



*Health Professional Councils Authority*

# STAFF HANDBOOK

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# Staff Handbook

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## 1. A MESSAGE FROM OUR DIRECTOR

Welcome

The HPCA's purpose is to support the work of the health professional councils (Councils).

As staff of the HPCA we provide the Councils with the legal, administrative and financial support they need to carry out their role of protecting the public in cases where the performance, conduct or health of a practitioner may present a threat to the safety of the public.

The Staff Handbook (Handbook) has been developed to provide you with information about our role, our relationship with the health professional Councils and where we fit within the NSW Health system.

The Handbook includes information about our administrative functions and our staffing policies. It provides links to documents and resources that explain your entitlements and also your obligations as an employee.

The Handbook is not intended to be an exhaustive reference. Much of the information relating to the policies at the HPCA applies to all NSW Government agencies and can be located on the HPCA, Councils and other NSW Government agency websites.

From time to time practices, policies, procedures and legislation are amended and updated. The Handbook will be reviewed regularly and updated to incorporate these changes.

It is your responsibility to become familiar with the content of the Handbook. If you are unsure about any of the information in the Handbook or can't find the answer to something you need to know please ask your manager.

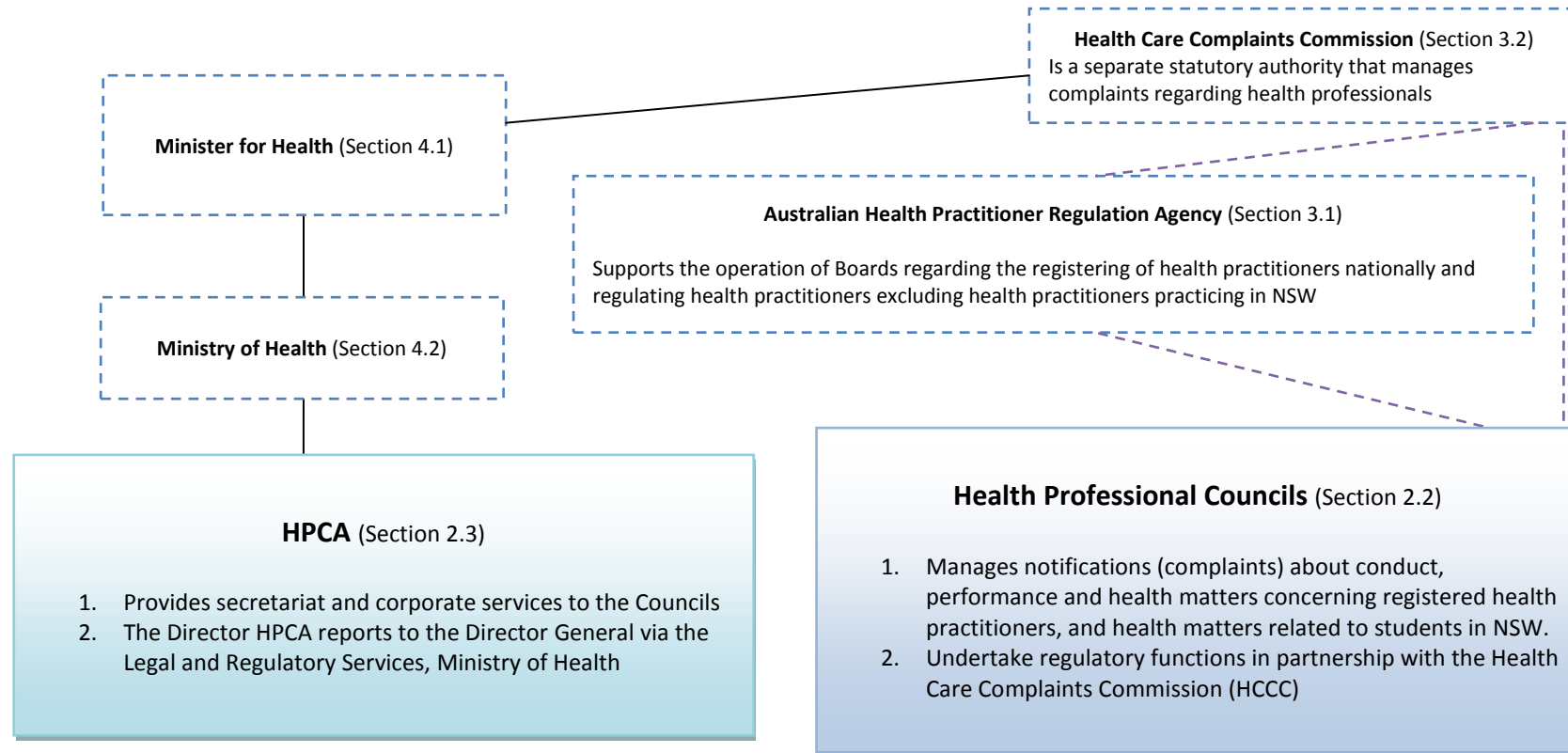
Importantly, if you have ideas about how to improve the information in the Handbook please provide your suggestions to the Manager for Corporate Governance and we will make improvements during our regular reviews.



**Jeanette Evans**  
**11/7/2013**



## 2. ABOUT THE COUNCILS AND THE HEALTH PROFESSIONAL COUNCILS AUTHORITY (HPCA)



The above schematic shows the reporting lines between the HPCA, Ministry of Health and the Minister of Health. In addition, it demonstrates the links between the HPCA, Councils, the Australian Health Practitioner Regulation Agency and the Health Care Complaints Commission.

The following sections will discuss the relationship between the agencies and how they work collaboratively in regulating registered health practitioners in the interested of protecting the public.

*Note:* The relevant sections are identified in the text box of the schematic e.g. **Health Professional Councils** (Section 2.2).

## 2.1. About the Councils

The Councils are independent statutory independent bodies established under (*Health Practitioner Regulation National Law (NSW) No 86a*) (the Law). The Councils are self funded and have no fiscal link to Treasury, however relevant standards and policies apply to the Council and the HPCA. The Councils do not employ staff.

The NSW health professional Councils provided in the Law are:

- Aboriginal and Torres Strait Islander Health Practice Council of New South Wales
- Chinese Medicine Council of New South Wales
- Chiropractic Council of New South Wales
- Dental Council of New South Wales
- Medical Council of New South Wales
- Medical Radiation Practice Council of New South Wales
- Nursing and Midwifery Council of New South Wales
- Occupational Therapy Council of New South Wales
- Optometry Council of New South Wales
- Osteopathy Council of New South Wales
- Pharmacy Council of New South Wales
- Physiotherapy Council of New South Wales
- Podiatry Council of New South Wales
- Psychology Council of New South Wales

The primary responsibility of the Councils is the protection of the health and safety of the public. Councils do this by managing notifications (complaints) made about registered health practitioners. The Councils and the Health Care Complaints Commission (HCCC) consult on the management and action to be taken in relation to all notifications (complaints) received about registered health practitioners in NSW that arise from their practice in NSW and from the training of registered students in NSW.

In addition, the Pharmacy Council is responsible for the regulation of NSW pharmacy business and the maintenance of a Register of Pharmacies.

The HCCC is a separate statutory authority, established under the *Health Care Complaints Act 1993*.

For further information see section 3 - Our key stakeholders regarding the HCCC.

## 2.2. About the HPCA

The HPCA provides secretariat and corporate services to the Councils to support their regulatory responsibilities.

Each Council's Executive Officer and support staff provide secretariat services to enable each Council to fulfil its statutory role in regulating health practitioners in NSW. In addition, the HPCA coordinates shared administrative, financial, legal, tribunal and policy services across the Councils to assist them to meet their legislative and policy requirements as statutory bodies.

On behalf of the Councils, the HPCA liaises with:

- the Australian Health Practitioner Agency (AHPRA) regarding financial, registration and reporting matters
- the HCCC on notifications (complaints) management issues (some Councils consult with HCCC and do not request the HPCA to liaise on their behalf); and
- the Ministry of Health on human resource matters and providing advice and responses to the Minister for Health and the Director-General on regulatory matters and Council members appointments.

There is a Service Level Agreement (SLA) between each Council, which describes the services the HPCA provides and the key performance indicators against which to assess performance. The SLA provides certainty and a shared understanding for the Council and the HPCA on the range and quality of services provided.

### 2.2.1. HPCA Strategic Plan

#### ***Our Purpose***

To support the health professional Councils to fulfil their role of protecting the public

#### ***Our Values***

- |                  |   |
|------------------|---|
| ❖ Integrity      | (a) Promote due process and procedural fairness.<br>(b) Act professionally with honesty, consistency and impartiality.  |
| ❖ Trust          | (a) Build relationships based on mutual respect.<br>(b) Communicate intentions clearly and invite teamwork and collaboration.   |
| ❖ Service        | (a) Provide services fairly with a focus on Council and stakeholder needs.<br>(b) Focus on excellence in service delivery.  |
| ❖ Accountability | (a) Take responsibility for decisions and actions.<br>(b) Promote transparency to enable public scrutiny.<br>(c) Seek value for money and use resources efficiently, effectively and prudently. |

The Strategic Plan comprises four strategic themes: Safety and Quality, Corporate Governance, People and Culture, and Finance and Management.

The Action Plan lists the priority actions and projects that we will undertake in 2013/14 and are being prioritised in consultation with Councils and staff.

This Plan does not include the routine activities of the HPCA's individual teams, or the strategic priorities of Councils themselves. These may be addressed in individual Councils' plans and HPCA team work plans.

## 2.2.2. HPCA Staff

The HPCA employs staff under Chapter 1A of the Public Sector Employment and Management Act 2002. (Councils are not able to employ staff.) The HPCA has a strong commitment to equal employment opportunity (EEO) and recruits and employs staff on the basis of merit. This provides a diverse workforce and a workplace culture where people are treated with respect.

The HPCA is part of the NSW public health system and adopts the NSW Health policies and guidelines, which can be accessed on the NSW Health intranet (the homepage on your desk computer).

## 2.3. Finance and Shared Services

### 2.3.1. Finance Support Service

The HPCA provides financial management services to all Councils, including the payment of accounts, budget preparation and monitoring and coordination of regular financial reporting. Each Council is provided with comprehensive monthly financial accounting and reporting services.

The Finance Section is also responsible for meeting the Councils' external and internal financial reporting requirements, oversight of risk management and advice to assist Councils to determine the regulatory component of the fees paid to the Council and hearing members.

The Finance Section is responsible for ensuring the timely payment of all invoices and expenses including payments to Council.

### 2.3.2. IT Services Team

The IT Service Team resolve computer problems, configure new equipment, control network access, advise on equipment and software issues and install new equipment and software.

### 2.3.3. Communications

Communications officers are located at Pitt St and Gladesville and are responsible for updating of the websites, editing, proofing and organising the printing of publications, including annual reports, newsletters and other publication needs.

The Communications unit is also responsible for editing the quarterly HPCA newsletter. The newsletter covers:

- Information update – what Councils, teams, Executive have been doing
- Staff movements/news
- Statistics – facts and figures
- Feature item – about a specific Council, team, program, individual, etc.
- Learning and development – forthcoming; things staff have done; things to read/to learn
- Policy changes – HPCA; NSW Health; Government
- Events/things happening/pending – meetings, conferences, deadlines, compliance and other requirements
- Projects and priorities – e.g. Annual reports, financials, audits, budgets, appointments
- Tips and tricks – things to know/to do
- Reporting and reminders – work health & safety, GIPA, ethics

## **2.3.4. Administrative Services Unit – Pitt St**

The Administration Services Unit (ASU) services are able to assist staff in a range of administrative support function for example human resources, building management, mail, record scanning, organising courier services, ordering stationary and reception.

## **2.3.5. Records**

Records co-ordinators are located at Pitt St and Gladesville and are responsible for records management, compliance with State Records requirements, archiving, and providing records management advice and training.

## **2.4. Legal Support Services**

The HPCA and Councils employ a number of legal officers who are available to provide advice and assistance to staff based at Pitt St and Gladesville. Legal assistance is available to deal with individual matters that may come before a Council, for example immediate actions under section 150 of the Law; statutory interpretation; representing a Council before an adjudicative body in appropriate cases; instructing and liaising with the Crown Solicitor; and development of policy and decision support tools.

Legal staff also provide training resources for all HPCA staff. An ongoing continuing legal education program is being developed for legal officers and all staff are strongly encouraged to attend these sessions with the agreement of their manager.

Legal Support also issues a monthly newsletter – *Legal News* (to all staff by email) which summarises relevant cases and draws out some of the interesting and informative points. In addition, the newsletter includes: legislative changes, relevant Council policy change and prohibition orders made by the HCCC.

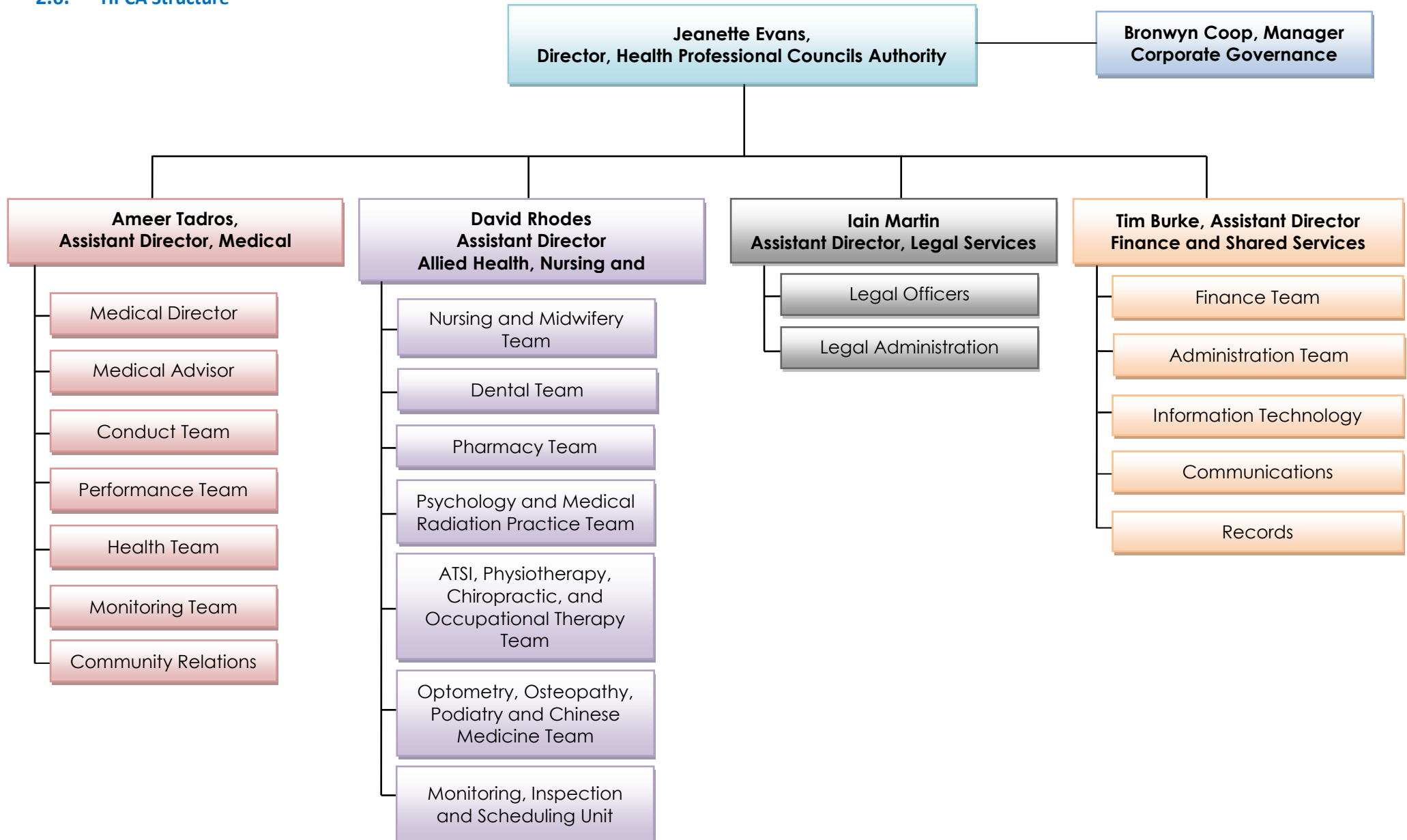
## **2.5. Policy and Governance**

The Manager, Corporate Governance develops HPCA and Council policies, provides advice and support on policy, governance and compliance matters and monitors compliance with NSW Government and NSW Health legislation and policy.

