



# Far West Local Health District (LHD) School Based Apprenticeships and Traineeships (SBATs) 2015-2016 Program Manual



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## Far West Local Health District School Based Apprenticeships and Traineeships (SBATs) Program Manual 2015-2016

Written and compiled by:

Rebecca Heron-Dowling, Management Trainee Far West LHD;

Timothy O'Neill, Manager Nursing Leadership & Workforce Development Far West LHD;

Samantha Elliott, Nurse Educator Far West LHD;

Kirsty Kemp, School Engagement Officer, Business & Community Partnerships TAFE NSW Riverina Institute;

Joan Lyons, Senior Pathways Advisor Public Schools, NSW Department of Education and Communities; and

Kathryn Naden, Community Development Officer, Broken Hill University Department of Rural Health, The University of Sydney.

Enquires about the Program or this publication should be directed to:

Manager Nursing Leadership & Workforce Development, Nursing and Midwifery Directorate

Far West Local Health District

PO Box 457

Broken Hill NSW 2880

Ph.: (08) 8080 1553



Photographs: a) Far West LHD, b) TAFE NSW Riverina Institute, and c) Broken Hill University Department of Rural Health, taken by respective Staff.

## Contents

Far West Local Health District School Based Apprenticeships and Traineeships (SBATs) Program Manual 2015-2016.....	3
Acknowledgements.....	6
What is in this Manual? .....	7
Who is this Manual for? .....	7
Section One: Overview.....	8
Far West LHD SBATs Program .....	8
Program benefits:.....	8
Program Structure.....	8
Relationship with the BH UDRH and Health Career Academy Program.....	9
Section Two: Program Recruitment .....	10
Program eligibility.....	10
Applications.....	10
How to apply .....	10
Section Three: Roles and Responsibilities.....	11
Far West LHD will provide: .....	11
Program Coordinator will:.....	11
Certificate sponsors (Broken Hill) will: .....	11
Health Service Managers (Far West LHD outreach sites) will: .....	11
Workplace supervisors will: .....	11
Trainee mentors will:.....	12
Riverina Institute will: .....	13
Schools will:.....	13
Trainees will: .....	14
Workplace expectations: .....	15
Riverina Institute expectations: .....	15
School expectations:.....	15
Parents' and or carers' responsibilities: .....	15
Section Four: People .....	17
Australian Business Apprenticeship Centre:.....	17
Broken Hill University Department of Rural Health:.....	17
Far West LHD .....	17

NSW Department of Education and Communities (DEC):.....	19
Riverina Institute:.....	19
Schools: .....	20
Regional Development Australia (RDA): .....	21
SBAT 2015-2016 Cohort.....	22
Section Five: Financial Responsibilities.....	23
Formal training costs: Certificates .....	23
“On the job” costs: SBAT Wages.....	23
Uniforms .....	23
Section six: Resources.....	24
Websites .....	24
Forms .....	24
Employer related forms .....	24
School related forms.....	24
Escalation flow charts.....	25
Trainee cannot attend work (notice given): .....	25
Trainee does not attend work (no notice given): .....	25
Trainee breaks contract with Far West LHD: .....	25
If Trainee does not attend Riverina Institute training (notice given):.....	25
If Trainee does not attend Riverina Institute training (no notice given): .....	25
Supervisor SBAT Trainee Rounding Log .....	26
Example Supervisor SBAT Trainee Rounding Log.....	27
Section Seven: Glossary.....	28
Certificate sponsor .....	28
Code of Conduct.....	28
Confidentiality and Privacy .....	28
Grievances .....	28
Policies & Procedures .....	29
Work, Health and Safety .....	29

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### Far West LHD

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- Samantha Elliott, Nurse Educator; and
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- Kathryn Naden, Community Development Officer;
- Denise Hampton, Aboriginal Project Officer;
- Honor-Lynn Beck, Manager Student Placement Services; and
- Danielle Keenan, Education Programs Coordinator

### TAFE NSW Riverina Institute

- Kirsty Kemp, School Engagement Officer, Business & Community Partnerships; and
- Anne Lowe, Director Community Services, Health & Education Pathways

### NSW Department of Education and Communities

- Bob Dyson, Networked Specialist Centre Facilitator Public Schools NSW
- Joan Lyons, Senior Pathways Advisor Public Schools NSW

### Regional Development Australia

- Michael Williams, Executive Officer

### Australian Business Apprenticeships Centre

- Narelle Symonds, Industry Training Consultant

### Participating Schools

- Balranald Central School;
- Broken Hill High School;
- Coomealla High School;
- Ivanhoe Central School;
- Menindee Central School;
- Wilcannia Central School; and
- Willyama High School



### What is in this Manual?

This manual provides information on and guidelines for the Far West Local Health District (FWLHD) School Based Apprenticeship and Traineeship (SBAT) Program (the Program) to ensure a consistent approach across the Far West LHD

You will be able to find:

- An overview of the Program;
- The process for recruitment to the Program;
- Who is involved in the Program, their roles and what they are responsible for;
- Financial responsibilities;
- Policies and procedures and relevant legislation relating to the Program; and
- Resources to use or adapt for the Program, N.B. all forms are written in *italics*, and are accessible on page 24 of this manual.

