

# Mandatory training

## Human Resources Policy G6 (QH-POL-183)

### Purpose

To provide the minimum legislative and organisational mandatory training requirements, including the frequency of training that must be completed to enable a safe working environment for Queensland Health's workforce.

### Application

This policy applies to:

- all employees of Queensland Health (the department and hospital and health services (HHSs))
- others such as contractors, consultants, students and volunteers.

This policy does not apply to Queensland Ambulance Service employees. Instead, Queensland Ambulance Service employees are to refer to their local policy/procedure.

### Delegation

The **delegate** is as listed in the relevant human resource (HR) delegations manual, as amended from time to time.

### Legislative or other authority

- *Anti-Discrimination Act 1991*
- *Building Fire Safety Regulation 2008*
- *Crime and Corruption Act 2001*
- *Disability Discrimination Act 1992*
- *Disaster Management Act 2003*
- *Electrical Safety Act 2002*
- *Health Practitioner Regulation National Law Act 2009*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Industrial Relations Act 2016*
- *Information Privacy Act 2009*
- *Multicultural Recognition Act 2016*
- *Public Health Act 2005*
- *Public Records Act 2002*

- *Public Sector Ethics Act 1994*
- *Public Sector Act 2022*
- Public Sector Regulation 2023
- *Public Interest Disclosure Act 2010*
- *Right to Information Act 2009*
- *Work Health and Safety Act 2011*
- Work Health and Safety Regulation 2011
- *Workers Compensation and Rehabilitation Act 2003*
- Workers Compensation and Rehabilitation Regulation 2014

## Related policy or documents

- Department of Health Standard Mandatory Training Requirements
- Recruitment and selection HR Policy B1 (QH-POL-212)
- Flexible working arrangements HR Policy C5 (QH-POL-242)
- Support for employees affected by domestic and family violence HR Policy C73 (QH-POL-391)
- Workplace conduct and ethics HR Policy E1 (QH-POL-113)
- Anti-discrimination, human rights and vilification HR Policy E2 (QH-POL-101)
- Employees to notify supervisor if charged with or convicted of an indictable offence HR Policy E4 (QH-POL-127)
- Sexual harassment HR Policy E5 (QH-POL-228)
- Workplace equity and harassment officers HR Policy E8 (QH-POL-265)
- Requirements for reporting suspected corrupt conduct HR Policy E9 (QH-POL-218)
- Individual employee grievances HR Policy E12 (QH-POL-140)
- Workplace harassment HR Policy E13 (QH-POL-266)
- Union encouragement HR Policy F4 (QH-POL-248)
- Diversity and inclusion HR Policy G2 (QH-POL-132)
- Reasonable adjustment HR Policy G3 (QH-POL-210)
- Public interest disclosures HR Policy I5 (QH-POL-202)
- Use of ICT Services and Devices Policy (QH-POL-484:2021)
- Fraud and corruption control Policy (QH-POL-295: 2015)
- Fraud and corruption control standard (QH-IMP-295-1:2015)
- Health, safety and wellbeing policy (QH-POL-401:2020)
- Directive 02/24 – Positive performance management
- Directive 03/20 – Support for employees affected by domestic and family violence (DFV)
- All Abilities Queensland: Opportunities for All – State disability plan 2022-2027
- Australian Guidelines for the Prevention and Control of Infection in Healthcare (2024)
- Code of Conduct for the Queensland Public Service (2011)

- Financial Management Practice Manual FMPM 7.5 - Contractors and consultants
- First Nations First Strategy 2032
- First Nations health equity strategies Health Service Directive
- Mandatory Training Governance Framework
- Managing the risk of psychosocial hazards at work Code of Practice 2022
- The National Safety and Quality Health Service (NSQHS) Standards
- Queensland Government Commitment to Union Encouragement Policy
- Queensland Government Information security policy (IS18:2018)
- Queensland Health Multicultural Health Policy Statement
- Queensland Language Services Policy
- Requirement of Crime and Corruption Commission, Queensland Audit Office and Australian Standard 8001:2008
- Positive performance management principles - *Public Sector Act 2022* Section 85
- Queensland Health G6 Mutual recognition guideline

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# Policy

## 1 Principles

Queensland Health's mandatory training has been developed to provide key information that employees and others (as defined) must be aware of in relation to:

- relevant legislation
- Code of Practice or regulation linked to legislation
- Queensland Health industrial instruments
- directives, including Queensland Health employment directives
- relevant policies and organisational requirements.

