

# Welcome to Pindara Private Hospital

## Welcome to Pindara Private Hospital

A warm welcome is extended to you as a team member of Pindara Private Hospital. We hope that you find working with us rewarding.

Pindara Private Hospital forms part of the Ramsay Health Care Group and serves the people of Southeast Queensland providing a new generation of hospital and medical care. Pindara Private Hospital is one of the most preferred health care facilities in Queensland.

The purpose of Pindara Private Hospital is to provide comprehensive medical, surgical, obstetrical services, as well as intensive/critical care and accident and emergency services for the population of the Gold Coast, Queensland. The hospital has a particular focus on acute medical/Surgical care and has been serving the community since 1971.

Pindara Private Hospital's philosophy focuses on client service with the aim of being recognised as the leader in quality care through the development of a comprehensive range of high-quality services. The medical profession is heavily involved in the planning and execution of quality measures of clinical performance and outcome. Pindara Private Hospital seeks to be the best value private hospital on the Northern end of the Gold Coast.

### Prior to Commencement

Prior to commencing employment you are required to email a photo through to the Human Resources department for your ID badge. The photo should be from your shoulders upwards. Please email your photo to: [HR.PGC@ramsayhealth.com.au](mailto:HR.PGC@ramsayhealth.com.au) Your ID badge will be prepared and sent over to your Manager with your swipe card to access the Hospital and applicable areas.

Your details will be sent across to our Stores Uniform Coordinator notifying them of your commencement. The Uniform Coordinator will establish your details in the suppliers ordering system, where you will be notified via email / sms and you can place your order from the selection and quantity allocated, based upon your contract position and hours. Should the order not arrive in time, please wear a white shirt and black trousers or skirt. Details regarding the Uniform Policy are available on the RHC Intranet and discussed further in this Welcome Booklet. To contact the Uniform Coordinator they are available via email [Uniforms.PGC@ramsayhealth.com.au](mailto:Uniforms.PGC@ramsayhealth.com.au) if assistance is required (Not applicable for Theatre staff).

For any queries please call the Human Resources Department on 07 5588 9173.

### Prior to Commencement – Immunisation requirements

Please upload the following immunisation history evidence to the employee portal. This information **MUST BE** completed and submitted prior to your commencement of employment.

Failure to submit the correct information will delay your employment commence date

Required immunisation evidence to be provided:

#### Vaccine preventable diseases:

**Measles, Mumps, Rubella (MMR), Varicella, and Pertussis (dTpa vaccine)** - Applies to ALL STAFF, regardless of position description.

**Hepatitis B** - Applies to any staff who will have any direct or indirect patient contact, including: Clinical staff, catering, environmental services, admin/reception..

**TB assessment** - All staff are required to complete the TB assessment tool.

**COVID/Influenza**– Recommended for all Health care workers.

To provide the required evidence you will need to choose one of the following options to upload:

Vaccine preventable disease	Option 1 – Vaccination evidence	Option 2 – Serology evidence	
<b>Hepatitis B</b>	Documented evidence of age appropriate course of vaccinations OR completed statutory declaration	Serology results to show immunity to Hepatitis B (antibodies $\geq 10$ )	Hepatitis B requires both evidence of Vaccinations AND serology
<b>dTpa</b> – Diphtheria, Tetanus & Pertussis (Whooping cough)	Evidence of dTpa vaccination in the past 10 years	Not accepted	Please note evidence of DT vaccination is not accepted
<b>Measles, Mumps &amp; Rubella (MMR)</b>	Documented evidence of at least <u>TWO</u> doses of MMR vaccination	Serology results that show positive antibodies to Measles, Mumps and Rubella	
<b>Varicella</b>	Documented evidence of at least <u>TWO</u> doses of Varicella vaccination	Serology results that show positive antibodies to Varicella	
<b>COVID-19</b> (Recommended but not Mandatory)	Documented evidence of at least <u>TWO</u> doses of COVID vaccination	Not accepted	
<b>Influenza</b> (Recommended but not Mandatory)	If you have received the current seasons Influenza vaccination, please provide evidence	Not accepted	

To obtain evidence of previous vaccinations you can contact the immunisation providers to provide you with evidence, alternatively you can check your immunisation history on Medicare here:

<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

If there is no evidence of immunisations or serology available please contact the Infection Prevention and Control team on 07 55889572 or [IPC.PGC@ramsayhealth.com.au](mailto:IPC.PGC@ramsayhealth.com.au) to assist.

