

Manager Bulletin

Wednesday 18 October 2023

Welcome to the October Manager Bulletin, summarising this month's key actions, talking points, links to further reading, and online materials.

Key actions and talking points

Beyond the pandemic: acknowledging the past, embracing the future

We've started a conversation about how we can [acknowledge our collective and individual experiences of the pandemic](#), celebrate the growth and learning that arises from adversity, and use it to help us collectively move forward.

We want to create a safe space for our teams to talk about and explore their personal and professional journey through the pandemic - if they choose to.

This conversation may occur within teams or, if people prefer, with others from outside their team, for example, via the Schwartz Rounds, which will focus on this topic over the coming months.

We are encouraging managers to host pandemic conversations with their teams - where you feel comfortable to do so.

We have developed a straightforward framework to help you guide meaningful discussions. This framework has four steps, each designed to guide the conversation towards a deeper understanding of our experiences during the pandemic. You can find a [copy of this framework, and discussion notes, here](#).

Our Pandemic Anthology – share your experiences

We will also create a digital anthology that will capture this remarkable time through a collection of documented experiences shared by our people. This has grown from an idea developed by our Nursing and Midwifery leadership, which we will now extend across the entire organisation.

You can read more about the Anthology and [find the submission form here](#).

People matter. You matter. Find out if you stand out as a leader

The 2023 [People matter survey](#) is now open.

[A high completion rate for 2023](#) will help guide our efforts to enhance the workplace environment for everyone at Monash Health and feed directly into our Workforce Strategy. The survey results will also be made public, helping us compare our performance with other health services and government organisations.

We want to empower our leaders to use their local results, to effect change at a local level. If 10 or more people in an area complete the survey, we'll send copies of your area's full results to team Directors. These results will help you understand more about your team and your leadership style and we'll also provide you with the resources to help turn these results into actions.

You can [visit our dedicated People matter website](#) where you'll find information to help you encourage your team to complete the People matter survey **before Friday 3 November**.

Interpreter bookings online-only from Monday 16 October

On 29 November 2023, our Language Services team is excited to launch the Interpreter Management System (IMS), a new platform for managing interpreter bookings that will be replacing the IBA (Interpreter Booking Application).

The focus of the change is on enhancing and improving our processes for a simpler, more intuitive and helpful approach to making interpreter bookings.

Stage one of our improvement journey began on Monday 16 October, as [we move to an online-only model](#). From this week, all interpreter requests should be made through [Monash Health's online booking system](#).

Nursing and Allied Health – complete your Move Smart discipline-specific training

Thank you for your ongoing support as we continue to provide your teams with practical knowledge and skills to perform manual handling tasks.

Some teams are required to complete additional discipline-specific LATTE training. As a manager, you are required to ensure your team has completed their training modules. Completion status can be checked via the BI Portal.

Nursing and Allied Health managers, please encourage your team to complete the following LATTE training model by **31 December 2023**.

- **Nursing, Midwives and Theatre Technician employees:**
['Move Smart Manual Handling – Nursing, Midwifery, Theatre Technicians'](#).
- **Allied Health employees:**
['Move Smart Manual Handling – Allied Health'](#).

Our injury triage service is growing

Our employees can now choose to use our free [injury triage service](#), which includes specialised treatment and support for psychological injuries sustained in the workplace.

In partnership with Access Psych, the service now allows injured employees to be consulted via telephone or video with a WorkSafe-approved psychologist within 48 hours of referral.

You can help by sharing the details with your team:

- [read the manager's article](#),
- print a [copy of the poster](#) and display it on your Safety Noticeboard,
- download a copy of the [Communication Pack](#), and
- share the details with your team, so that if one of them sustains an injury at work, they can make an informed decision about whether the service is suitable for them.

Early intervention assistance is important and can allow our injured employees to develop strategies to support recovery in the workplace, leading to the best outcomes.

Recruitment planning towards the end of the year

At this time of year, thoughts often turn to the additional or replacement resourcing required to deliver service as many of us take a well-earned break to be with family late in the year.

While planning is essential, it's also important to consider whether advertising vacancies at this time is likely to reach the best available talent. The need to engage quickly, professionally and consistently with suitable applicants who express interest in our vacant positions has never been more critical.

If it is not essential, we encourage you to consider whether advertising vacancies between 4 December and 8 January is absolutely necessary. If you do need to advertise during this period, please ensure you have the capacity to review applications and contact suitable candidates quickly.

By actively reviewing applications, we increase our chances of discovering an exceptional candidate. Alternatively, if we advertise the position in the new year, we have an even greater chance of finding the perfect match.

We appreciate your consideration and understanding.

Important Dates

Our Recruitment Services team will be operating with limited capacity from **21 December 2023 until 8 January 2024**. Further, Fit2Work, the vendor who processes our pre-employment Police Checks, will be closed from **21 December 2023 until 3 January 2024**.

Wellbeing

Ergonomic essentials: safety starts at your desk

Ensuring a safe work environment is essential to minimise the risk of injury to your team. Whenever your team is at a new workstation, it is crucial the space is set up correctly.

Share the following information with your team members to promote correct workstation set up:

- Download the [OHS Workstation Self-Assessment Checklist](#) from Prompt and have your team go through the guide while setting up their desk.
- Encourage team members to enroll in the [Office Ergonomics Program](#) on Latte. This program provides valuable insights into the importance of office ergonomics and offers guidance on how to arrange your workstation for safe and productive work.

For those working at the same desk, it is recommended to conduct periodic checks to maintain a safe working environment. Office ergonomics focuses on configuring a workspace to enhance comfort, reduce fatigue and alleviate strain.

Taking a few minutes at the start of the workday to assess your workstation can reduce strain and improve how you feel at the end of your day.

Leadership resources

Leadership Live

Leadership Live is a fortnightly, 45-minute session hosted by Monash Health leaders, for Monash Health leaders. These interactive sessions provide a platform for sharing ideas, learning, and experimenting with innovative leadership approaches.

You can catch up on [recent sessions](#) focusing on '[Applied Culture Change and Creating a Healthier Relationship with our Work](#)', '[Change](#)' and '[Holding Culture in Mind](#)'.

Manager Safety Toolkits – Your go-to guide for all things OHS

Our [Manager Safety Toolkits](#) are your go-to guides, providing leaders with details on specific Occupational Health and Safety (OHS) responsibilities and linking to relevant information and useful resources. Topics to date include incident management, chemical management, injury management and return to work.

New Manager Toolkits are released each month and can be found on the [Leadership Development Hub](#) or the [Safety Intranet page](#).

Events

Upcoming events

Let's celebrate our team members reaching Length of Service milestones this year

Preparations for our upcoming Length of Service Awards are well underway.

We encourage you to [acknowledge and support your team members](#) who are recipients this year. [Check the recipient list](#) to ensure your eligible team members have been included.

Let's celebrate our colleagues for the valuable contributions they have made to Monash Health and the community we serve.

The Safety Café is back for October

Encourage your HSRs to attend [the Safety Café on Wednesday 25 October via Teams](#) at 2pm. Our agenda includes a Health and Wellbeing Update, Health and Safety team Key Projects 23-24 Update, WorkSafe Consultation Presentation, and much more.

Our HSRs play a valuable role in promoting and communicating safety messages to our teams across Monash Health and we ask you to share the event details and encourage their attendance.

We want to hear from you

It's important to us that the Manager Bulletin is a valuable tool in your role as a People Leader at Monash Health. We want to know what you'd like to hear more about [so please let us know](#) what topics or information you'd like to see covered in the Manager Bulletin or on the [Manager website](#).