

# Mater Midwifery SwIM Program Guide Participant

Queensland Women and Girls'  
Health Strategy 2032



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# Introduction to Mater

Mater is a catholic not-for-profit ministry of Mercy Partners. Mater is guided by the spirit of the Sisters' of Mercy who first established Mater in 1906.

Through our extensive network of hospitals, health centres and related businesses, a nationally accredited education provider and a world-class research institute we're working together across Queensland to meet the health care needs of the community.

With a growing number of employees and volunteers in North, Central and South-East Queensland and a commitment to clinical care, research and education, Mater is able to offer this immersive experience program to support skill maintenance for regional midwives with a hands-on experience and exposure to complex patient care. We do this in the spirit of Mercy.

## Our Mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries.

## Our Values

We honour and promote the dignity of the human person and of all creation.

We act with compassion and integrity.

We strive for excellence.





# Introduction to the Maternity SwIM Program

## Dear Participant

This Program Guide has been created to assist you through your journey and outlines your rights and responsibilities during the program.

The aim of program is to support skill maintenance for regional midwives with a hands-on experience and exposure to complex patient care.

Please read this Guide carefully and keep it at the ready to be referred to on a regular basis.

For any queries or concerns, contact your Education Coordinator:

**Penny Musumeci,**  
**Midwifery SwIM Program Coordinator,**  
**Mater Health**

Mater Mothers' Hospital,  
Raymond Terrace, South Brisbane QLD 4101  
e: [MidwiferySwim@mater.org.au](mailto:MidwiferySwim@mater.org.au)

## Mater Mothers' Hospital

The Maternity SwIM Program is located at Mater Mothers' Hospital. Mater Mothers' Hospital is part of Australia's largest and most experienced maternity service provider, delivering more than 12 000 babies every year.

**To find out more information about Mater Mothers' Hospital please visit [matermothers.org.au](http://matermothers.org.au).**

# Requirements prior to undertaking Program

## Dress Code while attending the Program

### Uniforms

Professional Queensland Health uniforms/attire must be worn at all times, including identification badges. Please adhere to the Queensland Health uniform policy and/or expectations at all times.

By adhering to professional dress standards outlined in the policy you are demonstrating respect and dignity for patients, clients and each other, as well as promoting an image of professionalism and credibility within your role. Professional attire is sensitive to the needs of patients and clients, does not offend others and adheres to safety and infection control guidelines.

### Uniform Essentials

- Queensland Health Uniform. No long sleeve or visible tops underneath.
- Cardigans /jumpers may be worn to and from the facility; however, they are NOT to be worn whilst on duty.
- Queensland Health security ID badge, including photograph at all times.

## Immunisations

Current immunisation is a mandatory requirement for the program and Queensland Health should be provided with evidence of the following:

- Hep B
- Pertussis
- Varicella
- Measles
- Mumps
- Rubella

## Program Hours

Program hours will consist of:

- Full-time Monday to Friday. Hours range between 0645 – 1645. Start and finish times depend on the area you visit.
- Meal breaks are included for each shift

**Participants are responsible for their own travel to the facility and you should anticipate arriving 10 minutes before the start of your shift.**

## Absenteeism/Sick leave

Ensure you obtain the contact details of your allocated clinical area/s on commencing your program. These are located in your placement booklet that will be given to you on your first day.

If you are unable to attend your shift, please ensure you:

- Contact the SwIM Program Coordinator on their nominated mobile number. This can be done via text message.
- Follow up via email to [midwiferyswim@mater.org.au](mailto:midwiferyswim@mater.org.au)

## Identification Badges

For security reasons all participants must wear their Queensland Health identification badges on a retractable clip, and it should be firmly affixed to the front of the uniform, in a position where it is clearly visible and able to be read.

## Scope of Practice

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Participants are to **work within their scope of practice** at all times. Scope of practice is determined by the skills and theory that the participant has been deemed 'Satisfactory' in, by their employer (Queensland Health). Participants credentialed to do so may make entries in Mater patient's progress notes and care pathways, all such entries are **countersigned** as correct by the participant facilitator or registered clinician allocated to the care of that patient.

## Supervision

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During the program, participants are supported within the clinical environment by Clinical Facilitators and Preceptors. Participants must report any concerns regarding a patient to the registered clinician allocated to the care of that patient or team leader immediately.