The manual must be read in conjunction with the [NSW SBAT Guidelines 2014](#).

### Who is this Manual for?

This Manual is designed for use by:

- Apprentices and trainees (Trainees);
- Parents and or carers of Trainees;
- Far West LHD program coordinator;
- Far West LHD certificate sponsors;
- Far West LHD workplace supervisors;
- Far West LHD workplace mentors;
- Schools participating in the Program;
- TAFE NSW Riverina Institute (Riverina Institute);
- Broken Hill University Department of Rural Health (BHUDRH)
- Regional Development Australia (RDA); and
- Australian Business Apprenticeships Centre (ABAC)



## Section One: Overview

### Far West LHD SBATs Program

SBATs are a Department of Education and Communities initiative providing year 11 and 12 students with the opportunity to gain an industry recognised qualification and paid work experience as part of their High School Certificate (HSC).

#### **The Far West LHD will support the following SBAT qualifications in 2015-2016**

- HLT20113 Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care;
- HLT32412 Certificate III in Allied Health Assistance;
- HLT32512 Certificate III in Health Services Assistance; and
- BSB31112 Certificate III in Business Administration (medical).

#### **In 2015, the FWLHD will support, in addition to the 2015-2016 program:**

- HLT31812 Certificate III in Dental Assisting

#### **Program benefits:**

##### **By participating in the Program, the Far West LHD is:**

- Providing employment opportunities to and developing the skills of young people in our communities;
- Creating pathways for young people wanting to pursue careers within the health sector; and
- Building the future workforce and service capacity of the FWLHD.

#### **Program Structure**

The Far West LHD SBATs Program is located within the Far West LHD Nursing and Midwifery Directorate, and is coordinated by the Manager Nursing Leadership & Workforce Development.

Successful applicants will enrol in the industry-recognised qualification relevant to the SBAT position they are recruited to.

Certificate Sponsors and Health Service Managers from the Far West LHD and BH UDRH) are responsible for managing trainees in the workplace.

Trainees, schools, Riverina Institute, ABAC, Broken Hill, and the Far West LHD Manager Nursing Leaderships & Workforce Development are required to discuss the progress of Trainees on a regularly basis.

Workplace mentors will support trainees and play a central role in the success of SBAT programs.

### **Relationship with the BH UDRH and Health Career Academy Program**

Since 1997 the BH UDRH has worked closely with the FWLHD, Maari Ma Health Aboriginal Corporation, the Royal Flying Doctor Service (South Eastern Section) and Medicare Local to deliver successful rural placement programs for medical, nursing and allied health students. The BHUDRH provides research capacity building programs for health professionals working in far west as well as health career development programs for secondary school students, the Health Career Academy Program (HCAP). .

The HCAP has been delivered since 2007. The program aims to provide secondary school students with exposure to a diverse range of career opportunities within the health sector with a specific focus on health careers of relevance in far west NSW. The program includes exposure to the disciplines of; Nursing, Medicine and Allied Health (Inclusive of Dietetics, Physiotherapy, Occupational Therapy, Speech Pathology, Pharmacy, Medical Imaging, Exercise Physiology, Aboriginal Primary Health Care and many more...). Geographical coverage of the HCAP extends from Broken Hill, Menindee, Wilcannia, Coomealla, Bourke and Wellington. Over 150 young adults attend the HCAP annually with a 30% Indigenous participation rate.

The community is starting to see an increase in the number of participants returning on an annual basis to participate in the HCAP and there are increases in the number of adolescents undertaking Work Experience within health facilities and entering health career pathways through TVET studies and/or undergraduate coursework.

Participant and partner feedback remains positive with high levels of satisfaction identified.

It is envisaged that the HCAP will play a key role in the promotion of the Program and the consolidation of articulated school to work health career development activity.

## Section Two: Program Recruitment

### Program eligibility

To be eligible for the Program, applicants must be a current Year 10 student at a participating school. For participating schools, see page 6 of this manual.

### Applications

Applications for the Far West LHD SBAT Program will open in Term 3 (Monday, 13 July to Friday, 18 September) and be advertised through participating schools and local media.

### How to apply

#### Stage 1

Students interested in applying for the Program should register their interest with the careers advisor at their school.

#### Stage 2

Applicants must apply for the desired SBAT through the NSW Health recruitment website: [www.nswhealth.erecruit.com.au](http://www.nswhealth.erecruit.com.au).

#### Stage 3

Applicants will be shortlisted by a selection panel for interview.

#### Stage 4

Shortlisted applicants will be interviewed. Panel members will include a representative from the applicant's school, the relevant Far West LHD facility and the Far West LHD Manager Nursing Leadership & Workforce Development or delegate.

