

Working in Queensland with Queensland Health

If you are interested in working in Australia, chances are you have contemplated working in Queensland. And why not, apparently, life is a holiday in QLD! **On a serious note – if you are interested in work in QLD within the public health service – it is imperative that you read this information.**

Queensland Health is our biggest client within QLD, and they have very specific parameters that agency nurses and Agencies need to work within. We do our absolute best to be on the front foot and get you organised proactively, work ready for QLD Health contracts. We ask that you work with us so if a contract comes through for QLD you are ready, able and willing to commence work, as there will be limited time after the release of the position by Qld Health.

Some things to know about Queensland first (according to the recruitment team):

- Queensland is Australia's second largest state, covering 1 722 000 km² and the third most populous with more than 4.7 million inhabitants
- Queenslanders will tell you: come and work in the WINNING state – NRL, Rugby Union, Netball and Sam Stosur (Tennis Ace!)
- All the B's: Beaches, BBQ's and Beer!
- Some C's to consider: Crocs, Critters, Coal and Cane
- QLD Winter is like NZ summer!
- Some of the best country pubs in the world are found in QLD – and sitting outside one of these, watching the sun go down, can be one of life's great pleasures.

Queensland Health & something called the Standing Offer Arrangement (SOA) 55/4:

Queensland Health (QH) has multiple facilities located across Qld. At CQ Nurse, we deal primarily with shortages in regional, rural and remote Qld. However, if there are metropolitan facilities that require a contracted nurse (rather than a casual call in nurse), we are able to supply to them also. There tends to be areas of Qld in which we get more contracts than others – but this can change from day to day, and week to week.

QH has implemented a procurement (that is, supply of goods and services) system which requires facilities and selected agencies to conform to the QH way of contracting nurses. Basically, agencies are not allowed to supply staff to QH facilities unless QH has chosen them to (done!) and they comply with the strict regulations of the SOA 55/4. Of course, CQ Nurse has no trouble doing the right thing, and we aim to keep you as informed as possible so that you are able to work within the SOA 55/4 guidelines also. QH will operate on a 'first in best dressed' system so we will need to be very up to date with your availability and trust that we are getting you contracts that you will accept

FACT SHEET

immediately (you may notice that a lot of state Tender regulations require nurses to be very clear about what they want and accept any contract within their stated availability).

How will it work?

- When a facility has a gap in their roster, they will post this gap to the SOA 55/4 approved agencies. These will either be Agency or Placement contracts (see our Placement vs Agency Fact Sheet)
- If this gap suits a particular nurse's availability, work parameters and skill sets – we will send nurse specific details through ASAP, in order to afford you the best opportunity of being selected for this role.
- The facility will then review all the nurses that have been sent through and determine the nurse with the most suitable skills, experience and parameters.
- The facility will offer a contract to that nurse for the specified gap (via the Agency).
- If the Nurse declines or fails to respond in a timely manner, another nurse will be offered the contract and a note will be made that the initial offer was declined.

Qld Health has 3 different categories of Hospital Health Services:

- METRO: all facilities in Metro North, Metro South, Sunshine Coast, Gold Coast, Children's and West Moreton
- REGIONAL: all facilities in Cairns & Hinterland, Townsville, Mackay, Central Qld, Wide Bay, Darling Downs Hospital and Health Services (this means all the little places that belong to these HHS's and not just the larger regional centres!)
- RURAL/REMOTE: all facilities within North West, Cape York, Central West, South West, Torres Strait – Northern Peninsula (same as above – all the little places in between that come under these HHS are deemed to be Rural or Remote)

It is a good idea to become familiar with where each of these is, and what category the health service falls under, if you are offered a position. Why is this important to you?

Metro/Regional pay rates are slightly less than the Rural/Remote rates to meet the Qld Health approved pay rates that we offer you and pay in line with the Nurses Modern Award 2010.

FACT SHEET



So what is required to get you working in Qld?

As a preferred supplier to QH, we are obligated to ensure that our nurses (you) meet the following requirements:

- ✓ Hold a relevant, current and unlimited licence to practice (AHPRA rego), and you must carry this on you at all times (yes, this is what it says). You are obligated to notify CQ Nurse ASAP if there are any changes to your AHPRA status;
- ✓ If you are an AIN, you must hold a minimum of a Certificate III in Health Service Assistance or recognised alternative issued by an Australian RTO (Registered Training Authority) AND you must have worked at least 988 hours of paid continuous clinical experience within the past 12 months prior to engagement with a registered Australian Health Provider; AND demonstrated English language skills (please ask us if you need more details here).
- ✓ If you are an RN/RM/EN, you must have had 988 hours of paid continuous clinical experience within the last 12 months in the following clinical areas:
 - Time critical (ED, trauma, ICU,CCU, etc.)
 - Acute and supportive care (Medical / Surgical)
 - Mental health
 - Midwifery
 - Rural and remote (Primary health)
 - Primary care
 - Care of the older person
 - Perioperative
 - Paediatric including neonatal and adolescent care
- ✓ Demonstrated competencies as per ANMC competency standards for each delegation, ANMC Code of Ethics and ANMC Code of Professional Conduct
- ✓ Work within your Scope of Practice
- ✓ Wear a photographic name badge supplied by CQ Nurse, identifying you, your position and your Agency;
- ✓ Hold an appropriate visa or work entitlement (for Non-Australian citizens)
- ✓ Present for duty in an acceptable uniform consistent with professional standards, infection control and WHS guidelines (closed in shoes, etc.)
- ✓ Provide evidence of post registration professional development in the specific areas of clinical practice. CQ Nurse are required to maintain this portfolio and have it available should the customer (Qld Health) want it
- ✓ Provide post graduate endorsements if required (NP or RIPRN)
- ✓ Abide by the Qld Public Health System Code of Conduct

FACT SHEET

- ✓ Satisfactory (as noted in the Qld Public Health System's HR Policy B40) general Criminal History Check completed within the previous 3 years, and any other requirements as deemed per the Commonwealth and State legislative, eg:
 - CCYP & GA (blue Card for child related work)
 - Aged Care Act 1997 for aged care services;
 - Corrective services Act 2006 for offender health
- ✓ Comply with WHS
- ✓ Comply with Infection Control Guidelines
- ✓ Commit to cultural diversity
- ✓ Commit to and abide by the Smoke Free Workplace Policy
- ✓ Ensure that appropriate immunisations against Hep B have occurred including written evidence of your titre level.

While this looks like a lot, it is actually all part of our CQ Nurse processes that are also common requirement at most facilities around the country. And of course, stuff you do every day without maybe even thinking about it!

CQ Nurse is also obligated to:

- ✓ Verify your experience to facilities (that is, stated hours on a Statement of Service or Statutory Declaration)
- ✓ Ensure that you are committed to the obligations of Privacy / confidentiality (<http://www.health.qld.gov.au/privacy/>);
- ✓ Ensure and confirm your Mandatory Training of:
 - CPR competency;
 - Manual Handling;
 - Infection Control;
 - ABM;
 - Mandatory reporting of reasonable suspicion of Child Abuse and Neglect (N/A to EN's and AIN's);
 - Medication management (including QPHS (Drugs and Poisons) Regs Nov 2012;
 - Responsibilities in relation to Aged Care Act and Elder abuse where applicable
- ✓ Provide confirmation your qualification and prior experience for specific clinical experience where requested
- ✓ Comply with the Modern Nurses Award in payment of nurses, as per the agreed rates approved by Qld health
- ✓ Provide evidence of insurances to Qld Health now and as they are renewed
- ✓ Ensure that we notify Procurement if you are charged with an indictable offence
- ✓ Ensure we manage poor performance under a performance management plan.

FACT SHEET

Before you begin to think this is all too hard, it isn't!! This is the type of thing that we are used to here at CQ Nurse and our processes are streamlined to easily have you compliant in all areas.

Time will now be the essence in securing contracts within QH. So, to better prepare both you and us, we will work closely with you to determine that we have all your relevant employment information AND that you understand what your rights and responsibilities are under any engagement with QH. This might seem like a lot of work – but once it is done... IT IS DONE and you will be ready to be contracted throughout Qld.

If you could please keep note...

If you are offered a contract, which you decline – it will be noted on the system and may affect future work being offered to you through Qld Health (we have no control over this). Based on this, we need for you to be very CLEAR about where you want to go and your availability. **If these parameters change you need to let us know ASAP so that we can ensure that we update our system to reflect your new parameters.**

If you want more information in regards to each facility that we potentially supply to – check out this excellent information on each township and health service provided by QH:

<http://www.health.qld.gov.au/maps/default.asp>

We cannot stress enough that we need to be made aware of any changes in your parameters as this will have an impact on what deficits you are presented for, and when.

FACT SHEET

Hospital and Health Services by Queensland Health Facilities



Prepared by: Statistical Output, Health Statistics Centre, 28 June 2012
 Hospital and Health Services by Facilities as at 1 July 2012

FACT SHEET



Insert A



Insert B

- Rural and Remote Hospital and Health Services
- Regional / Metropolitan Hospital and Health Services

Please note that Regional Hospital and Health Services (HHS) and Metropolitan HHS offer the same pay rate to nurses. However, Rural and Remote HSS offer a different rate of pay to the Regional/Metropolitan HSS.