Completing this core mandatory training helps to keep the workforce, patients and the workplace safe, including ensuring employees and others meet their legislative responsibilities.

### 1.1 Mandatory training requirements

All Queensland Health employees are required to complete the relevant mandatory training courses outlined in Attachment One of this policy as part of their employment with Queensland Health.

Employees and others engaged for less than three months are only required to complete the relevant mandatory training where there is a legislative requirement (as set out in Attachment 1). However, line managers may require these employees and others to complete additional training taking into consideration their location, role, duties/tasks, and type of employment.

The department and HHSs may also have additional mandatory and requisite training not covered in this policy, but which is mandated and governed by the department or HHS they are working in as a result of particular tasks, roles or other risk or needs identified locally. Employees and others should refer to their relevant department or HHSs standards and/or procedures for additional mandatory and requisite training requirements. Employees and others may also be advised of any additional training requirements during their induction and orientation, or whenever a need for particular training has been determined.

When competencies or other training is to be completed prior to taking up certain duties, employees and others are not to perform those duties until their training is completed and they are competent in that field.

When employees or others are in the process of gaining access to local learning management systems to complete their mandatory training, where appropriate, they are to be supervised until such training is completed.

Employees and others returning to the workplace after a period of leave are required to complete any new mandatory training courses (they have not yet completed) or existing mandatory training courses where the frequency has expired.

## 2 Responsibilities

### 2.1 Employees and others

Employees and others are required to:

- complete all relevant mandatory training within the prescribed timeframes
- ensure completion records are up to date and maintain evidence of training completion
- discuss any concerns relating to the timely completion of mandatory training with their line manager.

### 2.2 Line managers

In addition to their responsibilities as employees, line managers are required to:

- ensure employees and others have been given the opportunity to complete the required mandatory training
- pro-actively monitor the training requirements of all employees that report directly to their role, and others they are supervising, to ensure the correct level of training is completed within the prescribed timeframes
- determine additional mandatory training requirements (where required) based on local requirements and/or exposure to risk
- facilitate flexible training delivery and reasonable adjustment where employees and others have particular needs
- ensure employee training evidence is recorded locally (e.g. learning management system)
- role model mandatory training expectations for the organisation.

### 2.3 Senior Managers and Executives

In addition to their responsibilities as employees and line managers, senior managers and executives are required to:

- undertake high-level monitoring within their portfolios and ensure their line managers are pro-actively monitoring and managing mandatory training compliance.

### 2.4 Subject matter experts

Subject matter experts (SMEs), as listed in Attachment Two, are required to:

- provide the organisation with accurate, timely and appropriate guidance, advice and support regarding their mandatory training courses
- review and accurately update course content at least every two years, or earlier if required (for example, following a change in legislation).

Refer to Attachment Two for information on the SMEs for each mandatory training course.

## 2.5 Human Resources Branch, the department

The Human Resources Branch is required to:

- review and update the Mandatory training HR Policy G6
- provide the organisation with accurate, timely and appropriate guidance, advice and support on mandatory training policy requirements and supporting tools
- report mandatory training compliance information to the Executive Leadership Team, the department.

## 3 Governance and reporting

The process to amend or include additional mandatory training in this policy is outlined in the Queensland Health Mandatory Training Governance Framework. The governance framework for Hospital and Health Service specific mandatory training is to be managed in accordance with local processes.

Existing employees commencing in a new role with another Queensland Health entity may be eligible for mutual recognition of prior mandatory training where the learning is approved to mapped equivalency (refer to the Queensland Health G6 Mutual recognition guideline).

