



Artwork produced for Gold Coast Health by Riki Salam, Weare27 Creative.

Gold Coast Health Staff Wellbeing Booklet

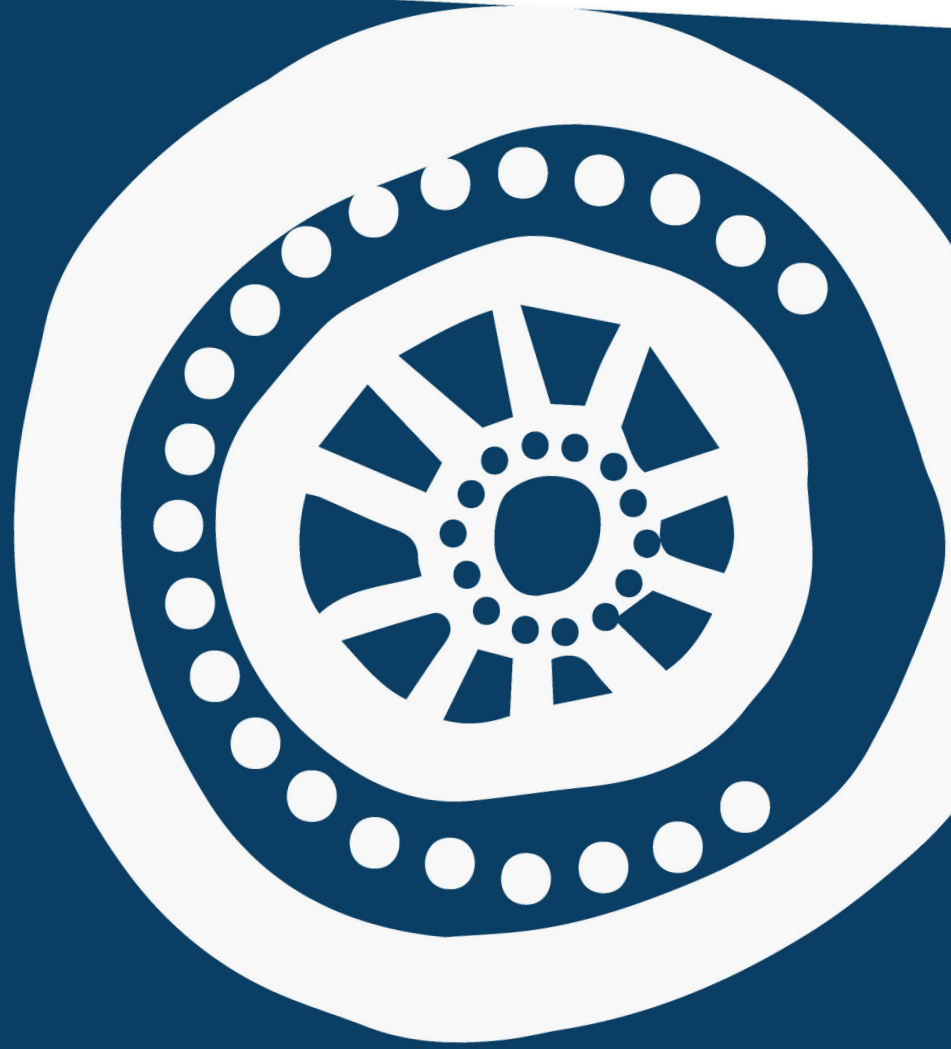


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At Gold Coast Health, we are committed to creating a healthy work environment for our employees, volunteers, patients and the community.



We believe that our most valuable asset is our staff, hence supporting their health, safety and wellbeing is key to the success of our organisation.

We acknowledge that our workforce and community have diverse health and wellbeing needs in respect of age, gender, ability and culture and we must consider these diverse needs in order to treat everyone at Gold Coast Health with equity, fairness and respect.

Our [Wellbeing Action Plan 2023-2025](#) outlines our vision to creating a healthy and psychologically safe work environment, ensuring all employees can work in a supportive, professional, and caring workplace. Gold Coast Health is committed to ensuring that everyone is valued and respected in our workforce, which is underpinned by the [Diversity and Inclusion Strategy 2023-2025](#). The outlined actions will allow us to adopt an integrated and proactive approach to the health and wellbeing of our workplace.

Managing psychosocial hazards and risks at Gold Coast Health is equally as important as managing physical risks. Psychosocial hazards and their effects are not always obvious. Some psychosocial hazards, when present at low levels over a long period of time, can accumulate to affect psychological health.

Line managers play an important role and are encouraged to regularly check in on the wellbeing of their teams, engage staff in managing any risks, provide support and foster positive team cultures where staff feel safe to report issues.

We are fortunate to have a number of resources, information, processes and procedures, and reporting platforms already in place to support staff health, safety and wellbeing.

These initiatives are supported by our Diversity and Inclusion Team, Team Health, Work Health and Safety, Always There Peer Support Program and Spiritual Care Teams.

All staff are encouraged to participate in identifying, managing and reporting any risks and hazards to physical and psychological safety via RiskMan.

Staff have also access to training and development opportunities and reward and recognition initiatives.

This booklet promotes many of these supports, and we encourage our staff to engage and utilise these tools and services to support their wellbeing at work.

A handwritten signature in black ink, appearing to read 'Grant Brown'. The signature is stylized and fluid.

Grant Brown
People and Operations Executive Director

Wellbeing is the state achieved when an individual can be their best self across all elements.

Wellbeing is brought about by individual health conditions and behavioral choices and supported by positive actions taken by communities and work organisations. It is achieved through a combination of improving the work organisation and the working environment, promoting the active participation of employees in health activities and encouraging personal development.

When people are healthy, well-rested and motivated they bring that energy to their work. This can assist individuals with clear thinking, positive attitudes, effectiveness and productivity. When employees achieve a state of wellbeing they can bring their best self to work and perform at their best.

In 2019, GCHHS adopted the Queensland Clinical Senate's principles of wellbeing to guide the Health Services Wellbeing Framework and related activity across our workforce culminating in yearly action plans endorsed and championed by the Board and Executive Management team, the most recent the [Wellbeing Action Plan 2023-2025](#).

Six elements of Wellbeing

Workplace Wellbeing – Promoting a psychosocially safe workplace that supports meaningful work, considers job demands and resources, drives engagement and prioritises a culture of support.

Financial Wellbeing – Empowering employees with the knowledge to build financial wellbeing to meet every day financial responsibilities, have the financial resilience to weather hard times or an unexpected event, save for the future and plan for a comfortable retirement.

Social Wellbeing – Fostering supportive team relationships through staff capability and building a workplace culture of support and comradery.

Physical Wellbeing – Encouraging increased physical activity, improved lifestyle balance, healthy eating, responsible use of alcohol, sun protection awareness and cancer screenings.

Psychological Wellbeing – Enhancing the mental health literacy of our staff and awareness of available support mechanisms to build self-management, help-seeking, and help-offering capability.

