



COVID-19

Manager Bulletin

COVID-19 Manager Bulletin – 11 November 2020

This email is for Monash Health managers.

The COVID-19 pandemic is an evolving situation. This advice is correct as of 11 November 2020.

Message from the Chief Executive

This week we celebrate National Aborigines and Islanders Day Observance Committee (NAIDOC) Week, the national week to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

This year's theme - Always Was, Always Will Be - recognises that First Nations people have occupied and cared for this continent for over 65,000 years.

We acknowledge this continual connection and living culture - the oldest in the world - and commit to creating a culturally safe environment and ensuring that everyone has equal healthcare opportunities.

More details on how you can celebrate this important week with your teams are below.

This week it is also timely to reflect on the strong relationship between kindness and care, as we participate in the Gathering of Kindness.

We have all shared in one of the most professionally challenging years of our careers. It's not been straightforward for anyone, and yet our teams have excelled. You've stepped up and helped manage a pandemic. We know it's been hard. Now we have a moment to reflect not just on what we do, but how we do it.

The Gathering of Kindness is a movement that aims to build and nurture a culture of kindness throughout healthcare. The week is about recognising, rewarding and promoting kindness that abounds around us by virtue of who we are as healthcare workers and as an organisation.

We came into healthcare because we want to make other people's lives better. Healthcare workers have an innate capacity to be kind, show concern for others, and want to heal. Let's make sure not to lose that capacity in the fast pace and challenges of daily life. Let's remind ourselves to be kind to others and ourselves.

I would like to thank you for being kind to our patients, our colleagues and remind you to be kind to yourselves, and encourage you to promote the remaining Gathering of Kindness events listed below.

Andrew Stripp
Chief Executive

Priorities this week:

- Mark 7 to 11 June 2021 in your diary, and begin your task list for accreditation. Look out for updates.
- Book time in your diary for the World Kindness Day events on Friday 13 November and support your team to do likewise.
- Celebrate NAIDOC Week by completing your Aboriginal and Torres Strait Islander Cultural Awareness eLearning Training on Latte.

Key messages

NAIDOC Week Events

This year NAIDOC week has been moved from its usual time in July to November, due to the COVID-19 pandemic.

This year we have moved online with many events:

- Each day this week Starlight TV will host events with nursery rhymes in language and Didgeridoo performances.
- All-day Face to Face Cultural Awareness sessions continue – sessions on 13 November and 9 December are still available for waitlist.

Please encourage your team to get involved in community events like this year's online NAIDOC march hosted by [Clothing the Gap](#).

Improving engagement - Health and Safety Representatives (HSRs)

Effective engagement with HSRs is a key part of your role as a manager. Sue Forrest gave some useful insights and good case studies on the topic during our last Manager Briefing on 28 October.

Some of the messages:

- improve engagement at a local level - be proactively consultative
- it's not meant to be difficult or time-consuming
- take a practical, pro-active approach, invite HSRs always
- consultation improves decision making, ensuring the outcome is safe for everyone
- empower the HSR to bring affected stakeholders together to consult
- provide the HSR with time, allow them to lead where appropriate

Establishing and developing a positive safety culture is cost-effective, increases productivity and

efficiency, and improves the organisation's financial bottom line. [You can view the presentation here.](#)

Length of Service Awards 2020

Monash Health is recognising and celebrating exceptional people providing exceptional outcomes, with the Length of Service Awards 2020.

For the first time, we will hold the Length of Service Awards as a series of virtual events to keep everyone safe but still acknowledge the outstanding service of our employees. Learn more at monashhealth.org/length-of-service-awards and if you have an employee who is reaching a milestone, consider logging in for the event, along with the rest of the team.

Free access to the virtual Gathering of Kindness

Kindness is one of the Monash Health values, and what we aspire to live by every day.

This year's Gathering of Kindness will be a virtual affair, and all Monash Health employees will have access to the online program of events, culminating in World Kindness Day on Friday 13 November.

The [Gathering of Kindness](#) aims to build, nurture and instil a culture of kindness throughout the healthcare system. Please encourage your teams to join in, with a range of events this week, including the [combined Schwartz Round/Employee Forum on Thursday](#).