Mater Mothers' Hospital, Raymond Terrace, South Brisbane, QLD 4101  
e: penny.musumeci@mater.org.au



# Incident and Insurance

## Incidents

Accidents and injuries do occur from time to time. In the event that a participant is injured in the workplace participants are advised they **MUST** take the following steps:

- **NOTIFY** the supervisor on duty immediately.
- **REPORT** the incident to their Education Coordinator who will assist you to complete the Events, Risks, Improvements, and Compliance register (ERIC).
- In the case of any needlestick injuries or possible contamination by bodily fluids refer to the procedures.
- **PRESENT** to the Mater Public Emergency Department for care.
- Your injury will be reported back to your NUM/Line manager at your QH facility where your normal workcover process will be invoked.

## Insurance

As a program participant, you will be covered by your employer's liability insurances whilst on the program.

**Note: if you attempt any activities outside your regular scope of practice, whilst not under direct Penny Musumeci, SwIM Program Coordinator supervision, you will NOT be covered by any insurance policies and may be personally liable for the consequences of any incident while attempting such activities.**

### Disputes and Conflict resolution

Any conflict or dispute that may arise must be resolved in accordance with Mater policies and procedures.

## On Completion of Program

You are responsible for returning your security swipe card to the SwIM Program Coordinator.

You will be asked to complete a feedback survey on your experience on completion and will be contacted six weeks post completion of the program for further feedback.

# General information

## Lockers and personal valuables

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All participants are advised not to bring valuables to work. The onus of securing personal items rests with you and therefore you should not leave your personal items unattended. Lockers are provided in some departments. Check with your facilitator as to the appropriate place to store your belongings.

## Mobile phones

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To ensure the risk of interference to clinical biomedical devices are minimised and for infection control purposes, the use of personal mobile phones and/or other radio transmitters are not permitted within clinical areas. Personal phones are only to be used during breaks and well away from clinical areas.

## Security and general safety

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The following general safety rules are designed to keep you safe. Please read them and observe them when you are on the program:

- Safety instructions must be adhered to at all times.
- All injuries must be reported to your Education Coordinator immediately and prior to leaving the site. They will help you complete the necessary documentation and/or if required attend Mater's public emergency department.
- Familiarise yourself with your local security procedure, emergency procedures, equipment, alarms and exits in your allocated area/s.
- No person shall use any item of plant or equipment, which is in any way damaged, or defective. Report it for repair immediately and place an 'Out of Order' tag on the equipment and remove from use.
- Equipment is to be used for the correct purpose and according to manufacturing instructions.

## Non-Smoking Facility

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In accordance with the Queensland Government Directive on smoking, smoking is banned.

For more information please visit: [health.qld.gov.au/public-health/topics/atod/tobacco-laws](https://health.qld.gov.au/public-health/topics/atod/tobacco-laws)

## Support

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### Employee Assistance Program – Assure

A confidential free service that provides individuals (staff and students) with solution focussed evidence-based strategies and support.

- t: 1800 808 374 (24 hours)
- e: [assureprograms.com.au](mailto:assureprograms.com.au)

# Appendix 1

## Mater Required Learning

### Learning Outcomes

- Understand Mater's commitment to patient centred care and the diverse needs of the patients we care for.
- Know the emergency codes at Mater, what to do in a fire emergency, what equipment is available and how to evacuate safely.
- Knowledge of manual handling safety and identify hazards to reduce the risk of injury.
- Behave safely in the workplace, including cyber-safe and ensure your actions do not impact on the safety of others including patients and colleagues.
- Understand how patients and families might escalate their concerns
- Act in accordance with the Mater values and contribute to a positive workplace culture that is respectful of diversity, confidentiality and use of resources.

### Fire Safety

The following instructions provide all staff including all clinical and non-clinical staff, visiting medical officers, contractors, volunteers etc. with the emergency response requirements at Mater.

### Activating a code

#### Southeast Queensland

| Code Type          | Emergency Type               | Mater South Brisbane | Mater Private Hospital Redland             | Mater Private Hospital Springfield | Other Mater services external to a Mater Campus |
|--------------------|------------------------------|----------------------|--------------------------------------------|------------------------------------|-------------------------------------------------|
| <b>Code Red</b>    | Fire or smoke                | 555                  | 555 ad 000                                 | 555                                | 000                                             |
| <b>Code Yellow</b> | Internal Emergency           | 555                  | 555                                        | 555                                | 000                                             |
| <b>Code Orange</b> | Evacuation                   | 555                  | Activated in response in another code type |                                    |                                                 |
| <b>Code Purple</b> | Bomb Threat (includes arson) | 555                  | 555 and 000                                | 555 ad 000                         | 000                                             |
| <b>Code Black</b>  | Personal Threat              | 555                  | 000                                        | 555 ad 000                         | 000                                             |
| <b>Code Brown</b>  | External Emergency           | 555                  | 666 and 555                                | 555                                | 555                                             |
| <b>Code Blue</b>   | Cardiac/Respiratory Arrest   | 555                  | 666                                        | 555                                | 000                                             |