Public interest disclosures are made to the Manager, Corporate Governance.  
See section 5.3.5 Public interest disclosures.

# Staff Handbook

## 2.6. HPCA Structure



## 3. OUR KEY STAKEHOLDERS

### 3.1. Australian Health Practitioner Regulation Agency (AHPRA) and the National Boards

AHPRA supports the operations of the National Boards and services the state and Territory Boards of the National Boards to ensure nationwide consistency across key functions including:

- receiving and dealing with applications for registration and renewal of registration
- maintaining an up-to-date and publicly accessible national register of registered health practitioners
- maintaining a register of students for each health profession (not publicly accessible),
- maintaining a list of practitioners who have had their registration cancelled since July 2010
- establishing general requirements for the development of professional standards and policies by the National Boards
- dealing with notifications (complaints) about the health, conduct or performance of registered practitioners / students in jurisdictions other than NSW
- accreditation of courses of study, and
- dealing with offences relating to contraventions of the advertising provisions or 'holding out' (where a non-registered person purports to be registered in a profession).



In NSW, AHPRA is required to ensure that the Health Care Complaints Commission (HCCC) and the Councils are advised of all notifications (complaints) it receives. The Councils, in consultation with the HCCC, are responsible for assessing and responding to and dealing with these notifications (complaints).

### 3.2. Health Care Complaints Commission (HCCC)

The HCCC has an integral role in notifications (complaints) management as the independent investigator and prosecutor in NSW. The Councils and HCCC consult on the management of notifications (complaints).



The HCCC and HPCA publication *Dealing with complaints: A guide for health service providers* explains the relationships and processes the HCCC and Councils use to manage notifications (complaints). A copy of the publication can be obtained from the Manager, Corporate Governance or from the HPCA website.

### 3.3. Health Professional Tribunals<sup>1</sup>

The Tribunals are legally separate from and independent of the Council. The Tribunal support unit provides secretariat and administrative support to most of the Tribunals, except the Medical Council. Administrative and technical support is provided to the Medical Tribunal via the District Court.

The Tribunal deals with:

- serious notifications (complaints) that may lead to suspension or deregistration
- appeals against Council decisions regarding disciplinary matters, and
- appeals against decisions of the National Board in relation to registration matters.

Additionally, the Health Professional Tribunals are responsible for forwarding Reasons for Decision documents to the relevant parties and arranging for the Reason for Decision to be published on the Australasian Legal Information Institute (AustLii<sup>2</sup>) website. The information on this website is public.

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<sup>1</sup> From 1 January 2014 the Health Professional Tribunals will become part of the newly established NSW Administrative and Civil Tribunal (NCAT).

<sup>2</sup> Resource of Australian and international legal materials, including a law specific search engine, links, Australian cases, law and other legal matters.



## 4. NSW HEALTH

The NSW Health system comprises the following:

- NSW Minister for Health
- Minister for Mental Health and Minister for Health Lifestyles
- NSW Ministry of Health
- Public health organisations

It is the largest public health system in Australia with more than 220 public hospitals and over 100,000 dedicated staff who make up the health workforce.

### On a typical day in NSW<sup>3</sup>

A typical day most commonly relates to Monday to Friday activity when most elective surgery is performed.

- 200 babies are born
- 5,600 people are admitted to a public hospital
- 17,000 people spend the night in a public hospital
- 1,000 patients have their surgery (emergency or planned) performed in our public hospitals
- 6,500 people are seen by our emergency departments
- Almost 100,000 dedicated staff provide over 100,000 patients services each day

NSW Health has a public website and intranet for staff. The NSW Health website includes information regarding health alerts, local health information, information for practitioners, public health information, publications, jobs and emergency contacts.

All HPCA staff have access to both sites with the intranet set as the homepage for web access on your computer. The intranet includes: 'Easy Guide to Ministerials and Briefings', business units for example Work Support Centre (salaries), medial releases, contact lists for local health districts, health calendar and access to policies and publications.

### 4.1. Minister for Health

The Minister for Health and the Minister for Medical Research is the Hon. Jillian Skinner, MP who is responsible for the administration of health legislation within NSW.

The Minister for Mental Health and Minister for Healthy Lifestyles is the Hon. Kevin Humphries MP.

Councils are independent statutory bodies and are not subject to the direction of the Minister for Health or any other individual or body. Under the Law, the Minister has the following responsibilities:

- Nominate certain categories of person for the Council membership and appointment by the governor
- Approve the NSW complaints component of the national registration fee as decided by the Council
- Appoint the chair and members of (Assessment) Committees and if necessary removal of a member from office
- Approve remuneration rates for members of Councils, Assessment Committees, Panels and Tribunal members (other than Chairs and Deputy Chairs)
- Decide the amount a Council is to pay into its Education and Research Account, and
- Appoint the members of the NSW State Boards of the National Boards.

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<sup>3</sup> Data provided Thursday 10 January 2013 by Health System Information and Performance Reporting

## 4.2. Ministry of Health

The NSW Ministry of Health is responsible for ensuring the people of NSW are provided with the best possible health care. The Ministry monitors the performance of the NSW public health system and supports the statutory role of the NSW Minister of Health.

The Ministry of Health has four divisions

1. Population Health and Public Health
2. System Purchasing and Performance
3. **Governance, Workforce and Corporate Division**
4. Strategy and Resources

The Director, HPCA reports to the Deputy Director-General of Health, Governance, Workforce and Corporate via the Director, Legal and Regulatory Services. This Division leads and manages strategic advice on the corporate functions of the Ministry including: human resources, procurement and business development, governance, risk and legislation and legal issues.

## 4.3. Branches that liaise with the HPCA and the Councils

### 4.3.1. Legal and Regulatory Services

Legal and Regulatory Services has four discrete areas:

1. Legal and Legislation
2. Corporate Governance Unit
3. Pharmaceutical Services
4. Health Professional Councils (us)

Legal and Corporate Governance are our main contacts.

Legal provides:

- comprehensive legal and legislative services for the Ministry and Minister
- specialist legal services and privacy policy support for the health system, and
- compliance support and prosecution services for the NSW Ministry of Health.

The Corporate Governance Unit provides a comprehensive framework for the conduct of Ministry business and to guide and monitor these functions in the NSW public health system. It is also responsible for overseeing the appointment of members to Councils, Tribunals and Assessment Committees and liaises with the Minister's office and the Department of Premier and Cabinet in coordinating the Minister's and Governors' approval.

### 4.3.2. Workplace Relations

Workplace Relations is responsible for all the HPCA's human resource matters, including: recruitment, processing our leave application, maintaining personnel records and Learning and Development (L&D) courses. WR develops and implements human resource strategy, with support and guidance to staff on a range of issues including organisational development and employee relations.

### 4.3.3. Strategic Relations and Communications

One of this unit's functions is to coordinate advice and information for the Minister and Executive throughout NSW Health. All HPCA/Council Ministerial correspondence and briefs, House Folder Notes and other related advice is submitted through the SRC.

## **4.3.4. Business Services and Procurement**

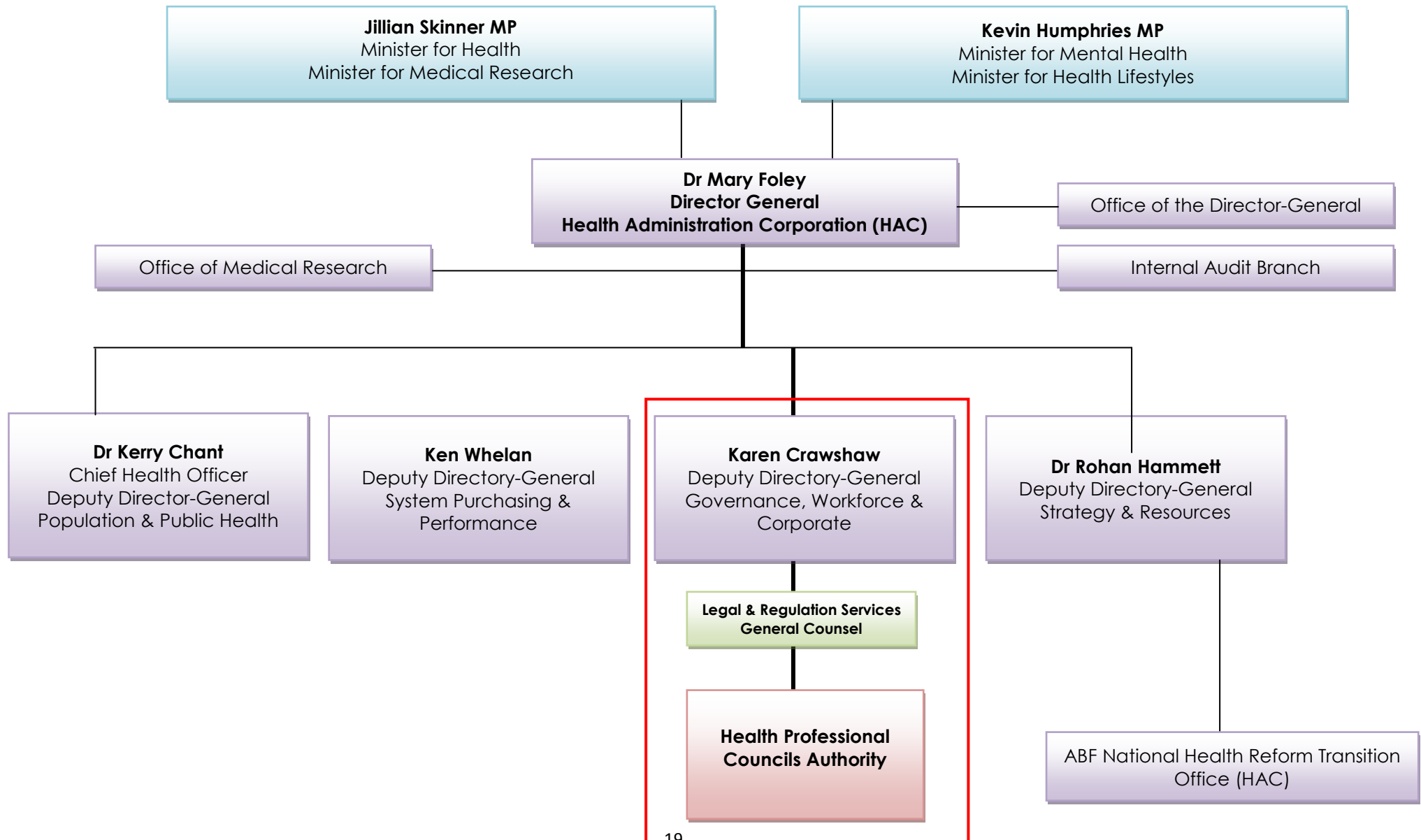
The unit provides leadership in procurement, policy development and asset management and manages specific procurement projects to support the efficient delivery of health services and is also responsible for ensuring quality operational support to the Ministry for Health.

## **4.3.5. Other Branches**

Further information regarding other branches and local health districts is located on the NSW Health [intranet](#) and [website](#).

# Staff Handbook

## 4.4. Ministry for Health Structure



## 5. POLICIES

A policy provides staff with the approved way of operating in relation to a particular matter and plays an important role within the HPCA. It provides the principles which direct staff - how they will act and respond to situations or issues. Those principles are derived from and shaped by: the law and regulations that govern the HPCA (and NSW Government); national standards and community expectations, and the values reflected in our strategic plan.

Policy has a role to:

- translate values into operations
- ensure compliance with legal and statutory responsibilities
- guide the HPCA towards the achievement of its strategic plan
- set standards and
- improve the management of risk.

The HPCA has a range of policies in place which are based on existing NSW Health and NSW Government policies and legislation.

Where the HPCA does not have a specific policy, we adopt NSW Health and/or NSW Government policies. You can access these on the agencies website such as the Public Service Commission and the Department of Premier and Cabinet.

### 5.1. Core Values – Integrity, Trust, Service and Accountability

The *Public Sector Employment and Management Act 2002* has an ethical framework for all NSW public sector agencies and their employees, built on four core values – integrity, trust, service and accountability.

These values are underpinned by 18 principles which are based on individual behaviour. For NSW public servants, ethical behaviour is behaviour which is in accordance with section 3B of the *Public Sector Employment and Management Act NSW 2002*.

### 5.2. NSW Health Vision and Core Values

NSW Health vision, goals and values apply across the health system. All staff are expected to support them and demonstrate the values in their work and dealing with colleagues, clients, stakeholders and general public.

#### 5.2.1. Vision

NSW Health provides system-wide leadership to ensure high quality health services which are responsive to consumers, the community and the challenges of the future. Our vision *Healthy People – Now and in the Future* and our goals reflect these aspirations.

#### 5.2.2. Core Values

The NSW Health core values build on the public sector core values of integrity, trust, service and accountability.

