



**COVID-19**

# Manager Bulletin

*This email is for Monash Health managers.*

## Message from the Chief Executive

One of our major priorities this week is the **mandatory vaccination of healthcare workers**. This follows a [direction from the Chief Health Officer](#) and is about ensuring a safe workplace and providing a level of safety for those we care for.

We are committed to showing strong leadership to our community, particularly when we have evidence before our eyes in our wards and ICUs of the benefit of these vaccinations in providing the best defence against serious illness and death.

As a manager, you play a crucial role in kindly and compassionately ensuring we meet the requirements of the CHO direction. Your influence will help us ensure our people are vaccinated (or booked in to be vaccinated) before the deadline.

**By 15 October 2021, all employees must:**

- have had a first dose of COVID-19 vaccine, or
- provide proof of a vaccination booking to occur by 29 October 2021.

[Guidance and frequently asked questions are available on our vaccination hub for employees.](#)

To help you support your team, we have [updated information online for managers](#). This includes:

- Deadlines and actions
- Frequently Asked Questions
- Guidance on having a conversation about vaccination with your team members who may be finding this a challenge.

Please take some time to review the Employee Vaccination Rates of your team on the [COVID-19 dashboard of the Manager BI Portal](#). And then, have conversations and seek to address barriers and concerns of individuals. There are detailed support materials below.

As a leader, you will be looked to for guidance and support, but we understand that having conversations with your employees regarding vaccination may be challenging. Hesitancy can be due to different things, and a private conversation, where questions are sensitively handled, can go a long way to providing reassurance.

[Templated letters and checklists](#) have been emailed to our all manager email list. These documents step through the process as you manage employees who don't meet the deadline.

**Please note:** We have made important updates to our FAQs:

- Process for Casuals not managed by the Monash Health Bureau
- Employees who have contracted COVID-19

Please review the [updated material](#) and don't hesitate to contact 8572 5799 or email [managersupportmandatoryvaccination@monashhealth.org](mailto:managersupportmandatoryvaccination@monashhealth.org) if you need further support.

This week and next, Karen Lowe, Executive Director of People and Culture, is chairing half-hour question and answer sessions each afternoon for managers. You will be invited to attend.

### Attestations

We have recently had several incidents where team members have completed their attestations incorrectly. A common theme is that an employee's household member is symptomatic and awaiting a test result, and this has not been declared.

It is critical that we read and answer each question carefully to ensure we do not inadvertently bring COVID-19 into an environment where we are caring for vulnerable people.

Please remind your team that they should not attend work if they:

- have symptoms consistent with COVID-19
- are awaiting a COVID-19 test result\*
- **live with someone who is symptomatic and awaiting a COVID-19 test result\***
- have had contact with a confirmed case of COVID-19 or someone in isolation in the last 14 days (excluding patient care)\*
- have visited a public exposure site or an interstate risk zone during the listed times\*
- have returned from overseas in the last 14 days

\* unless cleared by Infection Prevention or the Employee COVID-19 Hotline.

Thank you, as always, for your ongoing leadership and the support you are showing your team.

**Andrew Stripp**  
Chief Executive

## Priorities this month

- **[Take action on COVID-19 vaccination](#)**: confirm the vaccination status of your team members using the Manager BI Portal and engage anyone who hasn't been vaccinated in a conversation to see how you can help them meet the 15 October deadline.
- **Conduct your [OVA Risk Assessment](#).**
- **Complete your monthly OHS actions.** These include:
  - Closing out actions in Protect (your quarterly Safety inspection software)
  - Helping team members return to work (with support from the Injury Management Team)
  - Completing incident investigations by the due date
  - Uploading your incident investigation reports to the applicable Riskman incident
  - Closing out Riskman incidents

For help completing these actions, refer to PROMPT, get in touch with

your Health and Safety Representative, or  
email [safety@monashhealth.org](mailto:safety@monashhealth.org)

## Key messages

### COVID-19 vaccination deadlines and your role in meeting them

- Access your COVID Ready dashboard via [the Manager BI Portal](#).
- Identify those employees who are not yet fully vaccinated.
- [Speak to these employees](#) and encourage them to get vaccinated/or seek further advice if concerned about the vaccination.
- If they have been vaccinated elsewhere, or have made a booking, ask them to complete [the declaration form](#) and submit it ASAP.
- Advise them that if they do not meet the [Chief Health Officer's Directions on 15 October](#), **they will not be able to come to work.**

Conversations regarding mandatory vaccination can be difficult, but it's important to focus on two things – we are following the Chief Health Officer's Directions and providing a safe environment for our patients.

To support you in having these conversations, a range of resources is available.

#### Conversation starters

[A conversation starter script](#) including useful talking points and further information about the process can be accessed [here](#).

#### Manager scripts

We have developed a series of scripts to support managers as they have conversations with their team members throughout the investigation, and if required, the suspension and termination process. [You can access the scripts here](#).

#### Manager investigation checklist

The Investigation Checklist helps you record and confirm best-practice processes have been adhered to in the conduct of investigations and that all key documentation has been issued during and stored following this investigation. [You can access this document here](#).

#### Frequently Asked Questions

An extensive list of FAQs explaining the steps employees need to take and responding to some of the most common questions on [mandatory vaccination is also available here](#).