Spiritual Wellbeing – Acknowledging the human need for meaning, purpose and connection to something greater than ourselves.

Who is responsible?

A healthy workplace is:

- a shared responsibility
- holistic (encompassing all dimensions of wellness)
- embedded in work culture and environment
- proactive and preventative
- achieved by everyone contributing, through our behaviors and actions.

Team Health

Team Health (as part of the Diversity & Inclusion unit), supports our Gold Coast Health staff in a caring manner to help you achieve your optimal health and wellbeing, by providing access to programs, events and on-line resources to support both your body and mind. Thank you to our Team Health Sponsors for their ongoing support of our staff wellbeing program.

As the largest employer on the Gold Coast and an organisation where health and wellbeing is promoted and delivered to our community, it's important that Gold Coast Health (GCH) is an advocate for the wellbeing of our staff.

Health and Wellbeing

Team Health will support the wellbeing of Gold Coast Health Staff by incorporating the six elements of wellbeing - Workplace, Financial, Social, Physical, Psychological and Spiritual Wellbeing. This is executed through all staff events (RUOK Day, Socks4Docs), education, initiatives (Shatter The Stigma, You Matter), in-services, focus months around wellbeing elements and physical challenges (10,000 steps).

Get involved

Become a Team Health Champion today and be the first to find out about our latest initiatives, events and resources and play an important role in steering and supporting wellbeing at Gold Coast Health, contact team_health@health.qld.gov.au.



Our vision at Gold Coast Health is a culture that supports our inclusive blended workforce and ensures all employees feel welcome, included, healthy and engaged as they continue to adapt to new ways of working.

Please contact team_health@health.qld.gov.au for any questions about these two exciting new initiatives launching soon at Gold Coast Health.

SHATTER MENTAL HEALTH STIGMA

Shatter the Stigma raises awareness of the negative impact that the stigma relating to mental illness has on individuals, their families, and their recovery. It also recognises that, by feeling stigmatised or ashamed, people may be less inclined to seek support or access services when they're experiencing challenges.

It is our vision to embed the Shatter the Stigma mental health campaign across our health service, raising awareness, changing culture, supporting staff, and embedding positive workplace behaviours.

Do you want to be part of the change? Champions play a vital role, being the conduit to your work colleagues as we actively promote our campaign with three simple steps: Be informed, make a change and educate others. [Watch this space to make your pledge and commitment to Shatter Mental Health Stigma at Gold Coast Health.](#)

Gold Coast Health You matter

One of the key commitments will focus on adopting initiatives and practices like You Matter, a self-care event that will prioritise staff wellbeing and encourage them to take the time out to re-set, take a break and explore the wellbeing services on offer at Gold Coast Health.

Team Health will provide morning tea, along with our wellbeing network services, Always There, Spiritual Care Services, Creative Health Hub and Gold Coast Hospital Foundation. Working with your team to tailor the event to what you need.

If you are interested in a You matter event for your team, please complete the EOI for consideration. We encourage the nominating teams to co-design the event with our wellbeing network to understand what you may need as a team and how you will benefit from a self-care event.

If you are interested in being a champion, please complete our EOI form via QR code below and Team Health will be in contact soon.



If you are interested in a You matter event for your team, please complete the EOI for consideration. Nominating teams are encouraged to co-design the event with our wellbeing network.





Work Health and Safety

Safety is of the highest priority at Gold Coast Health

We are committed to providing a healthy and safe work environment for staff, patients and visitors by ensuring safety is integrated into all Gold Coast Health operations. Ultimately though, safety is everyone's responsibility and we promote active participation from the Board to front line care givers and service providers.

Our commitment to safety is informed and guided by our belief in collaboration, innovation and performance. We support Gold Coast Health to create and maintain a safe and healthy workplace, one that fosters a positive safety culture and aligns with our values, by empowering everyone to prioritise safety.

Our Work Health and Safety (WHS) team uses the message 'Safer workplaces are for everyone, every day', because focusing on keeping safe at work should be an everyday priority, and it is something we are striving for everyone, working, visiting, or volunteering at Gold Coast Health.

The Work Health and Safety team has a wealth of knowledge and is dedicated to working collaboratively with everyone to ensure we are addressing any identified risks and preventing incidents in our workplace.

Contact your Work Health and Safety representative or email GCHOHSAdmin@health.qld.gov.au if you would like more information or [visit our intranet page](#).

The Work Health and Safety Team provide the following services:

- Collaborating with staff to manage hazard and risk
- Performing work area and site audit and inspections
- Reporting trends to management and committees
- Lead incident investigations
- Overseeing programs and reporting to meet legislative compliance requirements
- The management of the consultation portfolio including but not limited to: Work, Health and Safety Management Committee and Sub-Committees and, Health and Safety Representatives
- The management of external audit requirements and conducting internal audits and reviews
- Management of continuous improvement projects that drive positive performance
- Providing legislative and policy advice
- Occupational Violence Prevention Training Program
- Manual Task and Patient Handling Training Program
- Work Health and Safety mandatory staff training
- Ergonomic work area assessments
- Annual FURATs (Patient Handling Risk Assessments)
- Support the network of manual handling ward/unit trainers

 **Safer workplaces are for everyone, every day**

Work Health and Safety

Injury Management

We value our dedicated workforce and are committed to helping workers through their recovery journey. Work plays an important role in any rehabilitation process, because ‘doing’ promotes recovery.

Rehabilitation and Return to Work Coordinators work in conjunction with line managers, medical and allied health practitioners and the injured/ill worker to develop tailored programs that align to the worker's capacity. This collaborative ‘health team’, coupled with an individual’s participation and commitment to rehabilitation, ensures a positive return to work outcome for our people.

Contact your Rehabilitation and Return to Work Coordinator or email GCHOHSAdmin@health.qld.gov.au if you would like more information or [visit our intranet page](#).



**Safer workplaces are
for everyone, every day**

Work Health and Safety

Injury or illness at work

All workplace incidents need to be reported to your Manager as soon as practicable or within 24 hours and lodged on RiskMan, to keep everyone safe in the workplace and ensure timely support.

Following an incident, the workplace needs to ensure first aid, medical assistance or infection controls are provided to any persons involved, as required.

Following a traumatic incident, consider referral to the Employee Assistance Program (EAP) for individual counselling. Alternatively, the workplace may organise critical incident or crisis support discussions with the EAP provider, for people involved or affected by the incident.

Incidents in the workplace that result in injury or illness to employees may trigger a workplace rehabilitation process to support the employee to stay at work or to return to work following an injury absence.

Workplace Rehabilitation

All our valued workers are covered in the event of a workplace accident through a policy held with WorkCover Queensland. We are committed to providing workplace rehabilitation to support our workers with their rehabilitation and return to work. Our Recover at Work Framework aligns to best practice and incorporates legislative obligations, including the Workers' Compensation and Rehabilitation Act 2003.

