The 2018 HealthShare NSW & eHealth NSW Expo was our biggest Expo yet, with more than 2,100 delegates gathering at the International Convention Centre in Darling Harbour. The event provided a fantastic opportunity for our staff to network, hear from inspiring guest speakers, showcase their work, and learn about the latest innovations in shared service delivery.

Our theme for this year’s Expo was Integrate. Innovate. Inspire. which captured our spirit of working in collaboration and thinking outside the square, and celebrated the inspiring work our people do every day to support the NSW public health system.

Delegates had the opportunity to explore 92 trade booths, which showcased HealthShare NSW and eHealth NSW’s programs and services as well as those of our industry partners.

Unique additions this year were Work Health & Safety’s guided meditation space, Business Performance’s putt putt golf activity, NSW Health State Uniform’s bodyscanner, a professional headshot photographer and a sponsored Juice Bike n Blend stand.

Another first was the Expo App, which allowed us to be paper-free for the first time. The App was used by 1,347 attendees and included all the information delegates needed about the day along with an event feed and social media wall.

Expo was opened by Deborah Willcox, HealthShare NSW Board Member and Chief Executive of Northern Sydney Local Health District.

Continued on page 2
Chief Executive’s message

I am very proud and excited to have been appointed the new Chief Executive of HealthShare NSW. I think we are part of an amazing organisation with a fantastic team of people and I am very much looking forward to leading us into 2019 and beyond. I am particularly looking forward to visiting more of you onsite next year to see firsthand the great work you do every day to look after our customers and patients.

Integrating, innovating and inspiring at Expo  Continued from page 1

Deborah was also part of a panel of inspiring female leaders in Health, who discussed the importance of leadership and mentoring, career influences, and work–life balance. Led by Josie Varlet, Associate Director, Culture and Organisational Development, the panel included Adjunct Associate Professor Cheryl McCullagh, Director of Clinical Integration at The Sydney Children’s Hospital Network, Jennifer Van Cleef, A/Executive Director, Clinical Support Services and Clare Beech, Assistant Commissioner – Director Clinical Operations, NSW Ambulance. The panel discussed the importance of leadership and mentoring, career influences, and work–life balance.

Delegates also heard from our Chief Executives Carmen Rechbauer and Dr Zoran Bolevich, as well some amazing guest speakers, including landmine survivor and Paralympian gold medallist Curtis McGrath, peace advocate Dr Gill Hicks and ‘signdancer’ Andy Dexterity.

A special thank you to our fantastic staff who MC’ed the day – Jemma Black from the National Children’s Digital Health Collaborative, Romana de Beer from Patient Transport Service, Gez Perez from Service Delivery eHealth NSW, and Shane Kim from the Aboriginal Workforce team.

A big thank you also to our amazing Expo organisers Sabina Evans-Zanardi and Deane Waters and to our talented design team Jay Abady and Lilly Yuan who created all the back panel displays of the Expo booths.

Carmen Rechbauer
Chief Executive
HealthShare NSW
Landmine survivor and Paralympian Curtis McGrath

After multiple surgeries in Afghanistan, Germany and Australia and new military grade prosthetic legs ‘I was still me’ said Curtis. It was time to start a new chapter in his life – as an elite athlete.

London train bombing survivor and peace advocate Dr Gill Hicks

‘Someone somewhere is feeling the effects of something you have said or done’ said Gill.

Chief Executive Carmen Rechbauer addressed the crowd.

Deborah Willcox welcoming everyone to Expo.

‘Sign language is not something big and scary – it’s something you already know!’ said Andy.

Our amazing Expo presenters.

Our MCs – Jemma Black, Romana de Beer, Gez Perez and Shane Kim.
Looking around Expo

Breakdown of all attendees
- HealthShare NSW attendees: 664
- eHealth NSW attendees: 648
- NSW Health employees: 529
- Private industry/non NSW Health: 295

Culture & Organisational Development

Business Analytics & Reporting

Patient Transport Service

EnableNSW

Disability Employment Network

Program & Change Management Office
“This is my first Expo visit and I really like the atmosphere. I also liked the ‘Conversation’. I would like to be a part of this again next year.”

“Exceptional and inspiring presenters.”
Number of coffees made by our baristas for Expo attendees

2,433

Anti-Bullying Advice Line

Food & Patient Support Services

Aboriginal Workforce
“It was a very great day being able to exchange and interact with various HealthShare and eHealth members.”

“The interactive stalls were great. And I got a few valuable freebies e.g. professional photo, weight analysis.”