## Fire extinguishers

Use a fire extinguisher ONLY if:

- you know that the extinguisher is suitable for use on the flammable materials involved in the fire.
- you have considered whether electricity is possibly involved and, if so, that the available extinguishing agent is non-conducting.
- you can extinguish the fire quickly.
- you are not putting your safety at risk by staying in the vicinity of the fire; and all other persons have been evacuated from the area.

| Dry chemical                                                                                               | Wet chemical                                                                                                 | Carbon dioxide                                                                                                             | Foam                                                                                                                                       | P.A.S.S.                                                                              |
|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|                         |                           |                                         |                                                        |  |
| Can be used on most types of fire (Class A, B, C, E and F). This is the primary extinguisher used at Mater | Designed for cooking oil and fat fires only (Class A and F). This extinguisher is used only in the kitchens. | Primarily used for electrical fires (Class E). Can be used on most types of fires. This extinguisher is used in OT and IT. | Primarily used for mist flammable liquid fires. Do not use on electrical fires. This extinguisher is used in Engineering Plant Rooms only. |  |
|                                                                                                            |                                                                                                              |                                                                                                                            |                                                                                                                                            | <b>Pull</b> <b>Aim</b><br><b>Squeeze</b> <b>Sweep</b>                                 |

## Your responsibilities

As a SwIM Program participant at Mater it is your responsibility to:

- Always wear your photo ID when on the campus.
- Recognise hazards and unsafe conditions and report them to the Area or Nurse/Midwifery Unit Manager as soon as identified.
- Know your exits and keep them clear.
- Report any suspicious behaviour, persons or packages to security.

**RACE** is a handy acronym to remind you of appropriate actions

- R Remove** – people from danger
- A Alert** – raise the alarm
- C Contain** – confine the incident if safe
- E Evacuate** – ensure there is a safe exit path

When operating an extinguisher remember the **PASS** acronym

- P Pull** the pin
- A Aim** at the base of the fire
- S Squeeze** the operating handle
- S Sweep** from side to side

# Mater Required Learning cont.

## Manual Handling and Patient Handling

Mater's requirements for the safe handling of patients is to eliminate or reduce the likelihood of musculoskeletal injuries to Mater people.

Almost every job across Mater Group will require a Mater person to undertake manual handling. This includes using your body to lift, lower, fill, empty or carry something.

Injury can be caused by overexertion related to repeated manual patient handling activities involving heavy manual lifting associated with transferring and repositioning patients and working in awkward postures.

To ensure your safety and the safety of others please remember to:

- **Identify** a hazard that may cause injury
- **Assess the risk and** modify the task
- **Protect** your back.

### A hazardous task is:

- Repetitive or sustained force
- High or sudden force
- Repetitive movement
- Sustained and/or awkward posture
- Exposure to vibration

### BCLS

To protect your back during a manual handling task, ensure that you adhere to the BCLS principle of manual handling.

- B** Base
- C** Curve
- L** Load
- S** Curve

The principles are -

- Think tall
- Look ahead with chin slightly tucked in
- Keep shoulders back and down
- Slightly tighten stomach muscles for support
- Spread weight evenly over both feet.

### Bariatric Patient

Patients weighing greater than 120kg, or who cannot be managed using standard hospital equipment will require:

- An assessment of the patient's weight, equipment and clinical needs
- An assessment of the patient care requirements.



Mater has a  
'no lift' policy

## Working Safely

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The number one priority at Mater is your safety. Every person has a role to play in ensuring our workplaces are safe. Mater people must work safely and ensure their actions do not impact on the safety of others including patients, clients and colleagues.

The objectives are -

- Contribute to a safe workplace free from harm
- Identify common hazards in your workplace
- Understand ergonomics and how it can affect you

### How we work safely together

Mater recognises that to provide safe, patient-centred care we must all work together to create a safe workplace.

