


# Flying Start Queensland Health – the starters and the flyers

Peter Fuelling, Cunningham Centre

# Purpose

- Outline the functions of Flying Start Queensland Health
  - Describe the volume and patterns of usage of the site
  - Promote planning by local allied health educators for future utilisation of the site in their area
- 

## Learning Program [Start here](#)

- Communication
- Clinical Skills
- Teamwork
- Safe Practice
- Research for Practice
- Equality and Diversity
- Policy
- Reflective Practice
- Professional Development
- Career Planning



## Get Started

Welcome to Flying Start Queensland Health, the online development program for all newly qualified Allied Health Practitioners in Queensland Health. Find out more about how to get the best out of the program by clicking here.

- **Get Started**
- **Resources**
- **Managers**
- **Testimonials**

### Get Started

➤ [Click here to find out more about how to get started on the Flying Start Queensland Health program](#)

### Quick Links

➤ [Click here for commonly used links including learner guides, portfolio entry templates and the learning program overview](#)

### Allied Health New Starter Framework


- **Recruitment Strategies**  
*Recruitment and Selection*
- **Orientation and Induction**  
*Orientation and Induction*
- **Performance Appraisal and Development (PAD)**  
*Performance Appraisal and Development*
- **Linking to a Supervisor Mentor**  
*Linking to a Supervisor/Mentor*

### Latest News:

- [Launch Of Flying Start Queensland Health](#)
- [Flying Start Queensland Health leaflet](#)
- [Flying Start Queensland Health Fact Sheet](#)


### ➤ Supervisors Mentors

Using your experience to help others



### ➤ Getting Started

Find out how to get started



# Site Functions



## Learning Program

[Start here](#) >

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## Learning Program [Start here](#)

- Communication**
- Interpersonal Skills
- Team Skills
- Documentation
- Assertiveness
- Conflict Resolution
- Managing Stress
- Delegation
- Concluding Activity
- References
- Clinical Skills
- Teamwork

You are in: [Home](#) » [Learning Programs](#) » Communication



## Communication

**Communication skills** are key to everything you will do as a qualified health practitioner. You will find this unit builds on your undergraduate training; the main focus now is to build your confidence in applying those skills independently in practice. This unit provides a tested framework to do this in increasingly complex and challenging situations.

### Aim:

To be able to communicate confidently and competently with patients/clients, carers, colleagues and other agencies using a range of skills and approaches in increasingly complex situations.

### Learning Outcomes:

At the end of this unit and following a period of reflective practice, you will be able to:

- Utilise a range of skills that support effective communication within any healthcare setting.
- Appraise the methods used by the multidisciplinary team to provide effective communication.
- Identify your continuing learning needs in relation to communication skills.

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You are in: [Home](#) » [Learning Programs](#) » [Communication](#) » [Team Skills](#)



## Team Communication Skills

An important part of the Flying Start Queensland Health program is developing the right communication skills to be an effective team member, and this unit is designed to help you to play your part in the healthcare team.

**"The strength of the team is each individual member ... the strength of each member is the team."**  
Phil Jackson, Coach



### **Team Communication Skills - PDP**

[Add Evidence](#)

With your supervisor/mentor or line manager discuss the expectations and standards around team communication skills in your clinical area/team. Identify and agree the priorities for you to work towards over the next three months. Make sure this is reflected in your Performance Appraisal and Development Plan.

**Repeat this activity every 6 months.**



Recommended time to complete: 30 minutes



### **Team Communication**

[Add Evidence](#)

This activity asks you to reflect on how the team you work in communicates patient/client care effectively. If you

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- [Testimonials](#)
- [Managers Support](#)
- [Supervisors/Mentors](#)
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## Learning Program

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Communication

Interpersonal Skills

**Team Skills**

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### Team Communication Skills - PDP

#### Add Evidence

Title

Due Date

Learning Notes

Select File

Completed





# Flying Start Queensland Health®

Developing confident, capable health practitioners

## Flying Start QH™ - Learner Guide for 4-10 months into position

As you settle into your new position your daily learning will continue and some things will become routine to you. At this stage it is likely that you will find some days and tasks challenging, but in general the initial anxieties will be reducing and you feel your confidence grow.