Completion of the relevant mandatory training is not optional and should be treated as a priority. Where an employee does not demonstrate an effort to fulfil this responsibility, they may be subject to performance management.

Employee compliance reports are to be made available to the department on request.

## 4 Delivery mode

Queensland Health acknowledges that some employees and others may have particular needs and encourages flexibility in the delivery of the training packages. Where a course is delivered online, the design of the course should consider support through closed captions, subtitles or compatibility with vision software or other accessibility requirements.

Where a different delivery mode is used to the prescribed delivery mode in Attachment One, the local area is responsible for ensuring all employee details are recorded (e.g. in a learning management system (LMS) for state-wide reporting, monitoring and compliance).

The delivery mode is at the discretion of the local area and is dependent on local training needs and limitations; however, the local area is required to:

1. Seek permission from the SME listed in Attachment Two to utilise the relevant training content via the proposed alternate delivery mode.
2. Verify the adapted training content with their local Human Resources area or local SME.
3. Verify that the proposed content and delivery mode must meet all learning objectives and competency requirements.
4. Ensure the provision of data on request as per the governance and reporting requirements.

5. Ensure that any assessments are carried out in a controlled manner, where required. Individuals must be organised so that they are completing their assessments separately from one another.

**Note:** The prescribed delivery modes in Attachment One are recognised as best practice and are to be used as the preferred delivery modes where possible. SCORM (Sharable Content Object Reference Model) content packages may be shared for deployment through local LMSs to encourage this.

## Definitions

Term	Definition
Contractor	A contractor is an organisation or individual contracted to perform specific tasks. A contractor may be engaged to perform operational or professional services. Further information is available in the Financial Management Practice Manual – 7.5 Expense Management: Contractors and consultants.
Consultant	A consultant is a contractor who provides expert advice with recommendations to an agency/department as the basis for making a decision or taking a certain course of action. Further information is available in the Financial Management Practice Manual – 7.5 Expense Management: Contractors and consultants.
Executive	Health Executive Service or equivalent and above.
Line manager	A manager who has employees reporting directly to their position or others (as defined) they are supervising (e.g. clinical placement students).
Others	For the purposes of this policy, others includes contractors, consultants, students and volunteers.
Queensland Health	Queensland Health includes the department, and all hospital and health services established under the <i>Hospital and Health Boards Act 2011</i> .
Queensland Health Entity	For the purposes of this policy, Queensland Health Entity refers to the department and each Hospital and Health Service (HHS) as a separate entity within Queensland Health. For example, if an existing employee is appointed, promoted or transferred to a different HHS, this would be considered a movement to another Queensland Health entity.
Senior Manager	A manager who has other managers reporting directly to their position.

## History

Date	Policy change
7 August 2024	<p>Policy amended to:</p> <ul style="list-style-type: none"> <li>• update references and naming conventions</li> <li>• remove reference in application section to health executive service employees working in the department as this policy applies to <b>all</b> employees working for Queensland Health, including (but not limited to) health executive service employees working in the department <b>and</b> hospital and health services.</li> <li>• Include additional references to relevant legislation, policies and documents, including (but not limited to) the <i>Managing the risk of psychosocial hazards at work Code of Practice 2022</i></li> <li>• clarify the policy's application to 'others' (as defined)</li> <li>• clarify the mandatory training requirements for employees and others engaged for less than three months</li> <li>• added statement that employees or others that are in the process of gaining access to local learning management systems to complete their mandatory training, where appropriate, should be supervised until such training is completed (section 1).</li> <li>• changed the requirement for employees and others returning to the workplace after 12 months leave needing '<i>to complete any mandatory training courses where there has been substantial amendments</i>' to requiring all employees and others returning to the workplace after a period of leave '<i>to complete any new mandatory training courses (they have not yet completed) or existing mandatory training courses where the frequency has expired</i>' (section 1.1).</li> <li>• further define the responsibilities of employees and others, line managers and subject matter experts (section 2)</li> <li>• include eligibility for mutual recognition of endorsed mandatory training and reference to the 'Queensland Health G6 Mutual recognition guideline' (section 3)</li> <li>• update the process for employee compliance reporting (section 3)</li> <li>• provide further clarity regarding alternative delivery modes (section 4)</li> <li>• update Definitions section to: <ul style="list-style-type: none"> <li>- include definitions for 'Queensland Health' and 'Queensland Health Entity'.</li> <li>- remove the definitions for 'Mandatory Training' and 'Mandatory training for specific groups' as the content is already contained within the policy</li> <li>- remove definition for 'Queensland Health Workforce' as all employees are covered by the policy</li> <li>- update the definition of 'Line Manager' to provide clarity that it also includes the supervision of others</li> <li>- reword the definitions for 'Line Manager' and 'Senior Manager' for consistent formatting.</li> </ul> </li> <li>• identify mandatory training courses as a legislative or organisational requirement (Attachment One)</li> </ul>



