

health • care • people



Queensland Health  
Shared Service Partner

## Orientation Information Booklet

First time right

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## Part 1 - Induction and Orientation to QHSSP

### Contact Details

Paul Monaghan	Executive Director QHSSP Phone: 3636 0355
Margot Ovenden	Executive Assistant Phone: 3636 7534
Debbie McSorley	Executive Support Officer Phone: 3636 6143
Mark Davey	Senior Director Business Improvement Services Phone: 5313 8046
Peter Rushbrook	Director Supply Services Phone: 3352 8286
Preya Pillay	Director Finance Regional Services Phone: 3121 1401
Gerry Landy	Director Finance Metropolitan Services Phone: 4795 5743
Janette Jones	Director Payroll & Establishment Services Phone: 3636 0400
Lyndel Jones	Director Recruitment & Selection Services Phone: 3136 5620
Tim Fitzgerald	Director HR Consultancy & Engagement Services Phone: 3636 0401
Pat McCarthy	Director Corporate and Support Services Phone: 3006 5124
Mark Worthington	Manager Private Practice Support Services Phone: 0408 454 945
Cherelle Moran	Business Manager QHSSP Phone: 3224 8267

Facsimile Number: 3636 6941

Email enquiries: [QH\\_Shared\\_Services@health.qld.gov.au](mailto:QH_Shared_Services@health.qld.gov.au)

# Royal Brisbane and Women's Hospital Campus Map



QHSSP Directorate is located at Block 7, Level 6.

## Welcome from the Executive Director



Congratulations and welcome to the team.

On behalf of the Queensland Health Shared Service Partner I extend a welcome to you in your new position. QHSSP employees have an essential role in health service delivery, and we hope you find satisfaction through the work opportunities, professional development and friendships you encounter as part of the SSP Team.

The Queensland Health Shared Service Partner is a customer-service oriented organisation committed to delivering value-add corporate support services to Queensland Health.

These services include:

- Payroll
- Recruitment
- Supply
- Finance
- Business Improvements
- Private Practice Support Services
- HR Consultancy & Engagement

Our commitment to high quality, professional service delivery is reflected in our vision – *first time right*.

QHSSP has been in operation since 1 December 2003. Our *Strategic Directions 2007-09* sets the agenda for the innovations and improvements in service delivery we aim to achieve over the next few years ([http://qheps.health.qld.gov.au/sspd/about/docs/strat\\_dir\\_07-09.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/strat_dir_07-09.pdf)).

Our clients are our primary focus and the commitment to minimising error and rework rates as well as reducing the number of hours our clients spend on administrative tasks is paramount.

To achieve this QHSSP has invested in initiatives to standardise and improve business processes. We are committed to ensuring shared services staff have the skills and knowledge to earn the reputation of high quality corporate service professionals through our Training and Development program.

The QHSSP Operational Plans identify a broad range of service reforms across all Service areas. I believe the achievement of these reforms will provide tremendous benefits to Queensland Health and will provide shared services staff with an organisation they are proud to be a part of.

You are part of a dynamic team now and I look forward to meeting you soon.

**Paul Monaghan**  
**Executive Director**  
**Queensland Health Shared Service Partner**

## Our Mission

*Queensland Health Mission*

"Promoting a Healthier Queensland"

*Queensland Health Shared Service Partner*

"Delivery of high quality, professional customer service"

## About Queensland Health Shared Service Partner

### Who We Are

#### Background About the Shared Service Initiative

The Queensland Government is currently implementing a shared approach to common corporate administrative process. This project is referred to as the Shared Service Initiative.

The Shared Service Initiative has a vision of partnering in corporate services to support and connect Government.

The vision will be achieved by innovating and standardising corporate services policies, practices and systems, using a model that supports government business, and effectively using skills and resources.

#### The Shared Service Initiative

The Shared Service Initiative (SSI) has a vision of delivering high quality, cost-effective corporate services across the Queensland Government. This is being achieved through economies of scale and skill, and is underpinned by standardising business processes, consolidating technology, and pooling resources and expertise across Government.

