



Employee Handbook

Effective November 2022



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Welcome

Congratulations on joining Monash Health - a health service dedicated to excellence in care, teaching and research.

Here, you'll have the opportunity to gain invaluable experience while making a real difference in the lives of others.

Monash Health is Victoria's largest public health service. We provide safe, high-quality care across the entire lifespan, from newborns and children to the elderly, as well as their families and carers.

We improve the health of our community through:

- prevention and early intervention
- community-based treatment and rehabilitation
- highly specialised surgical and medical diagnosis, treatment and monitoring services
- hospital and community-based mental health services
- comprehensive sub-acute, aged care and palliative care programs
- research, education and teaching the next generation of healthcare professionals, and
- regional and state-wide specialist services.

We also play an official specialist role for greater Melbourne, regional Victoria and interstate in such specialties as obstetrics, paediatrics, cardiology, transplants and neonatal intensive care, with extensive university affiliations.

At Monash Health, you'll be joining more than 22,000 of us working at more than 40 care locations throughout southeast Melbourne, including seven hospitals and an extensive network of rehabilitation, aged care, community health and mental health facilities.

Our care at a glance



Our main locations

- **Monash Medical Centre Clayton:** 246 Clayton Road, Clayton
- **Monash Children's Hospital:** 246 Clayton Road, Clayton
- **Dandenong Hospital:** 135 David Street, Dandenong
- **Kingston Centre:** 400 Warrigal Road, Cheltenham
- **Moorabbin Hospital:** 823-865 Centre Road, Bentleigh East
- **Casey Hospital:** 62-70 Kangan Drive, Berwick

Community sites

- **Berwick:** 28 Parkhill Drive, Berwick
- **Cranbourne Integrated Care Centre:** 140-154 Sladen Street, Cranbourne
- **Dandenong:** 122 Thomas Street, Dandenong
- **Springvale:** 55 Buckingham Ave, Springvale
- **Pakenham Health Centre:** Henty Way, Pakenham,
- **Doveton:** 67 Power Road, Doveton

Our clinical programs

- Acute Medicine, Subacute and Community
- Specialty Medicine, Cancer and Critical Care
- Surgery and Interventional Services
- Children's
- Women's and Newborn
- Mental Health
- Residential Care
- Pathology
- Pharmacy
- Diagnostic Imaging

We're excited to welcome you to Monash Health and look forward to working with you.



Where to find information

Intranet

Our intranet provides information and resources that will be useful during your time at Monash Health. You'll find the latest news and updates from within the organisation, including those from the Chief Executive, executive team and wider health service.

You will also have access to important information about your employment and the clinical and non-clinical services across our organisation.

The intranet can be accessed from your browser homepage if you're working onsite or via the remote desktop if you're working remotely.

coronavirus.monashhealth.org

Our COVID-19 employee website, <https://coronavirus.monashhealth.org/>, provides the latest COVID-19 updates and resources for team members and managers, including PPE, fit testing (checking the best face respirator or mask for your face), vaccination, health and wellbeing, leave entitlements, work arrangements and where to find support.

There is an employee hotline to help answer COVID-19 related questions or concerns you may have about your health.

The hotline is for Monash Health employees, volunteers and consumer advisors, and the service is available to call from any Monash Health campus, from home, or off-site.

Use this service if you are sick, test positive to COVID-19 and need health advice, or if you are worried about potential contact with a positive case and unsure what to do. Your call will be triaged so that you are quickly directed to the most appropriate person to help address your needs.

External phone

(03) 8572 5610

7am to 4.30pm – Monday to Friday

Internal extension

25610 (internal only)

7am to 4.30pm – Monday to Friday

If your family member or friends have concerns about their health, please ask them to call the Coronavirus Hotline on **1800 675 398**.

PROMPT

For protocol and procedure documentation, you can visit the PROMPT site. On PROMPT you'll find the standards, regulations and guidelines that guide our work.

LATTE

Visit <https://learning.monashhealth.org/auth/saml/login.php> to complete your mandatory and targeted training, as well as to browse other learning packages that align with your development and interests.



Your employment conditions

Details of your employment conditions are found in your employment contract.

The Enterprise Agreement you work under will determine your entitlements and conditions.

You can find Enterprise Agreements on our intranet (see [Enterprise Agreements and Salary Circulars](#)).

Employee benefits

Monash Health offers a range of employee benefits, including those provided by our partners. Below is a summary of the various benefits you can access and how you can find out more.

Salary packaging

Salary packaging is when you arrange to receive less income after tax in return for your employer paying for benefits out of your pre-tax salary.