Health Management

Rehabilitation

Health Management Rehabilitation encompasses strategies to assist a worker through non industrial medical conditions.

Support for Health Management matters are handled in conjunction with your management, related Human Resources Teams including Workplace Relations, Human Resources Business Partners.

Our Risk Assessment Process

A safe and mentally healthy workplace requires ongoing commitment and engagement. Our risk assessment process helps us understand the risks to our staff's health and safety, and how we prioritise our efforts to manage them.

We take a systematic approach to managing psychosocial risks and the identification and implementation of controls to promote psychological and physical health and safety, including preventing harm, intervening early and supporting recovery.

The risk assessment process is comprehensive, encouraging staff to provide input and feedback on managing hazards within their work areas. It entails conducting information sessions with teams, addressing queries, distributing the hazard identification tools, and analysing the Going for Gold survey results to identify hazards within work areas. We also gather data from various sources such as HR records, RiskMan, and WorkCover to aid in the development of the risk assessment.

Following the completion of the initial risk assessment draft, it undergoes review by the leadership team, as well as other relevant teams, such as Human Resources and Organisational Capability. After gathering feedback from these stakeholders, the assessment is then presented to staff for their input.

Finally, we formulate an action plan and present it alongside the final risk assessment to staff. The leadership team assumes responsibility for overseeing the action plan's implementation to address any identified hazards.

For more information please [contact the Work Health and Safety team](#).



 Safer workplaces are
for everyone, every day

Work Health and Safety

The 15 Psychosocial Hazards

Design or Management

Low Role Clarity

- Frequent changes to tasks and standards.
- Not having important task information.
- Conflicting roles, responsibilities or expectations.

High and/or Low Job Demands

- Sustained or intense levels of physical, mental or emotional demands.
- Sustained very low levels of job demands (e.g. monotonous work).

Low Job Control

- Little or no control over what happens in a work environment, how or when work is done, or the objectives.

Low Reward and Recognition

- Not recognising skills or extra efforts.
- Giving little or no feedback or opportunities
- Rewarding people in a way that is unfair, biased or inequitable.

Environmental

Poor Change Management

- Organisational change management that is poorly planned, communicated, supported or managed.

Poor Environmental Conditions

- Exposure to unpleasant, poor quality, or hazardous physical environments or conditions.

Remote Or Isolated Work

- Work that is isolated from assistance.
- Locations where there is difficulty in immediate rescue or attendance of emergency services.

Fatigue

- Mental and/or physical exhaustion that reduces the ability to work safely and effectively.

Support & Interaction

Poor Support

- Inadequate emotional and/or practical support from supervisors and/or co-workers.
- Inadequate training or information.
- Inadequate tools, equipment or resources.

Poor Workplace Relationships

- Unresolved and excessive conflict.
- Frequent or excessive disagreements, or rude comments.

Bullying

- Repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Harassment

- Unwelcome or unsolicited, offensive, humiliating or intimidating, and relates to someone's sex, race, age or other protected attribute.

Events and Experiences

Poor Organisational Justice

- Lack of procedural fairness, informational fairness or interpersonal fairness.

Violence and Aggression

- Any incident in which a person is abused, threatened or assaulted.

Traumatic Events

- Investigating, witnessing or being directly exposed to fatalities, serious injuries, abuse, neglect or serious incidents, the effects natural disasters or seriously injured people.

See it - Report it

Psychosocial risks when frequent, prolonged or severe can cause:

Psychological harm

- Depression ▪ Anxiety ▪ Burnout
- Post traumatic stress disorder ▪ Suicide

Physical harm

- Cardiovascular disorders
- Musculoskeletal disorders

Find out more

Search

psychosocial hazards



on the intranet.

Your smile matters



Download

EAP APP



TELUS Health

Feel supported, connected and rewarded every single day with expert advice, recommendations and referrals from a confidential Employee Assistance Program (EAP), and convenient access to online resources and tools. [Watch this video](#) to find out more.



1800 604 640

Getting started with EAP - TELUS Health is easy

- 1 Download the TELUS Health One app or visit one.telushealth.com Open
- 2 the app, click on 'Log in' and enter your shared log-in credentials

Username: GCHHS

Password: GCHHS



EAP for Managers

Manager Hotline and Toolkit



Providing managers and supervisors access to a telephone based 'helpline' for brief support and advice on people related issues. [Watch this video](#) to find out more about support for Managers.

INCIDENT MANAGEMENT

CRITICAL INCIDENT SUPPORT

- Incident of workplace violence/aggression;
- Exposure to a traumatic scene in the workplace;
- Death/suicide of an employee in the workplace; or
- Cumulative incidents with a specific, triggering incident.
- Notify Director WHS 0407 867 678

GRIEF SUPPORT

- Death of an employee away from the workplace;
- Death of an employee's family member;
- Terminal diagnosis of an employee; or
- Terminal diagnosis of an employee's family member.

ORGANISATIONAL CHANGE SUPPORT

- Redundancy/restructure; Organisational change;
- Conduct/termination/disciplinary meeting; or
- Change of work role/ work type.

PLANNED WORKPLACE SUPPORT

- Exposure to difficult workplace situations;
- Potentially distressing workplace training/ education;
- Team support when a colleague returns to work following a significant life event; or
- Cumulative incidents without a specific, triggering incident

Call: 1800 604 640

Download the TELUS Health One app or visit one.telushealth.com
 Open the app, click on 'Log in' and enter your shared log-in credentials

Username: GCHHS

Password: GCHHS



Your Employee Assistance Program (EAP) provides you with immediate and confidential help for any work, health or life concern. We're available anytime and anywhere.

Your EAP is a confidential and voluntary support service that can help you take the first step toward change. Let us help you find solutions to the challenges you face at any age and stage of life. You and your immediate family members can access up to **5 free sessions** per year for immediate and confidential support, in a way that is most suited to your preferences, comfort level and lifestyle.



1800 604 640

one.telushealth.com

It feels good to talk...

Search **EAP** on the intranet to learn more.

Scan the QR Code to
download the app



Username and
Password: GCHHS



Diversity and Inclusion

At Gold Coast Health we embrace the diversity of our people and are committed to building a workforce that equally reflects the diversity of our community.

The [Diversity and Inclusion Strategy 2023-2025](#) brings our Gold Coast Health values to life through diversity, inclusion and wellbeing. This strategy, with the action plans, form a Diversity and Inclusion Framework which builds on the excellent progress achieved at Gold Coast Health with our employee networks, champions and allies. We are committed to creating and maintaining a diverse workforce and inclusive culture in which our people feel supported and valued.

Our Employee Networks are voluntary groups of people that come together based on shared identity, interests and life experiences to provide support, arrange events, raise awareness and advocate for change, so that we have a more inclusive work environment.

We also support people with disabilities and the DisTinct Pathways Program LGBTIQ+ Inclusion, Gender Equality, Cultural and Linguistic Diversity and Aboriginal and Torres Strait Islander Health.