The guiding actions include-

- Safe practices- must be developed, communicated, adhered to and improved over time.
- Reduce risk- infectious disease risk must be comprehensively managed to minimise exposure and prevent transmission.
- Proactive management- early and proactive injury management is essential in returning injured workers back to work safely.
- Personal responsibility- everyone must take personal responsibility for their safety and the safety of those around them.

To ensure Mater people act responsibly and take all reasonable steps to ensure that they do not place themselves or others at risk of harm or injury there are three key actions to apply -

1. Look out for hazards
2. Follow Mater policies and procedures
3. Work together to improve processes.

Other risks to consider -

- Occupational exposure- sharps and blood and bodily fluids - ensure these items are disposed of correctly and PPE is provided and worn.
- Occupational violence- remove yourself, attempt to calm and report the incident.

# Mater Required Learning cont.

## Privacy and Cyber Security

Security and access controls are essential to protect the confidentiality, integrity and availability of our information and systems, including personally identifiable data of our patients, consumers and staff. Mater people are the first line of defence against malicious or unintentional data breaches.

**You must not view the health records of family, friends, colleagues, or even your own records held by Mater.**

As a Mater person you may only access information that is required for you to complete your job – you have no right to view or share any other information that is held by Mater.

### The Privacy Act 1988 (Commonwealth)

Mater is obliged to comply with the Privacy Act 1988 (Commonwealth) and the 13 Australian privacy principles. This legislation seeks to promote and protect every individual's privacy and governs how personal (including sensitive and health) information is handled.

In 2018, the Privacy Act was amended to include the Notifiable Data Breach (NDB) scheme. A data breach occurs when identifiable

information is accessed or disclosed without authorisation or is lost. It becomes a notifiable data breach when it is likely to result in serious harm to an individual whose information was accessed and/or disclosed without authorisation or inadvertently lost.

### What if you suspect a privacy incident has occurred?

Report accidental disclosures or potential/suspected privacy incidents with the manager or contact the Privacy Office as soon as possible. You can call the Privacy Office on 07 3163 2666 or email them at [privacyoffice@mater.org.au](mailto:privacyoffice@mater.org.au).

### Protect yourself from phishing emails

Phishing emails are the biggest cyber security risk to our organisation. Just one click of a malicious link or attachment could have catastrophic consequences for our systems and data.

**Just one click can have a significant impact on our organisation. Ensure you keep a look out for any suspicious signs. Stop, Think and Act. Apply these principles to every email you receive to protect yourself and Mater.**

It is highly likely that you will receive phishing emails on your personal email accounts.

**STOP** what you're doing before acting on an email. Don't let being busy or in a rush be the excuse for losing access to Mater applications.

**THINK** about the context of what the sender is asking you to do. Do they usually ask you to do this? Do you know and trust the sender? Does anything look unusual about it?

**ACT** on the email only if you are confident it is genuine. Ask if you are unsure or report it if you know it is suspicious.

After deciding an email is suspicious, report it as phishing in Outlook via the Mimecast tab. This not only deletes the email but also triggers analysis from Mimecast.



**Please note** – if you do not have a Mimecast tab in Outlook, you can forward the suspicious message to [Cyber.Security@mater.org.au](mailto:Cyber.Security@mater.org.au).

## Patient-Centred Care

Mater strives to place the patient at the centre of all decisions related to their care. This may look a little different depending on the unique background of each patient.

At Mater, we support a culture of holistic patient-centred care, guided by shared decision-making, patient preferences and informed decisions to meet individual physical, psychosocial, cultural and spiritual needs.

**Patient-centred care is about treating the people in your care with as much respect and attention as you would if caring for your friend or family member.**

Every role at Mater contributes to patient-centred care through how we interact with patients, visitors and staff. Your positive interactions with patients, families and carers help to improve health outcomes.

The patient will be at the centre of all decisions made about their care.

Patient-centred care at Mater is-

- Individualised care – cultural, spiritual, social and psychosocial needs.
- Timely – responsive to patient needs demonstrates empathy and compassion.
- Coordinated care- everyone works collaboratively with the patient being central in all components.

- Understanding – keeping patient informed, use of language, written information and opportunities for questions and feedback.
- Effective communication – patients need to feel safe to speak up when they have concerns and encouraged to share ideas.
- Environment – provide a safe and welcoming environment, encourage partnership in their care and provide a positive experience.