Monash Health partners with Maxxia to provide a range of salary packaging options for employees.

Through salary packaging, you can pay for certain items out of your pre-tax salary, including:

- everyday living expenses, including mortgage, rent or credit card payments
- meal entertainment expenses
- holiday accommodation and venue hire
- the finance and running costs of your car through Novated Leasing, and
- other work-related expenses.

To discuss whether these are right for you, please call Maxxia on 1300 123 123.

Medibank Private

Through our partnership with Medibank Private, employees can receive discounted corporate private health insurance cover. This can be arranged by salary deduction. For more information contact Medibank Private on 13 23 31.

BankVic

We partner with BankVic, which offers online banking services and operates a branch at Monash Medical Centre Clayton.

Onsite gymnasium

Healthwise Fitness is for Monash Health employees, friends and family members, contractors and students. Healthwise Fitness is a department of Monash Health and is funded by membership fees being invested back into the facility.

Located at Monash Medical Centre Clayton, the service provides employees with access to fitness facilities and classes via their ID access card.

For information on locations, fees and memberships, visit the Healthwise page on the intranet.

If you notice any unusual activity at any of the fitness centres, please report to Security on 03 9594 2139.



Employee imaging

The Employee Imaging Service (EIS) is a convenient, discreet and confidential imaging service for Monash Health employees.

The service offers employees and their family members

- high-quality imaging
- 100% bulk billed imaging if the patient and examination are eligible for Medicare. For imaging that is not covered by Medicare, we endeavour to keep our fees as fair as possible
- convenient appointment times
- quick report turnaround times
- acceptance of any medical imaging request from prenatal to adult, including a comprehensive range of interventional, therapeutic radiology and nuclear medicine services.

Paediatric imaging is predominantly provided by our dedicated world-class Paediatric Imaging Department, located in Monash Children's Hospital. Known for its highly successful play therapy preparation and expert teams, the department creates interactive and ambient experiences to enable routine scanning of young children, eliminating the need for sedation.

Confidentiality is maintained in the workplace as per the PROMPT privacy and confidentiality policy.

To access the service or for more information, email eis@monashhealth.org and our dedicated team will be in touch.

Your development

At Monash Health, we're passionate about ensuring learning and development opportunities are available to all our employees. We encourage you to continually build your knowledge and skills for the benefit of your own development and that of our community, which we aim to provide with the best possible care.

To find courses available for you, visit <https://learning.monashhealth.org/auth/saml/login.php> or click on the Monash Health Learning icon on your computer.

Training modules are available for review at any time, and you will receive reminder notifications when your training is getting close to its recompletion date.

Targeted training

You may also need to complete targeted training specific to your role. This will be automatically assigned to you under 'My Required Learning' on the LATTE homepage.

The process and requirements for mandatory and targeted training are outlined in the Mandatory and Targeted Training procedure on PROMPT. The procedure includes

- details of mandatory training courses applicable to employees
- details of targeted training courses
- the criteria for defining which employees are required to complete the courses, and
- the approval process for course and audience group changes.
- Your health and wellbeing

Whether you are working in a clinical environment or from home in a supporting role, your health and wellbeing and that of your loved ones is extremely important to us. We have resources and support services available to help you work through issues that may arise on a daily basis or as a result of dealing with the COVID-19 pandemic.



Individual and team support

As we continue to work through the pandemic, it's natural that you may experience feelings of stress, anxiety and frustration. The most important thing to know is that you are never alone and that support is available to help you manage these types of feelings.

A range of resources, including details of our free and confidential **Employee Assistance Program** and **Call a Psychologist** service, can be found at <https://coronavirus.monashhealth.org/health-and-wellbeing/individual-and-team-support/>

If you are a manager, information on our operational response to COVID-19 and resources to support you to lead your team is at <https://coronavirus.monashhealth.org/managers/>

Employee Assistance Program (EAP)

Our Employee Assistance Program offers the following services

- **Employee Assist** - coaching and counselling service providing confidential and short-term support.
- **Manager Assist** - coaching service, providing access to expert support across key areas for managers.
- **Career Assist** - independent and impartial advice service, providing access to expert support across key areas for people looking to achieve their career aspirations.
- **Conflict Assist** - an impartial advisory service, providing access to an independent and skilled consultant who can help your colleagues and teams get back to collaborating and working effectively.
- **Nutrition & Lifestyle Assist** - provides access to an expert consultant who can help you to set clear goals and work towards getting your emotional health back on track.
- **Money Assist** – provides access to expert support at a time when so many Australians are experiencing job loss and financial insecurity.
- **Family Assist** - offers members of your immediate family to speak with a Converge International counsellor for support across a range of areas.
- **Legal Assist** - provides access to expert support from experienced legal advisors to provide support for short-term legal issues.