For more information please visit our [intranet page](#) or [contact the Diversity and Inclusion Team](#).

We are committed to:

- Increasing representation to meet diversity targets, particularly in leadership and critical roles
- Fostering a culture of belonging to ensure our people feel valued, respected, heard and seen
- Strengthening leadership accountability for delivering diversity, inclusion and wellbeing goals
- Increasing staff capability, training and awareness
- Ensuring systems, processes and policies promote a culture of equal opportunity, free from bias and discrimination
- Promoting a safe and healthy environment that prioritises psychosocial health and wellbeing



Inclusion & Wellbeing Key Events Calendar 2024

Plan your 2024 Inclusion & Wellbeing activities and join the D&I team to celebrate, acknowledge and promote a diverse and inclusive workplace.

For a further list of significant days and events please refer to the bi-monthly Inclusion Zone newsletter within Vital Signs.

Diversity & Inclusion Events

MAR • International Women’s Day
• QLD Women’s Week

APR • Anzac Day

JUN • PRIDE Festival

JUL • Disability Pride Month

AUG • Multicultural Month
• Wear It Purple

SEP • National Week of Deaf People

OCT • Senior’s Month

NOV • Disability Action Week

TEAM HEALTH

Events

FEB **Perks Pop Up Events**
at GCUH and Robina staff cafeteria
Loud Shirt, Fairy Floss Friday

APR **Financial Expo**
at Southport Health Precinct

JUN **Socks 4 Docs**
at Robina Hospital

AUG **Physical Wellbeing Expo**
at Carrara Community Health Centre

SEP **RUOK Day at GCUH**
Women’s Health Week

NOV **Movember**
at Tugun Satellite Hospital

To find out more about Diversity and Inclusion, find us on the Intranet or contact diversitygch@health.qld.gov.au

To help GCH better understand our current workforce and inform policies and programs to support diversity you can update your diversity data on [myHR](#) or read [How to and FAQ](#).





The Always There Peer Support program provides emotional and wellbeing support to staff via a three-tiered interventional model:

1

Building a culture that normalises the act of mindfully 'checking in' on colleagues as part of routine daily activity. An important component of establishing this cultural foundation is to increase staff awareness on recognising the signs that a colleague may need support, which includes building capability to ask, 'R U OK'?

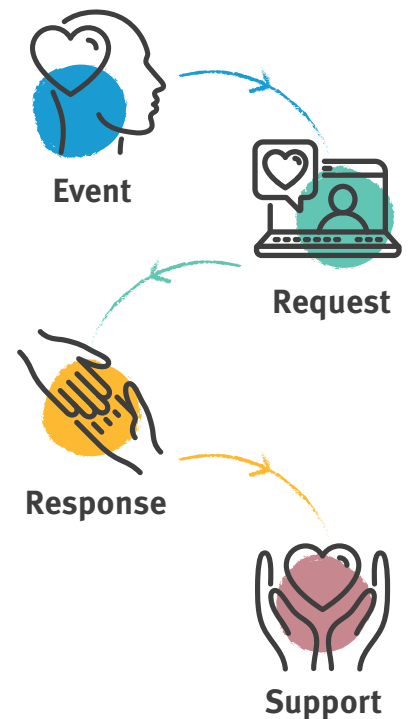
2

Providing rapid response wellbeing support to staff who have been exposed to a difficult event or effects of repeated exposure. This is a confidential systematic response that rapidly connects staff with a Peer Support Responder, who is trained in psychological first aid. All staff can request rapid response support after a traumatic event for themselves or a colleague by submitting a request form via the Always There Peer Support Program link, which is located at the bottom left hand corner of the Intranet homepage.

3

Connecting staff with professional resource, such as General Practitioners and the Employee Assistance Program.

Feeling down after a difficult workplace event or burnt out from repeated exposure?



Confidential peer support for all clinical and non-clinical staff.

For more information on the program, please [visit us on the intranet](#) or contact us via:

Phone: **0400 611 973**

or email alwaysthere@health.qld.gov.au



Spiritual Care Services

Our team of Spiritual Carers and Chaplains offer spiritual care to its staff, patients and their families from five different faith groups and 12 different Christian denominations offering compassionate, sensitive and respectful spiritual care to people of all faiths.

Spiritual Carers and Chaplains, make regular visits to patients on wards by referencing the faith based and denominational pastoral lists. Roman Catholic communion ministers also visit on Sundays.

- Support for staff, patients and families
- Spiritual, emotional and pastoral support
- Grief, loss and bereavement support
- Sacraments and other rituals
- Scripture, prayer and meditation
- Special memorial services
- Personal and professional support
- Ward chaplaincy links
- Debriefing and critical incident support
- Religious customs and observances relating to death
- National and international day memorial events
- Interfaith ward blessings
- In-service training
- Meditations and retreats
- Weekly guided meditations
- Christian Services
- Mass available to staff, family and patients

Spiritual Care Centres and Sacred Space (including Chapel and Prayer Room)

The Spiritual Care Centres at Gold Coast University Hospital and Robina Hospital include sacred spaces, which offer a quiet space for people of all faiths or none at all, a chapel and prayer room/mats from which to draw spiritual nurture, energy and life.

Muslim prayer is available daily as are multiple Christian church services throughout the week.

Over 45 Spiritual Carers and Chaplains from five different faith groups (Bahai, Buddhist, Hindu-Hare Krishna, Jewish, Muslim) and 12 different christian denominations offer compassionate, sensitive and respectful spiritual care to people of all faiths or none.

Accredited Spiritual Carers and Chaplains include faith leaders and ordained clergy.

- Bahai
- Baptist
- Buddhist
- Chinese Christian
- Greek Orthodox
- Hindu (Hare Krishna)
- Jehovah's Witness
- Jewish
- Anglican
- Presbyterian
- Islam
- Later Day Saints (LDS)
- Lutheran
- Pentecostal
- Roman Catholic
- Salvation Sarmy
- Seventh Day Adventist
- Uniting Church

Creative Health Hub

Gold Coast Health

2024 Staff Programs



The Creative Health Hub offers a range of creative programs throughout hospital spaces that aim to improve the healthcare experience through engagement with the arts.

In addition to these programs, the Creative Health Hub provides advocacy and consultation on integrating the arts into service delivery, programs and facility design, and assisting clinicians to engage with artists, musicians and designers to broaden the provision of healthcare. We can facilitate connections between the health service and the local arts sector, and present to teams on arts in health topics.

If you would like to get involved with the Creative Health Hub, or learn more about our programs, please email GCH.CreativeHealth@health.qld.gov.au.