Date	Policy change
	<ul style="list-style-type: none"> <li>• separate 'General Evacuation Instructions' and 'First-Response Evacuation instructions' training to allow for separate timeframes and frequency requirements (Attachment One)</li> <li>• reduce the timeframe for 'Occupational Violence Orientation (awareness only)' and 'Health Safety and Wellbeing Due Diligence' training to 30 days</li> <li>• update the name of domestic and family violence awareness training (Attachment One)</li> <li>• update the duration of the following training to accurately reflect time commitment and requirements: 'Aboriginal and Torres Strait Islander Cultural Practice Program', 'General Evacuation Instructions', 'First-Response Evacuation instructions', domestic and family violence training; Fraud Control Awareness, and Public Interest Disclosure (Attachment One)</li> <li>• clarify course completion timeframes (Attachment One)</li> <li>• update subject matter experts following the department's business case for change (Attachment Two).</li> </ul>
July 2021	<ul style="list-style-type: none"> <li>• Policy formatted as part of the HR Policy review</li> <li>• Policy amended: <ul style="list-style-type: none"> <li>– to update references and naming conventions</li> <li>– as a result of changes outlined in the Hospital and Health Boards (Changes to Prescribed Services) Amendment Regulation 2019</li> <li>– to extend the application of the policy across Queensland Health</li> <li>– to refine the mandatory training requirements (refer Attachment One)</li> <li>– to include contact details for subject matter experts responsible for mandatory training course content and amendments, and additional contacts for mandatory training (refer Attachment Two).</li> </ul> </li> </ul>
August 2019	<ul style="list-style-type: none"> <li>• Policy amended to: <ul style="list-style-type: none"> <li>– update references and naming conventions</li> <li>– clarify requirement for current employees to complete refresher training</li> <li>– outline mandatory training requirements for contractors, consultants, students, volunteers and other persons</li> <li>– include requirements for Director-General approval and engagement with HR Branch when developing mandatory training</li> <li>– include reporting, monitoring and compliance requirements</li> <li>– retitle OHS orientation training to Health, Safety &amp; Wellbeing Induction training, update learning outcomes, duration and completion timeframe</li> <li>– include Health, Safety &amp; Wellbeing Induction for Managers online training</li> <li>– update completion timeframe for Fire and safety instruction</li> <li>– include Code of Conduct, Code of Conduct for Managers and Code of Conduct for Executives online training to replace Bullying, Sexual Harassment and Discrimination and Ethics, Integrity and Accountability training</li> </ul> </li> </ul>