The EAP is available 8am-8pm, with limited availability on weekends. To find out more or book an appointment call 1300 687 327.

Employees are entitled to 4 x one hour sessions with any one of these services, other than Legal Assist, where employees are entitled to 2 x one hour sessions.

If an employee requires additional sessions for an issue, there is an approval process.

Family members of employees may also access Family Assist for 4 x one-hour sessions.

Your physical health

We know that when we get busy and overwhelmed, it can be easy to forget the basics that impact our physical health, such as sleep, nutrition and exercise. We encourage everyone to take time each day for their basic needs so that they are in a better position to stay well and build resilience.

Find out how you can do this at <https://coronavirus.monashhealth.org/health-and-wellbeing/your-physical-health/>



Emotional and mental health

Taking care of your emotional and mental health is vital to being able to do your work. Whether you're feeling stressed or anxious as a result of the pandemic or finding your daily work a challenge, we encourage you to discuss this with your manager or make use of the resources available at <https://coronavirus.monashhealth.org/health-and-wellbeing/emotional-and-mental-health/>

Occupational Health and Safety

At Monash Health, we're committed to providing a safe and healthy environment for all employees, volunteers, patients, visitors and contractors.

We want to make sure that you and your colleagues are taking care of each other and return home from work safely each day.

We have measures in place to ensure we are preventing injuries and illnesses at all of our workplaces, including our Occupational Health and Safety (OHS) policy which you can read at <https://monashhealth.org/about/publications/ohs-policy/>

Further information on how you can work safely onsite, including access to important safety alerts, workplace inspection resources and injury and incident management resources, can be found at <https://coronavirus.monashhealth.org/employees/#working-safely>

Reporting an incident

If you experience an incident, near miss or hazard, it's important you report it in our RiskMan system. This allows Monash Health to address the issue and, most importantly, reduce the risk of it happening again.

If you are injured, you can talk to our Injury Management Team by calling 9554 1852 or emailing injurysupport@monashhealth.org about your support options. This includes access to the InjurySupport program, early intervention or WorkCover.

OHS training

All Monash Health employees are required to complete mandatory OHS and Behaviours of Concern training.

Depending on your role, you may be required to complete additional training that will provide you with important information about how to safely do your job.

All OHS policies and procedures (available on PROMPT), along with resources and guidance material (available on the intranet), are there to help you whenever you need it.

For additional support, please contact the Occupational Health and Safety advisory line on 9594 6140 or email safety@monashhealth.org



Infection prevention

We know that infection risks are present in healthcare environments. Because of this, we require all new employees to provide evidence of their vaccination status (including COVID-19) before commencing employment at Monash Health, and we also ask that you understand and comply with our infection prevention program.

COVID-19

COVID-19 has impacted the way we all work, live and spend time with one another. For the latest updates and information regarding the pandemic, visit <https://coronavirus.monashhealth.org/>

We know Monash Health employees are an extremely dedicated and committed workforce and will go above and beyond to serve our community. However, COVID-19 poses a real threat and can be transmitted by anyone, no matter how well-intentioned they are. **Please keep yourself, your colleagues and our community safe and do not come to work if you are feeling unwell.**

The Monash Health Employee COVID-19 hotline is available Monday to Friday, 7am to 4.30pm on (03) 8572 5610. This service is for employees, volunteers and consumer advisors for queries/advice related to COVID-19, symptoms, exposures and vaccinations.

If you test positive to COVID-19 on either a PCR or rapid antigen test, you can inform us online: <https://contacttracepathway.monashhealth.org/selfReporting/selfReporting.html>

Further information and FAQs are available on the [Monash Health COVID-19 website](#).

Hand hygiene

Successful infection control is based on good hand hygiene, environmental cleaning and practices that arise from identifying hazards and implementing risk management.

Hands are the most common form of transmission of micro-organisms (germs) from one person to the next. Hand hygiene is the simplest and most effective means of reducing germ transmission and minimising risk to yourselves, patients/clients and other employees.

In patient-facing situations, strict adherence to the [five moments of hand hygiene](#) is expected for the welfare of both patients and employees.

Further information is available on the Infection Prevention intranet page

Personal Protective Equipment (PPE)

Different levels of PPE are required depending on the care you are delivering. These PPE requirements will change based on the level of infection risk in the community.

Stay up to date with PPE standards here: <https://coronavirus.monashhealth.org/protecting-yourself/ppe-info/>

PPE training

To support our patient-facing and clinical employees with the use of PPE, we have developed face-to-face training sessions across our sites via Webex and online LATTE targeted training modules.

