



ST JOHN OF GOD
HOSPITAL
MURDOCH

PROFESSIONAL PERSONAL PROUD

Professional Personal Proud

A GUIDE TO BEING A
Murdoch Caregiver



choose
MURDOCH



St John of God Health Care

St John of God Hospital Murdoch is part of St John of God Health Care, a ministry of the Catholic Church and a leading provider of hospitals, pathology and outreach services throughout Australia and New Zealand.

St John of God Health Care is the third largest private hospital operator and largest Catholic not-for-profit private health care group in Australia.

Our Vision

To live and proclaim the healing touch of God’s love where we invite people to discover the richness and fullness of their lives, give them a reason to hope and a greater sense of their own dignity.

Our Mission

To continue the healing mission of Jesus Christ through the provision of health care services that promote life to the full by enhancing the physical, intellectual, social and spiritual dimensions of being human.

Our Values

Our Values guide us in delivering our Mission.

Hospitality

A welcoming openness to all; to the familiar and the mystery of self, people, ideals, experience, nature and to God.

Compassion

Feeling with another in their discomfort or suffering and striving to understand the other’s experience with a willingness to reach out.

Respect

An attitude that treasures the unique dignity of every person and recognises the sacredness of all creation.

Justice

A balanced and fair relationship with ourselves, neighbour, all of creation and God.

Excellence

Giving the optimum standard of care and service within available resources.

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Welcome from our CEO



Thank you for choosing Murdoch! We're proud and excited to welcome you and hope you will enjoy working here and being a part of our fantastic team.

Whatever role you have in our hospital, please be assured that your part is important to the holistic care we provide each year to over 40,000 patients.

We're carrying on a tradition of health care which dates back more than 100 years with the pioneering work of a group of courageous and determined St John of God Sisters.

Today St John of God Health Care has grown to include facilities across Australia and New Zealand, but some things have never changed, – and that is our commitment to our Vision, Mission and Values, which result in our distinctive, patient centred care.

I hope you enjoy this guide to being a caregiver and discover how you can play a part in the ongoing success of Murdoch, and continuing the story of St John of God Health Care.

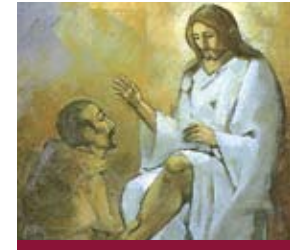
Peter Mott

CHIEF EXECUTIVE OFFICER

Our heritage

In the first half of 16th century Spain, St John of God devoted a major part of his life to alleviating human suffering by comforting and soothing the afflicted, sick and dying. John committed himself to carrying out the teachings of Jesus Christ and, as a man who recognised the great injustice of those experiencing disadvantage, he was often heard encouraging others to:

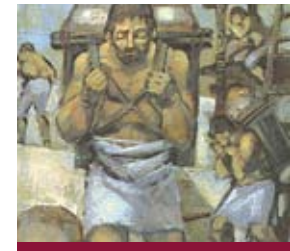
“DO GOOD FOR YOURSELVES BY DOING GOOD FOR OTHERS”



In honour of St John of God's accomplishments, the congregation of the Sisters of St John of God was founded in 1871 in Wexford, Ireland and word quickly spread of the Sisters' excellence in health care.



In 1895, in response to a call from Perth's Bishop Matthew Gibney, eight Sisters arrived in Western Australia to care for people struck ill by typhoid in the chaos of the 1890s gold rush. From here, the Sisters went on to establish hospitals, pathology and social outreach services in Western Australia, Victoria and New South Wales in an overwhelming response to invitations from Bishops and local communities.



Corporate structure

St John of God Australia Ltd

A civil and canon law entity established in 2004 to sponsor the ministry that, before then, was run solely by the Sisters of St John of God.

The Sisters remain members of St John of God Australia Ltd and share sponsorship of the ministry with nine of the Dioceses in which we operate as well as the Hospitaller Order of St John of God.

St John of God Health Care Inc

A ministry of the Catholic Church wholly owned by St John of God Australia Ltd, and a leading provider of hospitals, pathology and outreach services throughout Australia and New Zealand.

Trustees

The trustees have overall responsibility for St John of God Health Care, including the appointment and evaluation of Governing Board members, to ensure that our ministry remains faithful to its role within the Catholic Church.

Board

The Governing Board is appointed by the Trustees, with Board members accountable to the Trustees for the organisation's ongoing stewardship and strategic development.

Our Division

Murdoch is one of 13 St John of God Health Care private hospitals, home nursing, pathology and Social Outreach and Advocacy services throughout Australia, New Zealand, and the wider Asia-Pacific region. The division of Murdoch incorporates Murdoch Community Hospice, Ferns House, the Hospital and Medical Clinic.

Divisional Management Committee (DMC)

Our Divisional Management Committee is responsible for all the strategic and high level operational aspects of the division.

Divisional Leadership Team

Our Leadership Team consists of DMC members, and the managers who oversee the day-to-day operations here at Murdoch.