## The Ramsay Vision

Ramsay Health Care is committed to being a leading provider of health care services by delivering high quality outcomes for patients and ensuring long term profitability.

## The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed
- We take pride in our achievements and actively seek new ways of doing things better
- We value integrity, credibility, and respect for the individual
- We build constructive relationships to achieve positive outcomes for all
- We believe that success comes through recognizing and encouraging the value of people and teams
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

# Our Mission

Pindara Private will be the market leader at the northern end of the Gold Coast.

# Our Vision

Pindara Private will be recognised as a thriving & progressive centre of excellence with a cohesive team committed to the delivery of high-quality service & outcomes

# Our Values

**P R A I S E**

which encompasses the Ramsay Way

## Professionalism

We are caring, progressive, enjoy our work and use a positive spirit to succeed

## Respect

We believe that success comes through recognizing and encouraging the value of people and teams

## Accountability

We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

## Integrity

We value integrity, credibility, and respect for the individual

## Service

We build constructive relationships to achieve positive outcomes for all

## Excellence

We take pride in our achievements and actively seek new ways of doing things better.

## Hospital Services

Pindara Private Hospital is a modern 348 licensed bed, acute care private hospital, offering a comprehensive range of medical, surgical, and maternity services including:

- Obstetrics
- General Surgery
- Colorectal
- Orthopaedics
- Gynaecology
- Plastics
- Breast surgery
- Urology
- Vascular
- ENT
- Neurosurgery
- Coronary Care
- Cardiac Cath Laboratory
- General Medicine
- Oncology
- Day Infusion Clinic
- Renal
- Palliative Care
- Paediatrics – Medical and Surgical
- Emergency Medicine
- Intensive Care Medicine
- Cardiac Medicine
- Day Surgery Facilities
- Endoscopy
- Radiology
- Sleep medicine
- Upper Gastrointestinal Surgery

## Clinical Areas

### Medical Wards

- 1B – Oncology & Haematology
- 4E – Acute Medical
- 4F – Medical and Respiratory
- 2C – Cardiac Services

### Surgical

- 1C – Orthopaedic
- 1D - Paediatrics
- 2B – Obstetrics & Birth Suite
- 3F - Surgical - Vascular; Urological; Gynaecological; Breast Surgery, cancer and reconstructive; plastic surgery
- 3E – Neuroscience Unit
- 5E - Colorectal; Bariatric; General Surgery; Advanced Gynaecology; ENT; Maxillo-facial; Upper GI
- 2E – Spinal & Orthopaedic

### Perioperative

- Theatre
- Post Anaesthetic Care Unit
  - Second Stage Recovery
  - Day of Surgery Admissions
  - Acute Pain Service
  - Pre-Admissions
  - Endoscopy
- Anaesthetic Operations
- CSSD Sterile

### Cardiac Services

- Cardiology / Cath Lab
- Cardiac Services Unit
- Coronary Care Unit

### Intensive Care Unit

### Pindara Day Infusion Clinic

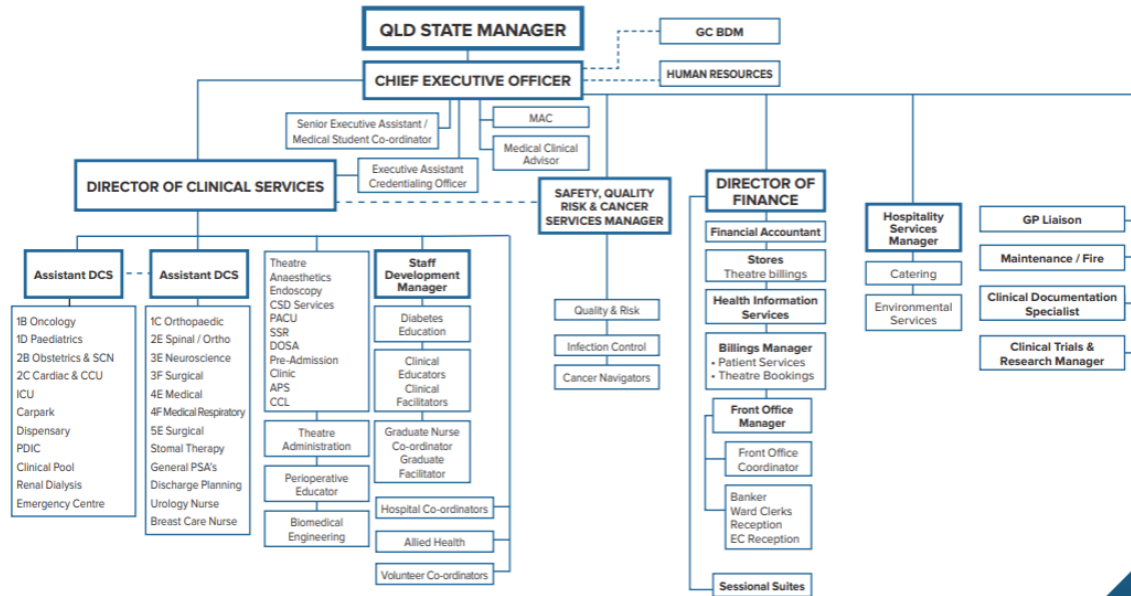
### 24 Hour Accident and Emergency Centre