On Friday there are a series of Gathering of Kindness organised virtual presentations:

- 8am to 9am: Simon Anderson, Researcher behind the 'Public Policy and the Infrastructure of Kindness in Scotland' report
- 9.30am to 10.30am: Dr Chris Turner, Founder of Civility Saves Lives
- 11am to 12pm: Expert Panel on the notion of Resilience with Julia Harper David Clarke, Dr Carmel Crock and facilitator Sharee Johnson.

Some other suggestions to engage with your teams this week:

- lead meetings with reflections on kindness, thank people for their innate kind nature and behaviours, ask how we can better support such behaviours
- be kind, do kind things, share your kindness moments
- think about what we can do to remove obstacles to kindness
- read out a compliment from a patient that describes an act of kindness.

Caring for our workers

The Victorian Government's recently announced wellbeing package includes the development of a healthcare worker wellbeing centre. The centre will identify best practice approaches to supporting staff fatigue and stress management, provide advice and training opportunities, and host resources through a web platform.

The centre will support individual healthcare worker wellbeing, for clinical and non-clinical roles, across acute and community-based settings, including hospitals, community health, aged care and primary care settings.

The package will also improve staff rest and recovery areas in health services that enable physical distancing. An additional focus will be to increase access to specialist services and support that is tailored to individuals, teams and organisational needs.

How to develop a growth mindset

Simon Tedstone, Consultant, Organisational Development and Learning gave an intriguing presentation at the 28 October Manager Briefing on 'Fixed versus Growth Mindset'.

Simon explained the idea of an intentional leader, offering insights into skills that will help you and your team to choose and develop a growth mindset. [Simon's presentation can be found here](#)

Join the Length of Service Facebook Group and share some stories

This year's virtual Length of Service awards mean we are doing things differently. To make this as interactive and meaningful as possible for employees who are reaching milestones, we're asking managers and teammates to also join the 2020 Length of Service Facebook group and share your favourite memories of them and their work.

For more details of the four Length of Service events, visit the intranet or website: <https://monashhealth.org/employees/2020-length-of-service-awards/>

To join the Facebook group: <https://www.facebook.com/groups/3332719030179472>

Monash Health Respiratory Protection Program

Over the coming months, Monash Health will be implementing its Respiratory Protection Program (RPP), to enhance the effectiveness of respiratory protective equipment further and ensure associated processes and practices keep you safe and healthy in the workplace. [Read more about this initiative here](#). There will be further details in an upcoming employee forum.

National Standards accreditation assessment 2021

Monash Health will undergo a National Standards accreditation assessment from Monday 7 June to Friday 11 June 2021.

You can prepare now by ensuring mandatory training, performance appraisals and other good governance activities are embedded in your daily work. We will continue to support you and your teams over the coming months and will provide tips and updates on what you can do to feel confident and comfortable with accreditation assessment.

Timely financial wellness information

With Christmas and end-of-year fast approaching, it's timely to think about the financial wellness of yourself and your team.

If you missed it, a recent employee forum on 'Financial Wellness in Uncertain Times' presented by Converge International provided a good overview of financial wellness, what support is available and how you and your team can access it. [The presentation is here](#)

Clean up well underway

The final steps in the initiative to clean up Monash Health facilities are well underway. Starting this week, the General Services team will work with managers to remove items that have been

identified for disposal. This will help to free up space in our clinical and office areas. Work is ongoing to assess storage requirements and availability.

Encourage fellow managers to sign up to this bulletin

If you are concerned someone you know should be receiving the bulletin in their email and isn't, please [send them this link](#) and encourage them to sign up. [All previous editions](#) are available on the coronavirus website.

Ensure you are working to the most up-to-date advice

Ensure you are working to the most up-to-date advice by referring to the [Monash Health Employee Coronavirus website](#). To make accessing the site quicker, you can create a shortcut on your smartphone by [following these instructions](#).

All managers are requested to use these updates in discussions with their teams and then disseminate relevant information at stand-ups and handovers.

As advice and information evolve, please consult the latest updates and visit the [Department of Health and Human Services](#) and [Monash Health COVID-19 website](#) for employees regularly for the latest.
