



Dear Nursing Applicant

Thank you for your interest in joining Mediserve Nursing Agency. We are a national Nursing Employment Agency that places nurses, midwives and nursing assistants in hospitals in both city and country areas throughout Australia.

As one of the leading agencies in Australia we are able to offer you a wide selection of work wherever you chose to work and provide a very personalised and professional service.

Testimony to our professionalism is the fact that we are one of the preferred providers of nurses to the Western Australia, Northern Territory and Queensland Health Departments in addition to many other hospital groups. We are also a major provider of nurses in Canberra, New South Wales, Victoria and Tasmania.

All wages are paid weekly and Mediserve carries full insurance cover for all our staff including Midwifery Insurance. As pay rates vary between states, and also within states, and are dependent on levels of experience we shall inform you of these on receipt of your CV.

To begin the application process we require the following information

- (a) **Mediserve Registration form** - (completed by applicant)*
- (b) **Copy of your CV and 2 referees***
- (c) **Confidentiality Agreements** – (signed by applicant)*

Once we have received the forms stated we shall contact you about positions in the areas you request. There are some additional requirements that are obligatory for work in different locations and these are outlined in the attached Mediserve Terms & Conditions of Employment.

City Placements:

Nurses wanting to work in hospitals and health care facilities in Perth, Darwin, Brisbane, Sydney or Melbourne should post the above information to the appropriate office listed below.

Perth: 1/109, Royal Street, East Perth WA 6004
Ph: 08 9325 1332 | **email:** perth@mediserve.com.au

Adelaide: Ground Floor, The Epworth Building, 33 Pirie St, Adelaide, SA 5000
Ph: (08) 8212 2595 | **email:** adelaide@mediserve.com.au

Brisbane: Suite 41, Level 7, 320 Adelaide St, Brisbane QLD 4001
Ph: 07 3229 2528 | **email:** brisbane@mediserve.com.au

Darwin: 1/90 Mitchell St, Darwin NT 0801
Ph: 08 8981 2446 | **email:** darwin@mediserve.com.au

Melbourne: Ground Floor, 454 Collins St, Melbourne, VIC 3000
Ph: 03 9629 3780 | **email:** melbourne@mediserve.com.au

Sydney: Suite 503, Level 5, 46 Market St, Sydney NSW 2000
Ph: 02 9290 2700 | **email:** sydney@mediserve.com.au



For Country Tasmania and Canberra (and Remote area placements)

These are all co-ordinated through our Perth office and information should be posted to:

Perth: 1/109 Royal St East Perth WA 6004

Ph: 08 9325 1332 | **email:** perth@mediserve.com.au

Country placements can be from a few days to several months. Transport to country placements is provided and accommodation arranged.

Staff Education

We are aware of the importance of ongoing education and we shall keep all staff aware of courses and seminars available at city/ regional hospitals. We are also willing to provide financial assistance for nurses to attend educational courses. Please contact staff development officer at Mediserve for more details.

Please find attached the following additional material:

- (1) Mediserve Registration Form***
- (2) Confidentiality Agreement***
- (3) Mediserve Terms and Conditions of Employment***
- (4) Cultural Awareness Information***
- (5) Induction Information***

Many thanks. If we can assist further, please do not hesitate to contact us.
Yours sincerely,

Operations Manager
Mediserve Pty Ltd – Professional Friendly Nursing



Mediserve Registration Form

Please complete and return to Mediserve

TITLE: NAME:

TELEPHONE: MOBILE:

STREET & No: SUBURB:

STATE: POSTCODE: COUNTRY:

EMAIL:

DATE OF BIRTH:/...../..... NATIONALITY:

AUSTRALIAN CITIZEN: PERMANENT RESIDENCE: WORK PERMIT, VISA or OTHER:

(If Other) TYPE of Visa: Duration:

NEXT OF KIN DETAILS

NAME: TELEPHONE/EMAIL:

NAME: TELEPHONE/EMAIL:

(RN - EN - PCA) LEVEL: DATE Qualified:/...../.....

