

Orientation

Health Council Orientation Program



Revision History

Revised by	Date	Revision Control	Revision Reason
Darriea Turley	2013	V1	Original
Darriea Turley	2017	V1	V2
Darriea Turley AM	6 th January 2020	V2	V3

Aims of the Program

The aim of this orientation program is to ensure all new Health Councillors in the Far West Local Health District (LHD) are provided with the necessary information, training and education, within an appropriate time frame to enable the Councillor to carry out the duties of their position effectively. This will increase the satisfaction for the Health Councillors, as well as building an appropriate open system of communication between the Health Service Managers and Health Councillors. It forms a link to ongoing training and development and performance development. The Health Council Chair and Health Service Managers or designated senior person share the responsibility for ensuring that the orientation of new Health Councillors within their Health Council is completed in accordance with these guidelines. The *Far West Local Health District Health Council Operational Guidelines* support this program.

ORIENTATION: Orientation is defined as the formal process of familiarising Health Councillors to Far West LHD and outlines their role and relationships. The process should be completed by the first four weeks of the Health Councillor appointment.

Orientation

This orientation program has been separated into 2 sections.

SECTION 1 – Pre-Arrival Induction Prompts

This section is to be completed prior to the Health Council meeting induction. The Health Councillor is to return the completed tenure acceptance form to the Health Service Manager. The Health Councillor is advised by the Health Service Manager of Health Council meeting dates, time and venue. The Community Engagement Manager will forward the Health Councillor a copy of the NSW Health Code of Conduct policy, *Far West Local Health District Health Council Operational Guidelines* and name badge with their health councillor appointment letter.

SECTION 2 – Health Service Induction

This section of the program is to be undertaken by the Health Service Manager and must be completed by the end of Month 1.

- Day 1 – This is to ensure the new Health Councillor is made comfortable within the Health Service.
- End of Month 1 – The new Health Councillor is informed of Health Council issues for Health Service.
- End of Month 3 – The new Health Councillor is becoming an effective member by integrating with existing Health Councillors and understands the “big picture” of their Health Service.
- End of Month 1 - Health Councillor Evaluation. The **attached** proforma should be completed by the new Health Councillor and faxed or posted to:

Manager Community Engagement
Population Health
PO Box 457
Broken Hill 2880

Email: Darriea.turley@health.nsw.gov.au

Section 1 – Pre Commencement Induction Prompts

Health Councillor Name:

Start Date:

Activity	Outcome
Schedule time during first four weeks of new Health Councillor's starting date for induction and orientation purposes.	
Ensure completed tenure acceptance forms have been returned and copy is forwarded to the Manager Community Engagement.	
Inform the Health Council Chair of new Health Council member's starting date and contact details.	
Chair has organised a meeting with the Health Councillor to review the Health Council Action Plan.	
Health Service Manager provides appropriate organisational documents e.g. Health Council Action Plan, organisational chart, snapshot of local demographics and Far West LHD Training Calendar.	

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Health Service Manager Name

.....

Signature

.....

Date

Section 2 – Health Service Induction

Health Councillor Name

Facility

Health Council Start Date

	Yes	No	Partially
Health Service Manager provided introduction to Chair of Health Council.			
Tour of Health Service /facility with HSM or designated senior staff member and Health Council Chair			
Health Council Chair discussed role and responsibilities of Health Councillors			
Health Service Manager discussed location of – <ul style="list-style-type: none"> car parking areas notice board(s) fire extinguishers & hoses staff area, meeting room toilets/showers 			
Health Council Chair provided relevant telephone list (including Health Councillor contacts)			
Health Service Manager and Health Council Chair provided overview on quality programs			
Health Service Manager discussed service provision to – <ul style="list-style-type: none"> other service areas/ departments other facilities 			
Health Service Manager and Health Council Chair conducted Orientation Power Point Presentation (See Attachment 1 <i>Suggested Format for Orientation Powerpoint Presentation</i>)			
Health Service Manager ensured all required new Health Council forms signed and copies sent to Manager Community Engagement.			
Health Service Manager discussed confidentiality			
Health Service Manager discussed process to apply for FAR WEST LHD courses through Centre for Education that could be relevant to health councillors (eg presentation skills, time management, understanding change).			
Health Service Manager identified matters to be followed up, eg clarification of Code of Conduct, <i>Far West Local Health District Health Council Operational Guidelines</i> etc			

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Send copy to: Manager Community Engagement

PO Box 457

Broken Hill 2880

Email: Darriea.turley@health.nsw.gov.au

I confirm that the Orientation process is complete for the above-mentioned health councillor

..... Health Service Manager Name Signature Date
..... Health Councillor Chair Name Signature Date
..... Health Councillor Name Signature Date

Health Council Evaluation Sheet

This evaluation is to be completed by the inducted Health Councillor. Feedback on the induction process is necessary so that ongoing improvements can be made. **Please PRINT response.**

Most Helpful:

Least Helpful:

Suggested Changes and/or Inclusions:

Other Training Needs

Far West Local Health District Health Council Operational Guidelines

Suggested Changes and/or Inclusions

Comments/suggestions are greatly appreciated. Please email to darriea.turley@health.nsw.gov.au and give a copy to the Health Service Manager.

SUGGESTED FORMAT OF ORIENTATION POWERPOINT PRESENTATION

The following items should be included in the Health Councillor Orientation Power Point presentation:

- Introduction of Department Managers for the facility.
- Overview of Facility Organisation Structure.
- Brief overview of services provided by the facility including visiting services and community health services.
- Overview of Far West LHD Organisation Structure.
- Snapshot of local demographics.
- Role of Commonwealth in health.
- Role of NSW in health.
- Role of Health Councillors.
- Role of Far West LHD.
- Training opportunities within Far West LHD for Health Councillors and how to apply for a course provided by Learning and Development.

Handouts to include:

- Far West Local Health District Health Council Operational Guidelines
- Health Council Action Plan.
- Facility Organisation Chart.
- Far West LHD Organisation Chart.
- Snapshot of local demographics.
- Far West LHD Training Calendar.
- Relevant telephone list.