Six shared service providers and CorpTech, a technology centre of skill, have been established across the Queensland Government. Approximately 5,000 corporate service professionals now work within these new shared service providers to service clusters of agencies.

The SSI impacts on all Queensland Government departments and their staff, as either providers or clients of corporate services. The implementation of shared corporate services is changing how these services are delivered across the Queensland public sector.

A part of Queensland Health, QHSSP is responsible for implementing the whole-of-Government Shared Service Initiative within the department. Our commitment to high quality, professional service delivery is reflected in our vision - *first time right*.

#### History - What are 'shared services'?

The concept of shared services relates to the consolidation of common corporate administrative systems and functions. The aim of shared services is to streamline these functions from many individual agencies (or departments) in order to improve efficiency and effectiveness across the whole-of-Government and lower the cost of the delivery of these services.

The shared services concept is more than just centralisation of similar activities in one location. Shared services mean running these service activities like a business and delivering services to internal customers at a cost, quality and timeliness that is competitive with alternatives.

### *Why is the Government implementing shared services?*

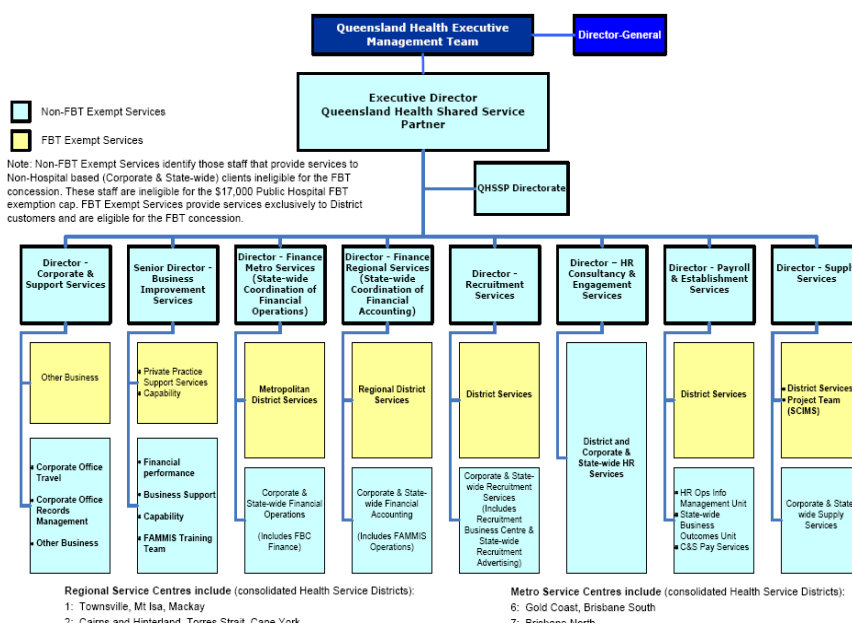
The Queensland Government is implementing shared services to:

- **Achieve economies of scale** - This will be achieved by reducing costs of corporate services so that funds can be deployed on front-line services that benefit the people of Queensland.
- **Ensure consistency** - Shared services provides consistency across all agencies and improved whole-of-Government reporting.
- **Promote transparency** - Costs of services are transparent to assist agencies with budgeting and enabling service providers to benchmark their pricing.
- **Improve efficiency** - Duplication is reduced, improving efficiency.
- **Consolidate technology** - This allows the public sector to best leverage its investment.
- **Enable mobility and up-skilling or multi-skilling of staff** - Shared services makes it possible for staff to pool ideas and share expertise, providing opportunities to broaden their skill. The cultural and process transformations associated with implementing shared services often results in a better quality of work life for Government staff.
- **Address skills shortages** - Shared services enable flexible team work practices and knowledge management by using standardised formal processes.

## QHSSP Structure

The diagrams below will enable you to identify your positioning in the QHSSP structure.

QHSSP has approximately 1800 employees, many who are geographically dispersed across the State.



