reply with code to confirm. When you are confirmed in a shift, you will see this in your availabilities calendar.
- To view and accept bulk shift offers, log in to HeWS and review the available offers via the offers tab. Shifts that have already been filled by other staff will show as missed. You can also see shifts offered via an individual shift SMS via the offers tab.
- Shifts worked will be entered into RosterOn on the day you work.
- You should review RosterOn to check your worked shifts at the end of the pay fortnight to ensure you are paid correctly.

If you have entered availability in HeWS and are no longer available to work, you must remove your availability to prevent the allocations team from unnecessarily contacting you for work.

Shift Allocation

The allocation of bank nurses to shift vacancies is co-ordinated through the Allocations office (0500– 2130, 7 days a week).

Cancelling Your Shift

If you have already been booked for a shift and wish to cancel, please contact Allocations via phone (Tel: 83456637), or if you are calling outside their usual hours (after 2130), call the After Hours Coordinator of the site where your shift is located.

Please ensure you provide sufficient notice to assist us with finding a replacement.

Working Agency Shifts

As an employee of Western Health, you cannot work a shift at any Western Health campus as an Agency Nurse.

WELEARN

Welearn is the platform used at Western Health to complete Mandatory/Required training and competencies (see [appendix 1](#) for the list and links to all mandatory competencies). Welearn also has other developmental packages that you can optionally chose to enrol in.



NMWU also have a specific portal on WeLearn for bank & pool staff – see WeLearn Portal Access instructions for further information. We use this portal to let you know about any learning opportunities you can explore based on your clusters, as well as Pool specific announcements and discussions. Please let us know if you are unable to access this portal:

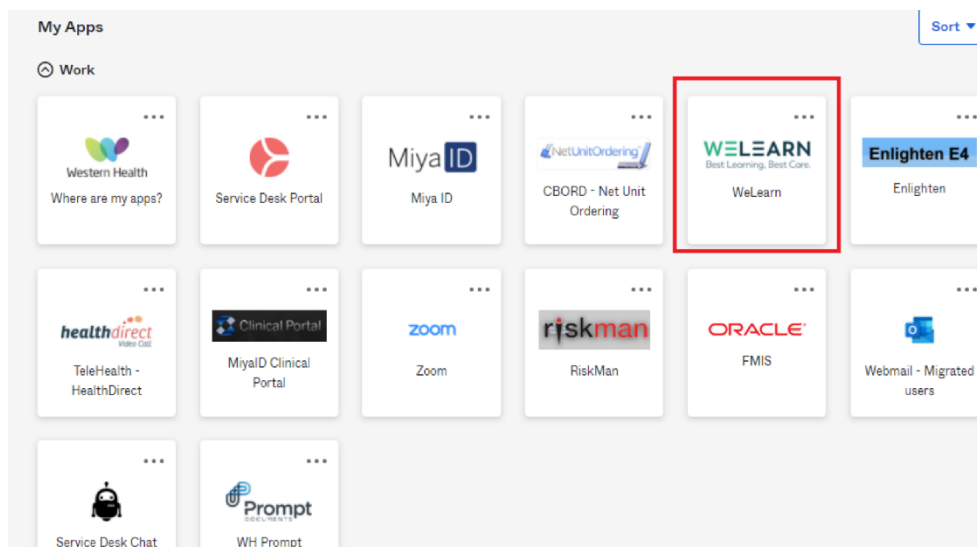
[NMWU Learning Hub \(course\).](#)

There is also a NMWU Orientation Package that will reiterate information regarding to working in Bank

[Nursing and Midwifery Workforce \(NMWU\) Orientation](#)

To access WeLearn, login to the Okta-SSO portal and click on the WeLearn app

Annual mandatory competency assessments are a requirement for every Western Health employee to complete. These are undertaken prior to and within 4 weeks of commencement of employment with NMWU and updated annually.



Recognition of Prior Learning

If you have completed competencies at other organisations, we will accept evidence for the following:

- Aseptic Non Touch Technique
- Hand Hygiene
- Back for Life/ Manual Handling certification from other organisations.

Issues with competencies

For queries regarding WeLearn, email Welearn@wh.org.au

For all other competency queries, email NMWU@wh.org.au

For queries re specific courses or issues completing competency content, contact specific course contact, available on Welearn in 'About This Course'- 'Course Contact'.

If you are going to be working in a specialty area (Maternity, Theatre, and Dialysis etc.) you will be required to complete area specific mandatory competencies depending on the area. Please email NMWU@wh.org.au to identify these training requirements.

