

Mid-West Area Mental Health Services (MWAMHS) and Aged Persons Mental Health Program (APMHP) transition to Western Health.

FAQs 30 June 2023

General Questions:

1. Where can I find the Royal Commission's recommendations?

The recommendations and reports are available through the [Royal Commission website](#)

2. When will the changes be made?

MidWest Transition: All MidWest services that are identified to transition to Western Health will do so on 1 July 2023.

Mercy Health Transition: For the community mental health service for Maribyrnong LGA Adults, the initial go-live date of 1 July 2023 has been revised, and we are currently looking towards a new date. We will advise as soon as possible.

ECAT and CL based at Footscray: Western Health will commence operational oversight of the ECAT and CL services based at Footscray from 1 July 2023.

3. How will Western Health prepare to provide mental health services considering they don't currently operationalise any mental health service?

Western Health will implement a Mental Health governing structure with the most appropriate professionals employed to run Mental Health services. Most staff and services currently run by North West Mental Health will move over under the WH governing structure providing further support to the division and service.

4. What will happen to my role? Will I need to reapply for my current role?

The government has provided an undertaking that no staff will lose their jobs through this process.

There is an opportunity to meet key contacts in April, and by May, staff will receive a letter to say their employment will be transferred to WH.

5. What services will the Quality Coordinator work in?

Quality roles at WH report centrally to the Best Care team. For transition on 1 July, quality roles will continue to report to the area manager.

6. Will there be a consultant psych on each team?

Psychiatrist EFT has been built into the MOC for each team.

7. Will ICT, APATT and BASICS have their own managers or will there be one manager for whole program?

There will be one manager for 3 programs as overall the WH MOC is a smaller program than the full APMHP, Team Leader roles will support each function.

8. Will my employee number change?

You will be given a new employee number when you transition to Western Health.

9. Will I get a new name badge?

A new name badge will be issued to all staff as part of their welcome pack.

10. How will I get ID cards for Western Health?

All NorthWestern Mental Health staff attached to Sunshine and Footscray Hospitals (SAAPU, WIPU, AMHRU, APMHU and Yanna Yanna PARC) will already have Western Health ID cards because access control is already installed in these units.

Staff not based at these locations will require Western Health ID cards. Western Health's Health Support Services team will contact unit managers and request a list of names and digital photos for each staff member. Health Support Services will then generate ID cards and deliver them (with retractable ID zingers) to the managers prior to transition occurring.

11. What is WH's strategy for workplace issue resolution?

Employee Positive Workplace Issue Resolution (EMPOWIR) is an element of the Western Health Positive Workplace Strategy. EMPOWIR is a tool we have developed to enable every volunteer and employee to access advice to achieve an **informal** and **'no blame'** resolution or outcome in the event they have been subject to, or have witnessed some type of inappropriate workplace behaviour or interaction. For more information visit: [EMPOWIR – Employee Positive Workplace Issue Resolution \(wh.org.au\)](#)

Systems and Processes:

1. What email systems does WH use?

WH use Outlook. The prefix will be firstname.lastname@wh.org.au

2. What systems are changing for staff transitioning on 1 July 2023?

For services transferring from NWMH, there will be minimal system changes but there may be new workflow changes for how you access these systems as a new Western Health employee.

3. Will my regular patient's information be transferred over?

There will be a transfer process of relevant client files.

4. Will my mandatory training records be transferred over?

Yes, all completed competencies and training will transfer over to WH as recognition of prior learning.

5. What's happening to already established work stream?

All services that are currently developed will transfer over to Western Health with a plan for integration and optimisation of the service to follow.

6. Who will be my program manager and who can I have conversations with?

The governing structure of WH services is currently being built and will be shared with staff once established.

7. Will I have access to content in shared drives?

Shared drives will be migrated across, you will still have access to shared drives with little to no disruptions.

8. Will my network access change?

There will be no change to how you currently access the network. You will continue to have access to all your current programs and files using your current username and password. You will see some cosmetic changes to have a Western Health look and feel.

9. Will my email history transfer across to my new Western Health email address?

There will be a period where previous emails can be accessed, and any emails sent to your old email account will be directly forwarded on your new Western Health account.

10. Patient Feedback Form:

From 1 July, NWMH Tell Us What You Think Feedback Form will be replaced by [WH Patient Feedback Form](#).

11. Who do I contact for IT issues?

Western Health IT should be contacted for all IT and Technology queries in the first instance.