## What We Do

QHSSP is a customer-service oriented organisation delivering state-wide services to Queensland Health for:

### Payroll and Establishment Services

- Pays 72,000 customers every fortnight
- Manages the banking processes of 72,000 employees, disbursing payment across numerous personal banking facilities
- Manages and submits employee deductions
- Calculates and submits superannuation funds
- Manages the Pay-as-you-go (PAYG) taxation requirements of 72,000 employees
- Produces payments within 24 hours of the pay period closing
- Maintains the demographic employee information of Queensland Health employees
- Maintains the personnel file for all Queensland Health employees
- Processes commencements and terminations for Queensland Health employees
- Manages HR system security processes
- Maintains legislative and audit requirements for information management, financial controls and system efficacy.
- Provides information sessions to line managers on establishment management
- Responds to employee and manager enquiries
- Provides advice on operational or implementation requirements of industrial outcomes

### Statewide Recruitment Services

Statewide Recruitment Services has a statewide customer and client service focus working in partnership with its clients, Queensland Health, to attract and retain a skilled and adaptable workforce able to deliver quality health services to the people of Queensland. Statewide Recruitment Services provides operational advice, support and coordination of statewide recruitment services including job analysis; development of role descriptions; advertising; selection and appointment processes. Our services include:

- Coordinating recruitment advertising and vacancy processing
- Processing pre employment criminal history and aged care checks
- Producing appointment letters
- Administering JEMS and Health Practitioner job evaluations
- Undertaking surplus employee matching to appropriate vacancies
- Coordinating and support various traineeship, graduate and medical recruitment programs.

## Finance Services

- Identify factors, redesign and document financial procedures where required
- Deliver training and education and develop tools for staff and customers to support process compliance
- Introduce regular meetings with customer representatives
- Implement systems/processes to respond to customer issues in a timely manner
- Provide targeted training to customers in relation to specific financial processes
- Develop business improvement initiatives and associated systems and processes for:
  - PTS Refund Cash Management
  - FBT Accredited Training
  - FAMMIS Coordinator & Process Trainer
  - Centralised Reconciliations
- Establish functional state-wide workgroups to consolidate and standardise business processes
- Map QHSSP component of end-to-end business processes in conjunction with QHEST
- Establish functional state-wide workgroups to consolidate and standardise business processes
- Implement strategies to involve staff in planning for training & development
- Undertake training needs analysis for all finance staff
- Introduce strategies to maximise permanent employment wherever possible
- Regularly meet with staff and involve staff in business redesign
- Establish hub model, supporting management structure and associated systems and processes

## Supply Services

The service comprises 310 operational and administrative staff across six Hubs, undertaking the warehousing of \$5.7M in inventory and raising 400,000 purchasing orders for goods and service valued at \$660M per annum. Services include:

- Procurement of goods and services
- Warehousing and distribution
- Contracts management services
- Invoice verification services
- Customer service groups

## Business Improvement Services

- Monitor and evaluate the performance of the QHSSP, including the development of Balanced Scorecard reports on strategic issues and areas of operation
- Oversees the development, implementation and provision of Private Practice Support Services to Queensland Health Hospitals
- Provides Organisational Development services to QHSSP and clients within the agency, including building organisational culture and climate
- Oversees the development and ongoing management of costing and pricing for services provided by QHSSP
- Develops and supports performance and development systems and processes for all QHSSP staff
- Develops and oversees governance and communication strategies within QHSSP and with external stakeholders

- Oversees the development and ongoing management of the QHSSP budget and reporting Undertakes regular reporting against goals and objectives to Senior Management and other stakeholders
- Manages coordination of staff education through the development of the QHSSP training and development plan
- Manages and provides FAMMIS training to all staff of Queensland Health including QHSSP staff

**HR Services**

- Provide advice on issues concerning day-to-day people management, employment provisions, equity considerations, HR delegations, policy interpretation, industrial issues
- Provide referrals to a third party, such as the Employee Assistance Service or Corporate HR Branch
- Take a collaborative approach to working with unions, management, staff and external parties

