

## Policy Directive



### SLHD Orientation Program

<b>Document No:</b>	SLHD_PD2015_003
<b>Functional Sub-Group:</b>	Corporate Governance
<b>Summary:</b>	Sydney Local Health District (SLHD) provides a comprehensive orientation program for new staff and staff returning to SLHD after an absence of 12 months or more. This program is compliant with orientation requirements as detailed by NSW Health in policy PD2014_023. The orientation program is coordinated by the Centre for Education and Workforce Development (CEWD) and has a number of components that are detailed in this policy.
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<b>Consultation:</b>	Chief Executive Director Workforce Services, SLHD Director Clinical Governance and Risk, SLHD Director Child Protection, SLHD Director Centre for Education and Workforce, SLHD Development HR Business Operations Manager, SLHD SLHD Joint Consultative Committee Manager Risk, SLHD
<b>Publication (Issue) Date:</b>	January 2015
<b>Next Review Date:</b>	January 2020
<b>Replaces Existing Policy:</b>	SLHD_PD2013_039
<b>Previous Review Dates:</b>	May 2013
<b>Document No:</b>	SD15/243

**Note:** Sydney Local Health District\* (SLHD) was established on 1 July 2011 following amendments to the Health Services Act 1997 which included renaming the former Sydney Local Health Network (SLHN). The former SLHN was established 1 January 2011, with the dissolution of the former Sydney South West Area Health Service (SSWAHS).

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Endorsed by: Chief Executive

# SLHD Orientation Program

## 1. Introduction

### (i) The Risks Addressed by this Policy

Corporate and Clinical Risks

### (ii) The Aims / Expected Outcome of this Policy

- a. To provide a comprehensive overview of the SLHD Orientation Program
- b. To outline responsibilities related to the SLHD Orientation Program

## 2. Policy Statement

The SLHD Orientation Program will be delivered, managed and monitored in accordance with this policy.

## 3. Principles / Guidelines

### Components of the SLHD Orientation Program

The orientation of new staff to SLHD consists of the following components:

1. The online orientation learning pathway which has two parts (Part A and Part B). Part A must be completed within the **first four weeks** of commencing employment. Part B must be completed within the **first three to six months** of commencing employment.

#### Part A

<b>Course Name</b>
NSW Health Corporate Orientation – Your Pathway
NSW Health Corporate Orientation - Welcome
Code of Conduct
Private Health Insurance and our Public Hospitals
Working in culturally diverse contexts
Health Language Services – Interpreting and Translating
Investing in our Staff
Introduction to Work Health and Safety
Hazardous Manual Tasks
Infection Prevention and Control Principles
Fire Safety and Evacuation
Fire Safety and Evacuation Quiz
Privacy Module 1 – Know your Boundaries
Privacy Module 2 - Handling Personal and Personal Health Information
IIMS: Notifier Training (Edmore)

Part B

<b>Course Name</b>
Hand Hygiene
Waste Management
Violence Prevention and Management in the Workplace – Awareness
Violence Prevention and Management in the Workplace – Promoting Acceptable Behaviour in the Workplace
Child Protection
Respecting the Difference Aboriginal Cultural Training Framework

Note: clinical staff may need to complete additional orientation components in line with their professional grouping. These components are additional to the online modules outlined in Part A and Part B above and will be detailed in the Learning Management System (LMS) once a staff member logs on.

2. One day face-to-face facility orientation program that must be completed during work time.
3. Departmental orientation that must be completed during work time (SLHD Departmental Orientation Checklist must be used and original returned to the facility HR Department).
4. Nursing and Midwifery orientation – additional day (minimum of one day) for nurses (including Assistants in Nursing) and midwives that must be completed during work time.

**Facility Orientation**

Face to Face orientation is scheduled to run on a regular basis across the LHD, rotating between Royal Prince Alfred Hospital (RPAH), Canterbury Hospital, Concord Hospital and Balmain Hospital. Drug Health, Population Health, Community Health and District staff will attend the nearest Hospital orientation and also attend a service orientation. Mental Health staff will attend a specific face to face orientation program to meet the needs of the service.

New employees are booked into face to face orientation via an online booking system by the SLHD recruitment unit, nursing workforce or by the employee's manager. It is preferable that employees attend orientation at the site where they are employed, however if the employee is required to attend orientation as a matter of urgency, they should be booked into the next available orientation session.

The structure and delivery method of facility orientation programs is standardised across all SLHD sites. The program will contain, but is not limited to, the following elements:

- Fire Safety Training (Practical)
- Employee Assistance Program
- Human Resources Information (including Salary Packaging and StaffLink)
- Security Awareness
- Quality and Safety
- Workplace giving program
- Health Services Union / NSW Nurses and Midwives Association Representative
- Manual Handling (practical)
- Between the Flags \*

\* Clinicians only

Additional orientation modules may need to be undertaken for employees engaged in specific roles and specialty areas. Managers should refer to NSW Health Mandatory Training and Education Matrix to determine if additional courses are required to meet orientation requirements.

### **Departmental Orientation**

Department managers should also ensure that new staff are orientated to the department or team that they are working in. The structure of departmental orientation is at the discretion of the department manager however it should cover the aspects detailed in the SLHD Departmental Orientation Checklist. Once completed, this checklist should be signed by the new employee and the manager/delegate with the original being returned to the facility HR department and a copy being retained on the local personnel file.

### **Nursing and Midwifery Orientation**

All nursing and midwifery staff (including Assistants in Nursing) are required to complete additional orientation that focuses specifically on clinically relevant topics.