Email: servicedesk@wh.org.au

Phone: 8345 6777

Help Desk: [Western Health Service Desk – Service Management: Cherwell Service Management \(wh.org.au\)](#)

12. Riskman:

From midnight 1 July 2023, all incidents that occur in mental health and wellbeing services will need to be entered on the WH Riskman.

The WH riskman can be accessed here [WesternHealth – Sign In \(wh.org.au\)](#)

Access to riskman for all staff is currently in progress and will be finalised once you have an allocated WH email. For further information regarding accessing Riskman, please refer to [‘Accessing Riskman System’](#).

For further information regarding the MH location set-up in Riskman, please see [‘Mental Health Wellbeing Locations’](#)

Please also refer to the Best Care Westerly Page for further information [Home – Live Best Care \(wh.org.au\)](#)

Rosters and Payroll:

1. When can I begin to access RosterOn?

RosterOn access in the Western Health (WH) instance will commence once your employment has commenced at Western Health – and this depends on your current pay run. For the N run this will commence from 3rd July 2023, for H run employees this will commence 10th July 2023.

2. How to I make changes to my Roster before then?

Please continue to enter any prospective changes into RosterOn whilst your Royal Melbourne Hospital (RMH) RosterOn access is active – this data will then be migrated across to your WH RosterOn record.

3. Will I be given a new username and password for RosterOn?

Yes, you will be provisioned with new RosterOn access for Western Health.

4. Will my entitlements and leave transfer across or change, including long service leave?

Your accrued annual and personal leave will be recognised by Western Health and therefore, will transfer with you.

- 5. Will my payment details be automatically transferred to Western Health?**
Yes, your SAP payroll and RosterOn rostering records will be migrated over from Royal Melbourne Hospital to Western Health.
- 6. What are the pay cycles, and will I miss any payments?**
Existing pay period timing will be maintained – first N at Western Health will be from 3rd July 2023 until 16th July 2023, first H run at Western Health will be from 10th July 2023 until 23rd July 2023.
- 7. Maxxia Salary Packaging:**
Maxxia account are being transferred to Western Health and this will include car leases.

Orientation and Mandatory Training:

- 1. When will I get a Western Health WeLearn account?**
You will gain access to the western health WeLearn prior to 1 July.
- 2. Is there a date that I should stop doing my mandatory training on the Melbourne Health platform?**
Yes. From Thursday the 15 June, the Melbourne Health mandatory training platform will cease recording staff mandatory training records.

Therefore, please complete all mandatory training on the Melbourne Health platform prior to 15 June 2023.

If you have mandatory training due after 15 June, please hold off on completing until you have access to the WH WeLearn portal and complete the training there.
- 3. Will all mental health mandatory training be transferred to Western Health?**
Yes. All mandatory training related to Mental Health care will be transitioned to the WH WeLearn portal.

Some generic mandatory training will not be transitioned as WH have their own version of these mandatory training programs.
- 4. Will my mandatory training records be transitioned to WH?**
Yes. All your mandatory training records will be transferred to WH WeLearn portal. You do not need to repeat your mandatory training or complete any additional education once you transition to WH
- 5. Will there be an orientation to WH/on boarding process for staff to attend?**
ALL staff will receive orientation. Manager orientation will focus on RosterOn, HeWS, RiskMan, PPGs.

All staff will receive a welcome pack and participate in other orientation activities.
- 6. Will there be digital training?**
Yes, training will be delivered using quick reference guides and facilitated through your facility's transition champion. The training for staff transitioning from NWMH is planned for May 2023.
- 7. What is a Transition Champion?**
Transition champions include NWMH transitioning staff. These change champions will guide and

train their colleagues on updated workflow processes and also support onsite staff during the transition.

8. Will there be transition Champion Training?

Yes, there will be Transition Champion training, regular update meetings and updated workflow documentation. Introductory sessions will begin in the week commencing May 1st, with additional sessions to run towards the end of May and June.

9. How do I become a Transition Champion?

If you are interested, please discuss this opportunity with your Manager as they will be required to nominate you.

10. Will there be training for transitioning Mental Health staff on FirstNet?

FirstNet will replace EDIS from July 2023. If you currently access and use EDIS, please enrol into the EMR FirstNet training in WeLearn using the links below.

ED Nurse – Course: [EMR for ED Nurses](#)

ED Medical – Course: [EMR for Medical Officers – ED](#)

11. Further information:

For questions relating to the Mental Health Transition and Digital Health systems, please email Sabrina.censi@wh.org.au