The core values are:

- Collaboration
- Openness
- Respect
- Empowerment

## 5.3. Core Policies for Ethical Behaviour

### 5.3.1. Code of Conduct

The HPCA follows the Ministry of Health Code of Conduct. The Code of Conduct details required standards and behaviour guidelines. At all times employees must act with integrity, honesty, transparency and fairness in dealing with colleagues, members of the public and other government agencies.

The HPCA is committed to providing safe and equitable working conditions for all employees and will not tolerate workplace bullying, harassment or discrimination under any circumstances.

Your letter of offer requires you to read and accept Ministry of Health Code of Conduct. (You need to sign the back page of the Code of Conduct acknowledging that you have read and understood the Code and agree to comply.)

The Code of Conduct covers many issues in the workplace such as:

*'use all equipment, goods, resources and materials provided for work-related purposes only, and not for outside clinical or business practice or political purposes: for example staff cannot operate a private business from the workplace, decorate official vehicles with political slogans, or use work tools to make repairs to personal property or carry out home renovations. However, reasonable personal use may be made of equipment (such as phones, computers or photocopiers) provided that work performance is not affected and any instructions about such personal use are followed'*

(Code of Conduct section 4.4.2)

And

*'report to a more senior member of staff and/or to the appropriate external statutory body any misconduct by others of which they become aware, such as corruption, fraud, maladministration, and serious or substantial waste.'*

(Code of Conduct section 4.4.17)

Managers have a responsibility to address alleged breaches of the Code promptly, and in a fair and reasonable manner. They need to assess the seriousness of any alleged breaches, and how they should be dealt with. There are a range of possible outcomes for staff members who have breached the Code. (See Code of Conduct for a list of possible outcomes.)

Further sections of the Code of Conduct are discussed in section 7 - IT Systems and records in relation to personal use of equipment and section 5.3.2 - Secondary employment and section 5.3.5 – Public interest disclosure.

See section 9.4-Learning and Development to learn and complete the Health Education & Training Institute (HETI) online learning module – Code of Conduct.

## 5.3.2. Secondary employment

In accordance with the Code of Conduct and if you work full time, you must seek approval from the Director or his/her delegate to undertake secondary employment.

The Code of Conduct states:

*'if working as a full time employee, you must seek approval from the Director or his/her delegate to undertake secondary employment; and if working as a part time employee seek such approval if there is potential for a conflict of interest with HPCA employment, or if the total work being undertaken raises issues about excessive working hours. Such approval for other employment must not be unreasonably withheld'.*

(Code of Conduct – section 4.3.6)

## 5.3.3. Conflict of Interest

A conflict of interest is a situation where a conflict arises between your official duties and your private or personal interest that could influence or could be perceived to influence, your ability to perform your official duties. A conflict of interest may involve avoiding a personal loss as well as gaining a personal advantage.

The Conflict of Interest Policy provides guidance for staff on conflicts of interest and how to manage them. In addition, a Conflict of Interest Declaration Form must be completed by any HPCA staff member who has an actual, perceived or potential conflict of interest in undertaking their duties and obligations in compliance with HPCA and NSW Health policy requirements. Completed Conflict of Interest Declaration forms must be forwarded to the Manager, Corporate Governance at the time of declaration.

The HPCA policy is based on the NSW Health Policy Directive - Conflicts of Interest and Gifts and Benefits (PD2010\_010).

## 5.3.4. Corrupt Conduct

Corrupt conduct can be generally understood as the dishonest or non-impartial exercise of power or position resulting in one person being advantaged over another. It may also involve the conduct of non-public officials which adversely affects the honest and impartial exercise of a public official's functions. The key notion is the misuse of public office.

Corruption can take many forms including, but not limited to official misconduct; bribery or blackmail; unauthorised use of confidential information; fraud and theft. For conduct to be considered corrupt under the ICAC Act definition it has to be serious enough to involve a criminal or disciplinary offence or be grounds for dismissal.

Individual members and staff must report possible corrupt conduct through the internal reporting system or the external reporting system directly to the ICAC. The Reporting Corrupt Conduct policy provides detailed information including how to internally report corrupt conduct.

## 5.3.5. Public interest disclosures

A public interest disclosure (PID) is a report made by a public official that relates to wrongdoing which is a matter of public interest- namely corrupt conduct, maladministration, serious and substantial waste of public money or government information contravention.

The Public Interest Disclosure Policy provides guidance for staff and members on public interest disclosures (formerly known as protected disclosure or whistleblowing).

The policy provides guidance for staff and members on making, assessing and dealing with public interest disclosures under NSW Health Policy Directive - Public Interest Disclosures (PD2011 061), which should be read in conjunction with this document.

## 5.3.6. Zero tolerance of harassment and bullying in the workplace

The HPCA has zero tolerance to harassment and bullying in the workplace. The HPCA complies with NSW Health mandatory policies Bullying – Prevention and Management of Workplace bullying in NSW Health and Freedom from Harassment in the Workplace. These two policies define the issues, responsibilities and response to complaints/grievances.

The Code of Conduct also reinforces that bullying and harassment will not be tolerated in the workplace.

To eliminate harassment and bullying in the workplace, we all have a responsibility to create a safe, professional and productive environment. You are encouraged to raise matters of concern at an early stage with your manager or another manager/executive and actively participate in the complaint management process.

As part of NSW Health's commitment to eliminate bullying in the workplace an Anti-Bullying Advice Line (ABAL) has been established. ABAL is a state-wide telephone advice line for all NSW Health staff including HPCA staff.

|  |                     |
|--|---------------------|
| <b>Anti-Bullying Advice Line</b><br><b>Operational between 7am and 6pm, Monday to Friday</b> | <b>1300 416 088</b> |
|--|---------------------|

Advisors can answer your questions about the process for managing bullying complaints, or what you can do to make the bullying behaviour stop. ABAL provides independent, confidential advice and our Advisors will not judge you or your situation.

## 5.3.7. Other policies regarding ethical practices

There are a range of other policies in relation to ethical practices which can be accessed from the HPCA website and other NSW Government agencies such as NSW Health, Department of Premier and Cabinet and the Public Service Commission.

## 5.4. Access to Information (GIPA)

Government Information (Public Access) Act 2009

There are four ways in which information held by the HPCA is made available:

1. Mandatory release
2. Protective release
3. Informal request
4. Formal request

The HPCA website outlines the above four ways in which information is released.



## 5.5. Business Continuity Plan

The HPCA has a business continuity plan which sets out the actions in the event of a significant incident or disaster. As part of the process of developing the plan, 6 key business processes of the HPCA were determined as having the potential to incur a major impact on the Authority should they become unavailable. As part of the process of developing the plan the term 'maximum acceptable down time' (the BCP refers to this as the Maximum Acceptable Outcomes) was identified. The timeframes indicated are the acceptable downtime during an emergency period.

These include:

- Pay staff: maximum acceptable down time = 1 day
- Provide support to the Councils to fulfil their immediate obligations (s150): maximum acceptable down time = 5 days
- Monitor health practitioners' compliance with their conditions: maximum acceptable down time = 14 days
- Action critical complaints including triage of complaints: maximum acceptable down time = 21 days
- Provide administrative support to Tribunals, Councils and Professional Standards Committees: maximum acceptable down time = 30 days, and
- Notify AHPRA of complaints and outcomes: maximum acceptable down time = (complaints: 30 days, outcomes: 1 day).

The BCP can **only** be activated by the Director, HPCA or her delegate if an incident or disaster is expected to exceed the 'maximum acceptable downtime'

In the event of a significant incident or disaster the above business processes will be conducted, however there may be a departure from the routine timeframe. The HPCA Business Continuity Management Policy is located on the HPCA website and provides detailed information.

For further information see section Appendix 11 Disaster preparedness and emergency evacuation procedure – fire, bomb threat and other emergency.

## 5.6. Complaints about Councils, Council Members or Committee Members

A complaint about a Council, a Council member or a Committee member may be made regarding an administrative matter or process, such as the way in which a member or the Council has acted or made a decision. A complaint may be made against a member of the Council, in his or her capacity as a Council member; against a committee member; or a person who is appointed, approved, or delegated by the Council to exercise any of the Council's powers or functions under the Law.

Some examples of complaints include:

1. That the Council has not been timely, accountable, transparent or fair in the conduct of its business or decision-making.
2. That the Council or a member has failed to perform their responsibilities with the necessary integrity, impartiality, honesty, conscientiousness, care, skill or diligence.
3. That a Council member has failed to declare or disclose an interest including any pecuniary or non-pecuniary or personal interest, which is or may be relevant to the activities or deliberations of the Council, and
4. That a Council member has used information acquired in his or her role on the Council not in accordance with the requirements of the Law and/or otherwise improperly.

Complaints received are managed in accordance with the Council's policy 'Handling Complaints about a Council', which is publicly available on Councils' websites.

## 5.7. Corporate and Council Records

Information is one of the Council's key assets. The HPCA and Councils are required to create, manage, retain and dispose of records in accordance with relevant legislation and regulation.

All Councils must ensure that full and accurate records of all activities and decisions are created, retained and disposed of appropriately.

Planned and coordinated sets of policies, procedures, systems and activities are in place to manage Council's records in accordance with section 12(2) of the *State Records Act 1998*. The rationale for this approach is:

- Compliance with statutory and regulatory records management principles and standards
- Support for corporate action and governance
- Facilitation of current improved business processes
- Business continuity and appropriate management of risk, and
- The satisfying of community expectations.

The HPCA Records Management Policy comprises a Policy Statement and Guideline. It sets out the requirements, roles and responsibilities for ensuring the HPCA complies with legislation and realises the benefits of good recordkeeping practices.

The policy also outlines the storage of electronic and hard copy files. All confidential documents and files in hardcopy should be locked in a secure area at the end of the day. Documents of a sensitive nature should not be left on desks or open on computer screens at any time if the officer is not in attendance. When not in use, it is preferable for hardcopy files to be kept in a lockable central storage area within the business unit. This means the records are being kept securely, but allows access by co-workers.

Confidential information must not be stored on a device which has the potential to be misplaced or lost such as a USB, iPad or laptop. Remote access can be arranged for staff who require access to information away from the office.

The Records Coordinator is responsible for monitoring and conducting audits about the performance of Councils/business units in accordance with procedures and standards, including conducting an annual file census.

Information regarding the NSW Government Department –for further information see section 13.7 State Records Authority.

## 5.8. Effective workplace grievance resolution

The HPCA is committed to resolving grievances in a confidential, fair, appropriate, effective and timely manner. Staff are encouraged to report any grievance early to their manager or another manager or executive member.

The HPCA complies with the NSW Health mandatory policy Effective Workplace Grievance Resolution.

The policy outlines the:

- responsibilities of the executive, managers and staff
- matters not covered by the policy
- procedure for managing a grievance, and
- mechanisms for resolving grievances.

See section 9.4-Learning and Development to learn and complete the Health Education & Training Institute (HETI) online learning module – Grievance management.

## **5.9. Privacy**

The HPCA complies with legislation in maintaining privacy. The Privacy and Personal Information Protection Act 1998 (PPIPA) and the Health Records and Information Privacy Act 2002 (HRIPA) both aim to protect the privacy of individuals' information that is held by public sector agencies. PPIPA applies to 'personal information' and HRIPA to 'health information'. Both Acts contain mechanisms for individuals to gain access to their information.

Information collected should only be used for the purposes it was collected.

See section 9.4-Learning and Development to learn and complete the Health Education & Training Institute (HETI) online learning module – Privacy training module

## **5.10. Traveling on Official Business**

All official travel must be approved in advance by the HPCA. Staff are entitled to reimbursement of travel expenses, accommodation and meals when undertaking approved official business.

### **5.10.1. Minimising Travel**

The most economical means available must be used to attend meetings and other official business. Travel should be minimised where possible, including the use of taxis where public transport is readily accessible and practical. Use of the free city bus for travel around the CBD is encouraged. Staff should also confirm the availability of designated HPCA pool cars.

Alternative methods of communicating over long distances should also be explored prior to considering travel. Alternative communication methods include teleconferencing and video conferencing. HPCA Shared Services staff can assist with access to these services.

### **5.10.2. Travel Arrangements**

All air travel and accommodation bookings must be made by the HPCA. The Administration team are able to assist in making travel arrangements. Expenses for these particular items will be reimbursed only on those rare occasions where the person travelling has to make their own arrangements and has incurred the cost. Actual expenses are paid for other domestic travel costs incurred. A daily subsistence allowance is paid for official overseas travel expenses.

## **6. PUBLIC AND MEDIA ENQUIRIES**

From time to time Councils are required to make public comment on issues of interest. Any requests for interviews or comments are to be discussed with the Executive Officer, the relevant Assistant Director or the Director, HPCA. This will enable the appropriate person to be identified and make comment.

## 7. IT SYSTEMS AND RECORDS

### 7.1. Use and management of communications systems (telephones, computers and photocopiers)

The HPCA complies with the NSW Health policy directive: Communications – Use and Management of Misuse of NSW Health Communications Systems (PD2009\_076).

The policy provides:

- guidance and direction about the mechanisms required to minimise inappropriate use and controls required to monitor the use of communication systems, and
- a framework for identifying and responding to alleged misuse, (applied in conjunction with other policies and codes regarding the management of allegations involving misconduct).

The Code of Conduct states that:

*‘reasonable personal use may be made of equipment (such as phones, computers or photocopiers) provided that work performance is not affected and any instructions about such personal use are followed.’* (Code of Conduct, section 4.4.2 in part)

And

*‘not use NSW Health .... (HPCA)... internet and email resources for accessing, transmitting, storing or downloading pornographic, sexually explicit or otherwise inappropriate material.’* (Code of Conduct, section 4.4.4)

The HPCA undertakes periodic random audits of staff use of information technology and communications facilities. The audits will focus on the use of the internet and email systems and compliance with the policy directive.

The audits apply to all permanent, temporary and contract staff and involve surveillance of computer usage by means of software that monitors or records computer usage including, but not limited to, the sending and receipt of emails and the accessing of internet websites.

If you need further information or clarification regarding the policy and use of communications systems you can discuss this with your manager or the Assistant Director, Finance and Shared Services.

### 7.2. TRIM – Records Management

Official records are captured into the TRIM electronic record keeping system. TRIM is used to register, capture and track hardcopy and electronic files and documents, which are received, generated and acted upon by the HPCA or a Council. Records on TRIM have assigned levels of access and security so that only those with the appropriate authorisation can view and use them.

The Records Coordinator is able to answer questions about managing your records and provide you with guidelines on using TRIM. Further information can also be found on the Ministry of Health Intranet at: <http://internal.health.nsw.gov.au/ecsd/ssc/trimfaq.html>

All staff are encouraged to attend TRIM training.