### **Exemption from Online Orientation Learning Pathway**

Some new employees will be exempt from completing online orientation:

- Current employees of SLHD
- Employees who have already completed all components of the HETI Online Orientation Learning Pathway

Please note that staff members who are exempt from completing online orientation may be required to complete facility orientation and will be required to complete departmental orientation as per the policy.

### **Information that Supports the SLHD Orientation Program**

The following information is provided to support the SLHD Orientation Program:

- Orientation Guide for Managers
- Orientation Handbook
- Orientation Information Sheet (for interviewees)
- Departmental Orientation Checklist

Copies of these documents and other supporting information can be found in two locations on the SLHD intranet:

- The SLHD recruitment webpage: intranet → HR + recruitment → orientation
- The CEWD webpage: Via the Centre for Education and Workforce Development shortcut button on the intranet homepage or intranet → training and education → CEWD → orientation

### **Communication with New Employees about the SLHD Orientation Program**

Prospective employees will be provided with information about the SLHD Orientation Program in the following ways:

1. The Recruitment Unit will send the prospective employee a letter of offer that will confirm their orientation requirements.
2. The department manager or a delegate will complete the orientation checklist with their new employee as part of their departmental orientation.

### **Manager's Responsibilities**

Managers have the following responsibilities with regard to the orientation of new staff:

1. Booking new employees into the facility orientation using the SLHD online booking system
2. Providing departmental orientation that meets the aspects of the SLHD Departmental Orientation Checklist and sending a copy of that completed checklist to facility HR departments.
3. Ensuring that new employees are released to attend the one day facility orientation program and service and/or nursing and midwifery orientation programs as required.
4. Checking with new employees to ensure that they have not found the content of the Child Protection online course distressing. The new employee can be advised to contact the Child Protection Team or EAP if additional support is required.
5. Ensuring that staff who should attend the one day face-to-face child protection course are aware of this responsibility and have registered for a course.
6. Checking that candidates have completed the components of the online orientation learning pathway within the required time-frames.

### **Centre for Education and Workforce Development Responsibilities**

1. Coordinating the SLHD Orientation Program.
2. Reviewing the SLHD Orientation Program on an annual basis, this includes an annual report that is sent to the Chief Executive.
3. Liaising with key stakeholders who deliver sessions in the SLHD Orientation Program.
4. Providing online orientation completion reports on a monthly basis to facility General Managers (GMs), Directors of Nursing and Midwifery Services (DONMs) and Human Resources (HR) Directors and Managers.
5. Provide support to preferred candidates who are struggling to complete the online orientation learning pathway as required.

### **Facility HR Departments / Nursing Workforce**

1. Receiving and filing the completed SLHD Departmental Orientation Checklists from facility department managers.
2. Registering new employees into facility orientation via the online booking system

### **Employee Responsibilities**

1. Completing all aspects of the SLHD Orientation Program within the required timeframe.
2. Communicating with their department manager if any questions arise from completing the online orientation learning pathway.

## 4. Review of Orientation Program

SLHD is committed to providing a high quality orientation program that welcomes new employees to the organisation. The orientation program will be reviewed annually.

### Facility Orientation

- Each facility orientation program will be evaluated at the end of the session using evaluation forms.
- There will be an annual review of the whole program in consultation with key stakeholders. This will include a report with recommended changes.

### Nursing and Midwifery Orientation

- Each facility orientation program will be evaluated at the end of the session using evaluation forms.
- There will be an annual review of the whole program in consultation with key stakeholders. This will include a report with recommended changes.

## 5. Special Categories for Orientation

There are groups of staff that require special consideration with regard to orientation requirements:

### Walk In Employees / Casual Employees

The above category of employees have their recruitment managed at a facility level and therefore do not come into contact with the Recruitment Unit. These employees must be booked into facility orientation via the online booking system, and complete the online orientation learning pathway. It is also important however that these staff receive departmental orientation that includes physical orientation to the unit with instructions on emergency procedures.

### Contractors / Agency Staff

All contractors coming in to facilities need to complete an orientation. The content of this orientation is determined by the level of risk associated with the task. It is the responsibility of the person engaging the contractor to establish their specific orientation needs.

It is assumed that staff who are supplied by external agencies, this includes locum medical staff, can demonstrate compliance with key aspects of orientation. It is important however that these staff receive departmental orientation that includes physical orientation to the unit with instructions on emergency procedures.

If staff are unable to demonstrate compliance with key aspects of orientation then the SLHD Orientation Program can be made accessible to them by contacting CEWD on [cewd.slhd@sswahs.nsw.gov.au](mailto:cewd.slhd@sswahs.nsw.gov.au)

### Managers

Managers should be provided with additional orientation that is specific to the requirements of the management role. The delivery and evaluation of this training is coordinated by CEWD in collaboration with SLHD key stakeholders.

### Junior Medical Officers (JMOs)

JMOs have a specifically designed orientation week that ensures they have developed both the clinical and non-clinical skills required to be work ready and have been introduced

to the organisation and key services that they will engage with. They are required to complete the standard Online Orientation Learning Pathway.

**Visiting Medical Officers (VMOs)**

VMOs are contractors who provide medical services on terms of up to five years duration with the possibility of reappointment for further five-year terms. VMOs are expected to complete the online orientation learning pathway.

**Volunteers, Students and Student Facilitators**

Volunteers, students and university employed student facilitators are outside the scope of this policy. Please contact CEWD if further information is required.