#### Manager Hotline and email (disciplinary/investigation process only)

For queries relating to the investigation and disciplinary process, you can call (03) 8572 5799 and leave a voicemail requesting support, and a member of the People and Culture team will contact you. You can also do this via email, send your query to [managersupportmandatoryvaccination@monashhealth.org](mailto:managersupportmandatoryvaccination@monashhealth.org)

#### COVID-19 Employee Hotline

For queries in relation to employee vaccination status, you can contact the COVID-19 Employee Hotline on 9594 5815 from 7am to 8pm, seven days a week. Employees with queries regarding mandatory vaccination can also use this hotline.

## **General information**

General [information for managers about mandatory COVID-19 vaccination](#) can be found on our COVID-19 Vaccination Hub.

## **Vaccination requirements for new employees**

In accordance with the recent Victorian Public Health directions, all new employees at Monash Health will need to provide evidence of their COVID -19 vaccination status before commencing employment.

As part of the E-recruitment process, a new section will be added to all advertisements outlining the requirements and advising candidates that as part of the application process they will be required to provide evidence of their vaccination status. Offers of employment will only be made after evidence is provided.

Talent Acquisition and Recruitment Services will be following up with those candidates who have recently received an offer of employment and may not be aware of the new requirement. These employees will be asked to provide evidence of their COVID-19 vaccination status and will not be able to commence employment until this has been provided.

If you have any questions regarding the changes and the process, please contact Recruitment Services at [recruitment@monashhealth.org](mailto:recruitment@monashhealth.org).

## **Before and after, every time – practice good hand hygiene**

Hand hygiene is almost second nature to healthcare workers. We do it without thinking twice. But sometimes when we find ourselves busy or distracted, we might forget to stop and sanitise.

We have seen how quickly infection can spread through health services. Hand hygiene is an easy and effective tool against the spread of infection. As managers, it is important that you ensure hand hygiene practice stays strong by leading by example.

Hand hygiene auditors continue to visit wards and other clinical areas to ensure compliance and promote hand hygiene education. To learn more about how to best engage with auditors, you can read about [Hand hygiene auditor Loulou Ibrahim](#).

Please download the new posters for your area [here](#). Please remove any old or outdated posters and replace them with the new posters.

Need a refresher? You can find the [Monash Health Hand Hygiene Procedure](#) on PROMPT.

## **Keys to leading a thriving team culture through psychological safety**

The term psychological safety immediately conjures the important responsibility of any workplace to be free of harassment and bullying. But research over the last decade has also firmly expanded our understanding of what psychological safety looks like in any thriving team culture. Cultures rich in psychological safety think better, communicate better, collaborate more authentically and challenge the status quo in ways that lead to growth and improvement.

Following on from her session on Ferocious Warmth, Tracey Ezard [presented a framework for leaders to reflect on the culture within their teams](#), exploring ways to ensure psychological safety through four levels of safety, from inclusion through to challenge.

## **Our people talk about caring for those with COVID-19**

If you'd like some inspiration about how our people are caring for those with COVID-19, watch Nurse Manager [Janine Maloney speak](#) about her experiences in Forest COVID-19 ward or Associate Professor [Michael Farmer](#), Unit Head, General Medicine at Casey Hospital.

## **Family violence online training options expand**

In the last financial year, the family violence team has facilitated the training of 876 managers and 864 clinicians, with [new training options now available](#).

A new Information Sharing e-Learning package aims to promote the safety of victims and children, help health professionals understand information sharing and their responsibilities under these new Schemes.

**Family Violence clinical education** focuses on identifying and responding to a patient/client experiencing family violence and covers the role of health professionals, risk factors, and support options. [These training sessions are accessed on LATTE](#).

There is an education package for managers which outlines information and support options available for Monash Health employees. [Find out more](#).

## **Conducting an OVA Risk assessment**

From October, all departments will be required to [complete an OVA Risk Assessment](#), to ensure that we identify and control any workplace factors which could escalate the risk of occupational violence and aggression.

A new Guideline has been developed to provide Managers with hints and tips on how to complete the OVA Risk Assessment, and how to develop and monitor actions to keep our people safe. The assessment will be completed as part of Q2 Workplace Inspections.

[Review the recent Manager Briefing](#) on how to conduct an OVA Risk Assessment.

## **Managing performance – advice for managers**

During a recent manager briefing Luke Dinon, Senior Manager People and Culture, addressed the importance of regular conversations with your team members, setting clear expectations and having a performance plan in place to help support both manager and employee. People and Culture business partners and consultants answered many of your questions about managing performance, including performance and conduct which is not acceptable. [You can review this session at any time](#).

## **Fleet vehicles added to shared spaces check-ins**

Your help is required with rolling out QR code check-in posters for our fleet vehicles. Unique QR code posters (showing the vehicle's registration number) will be emailed to managers who currently have fleet vehicles assigned to their area. Please follow the instructions provided in the email, which include printing, laminating and displaying the QR codes in the relevant fleet vehicles.

For more information, including how-to's and FAQs, visit the [shared spaces page](#) on the COVID-19 employee website.

## **Updates to COVID-19 web information**

There have been some recent updates to information on the COVID-19 website for employees, which may prove useful:

- [Leave Frequently Asked Questions](#)
- [Higher risk employees](#)

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**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.**

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