## 7.3. Monitoring and Complaints System (MaCS)

MaCS is a complaint management software application used by all Councils for managing notifications (complaints) about health practitioners. The system allows for notifications (complaints) to be recorded; assessment and hearing processes to be tracked; outcomes recorded during the process, and aides with the monitoring of orders and conditions imposed. The system allows users to send information to AHPRA and health practitioners, by providing a wide range of template letters that can be generated using data within the system.

Registration data is transferred from AHPRA to HPCA, with these changes updated to MaCS to ensure that demographics and registration status is up to date and that there is alignment between the two systems.

Both the MaCS and Pivotal systems provide de-identified aggregate data that is used for management and performance reporting.

A full user guide and data dictionary can be found at: <F:\!Administration HPCA\MaCS Manuals>.

## 7.4. Pivotal

The Pivotal system is a software application used by AHPRA for storing and managing registration and notification (complaints) information about health practitioners throughout Australia. Selected HPCA users can access Pivotal to verify that regulatory information, such as conditions recorded against a practitioner, are accurate and up-to-date and that alerts requested by the Council team have been applied to the practitioner's record.

## 8. STATUTORY OBLIGATIONS IN THE WORKPLACE

### 8.1. Work Health and Safety (WHS)

Your health and safety and that of your colleagues and visitors to the HPCA are important. The HPCA complies with the Work Health and Safety Act 2011 No 10 and has a range of initiatives and processes to identify and minimise risk in the workplace.

In accordance with the Act the HPCA has health and safety representatives (HSR) who play a positive role in representing the health and safety interests of workers in their work group as well as:

- investigate health and safety concerns raised by workers of their work group
- look into anything that might be a risk to the health and safety of the workers in their work group
- monitoring the health and safety actions taken by the persons conducting a business or undertaking (PCBU - the new term that includes employers).

HSRs assist workers of a work group and the business or undertaking to resolve health and safety matters through ongoing consultation and representation.

HSRs have a responsibility to represent members of their work group and use their powers only in relation to WHS matters.

The basics of keeping the workplace safe include:

- management commitment
- consultation
- management of risk
- training and instruction
- reporting safety
- return to work and workers compensation.

While at work all staff must:

- take reasonable care for their own health and safety
- take reasonable care for the health and safety of others
- comply with any reasonable instruction by management, and
- cooperate with any policies and procedures of the HPCA/Council.

Further information regarding Work Health and Safety can be found on the WorkCover Authority of NSW.

## 8.2. Notification of Work Related Incidents

If you are injured at work, you must:

1. **SEEK** first aid or medical attention. At Pitt St, first aid officers are listed in the kitchen/staff room
2. **NOTIFY** your manager of the injury immediately.
3. **COMPLETE** the Injury Notification Form. (NB: If you cannot fill out the form, ask someone else to do it for you. Early notification of a work-related injury is critical).
4. **COMPLETE** the injury notification form (available from the Administration Manager).
5. **SEND** the completed form:
  - by email to the Administration Manager, or
  - hand deliver to the Administration Manager at Pitt St

The Administration Manager must:

1. **NOTIFY** the Work Health Safety Coordinator within **24 hours** of the injury taking place

The Ministry of Health Work Health Safety Coordinator may:

1. **CONTACT** the injured staff member.
2. **CONTACT** the treating doctor (with permission from the staff member) in order to determine the degree of injury or incapacity, period of convalescence and the treatment required.
3. **DISCUSS** the following options with the staff member:
  - lodging a claim
  - not lodging a claim
  - notifying the GIO, pending possible lodgement of a claim.

### Serious Incidents (Fatality or Serious Injury or Illness)

In the event of a serious incident, please notify your manager and the Administration Manager **IMMEDIATELY**

|  |
|--|
| <b>Administration Manager's contact details: 9219 0280</b> |
|--|

## 8.3. Hazard Reporting

A 'hazard' is anything with the potential to harm people, the environment or property.

To maintain a safe working environment, hazard reporting procedures are designed to assist in the identification, investigation and assessment of workplace hazards and to enable the appropriate corrective action to be taken.

In consultation with the Administration Manager, the Hazard Reporting form may be used to assess and determine any corrective action for an identified workplace hazard. The form is available from the Administration Manager.



## 8.4. Equal Employment Opportunity (EEO)

The HPCA is committed to developing a culture that is supportive of employment equity and diversity principles. The HPCA has an EEO Management Plan, which is prepared in accordance with Part 9A of the *Anti-Discrimination Act 1977*, s 122J.

The HPCA promotes management policies and practices that reflect and respect the social and cultural diversity contained within the HPCA and the community and support the NSW Government's goals of:

- Workplace culture displaying fair practices and behaviours, and
- Improved employment access and participation for Equal Employment Opportunity (EEO) groups.

The EEO Management Plan facilitates the identification and removal of systemic barriers to the participation and promotion in employment of EEO groups, including:

- Women
- Aboriginal People and Torres Strait Islanders
- People whose first language was not English
- People with a disability who require work-related adjustments.

The *Anti-Discrimination Act 1977* states that it is against the law in NSW for any employer (including the Government) to discriminate against an employee or job applicant because of their:

- Age, gender or pregnancy
- Disability, race, colour, ethnic or ethno-religious background
- Descent, nationality, marital status, carers' responsibilities, homosexuality or transgender.

Both direct and indirect discrimination is against the law. Direct discrimination is treatment that is obviously unfair or unequal. Indirect discrimination means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Employees have the right to:

- a workplace that is free from discrimination and harassment
- equal access to benefits and conditions (e.g. training, promotion)
- fair processes to deal with work-related complaints and grievances.

Employees are responsible for:

- acting to prevent harassment and discrimination in the workplace
- respecting differences among colleagues and customers (e.g. cultural and social diversity)
- fair processes to deal with work related complaints and grievances.

Managers and supervisors are responsible for:

- taking steps to ensure that all work practices and behaviours are fair and free from all forms of unlawful discrimination and harassment
- providing employees with equal opportunity to apply for available jobs, learning and development, higher duties and flexible work hours ensuring selection processes are based on merit, are transparent and the methods used are consistent.

## 9. HUMAN RESOURCES

The following information comes from various sources which include:

- Personnel Handbook - author: Public Service Commission
- M2012-07 Reduction of accrued recreation leave balances
- Managing Sick Leave – author: Public Service Commission
- PD2009\_050 Managing Sick Leave – author: NSW Health

The information below is an overview and should be read in conjunction with the relevant sections of the personal handbook and policies. If you require further information and or clarification you should discuss with your manager.

### 9.1. Flexible Work Arrangements

The HPCA is committed to the implementation of work practices that find the best possible match between the interests of the HPCA and those of staff members. It recognises that benefits flow to the HPCA from flexible work arrangements, particularly as it provides a service between 9am to 5pm, Monday to Friday. Therefore, flex leave is subject to organisational convenience.

Flex-time is a system whereby you may work flexible start and finish times within the required span of hours. Flex-time allows you to:

- vary start and finish times within the flexible working hours bandwidth
- accumulate additional hours, and
- take off full or half days at a mutually agreed time with your manager.

The required hours for full time staff are 35 hours per week, Monday to Friday.

Flex-time differs from other forms of leave entitlements; however it can be used together for example a flex day followed by a recreation leave day.

Further detailed information regarding flexible work arrangements is available:

- NSW Health Flexible Workplace Agreement on the intranet
- Public Service Commission Personnel Handbook.

#### 9.1.1. Settlement Period

Each settlement period is made up of six weeks. During these six weeks an employee must average a 7 hour day, which is 210 hours in total (30 days x 7 hours/day) at the end of the settlement period.

Hours accrued during the settlement period over the 210 hours can be carried forward to the next settlement period. There is a maximum of 28 hours credit which can be carried forward. Anything over 28 hours is forfeited. You can also go into a maximum of 10 hours debit in a settlement period. Debit greater than 10 hours must be taken from your leave entitlements such as recreation leave.

#### 9.1.2. Bandwidth Period

Bandwidth is from 7.30 am to 6.30 pm Monday to Friday.

Hours worked outside of bandwidth, may entitle the employee to overtime payments, but they do not count towards Flex Time. (Any expected overtime payment should be discussed and approved by your manager before working the additional hours.)

## 9.1.3. Core Time

Core time is from 9.30 am to 3.30 pm Monday to Friday.

Core time is the minimum period that an employee must be at work. If you are absent during core time, you must apply for leave for example recreation leave. Core time may be varied by the manager in emergency situations.

## 9.1.4. Lunch Break

Lunch can be taken between 11.30 am and 2.30 pm.

You must take a minimum of 30 minutes, and (at a mutually convenient time) the maximum period is 2.5 hours. Lunch breaks should be co-ordinated within teams to ensure adequate coverage is available.

## 9.1.5. Flex Days

You are entitled to take up to 3 flex days in each settlement period subject to organisational convenience. You may take these days as full days, half days or a combination of full and half days. Proposed flex days should be discussed with your manager and approved in advance.

## 9.1.6. Banked Days

If you have unused flex days at the end of each Settlement Period you can bank them (up to a maximum of two days).

These banked days are saved on the flex sheet and can be used at anytime in the future, with your managers' approval. Any outstanding Banked Days not used before resignation will be paid. You can save up to a maximum of 10 days per calendar year but may only have 2 banked days at any time.

## 9.1.7. Flex Sheet

Flex sheets cover 4 settlement periods.

The Administration Manager emails out new flex sheets at the end of the annual settlement period.

New blank flex sheets can also be downloaded from:

<http://internal.health.nsw.gov.au/ecsd/cps/forms.html>

## 9.1.8. Submitting your Flex Sheet for Approval

Flex sheets are to be submitted to your manager every three weeks for approval.

## 9.1.9. Further Information about Flex-time

If you have any queries regarding flex you can discuss them with your manager or the Administration Manager.

## 9.2. Leave Entitlements

Only employees on the NSW Health payroll have the following entitlements. Agency temporary employees or contractors are not entitled to leave benefits. Employees on secondment to NSW Health, but not on NSW Health payroll (e.g. another NSW Government department), are subject to the leave entitlements of their previous or home employer.

**Leave forms must be completed for all forms of leave.**

## 9.2.1. Recreation Leave

Recreation leave (also called annual or holiday leave) accrues at the rate of 20 days per year. Employees start accruing recreation leave from the date of their entry on duty and with their manager's approval can use the leave as it becomes available.

Temporary employees, although accruing leave, cannot take recreation leave in their first three months. They will have five days available on their three month anniversary.

Managers should be directing their staff to take at least two weeks of recreation leave each calendar year. This is a work health and safety measure to reduce stress in the workplace and encourage a work/life balance.

Employees (excluding Health Executive Service and Senior Executive Service staff) are entitled to an annual leave loading, to be paid once per year. Employees may request this to be paid on the first occasion they take 2 weeks recreation leave, or automatically in the first pay of December each year. Employees are also entitled to receive pay in advance for any leave taken.

The maximum days that can be accrued is 40 days by 30 June 2013 and 35 days by 30 June 2014 (DPC - M2012-07). Managers in consultation with the staff member/s with excessive leave must develop strategies to reduce leave balances in accordance with the memorandum.

## 9.2.2. Extended Leave

Extended leave (also known as long service leave), accrues at the rate of 4.4 days per year during the first 10 years of Government service and then at 11 days per year thereafter.

Extended leave may be taken at full pay, half pay or double pay.

Extended leave can be used when an employee reaches seven years of recognised Government service. Previous government service with a NSW or Commonwealth Department may be recognised when determining years of service. Employees should contact MoH Salaries for clarification on their individual circumstances.

## 9.2.3. Sick Leave

Sick leave accrues on a daily basis to a maximum of 15 days per annum (new employees should be aware that accrual of sick leave in the first year differs to following years' of employment). The Sick Leave Policy states as a general rule medical certificates are not required for absences of 2 days or less. The policy also states that an employee's service will be reviewed if there are five or more occasions in a 12 month period, without a medical certificate, if there are trends of absences and repeated failure to adequately notify absences.

Absences that relate to possible Worker's Compensation claims, Return to Work Plans or illnesses that require adjustments to an employees' work station or set up should be directed to your manager or the Administration Manager.

## 9.2.4. Family and Community Service (FACS) Leave

FACS leave is available only for unplanned or emergency situations and certain other limited occasions.

FACS leave accrues on the basis of 2.5 days for the first year of service, 2.5 days for the second year of service, and then one day for every year after that. If your FACS leave is exhausted, you should contact MoH Salaries on 9391 9000.

## 9.2.5. Carers' Leave

Under the carer's leave provisions, an employee's paid sick leave may be used to provide care and support for a family member who is ill. Initially the leave is taken from the employee's sick leave accumulated over the previous 3 years but additional leave may be granted in special circumstances.

Where paid sick leave is not available to the employee, make-up time, time off in lieu of overtime, flex leave, recreation leave or carer's leave without pay may be used to enable employees to combine paid employment with other responsibilities.  
Carer's leave is not available to casual employees.

## 9.2.6. Study Leave

Study leave is available for part time (and out of hours) study in approved courses. It differs from attendance at learning and development courses that are conducted during business hours and for which employees are deemed to be on duty.

Further information regarding whether or not a specific course will be approved should be discussed with your manager or the Administration Manager.

The Study leave grant is dependent on the course applied for and is up to a maximum of four hours per week. Study Leave is approved each semester or term, and can be taken each week or accumulated to be taken as a lump sum. Study Leave is forfeited if not taken within the semester. It will also not be granted for subjects being repeated. Leave for Exams is covered by Special Leave, with documentation to support these absences required.

## 9.2.7. Other Leave Options

There are several other leave options available to employees e.g. Maternity, Parental, Adoption, Military and Special Leave, as well as Leave Without Pay. Employees should contact MoH Salaries for further information on individual circumstances.

## 9.2.8. Administration of Leave

The Ministry of Health has provided a procedure to the HPCA, which advises managers to:

- Reconcile individual staff leave forms to their flex sheets on a three weekly basis to confirm attendance and correct reporting of leave taken.
- Ensure that Leave Without Pay (LWOP) is approved by the director prior to entering on the Flex Sheet. This must be handed to Administrative Services Unit to forward Salaries Section to avoid overpayment.

For further information please see the MoH intranet  
<http://internal.health.nsw.gov.au/ecsd/cps/leavereturns.html>

To avoid overpayments or underpayments to staff managers and supervisors should:

- Ensure that staff taking any forms of leave (including flex and bank leave) complete and sign a leave form
- That the supervisor recommends the leave, if appropriate, and
- That the manager, delegate or Assistant Director approves the leave, as appropriate

All signed leave forms are to be placed in the Leave Folder in front of the Finance Team (Pitt St).