THANK YOU TO OUR GOLD SPONSORS

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Our Chief Executive Award winners

Congratulations to our award winners

Chief Executive Award for Leadership

**Winner**

**Utsav Patel, Workforce Transactions Manager**

Utsav has played a major role in the implementation of a range of projects including StaffLink, HealthRoster, Human Capital Management (HCM)/Recruitment and Onboarding (ROB), transition of Royal North Shore Hospital staff, transition of Patient Transport Service (PTS) and the position project for Food Services. In a demanding environment where change has been a consistent requirement, Utsav has led from the front with his flexible, adaptable, and solutions-focused approach. Under Utsav’s leadership, Workforce Operations has achieved a significant change in culture, demonstrating our CORE values and aligning with the HealthShare NSW goals. Utsav drives, motivates and creates an inspiring vision for the team. He embraces innovation and collaboration and not only respects those around him, but has the tremendous respect and dedication of his team as well.

**Finalists**

- Alex Pritchard, Operations Manager Regents Park, Patient Support Services
- Zdenka Fuller, Manager Supply Chain & Product Development, Clinical Support Services

**Nominees**

- Alex Araujo, Director, Employee and Financial Shared Services
- Ronald Garner, Security Officer Inverell Hospital
- John Golden, Operations Manager Parramatta Linen Service
- Joseph Hudson, Change Improvement Manager, Program and Change Management Office (PCMO)
- Chris Mann, Fire Safety and Security Coordinator
- Jarrad Stewart-Nikolic, Operational Manager, Ambulance Make Ready Service

staff, workforce dashboards, shared pattern project for PTS and the position project for Food Services.
With thanks to our CE Awards and Cocktail Reception sponsor, First State Super

Chief Executive Award for Innovation

**Joint winner**
Hunter New England Patient Transport Service Team, Patient Support Services
The Hunter New England Patient Transport Service (HNE PTS) Team has developed a constructive workplace culture where teamwork and safety are highly valued. The team achieved the highest response rate in PTS for the 2018 People Matters Employee Survey. They are also sitting at 355 days with no lost time injuries for New England and 294 for Hunter (as at 10 September 2018). The key to HNE PTS’s success is proactive and visible leadership. The team services 131,785 square kilometres spanning across 25 local councils. The 95 staff work on a rotating roster from nine different locations and have very little opportunity to meet face-to-face. They are managed by one Operations Manager and just two Duty Managers, who are regularly out on the road meeting face-to-face with crews. They are also proactive on the HNE Yammer page, regularly posting and reacting to feedback from the team.

**Joint winner**
PROcure Application Support Team, Procurement
The PROcure Application Support (PAS) Team is a team of two — Sumit Relan and Sameena Ahmad — who are responsible for system administration and system improvement activities for the PROcure Contract Lifecycle Management System (PROcure). The PAS team sits within the Local Tenders and Contracts (LTC) group, who are responsible for facilitating procurements on behalf of HealthShare NSW customers. The LTC team used to track their procurement activities on local Excel and access databases. The PAS team took up the challenge to significantly reduce processing touch times within PROcure; aiding the timely creation and updating of PROcure records that would facilitate retirement of legacy registers. A review revealed that an out-of-box solution was unavailable. Using Lean Six Sigma principles and tools, areas of wastage were identified; and, in consultation with the LTC user group, a new leaner and more efficient process was developed. This improved user experience for a statewide user base of more than 650 users. Not only did the PAS team deliver on agreed targets, it did so at no additional cost to HealthShare NSW.

Finalists
- Paper Avengers, Shared Financial Services
- Reception Team Chatswood, Workforce

Nominees
- Checklist Crushers, Employee & Financial Shared Services
- FPSS & Recruitment Project, Workforce & Clinical Support Services
- FPSS & Rostering Project, Workforce & Clinical Support Services
- Growth and Development, Workforce
- iEnhance (iProcurement Enhancement), Procurement
- Low Acuity P3 Project Team, Patient Support Service
- My Food Choice Implementation Team, Clinical Support Services
- Payroll Services team, Employee & Financial Shared Services
- Program and Change Management Office (PCMO), Business Performance
- Stafflink iExpenses Project, Employee & Financial Shared Services
- VMO Processing Team, Employee & Financial Shared Services

With thanks to our CE Awards and Cocktail Reception sponsor, First State Super
HealthShare NSW winners at the NSW Health Awards

HealthShare NSW, and Patient Transport Service (PTS) in particular, had reason to celebrate this month winning not one, but two awards, at the 2018 NSW Health Awards.

The first award, Delivering Integrated Care, recognised the outstanding efforts in creating a single, standardised patient transport service. Beginning in 2014, PTS took a fragmented and ineffective non-emergency patient transport service and transformed it into a service that provides more timely access to care for NSW patients, frees the NSW Ambulance emergency fleet to provide more incidents of life saving care and assists patient flow through hospitals.

In her acceptance speech, Jenny Van Cleef, A/Executive Director, Clinical Support Services and former manager of PTS, acknowledged the contribution from all Local Health Districts and NSW Ambulance to ensuring the success of the project.