**Corporate and Support Services**

- Providing professional records management and travel hub services to corporate clients as well as Strategic involvement and advice in these area
- Additionally, Corporate and Support Services undertakes a wide range of special projects to implement and drive efficiencies through Queensland Health

**How We Do It**

**Strategic Directions 2007-2009**

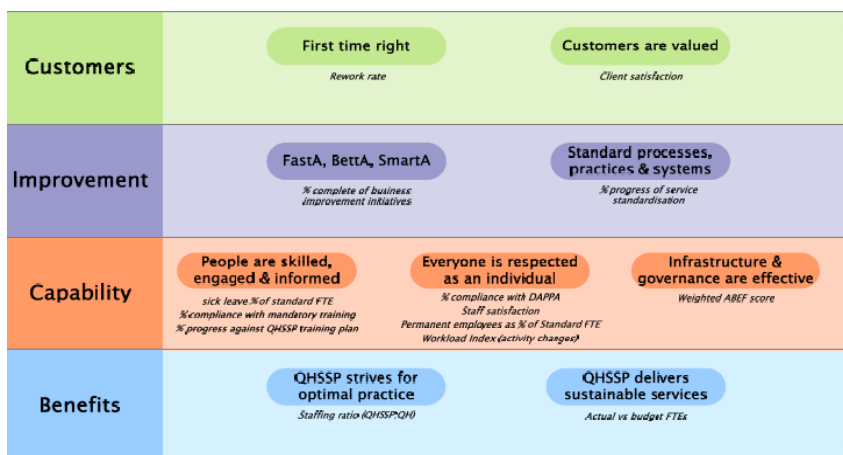
The hyperlink below will take you to the QHSSP Strategic Directions 2007-2009 document. This document and the Service Operational Plans identify a broad range of service reforms across all Service areas. These reforms will provide tremendous benefits to Queensland Health and will provide shared services staff with an organisation they are proud to be part of.

[http://qheps.health.qld.gov.au/sspd/about/docs/strat\\_dir\\_07-09.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/strat_dir_07-09.pdf)

**QHSSP Scorecard**

[http://qheps.health.qld.gov.au/sspd/about/docs/scorecard\\_internal.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/scorecard_internal.pdf)

Queensland Health Shared Service Partner Strategy Map and Internal Management Scorecard



What is a balanced scorecard?

The balanced scorecard is a performance management system that provides feedback around internal business processes and external outcomes in order to continuously improve strategic performance and results. The balanced scorecard suggests that the organisation develops metrics, collects data and analyses it relative to four equally important perspectives:

- the learning and growth perspective - we call this 'capability'
- the business process perspective - we call this 'improvement'
- the customer perspective - we call this 'customers'
- the financial perspective - we call this 'benefits'.

## Business Excellence Framework (BEF)

### *About the BEF*

#### Integrated Framework Based and Timeless Principles

The ABEF is an integrated framework that describes the essential features and approaches of leadership and management systems that promote sustainable, excellent performance. The ABEF is based on 12 time-honoured principles of leadership and management, drawing heavily on the teachings of leading management and organisational theorists and practitioners. They form the basis of a unified theory of management, and their wisdom is not only self-evident but also simple.

1. **Direction**  
Clear direction allows organisational alignment and a focus on the achievement of goals.
2. **Planning**  
Mutually agreed plans translate organisational direction into actions.
3. **Customers**  
Understanding of what customers value, now and in the future, influences organisational direction, strategy and action.
4. **Process**  
Improvement of the outcome, the system and its associated processes.
5. **People**  
The potential of an organisation is realised through its people's enthusiasm, resourcefulness and participation.
6. **Learning**  
Continual improvement and innovation depend on continual learning.
7. **Systems**  
All people work in a system; outcomes are improved when people work on the system.
8. **Data**  
Effective use of facts, data and knowledge leads to improved decisions.
9. **Variability**  
All systems and processes exhibit variability, which impacts on predictability and performance.
10. **Community**  
Organisations provide value to the community through their actions to ensure a clean, safe, fair and prosperous society.
11. **Stakeholders**  
Sustainability is determined by an organisation's ability to create and deliver value for all stakeholders.
12. **Leadership**  
Senior leadership's constant role modelling of these principles and their creation of a supportive environment to live these principles are necessary for the organisation to reach its true potential.