RATES: AM: \$..... PM: \$..... NIGHT: \$..... SAT: \$..... SUN: \$..... PHOL: \$.....

SPECIALITIES:

DATE AVAILABLE TO BEGIN EMPLOYMENT:

PREFERRED WORK LOCATIONS:

NURSING BOARD REGISTRATION NUMBER(S):

(1) STATE Registered: EXPIRY Date:/...../.....

(2) STATE Registered: EXPIRY Date:/...../.....

REPORTING of Sexual Abuse: Date:/...../.....

CARDIO PULMONARY RESSUCITATION (CPR) Competence:

Course Completed Date:/...../..... EXPIRY Date:/...../.....

MANUAL HANDLING Competence:

Course Completed Date:/...../..... EXPIRY Date:/...../.....

AGGRESSION MANAGEMENT TRAINING: (Most Recent Date Undertaken)/...../.....

DRUG CALCULATION COMPETENCY: (Most Recent Date Undertaken)/...../.....



REQUIRED TO UNDERTAKE MEDISERVE'S MINI DRUG CALCULATION TEST: YES / NO

ARE YOU VACCINATED AGAINST: (If vaccinations are not updated, employee must sign Statutory Declaration status)

<input type="checkbox"/> BCG	<input type="checkbox"/> Hep A	<input type="checkbox"/> Hep B	<input type="checkbox"/> Varicella	<input type="checkbox"/> Diphtheria
<input type="checkbox"/> Tetanus	<input type="checkbox"/> Poliomyelitis	<input type="checkbox"/> Measles	<input type="checkbox"/> Mumps	<input type="checkbox"/> Rubella

CURRENT/PAST MEDICAL CONDITION: (If any, attach details to form).....

MRSA CLEARANCE: (required if working in WA)

CURRENT/PAST WORKERS COMPENSATION CLAIM: (If yes, attach details to form) YES / NO

CRIMINAL RECORD SCREENING/ NATIONAL POLICE CLEARANCE NUMBER:

Expiry Date:/...../.....

Working with Children Clearance No:Expiry Date/...../.....

SUPERANNUATION FUND NAME:

SUPERANNUATION MEMBER NUMBER:

TAX FILE NUMBER:

INSTITUTION or BANK NAME:

BSB NUMBER:**ACCOUNT NUMBER:**

HOW DID YOU HEAR ABOUT MEDISERVE?

Magazines (Please Specify):

Websites: Mediserve Sensis Other:

Referrals: Mediserve Managers Nurses Other:

Advertising: Yellow/White Pages (State): Nursing Expo: (State): Posters

Other (Please Specify):

DECLARATION/ ACCEPTANCE OF TERMS: I accept the terms and conditions of Mediserve (A copy of which I have received), and agree to the above hourly rates of pay and certify all the above information is true and correct.

Signature Date/...../.....

OFFICE USE ONLY:			
<input type="checkbox"/> Confidentiality Agreement	<input type="checkbox"/> Employment Declaration	<input type="checkbox"/> 2 UNIFORMS	<input type="checkbox"/> PAYPAC
<input type="checkbox"/> ID BADGE	<input type="checkbox"/> REFERENCES	<input type="checkbox"/> CITY	<input type="checkbox"/> COUNTRY
<input type="checkbox"/> Working with Children			



Mediserve Confidentiality Agreement

Please sign and return to Mediserve

Privacy of patient or client information is of paramount importance. All information obtained in a professional capacity must be treated as confidential at all times and not revealed to any third party unless legally permitted and required or unless authorised by the patient.

Professional practice also dictates that any information communicated by a nurse to an authorised recipient by any mechanism (including fax, electronic, written or verbal) must be treated in the same secure manner.

Nurses are also reminded that confidentiality is also part of their obligations under the code of practice of the Nurses Board of all states and territories in Australia.

Please sign below to verify that you are aware of the confidentiality obligations involved in your role as a nurse.

Print Name:

Date:/...../.....

Signature:

TERMS & CONDITIONS of employment

All staff employed are required to fulfil and accept the following criteria.