## 9.3. Public Sector Performance Framework (as at May 2013)

The Public Sector Employment Management Act 2002 was amended in 2012 to mandate that all public sector agencies develop and implement a performance management system for staff. In collaboration with public sector agencies the Public Sector Commission has developed a sector wide performance development framework and guidelines. Components and essential elements of the NSW Public Sector Performance Development Framework are in the following table.

Once the performance framework templates have been released the HPCA will work with staff to implement the process.

## Components and essential elements of the Performance Development Framework

|            | Component   | Essential elements  |
|------------|---|---|
| CONTINUOUS | <b>Set and clarify expectations</b><br>Collaborative process between manager and employee to set performance expectations and clarify them on an ongoing basis.                                   | <ul style="list-style-type: none"> <li>Each employee has an up-to-date description of their role, including required capabilities and responsibilities, linked to the organisation's strategy.</li> <li>All employees understand the public sector values, the capabilities required of them in their roles, and the deliverables for which they are accountable.</li> <li>All employees are aware of the codes of conduct, policies, procedures and standards they are expected to observe.</li> <li>All new employees (in the sector or the team) undergo a review process that includes informal and formal reviews.</li> </ul>  |
|            | <b>Monitor</b><br>Ongoing joint evaluation of progress towards achieving work goals and expectations, involving regular two-way feedback.   | <ul style="list-style-type: none"> <li>All employees have regular opportunities to discuss their work with their manager and receive informal feedback on their performance (either individually or as a team).</li> <li>All employees have the opportunity to provide informal and formal feedback (through a structured assessment method) to their manager.</li> </ul>   |
|            | <b>Plan and review</b><br>Collaborative process between manager and employee to plan performance, linked to corporate objectives, with periodic reviews of progress towards achieving work goals. | <ul style="list-style-type: none"> <li>All employees have an annual formal performance agreement with their manager that sets out individual performance objectives linked to corporate objectives as well as the capabilities they are required to demonstrate in their role.</li> <li>Performance agreements for all executives who have financial accountability include mandatory performance objectives.</li> <li>Performance agreements for all employees who have responsibility for managing people include mandatory performance objectives.</li> <li>All employees have a formal performance review at least once a year.</li> <li>Formal performance reviews are to inform all assessments for incremental salary progression; payment of increases determined by the Statutory and Other Officers Remuneration Tribunal (SOORT); and any contract renewal.</li> </ul> |
|            | <b>Develop</b><br>Collaborative process to identify and develop employees' capabilities with periodic reviews of progress.  | <ul style="list-style-type: none"> <li>Development plans are based on the capabilities required in the role, the employees' existing capabilities, and his/her performance objectives and/or career goals.</li> <li>Progress against development plans is formally reviewed at least once a year.</li> </ul>  |
|            | <b>Recognise</b><br>Regular practice of recognising employee efforts and excellent performance outcomes and achievements.   | <ul style="list-style-type: none"> <li>Agencies have guidelines in place to help managers appropriately recognise employees at the local level.</li> </ul>  |
| EVENT-     | <b>Resolve unsatisfactory performance</b><br>Process of addressing employee unsatisfactory performance.   | <ul style="list-style-type: none"> <li>Managers promptly work with the employee to understand and resolve instances or patterns of unsatisfactory performance.</li> </ul>   |

## 9.4. Learning and Development (L&D)

The HPCA accesses L&D through the Learning & Development Unit, Ministry for Health which also manages staff scholarships and equity initiatives.

The Administration Manager regularly sends advice email about courses and workshops available to staff or you are able to view the L&D timetable at '[\*Learning & Development – Partnering with You\*](#)'. You should discuss with your manager any courses or workshops you would like to attend offered by the Ministry of Health or other approved providers..

More information about Learning and Development can be found on the Intranet at: <http://internal.health.nsw.gov.au/ecsd/cps/training.html>.

### 9.4.1. Health Education & Training Institute – online training modules

HETI supports and promotes coordinated education and training across NSW Health. they work to ensure that world-class education and training resources are available to support the full range of roles across the public health system including patient care, administration and support services.

HETI develops online learning modules in response to education and training priorities. All NSW Health staff are able to access the online learning modules.

Some of the modules are:

- Corporate
  - Building effective teams
  - Coaching for performance
  - Code of conduct
  - Conflict resolution module 1
  - Conflict resolution module 2
  - Conflict resolution module 3
  - Corporate orientation
  - Fire evacuation
  - First Contact – customer service
  - Grievance management module 1
  - Hazardous manual tasks: an introduction
  - Privacy training module 1
  - Working in culturally diverse contexts
- Clinical
  - Clinical documentation
  - Clinical handover - ISBAR
  - Continuity in medication management
  - Mental health basics
  - Violence prevention module 1
  - Violence prevention module 2
  - Violence prevention module 3

Online modules can be accessed on the HETI website: <http://www.heti.nsw.gov.au/>.



## 10. SUPPORT SERVICES FOR STAFF

### 10.1. Workplace Adjustment for Staff with a Disability

Staff who have a disability may request that a workplace assessment is undertaken in order to determine if there are any adjustments that need to be made in order to cater for their specific needs.

If you have a disability and require a workplace adjustment, please discuss with your manager.

The workplace adjustment process has been designed to be collaborative and inclusive so that the needs of the staff member, their manager and the HPCA are met.

To arrange a workplace assessment the staff member in conjunction with their manager must complete the Workplace Adjustment Form available from the Administration Manager. This is to be forwarded to the Administration Manager to enable the most appropriate action to assess and adjust the workplace. The Administration Manager the staff member and the manager will discuss the recommendations arising from the workplace assessment and agree on the best way to implement any changes that may be required.

### 10.2. Employee Assistance Program (EAP)

Converge International is engaged to provide free, professional and confidential counselling services for staff and their immediate families. Services include: Talk over the telephone, face-to-face, at the workplace or at a location convenient for you.

#### What do people talk about with counsellors?

##### *Work Issues:*

- a. Work Relationships
- b. Career Counselling
- c. Conflict Resolution
- d. Bullying, Harassment

##### *Personal Issues:*

- a. Relationships
- b. Stress, Depression, Anxiety
- c. Substance Abuse, Addictions, Gambling
- d. Grief, Loss, Bereavement

#### What happens during counselling?

Your first session with a counsellor generally lasts about one hour. During this time you will talk with your counsellor about the key issues that brought you to counselling. Converge International counsellors are trained to help you focus on and talk about issues that are preventing you from achieving your goals. In following sessions, with the assistance of your counsellor, you start to work towards resolving your issues.

To arrange a confidential counselling session, contact Converge International on **1800 337 068** to be connected to your nearest office location. This is a 24-hour toll free number or you can access the website.

If you require assistance to arrange an appointment or if you need further information, contact the HPCA Administration Manager on 9219 2080. All information is treated as confidential and no records are maintained regarding individuals.

#### Cancellation of Appointment

It is the responsibility of a staff member who is unable to attend a scheduled EAP appointment to contact Converge International to cancel or reschedule the appointment. **Contact must be made 48 hours prior to the session to avoid a cancellation fee.** (The cancellation fee is paid by the HPCA.)

## 11. DISASTER PREPAREDNESS AND EMERGENCY EVACUATION PROCEDURE – FIRE, BOMB THREAT AND OTHER EMERGENCY

### 11.1. Disaster Preparedness

The HPCA has a business continuity policy, this is to ensure mechanisms for key business processes continue (for further information in Section 5 – Policies).

A 'live' feed will be on the HPCA website for all staff and visitors to the HPCA to access up to date information. This is to ensure the safety of staff and to provide up to date information about evacuations, when the building is safe for staff to return and any other relevant information.

### 11.2. Emergency Evacuation Procedures

All effort is made to provide for the safety and welfare of you, other staff and our visitors to the HPCA at Pitt St and at Gladesville. In the event of an evacuation, the fire warden will check that you, other staff and our visitors are cleared from the floor or area of their responsibility.

**You must follow the direction of the Chief, Floor and Fire Wardens.** In the event of an emergency situation, all authority is passed on to the chief, floor and fire wardens.

#### *Identifying the Wardens at Pitt St*

Chief Warden – White hat is the building manager, they do not work for the HPCA.

Floor Warden – Yellow hat, staff members

Fire Warden – Red hat, staff members

All HPCA staff (Pitt St and Gladesville) and Tribunal Support Unit staff must be familiar with the building emergency procedures, equipment and facilities and have participated in training regarding emergency exits, fire evacuation designated areas, how to raise an alarm in an emergency, etc.

This knowledge enables staff and visitors to:

- React safely in an emergency e.g. exit the building by your closest and safest emergency exit calmly, turn your mobile telephone off, (except for Wardens) and only take your personal belongings if there is time and access permits.
- Know how to raise an alarm in an emergency and who to notify, and
- Help prevent emergencies.

From time to time evacuation exercises are conducted in the workplace. All staff must take these exercises seriously and follow instruction provided by the floor and fire wardens. This includes proceeding to the designated area identified by the wardens, (the designated area for a bomb threat differs to the designated fire area).

A list of wardens is located in Appendix: Contacts 1.3 Gladesville wardens and 1.5 Pitt St wardens.

|   |
|---|
| <b>Remember: the primary responsibility of staff and visitors is to evacuate the building safely.</b> |
|---|

## 11.3. Gladesville – fire alarm

- The **first alarm** is a **BEEP, BEEP, BEEP** sound. This is an **alert only** to stand by. Put away any important documents and close file cupboards. **Stay or return to your desk and await further instructions.**
- The **second alarm** is a **WHOO, WHOO, WHOO** sound. This is the **evacuation sound** and you should immediately proceed to your nearest Emergency Exit (Fire Stairs) at the rear of the building and await further instruction from your floor warden. Fire doors at the front of the building will automatically close.
- **Do not take food or drink with you;** if time and access permits, you may take your personal belongings with you.
- Assist any mobility-impaired employees or visitors to the Fire Stairs. **Do not use the lift.**
- **Exit the building** in a calm and orderly, but quick fashion. Maintain one clear step between the person in front of you on the stairwell to prevent stumbling and proceed in a single file. Food, laptops and other objects should not go in fire stairs.
- **Proceed to designated assembly area** outside Digby House.

## 11.4. Pitt St – fire alarm

### On hearing the Alert tone (**BEEP, BEEP, BEEP**)

- Collect personal belongings, only if you are at your work area
- Secure vital documents/cash/computer as directed
- Stand by for further instruction, and
- Await directions from Wardens.

### On hearing the Evacuation tone (**WHOO, WHOO, WHOO**)

- Follow all instructions
- Proceed to your nearest safe exit or exit as designated by a Warden
- Proceed directly to the Assembly Area in Belmore Park, and
- Report to your Floor Warden at the Assembly Area for roll call. Await further instruction.

### Primary Assembly Area: Belmore Park

- This area is a safe distance away from the building
- Controlled intersections should be used when crossing roads
- The Assembly area is managed by the wardens collectively, and
- All staff **MUST** go directly to the warden holding area. There is a banner identifying the HPCA location. You must not leave the area until instructed to do so.



## 12. RECYCLING PROGRAM

### GLADESVILLE & PITT ST SITES

Confidential documents should be disposed of appropriately in secure locked bins which are located across HPCA sites. The information in these secure bins is shredded.

#### 12.1. Gladesville

Recycling paper bins are located on each floor, and recyclable waste bins in each kitchen. Staff are encouraged to take any recycling to these bins. The bins are emptied regularly into the recycling receptacles located throughout the Gladesville Hospital Campus.

All printer and photocopier toner cartridges are recycled and should also be placed in the bins provided.

#### 12.2. Pitt St

##### 12.2.1. Paper Recycling

A paper recycling box is provided for all staff under each desk. Additionally there are centrally located wheelie bins for paper recycling. All of these are emptied nightly. There are also locked confidential paper recycling bins – please use these only for private and confidential papers.

##### 12.2.2. Central bins for Landfill and Commingled Recycling

Staff are encouraged to take other waste to centrally located bins and boxes in kitchen areas. These centrally located bins for landfill and recycling are emptied each night.

##### 12.2.3. Central Bins

There are three different types of colour coded bins, strategically located in kitchen areas:

**Landfill** – food waste, used tissues and paper towels, plastic bags, confectionery wrappers and courier bags. Bottle and jar lids should be removed and placed in the red bin.

**Mixed Recycling** - empty glass, metal, plastic containers, cartons. Coffee cups and lids, as well as plastic food containers however all food must be removed and cups drained.

**Paper Recycling** - printing and copy paper, newspapers, envelopes, magazines.

##### 12.2.4. Printer and Copier Cartridge Recycling

Toner cartridge recycling bins are located in the photocopy rooms.

##### 12.2.5. Cardboard Recycling

All cardboard boxes are to be empty of other items such as plastic wrap and polystyrene packaging. Cardboard boxes should be left near, but not in front of, the goods lift opposite the female toilets. The cleaners will take cardboard to the cardboard skip in the loading bay area for recycling each night.

## 13. OTHER NSW GOVERNMENT AGENCIES

### 13.1. NSW Department of Premier and Cabinet (DPC)

The Department of Premier and Cabinet (DPC) leads the NSW public sector to deliver on the Government's commitments and priorities. In fulfilling this role, the Department:

- supports the Premier and Cabinet to identify, design and implement a coordinated policy, project and reform agenda that boosts the efficiency, productivity and effectiveness of NSW
- manages and coordinates NSW 2021 across all agencies, monitoring and facilitating progress towards its goals
- partners with agencies, as well as the private, not-for-profit and academic sectors, to optimise public sector performance and ensure that services are delivered on time, within budget and to the community's expectations
- takes an integrated approach to getting better results from whole of government projects and service delivery across the public sector
- coordinates the initiatives of Ministers and their agencies to achieve the Government's targets
- manages the passage of Government legislation
- supports the delivery of major projects to enhance the economic and social wellbeing of NSW
- coordinates and plans significant State events to ensure their quality and benefit to the community along with their safety
- works with the Federal Government and other States and Territory Governments to design and implement national reforms.

### 13.2. NSW Public Service Commission

The Public Service Commission (PSC) was established on 1 November 2011. The Public Service Commissioner has a range of functions that relate directly to the strategic development and management of the NSW public sector workforce.

The broad goals of the PSC are to:

- develop the capability of the workforce through policies and frameworks in areas of recruitment, retention and culture
- set and promulgate public service standards for merit and ethics
- understand and shape the parameters of the public service workforce of the future
- provide authoritative evidence, data and tools concerning the sector to assist agency decision making

### 13.3. Independent Commission Against Corruption (ICAC)

The Independent Commission Against Corruption (ICAC) was established by the NSW Government in 1989 in response to growing community concern about the integrity of public administration in NSW.