You will also be able to declare Prior Learning at another Victorian Public Health Service if you have completed the training elsewhere.



Find out more about your options to complete the required Personal Protective Equipment (PPE) training by visiting <https://coronavirus.monashhealth.org/protecting-yourself/ppe-training/>

Respiratory Protective Equipment Fit Testing

The Respiratory Protection Program is available at Monash Health. The program provides fit testing for all employees who are required to wear tight-fitting masks, ensuring an adequate seal, further reducing the risk of employees being exposed to hazardous respiratory agents.

Visit <https://coronavirus.monashhealth.org/fit-test/rpp-overview/> for more information and bookings.

Vaccination

COVID-19 vaccination

All Monash Health employees are required to be fully vaccinated against COVID-19 to commence employment with Monash Health.

If you have any queries, please review the vaccination hub intranet page at <https://coronavirus.monashhealth.org/vaccination-hub/> or call the Monash Health COVID-19 Employee Hotline on (03) 8572 5610.

Flu vaccination

Immunisations are an important part of how we minimise the risk of infection. Monash Health offers free flu vaccinations each year after the yearly vaccination becomes available. Vaccinations are initially offered at pop-up clinics at the major sites, then at Infection Prevention offices at each site.

Each year Monash Health requires all employees to either vaccinate against the flu or complete a declaration form declaring they received their vaccination elsewhere or are not participating.

Professional conduct

Monash Health expects its employees to behave in a professional manner towards everyone they have contact with. We provide mandatory online training modules to support this.

- **Aboriginal and Torres Strait Islander cultural awareness for employees and managers** - builds understanding of Aboriginal people, history and their experiences in our health system.
- **Fire training** – a fire safety learning assessment.
- **iBelong** – builds understanding of the shared values that contribute to our diverse culture.
- **Introduction to Occupational Health and Safety (OHS)** - provides an overview of health and safety at Monash Health.
- **Managing challenging behaviour** – raises awareness of challenging behaviours and occupational violence
- **Privacy** – provides an understanding of the Monash Health privacy policy, relevant legislation and some common examples of how this might apply in practice.
- **Unconscious bias** – helps build understanding and awareness of the impact unconscious biases can have in the workplace and on colleagues.



- **Using social media** – provides guidelines on the use of social media to ensure you understand your obligations and responsibilities, including complying with the Code of Conduct and iCARE Values.
- **Cyber security** - to assist employees identify phishing emails and how to react.

You are required to complete the above modules as part of your induction program, and all employees must revisit these modules annually to refresh their understanding.

Please note that only approved Monash Health executives and employees can answer questions or give interviews to the media. If you are unsure of media and social media activity or your responsibilities, please talk to your manager or contact the Monash Health Media Enquiries Line on 03 9594 7722.

Our guiding principles

Our values and guiding principles describe how we interact with each other and go about our work.



Our iCare values

The Monash Health iCare values are:

- I- Integrity: We act fairly, honestly and openly;
- C- Compassion: We interact with dignity and empathy;
- A- Accountability: We take ownership and responsibility for performance;
- R- Respect: We value difference and individual worth;
- E- Excellence: We aim for and recognise innovation, quality and professionalism.

You will see these values and principles in action and hear them referred to during your career with us. All these policies can be found on the Monash Health Intranet through the PROMPT Policy and Procedure database.



Privacy

Monash Health is committed to protecting the privacy of patient and employee information.

Victorian privacy laws prescribe serious penalties for breaching patient confidentiality. Breaching patient confidentiality may amount to misconduct which may lead to termination of employment.

Adherence to Monash Health privacy policies and procedures is the best way to minimise the risk of accidental privacy breaches.

Patient records should only be accessed or used to the extent that employee duties require. This means that we must never

- access our own records, or those of family, friends or acquaintances
- use patient records in a way that might encourage a breach of privacy, for example, by leaving them at home, in cars, or in any other place where they might be mislaid, lost, or accessed by third parties.

Bullying and harassment

Monash Health is committed to providing a safe and inclusive workplace, free from bullying, harassment and sexual harassment, where everyone is treated with dignity, courtesy, and respect.

As part of this commitment, we openly report on incidents of bullying, harassment and sexual harassment every quarter.

We take this process extremely seriously and encourage you to speak up if you witness or are subject to inappropriate or harmful behaviour.

You can

- speak to your manager in the first instance
- contact your People and Culture Business Partner
- contact the People and Culture Adviceline on 9265 2724 or email hradvice@monashhealth.org, and
- call Stopline, the Monash Health integrity hotline. Stopline is an independent, third-party organisation to which matters of improper conduct can be reported in a safe, confidential, and protected manner. You can call Stopline on 1300 304 550.