Date	Policy change
	<ul style="list-style-type: none"> <li>- update delivery requirements for Aboriginal and Torres Strait Islander Cultural Practice Program</li> <li>- update Public interest disclosure duration and completion timeframe</li> <li>- retitle Fraud Awareness to "Fraud Control Awareness, update learning outcomes, duration and completion timeframe</li> <li>- retitle Information Security Essentials to Cyber Security Essentials, update learning outcomes, duration and completion timeframe</li> <li>- include Cyber Security Essentials (Annual Refresh) online training</li> <li>- update duration of Prevention and Management of Musculoskeletal Disorders online training</li> <li>- include Work health and safety due diligence for officers training.</li> </ul>
October 2018	<ul style="list-style-type: none"> <li>• Policy amended to: <ul style="list-style-type: none"> <li>- update naming conventions</li> <li>- update the Information Security 101 training details i.e. title change to Information Security Essentials, delivery requirements and content owner</li> <li>- include public health agencies and the Information Privacy Act – General awareness training details</li> <li>- include domestic and family violence training for managers and supervisors</li> <li>- update content owner titles.</li> </ul> </li> </ul>
January 2018	<ul style="list-style-type: none"> <li>• Policy amended to: <ul style="list-style-type: none"> <li>- update references and naming conventions</li> <li>- include references to union encouragement provisions</li> <li>- exclude Health Support Queensland in Department of Health orientation.</li> </ul> </li> </ul>
March 2017	<ul style="list-style-type: none"> <li>• Policy: <ul style="list-style-type: none"> <li>- amended to update Fraud Awareness refresher details</li> <li>- General Evacuation Instructions and First Response training details have been combined under Fire and Safety Instruction.</li> </ul> </li> </ul>
December 2016	<ul style="list-style-type: none"> <li>• Policy: <ul style="list-style-type: none"> <li>- amended to update Aboriginal and Torres Strait Islander Cultural Practice Program delivery method.</li> </ul> </li> </ul>
November 2016	<ul style="list-style-type: none"> <li>• Policy: <ul style="list-style-type: none"> <li>- formatted as part of the HR Policy review</li> <li>- amended to update references and naming conventions</li> <li>- include Security Awareness 101</li> <li>- include Occupational Violence Prevention Fundamentals</li> <li>- remove Cultural Diversity Training</li> <li>- remove Orientation to occupational violence training.</li> </ul> </li> </ul>

Date	Policy change
October 2014	<ul style="list-style-type: none"> <li>• Policy amended to update naming conventions.</li> </ul>
May 2014	<ul style="list-style-type: none"> <li>• Policy amended to: <ul style="list-style-type: none"> <li>– Update Code of Conduct training</li> <li>– Include Ethical Decision Making training.</li> </ul> </li> </ul>
November 2013	<ul style="list-style-type: none"> <li>• Policy formatted as part of the HR Policy Simplification project.</li> <li>• Policy amended to: <ul style="list-style-type: none"> <li>– limit application to Department of Health and non-prescribed HHS employees.</li> <li>– replace application to employee groups section with mandatory training for specific groups</li> <li>– remove union encouragement provisions</li> <li>– add mandatory training for specific groups table in schedule two</li> <li>– limit Public Interest Disclosure and Cultural Diversity training to Department of Health employees</li> <li>– add Ethics Awareness &amp; Fraud Control training to schedule two</li> <li>– remove duplication within the policy</li> <li>– update references and naming conventions.</li> </ul> </li> </ul>
November 2010	<ul style="list-style-type: none"> <li>• Updated attachment to include Infection Prevention and Control mandatory training.</li> </ul>
May 2010	<ul style="list-style-type: none"> <li>• Updated attachments.</li> </ul>
September 2009	<ul style="list-style-type: none"> <li>• Amended to update the <i>Building and Fire Safety Regulation 2008</i>.</li> </ul>
July 2009	<ul style="list-style-type: none"> <li>• Amended to update the <i>Right to Information Act 2009</i>.</li> </ul>
December 2008	<ul style="list-style-type: none"> <li>• Amended attachment one Equity and Diversity attributes (a), (i) and updated to include (m), (n), (o) and (p) to accurately reflect part 2, section 7 of the <i>Anti-Discrimination Act 1991</i>.</li> </ul>
July 2008	<ul style="list-style-type: none"> <li>• Amended to reflect <i>Public Service Act 2008</i>.</li> </ul>
May 2008	<ul style="list-style-type: none"> <li>• Revised as a result of the HR policy consolidation project and approved by HR Board.</li> </ul>
Previous	<ul style="list-style-type: none"> <li>• IRM 3.7-12 Orientation and Induction.</li> </ul>

## Attachment One – Mandatory training requirements for Queensland Health

This table sets out the relevant minimum mandatory training requirements for **all Queensland Health (the department, and hospital and health services (HHSs) employees)**. The timeframes and frequency of the training listed in the table are the minimum requirements only. Training may be required to be completed earlier or more frequently based on local requirements and/or exposure to risk.