The ICAC's principal functions are set out in the Independent Commission Against Corruption Act 1988. In summary, they are:

- to investigate and expose corrupt conduct in the NSW public sector
- to actively prevent corruption through advice and assistance, and
- to educate the NSW community and public sector about corruption and its effects.

The jurisdiction of the ICAC extends to all NSW public sector agencies (except the NSW Police Force) and employees, including government departments, local councils, members of Parliament, ministers, the judiciary and the Governor. The ICAC's jurisdiction also extends to those performing public official functions.

## 13.4. NSW Ombudsman

The NSW Ombudsman is an independent and impartial watchdog established by the Ombudsman Act 1974. They are the State's Parliamentary Ombudsman. The Ombudsman is independent of the government of the day and accountable to the public through Parliament itself.

The Ombudsman's central goal is to keep government agencies and some non-government organisations accountable by promoting good administrative conduct, fair decision-making, high standards of service delivery and the protection of the rights of people in NSW.

The NSW Ombudsman helps agencies within our jurisdiction to address problems with their performance. These problems may be uncovered by complaints from the public or by people who work for those agencies. Problems may also come to the attention of the Ombudsman through their work in scrutinising agency systems, overseeing investigations or reviewing the delivery of services.

## 13.5. Information and Privacy Commission – NSW

The Information and Privacy Commission (IPC) is an independent statutory authority, and comprises two public offices:

- the Office of the Information Commissioner, and
- the Office of the Privacy Commissioner.

The IPC works to ensure the objectives of the NSW information access and privacy legislation are achieved by:

- promoting and educating the community and agencies about people's privacy and information access rights under the legislation
- assisting government, business and the public to understand and use the legislation
- reviewing agency performance and decisions; investigation and conciliating complaints
- providing feedback about the legislation and developments in law and technology relevant to it.

The IPC brings together two functions:

- right to government information functions, in particular, oversight of the operation of the Government Information (Public Access) Act 2009 and review of decisions made by agencies and ministers under that Act
- privacy functions, conferred by the Privacy and Personal Information Protection Act 1998 and Health Records and Information Privacy Act 2002.

## 13.6. NSW Treasury

The NSW Treasury advises the Treasurer and the NSW Government on state financial management policy and reporting, and on economic conditions and issues.

### 13.7. State Records Authority of NSW (SRA)

The State Records Authority (SRA) provides a wide range of services to the public and the NSW public sector, along with guidance for public sector bodies on all aspects of records management.

The SRA manages a framework of policy, legislation, standards, codes of best practice and guidelines governing the making, retention and management of State records (hard copy and electronic) and access to them. This framework applies both to records managed by public sector bodies and to the State archives collection.

A major operational focus for SRA is the documentation, storage and preservation of records. These include the State archives collection held in our own facilities, State archives maintained elsewhere in partnership arrangements with other organisations, and semi-active records stored commercially for our public sector clients.

State Records Act 1998 provides that State Records has the following functions:

1. setting and monitoring standards for the creation, management and disposal of State records
2. providing practical advice, guidance and training to NSW public sector agencies in all aspects of records management
3. providing centralised and cost-effective storage and retrieval services for the semi-active records of public sector agencies
4. identifying those State records which should be retained as State archives and authorising the disposal of those which should not
5. documenting and 'cataloguing' State archives in their functional and administrative context
6. storing State archives in appropriate environments and ensuring that those stored elsewhere are also stored to the necessary standards
7. using 'micro-' and 'macro-preservation' techniques to preserve the State's archives
8. making State records more than 30 years old available for public access and use
9. guiding public sector agencies in administering public access to those State records for which they are responsible
10. interpreting, promoting and enhancing public awareness of the State archives collection, and
11. making the best use of information technology and communications to improve our services and business.

Individuals may make a complaint about serious instances of poor recordkeeping or non-compliant records management within a NSW Government organisation as public interest disclosure.

## 14. USEFUL INTRANET LINKS

### **All Policy Directives, Guidelines and Information Bulletins issued by the Ministry**

<http://www.health.nsw.gov.au/policies>

### **All Manuals issued by the Ministry**

<http://www.health.nsw.gov.au/policies/manuals/index.asp>

### **Australasian Legal Information Institute (AUSTLii)**

<http://www.austlii.edu.au/>

### **EEO/Equity (Ministry of Health)**

<http://internal.health.nsw.gov.au/ecsd/cps/eo.html>

### **Employee Assistance Program (Ministry of Health)**

<http://internal.health.nsw.gov.au/ecsd/cps/empass.html>

### **Health Education and Training Institute**

<http://www.heti.nsw.gov.au/>

### **Learning & Development (Ministry of Health)**

<http://internal.health.nsw.gov.au/ecsd/cps/training.html>

### **NSW Civil and Administrative Tribunal (NCAT)**

<http://www.tribunals.lawlink.nsw.gov.au/tribunals/index.html>

### **NSW Legislation**

<http://www.legislation.nsw.gov.au/>

### **Workplace Health and Safety (WHS)**

<http://internal.health.nsw.gov.au/ecsd/cps/ohs.html>

### **Recruitment – Jobs NSW**

<http://jobs.nsw.gov.au/>

### **Salaries (Ministry of Health)**

<http://internal.health.nsw.gov.au/ecsd/cps/salaries.html>

### **Scholarships/Awards (Ministry of Health)**

<http://internal.health.nsw.gov.au/ecsd/cps/index.html>

### **Workers' Compensation (Ministry of Health)**

<http://internal.health.nsw.gov.au/ecsd/cps/wcomp.html>



## PROCEDURES

## APPENDICES

## APPENDIX

### 1. CONTACTS

#### 1.1. Emergency - Police/Fire/Ambulance

**Police/Fire/Ambulance: 000**

#### 1.2. Gladesville Fire Wardens and First Aid Officers

*Area Fire Warden* Richard Murdoch 9219 2273

*Fire Wardens*  
Nada Grati-Feliks 9219 2268  
Rhonda Curtis 9219 2266  
Kathy Krajewski 9879 2200

*First Aid Officer* Nada Grati-Feliks 9219 2268

#### 1.3. Pitt St Fire Wardens and First Aid Officers

*Onsite Security Office* Pitt St  
Sydney NSW 2000

*Telephone* 9212 5290

*Floor Warden* David McMahon 9219 0257

*Fire Wardens*  
Rachelle Wallace 9219 0280  
Maria Watts 9219 0245  
Margaret Jarosz 9219 0212  
David Goss 9219 0285

*First Aid Officers*  
Rachelle Wallace 9219 0280  
Margaret Jarosz 9219 0212  
Brad Evans 9219 0238  
Isabelle Billett 9219 0275

#### 1.4. Information Technology Support

*Gladesville* 9879 2225

*Pitt St* 9219 2238

#### 1.5. Work Health and Safety Committee Membership

*Management representative*

Rachelle Wallace 9219 0280

*Employee representatives*

Robyn Kennerson *Chairperson* 9219 0265

Margaret Jarosz, *Secretary* 9219 0212

Nari Choi 9879 2207

Bronwyn Veselovsky 9879 2227

Corrine Warby 9219 0243

## 1.6. HPCA Contact Details

Level 6, 477 Pitt St, Sydney  
Locked Bag 20  
HAYMARKET NSW 1238

|                         |   |
|-------------------------|---|
| <b>Main Switchboard</b> | 1300 197 177  |
| <b>Facsimile</b>        | 02 9281 2030  |
| <b>Email</b>            | <a href="mailto:mail@hpcanew.gov.au">mail@hpcanew.gov.au</a>      |
| <b>Website</b>          | <a href="http://www.hpcanew.gov.au">http://www.hpcanew.gov.au</a> |

A full list of telephone and email addresses is distributed to all HPCA staff and updated regularly.

A copy can be found at: F:\Administration HPCA\HPCA & Council Directory\HPCA – Telephone Directory

## 1.7. Councils' Contact Details and Postal, Email and Web Address

### Aboriginal Health and Torres Strait Islander Health Practice Council

Telephone 02 9219 259  
Email [mail@atsihealthpracticecouncil.nsw.gov.au](mailto:mail@atsihealthpracticecouncil.nsw.gov.au)  
Website [www.atsihealthpracticecouncil.nsw.gov.au](http://www.atsihealthpracticecouncil.nsw.gov.au)

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### Chinese Medicine Council

Telephone 02 9219 0259  
Email [mail@chinesemedicinecouncil.nsw.gov.au](mailto:mail@chinesemedicinecouncil.nsw.gov.au)  
Website [www.chinesemedicinecouncil.nsw.gov.au](http://www.chinesemedicinecouncil.nsw.gov.au)

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### Chiropractic Council

Telephone 02 9219 0210  
Email [mail@chiropracticcouncil.nsw.gov.au](mailto:mail@chiropracticcouncil.nsw.gov.au)  
Website [www.chiropracticcouncil.nsw.gov.au](http://www.chiropracticcouncil.nsw.gov.au)

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### Dental Council

Telephone 02 9219 0256  
Email [mail@dentalcouncil.nsw.gov.au](mailto:mail@dentalcouncil.nsw.gov.au)  
Website [www.dental.nsw.gov.au](http://www.dental.nsw.gov.au)

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### Medical Council (Gladesville)

Telephone 02 9879 2200  
Facsimile 02 9816 5307  
Email [mcnsw@mcnsw.org.au](mailto:mcnsw@mcnsw.org.au)  
Website [www.mcnsw.org.au](http://www.mcnsw.org.au)

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### Medical Radiation Practice Council

Telephone 02 9219 0225  
Email [mail@medicalradiationpracticecouncil.nsw.gov.au](mailto:mail@medicalradiationpracticecouncil.nsw.gov.au)  
Website [www.medicalradiationpracticecouncil.nsw.gov.au](http://www.medicalradiationpracticecouncil.nsw.gov.au)

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### Nursing and Midwifery Council

Telephone 02 9219 0248  
Email [mail@nursingandmidwiferycouncil.nsw.gov.au](mailto:mail@nursingandmidwiferycouncil.nsw.gov.au)  
Website [www.nursingandmidwiferycouncil.nsw.gov.au](http://www.nursingandmidwiferycouncil.nsw.gov.au)

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### Occupational Therapy Council

Telephone 02 9219 0259  
Email [mail@occupationaltherapycouncil.nsw.gov.au](mailto:mail@occupationaltherapycouncil.nsw.gov.au)  
Website [www.occupationaltherapycouncil.nsw.gov.au](http://www.occupationaltherapycouncil.nsw.gov.au)

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### Optometry Council

Telephone 02 9219 0209  
Email [mail@optometrycouncil.nsw.gov.au](mailto:mail@optometrycouncil.nsw.gov.au)  
Website [www.optometrycouncil.nsw.gov.au](http://www.optometrycouncil.nsw.gov.au)

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**Osteopathy Council**

Telephone 02 9219 0209  
Email [mail@osteopathycouncil.nsw.gov.au](mailto:mail@osteopathycouncil.nsw.gov.au)  
Website [www.osteopathycouncil.nsw.gov.au](http://www.osteopathycouncil.nsw.gov.au)

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**Pharmacy Council**

Telephone 02 9219 0239  
Email [mail@pharmacycouncil.nsw.gov.au](mailto:mail@pharmacycouncil.nsw.gov.au)  
Website [www.pharmacycouncil.nsw.gov.au](http://www.pharmacycouncil.nsw.gov.au)

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**Physiotherapy Council**

Telephone 02 9219 0210  
Email [mail@physiotherapycouncil.nsw.gov.au](mailto:mail@physiotherapycouncil.nsw.gov.au)  
Website [www.physiotherapycouncil.nsw.gov.au](http://www.physiotherapycouncil.nsw.gov.au)

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**Podiatry Council**

Telephone 02 9219 0209  
Email [mail@podiatrycouncil.nsw.gov.au](mailto:mail@podiatrycouncil.nsw.gov.au)  
Website [www.podiatrycouncil.nsw.gov.au](http://www.podiatrycouncil.nsw.gov.au)

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**Psychology Council**

Telephone 02 9219 0225  
Email [mail@psychologycouncil.nsw.gov.au](mailto:mail@psychologycouncil.nsw.gov.au)  
Website [www.psychologycouncil.nsw.gov.au](http://www.psychologycouncil.nsw.gov.au)

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**1.8. Tribunals and Professional Standards Committee**

Telephone 02 9219 0257

**1.9. Ministry of Health Switchboard**

Telephone 02 9391 9000

## **2. EMPLOYEE CHECK LIST**

Employee checklists have been developed for managers and new staff to ensure that you know the role and function of the HPCA and what is expected from you, including knowing policies and procedures

This process assists management in identifying areas that may require enhanced induction processes for new staff.

# Staff Handbook

## 2.1. Employee Check List – week 1 (form)

### Employee Checklist

#### WEEK 1

| Activity  | Yes | No |
|---|-----|----|
| I have been booked on the following training courses:<br>Orientation<br>Trim Training   |     |    |
| I have been on the walk around the workplace and I am familiar with the emergency exits and other relevant issues that impact on the health and safety of myself, my colleagues and visitors to the HPCA. |     |    |
| I know what to do if there is an accident in the workplace and if there is an evacuation  |     |    |
| I am reading the Staff Handbook and know who to ask if I have any questions or suggestions  |     |    |
| I have been briefed about the role and functions of my team and Council.  |     |    |
| I have met everyone in my team  |     |    |
| I am becoming familiar with what is expected of me in my role   |     |    |
| I have met the corporate records support staff.   |     |    |
| I understand my recordkeeping responsibilities including recording mail/documentation in TRIM.  |     |    |
| I am familiar with MaCs   |     |    |
| I am familiar with the ICT systems  |     |    |
| I have been shown the location of the conference and meeting rooms.   |     |    |
| I have read, understood the Code of Conduct and I am ready to do the online module Code of Conduct by HETI.   |     |    |
| Flex time has been explained and I have been shown how to complete a Flex sheet.  |     |    |
| <p>I need to ask my manager about the following matters:</p> <p>_____ Answered:</p> <p>Yes / No</p> <p>_____ Answered:</p> <p>Yes / No</p>  |     |    |

Employee's Name

Signature

Date



## 2.2. Employee Check List – end of month 1 (form)

### Employee Checklist

#### END OF MONTH 1

| Activity   | Yes | No |
|--|-----|----|
| I have discussed the performance management framework and how to prepare my Plan.  |     |    |
| I have sent a copy of my Plan to the Administration Manager.   |     |    |
| I am familiar with the content of the HPCA and relevant Council websites   |     |    |
| I have read the Staff Handbook   |     |    |
| I have completed the online learning module - Code of Conduct by HETI (you need to have a result of 100 percent –you can do the module more than once) and signed the Code of Conduct. |     |    |
| I have completed applications' for the following courses:<br>_____<br>_____  |     |    |
| My Manager has discussed the range of plans and policies at the HPCA and Ministry of Health and their relevance to my job:<br>_____<br>_____<br>_____                                  |     |    |
| I need to ask my Manager about the following matters:<br>_____<br>_____<br>_____   |     |    |

**Send a completed copy of the Employee Induction Checklist to:**

Administration Manager  
Level 6, 477 Pitt St,  
Sydney NSW 2000

Employee's Name

Signature

Date

## 3. HOW TO USE YOUR TELEPHONE

### 3.1. Pitt St

It is your responsibility to ensure that your telephone is answered during core business hours (9am to 5pm). However from time to time – we are busy doing jobs that take us away from our desk e.g. scanning and photocopying and/or for some our role is to contact complainants, practitioners, Council members etc. by telephone. It is at these times we need to ensure that our telephones are either 'picked up' by someone else in the team or the call should go to voice mail.