The Bullying and Harassment Policy is located on [PROMPT](#).



Security

Our security team is committed to the safety of everyone at Monash Health – those we care for, those visiting or conducting business at our sites and our employees. Please note the following information regarding access and car parking.

Name and security badge

Security Services will issue you with a security access card. You must display this at all times. Your swipe card will give you access to areas based on your role, as well as to employee car parks. Any additional access needs to be approved by an appropriate manager who must provide written approval (email) to the Security Systems Manager.

If you lose your access card, please report it to Security Services immediately so the card can be cancelled and a replacement can be issued.

Your manager will also issue a name badge that shows your name and title. Please wear it at all times during work hours so you can be identified as a team member by those we care for, their families and colleagues.

Parking

You need your security swipe card to gain access to our car parks. At our main hospital sites, a pre-tax fee (a salary deduction via payroll) is charged to use employee car parking. A daily fee can also be arranged via the cashier at some sites. Some of our community health sites do not have onsite parking, so please make yourself familiar with the Monash Health Car Parking policy on [PROMPT](#).

Security can provide parking maps. Our security team can escort you to your car on Monash Health premises at night. They will ask you to provide reasonable notice to do this. Due to operational needs, it is helpful if employees are escorted as a group. Unfortunately, Security cannot assist with providing jump starts, towing or escorting you home.

Monash Medical Centre Clayton operates a shuttle bus Monday to Friday, servicing the Browns Road South Carpark. The bus runs every 15 minutes departing from specific locations on site. For more information, please visit <https://monashhealth.org/about/procurement-and-supply-chain/>

Please ensure that you update any details of changed car registrations, as this ensures Security can contact vehicle owners if necessary.

Parking fines may be issued within the car parks, so please ensure you are aware of any time restrictions.

Further information about car parking at specific sites and other Security Services functions can be found on the [Security Services Intranet page](#).



Payroll information

This information is general, and we encourage you to contact the Payroll Services team with queries – especially those related to your pay.

Employee Self Service (ESS/HR21)

ESS can be accessed through the intranet or the internet from any computer, tablet or other device connected to the web. ESS enables you to view

- current and previous payslips
- leave balances such as ADO, annual and sick leave (plus records of leave taken)
- allowances, deductions and superannuation
- salary details along with classifications
- employment status and hours, and
- personal information (such as date of birth, address, telephone and emergency contact details).

ESS can also be used to change residential address, telephone numbers, email addresses, main bank details and emergency contacts.

UKG Dimensions

You can find your schedule, review your payable hours/work time allowances and apply for leave through UKG Dimensions. It relies on approvals from yourself as well as your manager at the end of each pay fortnight to ensure your hours are correct and ready for the payroll process. Importantly, the timecards in UKG Dimensions must be approved by 11am on the Monday after the pay period ends.

Getting help

Payroll can be contacted Monday to Friday between 9.00am to 4.00pm. The direct line is 8572 5605 (extension 25605). You can also log a query through the Payroll portal (Central) on the intranet. You can find forms for leave applications, change of name, secondary bank deductions (this does not include main bank deductions), and other forms on the intranet.



Emergency procedures

Please ensure you familiarise yourself with the [Monash Health Emergency Procedures](#) booklet.

This contains essential information on what to do in an emergency and the numbers to call. A copy of the booklet will be at your place of work. Please contact your manager if you can't access a copy.

Emergencies can occur in a variety of ways, and each has a colour code. For instance, a code red is for a fire, and a code black is for a personal threat. The booklet explains each of the codes and corresponding emergencies, along with information on how to respond.

As part of your online induction, you will also be asked to complete a Fire Training module. In this, you will learn the different types of fires and extinguishers, along with any other steps to take.

Monash Health is a large organisation with many sites. Wherever you are based, it is important to identify your fire warden and fire extinguisher and evacuation locations.

It is critical you complete the training and familiarise yourself with the Emergency Procedures booklet.

In the event of an emergency dial '2222' from an internal phone or 000 from a mobile phone if safe to do so and state your location and the nature of the emergency

The Emergency Codes used at Monash Health are;



Code Red
Fire/Smoke



Code Orange
Evacuation



Code Purple
Bomb Threat



MET Call
**Medical
Emergency**



Code Blue
**Critical Medical
Emergency**



Code Grey
**Clinical
Aggression**



Code Black
**Personal
Threat**



Code Yellow
**Internal
Emergency**



Code Brown
**External
Emergency**