In another display of collaboration, HealthShare NSW won the Safe and Healthy Workplace Award for the joint PTS and Work Health and Safety (WHS) project, ‘Reducing Injuries in a Mobile Workforce’. In May 2017, PTS had a high Lost Time Injury Frequency Rate (LTIFR), mostly from manual handling tasks associated with the job. To address this, PTS and WHS took a broad ranging approach to improving workplace safety through prevention strategies, improved workplace injury management, and creating a culture that values safety. As a result, PTS lowered its LTIFR by 44 per cent in 12 months.

Compliments from the chef

A Nelson Bay patient wrote to Alison Maurer, Food Services Manager at Belmont Hospital, to sing the praises of the staff and the meals he was served.

But this was no ordinary patient. Mr Ron McLachlan had spent 20 years working as a chef.

“What arrived was the best meal I’d ever experienced in a hospital and I’ve spent too much time in quite a few,” wrote Mr McLachlan.

“The leek and potato soup was excellent in appearance, texture and taste. The roast pork was tender, the texture and taste of the gravy was perfect and the veggies were visually attractive and flavoursome. The temperature was just right, which as I recall was one of the reasons why Goldilocks ate up all the bears’ food. The sticky date pudding was also without fault.

“I would have been pleased to have delivered food of that quality to the many customers for whom I cooked as a chef.

“I’m almost looking forward to my next visit to Belmont Hospital early next year, just for the opportunity to experience more of this most excellent food!”
Patient Transport Service (PTS) recently played an important role in history, transporting the final inpatients out of Manly and Mona Vale hospitals into the new Northern Beaches Hospital in Sydney.

Working alongside NSW Ambulance, PTS provided 27 staff, 13 patient transport vehicles, three iLoad (minivans) and one wheelchair-accessible vehicle to assist in the transfer of 80 patients from Manly Hospital and an estimated 70 patients from Mona Vale Hospital over two days.

The undertaking of such a large relocation involved months of planning, including rehearsal days. PTS Booking Hub Manager, Romana de Beer, who coordinated PTS’ involvement, was impressed by the commitment shown by PTS staff throughout the process.

“All PTS team members were so committed to the preparation including joining briefing teleconferences, sometimes in their own time and reading through the information booklet in their own time,” Romana said.

When the day finally came, PTS had the honour of undertaking the first transfer into the Northern Beaches Hospital, under the watchful eye of the media and the NSW Minister for Health Brad Hazzard.

Romana said she couldn’t have been prouder of her colleagues.

“There was such a great team spirit over the two days. Ensuring all the patients were comfortable was at the centre of everyone’s focus and actions. The way our PTS crews look after patients was really noticed and acknowledged by all involved in the relocation project,” she added.
A new Workforce Operations Helpline has been set up to help staff and managers with all recruitment, rostering, employee benefit and human resource transaction enquiries. This new single phone number aims to make it easier for staff and managers to get workforce operations support quickly.

“We want to provide a better customer experience through this streamlined approach and make it easier for our customers to get the help they need,” said Utsav Patel, Workforce Transaction Manager.

Simply dial 1300 21 91 91 and select one of the options as shown in the image on the left.

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**Pupdate on Winston**

Our HealthShare NSW Guide Dog puppy Winston is now six months old and has had a fabulous start to life.

Winston is attending Puppy Preschool and has been placed with a volunteer Puppy Raiser, John, who lives with his parents and grandparents. The family also has a five year old Dalmatian called Paris who is Winston’s partner in crime – the two can often be found running around the yard causing mischief.

John describes Winston as playful, affectionate and quiet. He takes him everywhere he goes (except university and work) so he has done lots of local exploring.

With the help of his Puppy Development Advisor, Winston has already learned to ‘sit’ and ‘stay’. His next challenge is learning to ‘drop’ and working on his food distraction.

Winston will stay with John until 12–14 months of age when he will return to the Guide Dogs Centre to start his formal training.
Members of the Workforce Operations team visited their food, linen and patient transport customers in October to gain a better understanding of their needs. The visits were well received with everyone enjoying the opportunity to meet in person the people they work with over the phone on a daily basis.

“Our aim is to give our customers the most valuable gift, which is time. Getting to know and listening to our customers helps the Workforce Operations team provide a better service,” said Utsav Patel, Workforce Transactions Manager.

Lauren Dela Paz, HealthShare NSW Recruitment Business Partner who recruits food and patient service roles really enjoyed learning more about her customers’ daily tasks.

“They are extremely hard workers and fast thinkers. This really emphasised the importance of finding the best fit for my hiring managers,” said Lauren.

Asha Venkatesh, HealthShare NSW Rostering Officer, found the visits gave her a broad understanding of how the linen team works collaboratively to deliver their services on time.

“They work tirelessly around the clock to meet their customers’ demands,” she said.

It also helped her better understand food services.

“The way the food service team works to provide their services to patients is amazing,” she added.

Madhur Prasad, HealthShare NSW Rostering Officer also found the day educational and was very appreciative of the time everyone took to show them around.
Celebrating Safety Day 2018

‘A moment is all it takes’ was the theme of recent Safety Day celebrations across HealthShare NSW. While a safety incident can happen in a moment and in any workplace, a moment’s forethought can prevent one from taking place.