You should also ensure that reception has your name and telephone number to update the telephone list and also to be able to transfer calls to you that come in via the HPCA telephone number.



This section will explain how to use your telephone and the various settings available.

#### 3.1.1. Telephone Settings- Forwarding your phone

You should forward your telephone calls to someone in your team officer (who can take a message or respond to the inquiry) when you are away from your desk for long periods or on leave.

The person answering your telephone calls should be provided information as to when you will return.

*Telephones should only be forwarded to reception in certain circumstances (such as a team meeting) and should be discussed with the receptionist prior to doing so.*

To enable Call Forward in phone mode:

1. Press MENU Button
2. Select Features->Forward.
3. Depending on your selection:

#### ❖ If you select Always:

- Press or to select Enable from the Always field. 2) Enter the destination number you want to forward all incoming calls to in the Forward to field. 3) (Optional.) Enter the always forward on code or off code respectively in the On Code or Off Code field.

#### ❖ If you select Busy:

- Press or to select Enable from the Busy field. 2) Enter the destination number you want to forward all incoming calls to when the phone is busy in the Forward to field. 3) (Optional.) Enter the busy forward on code or off code respectively in the On Code or Off Code field.

#### ❖ If you select No Answer:

- Press or to select Enable from the No Answer field. 2) Enter the destination number you want to forward all unanswered incoming calls to in the Forward to field.

1. Press or to select the ring time to wait before forwarding in the After duration field (The default ring time is 12 seconds). 4) (Optional.) Enter the no answer forward on code or off code respectively in the On Code or Off Code field.
2. Press to accept the change.

The icon on the LCD screen indicates that call forward is enabled

|         |             |
|---------|-------------|
| Always: | ◀ Enable ▶  |
| Busy:   | ◀ Enable ▶  |
| Always: | ◀ Disable ▶ |

## **3.1.2. Ring Group**

An automatic system has been set up for calls that come in via the 1300 number for Councils. The telephone calls go directly to a designated person in the Council and if not answered or the line is engaged it will automatically divert to another telephone in the team and so on (depending on the team it may go to four different numbers). If the telephone call goes unanswered (after exhausting all telephone lines) it will go to a designated team member's voicemail for action.

## **3.1.3. Call Forward No Answer**

You can in consultation with the IT officer organise for your telephone to be 'call forwarded' after a few seconds (ten second increments) to someone else telephone in your team; this ensures that your telephone automatically diverts to another number (this can be set up for team groups and for more than one . (This is usually a long term arrangement rather than when you leave your desk for a short period.)

## **3.1.4. Transfer a Call**

To transfer a call to another extension, press the transfer button ('FW' comes up on the telephone screen when a call is incoming). Dial the number of the person you wish to transfer the call to. You can either press the send button once you hear the ring tone, or wait to speak with the person before transferring the call by pressing the send button.

## **3.1.5. Setting up Voicemail**

IT support can assist in setting up voicemail.

## 3.2. Gladesville

### 3.2.1. Transferring a Call Internally

Advise the caller that you will be transferring them to another person

- **PRESS Inquiry button**
- **DIAL the extension number of the person you wish to transfer to**
- **SPEAK to the person you have called internally AND ADVISE them that you are transferring the call**
- **PRESS 2<sup>nd</sup> button**
- **PRESS Inquiry button**
- **Then HANG UP**

The live call will now be transferred.

### 3.2.2. Recording your Telephone Greeting

- **PRESS the Message button** on your phone
- To change your greetings **PRESS 2**

There are **3 different types of messages**:

#### 1. If you are on a call and someone else tries to call you.

To set up this message, when the Line is **BUSY, PRESS 1**

**RECORD MESSAGE:** *You have contacted ..... at the Medical Council of NSW. I am currently on another call. Please leave me a short message including a contact phone number and I will return your call as soon as possible.*

#### 2. If you are not at your desk when the phone rings (e.g. you have just stepped out of your office)

To set up this message, when there is **NO REPLY, PRESS 2**

**RECORD MESSAGE:** *You have contacted .....at the Medical Council of NSW. I am currently away from my desk. Please leave me a short message including a contact phone number and I will return your call as soon as possible.*

#### 3. If you have actively put your phone on divert (e.g. you have gone to lunch or are on a flex day)

To set up this message, when **DIRECT DIVERSION IS ON, PRESS 3**

**RECORD MESSAGE:** *You have contacted .....at the Medical Council of NSW. I am out of the office. Please leave me a short message including a contact phone number and I will contact you as soon as possible.*

### 3.2.3. Going on Leave

**CHANGE DIRECT DIVERSION MESSAGE and PRESS diversion button on your phone, prior to going on leave.**

**RECORD MESSAGE:** *You have contacted .....at the Medical Council of NSW. I am currently on leave and will be returning to the office on .....Please leave me a short message including a contact phone number or, alternatively **PRESS 9** to speak to **RECEPTION**.*

## 4. LOGGING ON TO THE NETWORK – PITT ST

Your manager will provide you with your login name and password on your first day to enable you to access the network, records management system (TRIM), the case management system for notifications (MaCS) and send and receive emails.

You should change your password immediately (contact IT support if you need help).



### 4.1. IT Support

The IT Support provides the following:

- Resolving computer problems for example login, password issues, not able to access documents, email, printing etc.
- Installing and configuring new equipment and new software
- Controlling network access, and
- advising on equipment and software issues.

The IT Support can be contacted on Ext 238 at Pitt St and Ext 225 at the Medical Council Gladesville.

### 4.2. Ministry of Health Intranet

Everyone has access to the Ministry of Health's intranet. The Health Internet is the homepage on all HPCA computers.

The intranet includes:

- Work support centre
- Policy directives and guidelines
- Media releases
- Publications
- Health services
- Staff handbook
- Division and branches
- Events and conferences
- Data and health information
- A-Z health topics
- Related agencies

### 4.3. Internet Use

The internet is available for your work use and reasonable personal use. (See section 6.3 regarding policies and the Code of Conduct and section 7.1 regarding Use and management of communication systems).

## 5. ADMINISTRATION SUPPORT TEAM

The Administration Services Unit (ASU) services are able to assist HPCA staff with the following:

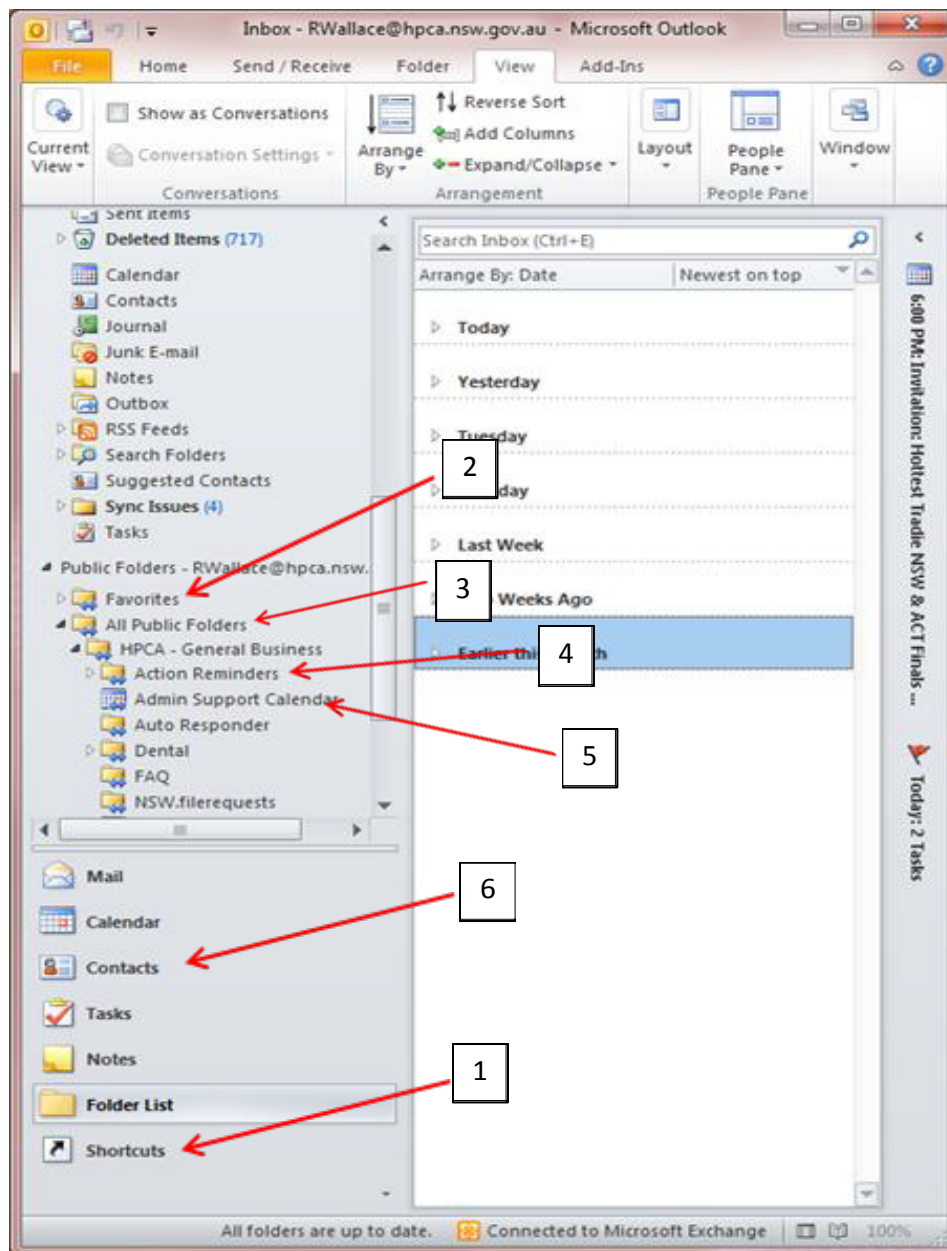
- car space bookings
- meeting room set up
- travel arrangements
- GRR requests for retrieving and sending of files
- scanning of files
- ordering stationary
- organising courier service
- filing
- data entry
- photocopying
- collating of agendas and minutes
- typing
- mass mailing, and
- other admin support tasks as required.

### 5.1. How to Book Administrative Support

If you need to use ASU services time must be booked directly on the Admin Support Calendar. To access the calendar in Outlook:

1. Click on the Folder List Button
2. Expand “Public Folders”
3. Expand “All Public Folders”
4. Expand “HPCA – General Business”
5. <right-click> on ‘Admin Support Calendar’ and select ‘Add to Favourites’
6. Click on Calendar
7. Scroll down to “Other Calendars” and you will see “Admin Support Calendar”
8. Tick the box with your curser and the Calendar will appear on your right
9. Book your requests directly into the Calendar for the following week and future dates.
10. Anything in the current week is considered urgent. For urgent work book it in the calendar and email Administration Manager to arrange support ASAP
11. All requests will be checked on a daily basis
12. When creating a booking, ensure that you enter in the subject line your Council and type of work. This enables fast identification of workloads. Book in the hours or number of days the work will require and finally, in the body of the booking, please enter the details of the job.

The following diagram may assist you with your booking.



## **6. RESOURCES**

### **6.1. Meeting Rooms**

There are several meeting rooms of varying sizes and capacity at Pitt St and Gladesville. Staff are requested to book meeting rooms appropriate to their needs. The administration team are able to assist in setting up rooms, if required. Staff are requested to ensure that meeting rooms are vacated and ready for use by the next user.

### **6.2. Car Spaces at Pitt St**

There is one car space available at Pitt St for visitors. The car space is for work purposes only. Car space bookings can be done online or via the administration team.

### **6.3. Available parking in Sydney for Council, Committee, Panel and Tribunal Members**

Parking is available in close proximity to the HPCA for work purposes only, such Council members attending a meeting. If a visitor wishes to access the parking it must be pre-organised with reception being advised by email including: name, purpose such as Council meeting and length of time. When the visitor is leaving the building the receptionist is able to validate the parking ticket. Please note that there is limited time from validation to leaving the car park.

The Medical Council has a dedicated carpark behind Buildings 54A and 54B for members attending a hearing at the Medical Board Hearing Rooms. There are two carparks within Banjo Patterson Park, adjacent to Building 45, and street parking within easy walking distance.

### **6.4. Laptops, Polycom (teleconference equipment), and projector**

There are laptops, polycom (teleconference equipment) and projectors available for staff to book for work purposes. Equipment can be booked online or via the administration team.