### Renal Dialysis

## Hospital Departments

- Administration
  - *Patient Services*
  - *Patient Billings*
  - *Reception*
  - *Bookings*
- Ramsay Health Plus - Allied Health
  - *Dietician*
  - *Occupational Therapy*
  - *Physiotherapy*
  - *Speech Pathology*
  - *Stomal Therapy*
- Business Development and Marketing
- Biomedical
- Discharge Planning/LOS/DVA Liaison
- Dispensary
- Education and Staff Development
- Executive
- Finance
- *Friends of Pindara (Volunteers)*
- Health Information Services
- Hospital Coordinators
- Hospitality Services
  - *Catering*
  - *Environmental Services*
- Human Resources
- Infection Control
- Maintenance
- Car park
- Quality, Safety and Risk
- Speciality Support Services (General PSA's)
- Stores and Supply

# Organisational Structure



Author: CEO / Director Clinical Services	Updated: August 2023
REFER TO THE INTRANET FOR CURRENT VERSION – Uncontrolled Document when Printed	Version: 11.1

MR0036652 PPH Organisation Structure A4

## Hospital Map (as at October 2022)

## Pindara Private Hospital – Hospital Map

## Lower Ground Level (LEVEL 1)



## Level 1

## LEGEND

- MR – Medical Records
- S – Stores
- Ph – Pharmacy
- RL – Respiratory Lab
- PP – Pindara Place
- PSS – Pindara Specialist Suites
- QML – QML Pathology
- CS – Coffee Shop
- PPC – Pindara Professional Centre - pre-admission
- RD – Renal Dialysis Unit
- AH – Allied Health

## Wards

- 1A – Clinical Education
- 1B – Haematology, Oncology, Palliative Care
- 1C – Orthopaedics
- 1D – Paediatrics

## Dr David Lindsay Wing

## LEGEND

## Level 1

- K – Kitchen

## Level 2

- 2E – Spinal, Orthopaedics

## Level 3

- 3E – Neurosurgery
- 3F – Surgical – Gynae, Plastic, Urology, Breast

## Level 4

- 4E – Medical
- 4F – Medical – Respiratory

## Level 5

- 5E – Surgical – Colorectal, General, Bariatrics

## Level 2

## LEGEND

- SCR – South Coast Radiology
- EO – Executive Office
- R – Reception
- HC – Hospital Coordinator
- EC – Emergency Centre
- BS – Birth Suite
- SCN – Special Care Nursery
- RR – Rear Reception
- ICU – Intensive Care Unit
- CCL – Cardiac Catheter Lab
- CCU – Coronary Care Unit
- PP – Pindara Place (including Pindara Day Procedure Centre)
- PSS – Pindara Specialist Suites
- OT – Operating Theatres
- EU – Endoscopy Unit
- AD – Theatre Admission
- REC – Theatre Recovery
- SS – Sleep Studies
- PDIC – Pindara Day Infusion Clinic / Clinical Trials

## Wards

- 2B – Maternity & KMM (Know My Midwife Clinic)
- 2C – Cardiac

Ground Level (LEVEL 2)



MR00 35827 Pindara Private Hospital Compendium AS Maps only



## General Hospital Orientation

New employees will be required to complete 1) Ramsay Health Care Online Orientation program 2) 'MyLearning' eLearning modules and 3) Hospital orientation and departmental specific competencies.