## Our Team

### Executive Management Team (EMT)

Executive Director	Paul Monaghan
Director Business Improvement Services	Mark Davey
Director Supply Services	Peter Rushbrook
Director Financial Services (Metropolitan)	Gerry Landy
Director Financial Services (Regional)	Preya Pillay
Director Payroll & Establishment Services	Janette Jones
Director Recruitment Services	Lyndel Jones
Director HR Consultancy & Engagement Services	Tim Fitzgerald
Director Corporate and Support Services	Patrick McCarthy

### Directorate

Executive Assistant	Margot Ovenden
Executive Support Officer	Debbie McSorley

### Business Improvement Services

- Balanced Scorecard
- Private Practice Support Services
- Governance
- Communications
- Budget & Reporting
- FAMMIS training
- Learning Services

### Supply Services

- Warehousing
- Inventory
- Purchasing – goods & services

### Financial Services

- PTS Refund Cash Management
- FBT Accredited Training
- FAMMIS Training

### Payroll & Establishment

- Pay 72,000 clients every fortnight
- Publish all QH Rosters
- Maintain all Personnel files

### Statewide Recruitment Services

- Recruitment advertising and vacancy processing
- Criminal history checking
- Appointment letters
- Job evaluations
- Surplus employee matching
- Various traineeship, graduate and medical recruitment programs.

## HR Services

- Provide advice on issues concerning day-to-day people management, employment provisions, equity considerations, HR delegations, policy interpretation, industrial issues and much more.
- Provide referrals to a third party, such as the Employee Assistance Service or Corporate HR Branch, if you're unsure of who to contact.
- Take a collaborative approach to working with unions, management, staff and external parties to ensure that we achieve the QHSSP goal of 'First Time Right'.

## Corporate and Support Services

- Operational Records Management
- Travel Hub – Corporate Office

## Operational Plans

[http://qheps.health.qld.gov.au/sspd/about/docs/opi\\_supply\\_07-08.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/opi_supply_07-08.pdf)

[http://qheps.health.qld.gov.au/sspd/about/docs/opi\\_fin\\_07-08.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/opi_fin_07-08.pdf)

[http://qheps.health.qld.gov.au/sspd/about/docs/opi\\_pay\\_07-08.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/opi_pay_07-08.pdf)

[http://qheps.health.qld.gov.au/sspd/about/docs/opi\\_recruit\\_08-09.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/opi_recruit_08-09.pdf)

[http://qheps.health.qld.gov.au/sspd/about/docs/opi\\_bis\\_07-08.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/opi_bis_07-08.pdf)

[http://qheps.health.qld.gov.au/sspd/about/docs/opi\\_hr\\_07-08.pdf](http://qheps.health.qld.gov.au/sspd/about/docs/opi_hr_07-08.pdf)

## The QHSSP Induction Process

Once you commence employment with QHSSP, there are three levels of orientation activities that you may be required to undertake; the QHSSP Orientation Program, Facility/District Orientation and Unit/Local Orientation. These valuable programs are designed to help you familiarise with the new environment, meet other employees and answer any questions you may have about your job or the organisation.

### Facility/District Orientation Program

The facility or district where you will work invites all new employees to attend a District Orientation Program, during which a broad overview of the core values, structure, mission and expected workplace behaviours in an enjoyable and interactive format. Your supervisor will be able to assist with arranging your attendance at this program.

It is expected that all new employees attend within their first 28 days of employment.

### Unit/Local Induction

Local Orientation activities will be conducted by your line manager or peer in your new work unit and are intended to outline and demonstrate your role and expectations, the work unit structure, how to use local systems and networks, and also meet colleagues.