Creativity & Wellbeing for Staff

JAN	Fairy Floss Friday Arts and crafts activities STAFF CAFETERIAS GOLD COAST UNIVERSITY HOSPITAL ROBINA HOSPITAL	JUN	Socks4Docs Day Arts, crafts and music activities 7 June ROBINA HOSPITAL PRIDE Month Paint a feather to add to the Gold Coast Health Pride Parrot Times & dates TBC GOLD COAST UNIVERSITY HOSPITAL
MAR	International Women's Day Arts and poetry activity 8 March 12:15–12:30PM G FLOOR, PED BUILDING GOLD COAST UNIVERSITY HOSPITAL World Poetry Day Submit a poem EMAIL SUBMISSIONS TO GCH.CREATIVEHEALTH@HEALTH.QLD.GOV.AU	JUL	R U OK? Day Arts, crafts and music activities 12 September GOLD COAST UNIVERSITY HOSPITAL
APR	ANZAC Day Crafting Paper Poppies TO REQUEST A PACK FOR YOUR WARD TO MAKE, EMAIL US ON GCH.CREATIVEHEALTH@HEALTH.QLD.GOV.AU		

Exhibition Program

JAN	Works by Christina Van Loon GOLD COAST UNIVERSITY HOSPITAL	MAY	Healing Environments Exhibition by Warren Salter GOLD COAST UNIVERSITY HOSPITAL
FEB	Quirky Animals Exhibition by Two Peas in a Pod GOLD COAST UNIVERSITY HOSPITAL Works by Leisa Toning raising awareness for mental health ROBINA HOSPITAL	JUN	PRIDE Month Group Exhibition GOLD COAST UNIVERSITY HOSPITAL
MAR	Harmony Month The People & The Place Exhibit GOLD COAST UNIVERSITY HOSPITAL International Women's Day Pop-Up Exhibition ROBINA HOSPITAL	JUL	NAIDOC Week Group Exhibition TUGUN SATELLITE HOSPITAL BANYAHMABAH National Pain Week Poetry Exhibition GOLD COAST UNIVERSITY HOSPITAL
APR	Anzac Day Veterans Pop-Up Exhibition GOLD COAST UNIVERSITY HOSPITAL Autism Acceptance Month Exhibition GOLD COAST UNIVERSITY HOSPITAL	AUG	Chasing Clouds Exhibition by Gold Coast Photographic Society GOLD COAST UNIVERSITY HOSPITAL
		OCT	ARTBEAT Art Exhibition GOLD COAST UNIVERSITY HOSPITAL ROBINA HOSPITAL
		NOV	To be announced
		DEC	To be announced

Performance Program

JUN	Hinterland Community Band 2 June 1–3PM ROBINA HOSPITAL CENTRAL COURTYARD	WEEKLY	The Piano Project performances GOLD COAST UNIVERSITY HOSPITAL & ROBINA HOSPITAL Visiting musicians performing on hospital wards GOLD COAST UNIVERSITY HOSPITAL & ROBINA HOSPITAL Contact us to request a musician to visit your ward.
OCT	ArtBeat Music & Art Festival 11 October 11AM–2PM GOLD COAST UNIVERSITY HOSPITAL PARKLANDS		
DEC	Christmas Carols & Concerts GOLD COAST UNIVERSITY HOSPITAL ROBINA HOSPITAL		



Jingeri jimbelong

Hello friend/s' in the local Yugambeh language

Working together

Explore the [Aboriginal and Torres Strait Islander website](#) to discover services, programs, models of care community events running locally for the community.

Ensure to review the [First Nations Health Equity Strategy](#). Its our commitment working with the Gold Coast First Nations community, delivering real outcomes and lasting change through a genuine partnership approach of co-design, co-ownership and co-implementation.



Sign up to our eNews!

Aboriginal and Torres Strait Islander Health Service

Register now for eNews

[eNews - Aboriginal and Torres Strait Islander Newsletter | Gold Coast Health](#)

Acknowledgement of Country

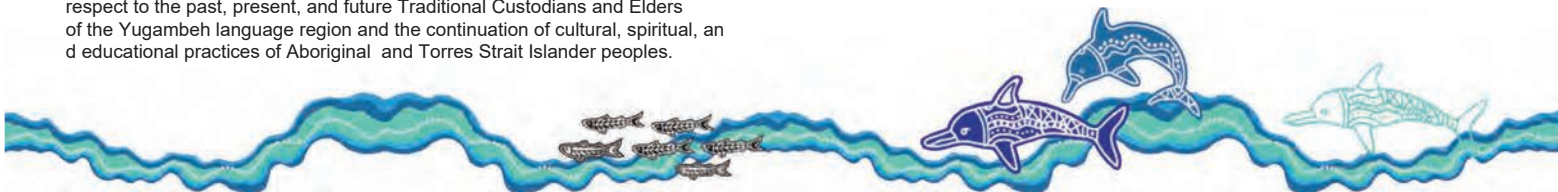
Gold Coast Health acknowledges and pays respect to the past, present, and future Traditional Custodians and Elders of the Yugambeh language region and the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

The Aboriginal and Torres Strait Islander Employee Network

Gold Coast Health Employee Networks are voluntary groups of people that come together based on shared identity, interests and life experiences. An Aboriginal and Torres Strait Islander Employee Network has been established to host events, raise awareness and advocate for change, to create more accepting, supportive and inclusive work environments for Aboriginal and/or Torres Strait Islander employees. [Find out more here.](#)

Get in contact with the team

E: gchfirstnationshealthequity@health.qld.gov.au





**GOLD COAST
HOSPITAL
FOUNDATION**

With no government funding, the Foundation relies on the generosity of its valued supporters, sponsors, corporate partners, community groups and individuals who raise crucial funds through [donations](#), events, appeals, bequests, regular giving and other fundraising activities.

Together with this wonderful support, the Foundation is committed to raising much-needed funds to benefit the health and well-being of children and adults across the Gold Coast region. The Foundation does not fund anything that government budgets provide, but rather delivers a range of vital support programs that would not otherwise be available to patients and their families at local public hospitals and community health facilities.

We fund and deliver the vital extras to improve patient care and comfort including:

- Cancer Patient Transport Service
- Emergency Accommodation Service
- Purchasing medical equipment and aids
- Funding hospital-led health research
- Improving hospital facilities and patient spaces
- Providing scholarships for Gold Coast Health staff

What we do

With community support, Gold Coast Hospital Foundation funds medical equipment, health research and support programs for patients and their families and supporting and being involved with staff initiatives when we can at the following Gold Coast public hospitals and health care facilities:

- Gold Coast University Hospital
- Robina Hospital
- Varsity Lakes Day Hospital
- Southport Allied Health Precinct
- Robina Allied Health Precinct
- 13 community-based public facilities

Our vision

No one in our community experiences hardship caused by illness or disability.

Our mission

To aid our community in times of need.

Patients

More than 200,000 babies, children and adults across the Gold Coast and further afield are supported during their treatment and recovery in hospital.

Families

We provide emergency accommodation assistance to help the direct family members of patients receiving critical care for serious illness or injury.

Health Staff

We fund lifesaving equipment and innovative health research that helps Gold Coast Health staff deliver swifter diagnosis and enhanced treatment.