Hospital specific orientation includes:

1. Customer Experience
2. Electrical Safety
3. Fire Safety
4. Infection Control / Prevention
5. Workplace Health and Safety
6. Manual Handling

### Clinical Only:

1. Basic Life Support
2. Manual Handling
3. Antimicrobial stewardship

The above orientation programs are compulsory and a date will be advised by your Manager for you to complete these upon your commencement.

## Payroll

The fortnightly pay cycle at Pindara Private Hospital begins on a Monday and ends on a Sunday. All wages are paid electronically into employees nominated bank accounts on the Thursday following the end of a pay period. Public Holidays may delay this payment.

## Dress Code and Appearance Policy

It is a condition of employment that you abide by the Pindara Dress Code and Appearance Policy during your employment with the Hospital. All staff must adhere to the Uniform Policy including but not limited to:

1. All tattoos should not be visible at any time whilst on duty. Arrangements should be made to dress in uniform/attire which covers these areas. For example, those employees with tattoos on their legs must wear pants or stockings.
2. Clean uniforms well maintained and ironed
3. Shoes - clean / flat and in good repair / fully enclosed / low firm heel, no runner
4. Hair to be groomed and tied back if long
5. No coloured nail polish is to be worn
6. No theatre staff are to wear scrubs outside of Theatre

Please discuss any considerations with your Human Resources Department to make appropriate arrangements.

Each department has individual uniform requirements, and footwear must comply with uniform and Occupational Health and Safety requirements for the area of work. Inclusive of **fit testing** face masks.

As you are representing Pindara Private Hospital and Ramsay Health Care we ask you to take pride and care in your appearance at all times.



*For more information on dress standards please refer to the Staff Dress Code Policy located on the intranet or contact the Human Resources Department.*

## Staff Car Parking

The car park is an integral part of the services offered at Pindara Hospital. It is important to ensure we get the right business mix to allow adequate access for our staff, visitors, and patients. Eligible employees will receive a car parking permit via their Manager upon commencement.

The speed limit throughout the car parks is 5km per hour. Please drive carefully as there are many pedestrians including the elderly and children walking and using all levels of the multistorey car park.

**Your safety at work is important to us.**

**Please remember to call Security on extension 9219 or 0448 401 575 if you would like to be escorted to your car during the hours of 1700 and 0600.**