#### Stage 5

Applicants will be contacted and informed of the outcome of their interview. Unsuccessful applicants will be provided with an opportunity to discuss areas where additional skills acquisition could support future applications for health related positions.

School principals and careers advisors will also be advised via email correspondence of successful applicant outcomes.

#### Stage 6

Successful applicants will be required to undertake NSW Health employee checks, including an assessment of vaccination records or serology tests to determine vaccination status. Far West LHD staff are available, see page 17 of this manual for contact details, to assist successful applicants with this process.

N.B Trainees who turn 18 years of age during the program will be required to complete *Working with Children* and *National Criminal Record Checks*, once they turn 18 years of age and not before.

### Section Three: Roles and Responsibilities

In NSW, the employer and trainee enter into a formal training contract that sets out the rights, responsibilities and obligations of both parties for the period of the contract. The contract is registered with State Training Services.

#### Far West LHD will provide:

- Trainees with a minimum of 100 days paid “on the job training” in a Far West LHD facility;
- “Hands on” work in appropriate workplace facilities that will enable the trainee to acquire the knowledge and skills required to successfully complete the traineeship;
- Liaison with trainees, schools, ABAC and Riverina Institute to ensure trainees are on track with all aspects of their training;
- A safe working environment; and
- Appropriately trained and qualified staff to supervise the trainee.

#### Program Coordinator will:

- Ensure all *NSW SBAT employer question and checklist* forms have been received from each SBAT workplace supervisor;
- Complete a *NSW SBAT employer question and checklist* form summarising the workplace supervisors’ responses and provide this to the SBAT Coordinator at Regional Development Australia (RDA), see ‘Section Four: People, see page 17 of this manual.

#### Certificate sponsors (Broken Hill) will:

- Liaise with the BH UDRH to coordinate the placement of trainees throughout the Broken Hill Health Service, see page 17 of this manual; and
- Provide support to workplace supervisors in the management of trainees as required.

#### Health Service Managers (Far West LHD outreach sites) will:

- Liaise with the BH UDRH to coordinate the placement of trainees throughout the Far West LHD, see page 17 of this manual; and
- Provide support to workplace supervisors in the management of trainees as required.

#### Workplace supervisors will:

- Complete the *NSW SBAT employer question and checklist* form and send it to the Program Coordinator;
- Provide workplace induction, safety rules, codes of conduct, lunch breaks, Workplace Health and Safety (WHS) information, a tour of the workplace, and an introduction to key personnel;
- Optimise the learning opportunities of the Trainee through good coaching skills;
- Give clear instructions on work tasks;
- Ensure trainees are not bullied or harassed;
- Support trainees to understand how the classroom instruction translates to the workplace;
- Answer any questions trainees might have regarding training and work;
- Provide encouragement and feedback;
- Provide trainees with a uniform (shirt, pants, shoes and name tag); for further information see page 23 of this manual for details;
- Inform schools of any incidents using the *SBAT NSW incident report* form and provide a copy of this to the Program Coordinator, school and Riverina Institute;

### **Trainee mentors will:**

- Role-model professional behaviour during all interactions and teaching experiences with the trainees;
- Create an environment conducive to learning and plan and determine the appropriate activities in the work place in which the trainees will actively participate;
- Assess the learning needs of the trainees and collaborate with them to determine goals and learning outcomes;
- Help guide trainees to select relevant and attainable goals and outcomes in conjunction with the requirements of the RTO and qualification requisites; and
- Provide trainees with feedback in a timely manner including positive feedback as well as feedback to address areas of additional need and improvement.

Mentors will receive support and guidance from the following people:

- Certificate sponsors;
- Workplace supervisors;
- Riverina Institute;
- School careers advisors, SBAT coordinators and or head teachers; and
- BH UDRH

Mentors are experienced employees who are enthusiastic about their chosen professions and have a desire to teach others. Mentors use a variety of skills to prepare and ensure the work readiness of trainees at the completion of their training. Clear, transparent and honest communication between mentors and trainees is a vital component of the Program.

### ***Monitoring trainees' progress***

Mentors are responsible for monitoring the progress of Trainees. To ensure consistent and current communication about Trainee progress throughout the program, the following approach will be used by the Far West LHD.

- Workplace supervisors will use a modified version of the Far West LHD Studer process, see pages 28-29 of this manual, to 'Round' with Trainees. Rounding questions are:
  - How are you?
  - What's working well for you?
  - Is there someone you would like to recognise who has helped you with your traineeship?
  - Is there an area you would like to work on?
  - What help do you need to make this happen?
- Workplace supervisors are to record these conversations on the SBAT Trainee Rounding Log (see pages 27-28 of this manual) highlighting areas of concern in the 'comments' section and submit it to the Program Coordinator once a month. The Program Coordinator will liaise with Riverina Institute to determine the due date.
- The Program Coordinator will provide SBAT Trainee Rounding Logs to the Riverina Institute School Engagement Officer, Business & Community Partnerships.