A number of sites marked the day with creative safety events and activities including safety presentations, themed lunches and BBQs, morning and afternoon teas, raffles, trivia and guessing competitions.

Safety Day falls within National Safe Work Australia Month an annual event held each October that encourages people to get involved and focus on safety in their workplace.

Congratulations to the many sites who contributed to the success of Safety Day 2018.

Leading health and safety motivational speaker, Candace Carnahan, returned to HealthShare NSW in the lead up to Safety Day to visit and talk with our services in Wollongong, Port Kembla, Tamworth, Wagga Wagga and at Royal Prince Alfred Hospital.

Candace shared her experiences of a life changing workplace injury and spoke about the attitudes and behaviours that are key to workplace safety including having the courage to care by standing up for others ‘If You See Something, Say Something!’

To view Candace’s presentation please visit the ‘Safety’ area of the intranet and click on ‘WHS videos’.
Parramatta Linen celebrating a collaborative approach to safety

Parramatta Linen Service (PLS) celebrated Safety Day by unveiling new safety polo shirts for staff. Each shirt features one of three safety messages – ‘The best way is the safe way’, ‘Be safe, be happy’ or ‘Safety starts with me’.

The safety messages were decided upon by PLS staff who were invited to submit the safety slogan which best reflects the approach to safety in their workplace. Out of those responses, staff were asked to vote for their top three slogans to be featured on the back of the polo shirts.

“The shirts are another example of how Parramatta Linen staff are working together to keep safety at the forefront of everything we do,” said Safety and Organisational Design Business Partner, Craig Duke.

“Staff wear their polos each Thursday. There’s a great sense of commitment and collaboration with all staff keeping safety at the centre of how they approach work each and every day,” said Craig.
Improving our processes with ServiceNow

HealthShare NSW is working with eHealth NSW to deliver a new online platform that will provide greater transparency for our staff and customers, giving them a visibility they have never had before.

Built using ServiceNow, the platform – also known as the Customer Service Portal – will save our staff and customers time, enhance self-service capability to make working with us easier, allow our customers to see where things are up to, and improve ease of access on phones, tablets and home computers.

There is also improved reporting functionality, delivering greater data and analytics, including easy to read reports and tracking that will support managers with planning, decision making and service delivery.

An Electronic Leave Form and new Incident, Hazard and Near Miss Report form (see page opposite) have already been launched on the platform, and planning is underway to replace the ticketing tool which is used to manage customer enquiries. Work is being undertaken to replace this tool next year, with further updates to follow.

“Staff in our Service Centres will see significant benefits through better software that is much simpler and easier to use,” Sue Connolly, Director, Customer Experience said.

Users can connect at their convenience, wherever they may be, on the device that is most convenient to them using their StaffLink number and password.

STAFF ENGAGEMENT IS IMPORTANT TO US

We are working with our staff and customers to ensure these changes are simple, intuitive and make good business sense.

Already some of the great customer feedback received has led to a stage-by-stage implementation approach, with a focus on ensuring individual teams and businesses have appropriate training and support.

Staff reviews in pilot programs have led to product fine-tuning so the platform better meets the needs of the business.
New leave form helping our staff request leave quickly and easily

That’s one positive outcome from a pilot of the new online leave form designed to make it simpler to apply for leave of all types, including annual leave.

The leave form is designed to save time by pre-populating user details and allowing users to check leave balances, with approved leave syncing to work Outlook calendars. The new form also offers some time savings on requesting leave, with staff able see the progress of requests at any time using the ‘My Items’ menu to track requests.

A survey of staff revealed some positive feedback as well as identifying some areas that can be made simpler. This is a welcome outcome, as staff feedback and advice is essential in ensuring the project team delivers for staff and takes on board feedback and suggestions for improvements.

The form is being used by HealthShare NSW and eHealth NSW, with some Local Health Districts also participating in the pilot.

What’s new on ServiceNow (the Customer Service Portal)?

New Incident, Hazard and Near Miss Report form

The new online form streamlines the process for incident reporting, making it easier to report and monitor workplace incidents and supporting HealthShare NSW’s longer term goal of reducing the lost time injury rate by 60 per cent by 2020.

The form includes improved functionality including pre-populated fields and drop down lists to assist staff to select the correct reporting information easily.

A patient field has also been added for incidents where a patient has been directly involved or potentially affected by an incident, hazard or near miss.

The new form should be used by all business areas across HealthShare NSW with the exception of Patient Transport Service who should continue to use the IIMS program to report all incidents, hazards and near misses.

For more information on the form, or to report an incident, hazard or near miss visit the Safety area of the intranet. Or contact the Work, Health and Safety team for more information at HSNSW-Safety@health.nsw.gov.au.