During this period you will have your six month Performance Appraisal and Development Review which should focus on identifying any issues in implementing the plan and taking steps to address them. This may include evaluating the effectiveness of the supervisor/mentor relationship and the new starters' progress with completing the Flying Start QH modules and portfolio. It may also focus on any difficulties, for example, lack of learning opportunities, difficulties in accessing computer facilities or time to complete Flying Start QH or meet with the supervisor/mentor. It is essential that these processes are monitored and any issues addressed early.

**Specific activities and sections we recommend during 4 - 10 months include:**

### Reflective Practice Unit

- Engaging in Reflective Practice
- Confidence Building

### Policy Unit

- Context – Current Health Policy

### Equality and Diversity Unit

- Patient Autonomy

### Communication Unit

- Interpersonal Skills
- Documentation
- Team Skills

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Developing confident, capable health practitioners



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[Start here](#) ➔

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## Supervisor/Mentor Resources

This section has been developed to support Flying Start supervisors/mentors in their role. Check this section regularly for new content as we continue to develop materials for mentors.



As Flying Start Queensland Health has developed, many partners have helped build resources, ideas and knowledge about how to get the best out of the program - thank you all!

These resources can be downloaded and used across Queensland Health and partner agencies where newly qualified practitioners are working, we hope you find them useful.

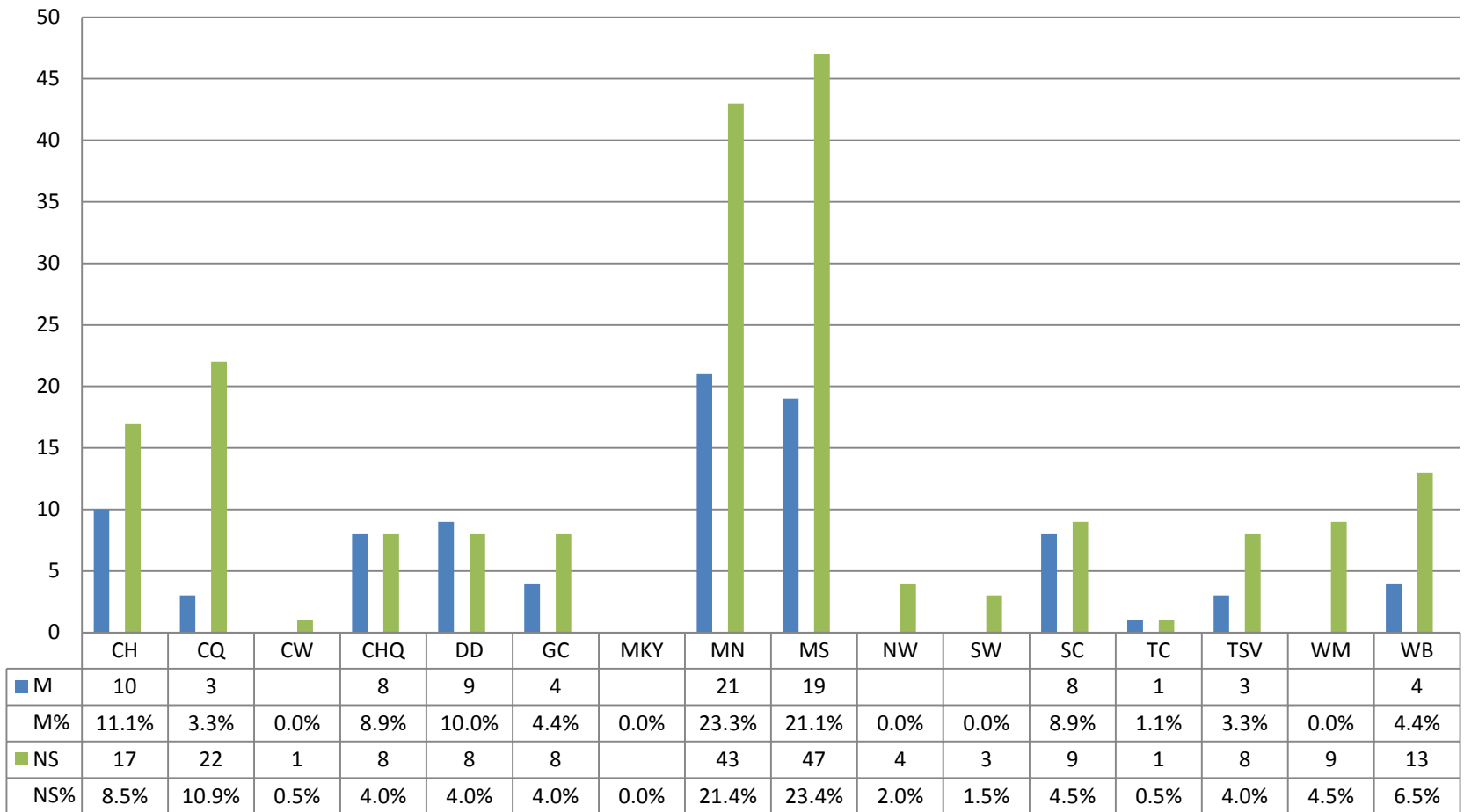
General information:

- [Flying Start QuickStart Guide](#)
- [Flying Start Queensland Health Poster](#)
- [New Starter Leaflet](#)
- [At a glance learning outcomes](#)
- [General FAQs](#)

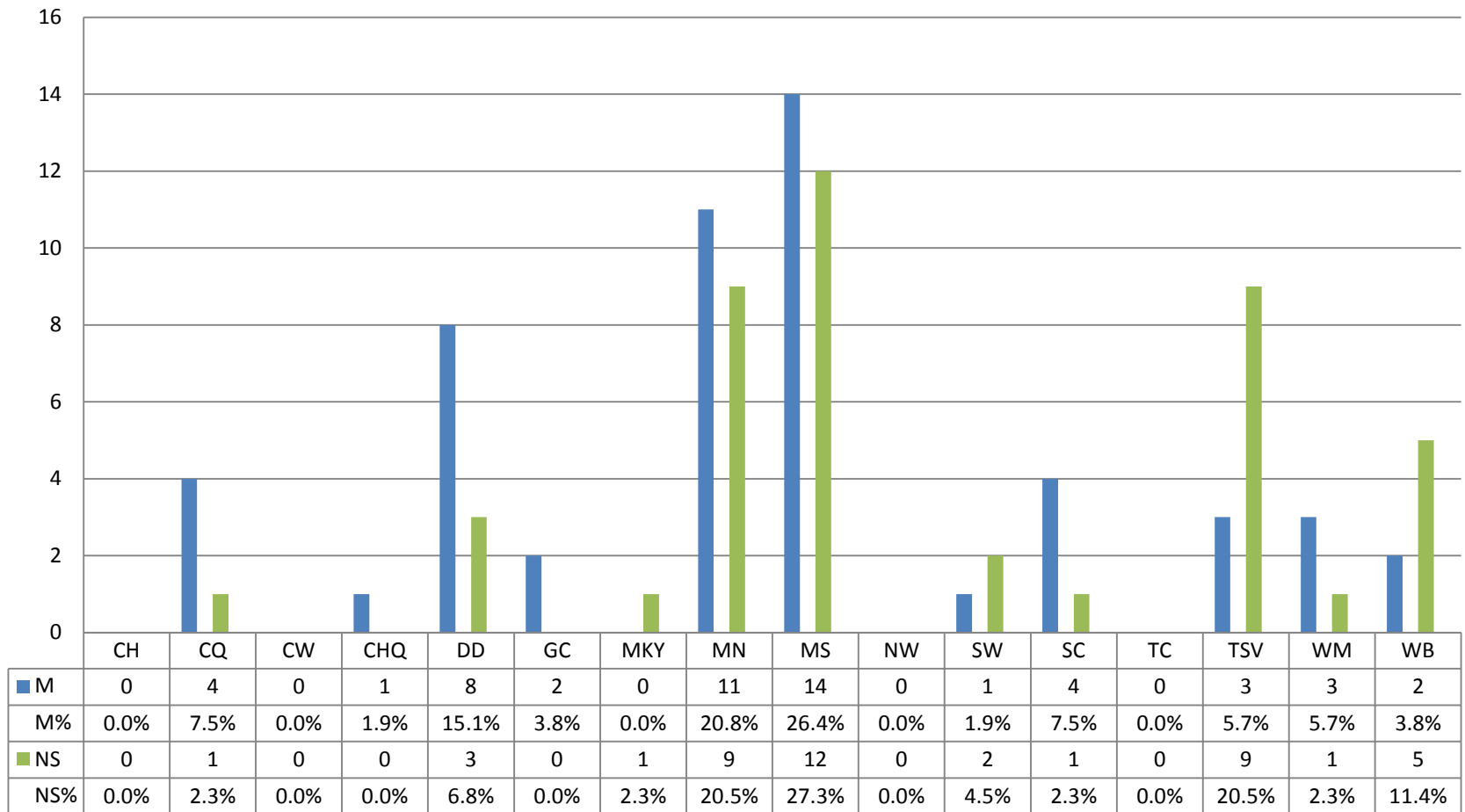
# The Starters



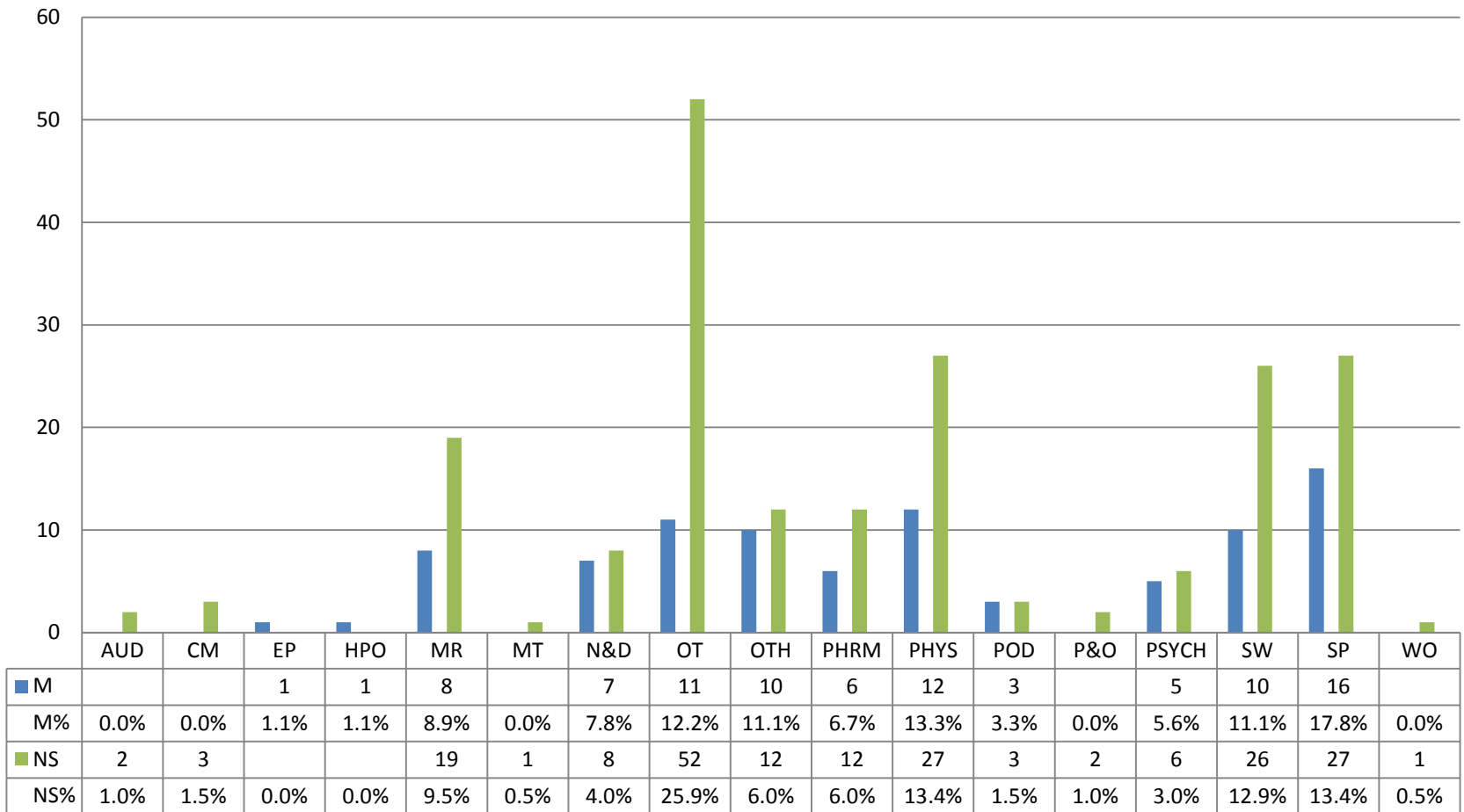
# New registered users in 2014-15 by Hospital & Health Service



