Western Health

MENTAL HEALTH AND WELLBEING SERVICES

MANAGER
BRIEFING PACK

PURPOSE:

This briefing document outlines key dates, training and orientation information, and other important notes to tell your staff before 1 July 2023.

It is important that all managers and staff are up to date on all aspects of the Mental Health Transition and Integration and are ready to join Western Health.

Please note that this information is accurate as at 6th June 2023

TELL YOUR STAFF ABOUT …

Best Care	The Best Care Framework outlines how Western Health – in partnership with our patients and their families; building on the strengths of our clinical and health support staff; and supported by managers, the Executive and the Board – continues to strive for our Vision for Best Care.	Find out more **HERE**
PPGs	Reference to Western Health specific Mental Health PPGS Western Health use PROMPT as a document management system that stores official and current Western Health Policies, Procedures & Guidelines (PPGs)	Find PPGs and other forms **HERE** (If link unavailable find it again on this page)
Staff 'ask us anything' online forums	30 minute 'ask us anything' staff forums over Zoom. • Thursday, 15 June 2:30pm • Thursday, 22 June 10am • Tuesday, 27 June 6.30am Opportunity to ask questions to the Mental Health and Wellbeing Services Leadership Team, • Paula Stephenson; General Manager Mental Health and Wellbeing Services, • Ryan Dube; Director of Nursing Mental Health and Wellbeing Services, • Jolene Geh; Divisional Director Mental Health and Wellbeing Services, and • Naveen Thomas; Clinical Services Director and Wellbeing Services.	Managers, please note these dates and encourage your staff to attend

Mental Health Digital Transition Champions Sessions	Transition champions will guide and train their colleagues on updated workflow processes and support onsite staff during the transition.
	For more on the role of a transition champion **CLICK HERE**
	Next sessions will cover:
	• Go Live 1 July – Information Session (Digital Technology Services / Digital Health)
	    ○ Pre-Go Live Changes
	    ○ Go Live Changes
	    ○ Transition Champion Training Resources
	• Links to helpful resources and guides
	The session will take place on Microsoft Teams, and there will be four opportunities to attend:
	• Monday, 5 June 11.00am – 12.00pm
	• Wednesday, 7 June 1.00pm – 2.00pm
	• Friday, 9 June 1.00pm – 2.00pm
	• Wednesday, 14 June 1.00pm – 2.00pm	

WH email activation	Managers will note that this is already happening, the rollout for all staff is planned for across the month of June.	TBC
Carpark	Staff need to complete the **new** carparking form in order to continue using the on-site carpark.	**FORM**
RiskMan	You will stop entering into RMH RiskMan, and start entering into WH RiskMan on June 30. There are slight changes/differences to WH RiskMan, and we will have a QRG available soon.	June 30 – midnight
Cutoff date to access mandatory training	Access to mandatory training will be cut off on 19 June. All previous and current mandatory training will be transferred to WH.	June 19
RosterOn	We use Roster On, the same as RMH. All staff rosters and important current in RosterOn will be transferred across to Western Health's Roster On, the blackout date is TBC and will be communicated soon. Please note we have been advised that this is a tricky process and will likely have some hiccups and managers too will need to review thoroughly and highlight gaps.	TBC
The Employee Toolkit	Information and advice to assist with your day-to-day employment, from car parking, IDs, leave and pay information to advice on complaints and bullying and harassment.	Find the toolkit **HERE**
Accreditation and Training - WeLearn	Western Health uses a system called 'WeLearn' to deliver online education and training for all staff. For information and instructions on how to access WeLearn, **CLICK HERE**	
Orientation Documents	View orientation documents **HERE**, and share with your staff. Information regarding orientation, including your responsibilities and obligations regarding orientating new employees.	
Telehealth	The telehealth system is the same as RMH, accounts are being created for all staff under their new Western Health email account. A new telehealth waiting room will be added onto the WH platform, which will need to be distributed to consumers instead of the RMH waiting room post 1 July. **Healthdirect:** https://digitalhealth.wh.org.au/wp-content/uploads/2022/03/QRG-Telehealth-Quick-Start-for-Clinicians.pdf	