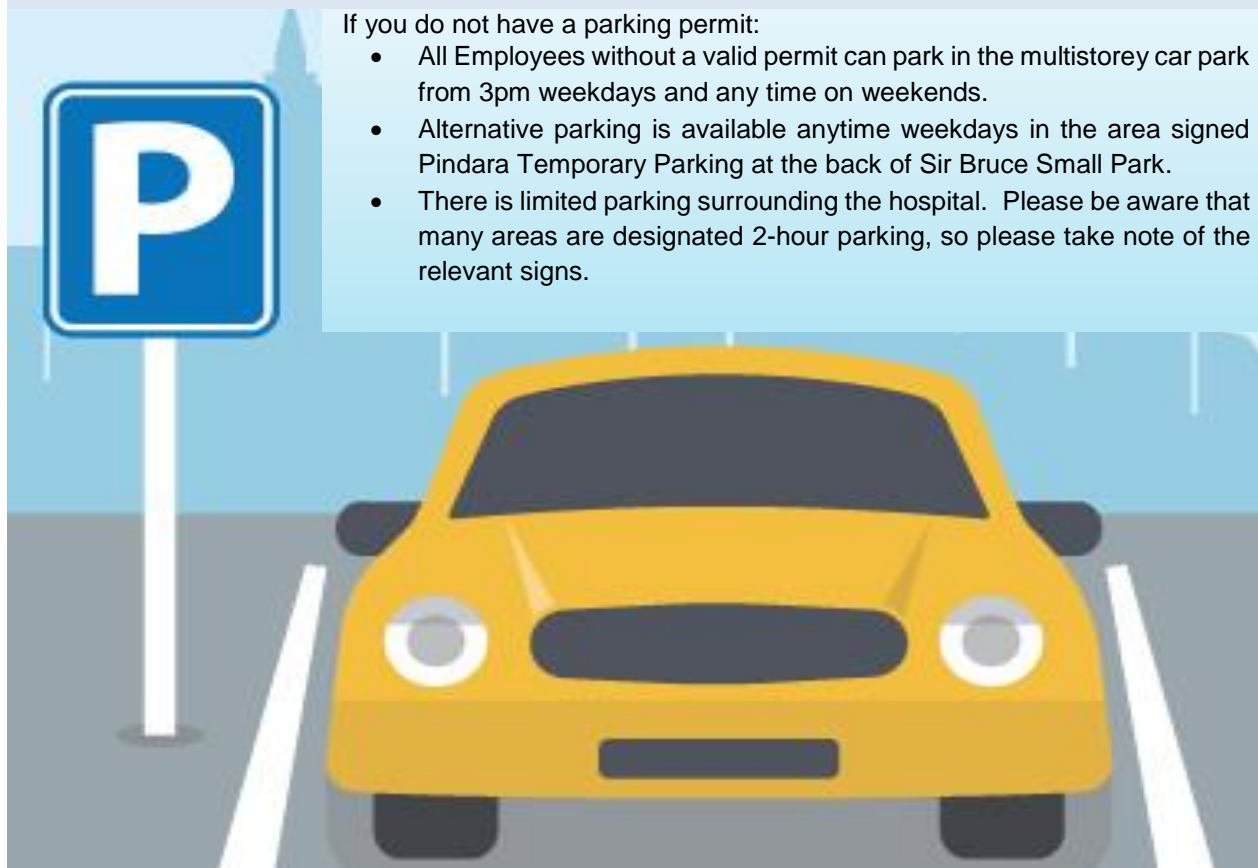
## Where to park your car

If you have a parking permit:

- This must be displayed at all times in the top left corner of the front windscreen of the car.
- Park in the multistorey car park on the top 2 levels and as directed by the car parking attendants (availability permitting).
- The multi storey car park will be closed to staff from 6.00am – 8.00am Monday to Thursday and 6.00am to 7.30am Fridays. Entry into the car park for permanent staff with a parking permit is after 8.00am Monday to Thursday and after 7.30am Friday.
- If the permit is lost a replacement fee of \$25 is charged.
- Alternative parking is available prior to the above times on weekdays in the area signed Pindara Temporary Parking at the back of Sir Bruce Small Park.
- Night and weekend staff can park anywhere within in the car park. The areas closest to the lifts would be recommended for increased security.

If you do not have a parking permit:

- All Employees without a valid permit can park in the multistorey car park from 3pm weekdays and any time on weekends.
- Alternative parking is available anytime weekdays in the area signed Pindara Temporary Parking at the back of Sir Bruce Small Park.
- There is limited parking surrounding the hospital. Please be aware that many areas are designated 2-hour parking, so please take note of the relevant signs.



# Map



As the hospital becomes increasingly busy we need to be mindful of the fact that car spaces must be kept available, Monday - Friday during working hours, for patients to access. If you are on an early morning shift, please help us out and refrain from moving your car as soon as the car park opens.

## Hospital Access

The hospital is secured with access swipe cards, keys, and security cameras. Your swipe card and keys enable you to access areas of the hospital appropriate to your role.

Keep your swipe cards and keys safe. Do not copy or share your access.

During employment, the Maintenance department can assist you with matters relating to swipe cards, contact [CardSwipes.PGC@ramsayhealth.com.au](mailto:CardSwipes.PGC@ramsayhealth.com.au). Lost cards/keys attract a replacement fee.

Return cards and keys to your manager or HR at the end of employment.

## Lactation breaks and breastfeeding mothers

Ramsay Health Care supports mothers who are breastfeeding by enabling areas in the workplace whereby mothers can comfortably express or feed their baby whilst at work. Ramsay Health Care promotes the following in relation to our breast-feeding employees:

- A positive attitude towards breast-feeding in the workplace
- Flexible working hours
- Flexibility of break times and scheduled lactation breaks as required for breast-feeding and expressing
- A clean private area that is safe from harm and hazardous waste and chemicals with comfortable seating and access to power for breast pumps
- Nearby hand washing facilities
- Facilities for storage of equipment and access to a refrigerator for breast milk

## Employee Hospital Discount

Ramsay Health Care has introduced an Employee Hospital Discount for employees and their immediate families who are admitted as patients at any Ramsay owned hospital. The discount applies to all permanent staff and their immediate families, regardless of their level of private health insurance cover. This discount can be applied to out-of-pocket expenses, including excesses, co-payments and incidentals as well as an uninsured account.