- The Riverina Institute School Engagement Officer, Business & Community Partnerships will incorporate the SBAT Trainee Rounding Log into their monthly reports that are provided to schools.

Trainees requiring assistance to complete any aspect of the Program will be supported and encouraged to do so by the mentor, Riverina Institute, and school. Aboriginal Trainees may request additional support from the NSW DEC Aboriginal Communities Liaison Officer, and the Community Development Officer and Aboriginal Project Officer at the BH UDRH.

Behaviour that contravenes the NSW Code of Conduct may result in a disciplinary process and /or termination of the Trainee from the Program.

#### Riverina Institute will:

- Prepare the training plan in consultation with the employer and school;
- Ensure that the training plan meets training package and HSC requirements;
- Deliver training for the qualification that complies with the NSW Board of Studies, HSC guidelines and course descriptions;
- Ensure compliance with relevant child protection legislation, registration and funding contract obligations;
- Ascertain whether the trainees have any particular or additional needs to be addressed in the training environment and meet any support needs that the trainees may require;
- Maintain records of the trainees' progress and report to employer and school;
- Ensure the trainees are appropriately supervised and supported at all times during the delivery of training;
- Maintain regular contact with the employer and the school to ensure that the trainees are attending the workplace and are making satisfactory progress with their training;
- Notify the local State Training Services office of any workplace-related incident, grievance, complaint or injury disclosed by the trainees using the Incident Report process;
- Advise the Board of Studies NSW through the TAFE SIS system about the qualification being undertaken and the unit of competency outcomes for the trainees for the relevant HSC VET course; and
- Notify the school of any unexplained absences from work or training.

Source, and for further information please go to: <http://www.sbatinnsw.info/guidelines/rto.php>

#### Schools will:

- Provide information on traineeships to parents and trainees;
- Read the Information for Schools document;
- Sight and check the *Application to Establish a School Based Apprenticeship or Traineeship* form is completed including *Student Declaration and Student Needs Assessment* to ensure it reflects the school's knowledge of the trainee's needs;
- If necessary, provide information about individual Trainee needs to the prospective employer to ensure appropriate workplace measures are put in place;
- Conduct the *Employer Questionnaire and Checklist* for the employment of a school based trainee as a phone interview. If no concerns, place the *Checklist* on the trainee's file. If there are concerns, advise State Training Services for their follow-up and assessment;

- Gather relevant papers for sign up and Principal endorsement of training plan. This should be done prior to, or at the sign-up meeting;
- Enter the Trainee in the appropriate HSC VET course on Schools Online (Administration). If required, enter Trainee in the optional Industry-based Learning course;
- If required, submit Application for a New Board Endorsed VET Course or Application to Link to a Board Endorsed VET Course through the Regional Vocational Education Consultant to the Board of Studies NSW for endorsement;
- Where it is school or Private Provider delivery - advise the Board of Studies NSW via Schools Online (Administration) of the unit of competency outcomes achieved by the apprentice or trainee;
- Conduct a preparatory session for potential Trainees using Briefing Session for School Based Apprentices and Trainees: A Guide for Schools;
- Conduct catch up session to monitor Trainees progress and wellbeing within four weeks of commencement of SBAT and at the end of each term utilising the Catch up Questionnaire;
- Provide mentoring and support to the Trainee;
- Use the Incident Report and process to record Trainee concerns, grievances and refer to State Training Centre or region; and
- The school retains overall responsibility for monitoring course delivery while Trainees are participating in courses conducted by a Registered Training Organisation. The school must notify the RTO of Board of Studies requirements in respect of :
  - course delivery and assessment
  - satisfactory completion of the HSC
  - reporting and credentialing

Source, and for further information please go to:

<http://www.sbatinnsw.info/guidelines/schools.php>

#### **Trainees will:**

- Complete the *Application to Establish a School Based Apprenticeship or Traineeship* form and submit to the school Career Advisor, SBAT coordinator or Head Teacher;
- Attend an interview with the employer and undertake a paid work trial if requested by the employer;
- Read over the Information for students supplied by the school;
- Attend a sign up meeting for the school based apprenticeship or traineeship;
- Attend a preparatory session with your school SBAT contact prior to beginning your school based apprenticeship or traineeship;
- Attend the Catch-up session each term conducted by your school SBAT contact;
- Immediately advise your school contact person if you have any concerns or grievances about your workplace or training;
- Attend scheduled training and complete assignments and other assessment tasks set by the registered training organisation;
- Maintain the *Log of Attendance at Work* booklet or competency record book (whichever is provided); and
- Notify your supervisor if you are running late or unable to come to work, TAFE or another place of study.

- Undertake a minimum of 100 days on-the-job, workplace training, unless otherwise stated in the relevant Vocational Training Order (VTO), by 31 December of the HSC Completion year.