About Murdoch

About Murdoch

- Established: 1994
- Beds: 363
- Theatres & procedure rooms: 10 theatres, 4 endoscopy suites, 2 cardiac catheterisation laboratories
- Staff: 1,619
- Volunteers: 264
- Patients: More than 43,000 patients per year
- Births: More than 1,800 births per year
- Emergency Department: More than 20,000 presentations per year
- Affiliations or partner programs with teaching institutions: University of Western Australia, Curtin University, University of Notre Dame, Edith Cowan University & Challenger Institute of Technology.
- Social Outreach and Advocacy services including counselling, health promotion and social and emotional support, advocacy, support and early intervention programs, support before and after bereavement, and community partnerships.

Our Services

- 363 Inpatient beds
- 24 Hour Emergency Dept
- 10 room Operating Suite
- 4 room Endoscopy Suite
- 2 room Angiography Suite
- 5 room Birth Suite
- 35 bed Maternity Ward, including Level 2 Nursery
- 7 acute Medical/Surgical wards
- 12 bed Paediatric Unit
- 15 bed ICU/CCU Ward
- 48 bed Day Procedure Unit
- 20 bed Palliative Care Hospice
- Neonatal Unit
- Day Surgery Unit
- Angiography Suite
- Endoscopy Suite
- Hydrotherapy Pool
- Medical Library
- Education Centre & Function Rooms
- Two cafes
- Florist
- Gift Shop
- Retail Pharmacy
- Medical Clinic

Specialties

- Anaesthesia
- Cardiology General
- Cardiology Interventional
- Cardiology Electrophysiology Studies
- Chemotherapy
- Clinical Immunology
- Clinical Haematology
- Colorectal Surgery
- Coronary Care
- Dermatology
- Ear, Nose & Throat Surgery
- Emergency Medicine
- Gastroenterology
- General Medicine
- General Surgery
- Gynaecology
- Intensive Care
- Medical Imaging
- Neurology
- Neurosurgery
- Nuclear Medicine
- Obstetrics
- Occupational Medicine
- Oncology
- Ophthalmology
- Oral Surgery
- Orthopaedics
- Otolaryngology
- Paediatrics - Medical & Surgical
- Palliative Care
- Plastic Surgery
- Radiology
- Renal Medicine
- Respiratory Medicine
- Rheumatology
- Sports Medicine
- Thoracic Medicine
- Thoracic Surgery
- Urology
- Vascular Surgery

Our service ethos

St John of God Health Care distinguishes itself from other medical institutions through our dedication to holistic care that is derived from our Mission and Values. Every day, caregivers from all departments in the hospital play an integral role in providing a warm and welcoming environment to meet the needs of our patients.

Our dedicated team at Murdoch is recognised for their ability to combine patient focused care with the highest levels of clinical excellence, respect and compassion.

This benevolent approach to service stems from the tradition instated by the Sisters of St John of God of treating people in a way that gives them a greater sense of their own dignity regardless of their social position, religion or culture.

As caregivers of St John of God Health Care, we at Murdoch display this ideology through our generosity of spirit which drives us to go beyond the expected in the service we offer to our patients. This service is based on the following five maxims that were adopted by the Sisters of St John of God:

- That nothing is “too much” or nothing is “too good” for the sick.
- To welcome and care for each patient as if Jesus himself had come to us.
- That healing will occur best when the patient feels pampered.
- That the way we treat things reflects the way we treat people.
- That it is the little things that matter.

Today we strive to continue this tradition of service by bringing these values to life through our behaviour and conduct.



Our code of conduct

The Code of Conduct is based on our five Core Values and acts as a guide for us to best display the tradition of service that was established by the Sisters of St John. It articulates the behaviours that we at St John of God Hospital Murdoch strive to adhere to and provides a guideline to express the five Values in our chosen areas of work.

The Code of Conduct also offers a framework in our recruiting process and enables us to select caregivers who share our Vision, Mission and Values, as well as presenting an agreed standard of behaviour for performance management and caregiver development.

Hospitality

Showing hospitality in our duties means demonstrating a welcoming openness to all: to the familiar and the mystery of self, people, ideas, experiences, nature and to God. Here at St John of God Hospital Murdoch we provide hospitality by:

- Creating a friendly work environment.
- Welcoming and valuing our new caregivers.
- Acknowledging people by smiling and being friendly.
- Displaying manners and courtesy when dealing with fellow caregivers, patients, visitors and other medical professionals.
- Use a pleasant tone of voice.
- Caring for the physical environment in the workplace.

COMPASSION

To show compassion is to feel or relate to another in their discomfort or suffering and striving to understand the other's experience with a willingness to reach out in solidarity. We endeavour to show compassion in our duties through:

- Recognising, nurturing and appreciating others.
- Providing support to others during their time of need.
- Showing kindness and generosity in all aspects of our role.
- Demonstrating concern and understanding towards patients and their families.

RESPECT

To show respect to others implies adopting the attitude whereby you treasure the unique dignity of every person, and recognise the sacredness of all creation. We as caregivers at St John of God Hospital Murdoch demonstrate respect by:

- Taking care to use language that does not offend or demean a person's dignity.
- Acknowledging through our actions that each person has a right to receiving respect.
- Act with awareness of our colleagues' commitments so that they can manage their time effectively and are able to be punctual and meet deadlines.
- Treating all things with care; including equipment, furniture, buildings, gardens and the personal belongings of others.