Hospitals and Health Facilities

We raise vital funds for three public hospitals, two health precincts and 13 community health centres to help keep Gold Coasters healthy.



Staff Health Screening

Vaccinations

Free immune status screening is offered to all GCH staff upon employment. Screening checks for immunity to measles, mumps, rubella, varicella (chickenpox) and hepatitis B. In addition, vaccination against these viruses as well as Pertussis (whooping cough booster), is offered free of charge to staff through the staff health clinics held at

- GCUH on Wednesday afternoons 1-4pm
- Robina Hospital on Friday's between 1-4pm.

Influenza vaccination is also offered to staff free of charge between March and June annually. For further information please [visit infection control](#) or phone **GCUH: 5687 6509 or Robina: 5668 6380**

Bowel Cancer Screening

The [National Bowel Cancer Screening Program](#) (NBCSP) invites eligible Australians aged 45 to 74 to screen for bowel cancer. People aged 50-74 are automatically mailed a free bowel screening test kit every two years, sent to their Medicare-registered address. People aged 45 to 49 can also join the program, by requesting their first test kit. To request a free initial or replacement test, phone 1800 627 701 or use the [online form](#).

Cervical Cancer Screening

Women and people with a cervix who are aged 25 to 74 are invited to have a Cervical Screening Test through their healthcare provider. The test is recommended every 5 years, for those who have ever been sexually active.

The Cervical Screening Test replaced the Pap Test and detects human papillomavirus (HPV), which causes most cervical cancers.

The test is safe and accurate and samples can be taken either by the person themselves through [self-collection](#), or by the clinician. Most cervical cancers can be prevented through regular screening. To find out more, visit [Queensland Health - Cervical Screening](#) or speak to your healthcare provider.

Skin Cancer Screening

- [Skin Cancer](#)
- [Skin Cancer Prevention](#)

Breast Cancer Screening

Gold Coast Health supports eligible staff* aged 40 and older to attend for a free breast screen at BreastScreen Queensland clinics in work time. Learn more about the [Staff Access to BreastScreen Queensland Services](#) Guideline on the Intranet.

Access breast cancer screening at the following locations:

- Burleigh Waters
- GCUH
- Helensvale
- Robina
- Southport
- Mobile service is also available throughout the year at North Tamborine, Nerang, Elanora, Eagleby, Pimpama, Jimboomba and Beaudesert.

GCUH staff & volunteer clinic:

Usually one clinic is offered each month. Days and appointment times vary and are subject to change. To confirm upcoming clinic dates and book in at this location please call 5537 0333.

To find out more **phone 13 20 50** or visit the [BreastScreen Queensland website](#).

*BreastScreen Queensland provides screening for people who were assigned female at birth, present as female, or identify as female. If you are unsure if screening is right for you, please talk with your doctor

Fitness Passport for Gold Coast Health employees



Fitness Passport is a corporate health and fitness program which provides Gold Coast Health employees and their immediate families significantly discounted fitness memberships, which can also be salary sacrificed.

Gold Coast Health has partnered with Fitness Passport to inspire a greater number of people to start regular exercise by offering a service that represents excellent value and provides plenty of variety.

Members can access over 400 gyms, pools and leisure centers across Queensland, as often as they like. [View the list of centers](#) (current as at March 2022), the [list of new facilities](#) or [use the interactive map](#). Pop in your postcode to find centers near you.

[Fitness Passport has now gone national!](#) Choose the National Package and access over 1400 facilities across Australia.

Follow the [link to the Gold Coast Health Portal](#) or scan the QR Code with your device



Silver
\$16.35 / week

Single Member

Family
\$29.35 / week

(You, your partner and children under 18)

Dependent
\$16.35 / week

(18-24 year olds)

Access to 428 Facilities

The Silver package is for those who want a little more flexibility and lots more options. The Silver package gives you access to facilities statewide, so if you like to travel or keep the kids on the move this package is the one for you!

Gold
\$17.35 / week

Single Member

Family

\$31.25 / week

(You, your partner and children under 18)

Dependent

\$17.35 / week

(18-24 year olds)

Access to 1557 Facilities

The Gold package is our premium package and offers you Australia-wide access. You can attend many of our partner facilities right across Australia!

Disclaimer: Fitness Passport is an external company and not affiliated with Gold Coast Health. Please review the product terms and conditions carefully before purchasing a Fitness Passport membership.

Employees can now salary sacrifice their Fitness Passport gym membership fees. The process for claiming Fitness Passport fees is the same as any other full [FBT](#) private fitness benefit. Employees are required to submit their receipt to their Salary Packaging Supplier ([RemServ](#) or [Smartsalary](#)) and the amount will be credited to the nominated bank account. Fitness Passport members can self-service and print their own receipts by simply logging in to the portal. [Learn how to print a receipt](#). Your own personal circumstances will determine whether you can benefit from salary packaging. Queensland Government strongly recommends that you obtain independent financial advice prior to commencing salary packaging. Participating in the salary packaging arrangements is voluntary and at the sole risk of the employee. Queensland Government has approved the salary packaging arrangements on the condition that there is no additional cost to agencies. Therefore, employees will be liable for any fringe benefit tax (FBT) resulting from their salary packaging arrangements regardless of the circumstance.

Staff Discounts



The [Blue Light Card](#) has discounts at Woolworths, Big W, Dan Murphys. Membership is \$9.95 per 2 years. You will need to upload a photo of your ID as proof of employment and once approved you will receive a confirmation email and your card will be sent to you. Download and use the Blue Light App on your mobile. Any questions can be answered [Frequently Asked Questions](#) or you can contact Team_Health@health.qld.gov.au

Business Services



15% discount for GCH staff when staff ID is shown. Call Computer Crisis Centre on **07 5592 0101** to help with your personal (non Qld Health) IT needs. Computer Crisis Centre is a mobile and remote service provider that supplies laptops, custom-built computers and IT solutions to businesses and home users.

Car Services



With over 30 years experience our Novated Leases are designed to be a simple tax-effective way to acquire the car of your choice, any make or model. Contact us on **1300 88 875** or email qldgov@toyota.com.au

Kids and Families



[Coastal Babysitters](#) are offering GCH discounted rates for childcare for those staff in need. Starting from \$30/hr with a discounted booking fee of \$30 per day*. Visit the website for more information. *Valid for standard babysitting services and excluding public holidays.



For those who have dogs at home, when our pet parents' book 5x dog walks in a 14 day period, we are offering a free 30 min walk. This is a one time offer to new pet parents. [Contact us](#) to claim this offer or for more information on our services. Valid until December 31, 2024

Hospitality and Tourism



Gold Coast Health staff are entitled to 10% off selected rates and packages when staying 2 nights or more. Use code **GCH10** online or follow this link: [Gold Coast Health Discount](#). Please note block out dates apply so your promo code may not work year round. Excludes promotional sale rates and selected package rates. Valid until March 28, 2025.