Note: It is contractual obligation to complete the mandatory competencies within the timeframes, failure to do so will result in you not being able to work shifts across Western Health and unable to enter your availability in HeWS.

Please log into your welearn portal regularly to view the NMWU Learning Hub. Our team uses this Hub to communicate announcements and provide important/useful access to information relevant to BANK staff. It will also be where you are able to book in your PDP's. Essential to your understanding of your roles and Responsibilities as a BANK nurse is the following Orientation Package. [Course: Nursing and Midwifery Workforce \(NMWU\) Orientation \(wh.org.au\)](#)

LEAVE AND ALLOWANCE

Personal Leave Procedure

As per the current EBA, (Please refer to 'Nurses & Midwives Enterprise Agreement 2020-2024') for your personal leave obligations. You are required to inform the allocations team of your leave no less than 1.5hrs prior to your shift. If you are unable to provide this early notice, please contact the allocations team/AHA per normal process.

Extended Periods of Absence

In the event where you are no longer able to lodge availability for an extended period of time, please email NMWU@wh.org.au. Casual positions will be held open for no longer, than 3 months if a staff member is unavailable to lodge availability.

Leave Applications (LONG SERVICE & PARENTAL & PERSONAL)

For maternity and long service leave, casual staff are required to complete a leave request application in accordance with Western Health Leave Management procedure. Please email application documents and enquiries to NMWU@wh.org.au.

Leave Type	Period of Notice	Action Required	Conditions
Long Service Leave	Eight weeks	Complete Application for Leave & forward to NMWU@wh.org.au	Must be taken in weekly blocks. i.e. Monday to Sunday
Parental Leave	Ten weeks prior to expected date	Application for Parental Leave Medical certificate specifying confinement date Stat Dec to specify primary carer Forward to NMWU@wh.org.au	Will be required to take any excess annual leave prior. Must be provided at least ten weeks prior to due date. Extension of <u>Parental Leave</u> requests must be in writing four weeks prior to original return date
Personal Leave	Minimum 1.5hrs hours prior to shift commencement	You must phone NMWU Allocations 8345 6637 (05:00-22:30hrs) or AHA site (22:30 – 05:00hrs)	All PL should be communicated 1.5hrs prior to your shift. If not, you will be contacted by NMWU Coordinator to discuss further.

Qualification Allowance

An Employee will be entitled to a qualification allowance, where an Employee has a:

- Relevant qualification in addition to their base nursing or midwifery qualification;
- Base qualification that is a double degree or Master's degree; or
- A Certificate IV in Training and Assessment.

The qualification allowance will be payable after one year of experience in an area where the qualification is relevant. This qualification is payable from the beginning of the first full pay period commencing on or after that period or after the evidence is provided.

DEPARTMENT/ UNIT / WARD ORIENTATION

When you work a shift on a ward for the first time, please introduce yourself to the Nurse-In-Charge.

The orientation Checklist form has now **moved online**.

You will see a QR sheet (A4 laminated) in all areas you work at in Western Health. Please see the following regarding the process and frequency of accessing the form:

Frequency: This form is required to be completed whenever you work (Nurse or Health Care Worker) in a new Western Health Department.



PERFORMANCE FEEDBACK

To assist with your induction to the organisation and for your professional development, you are required to complete three **Performance feedback form** within 3 months of commencement. This form should be completed by the Nurse Unit Manager (NUM) / ANUM / CNS from a ward/unit you have worked in frequently.

The Performance Feedback form has **moved online**. To make accessing the online form easier we are supplying a QR code.

Please refer to the following process and scan the **QR code**.

Please note- You may also be asked to submit feedback forms throughout the year by your Coordinator, if any support needs are identified.

Once completed your NMWU Management Team keep a record to assist in your annual PDP.



POOL and BANK PULSE CHECK

Filling out the following **PULSE CHECK** helps us to understand what we can do to make your work-life a happy one. All data is anonymous unless you specifically add your details and require a check-in.

You can click the link and complete as many times as you like.

[Pool and Bank Staff Pulse Check](#)

Other information

Incident Reporting

If you initiate a RISKMAN after a near miss or incident, you must send the report to the manager of the ward or unit where the incident occurred. **Please ensure you include the NMWU Manager as your manager in the initial set up of your RiskMan account.**

Work Concerns or Issues

If you have any concerns about your work during your shift, contact the Nurse Unit Manager or Nurse-In-Charge in the first instance. However, if you feel that you need to escalate your issue or concerns, contact the NMWU Manager on 0481096021 or email NMWU@wh.org.au. If you are currently working outside of NMWU business hours, contact the After Hours Administrator on your site.