JUSTICE

Justice involves approaching relationships with the self, our neighbour, all of creation and with God in a balanced and fair way. We at St John of God Murdoch practice justice by:

- Addressing issues in a respectful manner, as they arise and with the appropriate person.
- Giving and receiving positive and constructive feedback.
- Contributing to the workload evenly and as a team.
- Actively discouraging workplace gossip and being faithful to colleagues.
- Respecting confidentiality at all times.
- Acknowledging that bullying and discriminating behaviour is not acceptable in the workplace.

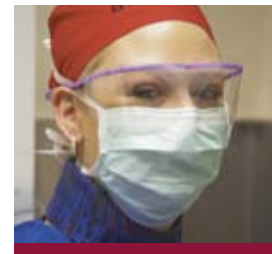
EXCELLENCE

In St John of God Health Care, to achieve excellence means that, through our work, we are providing an optimum standard of care and service within the scope of our available resources. We achieve excellence by:

- Assuming responsibility to inform and be informed.
- Encouraging caregivers to contribute to decision making.
- Striving to do our best and add value in everything we do.
- Encouraging development opportunities for caregivers.
- Actively participating in change processes.
- Encouraging the development and implementation of new ideas.

What is a caregiver?

"Caregiver" is the term we use to describe any employee of St John of God Health Care because each person, regardless of their role, contributes in some form to support the health and wellbeing of our patients.



At Murdoch, we:

- understand and live out the values in our everyday work through our Code of Conduct.
- understand that we have a responsibility to continue the work of our founders and recognise that our heritage stretches back more than 100 years.
- are committed to achieving excellence in all that we do.
- take responsibility for being informed and involved, and make use of the communication methods available to us.
- make ourselves aware of policies and procedures that relate to our work and activities.
- take advantage of the many opportunities offered to us to learn and grow both personally and professionally.
- make the safety of ourselves, our fellow caregivers, our patients, and our visitors a priority.
- make an active contribution towards environmental sustainability.
- take every step necessary to avoid the spread of illness and infection.
- know that the organisation has a commitment to giving back to the community, and enjoy getting involved.

What to expect in this Catholic Health Care Organisation

Just relationships – the essence of justice is that people are in ‘right relationship’ with each other. It is our desire that such relationships are encouraged throughout the organisation.

A quality of health care that faithfully reflects the healing mission of Jesus, with a commitment to a holistic appreciation of individuals.

Integrated Pastoral Support as part of what makes us Catholic, the care we give is holistic and the Pastoral Services Team, which has a key place in the overall care team, is an expression of this belief.

Adherence to the Code of Ethical Standards a critical mark of a Catholic organisation is its adherence to the Church’s formal teaching.

Religious events and celebrations we understand that not all caregivers share Catholic faith, but it is assumed that most share the values flowing from it. Attendance and participation in religious events and celebrations is welcomed. The mystery and hope of the Christian tradition are central to our rituals.

Religious symbols and rituals religious symbols and spaces set aside for prayer are an expression of the priority of God in our organisation

Sensitivity to other religious faiths and those people who do not subscribe to any faith while it is a privilege to establish our religious institutions we acknowledge the right of others to enjoy similar freedoms and are sensitive to their needs and desires.

Formation we invite caregivers to participate in formation and educational activities and reflection days, which seek to breathe life into the Values at the heart of our work.

(Reproduced from Wellsprings. Published October 2004. St John of God Health Care)

Your benefits

As a Murdoch caregiver, we offer you a range of professional, lifestyle and community benefits which include:

- A great range of salary packaging benefits including motor vehicle, mortgage and rent or living expenses.
- Flexible work options.
- Paid parental leave.
- The option for extra week’s annual leave (conditions apply).
- Community support leave.
- An employee assistance program with confidential counselling service.
- Extensive orientation and education programs.
- Professional development and educational opportunities.
- Employee discounts including health insurance, banking products, telecommunications, hotel accommodation and car hire.
- Medical discounts for areas such as SKG, Pathology, Pharmacy, Emergency Department and general hospital fees.
- Free uniforms.
- On-site staff parking.
- Reward and recognition programs.
- Social events and caregiver celebrations, including an annual ball and caregiver Christmas party.
- Being part of a supportive team who are committed to making a difference using your professional and personal skills.
- Involvement in environmental initiatives.
- A social club.
- Subsidised staff meals.
- Two on-site cafes.
- Dedicated Training and Education Centre.
- A library.
- On-site vacation care for primary school children.
- Travelsmart program.
- Fellowship opportunities for both personal and professional development.