TOP TIP – UPDATING YOUR SUPERVISOR/MANAGER IN A FORM

Forms on the platform include pre-populated fields to help you select the correct information easily, including the name of your supervisor. If you need to update this information, you can search and update using the drop down field as highlighted in the image to the right.

Would you like an additional $813–$2,787* each year?

By salary packaging, you can increase your take home pay AND reduce the amount of income tax you pay.

How much will YOU save by Salary Packaging?

*Amount dependent on annual income.

TALK TO THE EMPLOYEE BENEFITS TEAM ON 02 8848 5111 OR EMAIL HSNSW-EMPLOYEEBENEFITS@HEALTH.NSW.GOV.AU
With 23% of HealthShare NSW employees joining the workforce after the year 2000, aka millennials, it’s important to take notice of what this section of our workforce has to say.

The first Millennial Minds Connection CoLab in September brought our younger HealthShare NSW and eHealth NSW colleagues together to engage, be inspired and talk about what matters most to them in their work.

The day uncovered a number of things millennials want in their workplace and rating high on that list is the opportunity to learn from their leaders. Participants listened to the Ministry of Health Deputy Secretary and Chief Financial Officer, Dan Hunter and HealthShare NSW Chief Executive, Carmen Rechbauer, who shared their journeys and secrets to successful careers.

No passing of microphones or silence during Q&A sessions. The tech savvy audience got interactive by using Sli.do to crowdsource their questions during a lively panel discussion of fellow millennials, Emma Alderton, Christian O’Connor, Danielle Johnson and James Munro Ford, who all spoke about building confidence, challenging the status quo, experimenting with secondments and not being afraid to reach out to people beyond your teams.

The trivia competition focused on the different business lines in eHealth NSW and HealthShare NSW, with teams rapidly answering all sorts of questions like the link between Patient Transport Service and EnableNSW, how many business lines have call centres and who were our female directors.

Participants also learned how to “master the mingle” and the importance of being themselves while networking. Despite being shy, Carmen Rechbauer told the group that she had built up a vast network of contacts in her 25-year career, and that you never know where your contacts will end up.

And what are the other things millennials want in the workplace? To understand expectations, be told the ideas behind business decisions, be given opportunities to develop skills, share and achieve goals, and, believe it or not, to close the generation gap.

There was undoubtedly an abundance of energy, passion and intelligence in the room – words that would also aptly describe the amazing millennials who make up our workforce.

It didn’t matter what was written on your birth certificate, by the end of the conference, everyone felt inspired to be the best they can be.

Feedback from the day was really positive and our millennials can look forward to our next event which is planned for around April 2019.
FaIR: a fast, easy way to resolve grievances

HealthShare NSW’s FaIR program (Fast and Informal Resolution) offers an alternative way to resolve staff grievances and build the skills and resilience of individuals and teams across the organisation.

FaIR was developed in response to feedback from the 2017 People Matters Survey that showed a low level of staff confidence in the way grievances were managed at HealthShare NSW.

While the 2018 People Matters Survey shows this is still an area we need to focus on, we have improved in the intervening 12 months. The percentage of staff who report they have confidence in the ways HealthShare NSW resolves grievances has jumped from 44% in 2017 to 53% in 2018.

“The FaIR program works on two levels,” said Noelene Salmon, Associate Director, Workplace Relations, who developed the program.

“One level the program is about solving staff grievances. Whilst the current processes work well, FaIR offers a fast, informal way using workplace coaching, facilitation and mediation. As part of that process people develop understanding of how conflict works and how to manage it.

“The second part of the program is about training. We work at a grassroots level to build individual and team resilience. Staff gain insights and learn to self-manage and managers gain simple, practical skills to help them communicate and resolve differences effectively,” she said.

Resolving grievances
Workforce now has a team of 20 trained workplace coaches who work across the organisation to help staff work through their own grievances.

FaIR aligns well with NSW Health’s revised policy “Resolving Workplace Grievances” where the policy shifts the focus of resolution to repairing ‘negative impact caused by the issue or behaviour through communication, openness to others’ views, cooperation and reasonableness’.

Since FaIR was introduced, the time taken for some grievances to be resolved has dramatically reduced and the resolution sticks.

“We work hand-in-hand with the Culture and Organisational Development team and HR business partners to meet our CORE values of Collaboration, Openness, Respect, Empowerment, and build a constructive (blue) staff culture,” said Noelene.

Training to build skills and resilience
FaIR works constructively with our other training programs.

The ‘Me & My Team’ sessions are fun, interactive, practical and held on site, and can be tailored to meet specific needs.

“The first two sessions, Me & My Team 1 & 2, are for all staff and focus on individuals’ communication styles, then team engagement and values,” said Noelene.

‘Me & My Team’ session 3 is for team leaders and looks at very practical tools, templates and exercises to help with day-to-day informal people management.

Feedback from the sessions has been very positive. Staff say the sessions are ‘easy to understand’, ‘very helpful to my role’ and that they ‘learned there may be reasons for people’s behaviour’ and ‘feel more confident to do more for my staff when required’.