Employees may apply for a maximum \$500 discount by completing the Employee Hospital Discount Application Form prior to, or during their stay, at a Ramsay Health Care hospital. The Application Form must be approved and signed by the employee's relevant managers and presented to Patient Accounts at the treating hospital either before admission or upon discharge.

Ramsay is committed to being an employer of choice and recognises the contribution made by all staff to the successful performance of the organisation. *For more information on the guidelines please ask the Reception Services Manager.*

## Code of Conduct and Compliance with Policy

The following standards are based on the premise that all patients whether individual or organisations' can expect to be provided with professional services by appropriately qualified and experienced staff.

All staff are expected to:

- Demonstrate current knowledge, skill, care and courtesy at all times.
- Adhere to Policies and Procedures as specified by the Hospital.
- Follow any written or oral instructions received by a member of the Hospital.
- Attend allocated work at the specified time.
- Approach clients, staff and members of the public with courtesy at all times.
- Work within Occupational Health and Safety standards ensuring patients and staff are not endangered in any manner.
- Be appropriately dressed at all times.
- Respect clients and organisation's right to confidentiality.
- Conduct themselves in a professional manner at all times.
- Ensure they have appropriate information at the commencement of each shift to ensure all duties can be carried out efficiently and effectively. Be aware of their Duty of Care responsibilities and to work in a safe and professional manner at all times. Approach all individuals with respect, dignity and as valued customers.

*Please refer to our full Code of Conduct located on the Pindara Intranet or contact Human Resources for more information.*

## Quality Improvement and Risk Management

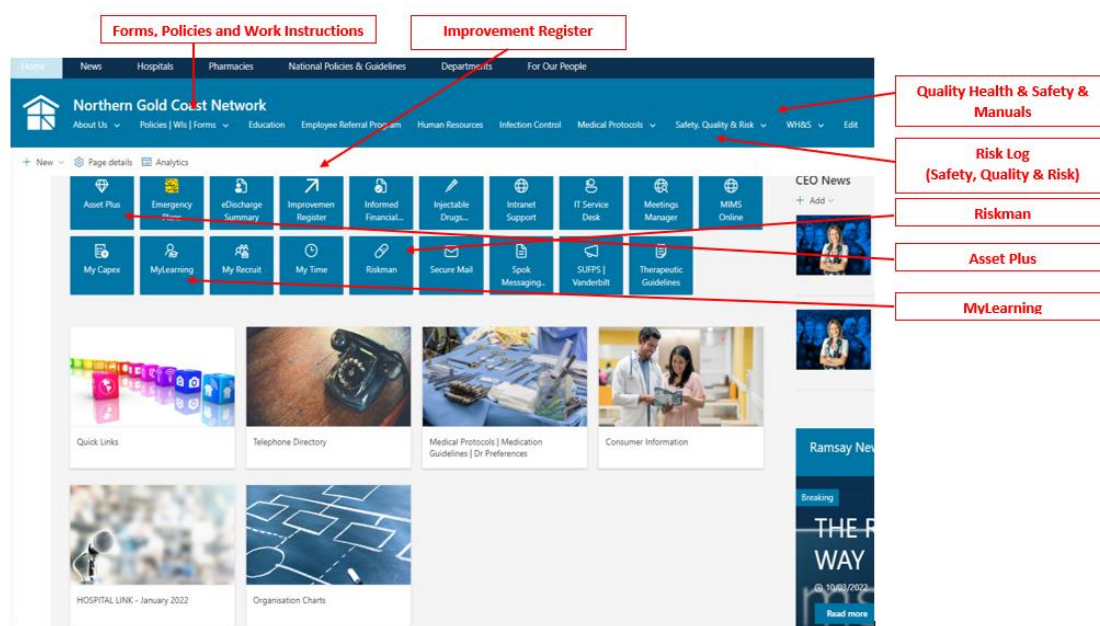
Pindara Private Hospital is committed to involving all staff in the utilisation of a quality approach by continually improving quality and risk management processes to provide safe, high quality health care that meets the needs and exceeds the expectations of patients, staff, physicians, visitors, volunteers and contractors.