	If your staff require a new telehealth account to provide telehealth services to their consumers, *managers will need to email a user request for access via* *telehealth@wh.org.au* Melinda Burke, Melinda.Burke@wh.org.au, will be the Mental Health contact for Telehealth queries.
After-hours management	To share with your staff who are in charge of after-hours management. The on-call manager role will continue, we are doing work to determine the role of the clinical hospital coordinators at Western (after hours coordinators) and escalation points to the WH director on call and executive team. *Once this is determined, an out-of-hours manual will be developed and shared accordingly.*
Interpreter Services	We will continue to use agency staff for all interpreter services. New accounts are being set up with Language Loop as our primary provider and All for Graduates as our secondary provider. We will no longer be using TALS.
SMS Messaging Service	This is the link to the WH SMS Messaging service Omni Login (optus.com.au) Sending an SMS Web2SMS Adding contacts New accounts for staff who use the service are in the process of being created and will be shared once complete.
Working with Children's Check (WWCC)	Please encourage all you staff to have a current WWCC completed before 1 July.

FOR MANAGERS …

Managers Orientation Dates	Managers should have received invitations to the below managers orientation sessions, if not, please contact **Khanh Do**, Senior Manager, Change & Transformation on Khanh.Do@wh.org.au or 0434 936 888 − Wednesday, 7 June − Wednesday, 14 June − Wednesday, 21 June − Wednesday, 28 June
The Managers Toolkit	View the managers toolkit **HERE** This toolkit is a guide on the day-to-day management of employees, from performance development and managing leave through to managing underperformance and disciplinary action.
New employee accounts	The WH Digital Technology Services (DTS) portal for new network accounts will be updated to include Mental Health Western Health Service Desk Portal - IT: Cherwell Service Management (wh.org.au) It also includes a tick box option for CMI, IRIS reporting and S Drive folders.
WH's COVID procedure/policy	As of 1 June (noting that recommendations keep changing) - Staff in **non-clinical areas** are strongly encouraged to wear ear looped **KF94 masks** in shared offices, unless in own office with door kept closed. These masks will be provided by the PPE team. Staff may continue to wear N95 if they prefer a higher level of protection. Masks are now **strongly encouraged** in public areas, corridors, and cafeterias – please wear the mask you are using in your role, either N95 or KF94. Staff should continue to report their positive RAT or PCR test to the Contact Tracing team via the RedCap link Managers, or their delegates, should continue to report their furloughed staff daily via the RedCap link as we continue to report the number of staff furloughed to the Department of Health. Any further updates will be communicated by all staff via Jolene Geh Jolene.Geh@mh.org.au
Pathology and COVID Swabs	Williamstown Emergency Department continues to provide PCR testing for staff who have COVID-like symptoms but are RAT negative. PCR testing is available from 8am-11am daily. Community GP Respiratory PCR clinics may also be able to provide this service in certain areas.

Report furloughed staff (COVID specific only)	Managers or their delegate should continue to report their furloughed staff daily via the RedCap link as we continue to report the number of staff furloughed to the Department of Health.
PD template with mental health overview	View/Download Western Health position description template for use in Mental Health Services **HERE**
Job Ad template	View/Download the Western Health template / instructions in writing a Job Ad for recruitment **HERE**
Recruitment cutoff date / Using-Recruit	Recruitment cutoff date is 29 May until 10 July. You will need to create a new eRecruit account as per the below. 1. Go to the eRecruit website: https://westernhealth.mercury.com.au/ 2. You will need to select 'sign up' in the top right-hand corner and complete all mandatory fields. Please note this **MUST** be a brand-new account (**do not** amend your personal account). 3. Ensure you select **"Yes"** in the drop-down box under 'Employment Details' for the question "Are you a current employee of Western Health?" 4. After this, you will be prompted to enter in your Employee Number which would've been provided to you by your manager after commencement (should have this by June 20th) 5. Enter your **Western Health email address**, which will also be set up for your after commencement and is usually your first and last name separated by a full stop i.e.; john.smith@wh.org.au. 6. Enter a password, noting it is **case sensitive**. Then click <u>create account</u> and you will now be able to sign in. **IMPORTANT: You** will then receive a verification email to your Western Health email address. Your account **will not be active until** you **activate the link in this email.**
Managing Annual Leave	Annual leave management – remains the same, employees complete AL form and hand on to their manager – this to emailed to payroll WHPayData@mh.org.au
Nurse Bank and Casual Pool	Western Health uses a workforce software application - Health-e Workforce Solution (HeWS) to assist with workforce management. A training session for using HeWs will be arranged soon.
Performance Development Plans	Existing Performance Development Plans will be coming across with employee files. Please find link to the performance portal here: Performance Development Plan - Home (wh.org.au) All forms, user guides etc. are contained within. Additionally, please find the link to all the information: Performance Development (wh.org.au)
Use 'e-PACE' / contract management	The link below is to the e-PACE Training page which contains an e-PACE training presentation: e-PACE Training (wh.org.au)