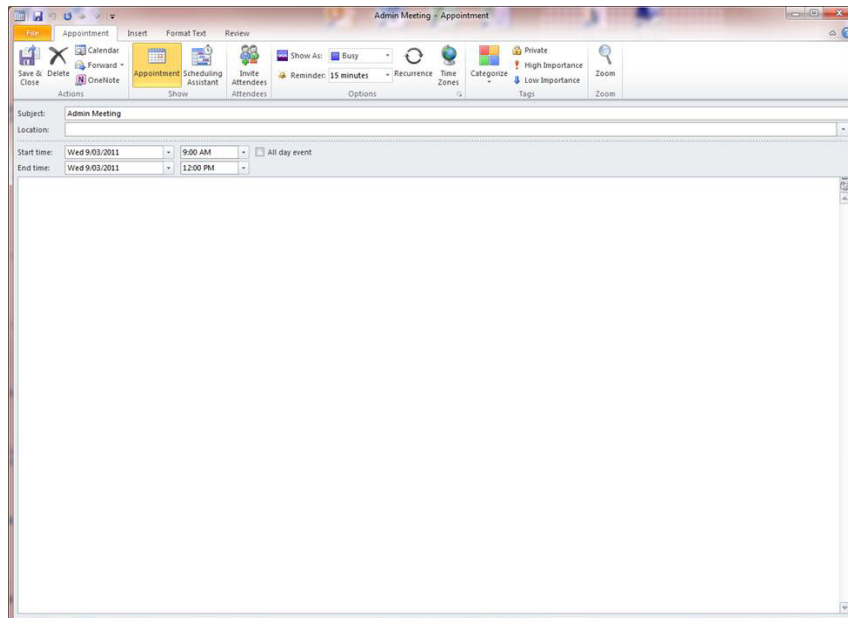


## 6.5. How to Book a Resource

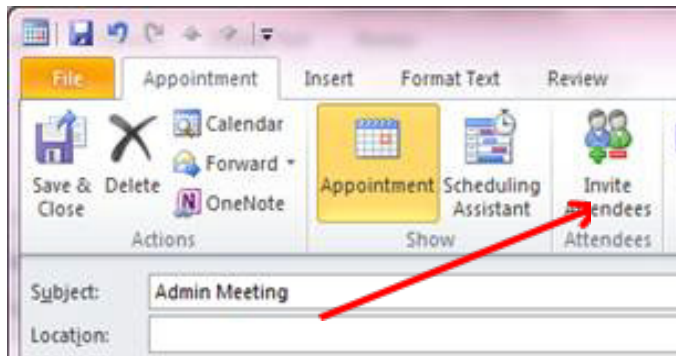
### 6.5.1. Pitt St

To book a resource, meeting room, projectors, laptops, parking space etc you will need to enter into the calendar as follows

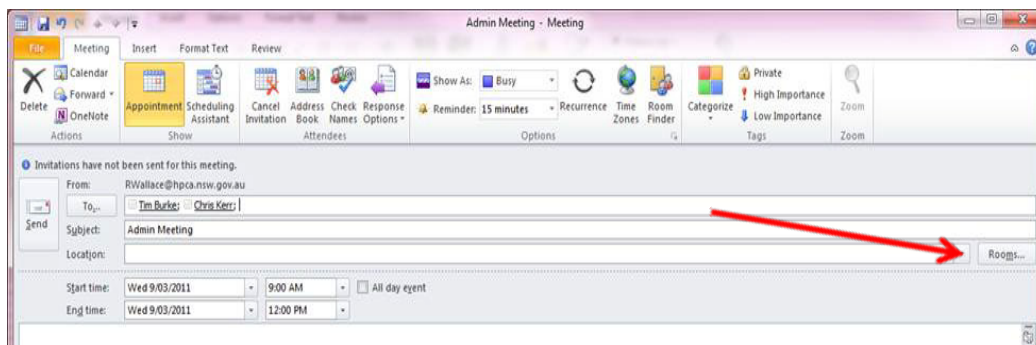
1. Create a new appointment in your Outlook Calendar. Enter a Subject and select a date/time for the appointment.



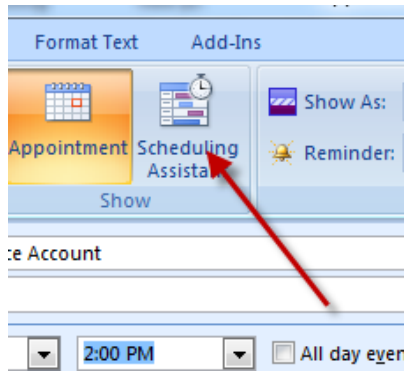
2. Click on 'Invite Attendees' button and invite the person that are to attend your meeting



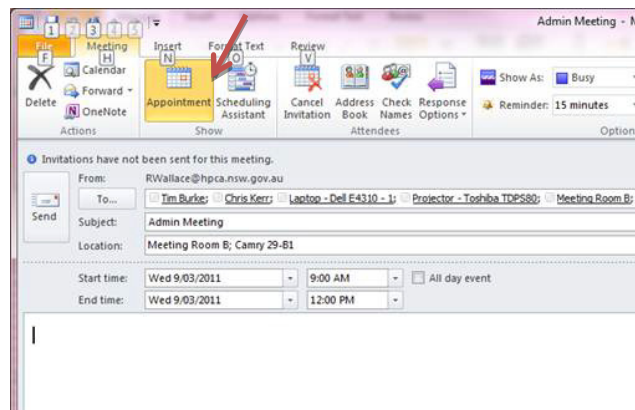
3. Click on 'Rooms' button and chose your room, resource or vehicle required for the meeting



- Click the 'Scheduling Assistant' button to ensure that all rooms, resources and vehicle are available, if not you will have to adjust times.



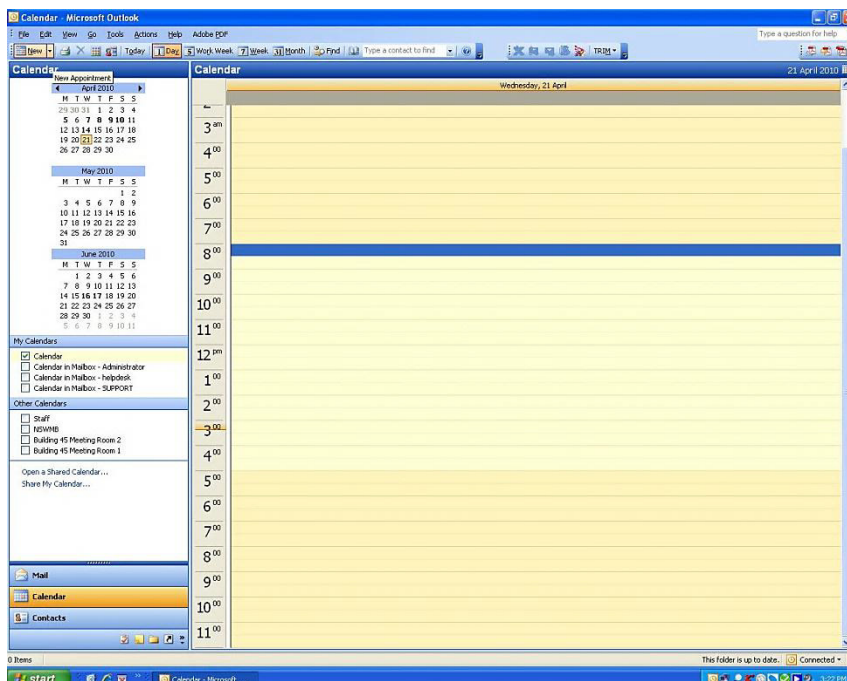
- When finished, click on 'Appointment' button and then send



## 6.5.2. Gladesville

To book a resource, meeting room, data projector, laptops, polycom, videoconferencing facility, whiteboard, etc you will need to enter into the calendar as follows. Breakout rooms must also be booked.

- Click on the "New Appointment" button.



2. Fill in the details for “Subject” and the date and time of the meeting. Then click on “Invite Attendees”.

The screenshot shows the 'Untitled - Appointment' window. The 'Appointment' tab is selected. The 'Subject' field is empty. The 'Location' field is empty. The 'Start time' is set to 'Wed 21/04/2010' at '8:00 AM'. The 'End time' is set to 'Wed 21/04/2010' at '8:30 AM'. The 'Reminder' is set to '15 minutes'. The 'Show time as' is set to 'Busy'. The 'Invite Attendees' button in the toolbar is highlighted with a red arrow.

3. Click the “To” button.

The screenshot shows the 'Untitled - Meeting' window. The 'Appointment' tab is selected. The 'Subject' field is set to 'Sample Meeting'. The 'Location' field is empty. The 'Start time' is set to 'Wed 21/04/2010' at '5:00 PM'. The 'End time' is set to 'Wed 21/04/2010' at '6:00 PM'. The 'Reminder' is set to '15 minutes'. The 'Show time as' is set to 'Busy'. The 'To' button is highlighted with a red arrow. The 'Meeting Workspace...' section is visible at the bottom.

- Fill in the appropriate fields with the people required for the meeting/hearing including "NSWMB" in the "Required ->" field and the room and/or equipment in the "Resources ->" field. Upon completion, click "OK".

**Select Attendees and Resources**

Type Name or Select from List:  Show Names from the:

| Name                      | Business Phone  | Office         | Title                | Company           | Alias         |
|---------------------------|-----------------|----------------|----------------------|-------------------|---------------|
| Teleconference Phone      |                 |                |                      |                   | telephone     |
| template                  |                 |                |                      |                   | template      |
| Teresa Ciaglia            | +61 2 9879 2237 | Administration | Records Officer      | NSW Medical Board | teresac       |
| test user                 |                 |                |                      |                   | testu         |
| test2                     |                 |                |                      |                   | test2         |
| <b>TMM</b>                |                 |                |                      |                   | <b>TMM</b>    |
| UDT                       |                 |                |                      |                   | udt           |
| Verifications             |                 |                |                      |                   | verifications |
| Video Conference Facility |                 |                |                      |                   | videoconf     |
| Wendy Rahtz               | +61 2 9879 2269 | Registration   | Registration Officer | NSW Medical Board | wendyr        |
| Wendy Scandurra           | +61 2 9879 2203 | Health         | Health Officer       | NSW Medical Board | wendys        |
| Whiteboard Electronic     |                 |                |                      |                   | whiteboard    |

Required ->

Optional ->

Resources ->

Advanced

- Notice how the resources you selected will be automatically entered into the "Location" textbox. Complete any notes and set up a recurrence as you require and then click "Send".

**Sample Meeting - Meeting**

File Edit View Insert Format Tools Actions Help

Send Recurrence... Cancel Invitation

Appointment:  Invitations have not been sent for this meeting.

To...:

Subject:

Location:  Label:

Start time:   ☐ All day event

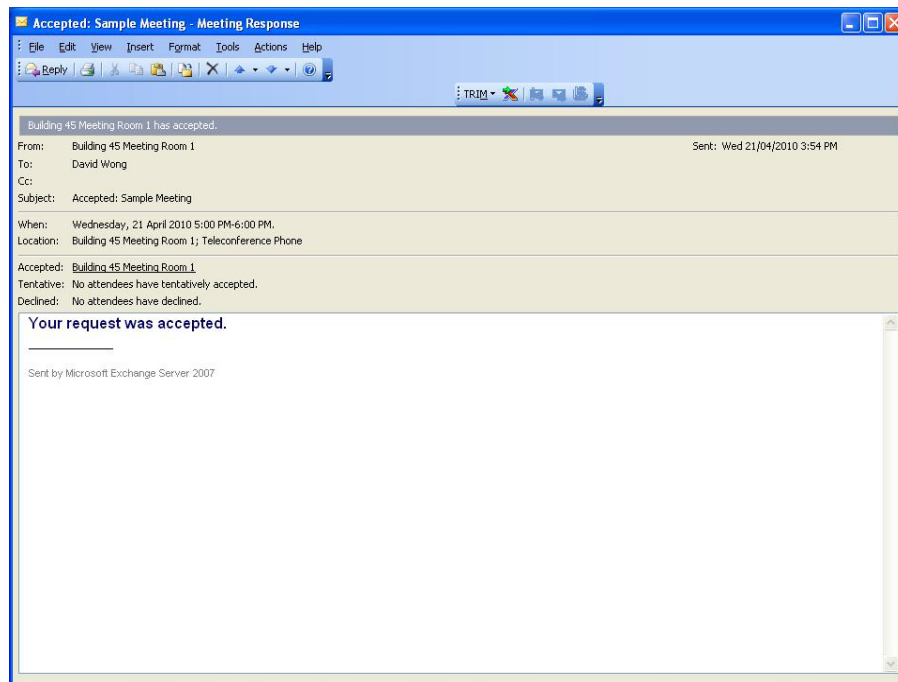
End time:

☒ Reminder:  Show time as:

Meeting Workspace... ☐ This is an online meeting using:

Contacts... Categories... Private ☐

6. Upon sending, you will receive confirmation e-mails from the resource you have added telling you whether the calendar has confirmed or declined your appointment.



## **7. KITCHENS AND STAFF ROOMS – GLADESVILLE AND PITT ST**

There are kitchens and staff rooms available for staff use. The kitchens vary across the HPCA with some having a coffee machine or toaster or sandwich maker or dishwasher. All kitchens have glasses, cups, plates, cutlery, refrigerator and tea and coffee facilities for all to use.

If you are keeping food items in the refrigerator, could you please label with your name and date. Periodically a staff member will clean the refrigerator and discard food items that appear to be old and have been in the refrigerator for a long period. An email usually is sent to staff advising of the 'clean out'.

Please note that some kitchens are used by visitors to the HPCA.

Staff are requested to keep the kitchen clean and tidy.

## **8. GLADESVILLE LOCAL SERVICES AND AMENITIES**

### **8.1. Parking**

Parking is readily available on a first come basis. Please note there is no parking on grassed areas and observe No Parking signs. Street parking is available in the surrounding area. There is also a small car park opposite Banjo Patterson Restaurant (the end of Punt Road).

### **8.2. Café and Food Options**

Cornucopia Café is located onsite at Building 21A. The trading hours are Monday-Friday 8.30 am to 3.30 pm. Gladesville Shopping Centre is located on the corner of Victoria Road and Massey St, and contains a supermarket, fruit market and various food outlets.

### **8.3. Public Transport**

Bus Stop 211121 – Going west to Parramatta direction

Bus Stop 211139 – Going east to Sydney (opposite side of the road)

#### **Bus Information Services**

Transport Information Line 131 500

<http://www.131500.com.au/website>

<http://www.sydneybuses.info>

#### **Bus Routes**

|     |  |
|-----|--|
| L20 | City to Parramatta via Victoria Road                       |
| 500 | Circular Quay to Ryde                                      |
| 501 | West Ryde / Circular Quay or Town Hall or Wynyard Stations |
| 507 | Meadowbank Station   |
| 510 | Gladesville  |
| 518 | Macquarie University                                       |
| 520 | Parramatta Station   |

### **8.4. Mufti Day/Casual Friday**

Friday of each week is a dedicated “mufti day” and staff are able to wear neat casual clothing provided they are not required to attend a hearing or meeting where this would be inappropriate.

The Medical Council’s dress code identifies the following as inappropriate:

- Torn, worn or dirty clothing.
- Suggestive, offensive or political logos or pictures.
- Tracksuits, bike pants and sports gear.
- Skimpy tops (e.g. crop tops, midriff tops, halter tops, shoe string straps, backless).
- Short shorts, micro skirts, rubber thongs or beach sandals.

| Version control |                               |
|-----------------|-------------------------------|
| Approved        | July 2013                     |
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| Revision        | Section 7.1 updated 5.11.2013 |
|                 |                               |
|                 |                               |
|                 |                               |