Source, and for further information please go to:

<http://www.sbatinnsw.info/guidelines/students.php>

### **Workplace expectations:**

Trainees will:

- Comply with Far West LHD code of conduct, immunisation policy and follow lawful instruction;
- Be enthusiastic and willing to learn within the work environment;
- Communicate in a professional and courteous manner;
- Actively participate in learning and development opportunities offered;
- Attend work, do the job and follow the employers' instructions;
- Obey all workplace health and safety requirements (including dress and equipment) and all policies and procedures;
- Undertake the training and assessment required under the training plan;
- Make all reasonable efforts to achieve the competencies specified in the training plan;
- Take care of the workplace's property and resources;
- Respect the rights of other trainees and employees in the workplace;
- Ask for help when needed; and
- Wear the uniform provided, ensuring it is clean and ironed.

### **Riverina Institute expectations:**

- Complete the formal training requirements of Stage 1 of the nominated trade, as listed on the SBAT training plan by the end of Term 3 of the HSC year;
- Attend all scheduled training;
- Complete assignments and other assessment tasks set by teachers; and
- Record activities undertaken in the workplace in their 'Work Record Book' or 'Workplace Record Book', provided by the school, as these activities will contribute towards assessment.

### **School expectations:**

- Attend school when not at the workplace or training and maintain other HSC subjects as required; and
- Discuss progress and any problem with their school career advisor, head teacher, workplace supervisor, mentor or Program Coordinator.

### **Parents' and or carers' responsibilities:**

- Read the *Information for Parents and Carers* document;
- Sign the *Application to Establish a School Based Apprenticeship or Traineeship* form and accurately complete the *Student Needs Assessment* questions and return the form to the school;
- Provide an emergency adult contact;
- Sign the *School Based Apprenticeship or Traineeship Training Contract and Training Plan* if the trainee is under 18; and

- Raise any relevant issues with the student's school or local State Training Services office on 13 28 11 and, where appropriate, use *Incident Report* to document and notify issues or incidents.

## Section Four: People

The following Section is an overview of the people involved in the development of competent and confident SBATs and includes key roles, responsibilities and supporting documents such as position specifications and statement of duties.

### Australian Business Apprenticeship Centre:

Contact Person	Role
<p>Narelle Symonds Industry Training Consultant Email: <a href="mailto:Narelle.Symonds@australianbusiness.com.au">Narelle.Symonds@australianbusiness.com.au</a> Phone: 1300 65 2236 / Mob 0408 826 372</p>	<p>ABAC acts as an administrator and liaises with SBATs, SBAT parents or guardians, TAFE NSW Riverina Institute, State Training Services (STS), and the Far West LHD to get the SBAT contract registered.</p>

### Broken Hill University Department of Rural Health:

Contact Person	Role
<p>Honor-Lyn Beck Student Placement Services Manager Email: <a href="mailto:HonorLyn.Beck@health.nsw.gov.au">HonorLyn.Beck@health.nsw.gov.au</a> Phone: (08) 8080 1241</p> <p>Danielle Keenan Education Support Program Coordinator Email: <a href="mailto:Danielle.Keenan@health.nsw.gov.au">Danielle.Keenan@health.nsw.gov.au</a> Phone: (08) 8080 1231</p>	<p>Liaises with the Program Coordinator to place students in Far West LHD facilities; Assist Trainees in placement application processes; Support access of Trainees to library facilities to promote educational outcomes; and facilitates access to cultural education.</p>
<p>Kathryn Naden Community Development Officer Email: <a href="mailto:Kathryn.naden@health.nsw.gov.au">Kathryn.naden@health.nsw.gov.au</a> Phone: (08) 8080 1245</p> <p>Denise Hampton Aboriginal Project Officer Email: <a href="mailto:Denise.Hampton@health.nsw.gov.au">Denise.Hampton@health.nsw.gov.au</a> Phone: 8080 1214</p>	<p>Promote the SBAT program to HCAP participants Support the identification of potential tutors to further enhance Trainee educational attainment, Provides mentoring, support and advocacy for Aboriginal Trainees.</p>

### Far West LHD

Service Location	Contact Person
<p><b>Balranald Multipurpose Service</b></p>	<p>Patricia Croft Health Service Manager (HSM): Email: <a href="mailto:Patricia.Croft@health.nsw.gov.au">Patricia.Croft@health.nsw.gov.au</a> Phone: (03) 5071 9800 / 0428 507 842</p>
<p><b>Broken Hill Health Service</b></p>	<p><b>Health Services Assistance Trainee</b> Tim O'Neill Manager Nursing Leadership &amp; Workforce Development Email: <a href="mailto:Timothy.ONeill@health.nsw.gov.au">Timothy.ONeill@health.nsw.gov.au</a> Phone: (08) 8080 1329 / 0437 293 743</p>