Our redevelopment

A major hospital redevelopment project is underway which will mean exciting new prospects are on the horizon at Murdoch. The redevelopment of the Hospital will feature:

- A new 120 bed inpatient "South Wing".
- An additional eight operating theatres raising our total to 18.
- An additional 10 ICU/CCU beds which means we will have a capacity of 25.
- An additional Birth Suite to raise our total to six.
- A new 20 place Cancer Centre.
- A new multi storey Medical Centre facing Barry Marshall Parade.
- An expansion and refurbishment of the Day Procedure Unit.
- A new 30 place Endoscopy Unit with five procedure rooms.
- Refurbishment of the original ward block.
- A new state of the art training and education centre.
- Refurbishment of the hospital chapel and expansion of Pastoral Services.
- An expansion of pharmacy, CSSD, kitchen and staff dining.
- An additional 450 parking bays.
- The opportunity for an additional 200 jobs in stage 1.
- Services for an additional 25,000 patients each year.
- Opportunities for community fundraising.

Construction commences in 2012 and is due for completion in early 2015, though a number of these services will be online from early 2013.

You will be kept informed about the progress of the project with updates from your manager in addition to regular internal emails and announcements on Compass, posters in communal areas, including our foyer display, through the public hospital website (www.sjog.org.au/murdoch/redevelopment), as well as our hospital newsletters such as the Murdoch Messenger and Murdoch Monthly.

If you have any concerns or queries about the project, please speak to your manager, or send a question through Ask Executive.

A-Z Guide

A

Accreditation Our hospital is accredited with the Australian Council on Healthcare Standards through the EQIP standards (Evaluation and Quality Improvement Program). All caregivers assist in meeting the standards through quality improvement activities and we are constantly looking to improve the quality of our service.

Aggressive & Violent Behaviour We have a no tolerance policy to occupational aggression and violence in the workplace. As it is important to us to provide a safe workplace, a training program has been developed for all caregivers to have the skills and knowledge to handle or de-escalate incidents of workplace aggression.

The Occupational Aggression and Violent Behaviour Policy (O:5) provides details on the procedures to follow.

Alcohol & Drugs Caregivers involved in the inappropriate use of alcohol and drugs not only endanger themselves, but can also impact adversely on patient care and a safe working environment.

Alcohol or drugs must not be consumed whilst on duty and you are not permitted to work under the influence of alcohol or drugs. You may, however, take analgesics, legal or prescribed drugs whereby their consumption does not affect your work performance. Please refer to the Alcohol and Drugs Policy (A:2).

Art in the Hospital Murdoch has a fine collection of Australian art to inspire and uplift patients, caregivers and visitors. Not only does this contribute to brightening the workplace environment, it also has its own place to assist in the healing process.

Attendance As we aim to provide excellent care to our patients, it is important to have full attendance across the hospital departments. Caregivers are expected to regularly attend work as required, and advise their managers of any matters which may affect their attendance.

Sick leave procedures are in place and this leave is conditional to caregivers complying with leave provisions and cooperating with any measures to facilitate their return to work.

B

Banking Facilities An Automatic Teller Machine is located in the foyer of the Medical Clinic.

C

Caregiver of the Month Recognising and valuing the contribution of our caregivers is an important part of the hospital's culture and service ethos.

Each month, a caregiver is recognised as Caregiver of the Month in acknowledgment of their service and care. The annual Caregiver of the Year award is chosen from one of the 12 Caregivers of the Month from the previous year.

Nomination forms are available in each department as well as on P: drive and Compass.

Casual Caregivers Casual caregivers are a necessary part of the workforce and must ensure that their availabilities remain up-to-date. Casual caregivers must also attend annual competency days and are reminded that, although there is no guarantee of ongoing employment, they are encouraged to apply for permanent vacancies as they arise.

Celebrations Two key dates relating to our history and heritage are celebrated each year: 8 March being St John of God Day, and 7 October which celebrates the Foundation of the Sisters of St John of God. Throughout the year there are also a variety of other celebrations and events that Murdoch is involved with. To view the events calendar, visit the 'What's On' section of Compass.

Communication & Involvement At Murdoch we are fully committed to keeping caregivers informed and engaged so we have adopted a number of mechanisms for you to find out what is happening around the organisation.

Ask Executive Ask Executive is a monthly publication whereby caregivers are able to submit general queries or questions for comment by the executive Divisional Management Committee that cannot be answered by your manager.

Questions can be submitted via email 'muaskexecutive', internal mail or in the designated box situated in the staff dining room.

Caregiver Consultation We have a commitment to ensure our caregivers have the opportunity to be involved in decision-making wherever possible and our Caregiver Engagement Framework provides information to managers and supervisors about how to support this process.

You are welcome to volunteer to be involved in our Caregiver Consultation Group and participate in focus groups and online surveys. Email murdoch.marketing@sjog.org.au for more information or ask your manager.

Compass Our Intranet home page is a popular form of communication and caregivers are encouraged to check it regularly for updates of the latest information from around the division and the group.

Department meetings and communications files Your department will have its own meetings which assist in keeping you informed of important happenings in your area as well as the general hospital. Please ask your manager or supervisor for more information.

Facebook Our Facebook page (facebook.com/stjohnofgodmurdoch) is updated regularly and is a great way to stay in touch with what is happening at Murdoch.

Murdoch Messenger Murdoch Messenger is published quarterly and is a full colour magazine featuring some of the bigger stories from around the Murdoch division that have taken place throughout each season.