To show our appreciation to all GCH staff, you'll **save up to \$250** off your next holiday when you book with [Chirn Park Travel Associates](#). Offer code GCUH2021CPTA. T&Cs apply. Valid until December 31 2024.



Escape to the city at Courtyard by Marriott Brisbane South Bank with up to **15% off room rates** for Gold Coast Healthcare Heroes. To access these rates please enter 60K in the special rates field - corporate/promo code on the website www.courtyardbrisbanesouthbank.com Valid staff ID required at check-in. Book now. T&Cs apply.



Gold Coast Health special offer for staff \$7 per person for 1 x bowling and 1 x putt putt. Please email Suzie info@the-park.com.au. Bookings essential - subject to change. Not valid from 5pm Friday to 2pm Sunday. Valid until June 30, 2024



Gold Coast Health staff receive 20% discount*, in venue at [Hound & Stag Brewing Co](#) (including Beer, Wine, Cocktails, and food) Available on presentation of QH ID card, 20% discount will be applied to the total bill of eligible patrons, applicable on Wednesdays, Thursday and Sundays only, excluding public holidays and special events cannot be used in conjunction with any other discounts/specials.



Health and Emergency Services workers can receive 20% their order at Nando's. This offer is also available online for dine in or take away orders over \$6.75 with the code **QLD20**. Terms and conditions apply.



Gold Coast Health staff receive **10% discount** on all purchases including catering at all Okey Dokey Café's when presenting your staff ID. Okey Dokey offer full a la carte breakfast and lunch, daily selection of fresh pastries, sandwiches, sushi and hot foods.

Griffith University (Ian O'Connor Building, Southport Campus) 3 min walk from GCUH. Open Mon-Fri, 7am – 5pm
Pre-Orders welcome by phoning 5605 9800 or via email griffith@okeydokeycafe.com.au

No hire fee to use event space, working lunches, guest speaker events, awards nights or anything you can think of! Can seat 100 for a sit down menu or indoor/outdoor space for stand up events (up to 300 ppl).

Ruby Apartments - 9 Norfolk Ave, Surfers Paradise
Open 7 days a week – 7am-9pm Ruby offers a touch of Gold Coast luxury to our guests. Separated into 3 sections which include and expansive bar and outdoor area.

Eight Mile Plains - 7 Clunies Ross Crt, Eight Mile Plains
Open Mon-Fri 7.30am – 3pm (after hours on request)

Brisbane CBD - 222 Margaret Street, Brisbane
Open Mon-Wed 7am-4pm, Thursday 7am-6pm and Saturday 7am – 12pm

Medical, Health and Fitness



Staff receive a **10% discount** on all physiotherapy services at Allsports Physiotherapy, don't forget to take your staff ID with you to the appointment. **Allsports Physiotherapy Parkwood 07 5561 1810 Allsports Physiotherapy Helensvale 07 5665 8993 Physiologic 07 5578 7155**
Valid until December 31, 2024.



Staff can receive a **10% discount** on all purchases (excluding already reduced items and scripts), using a loyalty card at Chempro located in the food court at GCUH. If you do not have a loyalty card, let the staff know, it only takes a minute to sign up and it's free.



[Griffith University Health Clinics](#) offer a wide range of Allied Health (Physiotherapy, Exercise Physiology, Speech Pathology, Dietetics, Social Work), Dental and Psychology services at a discounted price to GCH staff. \$15/session pilates, yoga and exercise classes conducted by a Physiotherapist or Exercise Physiologist. When booking let us know you are a GCH staff member to ensure your discount is applied. HICAPS available, no referral required. [Book online](#) or **call 1800 188 295**



10% off all treatment except new patient special. New patient special \$149 – includes basic exam, scale and clean and two xrays - if you have private health insurance, it's gap free. Please present staff ID on arrival. Crestwood Family Dental, Dr Glenn Perry, Shop 9 458 Olsen Ave, **phone 07 5649 8661**



As a part of the carers for community project, prioritise your health and well-being and **enjoy FREE yoga**. Open to all Gold Coast Health Staff and families at Lake Street, Varsity Lakes outdoor gym, weather permitting. Classes start on Saturday 23 July, please **contact Rebecca Mills on 0405 535 210** for any further enquires and don't forget your staff ID.



Are you looking for a small boutique gym with affordable rates for locals, check out Gold Coast Health partner [TQ Fitness | TAFE Queensland](#) and join up today to receive a free wellness consult and program. You can also find TQ Fitness on Fitness Passport, join the TQ Fitness community today. [Find out more here.](#)



Become a UBX'ER, UBX Coomera are offering local health staff an exclusive membership offer. Flexible start times, new workout daily, group training and 1-on-1 support. [Find out how to sign up.](#)

Gold Coast Health staff receive a 10% discount when you show your Gold Coast Health ID. Psychotherapy, Breathwork, Sound Healing, Private Yoga Wellness Services for Individuals, Couples and Group Events. For more information, [click the link.](#)



Retail



Do you need some team wear for your footy team, netball team or your next triathlon? With [Scody](#) you can personalise your teamwear with your own name, logos and images and receive a **10% discount** on orders that have 20 or more units. To receive your discount, use **client code SCODY0001X** and email to nicholas@scody.com.au
Valid until December 31, 2024.



Use discount code **GCHEALTH15** online at Just Sunnies to receive **15% off** full priced sunglasses for Gold Coast Health staff. T+C's: Offer applies to RRP. Offer cannot be used in conjunction with any other offer. Excludes sale items, outlet items and gift cards.



Nature's Escape offers high quality barbering, hairdressing and beauty services to the public at great value prices. Students are supervised by fully qualified hairdressing and beauty therapy teachers at all times. The salon operates on selected days with the menu of available services changing throughout the academic term, depending on student progression and educational delivery. [See the price list here.](#)

endota



Endota Spa Robina are offering Gold Coast health staff 15% off treatments. Valid Monday to Friday until June 2025, excluding public holidays. Mention the offer at the time of booking and GCH ID to be presented at the time of treatment.



Roses Only is a leading Australian owned retailer for delivered premium flowers and gifts, taking pride in its role of 'delivering love' with care and trust. Choose from our [selection of flowers, fruit and hamper gifts](#) and receive 10% off by using the promotion code GCHSTAFF10 at checkout. The discount isn't valid in conjunction with any other discounts, offers, gift vouchers or products. Subject to availability, can be withdrawn at any time.



Sarah's Flowers is a national company with florist teams all over Australia in metro areas and a selection of partner florists in smaller areas. Get \$10 Delivery with your order, [see the range](#) and use the promotion code GCHSTAFFDEL10 at checkout to redeem. This offer is discounted based on standard delivery of \$19.95. This offer cannot be used alongside any other discounts, promotions, gift vouchers or products. Availability is subject to change, offer may be removed at any time.