Service Location	Contact Person
<b>Broken Hill Health Service Continued</b>	<p>Samantha Elliott District Nurse Educator Email: <a href="mailto:Samantha.Elliott@health.nsw.gov.au">Samantha.Elliott@health.nsw.gov.au</a> Phone: (08) 8080 1345 / 0429 913 513</p> <p><b>Allied Health Assistance Trainee</b> Sam Lazarus Manager Primary &amp; Allied Health Email: <a href="mailto:Samuel.Lazarus@health.nsw.gov.au">Samuel.Lazarus@health.nsw.gov.au</a> Phone: (08) 8080 1414 / 0428 362 027</p> <p><b>Business Administration (Medical) Trainee</b> Jane Baker Executive Assistant to Director Nursing and Midwifery Email: <a href="mailto:Jane.Baker@health.nsw.gov.au">Jane.Baker@health.nsw.gov.au</a> Phone: (08) 8080 1553</p> <p><b>Dental Assistant Trainee</b> Hollie Day Oral Health Manager Email: <a href="mailto:hollie.day@health.nsw.gov.au">hollie.day@health.nsw.gov.au</a> Phone: (08) 8080 1491 / 0428 614 910</p>
<b>Dareton MHDA Service, and Dareton Community and Family Health Service</b>	<p>Trish Algate HSM Email: <a href="mailto:Patricia.Algate@health.nsw.gov.au">Patricia.Algate@health.nsw.gov.au</a> Phone: (03) 5021 7200</p>
<b>Wentworth Hospital</b>	<p>Karen Behsmann HSM Email: <a href="mailto:Karen.Behsmann@health.nsw.gov.au">Karen.Behsmann@health.nsw.gov.au</a> Phone: (03) 5027 7111 / 0428 889 920</p>
<b>Ivanhoe Health Service</b>	<p>Annette Walker HSM Email: <a href="mailto:Annette.Walker1@health.nsw.gov.au">Annette.Walker1@health.nsw.gov.au</a> Phone: (02) 6995 1133 / 0418 824 522</p>
<b>Menindee Health Service</b>	<p>Barbara Turner Acting HSM: Email: <a href="mailto:Barbara.Turner@health.nsw.gov.au">Barbara.Turner@health.nsw.gov.au</a> Phone: (08) 8091 4209</p>
<b>Wilcannia Health Service</b>	<p>HSM: Wayne Hewetson Email: <a href="mailto:Wayne.Hewetson@health.nsw.gov.au">Wayne.Hewetson@health.nsw.gov.au</a> Phone: (08) 8083 8777</p>

### NSW Department of Education and Communities (DEC):

Contact Person	Role
Sissy (Susan) Cearns Aboriginal Communities Liaison Officer (ACLO) Email: <a href="mailto:SUSAN.CEARNS1@det.nsw.edu.au">SUSAN.CEARNS1@det.nsw.edu.au</a> Ph. (08) 8088 5700	Works as part of a team to support, develop partnerships and understanding between the Aboriginal communities and the Department at school, regional and state office levels, thereby helping to improve outcomes for Aboriginal students.
Annette Gorham Senior Pathways Officer Albury Office Email: <a href="mailto:Annette.gorham@det.nsw.edu.au">Annette.gorham@det.nsw.edu.au</a> Ph. (02) 60514317 / M:0413938541	Senior Pathways Officer providing SBAT support to Balranald Central School and Coomealla High School
Liz Fullerton Senior Pathways Officer Dubbo Office Email: <a href="mailto:Elizabeth.fullerton1@det.nsw.edu.au">Elizabeth.fullerton1@det.nsw.edu.au</a> Ph. (02) 6883 6371 / M:0429865773	Senior Pathways Officer providing SBAT support to Broken Hill High School, Wilcannia Central School, Ivanhoe Central School, Willyama High School and Menindee Central School

### Riverina Institute:

Contact Person	Role
Kirsty Kemp School Engagement Officer, Business and Community Partnerships Email: <a href="mailto:Kirsty.Kemp@det.nsw.edu.au">Kirsty.Kemp@det.nsw.edu.au</a> Phone: (02) 6382 8528 / 0429110699	The School Engagement Officer, Business and Community Partnerships ensure training plans are developed in accordance with Board of Studies requirements and distributed to all stakeholders.
Anne Lowe Director Community Services, Health & Education Pathways Email: <a href="mailto:anne.lowe@tafensw.edu.au">anne.lowe@tafensw.edu.au</a> Phone: (02) 6938 1302 / 0467 709 957	