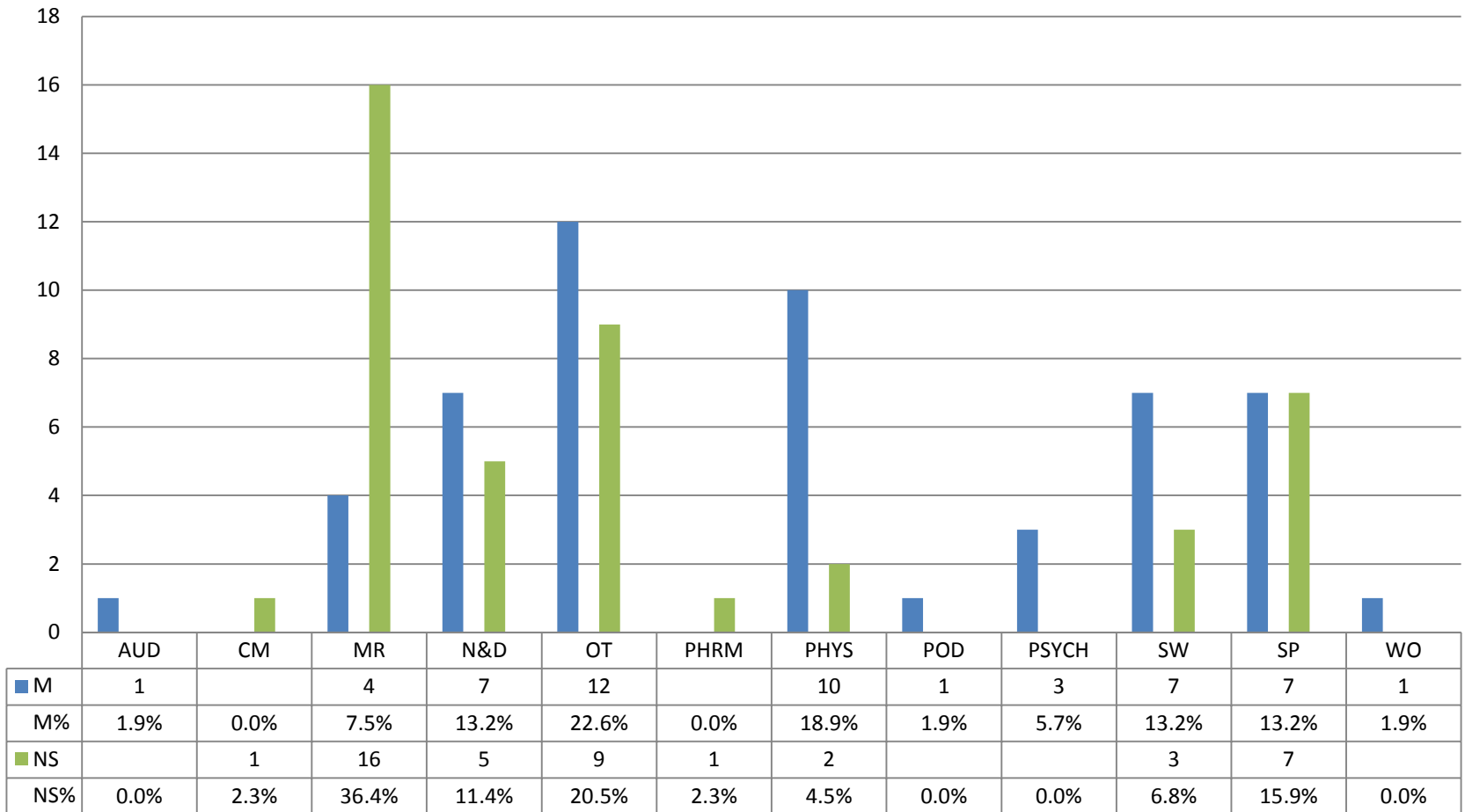
# Users registered in previous years who logged in again during 2014-15 by HHS