- 1. Complete a Mediserve Registration Form**
- 2. Provide a Current Curriculum Vitae and names of 2 referees** (*please note that only clinical nurses and similar professions are acceptable as references*)
- 3. Accept the Confidentiality Agreement**
- 4. Maintain Nurses Board Registration**– *This is an essential requirement and registration must be maintained for the State/Territory you are working in.*
- 5. Have a current Criminal Record Screening or National Police Clearance / Working with Children Clearance.** *These are mandatory requirements. The Mediserve office in each state will advise you of specific requirements.*
- 6. Supply Two passport Photos**
- 7. Provide Proof of identification (passport/ driver's license)**
- 8. Maintain annual CPR, Manual Handling, Aggression Management, Drug Calculation, Fire and Safety Updates.** *These are required to be updated on an annual basis. Mediserve will organise a course for you should yours have expired.*
- 9. Provide Verification of immunisation status.**
- 10. Obtain Multiple Resistant Staphylococcus Aureus (MRSA) screening** (*proof of a negative swab is required by persons intending to work in WA who have been working in an interstate or overseas hospital in the past year). This has to be done in a Western Australian testing facility for those intending to work in WA. Please contact us for details.*
- 11. Uniforms:** *Professional standard of dress is required (Males wear dark blue trousers and clean, white shirt and Females wear dark blue trousers/skirt with clean, white blouse). Appropriate footwear and minimal jewellery are to be worn at all times. Mediserve blouses and shirts are provided at no charge.*
- 12. Identification Badges** *will be supplied by Mediserve and must be worn at all times when at work.*
- 13. Professional Conduct:** *All staff employed by Mediserve must act in a professional manner as per Nurses Board and the Australian Nursing and Midwifery Council requirements. Should a contract be terminated due to professional misconduct/ negligence or by choice of the Nurse for reasons deemed unacceptable to Mediserve Pty Ltd, then appropriate costs for travel, accommodation and damage will be deducted from any outstanding wages. Any work related issues that arise as a consequence of being employed by Mediserve must be discussed with the nearest Mediserve office. Staff employed by Mediserve must not engage discussions with hospital staff where they are placed but must direct their grievances through Mediserve managers who will act on their behalf.*
- 14. Workers Compensation:** *For all work related injuries /incidents . Mediserve is to be informed within 24 hours of a work related injury so that all assistance can be provided and appropriate insurance forms can be forwarded. All claims should be directed to Mediserve for processing.*
- 15. Wages** *will be paid weekly. Pay period end on the completion of Sunday night shift (i.e. 7am Monday). Payment is by electronic bank transfer directly into your bank account and will be made within three days of the end of the pay period on receipt of your hospital authorisation. Timesheets must be faxed to Mediserve Pty Ltd every Monday for payment. It would be prudent to keep a record of shifts/ hours worked to avoid any discrepancies. PAYG Tax will be deducted from your wages (as required by the Australia Taxation Office).*
- 16. Superannuation:** *This will be paid into a fund as nominated by the nurse. Should no fund be nominated then such payments will be made into a fund chosen by Mediserve.*
- 17. Cancellations:** *For country placements – Nurses must give at least 4 days notice if they are unable to fill a prospective position or wish to cancel an agreed proposed placement. For city placements: Nurses must give a minimum of 4 hours notice if a shift needs to be cancelled for an afternoon or night shift and 2 hours for a morning shift. In some states hospitals charge Mediserve for late cancellations and Mediserve reserves the right to deduct this penalty from the nurse.*
- 18. Travel time** *will be charged at (\$50.00 X 8 hours) for time travelled, and the same charge for return at the end of the contract. Travel expenses will be charged at \$350.00 for travel from Major Cities to placement location.*

Cultural Awareness Information

Mediserve is a committed Equal Opportunity Employer and makes every effort not to discriminate people on racial or other grounds. It is equally important that nurses working for Mediserve are also aware of their obligations. There are certain sensitivities that you must always be mindful of:

1. Aboriginal and Torres Strait Islanders.

They are very traditional people and have strong cultural beliefs. Their culture is different to what you may have encountered in the past. As with all people of different races it is important to respect these differences and not pre-judge them. In time you will come to understand their cultural behaviour and this can be very rewarding. You may hear of certain phrases e.g. sacred areas initiation, skin relationships and it is best to listen to what is being said and not ask direct questions. Sign and body language play an important part of communication. There are often people you will meet who are more culturally aware of their traditions and beliefs and you will be able to learn from them.

a) Background Information

Aboriginal people are the indigenous people of Australia and have lived in the country for over 50,000 years. Their traditional lifestyle is of small tribal groups sharing common language and culture involved in hunting and gathering. White settlement has had an enormous impact on Aboriginal health. Life expectancy for Aboriginal males is 12 to 20 years less than non-Aboriginals, and 4 to 21 years less for females.

b) Language and forms of address

There are hundreds of Aboriginal languages consisting of a number of dialects. English is currently the most common language. Aboriginal English, particularly amongst the elderly, may be different from ordinary urban English. The elderly Aborigines may wish to be addressed by their first names or "nicknames" and should be asked what their preferences are. The names of the recently dead may not be spoken or used and this may be the reason for people changing their own names. A gentle inquiry about this possibility may resolve confusion and anxiety. Aboriginal people also have a system of etiquette that is well worth appreciating whereby eye contact may be avoided. This is a matter of good manners and/or shyness and does not imply lack of interest. They may also answer "yes" to questions they don't want to answer or to end uncomfortable questioning. A less direct approach may then be required.

c) Religions, traditions and customs.

Traditional patterns of belief emphasise the creative period of Dreamtime. This was a mythological era regarded as setting the precedent for all human behaviour from that time on. Extended kinship networks and links with traditional lands and significant sites remain extremely important

d) Family role in elderly care.

Respect for the elderly is considered extremely important. Due to the shorter life expectancy of Aborigines, residential aged care facilities may be accessed at a significantly younger age than those of other cultural backgrounds.

e) Attitudes towards illness and hospitalisation.

The need for hospitalisation is generally accepted. Care by health professionals of the opposite sex may be refused. The role of the extended family is also important. These extended kin members must be permitted to visit the patient.

f) Dying and burial rites.

These vary according to tribal group and cultural beliefs. Rituals are of importance and need to be observed and these should be discussed with the individual and extended families.

2. Racial, ethnic and religious minority groups.

Always show due sensitivity when dealing with others who may not have the same beliefs, cultures or religion as yourself. Respect and tolerance must be shown to all persons. Communication may also sometimes be difficult due to language differences.

For further information on cultural issues, please contact Mediserve on (08) 9325 1332. At Mediserve we have a variety of information available e.g. videos, pamphlets and the Multicultural Aged Care Handbook (available from Osborne Park Hospital- which provides an overview of background, cultural, dietary, spiritual and clinical information on twenty give diverse and indigenous community groups of Western Australia.

Mediserve Induction Information

At metropolitan hospitals throughout Australia, nurses are required to report to the Shift Coordinator and/or Nurse Manager at commencement and completion of shift followed by signing the Mediserve timesheet (*normally located at the Nurse Managers Office*).

NSW metropolitan hospitals: Nurses commencing their first shift in NSW are required to bring along several required documents. The requested items for NSW metro hospitals include:

- *Bank details*
- *Tax file number*
- *Passport (original)*
- *Statutory Declaration*
- *NSW Nurses Board Registration Card*
- *Any certificates of competency*

At country hospitals you are required to report to the Director of Nursing or Nurse Manager on arrival at your location. Timesheets to be signed by Director of Nursing and faxed weekly to Mediserve on (08) 9325 1551

Occupational Safety, Health and Rehabilitation

Please take time to review the information in the Mediserve Occupational Safety, Health and Rehabilitation Manual.