**If engaged for less than three months, employees and others (as defined)** are only required to complete the relevant mandatory training courses listed as a legislative requirement in the Source column of the table. However, line managers may require these employees and others to also complete additional mandatory training courses taking into consideration their location, role, duties/tasks, and type of employment.

Course	Timeframe from commencement	Frequency	Access and duration	References	Source
Aboriginal and Torres Strait Islander Cultural Practice Program	Within 90 days of commencement with Queensland Health	Once only	Face-to-face workshop, online or a combination of face-to-face/online  Duration: Variable	<ul style="list-style-type: none"> <li>• First Nations First Strategy 2032</li> <li>• First Nations health equity strategies Health Service Directive</li> <li>• National Safety and Quality Health Service (NSQHS) Standards 1</li> </ul>	Organisational requirement

Course	Timeframe from commencement	Frequency	Access and duration	References	Source
<p>Code of Conduct</p> <p>Code of Conduct for Managers <i>(Managers must also complete the abovementioned Code of Conduct training)</i></p> <p>Code of Conduct for Executives <i>(Executives must also complete the two abovementioned Code of Conduct training)</i></p>	Within 30 days of commencement with Queensland Health	Annually	<p>Face-to-face, online or a combination of face-to-face/online</p> <p>Duration: 20 minutes to 2 hours</p>	<ul style="list-style-type: none"> <li>• <i>Anti-Discrimination Act 1991</i></li> <li>• <i>Public Sector Ethics Act 1994</i></li> <li>• <i>Public Sector Act 2022</i></li> <li>• Workplace conduct and ethics HR Policy E1</li> <li>• Anti-discrimination, human rights and vilification HR Policy E2</li> <li>• Employees to notify supervisor if charged with or convicted of an indictable offence HR Policy E4</li> <li>• Workplace equity and harassment officers HR Policy E8</li> <li>• Requirements for reporting suspected corrupt conduct HR Policy E9</li> <li>• Code of Conduct for the Queensland Public Service (2011)</li> </ul>	Legislative requirement
Cyber Security Essentials	Within 14 days of commencement with Queensland Health	Annually	<p>Online</p> <p>Duration: 20 minutes</p>	<ul style="list-style-type: none"> <li>• Queensland Government Information security policy (IS18:2018)</li> </ul>	Organisational requirement
<p>Domestic and family violence awareness training - Recognise, Respond, Refer program (or approved alternative)</p> <p><i>Where the training may genuinely negatively impact an employee's wellbeing, they are not required to undertake the training.</i></p>	Within 90 days of commencement with Queensland Health	Every 3 years	<p>Online</p> <p>Duration: 3 modules, 25 minutes each</p>	<ul style="list-style-type: none"> <li>• Support for employees affected by domestic and family violence HR Policy C73</li> <li>• Directive 03/20 – Support for employees affected by domestic and family violence (DFV)</li> </ul>	Legislative requirement for employees