## Checklist for Part 1 - Induction & Orientation to QHSSP

### Completed Record

**Note:** this checklist is to be completed and returned to the address below within 3 months of the new employee commencing duties

Employee Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Business Unit: \_\_\_\_\_

Commencement Date: \_\_\_\_\_

On arrival (Manager)	Tick
Welcome the new employee	<input type="checkbox"/>
Communicate and provide an overview of the induction program and available resources	<input type="checkbox"/>
Show the employee their immediate workstation	<input type="checkbox"/>
Introduce the new employee to key personnel, their peers and the department	<input type="checkbox"/>
Complete administration forms	Tick
EEO Census form	<input type="checkbox"/>
Employee Movements Form	<input type="checkbox"/>
Commencement Details Form	<input type="checkbox"/>
Tax Declaration Form	<input type="checkbox"/>
Recognition of Prior Service Application	<input type="checkbox"/>
Building Entry Card Application or key register	<input type="checkbox"/>
ID Card Application	<input type="checkbox"/>
System Access Form (including Internet Access Request Form)	<input type="checkbox"/>
Borrow Registration Form – Library	<input type="checkbox"/>
Organisational brief	
Provide an overview of Queensland Health (vision, mission, etc)	<input type="checkbox"/>
Explain Queensland Health organisational structure	<input type="checkbox"/>
Discuss the QHSSP's position in Queensland Health	<input type="checkbox"/>
Business Unit brief	
Explain the Operational Plan of the business unit	<input type="checkbox"/>
Outline reporting relationships	<input type="checkbox"/>
Explain the business unit's structure	<input type="checkbox"/>
Provide the new employee with a copy of the business unit's phone list	<input type="checkbox"/>
Provide the new employee with copies of mandatory policies as listed	<input type="checkbox"/>

*I have discussed the mandatory checklist items with the above-mentioned employee and am satisfied that he/she understand his/her obligations and responsibilities as a Queensland Health Shared Service Partner employee.*

---

Supervisor/Manager Name and Signature

---

Date

**TO BE RETURNED TO:**

BUSINESS IMPROVEMENT SERVICES  
BLOCK 7, LEVEL 6  
ROYAL BRISBANE AND ROYAL WOMEN'S HOSPITAL  
AND HEALTH SERVICES DISTRICT  
HERSTON Q 4029

Email: [ghssp\\_bis@health.qld.gov.au](mailto:ghssp_bis@health.qld.gov.au)

## Part 2 - Mandatory Training & Policies

### Training

#### [Code of Conduct](#)

**Workplace Harassment and Aggression Management**

**A&TSI Cultural Awareness**

**Fire Safety**

### Policies

#### [Orientation and Induction HR Policy G6](#)

#### [Ethics Based Mandatory policies](#)

#### [Occupational Health & Safety](#)

#### [Public Interest Disclosures \(PIDs\)](#)

#### [Assault in the Workplace](#)

#### [Equity & Diversity](#)

### Ethics based mandatory policies

People want to work in a healthy environment that is free of inappropriate behaviours.

Queensland Health strives to create a transparent culture with policies that contain ethical considerations and values that reflect positive personal values. These include:

- Code of Conduct
- Equity and Diversity
- Anti-Discrimination
- How to Handle Workplace Harassment

### Occupational Health and Safety

Employees need to be aware of the potential for things to go wrong as well as the key role everyone can play in identifying, reporting and managing hazards. In order to achieve this, employees need to be familiar with EO target groups which include:

- Queensland Health's Occupational Health and Safety policies, procedures and general information
- the Workplace Health and Safety Act and associated regulations
- guidelines for managing key health industry exposures (including but not limited to patient and manual handling, occupational violence, and security).

This information is all available from the [Queensland Health Occupational Health and Safety site](#).

For more information on occupational health and safety legislation, see:

[Department of Employment and Industrial Relations](#)

[Office of the Queensland Parliamentary Counsel](#)

## Code of Conduct

Queensland Health has a zero tolerance policy of bullying and harassment. The Code of Conduct provides standards of behaviour expected of all employees within Queensland Health and the QHSSP so that we can build a positive workplace culture.