Murdoch Monthly Murdoch Monthly is a monthly newsletter that summarises the essential information and happenings from across the hospital division over the four week period.

Posters and noticeboards Poster frames and noticeboards around the buildings provides caregivers with details of events and other important information.

Twitter You can follow us on Twitter (twitter.com/sjgh_murdoch) to receive instant updates and keep you up to date with Murdoch news.

Website Our public website www.sjog.org.au/murdoch contains news and information for both the community as well as caregivers.

Charity of the Year Every year a worthwhile community organisation is selected by the Mission Support Group as the focus of fundraising at Murdoch. The selected 'Charity of the Year' is launched at the Annual Murdoch Ball each year and departments are encouraged to think up and participate in opportunities for caregivers to raise money for the cause.

Compliance There are a number of mandatory legislative, contract and policy requirements that caregivers must abide by, including inoculations and vaccinations, fire safety and manual handling training, a current police clearance, working with children's check and attending annual competency days.

Caregivers in nursing areas are also required to possess current professional registration for health professionals and current modified advanced life support training.

Where caregivers are non compliant, their manager reserves the right to suspend any further shifts until compliance is met.

Computer Access & Usage Caregivers with access to a computer should be aware of and adhere to the Access and Security Policy (GIS:015), the Internet Use Policy (GIS:010) and the Email Policy (GIS:005). Caregivers are reminded to keep their personal login password confidential at all times.

Computer and internet access is available for use by those without regular access in the library.

Confidentiality Verbal and written communication between patients and caregivers, along with any information about caregivers is to remain strictly confidential at all times. Unauthorised disclosure of health or personal information, or confidential business information, is extremely serious and can lead to termination. Refer to the Confidentiality Policy (C:2).

Contact Details (Change of Address, Phone or Emergency Contact)

It is important to keep the hospital advised of your current contact details. 'Change of Personal Details' forms are available outside the Human Resources office or in the caregiver dining room.

Contact Officers Contact Officers are available to provide confidential advice and support to anyone with an inquiry or complaint about discrimination, sexual or racial harassment, bullying or victimisation. For more information

on whom our Contact Officers are please contact Human Resources, check Compass or look out for posters displayed in all departments.

Counselling Please refer to 'Employee Assistance Program'.

Chaplains The hospital has a Catholic Priest and a part time Anglican Reverend available to all patients, visitors and caregivers. Mass is said in the Chapel on most days and Communion is available to patients' at their bedside. Catholic Mass services are also televised on the hospital's chapel channel to patients' rooms.

D

Dining Room The caregiver dining room is located on the lower ground floor and is open for use at all times. Tea and coffee is complimentary, as is the use of a microwave and a variety of hot and cold meal selections are available at subsidised rates. It is reminded that you must be wearing your security badge as identification to obtain the subsidised price.

Meal service is provided from 9.00am to 11.00am (morning tea), noon to 2.00pm (lunch), and 5.00pm to 7.00pm (dinner).

Dress Code Please refer to 'Uniforms'.

E

Employee Assistance Program This is a professional, confidential counselling service that helps caregivers who are dealing with any work related or personal issues that may affect their job performance or overall wellbeing.

The program is funded by the hospital and is available to all caregivers, volunteers and their immediate families for up to six free visits.

You can access this service by telephoning 1800 337 068 and brochures on the service are available in your department or from Human Resources.

Emergency Procedures An 'Emergency Procedures' booklet is located close to each internal telephone and these booklets outline the immediate action that is to be taken when an emergency occurs, e.g. in the case of a fire, bomb threat or medical emergency. Please take the time to familiarise yourself with these booklets and the actions to be taken for each situation.



Further information on emergency preparedness is available from your manager, by reviewing the Emergency Preparedness Policy (E:2), through the 'Emergency Procedures' icon on Novell or by contacting Security on extension 7777.

Engineering Support Requests To submit a service or maintenance request to the engineering department, please use the BEIMs request system located in the Novell Icons.

Environmental Sustainability Environmental sustainability is part of our daily business operations, and we undertake a range of activities to limit our impact on the environment.

We use many efficient technologies that reduce energy usage and our effect on the environment including solar hot water panels to preheat domestic hot water and various controls to manage energy use. We also have an extensive waste management and recycling program.

Caregivers are also encouraged to think of ways to make your daily activities more environmentally friendly, such as:

- Segregating waste appropriately into the correct waste streams.
- Printing documents only when necessary.
- Turning lights out when leaving an empty room.
- Turning off electrical equipment at the end of the day.
- Reporting water leaks and drips promptly.
- Considering car-pooling and public transport to reduce your carbon footprint.

More information - Compass > Services > Environment

F

Flexible Work Options Flexible work options enable you to balance your personal roles and responsibilities with our organisational outcomes and Mission.

Caregivers are encouraged to discuss with their manager or Human Resources options such as: Job Sharing, Part-Time Work, Deferred Salary,

Purchased Leave, Flexible Hours, Accrued Days Off (ADOs), Compressed Leave, and Phased Retirement.

