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Greenstaff Terms and Code of Conduct

Terms and Conditions of Employment

1. Successful candidates will be employed by Greenstaff Medical P/L (names GS in this contract) on an hourly basis as "Labour Hire"
2. I have read the pre-employment health declaration information which was received along with the interview package from Greenstaff Medical.
3. I acknowledge that Greenstaff Medical as part of the application and/or recruitment process will check my visa/ immigration status ensure working rights in Australia.
4. Successful employee will be working under direct direction from Greenstaff Medical clients. You must comply with the client's specific policy and procedure as well as those directed by any medical staff.
5. Always maintain confidentiality of Greenstaff Operation and its clients and patients
6. Maintain AHPRA registration for the state you are working in. Notify Greenstaff Medical ASAP if any restrictions or conditions are imposed on your registration.
7. Maintain the annual competency requirements by Greenstaff Medical.
8. Always follow Greenstaff Medical professional code of conduct
9. All work-related injuries must be reported to host client and Greenstaff staff within 24 hours.
10. On receipt of your correctly completed and timely submitted timesheet you will be paid directly into your nominated bank account on a weekly basis. Timesheet must be received by Greenstaff Medical every Wednesday before 10 am, signed by manager. In the event of overpayments with this your authority, make the appropriate deductions from your next pay.
11. Superannuation will be paid into your nominated super account provided your monthly gross income is greater than \$450.00. If no fund is nominated by you then such payments will be made into a fund chosen by Greenstaff Medical.
12. In some states, you will be paid directly by the clients. In those states' client, will pay your wages + Superannuation and will cover you for all worker's compensation claim.
13. With Greenstaff Medical you will not be paid less than award rate for nurses in the Nurses Award MA000034- 2010.
14. Should a nurse wish to cancel an advance booking, must notify Greenstaff at least 48 hours before commencement of the shift. For emergency situations, Greenstaff reserves the right to request

medical certificate or any other documentary evidence to satisfy the last-minute cancellations / no shows. Nurses usually must give a minimum of 4 hours' notice to cancel a confirmed shift. In some states, hospitals charge

15. Greenstaff Medical for late cancellations and Greenstaff reserves the right to deduct this penalty from the nurse (please check at the time if unsure). If a nurse shows up for a shift and is not required, will receive a 4- hour cancellation fee. Client can ask you to work for 4 hours which if you decline, then you will not be entitle to payment of 4-hour cancellation fee.
16. Any offer or seeking of casual or permanent employment from clients of Greenstaff Medical that you have been placed for within the past 6 months must not be accepted without prior consent from Greenstaff Medical.
17. You agree to comply with work, health and safety procedure of medical staff clients and will follow any reasonable advice, instructions and directions including; you are trained and qualified in the use of equipment and that you are aware of this safety requirement of the equipment, comply with all aspects of WHS program such as reporting hazards, incidents/injuries and attendance at relevant WHS training and make sure you had correct orientation in the facility you are working.
18. Fair Work ACT: please refer to the Fair Work Information statement available at: <http://www.fairwork.gov.au/FWISdocs/Fair-Work-information-statement.pdf>. If you require further information you can contact the Fair Work info line on 131394 or visit www.fairwork.gov.au

Code of Professional Conduct

Greenstaff Medical recruits only the most highly professional and skilled nurses available. In addition to our Nurses treating their patients in a professional, caring and respectful manner, Greenstaff Medical nurses are also required to work within the following guidelines:

1. **Integrity:** Conduct themselves in a professional manner in accordance with the standard guidelines for clinical practice.
2. **Behave Ethically:** Do not accept gifts or any monetary amount from a patient or client. Disclose such info to respective authority if you are aware a patient/ client's intention to make such a gift or item of monetary amount.
3. Not permitted to witness any patient / personal documents such as a Will or Power of Attorney and not permitted to be named as an Executor or beneficiary of a patient/ client's will or testament
4. **Punctuality:** Before the commencement of each shift, all nurses are expected to allow sufficient time to familiarise themselves with the layout of their work area and the safety rules and regulations of the hospital, ensuring they report to the person in charge.
5. Abide by the hospital's policies and procedures.
6. Familiarise themselves with the workplace rules such as parking, meal breaks and rest areas.
7. **Professional attitude:** Establish and maintain a professional attitude and manner which is in keeping with the image of Greenstaff Medical, and which will enhance their own image and the nursing profession.
8. Establish a professional relationship with fellow nurses and management to ensure the highest quality of patient care, thereby enhancing Greenstaff Medical brand.
9. Ensure that for the whole duration of the shift, they comply with Greenstaff Medical Professional

Code of Conduct, adhering to the rules and regulations of Greenstaff Medical clients.