<b>Ivanhoe Central School</b>	<p>Mark Densmore Acting Principal Email: <a href="mailto:MARK.DENSMORE@det.nsw.edu.au">MARK.DENSMORE@det.nsw.edu.au</a> Phone: (02) 6995-1108 / 0425 370 317</p> <p>Vishnu Maharaj Head Teacher Email: <a href="mailto:VISHNU.MAHARAJ@det.nsw.edu.au">VISHNU.MAHARAJ@det.nsw.edu.au</a> Phone: (02) 6995-1108</p> <p>Anur Maharaj Administration Officer Email: <a href="mailto:anuradha.maharaj@det.nsw.edu.au">anuradha.maharaj@det.nsw.edu.au</a> Phone: (02) 6995-1108</p>
<b>Menindee Central School</b>	<p>Daryl Irvine Principal Email: <a href="mailto:daryl.irvine@det.nsw.edu.au">daryl.irvine@det.nsw.edu.au</a> Phone: (08) 8091 4409</p> <p>Adam Bailey Careers Advisor Email: <a href="mailto:adam.bailey@det.nsw.edu.au">adam.bailey@det.nsw.edu.au</a> Phone: (08) 8091 4409</p>
<b>Wilcannia Central School</b>	<p>Sandra Bradley Principal Email: <a href="mailto:sandra.bradley@det.nsw.edu.au">sandra.bradley@det.nsw.edu.au</a> Phone: (08) 8091 5801</p> <p>Frances Lawson-Cohen Careers Advisor Email: <a href="mailto:FRANCES.LAWSON-COHEN@det.nsw.edu.au">FRANCES.LAWSON-COHEN@det.nsw.edu.au</a> Phone: (08) 8091 5801</p>

**Regional Development Australia (RDA):**

RDA	Contact Person	Role
	<p>Leesa Zupanovich Project Coordinator Email: <a href="mailto:leesa.zupanovich@rdafarwestnsw.org.au">leesa.zupanovich@rdafarwestnsw.org.au</a> Phone: (08) 8087 8383 / 0419 669 658</p>	<p>SBAT Coordinator who liaises between school and all stakeholders in the establishment of the SBAT</p>

**SBAT 2015-2016 Cohort**

<b>School</b>	<b>Trainee Name</b>	<b>Certificate</b>
Balranald Central School	Tearra Charles	Health Services Assistance
	Samantha Renfrey	Allied Health Assistance
Broken Hill High School	Jess Thomas	Business Administration (medical)
	Liam Farquar	Business Administration (medical)
	Ryan Baker	Health Services Assistance
	Muriel Hunter	Health Services Assistance
	Starcha Meehan	Health Services Assistance
Coomealla High School	Georgia McKay	Health Services Assistance
Ivanhoe Central School	Successful applicant withdrew	Aboriginal Primary Health Care
Menindee Central School	No applications received	
Wilcannia Central School	Evelyn Dutton	Health Services Assistance
Willyama High School	Shay-Ellen Mason	Allied Health Assistance

## **Section Five: Financial Responsibilities**

### **Formal training costs: Certificates**

At the time of publishing, certificates costs for the 2015-2016 Program, will be met by the Federal Government.

### **“On the job” costs: SBAT Wages**

100 days of work experience over two years per Trainee will be paid at the appropriate SBAT wage by the Far West LHD through the Chief Executive Officer’s cost centre.

### **Uniforms**

One set of blue pants, a white polo shirt, shoes, and a name badge will be provided to each Trainee by the Far West LHD. Workplace supervisors are to provide Trainee sizing information to the Program Coordinator for each item of clothing. The Program Coordinator will place a ‘speciality order’ for uniforms, ensuring that the uniform order is sent to the Chief Executive for approval and charged to the Chief Executive’s cost centre. Uniforms will be delivered to workplace supervisors to distribute to Trainees.

## Section six: Resources

### Websites

List of supporting documents Additional information, useful Websites and optional tools

- [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au)
- [www.fwlhd.health.nsw.gov.au/](http://www.fwlhd.health.nsw.gov.au/)
- [www.sbatinnsw.info/](http://www.sbatinnsw.info/)

### Forms

NSW SBAT forms are updated frequently. To ensure access to the most recent form, please follow the link provided under each form heading. Should any of the links no longer be current, please contact the DEC Senior Pathways Unit by email: [seniorpathways@det.nsw.edu.au](mailto:seniorpathways@det.nsw.edu.au) or phone: (02) 9244 5661.

### Employer related forms

The following employer related forms may be found via <http://www.sbatinnsw.info/guidelines/employers.php>:

- NSW SBAT employer question and checklist
- NSW SBAT incident report

### School related forms

The following school related forms may be found via <http://www.sbatinnsw.info/guidelines/schools.php>:

- Application to establish a SBAT
- Student declaration and student needs assessment
- A guide for schools: Briefing session for SBATs
- NSW SBAT schools information

## Escalation flow charts

### **Trainee cannot attend work (notice given):**

- Trainee to call workplace BEFORE expected start time and notify them of absence; and
- Trainee to call School at 9am and notify them of absence.

### **Trainee does not attend work (no notice given):**

- Workplace supervisor to call the school and notify staff on the front desk of the Trainee's absence, and
- Workplace supervisor to follow up this phone call with an email, which includes their contact details, to the school, carbon-copying in careers advisor or head teacher and principal.
- School to contact student and provide the workplace supervisor with the outcome of this contact.

### **Trainee breaks contract with Far West LHD:**

- The Trainee may be subject to performance management and or terminated from the Program.