Further information including a 'Flexible Work Options Pack' is available on Compass, from Human Resources, or from speaking to your manager.

G

Grievance Policy Our Grievance Policy (G:1) provides guidelines and procedures for caregivers to raise issues relating to perceived or actual unfair and unjust treatment. You have the right to raise workplace issues that you consider to be unfair or unjust and all grievances will be dealt with promptly, confidentially and without prejudice.

For more information, speak to Human Resources, a Contact Officer, your supervisor, manager or director, or the Director of Mission.

H

Hazard & Incident Reporting Caregivers are required to look out for and report hazards and incidents in their area through our electronic reporting system 'RiskPro' available on the Novell Icons. For more information ask your manager or speak to the delegated Occupational Safety & Health representative for your area.

I

Information Services (IS) For all IS requests, concerns or issues, please email the Service Desk team on service.desk@sjog.org.au or for urgent issues, contact them on extension 6800.

Infection Control Through hospital orientation, ward and department orientation and annual competency sessions, you will be informed about relevant infection control procedures for your work area.

Our 'Infection Control Manual' details how we manage any infection control issues and is available on the 'Infection Control' Novell Icon.

L

Leave

General Information When you wish to apply for leave, including sick leave, annual leave, Accrued Days Off (ADOs) or long service leave, you must complete an 'Application for Leave' form which is available in your department, and submit it to your manager for consideration.

Community Support Leave We encourage and support the participation of caregivers in voluntary community service and relating to the marginalised, through the provision of 'Community Support Leave' which is an additional form of paid and unpaid leave.

Parental Leave Parental leave is available to caregivers who have worked continuously for 12 months or more. At the time of publication, the paid entitlement is 14 weeks.

Detailed information about leave entitlements and their conditions are available in the 'Employment Conditions and Entitlements Policy' (GHR:M2) or from Human Resources.

Library The library is located in the hospital's lower ground floor and offers a range of resources and services, in addition to on-line access to major healthcare databases and electronic journals.

Internet access is available in the library, and our Librarian (available between 11.00am and 4.00pm Monday to Friday) can provide basic support and tuition to any new users. For after hours access to the library, please contact Security on extension 7777.

M

Media All contact with the media, regardless of subject matter, is to be directed to the Marketing and Public Relations Manager available on extension 1066. Caregivers are reminded that they should not make any comment to the media. Please refer to the 'Media Communications Policy' (M:1) for more information.

Mission Support Group This group is drawn from caregivers across the hospital and supports the Director of Mission by raising awareness throughout Murdoch about the Mission. They also act to develop activities to integrate the Mission into the organisation as well as promoting community involvement from caregivers.

N

Novell Icons The 'Novell Applications Window' on divisional PCs contains a range of icons (referred to as 'Novell Icons') which feature access to various important applications, manuals and information. Caregivers without regular PC access are able to access the library computers as required.

O

Occupational Safety & Health A safe work environment is a high priority at Murdoch and all caregivers have a responsibility for contributing to safe practices and maintaining a safe environment by working in accordance with occupational safety and health policies and guidelines.

If you have concerns about your safety at work, please discuss with your manager or your Occupational Safety & Health representative in your area.

Orientation Every caregiver participates in an orientation program, which consists of both face-to-face and online sessions that cover a variety of topics including manual handling, service ethos, infection control and a welcome from our Chief Executive Officer.

In addition to this, your department will organise an induction specific to the requirements of your particular work area.

P

Parking We provide on-site parking for all caregivers in designated staff parking areas and you are required to display a valid parking permit at all times (refer to the Parking Policy - P:10). To obtain a parking permit, please contact the security office on extension 1093 or the Duty Security Officer on 7777.



Pastoral Services Pastoral Services is provided by pastoral practitioners who are an integral part of our healthcare team. Pastoral practitioners are professionally trained to relate to patients and their families through a relationship which recognises their physical, psychosocial, spiritual and emotional needs. This support is most important and utilised by those faced with significant life events such as illness, suffering, disability, birth and death.

The Pastoral Services team members regularly visit patients throughout the hospital and hospice and are able to organise visits by practitioners of specific denominations if required.

Pay Cycle Our fortnightly pay cycle ends at midnight on a Sunday and is two weeks in arrears. Your pay is electronically transferred into your nominated bank account(s) and should be processed by the Thursday following the end of the pay cycle. You will receive a pay slip via your manager when it has processed.

A central office located at Osborne Park administers Murdoch's payroll and any queries or concerns you have regarding your pay, please contact the Western Region Payroll Service on 6103 5635 (please ensure you leave a message if it goes to answering machine), or email wrpayroll@sjog.org.au

Performance Review & Development (PR&D) The annual Performance Review and Development (PR&D) process is your opportunity to plan your career development through formal and informal activities.

PR&Ds are generally conducted annually on your employment anniversary; however please speak to your manager if you require more information.

Phone Directory A Caregiver phone directory is available on the Novell Icon as well as on Compass.

Policies & Procedures Policies and procedures govern relevant aspects of the hospital's activities and relationships, while also ensuring each caregiver provides professional, consistent service and level of care.