# New registered users in 2014-15 by profession



# Users registered in previous years who logged in again during 2014-15 by profession

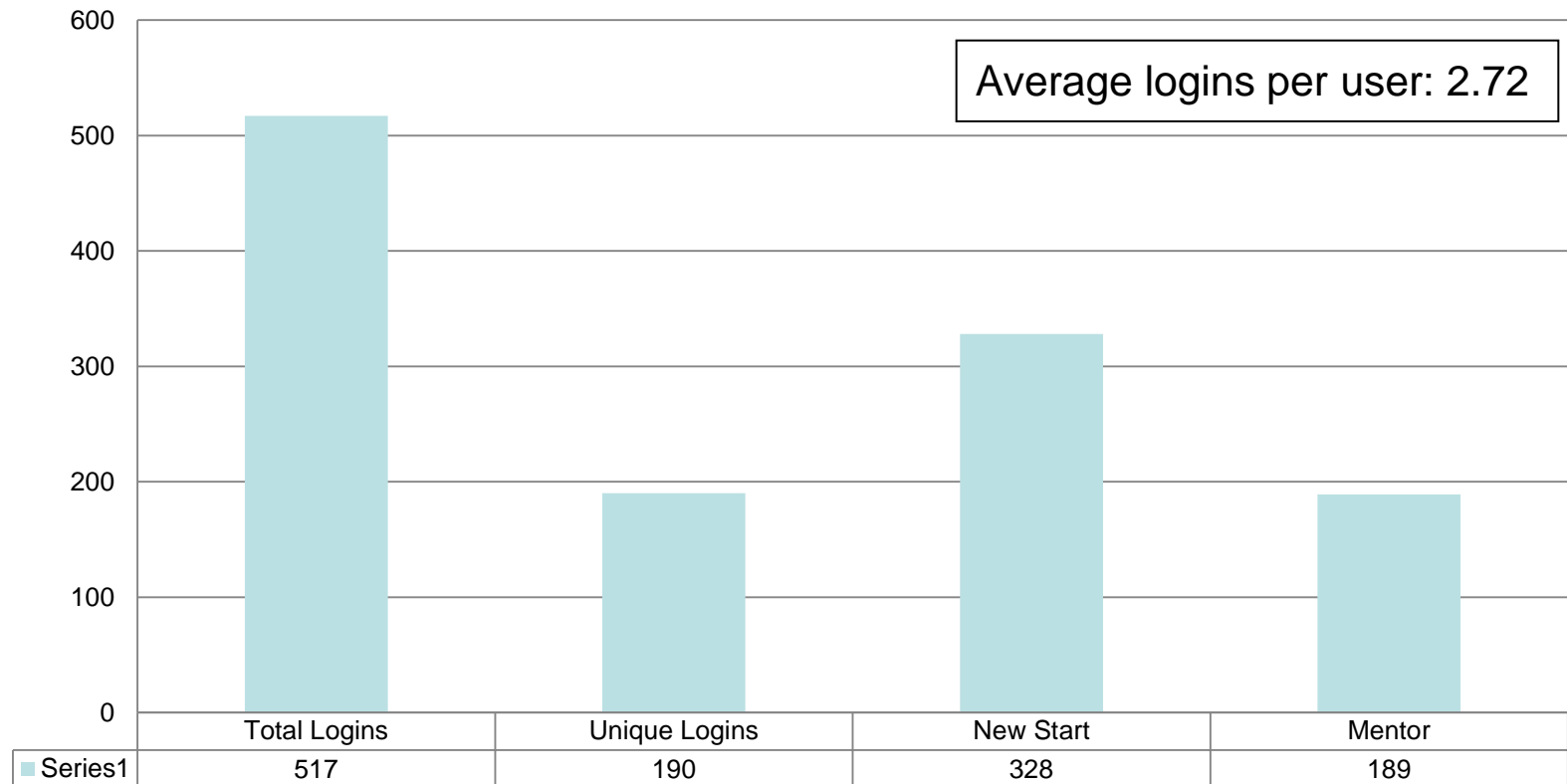




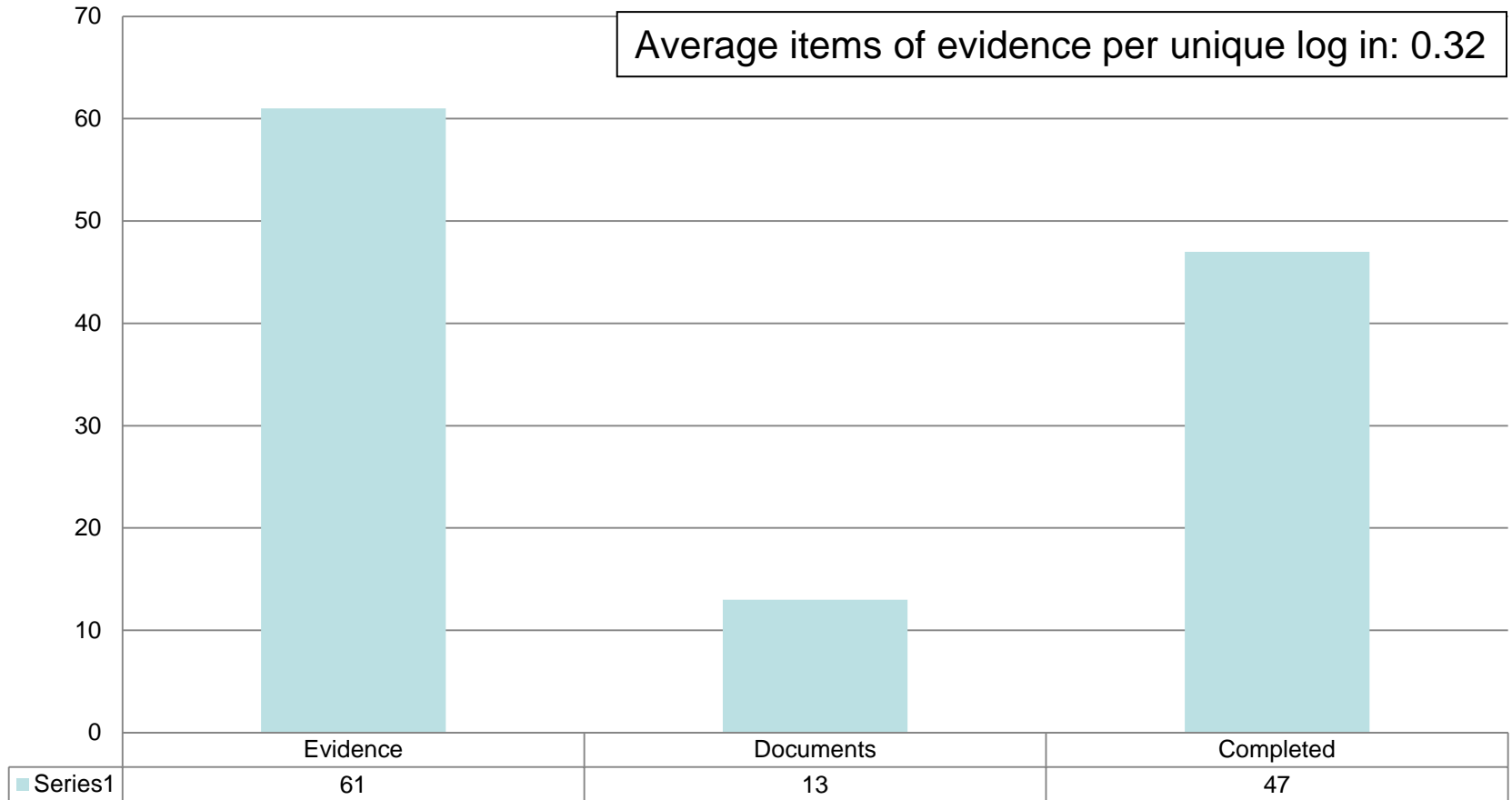
# The Flyers



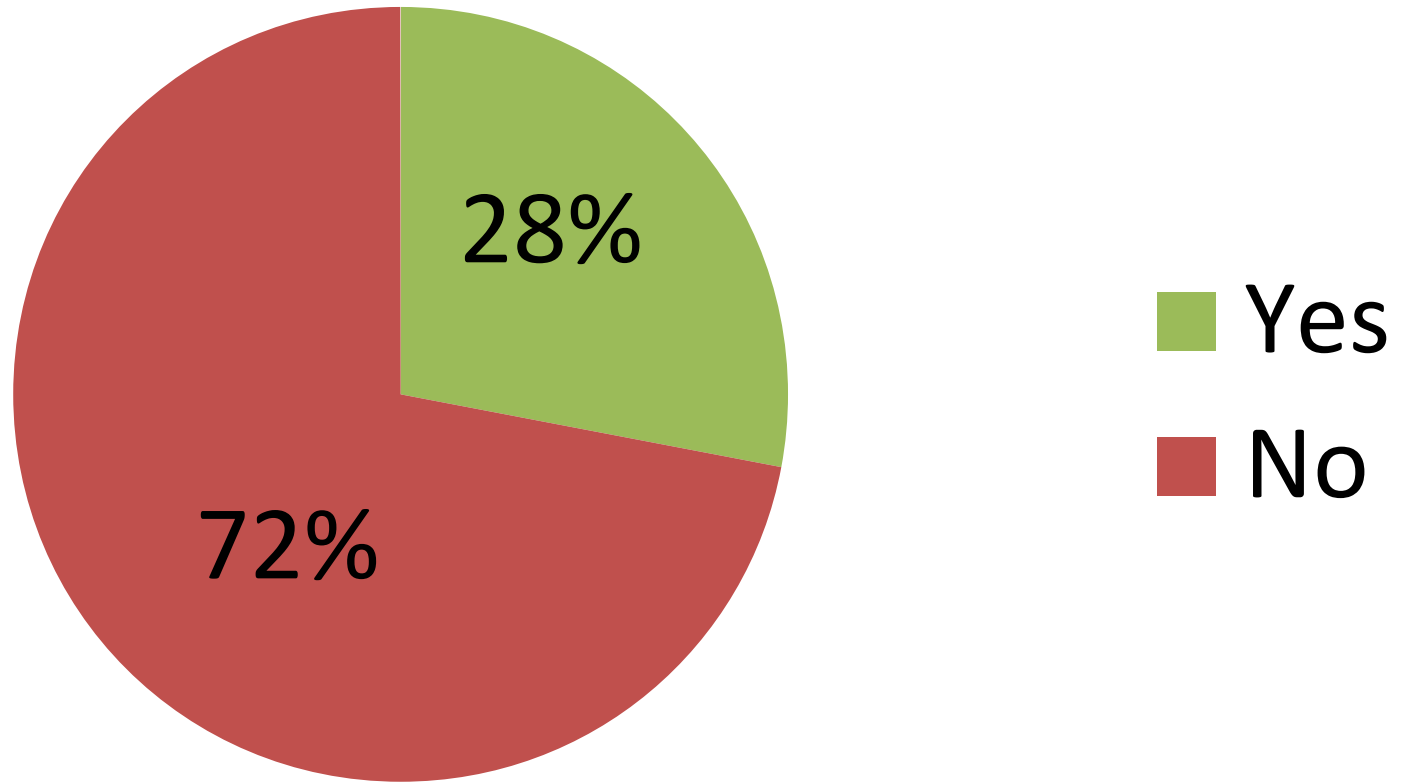
# Total and unique logins in 2015 calendar year to date



# Evidence added in 2015 calendar year to date



# Incorporated Flying Start into supervision agreement



% of new starter and supervisor respondents in July 2015

# Perceived value survey

## Sept 2015

	Agree	Disagree
Valuable resource for new starters	<b>48.1%</b>	13.6%
Valuable resource for supervisors	<b>37.1%</b>	17.3%
Valuable resource for managers	<b>29.7%</b>	25.9%
Improved support for new starters	<b>29.6%</b>	28.4%
Improved practice by new starters	24.7%	<b>28.4%</b>
Support the continued operation of FS	<b>50%</b>	20%

Over 60% of respondents were clinical educators (24.7% or 22) or senior clinicians (36% or 32)

# Recommendation

Use the information in this presentation and the reports provided to HHSs to consider the current and future role of Flying Start Queensland Health in the support of new starters in your area

# Questions?

## Further information:

Website: [www.flyingstart.health.qld.gov.au](http://www.flyingstart.health.qld.gov.au)

Email: [Flying.Start@health.qld.gov.au](mailto:Flying.Start@health.qld.gov.au)

## Cunningham Centre Allied Health Website:

[http://www.health.qld.gov.au/cunninghamcentre/html/allied\\_health.asp](http://www.health.qld.gov.au/cunninghamcentre/html/allied_health.asp)

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