- (a) *Duties of Host Employers and Mediserve Employees*
- (b) *Management of Aggressive Behaviour in workplace*
- (c) *After Hours Escort*
- (d) *Emergency and Fire Management Procedures*
- (e) *Personal Protective Equipment and Universal Precautions*
- (f) *Sharps Injury and Body Substance Exposure*
- (g) *First Aid in the Workplace*
- (h) *Incident/Accident Management and Workers Compensation*
- (i) *Functions of Occupational Representative and Committee*
- (j) *Resolution of Occupational Safety and Health Issues*
- (k) *Hazard Reporting and Investigation*
- (l) *Incident/Accident Report Form*
- (m) *Drug Calculation*

In addition please familiarise yourself with specific safety features of the hospital you are working in as these will vary from each hospital and between each wards. In particular note the following:

- (a) *Fire safety equipment and alarms*
- (b) *Emergency exits and evacuation points*
- (c) *Be aware of hazards specific to your work area*
- (d) *Know who your safety representative is*

Emergency Procedures

Emergency Procedures Manuals are located in all hospitals. Please ensure you have read through this and in particular the guidelines for cardiac arrest

Confidentiality and Professionalism

Must be maintained at all times

Accommodation

For country contracts is arranged by Mediserve

Travel

For country contracts is arranged by Mediserve

Contact Information

Details of contacts names, numbers and addresses of facilities are provided when contract established

Equal Employment Opportunity Information Sheet

Mediserve is a committed Equal Opportunity Employer and abides by the obligations set out under the relevant Equal Opportunity Legislation of each State and Territory which are summarized as follows:

Western Australia	-	Equal Opportunity Act 1984
Northern Territory	-	Anti-Discrimination Act 1996
Queensland	-	Anti-Discrimination Act 1991
New South Wales	-	Anti-Discrimination Act 1977
Victoria	-	Equal Opportunity Act 1995
Australian Capital Territory	-	ACT Discrimination Act 1991
		Human Rights Commission Act 2005
Tasmania	-	Anti-Discrimination Act 1998
South Australia	-	Equal Opportunity Act 1984
Commonwealth	-	Equal Employment Opportunity Act 1991
	-	Racial Discrimination Act 1975
	-	Sex Discrimination Act 1984

Mediserve Employment Opportunity Policy states:

- (1) All workplaces are to be free of discrimination and harassment and respect of individuals is essential.
- (2) All recruitment and selection opportunities are to be based upon an open, fair and transparent process which recognizes skill, experience and merit.
- (3) Professional Development opportunities are to be made available to all staff.
- (4) Management decisions are to be made without bias.

All Mediserve Staff have the right to:

- (1) Be treated with fairness and respect.
- (2) Have a workplace that is free from unlawful discrimination and harassment.
- (3) Have a merit based selection process for recruitment and promotion.
- (4) Undertake training and development that enables them to be productive at work and to pursue a career path.
- (5) Have equal access to benefits and conditions including flexible working arrangements.
- (6) Have a fair process to deal with work related complaints and grievances.

The following definitions have been summarized to provide an understanding of some of the practices within the workplace:

(1) **Discrimination** - This takes 3 different forms:

- Direct - where a person is directly excluded or suffers a significant reduction in chances of obtaining some benefit or opportunity due to a personal characteristic that is irrelevant to their capacity to do the job.
- Indirect - When a rule of condition appears to be neutral but actually significantly reduces their chance of obtaining a benefit or opportunity.
- Systemic - Where both the above forms of discrimination result in a recreation of a network of discriminatory rules and practices. This then perpetuates the status quo.

(2) **Sexual Harassment** - Is any form of unwanted, uninvited, unwelcome sexual behaviour intended to or likely to degrade or humiliate another person.

It includes:

- Unwelcome touching, invitations, requests for sex
- Sexual or suggestive comments and intrusive questions
- Offensive communication including emails/phone calls

(3) **Reasonable Adjustment** - Refers to reasonable changes to the work environment imposed by the employer to accommodate the incapacitated employee.

These modifications may include:

- Change of job role/responsibilities
- Specialized training
- Redeployment
- Access and re-design of work environment

(4) **Diversity** - Is based on an acceptance of the various cultures/traits/personal differences and their contribution to society without discrimination.

Any issues of discrimination, unfair practices or harassment are to be taken up directly with the Directors and/or Managers who will investigate them further and provide necessary mediation and resolve.