Course	Timeframe from commencement	Frequency	Access and duration	References	Source
Fraud Control Awareness	Within 90 days of commencement with Queensland Health	Every 2 years	Face-to-face, online or a combination of face-to-face/online Duration: 20 minutes	<ul style="list-style-type: none"> <li>Fraud and corruption control Policy (QH-POL-295)</li> <li>Fraud and corruption control Standard (QH-IMP-295-1)</li> <li>Requirement of Crime and Corruption Commission, Queensland Audit Office and Australian Standard 8001:2008</li> </ul>	Organisational requirement
General Evacuation Instructions (GEI) <i>This training may be combined with First-Response Evacuation instructions (FREI) e.g. online Building Specific Emergency Procedures (including GEI and FREI) training (where available).</i>	Within 2 days of commencing in a new building	Annually	Online or face-to-face Duration: 10 - 20 minutes	<ul style="list-style-type: none"> <li><i>Building Fire Safety Regulation 2008</i></li> <li><i>Work Health and Safety Act 2011</i></li> </ul>	Legislative requirement
First-Response Evacuation instructions (FREI) <i>This training may be combined with General Evacuation Instructions (GEI), e.g. online Building Specific Emergency Procedures (including GEI and FREI) training (where available). When training is combined, refer to the timeframe and frequency requirements of GEI training.</i>	Within 30 days of commencing in a new building	Every 2 years	Online or a combination of face-to-face/online Duration: 20 minutes	<ul style="list-style-type: none"> <li><i>Building Fire Safety Regulation 2008</i></li> <li><i>Work Health and Safety Act 2011</i></li> </ul>	Legislative requirement

Course	Timeframe from commencement	Frequency	Access and duration	References	Source
Infection Prevention and Control  <i>Applicable only to employees working in a clinical setting, laboratories or who are at risk of exposure to infectious material, as determined by their local area.</i>	On the first day of commencement of duties that expose the person to risk	Once only	Face-to-face or online Duration: variable	<ul style="list-style-type: none"> <li>Public Health Act 2005</li> <li>Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019)</li> </ul>	Legislative requirement
Prevention and Management of Musculoskeletal Disorders (MSD)	Prior to commencement of duties that expose the person to risk, or within 30 days of commencement with Queensland Health	Once only	Face-to-face, online or a combination of face-to-face/online Duration: 20 minutes	<ul style="list-style-type: none"> <li>Work Health and Safety Act 2011</li> </ul>	Legislative requirement
Occupational Violence Orientation (awareness only)	Prior to commencement of duties that expose the person to risk, or within 30 days of commencement with Queensland Health	Once only	Online video Duration: 5 minutes	<ul style="list-style-type: none"> <li>Work Health and Safety Act 2011</li> <li>Work Health and Safety Regulation 2011</li> <li>Hospital and Health Boards Act 2011</li> </ul>	Legislative requirement
Orientation relevant to the Queensland Health Entity	Within 90 days of commencement with Queensland Health or movement to another Queensland Health Entity	Once only	Face-to-face or online Duration: variable	<ul style="list-style-type: none"> <li>Queensland Health Certified Agreements</li> <li>Recruitment and selection HR Policy B1</li> </ul>	Organisational requirement

Course	Timeframe from commencement	Frequency	Access and duration	References	Source
Public Interest Disclosure (PID)	Within 30 days of commencement with Queensland Health	Every 2 years	Online Duration: 40 minutes	<ul style="list-style-type: none"> <li>• <i>Public Interest Disclosure Act 2010</i></li> <li>• Public Interest Disclosures HR Policy I5</li> </ul>	Legislative requirement
Work Health, Safety and Wellbeing Induction  Work Health, Safety and Wellbeing Induction for Managers ( <i>managers and executives must also complete the abovementioned Work health, safety and wellbeing induction training</i> )	Within 14 days of commencement with Queensland Health or movement to another Queensland Health Entity	Once only	Face-to-face or online Duration: 20 minutes each	<ul style="list-style-type: none"> <li>• <i>Work Health and Safety Act 2011</i></li> <li>• Work Health and Safety Regulation 2011</li> <li>• <i>Workers Compensation and Rehabilitation Act 2003</i></li> <li>• Workers' Compensation and Rehabilitation Regulation 2014</li> <li>• <i>Hospital and Health Boards Act 2011</i></li> <li>• <i>Building Fire Safety Regulation 2008</i></li> <li>• <i>Electrical Safety Act 2002</i></li> <li>• Health, safety and wellbeing policy</li> </ul>	Legislative requirement
Health, Safety and Wellbeing Due Diligence  ( <i>Applicable only to Executives</i> )	Within 30 days of commencement with Queensland Health	Every 2 years	Online Duration: 30 minutes	<ul style="list-style-type: none"> <li>• <i>Work Health and Safety Act 2011</i></li> <li>• Work Health and Safety Regulation 2011</li> <li>• Health, safety and wellbeing policy</li> </ul>	Legislative requirement