It is vital for you to be aware of your rights and responsibilities in relation to these policies and procedures and these documents are available on the 'Policies' Novell Icon; on Compass > Resources > Policies and Procedures, or alternatively you may have a policy file available for reference in your department.

If you do not have access to policies, please ask your manager or supervisor how you can familiarise yourself with them.

Professional & Personal Development St John of God Hospital Murdoch is a learning organisation where ongoing opportunities are offered to all caregivers to develop their confidence, skills and capabilities.

You are encouraged to participate in activities such as:

- Internal programs, study days and education sessions.
- External programs (conditions apply).
- Leadership development and formation.
- Access to scholarships and study leave.
- Personal and spiritual development.

Please speak to your manager or the Learning and Organisational Development team for further information on career pathways, learning opportunities and scholarships available to you at Murdoch.



Q

Quality at Murdoch We conduct a range of surveys, benchmarking and reviews to ensure that we maintain hospital standards and demonstrate that quality activities are having a positive effect.

If you have any ideas about how we can improve patient care or work processes, or you would like to become involved in quality activities, please speak to your department's Quality Portfolio Holder, your manager or the Quality department.

S

Salary & Conditions Salaries, wages and conditions for most caregivers are contained in the respective Enterprise Agreements. If you have queries about



your level of pay and the conditions associated, please speak to your manager or the Human Resources department. Full copies of Enterprise Agreements are available on the website or P: drive (HR).

Security Card You are required to wear a security card to identify you as a caregiver of St John of God Hospital Murdoch (Refer to Identification of Caregivers Policy - I:2).

If you lose, damage or deface your security card you are required to replace it by completing a replacement form (available through the Security Department). A fee of \$15 (by payroll deduction) will apply for replacement cards unless a reasonable explanation is given.

Social Activities & Events We have a culture that promotes enjoyment at work as well as outside work hours. There are a range of subsidised social activities held throughout the year, including a caregiver Christmas BBQ, the Annual Gala Ball and lunches for special events. We also celebrate special heritage days including St John of God Day (8 March) and Foundation of the Sisters of St John of God (7 October).

Social Media (See also Communications) Our 'Social Media Policy' (S:21) outlines the expected behaviours of caregivers when using social media that relates or reflects on the workplace. We encourage caregivers to be aware of their privacy settings on social media sites and of the policy.

Social Outreach & Advocacy Giving back to the community is a core commitment of St John of God Health Care. Murdoch's Social Outreach and Advocacy services include:

- Counselling.
- Health promotion and social and emotional support.
- Advocacy, support and early intervention programs.
- Support for young people through youth work and advocacy.
- Support before and after bereavement.
- Information about sustaining healthy lifestyles and community health.
- Partnerships with Fremantle GP Network Street Doctor; St Patricks Health Clinic; and Lifeline WA.

There are also a number of opportunities to engage in volunteering to support Social Outreach and Advocacy. Please see www.sjog.org.au/murdoch/fernshouse for more information.

Superannuation St John of God Healthcare provides superannuation contributions on behalf of all caregivers in accordance with the provisions of the Superannuation Guarantee (Administration) Act 1992, relevant Awards and Enterprise Agreements. For more information please refer to the information provided with your contract of employment and the 'Superannuation Policy' (S:10).

Representatives from various super funds attend the hospital on a regular basis. Please contact Human Resources on extension 1170 for queries relating to superannuation payments or visits by super funds.

Surveys Patients, medical practitioners and caregivers are regularly surveyed to ensure areas of success and opportunities for improvement are identified. You are encouraged to participate in surveys and other consultation opportunities to ensure that your voice is heard.

T

TravelSmart TravelSmart is a joint initiative between the hospital, the Department of Transport and the Department of Environment and Conservation. It aims to reduce single-occupancy car travel and encourage more 'green' alternative modes of transport.

Caregivers are encouraged to use such modes of travel including public transport, cycling, walking or car-pooling when making their way to and from work. Bicycle racks, showers and locker facilities are available to assist caregivers in promoting these 'green' alternatives.

U

Uniform Our corporate uniform promotes a welcoming and professional image and is a way of identifying our caregivers. The uniform is provided in accordance with our Enterprise Agreements and our 'Dress Code Policy' (D:12). Your manager or supervisor will advise you of the uniform requirements for your position and provide you with the necessary paperwork for fitting and ordering.

V

Vacation Care Vacation Care is available at a subsidised rate to children of caregivers during school holiday periods for ages 5 – 12 years. Information is provided to each department closer to each holiday period and additional information is available from Human Resources.

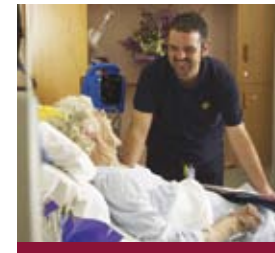
Vacant positions You will find advertisements of vacant positions on the notice board outside the caregiver dining room or on the website through 'e-recruitment' at www.sjog.org.au/murdoch/careers

Vaccinations Caregivers are offered free annual flu vaccinations, as well as other inoculations depending on their area of work.