### **If Trainee does not attend Riverina Institute training (notice given):**

- Trainee or their nominated delegate, such as a parent or mentor, to call or email the Riverina Institute trainer and notify them of absence. Trainer contact details will be provided to students at the commencement of their studies.
- Missed training will be rescheduled to a time that is convenient for the Trainee and trainer and does not interrupt the agreed schedule.
- If a reasonable excuse is not provided, the trainer will engage the Trainee and mentor to identify and discuss the problem(s) interfering with training.
- If an acceptable outcome cannot be reached the matter will be escalated using the process discussed below.

### **If Trainee does not attend Riverina Institute training (no notice given):**

- Trainees, with parents and or carers, the school and workplace supervisor carbon-copied in, will receive a warning letter from the Board of Studies advising them of the requirements for course completion. Failure to comply with this letter may result in a second and final warning letter, termination from the Program and an inability to fulfil HSC requirements.

Trainee Name, Traineeship & Date	Rounding Focus/Key Issues	What is working well?	Staff recognised and why?	Area to work on?	What help do you need?	Actions/Follow up
1.						
2.						
3.						
4.						

**Comments:**

Trainee Name, Traineeship & Date	Rounding Focus/Key Issues	What is working well?	Staff recognised and why?	Area to work on?	What help do you need?	Actions/Follow up
1. Rebecca Heron-Dowling, HSA, 21/11/14	<b>Generic</b>	<b>Enjoying traineeship, especially greeting patients</b>	<b>My mentor is very supportive. He speaks with me at the end of every shift to make sure I am happy with my placement.</b>	<b>I need some help with my Workplace Health and Safety assignment.</b>	<b>I'm not sure where to find information about it</b>	<b>Workplace supervisor to give Trainee Far West LHD policy, or show Trainee where to find policy</b>
2.						
3.						

**Comments: Comments:**

Trainee is enthusiastic and has a positive attitude.

Trainee presented to work 30 minutes late and was informed of the Far West LHD Code of Conduct and workplace expectations by supervisor. Trainee has not been late again.

## Section Seven: Glossary

### Certificate sponsor

Due to the size of the Broken Hill Health Service certificate sponsors have been nominated to provide support to the workplace supervisors of trainees. This is akin to the support provided to workplace supervisors by the health service managers of the Far West LHD outreach sites. For example, the certificate sponsor for 'Business Administration (Medical)' will liaise with the BH UDRH to coordinate the placement of trainees in the Broken Hill Health Service, see page 17 of this manual. They will also provide support to trainee workplace in the management of trainees as required. An example of this support is: negotiating a new training opportunity or experience for the trainee in the workplace.

### Code of Conduct

The NSW Health Code of conduct sets out the standards expected of staff with NSW Health and related organisations in relation to their conduct in employment. The Code of Conduct provides a framework for decisions and actions to be made in regard to ethical conduct and outlines the minimum standard of behaviour expected from employees. It also enforces the commitment by NSW Health to the duty of care to all patients and clients receiving their services. Staffs in any organisation need to behave in a way that promotes public confidence and trust in their organisation. The community is entitled to expect that all Government services are conducted efficiently, impartially and with integrity. This obligation requires that all NSW Health employees undertake their duties in a manner that is consistent with the provisions of the Code of Conduct and that are accountable for their decisions and general conduct.

- NSW Ministry of Health Code of Conduct PD2012\_018

### Confidentiality and Privacy

Confidentiality and privacy are important issues with regard to how client/patient information is managed. The Privacy presentation, located in the 'Policy' section of the Far West LHD Intranet, provides operational guidance for health service staff as well as the legislative obligations imposed by the Health Records and Information Privacy Act 2002. The document outlines procedures to support compliance with the Act in any activity that involves personal health information.

With reference to confidentiality, the Privacy Manual states: "Health service providers owe patients a common law duty of confidentiality in relation to information obtained as part of the treating relationship". See section 4.3.1 'Duties of confidentiality'.

### Grievances

The policy directive covering grievances includes "some practical tools to assist managers assess initial complaints, conduct further inquiries and maintain the appropriate records".

Performance management and appraisal or 'managing for performance'

The NSW Department of Health has developed a policy that sets out the key features that should be reflected in all Health Services policies related to their 'managing for performance' system. Managing for performance is "a process that commences with the recruitment and orientation of an individual and involves an on-going cycle of planning, coaching and reviewing individual, work team and organisational performance within the context of the organisation's goals and strategies.

- 2.8.6.1 Performance Management

## **Policies & Procedures**

Policies are statements of intentions and actions that are meant to guide how a government, a department, a service or an individual works or behaves. Written policies usually consist of a set of principles, a purpose or aims/objectives or outcomes and strategies or procedures. Policies sometimes have the words 'plan', 'strategy' or 'framework' in their titles.

## **Work, Health and Safety**

The policy directive on occupational health and safety has the purpose "to inform staff of the legislative framework and responsibilities relating to occupational health and safety and to explain how occupational health and safety is managed in the Department (page 1).

- Work Health and Safety: Better Practice Procedures (Document Number: PD2013\_050)