The Queensland Health Code of Conduct 2006 provides standards of behaviour expected of all employees within Queensland Health so that we can build a positive workplace culture.

The Code of Conduct incorporates five guiding principles:

- Respect for People
- Integrity
- Respect for the Law and System of Government
- Diligence
- Economy and Efficiency.

The Code of Conduct will be covered in depth during the Facility/District Orientation Program.

## Equity and Diversity

Equal Employment Opportunity (EEO) - consistent with the *Equal Opportunity in Public Employment Act (1992)*, Queensland Health supports the equal and fair treatment of all employees and will not tolerate behaviour that contravenes this view.

- All employees and potential employees have the right to equal opportunity and fair treatment in employment, including recruitment and promotion.
- Equal opportunity for everyone should be protected through the elimination of unlawful discrimination, sexual harassment and other objectionable conduct.
- Barriers that prevent Aboriginal and Torres Strait Islander people, individuals from non-English speaking backgrounds, women, and people with a disability from competing for jobs should be identified and removed.

## Anti-Discrimination

Consistent with the *Anti-Discrimination Act (1991)*, Queensland Health is committed to creating and maintaining a work environment that values diversity and promotes employee health and well-being. Queensland Health actively adopts the principles of fair treatment of employees and best management practice, to help ensure the organisation is free from any harassment. These issues will be discussed further during the Facility/District Orientation Program.

Under the *Anti-Discrimination Act, 1991 (Qld)*, discrimination occurs when a person is treated less favourably in employment because of a personal characteristic or attribute.

- Workplace Equity Harassment Officer (WEHO) Network - this network of trained workplace equity and harassment officers provides active support to both complainants and alleged offenders.

## Public Interest Disclosure

Queensland Health has a program to protect internal witnesses who make disclosures about unlawful, negligent or improper public sector conduct or danger to public health or safety or the environment. This program has been developed in line with the provisions of the *Whistleblowers Protection Act 1994 (Qld)*.

Employees can be assured that such disclosures will be addressed appropriately by the department.

Queensland Health's Internal Witness Support Unit, Assurance and Risk Advisory Services, is responsible for the receipt, assessment and subsequent management of potential Public Interest Disclosures made to Queensland Health.

## Assault in the workplace

- Queensland Health commits to maintaining a safe environment, free of any form of harassment or harmful behaviour, for patients, clients, visitors and employees.
- Disciplinary action will be taken against any employee found to have committed any act of unlawful assault.
- For more information, see [HR Policy E2. Assault in the Workplace](#).

## Workplace Harassment

### *What is Workplace Harassment?*

“**Repeated** behaviour, other than sexual harassment, that is directed at an individual, or a group of workers, that is:

- **Offensive, intimidating, humiliating or threatening;**
- **Unwelcome and unsolicited;** and
- Considered **offensive, intimidating or threatening** by any **reasonable** person”

### *Responsibilities for Supervisors/Managers*

- Managers and supervisors are responsible for setting appropriate and ethical standards of behaviour by ensuring that dysfunctional and unethical behaviour in the work area is identified and promptly addressed.
- Supervisors have **added responsibility** in the prevention and resolution of harassment

### *Outlined in legislation and policy*

- Workplace Health and Safety Act
- Anti-Discrimination Act (Queensland)
- Whistleblowers Protection Act
- Public Sector Ethics Act

### *Consequences of Workplace Harassment*

- Stress, anxiety, sleep disturbances
- Poor work output, performance
- Ill health
- Loss or deterioration of personal relationships
- Loss of self confidence, self esteem
- Depression
- High Absenteeism
- High turnover
- Lower client services
- Reputation as employer
- Low morale
- WorkCover claims
- Industrial disputes

### *Resolution options*

- Informal: Enables employees to settle a case of inappropriate behaviour without escalating the matter any further than it is necessary to resolve it
- Formal: Within and outside of Queensland Health

## Employee Support Services

A range of Employee Support Services are available to employees to assist them during their employment, including:

- General Practitioner for employees
- Employee Clinical Psychologist
- Employee Assistance Scheme
- Rehabilitation Services
- WorkCover QLD
- Employee Relations
- Workplace Equity and Harassment Officers (WEHO)

Employee Assistant Scheme assists with:

- Debriefing and support sessions after a critical incident
- Crisis intervention
- Workplace violence, discrimination
- Rehabilitative support
- Planning for workplace change
- Diminished work performance
- Maintaining peer support networks

Contact:

Employee Assistance Services or Workplace Equity and Harassment Officer (WEHO) Network within your facility **OR** Assure programs 1800 808 374

These services will be discussed further during the Facility/District Orientation Program.

## Checklist for Part 2 – Mandatory Training and Policies

### Completed Record

**Note:** this checklist is to be completed and returned to the address below within 3 months of the new employee commencing duties

Employee Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Business Unit: \_\_\_\_\_

Commencement Date: \_\_\_\_\_

Completed Policy	Tick
<a href="#">Orientation and Induction HR Policy G6</a>	<input type="checkbox"/>
<a href="#">Ethics Based Mandatory policies</a>	<input type="checkbox"/>
<a href="#">Occupational Health &amp; Safety</a>	<input type="checkbox"/>
<a href="#">Public Interest Disclosures (PIDs)</a>	<input type="checkbox"/>
<a href="#">Assault in the Workplace</a>	<input type="checkbox"/>
<a href="#">Equity &amp; Diversity</a>	<input type="checkbox"/>
Completed Training	Tick
<a href="#">Code of Conduct</a>	<input type="checkbox"/>
Workplace Harassment and Aggression Management	<input type="checkbox"/>
A&TSI Cultural Awareness	<input type="checkbox"/>
Fire Safety	<input type="checkbox"/>

*I have discussed the mandatory checklist items with the above-mentioned employee and am satisfied that he/she understand his/her obligations and responsibilities as a Queensland Health Shared Service Partner employee.*

Supervisor/Manager Name and Signature \_\_\_\_\_

Date \_\_\_\_\_

**TO BE RETURNED TO:**  
 BUSINESS IMPROVEMENT SERVICES  
 BLOCK 7, LEVEL 6  
 ROYAL BRISBANE AND ROYAL WOMEN'S HOSPITAL  
 AND HEALTH SERVICES DISTRICT  
 HERSTON Q 4029

Email: [qhssp\\_bis@health.qld.gov.au](mailto:qhssp_bis@health.qld.gov.au)

## Queensland Health Shared Service Partner

### Orientation, Induction and Mandatory Training Feedback Form

Employee Name: \_\_\_\_\_

Work Area: \_\_\_\_\_

To ensure the above training meets our policy standards, please assist us by completing this Feedback Form. Your feedback is important to us and any suggested improvements will be considered and implemented where possible.

Tick the appropriate box to indicate your evaluation.

Was the information provided on your first day?

Excellent       Good       Satisfactory       Poor

*Please provide comments (optional) :*

\_\_\_\_\_

\_\_\_\_\_

Did your Supervisor/Manager explain the program and what was expected of you?

Yes       No

Have dates been scheduled for you to access "Mandatory Training"?

Yes       No

Was there enough time put aside to provide you with the Orientation and Induction material?

Yes       No

Are you clear on the relationship between QHSSP and QH?

Yes       No

Are you clear on where your position is within the QHSSP?

Yes       No

Do you have any suggestions you think would improve the Orientation, Induction and Mandatory Training program?

\_\_\_\_\_

\_\_\_\_\_

Do you have any other comments or issues that you would like to raise?

\_\_\_\_\_

\_\_\_\_\_

***Please complete and return this form directly to:***

Orientation, Induction and Mandatory Training  
Business Improvement Services  
Block 7, Level 6  
Royal Brisbane Women's Hospital  
Herston Q 4029

***Or email:***

[QHSSP\\_BIS@health.qld.gov.au](mailto:QHSSP_BIS@health.qld.gov.au)