In the quality and risk management environment everyone in the organisation (staff, managers, physicians, and volunteers) are responsible for helping to instigate continuous quality improvement. Our leaders and managers drive the quality and risk improvement effort by their commitment and involvement in learning what is best for and expected from the patients and assist hospital staff make those expectations a reality thereby delivering high quality outcomes for patients and ensuring long term profitability through “The Ramsay Vision” and “The Ramsay Way”.

Pindara Private Hospital is able to demonstrate compliance against the National Safety and Quality Health Standards (Accreditation).

To achieve ongoing Accreditation, PPH operates a Quality Management System (QMS) and Quality Manual which summarises the components of the QMS. This provides reference to the overarching policies and systems that govern the day-to-day practice and management of quality systems e.g., ongoing audits, process improvement activities.

The Pindara Private Hospital Integrated Risk Management Framework, that incorporates the National Safety and Quality Health Service Standards, is located on the PPH Intranet.



## RiskMan

RiskMan is an information management system used to manage the incidents and feedback that have occurred or received. RiskMan allows Ramsay Health Care Australia to effectively manage all incidents, risks, hazards, WPHS and governance matters from initially recording the event, right up to conducting an investigation. This system allows us to create an effective risk management framework for improving Hospital processes and patient outcomes.

As a Ramsay employee, you are required to enter incidents and complaints directly into RiskMan on the same shift that the incident occurs. All staff members upon commencement of employment will have an opportunity to create a username and password for accessing RiskMan. RiskMan will be discussed in further detail during Hospital Orientation and your induction into your department.

## Smoke Free Workplace

Queensland Smoking Legislation states that Smoking is illegal in all public and private hospitals and health facilities, and for 5 metres beyond their boundaries. Pindara Private Hospital is a smoke free workplace and patients, visitors and staff are prohibited from smoking within the hospital boundary. There is currently a \$2000 fine issued to and payable by any individual for smoking in an undesignated smoking area within 5 metres of a hospital, private or public. These laws are primarily enforced by Queensland Health environmental health officers, who can issue offenders, including businesses, warnings, and on-the-spot fines, respond to complaints and inspect premises.

Pindara have one designated smoking area which is located under the tree in the Evacuation Assembly area in Sir Bruce Small Park located next to the Hospital.





## Workplace Health and Safety

### Work Health & Safety Policy

Ramsay Health Care's commitment to the health and safety of all our workers and persons who visit our work places, or access our services, is central to our business culture.

In this regard we believe that all injuries and industry related illnesses are preventable, and that striving continuously to improve our health and safety performance is part of our fundamental core values.

#### We are therefore committed to:

- Undertaking risk management activities to eliminate where possible or control risks to persons in the work place.
- Complying with all applicable laws and regulatory requirements whilst aspiring to higher standards.
- Establishing measurable objectives and targets aimed at reducing and where possible eliminating work related injury and illness.
- Developing our people and providing resources to facilitate the fulfilment of our health and safety responsibilities.
- Monitoring and reviewing our performance and taking action to address deficiencies.
- Working towards consistent safe practices across our businesses.

- Fostering a culture that empowers and encourages everyone to act in accordance with this policy.
- In fulfilling the objectives of this policy, management is committed to regular consultation and communication with workers and all relevant stakeholders to:
  - ensure that the policy operates effectively;
  - build relationships based on honesty, openness, mutual trust and involvement; and
  - share the responsibility for meeting the requirements of this policy.

The Ramsay Health Care Board recognises its corporate responsibility under WHS, OHS, OSH and associated legislation. Work health and safety are integral to our business and are not treated as separate areas but form part of and support all Ramsay activities.

Facility executives are responsible and accountable for day to day health and safety within their areas of responsibility and have the authority to fulfil these responsibilities. This policy will be regularly reviewed in light of legislation and organisational change, or as a minimum, every three years.

  
Denny Sims  
Chief Executive Officer (Australia)

  
This Policy is endorsed by  
Facility/Hospital Executive



### Return to Work & Rehabilitation Policy

Ramsay Health Care is committed to providing a safe and healthy workplace.

We recognise a safe workplace and work environment is the responsibility of all our workers, coming together in cooperation and consultation.