10. Ensure that all timesheets have been signed by the authorised person before leaving and submit to Greenstaff Medical every Monday.
11. Smoking is considered unacceptable inside premises of many hospitals and facilities. Follow facility policy on smoking.
12. Consumption of alcohol is considered unacceptable behavior whether prior to, or at the time of bookings or when presenting for duty. Nurses who are not willing or refuse to comply with the agency's code of conduct are compromising Greenstaff Medical's reputation and are subject to immediate exclusion from our agency list. Please ensure that the guidelines above are adhered to otherwise you may risk exclusion from our agency.
13. **Dress Code and Personal Hygiene:** Ensure that the Greenstaff Medical uniform code has been followed by wearing the uniform provided by the Greenstaff Medical and displaying their agency ID card always. All uniforms must be clean and ironed, and personal hygiene must be attended to. ID badge must be worn always when on shift.
14. Whilst on a shift, current Registration Certificates will be in their possession always.
15. Whilst on duty, mobile phone use is prohibited. Any usage should be made in strict accordance with hospital guidelines.
16. Confidentiality is always required, regarding medical staff operations, and those of their clients and patient's personal details.
17. Greenstaff Medical Nursing Assistants are not allowed to administer medication in any form whatsoever.
18. Commitment: After accepting a shift, 100% commitment is expected from the Greenstaff Medical Nurse. If a Nurse needs to cancel a shift, 4hrs notice is required. Additionally, if cancelling due to ill health, Greenstaff can request for a Medical certificate. If Cancellation of a shift is due to personal circumstances/ accidents, written documentation must be provided to Greenstaff Medical explaining the situation. This documentation will be forwarded to the hospital.
19. In relation to late cancellations, Nurses may risk exclusion from our agency list if no reasonable reason is provided. This also applies to Nurses who accept shifts and fail to complete the shift or do not show up for the shift. Punctuality, attendance and completion of a shift accepted by the Agency Nurse is taken seriously and any situations that arise will be dealt with accordingly.
20. Uniform Policy:
 - a. Strict adherence to the clothing criteria outlined below must apply. Greenstaff Medical uniform policy is based on:
 - i. Greenstaff Medical's corporate image
 - ii. Hospital expectations regarding what agency staff can wear
 - iii. Safety requirements
 - b. Your first uniform is provided to you by Greenstaff free of charge and if you require any additional uniforms after this a charge of \$50 for this uniform applies.
 - c. **Registered Nurses/ Enrolled Nurses:** Female Greenstaff Medical personnel wear either Greenstaff Medical uniform or a white/black shirt with a collar, with black trousers. For males, black trousers with either the Greenstaff Medical uniform or a white/black shirt with a collar is required.
 - d. **PCA/ AINs:** Greenstaff Medical staff PCA/ AINs are required to wear trousers with either

the uniform provided by Greenstaff Medical or a plain white/black shirt with a collar.

- e. **All Staff:** Shorts, tracksuit pants, jeans, leggings and cargo trousers are **not acceptable**. Suitable duty shoes with enclosed toes are required. Birkenstocks, joggers, sand-shoes and sandals are **not acceptable** footwear. Sneakers, trainers and T-shirts are also **not acceptable**.

New Starter Information

Welcome to Greenstaff Medical. We would like to officially welcome you to our company and we look forward to working alongside you. This information pack is for your own reference to read through about our company and how we work. This will be beneficial to you in your first few months of working with us.

Greenstaff Medical's Mission

Greenstaff Medical is an agency providing high quality nurses to both Public and Private facilities as well as nursing homes in Australia.

Our Vision is to be the most respected healthcare provider in Australia. Our mission is to deliver an exceptional service to both candidates and clients.

The Melbourne Office

The Melbourne office is open 8am to 5pm – Monday to Friday

Afterhours services

Our afterhours services are open every Monday- Friday from 6pm until 8am and on weekends (every hour). For any cancellations please note that shifts cancelled during afterhours will need to be done over the phone and not via email/ text. Please ensure that if a shift does need to be cancelled outside the office open times you will need to get in contact with us on our normal office number (03) 9021 0122 which will be diverted to our afterhours team who can assist you.

Timesheets

Greenstaff Medical employees are required to complete a timesheet for each shift detailing the hours worked and signed off by the person in charge/Hospital Coordinator and by emailing them to timesheets@greenstaffmedical.com.au. If you want your timesheet paid on time, please ensure you are submitting it by Wednesday 10am. Your payment will be processed and deposited into your nominated bank account. Timesheets will be provided to you after joining Greenstaff and replacement timesheets will be given on request.

Availabilities

This will be done weekly by the allocation team. Should any changes to your availability occur it is your responsibility to inform a member of the allocations team of this change. If you are available, please make sure you keep your phone on to answer any calls for shifts.

Nurse cancellation

Temporary employees agree to verbally notify the Greenstaff Medical office as soon as possible, but NO later than 4. If you arrive at any hospital or facility to find your shift has been cancelled or there are difficulties, contact the agency before leaving.