	Group or individual training sessions are available by contacting the Contracts Team WHS-Contracts@wh.org.au
Petrol Cards & Fleet Bookings	New petrol cards have been ordered and will be distributed in due course. The WH Fleet Booking system will be available to all staff who need it, further details to follow.
Taxi Vouchers	For all program managers that use taxi vouchers, Cabcharge accounts and user access are being organised. In the meantime, e-tickets are being arranged to have on hand for 1 July.
Standard Hardware Request and Procurement	Standard hardware requests (i.e., computers or phones) are done via the service desk portal Western Health Service Desk Portal - IT: Cherwell Service Management (wh.org.au) Click on "I need something" and then "Procurement" **Procurement Services**
Prescription Pads	Requests to order prescription pads, should be sent to requestpads@dorevitch.com.au

WHO DO I GO TO FOR…?

Recruitment Advisor for Mental Health	**Srilekha Mulcahy** - Srilekha.Mulcahy@wh.org.au
	
	– SAD form/queries
	– Variation form/queries
	Recruitment advice
	– eRecruit:
	    o Moving hours
	    o Candidate management
	    o Applicant retrieval
	    o Clean up
	– Reclassifications (year level)
	Visas

Recruitment officer	**Kristelle De Taza** - Kristelle.DeTaza@wh.org.au – Contract processing update (internals) – On boarding update (externals) – RR approval update – Advertising – Honorary Appointments eRecruit - account issues
HR Business Partner	**Kali McEwen** - Kali.McEwen@wh.org.au – Interpretation of enterprise agreements, employment policy, legislation and employment law – Change management and consultation – Industrial and union matters – Disciplinary and performance matters – Workplace grievances, disputes and formal complaints – Organisational design – Strategic workforce planning & talent management – Health & Wellbeing matters including Family Violence – Formal workplace mediation – A confidential chat on anything related to work
Payroll Fact sheet and contacts	Payroll Fact Sheet People & Culture Service Catalogue
Mental Health and Wellbeing Transition and Integration information	Mental Health Transition and Integration Team – Email: MHtransitionproject@wh.org.au **Website**
IT	Western Health IT should be contacted for all IT and Technology queries in the first instance.

	Email: servicedesk@wh.org.au Phone: 8345 6777 Western Health - Help Desk
Payroll	For **managers only** to send leave details - WH-PayData WHPayData@mh.org.au For other pay queries: payhelp@ssg.org.au PH: 9342 8925
PPE	Sunshine – COVID-1PPE@wh.org.au Footscray – 0481 006 197
Security	Sunshine – 0432 758 929 Footscray – 0417 037 873
Maintenance requests	Maintenance Requests This procedure is designed to inform and assist staff on how to report or document issues associated with building, infrastructure, external grounds and maintenance to the Engineering and Infrastructure Services Department.

WHO IS WHO AT WH?

Western Health Organisational Chart

Chief Executive Officer (CEO)	Russell Harrison
Chief Financial Officer (CFO)	Mark Lawrence
Chief Operations Officer (COO)	John Ferraro
Executive Director Nursing & Midwifery	Shane Crowe
Chief Medical Officer	Dr Abi Aruanandarajah
Executive Director People, Culture, Communications	Sandy Schutte
Mental Health and Wellbeing Services	Mental Health and Wellbeing System Structure
Mental Health and Wellbeing Transition and Integration team	Mental Health Transition and Integration Team **profiles**