Pay Slips

BANK employees are paid through the organisations rostering system "Roster-On". You will be paid in accordance with the information that is recorded on the system so it is important that you check your individual roster to ensure the shift details are correct for the pay fortnight. Any corrections to your rostered shifts should be directed to the in-charge of the ward in which you are working and Allocations.

Pay queries can be directed to the Pay Office on 9342 8040 or email PayHelp@ssg.org.au in the first instance. Other queries can be directed to NMWU@wh.org.au

Please arrange to have your payslip emailed to your WH email address fortnightly. Email your request to payslips@ssg.org.au ; include your employee number and your WH email address.

Car Parking

If you need car parking access, please complete the car parking request form and email it to NMWU@wh.org.au for approval. Please refer to [Western Health intranet](#) site for the car parking form, maps and details.

Uniforms

Western Health staff can purchase corporate uniforms through Andrews Corporate Clothing. Refer to www.westernhealthuniforms.com.au. Please also refer to the '[Dress Code](#)' policy on the intranet.

Changing your contact details

If your contact details change, please update your profile in HeWS and complete the change of details form (found on People & Culture intranet site) and forward to peopleservicesoperations@wh.org.au.

ID and Access

You cannot work until you have Western Health identification and appropriate access. This includes:

- ID badge access cards
- Name tags

- Medication calculation card
- Electronic Medical Record (EMR) QR code cards (used to connect Vital sign machines with the EMR)

Your access is provided in your Welcome Email, and your name tag and ID Badge will be sent to you in your Welcome Pack.

General notes:

Please ensure when you send emails, you include your full name, employee number and outline that you are a BANK staff member. This helps with identification and assists in receiving a timely response.

Appendix 1- Required Competencies

As a Western Health employee, you are required to complete the following competencies:

Mandatory Training	Resource	Frequency
Course: Western Health Orientation (wh.org.au)	Welearn	Prior to commencement
Course: Nursing and Midwifery Workforce (NMWU) Orientation	Welearn	Prior to commencement
Course: Aboriginal Cultural Awareness (wh.org.au)	Welearn	Prior to commencement
Course: EMR for Ward Nurses	Welearn	Prior to commencement
Course: EMR Training Hub		Prior to commencement
Course: Medication Safety Training for Nursing & Midwifery (wh.org.au)	Medical Clinical Competency	Within first three shifts, Once Only
	Read the following policies: 1. Medication prescription admin procedure 2. Nurse initiated medication procedure	WEEK 1, Once only
Course: Clinical Code Call System at Western Health (wh.org.au) Fire & Emergency	Welearn or face to face	Prior to commencement then annually
Course: Manual Handling	Welearn	Prior to commencement then annually
Back 4 Life (Practical)	Face to face Once booked in, please inform WHAllocations@wh.org.au of the date and site of your training to assist you in being allocated at the correct campus on the day of training.	On commencement then annually
Course: Hand Hygiene	Welearn	Prior to commencement then annually (certificate requires uploading into Welearn)
Aseptic and No Touch Technique (ANTT)	Welearn	Prior to commencement then annually
Basic Life Support and Defibrillation (Practical and Online) / Advanced Life support (ALS)	Welearn and Face to Face Once booked in, please inform WHAllocations@wh.org.au of the date and site of your training to assist you in being allocated at the correct campus on the day of training.	WeLearn to be completed prior to commencement then annually Face to face BLSD or ALS, On commencement

Neonatal and Pediatric Life Support (NLS and PLS)	Welearn and Face to Face	On commencement then annually
Pediatrics and Neonatal areas		
Blood Transfusion Practice for Nurses -	Welearn Welearn and IV Endorsed ENs are required to complete the one off clinical competency assessment.	On commencement then annually
Prevention and management of Occupational Violence and Aggression	Welearn	Prior to commencement then annually.

Recommended Learning Packages

Training Name	Resource	Frequency
Hello My Name Is (wh.org.au)	Welearn	Once Only
Course: Clinical Handover (wh.org.au)	Welearn	Once Only
Course: Falls Prevention and Management	Welearn	Once Only
Course: Delirium Prevention and Management (wh.org.au)	Welearn	Once Only
Course: Pressure Injury Prevention and Management (wh.org.au)	Welearn	Once Only
Venepuncture (wh.org.au)	WeLearn	Once Only
Course: Peripheral Intravenous Cannulation (PIVC) (wh.org.au)	WeLearn	Once Only
Course: Live Best Care (wh.org.au)	Welearn	Once Only
Positive Workplace Behaviour (wh.org.au)	Welearn	Once Only
Disability Awareness Training (wh.org.au)	Welearn	Once Only