#### Ramsay Health Care:

- Recognises its obligations under relevant State legislation;
- Understands the importance of and will encourage the early reporting of, any symptoms of an injury or illness through strategic Safety Management and Injury Management System which focus on early intervention initiatives;
- Remains committed to assisting and supporting workers to remain at work / or return to work after a work related injury or illness.

#### Commitment to return to work at Ramsay Health Care means:

- The return to work process commences immediately or as soon as possible after the injury or illness occurs;
- Remaining at work or an early return to work following an injury is our expectation to ensure a safe and positive rehabilitation outcome;
- Suitable employment, including modified duties, consistent with medical advice will be made available to all injured workers wherever possible;
- Consultation and communication with the injured worker, doctor, manager, return to work coordinator and any other key parties involved in the development and or review of individual return to work plans will occur; and
- Injured or ill workers will be treated in a respectful and supportive manner where their rights, welfare and confidentiality are ensured.
- This policy represents Ramsay's commitment to workplace return to work and rehabilitation following a work related injury or illness.
- The Return to Work and Rehabilitation Policy will be reviewed regularly in light of legislative, business and industry best practice development.

  
Denny Sims  
Chief Executive Officer, Australia

  
This policy is endorsed by this  
Hospital's Executive



## Consultation Process

Consultation refers to conferring in a timely manner between relevant parties to the agreement in such a way that the participants, who are provided with the relevant information, have the opportunity to contribute to and influence the decision.

The consultation process is defined within each Enterprise Agreement in place at Pindara Private Hospital. The consultation process is followed when the employer has a decision to introduce major change to production, program, organisation, structure, technology, rostering agreements, or hours of work in relation to its enterprise that is likely to have a significant effect on the employees.

To refer to the full consultation process relevant to you, please visit the Ramsay Human Resources Intranet Page > Legislation, Enterprise Agreements and Awards and select the relevant Enterprise Agreement to your position:

RHC and Allied Health Employees (Health professionals) EA 2017-2020

RHC and Clerical Employees EA 2019-2022

RHC and QLD Nurses' Union of Employees EA 2016-2019

RHC and Australian Workers Union of Employees QLD and Support Service Employees' EA 2014-2018

According to Safe Work Australia (2015) - *'Consultation is a legal requirement & an essential part of managing health & safety risks.'* *'A safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards & risks, talks about any health & safety concerns & works together to find solutions.'*

Managers at Pindara Private Hospital are encouraged to have a proactive approach to communicate & consult with their staff.

**Managers will:**

- Participate in designated meetings and committees as required, and feedback relevant information to ensure that staff are aware of changes, issues and/or the future direction of the department/organisation
- Communicate openly, succinctly & articulately ensuring strong positive relationships with all staff and stakeholders
- Develop and maintain effective working relationships with team members, and foster a cohesive, constructive, and collaborative team working environment
- Develop and maintain effective relationships with Visiting Medical Officers and key stakeholders to facilitate excellence in patient care and service delivery
- Conduct department meetings in line with organisational requirements ensuring there are documented minute/ action plans to address outcomes from each meeting

**Health & Safety Representatives (HSRs) are a link between management and workers for WHS consultation. Formal mechanism for consultation include the Health and Safety Committee and via Health and Safety Representatives.**

**Staff can expect:**

We may consult with you when:

- Deciding on a procedure for resolving health and safety issues at the workplace
- Identifying and/or assessing workplace hazards or risks arising from the work to be carried out
- Making decisions on how to control the identified risks
- Introducing or altering procedures for monitoring workplace safety risks
- Making decisions regarding the adequacy of facility amenities, or when making changes to facility amenities, that affect the welfare of workers at the workplace
- Changes to the workplace, including systems of work, methods of work, or plant or substances used for work which may affect the health and safety of workers
- Changes to any workplace policies, practices or procedures are proposed
- Decisions are made about the procedures for consultation
- When conducting incident investigations.

We will consult with you by:

- Inviting input from health and safety representatives or safety committees
- Use of toolbox talks / department meetings
- Holding meetings
- Circulating draft procedures and policies and encouraging suggestions for change
- Establishing working parties to view and provide advice on specific projects
- Ensuring HSC minutes are accessible to all workers via noticeboards, intranet pages and/or email or hard copy distribution
- Meet with staff if their work tasks or equipment is to be changed.