## Attachment Two - Subject matter expert contacts: Responsible for mandatory training course content and amendments

Subject matter experts	Mandatory training course
<p><b>Office of Health and Safety Unit</b>, Health and Safety Human Resources (HR) Branch, Corporate Services Division (CSD) E: WHS@health.qld.gov.au</p>	<ul style="list-style-type: none"> <li>• Work Health, Safety and Wellbeing Induction</li> <li>• Work Health, Safety and Wellbeing Induction for Managers</li> <li>• General Evacuation Instruction (GEI)</li> <li>• First-Response Evacuation Instructions (FREI)</li> <li>• Building Specific Emergency Procedures (includes GEI and FREI)</li> <li>• Occupational Violence Orientation</li> <li>• Prevention and Management of Musculoskeletal Disorders (MSD)</li> <li>• Health Safety and Wellbeing Due Diligence</li> </ul>
<p><b>Cyber Security Group</b> eHealth Queensland E: cybersecurity@health.qld.gov.au</p>	<ul style="list-style-type: none"> <li>• Cyber Security Essentials</li> </ul>
<p><b>People and Performance Unit</b>, Workforce Relations and Policy HR Branch, CSD E: PeoplePerformance@health.qld.gov.au</p>	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Code of Conduct for Managers</li> <li>• Code of Conduct for Executives</li> </ul>
<p><b>Organisational Development, Change and Inclusion Unit</b>, Talent and Organisational Development HR Branch, CSD E: Diversity.Inclusion@health.qld.gov.au</p>	<ul style="list-style-type: none"> <li>• Recognise, Respond, Refer (domestic and family violence training)</li> </ul>
<p><b>Cultural Reform Team</b> First Nations Health Office</p>	<ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander Cultural Practice Program</li> </ul>

Subject matter experts	Mandatory training course
E: FNHO_Strategy@health.qld.gov.au	
<b>Governance, Risk, Planning and Fraud Unit</b> , Risk and Fraud Team Governance, Assurance and Information Management Branch, CSD E: GRC@health.qld.gov.au	<ul style="list-style-type: none"> <li>• Fraud Control Awareness</li> </ul>
<b>Ethical Standards Unit</b> Office of the Director-General E: CO_Complaints@health.qld.gov.au	<ul style="list-style-type: none"> <li>• Public Interest Disclosure (PID)</li> </ul>

### Additional contacts for mandatory training

<b>IT support</b> eHealth Queensland 1800 198 175 iLearn support page ( <a href="https://qheps.health.qld.gov.au/ilearn">https://qheps.health.qld.gov.au/ilearn</a> )	<ul style="list-style-type: none"><li>• New employee access to iLearn, password updates and fixes</li></ul>
<b>Human Resources Business Intelligence</b> HR Branch, CSD E: HRBI@health.qld.gov.au	<ul style="list-style-type: none"><li>• iLearn system administration</li><li>• iLearn mandatory training compliance reporting (Department only, via existing DSS reporting)</li></ul>
<b>Talent and Organisational Development Unit</b> HR Branch, CSD E: LeadershipCapability@health.qld.gov.au	<ul style="list-style-type: none"><li>• Custodians of the Mandatory training HR Policy G6</li><li>• Policy support contact for SMEs</li><li>• Coordinate policy and content change through an approval process for proposed amendments or new additions to mandatory training</li></ul>
<b>Workplace Relations and Policy</b> HR Branch, CSD E: EmploymentRelations@health.qld.gov.au	<ul style="list-style-type: none"><li>• Queensland Health HR policy formalisation and communication of HR policy change</li></ul>