Volunteers At Murdoch almost 300 volunteers provide a range of services to patients, their families and our caregivers in many areas around the division. Our volunteers are also involved in raising funds that assist the hospital in many ways.

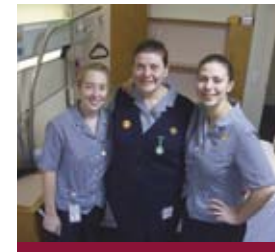


More information



Further information about working at Murdoch is available from:

- Compass
- Novell Icons (located on your PC desktop)
- Department policy file
- Department manuals
- Your manager



Useful Numbers

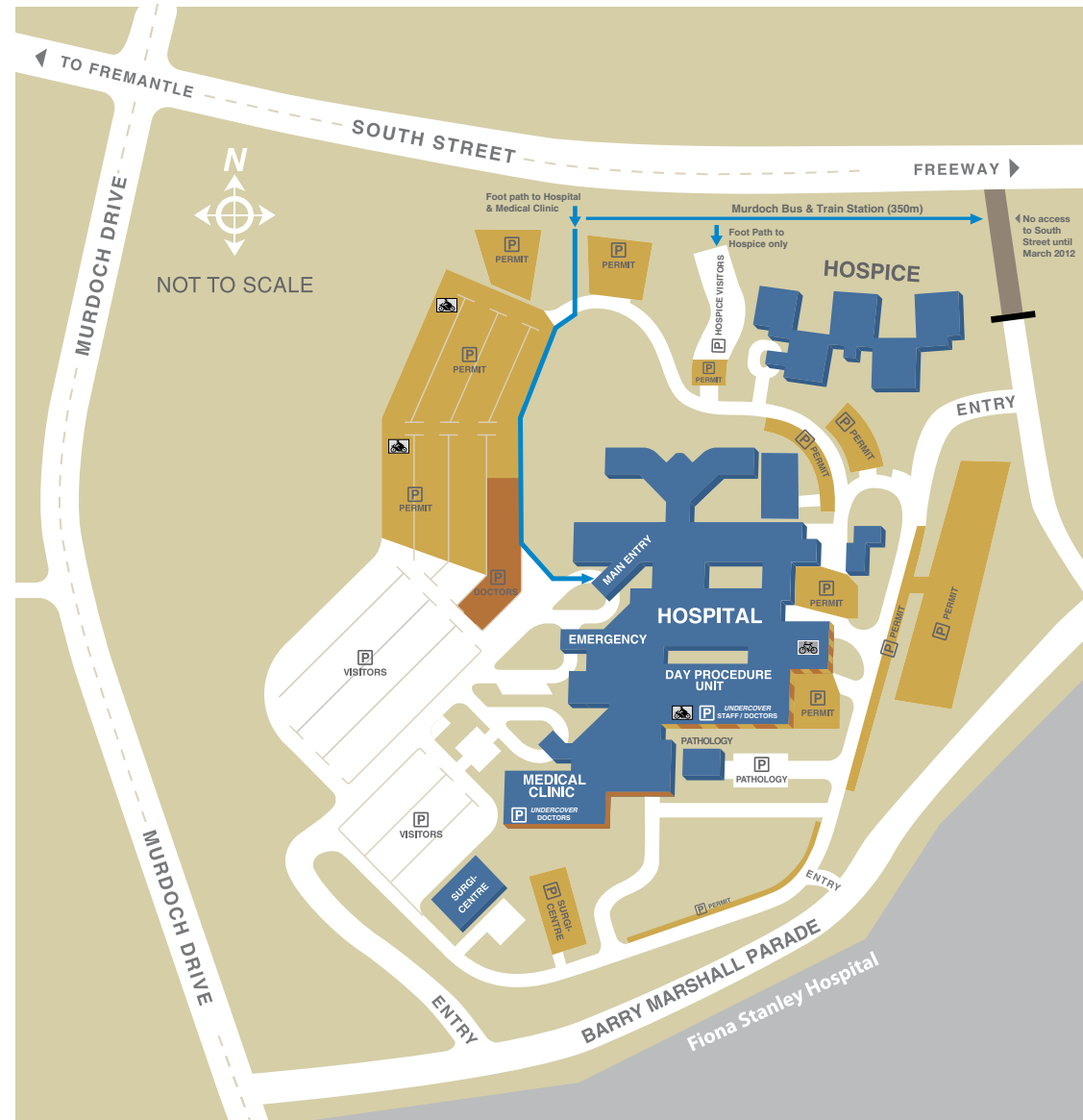
Engineering	extension 1020
Reception	extension 99
Security and Parking	extension 7777 or 1093 (9am-1pm)
Infection Control	extension 1599 or 1552
OSH Department	extension 1399
Quality Department	extension 1554
Learning and Organizational Development Department	extension 1804
Human Resources	extension 1170
Duty Manager	extension 1352
Payroll	6103 5635



Caregiver Parking

- | | | | |
|---|-----------|---|--------------|
|  | Caregiver |  | Motorcycle |
|  | Doctors |  | Bicycle Rack |

For further information contact the Security Department on ext. 7777 (0414 438 780) or email murdoch.security@sjog.org.au.



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