For more information about FaIR contact Noelene Salmon at Noelene.Salmon@health.nsw.gov.au.
ROAD SAFETY: FATIGUE AND TRIP PLANNING

The NSW Centre for Road Safety reports fatigue related crashes are twice as likely to be fatal. A fatigue-related crash can happen on any trip, any time of day, regardless of distance travelled.

Our recent Driver Safety Survey showed that 48% of fleet vehicle drivers spend 2–6 hours a day driving and 19% spend more than 6 hours a day driving. Our fleet vehicle drivers travelled more than 14 million kilometres in a 12 month period.

Following are a few tips to avoid driving tired and assist with trip planning:

1. Ensure you are fit for driving
   • Make sure you are fully rested, hydrated, energised and alert before starting your journey
   • If possible, plan driving times during your normal awake hours, avoiding driving at times when you usually want to sleep
   • You will find Driver Fatigue policies on the intranet

2. Consider sharing the driving
   • Why not carpool? Is there a work colleague travelling to the same meeting or location you can share the driving with?
   • Consider whether public transport could be a better option

3. Plan your trip
   • Allow ample time for regular rest breaks. This could simply mean pulling over in a rest area, getting out of the vehicle and stretching
   • Check out rest areas, driver reviver sites or even petrol stations including truck stops on maps before you start your trip. Visit www.rms.nsw.gov.au and search for ‘rest areas’
   • Consider arrival times. Can I travel the day before to attend an early meeting the next day?
   • Should I be flying rather than driving to regional locations?
   • Am I travelling on regional roads? Where possible limit your travel times outside dawn and dusk when wildlife activity is usually most active.

4. Medication
   • Ensure any medication you are taking will not affect your ability to remain alert and attentive
   • Make sure you tell your manager and HealthShare NSW Fleet Services of any licence restrictions associated with the use of medication

5. Tell your manager and consider alternative options when scheduling meetings
   • Can I use technology such as skype or teleconference instead of driving?
   • Advise your manager and colleagues when you are on the road to discourage them from making contact while you’re driving. In consultation with your line supervisor or manager, consider putting your mobile phone on “do not disturb” for the duration of your driving time if appropriate
   • Let your manager know your estimated arrival time
   • Managers – do you ensure your staff have arrived or returned safely from their trips?

6. How do I know if I am fit to drive
   • Am I yawning or unable to concentrate, feeling restless or drowsy or are my reactions slower?
   • Are my eyes sore or feeling tired?
   • Am I oversteering, not concentrating or I can’t remember portions of travel?
   • Resources are available at www.austroads.com.au – search for ‘assessing fit to drive’

7. Correct posture and mirror adjustment
   • Take time to adjust the seating position, side and rearview mirrors to meet your physical stature and requirements. Being in an awkward position or constantly over stretching can lead to fatigue
   • Visit the intranet for Fleet Services’ fact sheets on basic driving techniques, correct posture and good driving behaviour.
Using a mobile phone whilst driving – do you know the rules?

Using a mobile phone while driving increases your risk of a crash four-fold.
When you are driving a fleet vehicle for HealthShare NSW you must stick to the road rules and conditions applied to your licence. If you are fully licenced and driving a fleet vehicle which is not fitted with a phone cradle or you have not paired your phone to the vehicle’s inbuilt blue-tooth, you must not touch your phone whilst driving. This includes when you are waiting at a traffic light or stuck in traffic. If you’re a P1 & P2 licence holder you must not touch your phone at all, including GPS.

Below is a summary of conditions but you can remind yourself of the full road rules around the use of mobile phones whilst driving by visiting: www.roadsafety.transport.nsw.gov.au/stayingsafe/mobilephones

Allowed whilst driving

✔ Make or answer a call
✔ Use the audio playing function (e.g. music)

ONLY if the phone is either:
1) Mounted in a cradle fixed to the vehicle which doesn’t obscure your view of the road
OR
2) Operated without touching any part of the phone such as via Bluetooth or voice activation

✔ Navigation or speed adviser

ONLY if the phone is in a cradle fixed to the vehicle and doesn’t obscure your view of the road

✔ Drivers passing phone

Drivers can only hold a phone to pass it to a passenger

Not allowed whilst driving

✗ Texting or audio texting
✗ Emailing
✗ Using social media
✗ Taking photos
✗ Video messaging
✗ Holding your phone in any way (in hand, on lap, between shoulder and ear)

FLEET MATTERS

It’s nearly the start of the holiday season, when people will be out on the road in increasing numbers – visiting family and friends, or travelling off on a holiday. Remember to take time to plan your trip. Try to be patient – there may be more trailers and caravans on the road as well as inexperienced visitor drivers. Your journey might be slower than you expect and there may be delays.