For more than 30 years, Snowgoose has been filling gift hampers with only the freshest and most delicious seasonal produce. Receive a free box of Belgian chocolates, valued at \$34.95. [See the range](#) and use the promotion code GCHSTAFFCHOCS at checkout to redeem. This discount is available on single hamper orders only and will apply once per order. This offer cannot be combined with other discounts, promotions or gift vouchers. Product availability is subject to change, and the offer is subject to withdrawal at any time.

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Bockers & Pony are gift hamper specialists that aim to bring back the joy of gifting with luxurious hampers that make people feel truly cherished. Get \$15 off when you spend over \$150 and use the promotion code GCHSTAFF15 at checkout. [Shop the hamper collection.](#)

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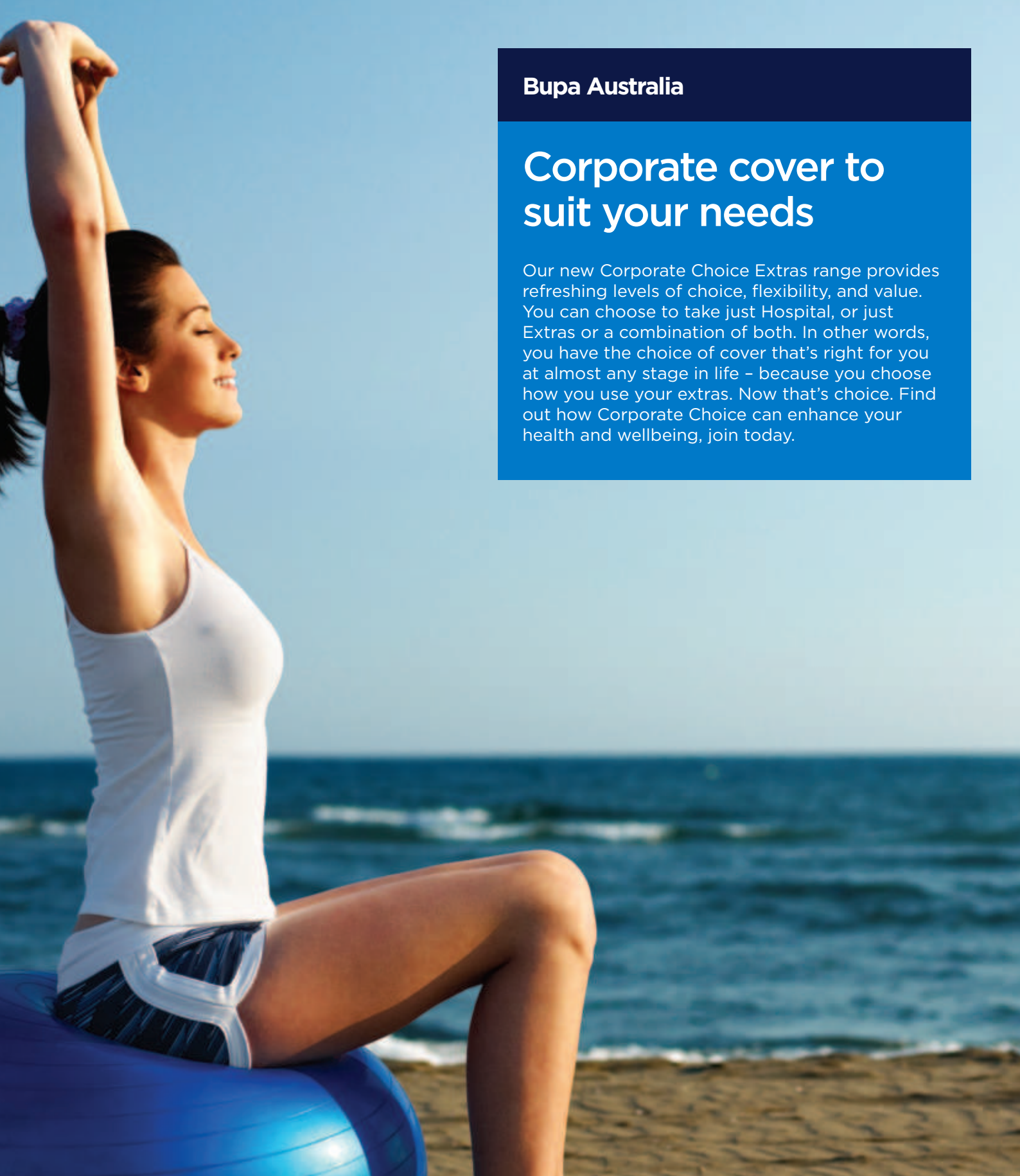
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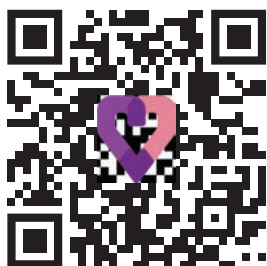
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3. One of our friendly team members will be in touch to arrange a time to talk.



Jenelle Fraser Business Development Manager

M 0484 229 104

E jenelle.fraser@nmhealth.com.au

Level 4, Tower A, 260 Elizabeth Street
Sydney, NSW 2000

GPO Box 9812, Sydney NSW 2001

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1. Waiting period applies. Limited to two dental check-ups on all extras annually. Maximum two bitewing x-rays per check-up where clinically needed. Not available in all areas. 2. At recognised providers. Waiting periods apply. Some lens coatings excluded. \$300 annual limit on Flexi 80 extras and Flexi 80MC. 3. Up to annual limits. At recognised providers. Waiting periods apply. Excludes optical. 80% back and \$1500 limit with Flexi 80 extras and Flexi 80MC. 4. Other out of pocket expenses may apply. 5. Waiting periods apply. For ambulance attendance or transportation to a hospital where immediate professional attention is required and your medical condition is such that you couldn't be transported any other way. Tasmania and Queensland have state schemes to cover ambulance services for residents of those states. 6. Cover only for Accidents that occur after join date. Excludes claims covered by third parties such as Workcover, and our Private Room Promise. Out of pockets may apply. ∞ You need to join Medibank within 2 months of leaving your old fund, or waiting periods apply again. Also, benefits that have been paid under your previous cover will be taken into account in determining the extras benefits payable under your Medibank cover.



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Join our online community!

The Gold Coast Staff Facebook Group is for staff currently working at Gold Coast Health.

It is a community noticeboard for conversations, connection, and feedback.



Staff are encouraged to post things that other staff members find fun or interesting including community events, charity causes and other things that connect with others within the Gold Coast Health online community. Remember to keep it friendly and make this a great channel for engagement and open conversations.

Members should be aware that they are responsible for keeping their personal information private. The same security settings that Facebook offers on personal Timelines apply to groups. If you've recently joined this group, check your privacy settings to tighten them up or make sure they're where you want them to be. The group is moderated and anyone who is disrespectful will be moderated, warned and/or removed. Please refer to and always adhere to the Code of Conduct for the Queensland Public Service. You can also refer to the Gold Coast Health Use of Social Media Policy which outlines the mandatory compliance staff must follow when using social platforms.