**Always consider the patient's perspective, consider their vulnerabilities, feelings, and emotions.**

***'The patient-centred approach to health care treats each person respectfully as an individual human being and not as a condition to be treated. It involves not just the patient, but families, carers and other supporters. It is concerned about the patient's comfort and surroundings as well as their beliefs and values.'***

- WJ Beerwort, Chairman ACSQHC

# Mater Required Learning cont.

## Escalation by Patient or Carer – PACE

### Ryan's Rule

Ryan's rule is a process where a patient of any age, their families or carers can raise concerns if the patient's health is deteriorating or not improving at the rate it should be.

Patients, families and carers are always encouraged to speak to their treating clinician, or the manager of the ward. But when a patient or family member / carer perceives that the usual course of escalation of their clinical concerns has not satisfied their needs and/or that they are in danger, they can make an escalation call. Once activated, a senior Mater person will attend within 10 minutes. Mater's process is that the VMO will be notified of this call.

In Southeast Queensland, the process is known as **PACE**. Follow your local escalation of care process.

**The patient escalation process does not replace the MET or Code Blue provisions. Instead, it provides an avenue for patients and carers (not clinicians) to escalate concerns where the MET / Code Blue triggers may not have been reached or acted upon.**

## SHARED Handover

At Mater we use the SHARED acronym to guide handover of care and information about our patients and ensure we encourage patient and carer involvement and feedback – nothing about me without me.

Clinical handover is the process under which transfer of information, accountability and responsibility for a patient or group of patients occurs. Mater Health supports the use of the 'SHARED' mnemonic as the framework for a structured approach to clinical handover. This assists clinicians to participate in comprehensive, appropriate and safe communication irrespective of the clinical setting and ensure that safe and continuous care will be provided to all patients. A structured clinical handover is proven to reduce communication errors and improve patient safety as important information is more likely to be correctly transferred and acted upon.

# SHARED

|                        |                                                                                                                                                                                                                                                     |                                                                                                                                                                    |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>S Situation</b>     | <ul style="list-style-type: none"> <li>• Reasons for admission/phone call</li> <li>• Change in condition</li> <li>• Diagnosis specific information</li> </ul>                                                                                       | <ul style="list-style-type: none"> <li>• Who are you?</li> <li>• Why are you communicating?</li> <li>• Who are you communicating about?</li> </ul>                 |
| <b>H History</b>       | <ul style="list-style-type: none"> <li>• Medical</li> <li>• Surgical</li> <li>• Pyschosocial</li> <li>• Recent treatments</li> <li>• Responses and events</li> </ul>                                                                                | Important information relevant to the patient's current presentation                                                                                               |
| <b>A Assessment</b>    | <ul style="list-style-type: none"> <li>• Results</li> <li>• Blood tests</li> <li>• X-rays</li> <li>• Scans</li> <li>• Observations – include early warning tool score (e.g. CEWT, MEWT, ADDS)</li> <li>• Condition severity</li> </ul>              | Relevant to the patient's current presentation                                                                                                                     |
| <b>R Risk</b>          | <ul style="list-style-type: none"> <li>• Allergies/allerts</li> <li>• Infection control</li> <li>• Literacy/cultural</li> <li>• Medications</li> <li>• Skin integrity</li> <li>• Mobility/falls</li> <li>• Risk of deteriorating patient</li> </ul> | Relevant and important information to keep the patient safe                                                                                                        |
| <b>E Expectation</b>   | <ul style="list-style-type: none"> <li>• Expected outcomes</li> <li>• Plan of care</li> <li>• Timeframes</li> <li>• Discharge plan</li> <li>• Escalation</li> <li>• Patient involvement</li> </ul>                                                  | <ul style="list-style-type: none"> <li>• What needs to be done?</li> <li>• In what timeframe and by whom?</li> <li>• Anticipated responses and outcomes</li> </ul> |
| <b>D Documentation</b> | <ul style="list-style-type: none"> <li>• Health record</li> <li>• Care path</li> <li>• Clinical form</li> </ul>                                                                                                                                     | Important and relevant information documented in the appropriate clinical record                                                                                   |



## Acknowledgement of Country

Mater acknowledges that our services are provided on Aboriginal and Torres Strait Islander lands and pays respect to their Elders – past, present and emerging.

## The Heart to Heal, The Strength to Grow.

Our spirit is strong, it thrives as we embrace those whom we must always care for.

Our journey has been long and we will continue to flourish as we open our hearts to those who walk with us. Always.

This artwork concept and narrative was developed by David Williams. David is a proud Wakka Wakka artist at Gilimbaa.