Be cautious when travelling on unfamiliar roads and remember speed limits are set and designed to meet the condition of the road. Regional travel often means travelling at increased speeds for long distances so make sure you allow appropriate stopping distance between your vehicle and the vehicle ahead of you. Remember to drive to the weather conditions and time of day.

There are lots of apps available to help you manage your travel time. Visit www.livetraffic.com or consider downloading one of the real-time road apps from the Roads & Maritime Services website at www.rms.gov.au.

Double demerits

Double demerits will come into effect on NSW roads commencing midnight, Thursday 20 December to midnight 1 January 2019. Demerits extend to speeding, illegal use of mobile phones, not wearing a seat belt or motorcycle riding without a helmet.
Spotlight on Parramatta Linen Service

Parramatta Linen Service was built in 1976 on the site of the old Parramatta Gaol. It was run by prison inmates until 1983 when it moved over to NSW Health. In the early days the service produced 70 tonnes of linen a week, compared with the 300 tonnes we produce today. Parramatta Linen Service now provides clean linen to approximately 38% of the state. In one week, for example, they dispatch 70,000 blankets which takes 49 full truck loads to deliver to our customers.

In October customers were invited to get a look behind the scenes and learn more about the history of the site. Nine people came along from Sydney facilities including Linen Staff, Corporate Services and Clinicians. The day was well received, with one visitor commenting: “I have to admit I was very impressed with the scale of your operation and the sophisticated, professional way the linen is washed, ironed and dispatched. I found all the staff very friendly and informative and it has opened my eyes to the essential job you all do at Parramatta Linen Service.”

Customers also viewed an informative presentation describing how the site operates and the measures we are taking to increase sustainability – including how linen services collectively saved 205 million litres of water in the last 12 months. Issues such as the impact of the service receiving overweight or untied bags and sharps in linen were also discussed.

Linen Services’ primary focus is to safeguard our staff. This collaboration day has helped form stronger partnerships and given everyone a better understanding of how we can work together to create a safe place to work.

“I would like to thank everyone who attended – we were really pleased to showcase our operations. I encourage all employees to attend a site tour if they’re given the opportunity as it’s a great way to help strengthen relationships,” said John Golden, Operations Manager Parramatta Linen Service.

Don’t forget to declare gifts and benefits

HealthShare NSW is committed to maintaining high standards of integrity and ethical conduct that are consistent with the policies, guidance, and directions issued by the NSW Ministry of Health, including Policy Directive PD2015_045 Conflicts of Interest and Gifts and Benefits.

During the festive season you may be offered gifts or benefits from a variety of sources including suppliers, potential suppliers, customers or patients.

Token gifts and moderate acts of hospitality of nominal value (under $75) may be accepted if offered as a gesture of appreciation only, and not to secure favour; for example, a box of chocolates or flowers from a grateful patient.

Other gifts or benefits not essentially token or inconsequential in kind and exceeding the nominal value of $75 must not be accepted; for example, access to a corporate box at a major sporting event. You should politely decline the offer, explaining that accepting it would breach our organisational policy.

As a general rule gifts and benefits are not to be accepted from commercial organisations including suppliers and potential suppliers; for example, a company offers a donation towards your team’s Christmas party. Accepting gifts of cash is strictly prohibited irrespective of the value.

A situation where a gift cannot be returned may occur; for example, a gift basket arrives anonymously through the mail or via courier. If attempts to identify the giver and return the gift fail, then your manager will make a decision regarding the use or disposal of the gift. The gift must not be retained by an individual employee. Options for using or disposing of the gift may include sharing it amongst your team if practical or donating it to a charitable cause.

Offers and acceptance of gifts and benefits must be declared, managed and documented in line with our Corporate Procedure ‘Gifts and benefits – procedures for reporting’. The ‘Conflicts of Interest Declaration Form’ is available via the intranet.

If you require further information email the Governance Team at HSNWS-Governance@health.nsw.gov.au or contact the Manager Internal Audit, Noel Patterson, on (02) 8644 2083.
Create your own pathway

Do you have the potential to be the next emerging leader?
At HealthShare NSW we want to retain and nurture our talented people. This is why we have ‘talent’ programs such as Our People Our Talent.

OUR PEOPLE OUR TALENT PROGRAM

WHAT YOU’LL DO:
1. Undertake a Lean Six Sigma Green Belt project endorsed by the Executive Leadership Team (training provided)
2. Undertake a stretch assessment to determine and support your growth and development plan
3. Attend professional development workshops to enhance your leadership skills
4. Have a one on one meeting with Chief Executive and exposure to leadership forums

WHAT WE ARE LOOKING FOR
1. You are flexible and adaptable and respond quickly when situations change
2. You can clearly present ideas and arguments
3. You are willing to learn and develop new skills
4. You can work collaboratively in a team environment
5. You are able to re-prioritise your work activities on a regular basis to achieve team goals
6. You believe and are inspired to build a constructive workplace

You will be supported by coaches for both the project work and professional development and will have workforce check-ins throughout your journey.

Applications will open on 21 January 2019 and the forms will be made available on intranet.

For more information contact the Talent Team at HSNSW-Talent@health.nsw.gov.au

2019 KEY DATES
- 21 January
  Applications open
- 10 February
  Applications close
- 13–15 February
  Assessment days
- 1 March
  Offers of the program
- 8 March
  Program launch
- 11–15 March
  Five day Lean Six Sigma Green Belt training

INFORMATION SESSIONS

PARRAMATTA:
- 13 December 2018:
  2:30pm to 3:00pm
  Service Centre Parramatta, Level 20 Lyric/Libretto
- 25 January 2019:
  10:00am to 10:30am
  Service Centre Parramatta, Level 20 Lyric/Libretto

CHARLESTOWN:
- 13 December 2018:
  2:30pm to 3:00pm
  Service Centre Charlestown, Black Room
- 25 January 2019:
  10:00am to 10:30am
  Service Centre Charlestown, Black Room

CHATSWOOD:
- 24 January 2019:
  10:00am to 10:30am
  Zenith Centre, Tower A Level 17 Lizard/Magnetic

WEBINAR:
- 31 January 2019:
  10:00am to 10:30am
  – details to be provided.

Please indicate your interest in attending the webinar by emailing HSNSW-Talent@health.nsw.gov.au.
Plan for bushfires – and keep safe!

Have you prepared your Fire Plan yet?
“Every hospital and Local Health District will have an Emergency Management Plan, including evacuation plans,” says Disaster Manager Bruce Poulter. “All team leaders in areas that might be affected by bushfire should liaise with the LHD and make themselves aware of the Bushfire Plans for their facility.”

Teams should also be aware of their Business Continuity Plan (BCP), which will help them through a crisis.
“Check your Emergency Management folder, which should include the LHD Emergency Management Plans, as well as the HealthShare NSW BCP” says Bruce.

“That will help keep hospitals and patients safe through the bushfire season.”

But Bruce says all staff in bushfire prone areas should also have plans in place to protect their homes and families – and all their animals.

Many Clinical Support Services staff are facing a dangerous year, with many areas in serious drought and high temperatures forecast.
Bruce advises a visit to the NSW Rural Fire Service website at www.rfs.nsw.gov.au to learn what to do. It will walk you through making a Bushfire Survival Plan, including getting agreement from everyone on when to stay or leave, and where you might go if you choose to leave. It includes a checklist of actions.
“Be aware of where you live,” says Bruce. “Think about the dangers from flames and from embers. Make a Bushfire Survival Plan, including what you need to do to make your home safer; what you need to take with you if you have to evacuate, making sure you have it ready. Do you have enough vehicles to evacuate the whole family? What are you going to do with your pets, including your horses? Include in your Plan what happens if you are at home and what happens if you are at work.”

HealthShare NSW staff may also be affected by bushfire when travelling during the summer period.
“Know your risk,” says Bruce. “Think about things that are tailored to your situation. Make a plan, print it out. And keep safe.”
Multicultural Day at Parramatta Linen

Parramatta Linen Service (PLS) had a Multicultural Day in November to celebrate and respect the different cultures that are represented among the team.

“We had everyone’s national flag on display in the canteen and staff from all three shifts dressed up in their native dress and brought along some food from their culture to share,” said PLS Operations Manager, John Golden.

“It was a great day filled with laughter, energy and lots of yummy food. It must have been a great day because so many staff requested that we do it again next year,” he said.
Celebrating the Hindu festival of Diwali

HealthShare NSW staff at Chatswood and Service Centre Westmead staff gathered in mid-November for a glittering celebration of Diwali, the biggest and brightest of the Hindu festivals.

Diwali is the festival of lights, marked by four days of celebration of the victory of light over darkness, good over evil and knowledge over ignorance.

In Chatswood, organiser Shantha Tekkatte from Finance and many of her colleagues of Indian heritage arranged an afternoon tea of home-cooked savoury and sweet food surrounded by a riot of jewel-coloured saris.

Staff at Service Centre Westmead dressed in colourful outfits to attend a morning tea organised by Sona Dhiman, who talked about the significance of Diwali.

Happy Diwali to everyone and thank you to our Indian–Australian colleagues for sharing their culture with us all.
Celebrating at Chatswood

Henna painting at Chatswood

Vimmi Virdi (left) with Alex Araujo and Sona Dhiman at Service Centre Westmead
It’s been a very busy few months for our Ambulance Make Ready team who have helped celebrate the official opening of NSW Ambulance Superstations in Liverpool, Northmead and Caringbah, with Artarmon opening on 10 December.

The Haberfield Superstation also opened for business in mid-November and will be officially opened early next year.

HealthShare NSW’s Ambulance Make Ready team has grown to 74 staff members, who work across nine Superstations in Sydney. The teams clean and restock ambulances to get them back on the road as quickly as possible.