

## Using Workplace

### Frequently Asked Questions

#### What is Workplace?

Workplace is Eastern Health's new internal communications channel accessible to all staff.

It is a dedicated and secure online space for us to communicate, connect, share and collaborate with our peers.

Workplace is a product of the Facebook company, however, it is a completely separate product and secure platform.

*Workplace is not social media* – it's a tool to help keep as connected, informed, engaged and collaborate.

Workplace is not linked in any way to personal Facebook accounts and you do not need a personal Facebook account to sign up for Workplace.

#### How does Workplace allow staff to go mobile?

A significant number of the Eastern Health workforce are non-computer facing. Workplace provides all staff the option to go mobile by downloading the free Workplace App to your smartphone or tablet. No longer do you need to rely on the Eastern Health network to get the latest news and announcements to keep up to date.

Workplace can also be accessed via your web browser.

#### What are the benefits of Workplace?

Workplace has many benefits for the Eastern Health Workforce. These include:

- Providing us with an opportunity to better connect as individuals, departments, units and as an organisation
- Mobile accessibility expands our communication reach to our 24/7, geographically diverse workforce
- Communication that becomes available anywhere, any time
- Providing you with information that does not rely on Eastern Health connectivity
- Allows you to access information at a time and place convenient to you
- Giving us a tool that provides greater opportunity for engagement and collaboration amongst our Eastern Health peers
- Being able to better share our stories in both pictures and in words
- Real time and regular shout-outs to individuals and teams about success
- Reducing emails

## What are the benefits of Workplace?

All Eastern Health staff are invited to join Workplace.

All Eastern Health and Turning Point email account holders are provisioned with Workplace accounts.

To claim your account is as simple as logging into Workplace using your Eastern Health / Turning Point email address and regular password (the one you use for iLearn and RosterOn). There are two ways to do this:

1. Follow this link <https://easternhealth.workplace.com> and follow the prompts to log in.
2. Download the free Workplace and Work Chat apps from the App Store or Google Play and log in from there.

Having the Workplace and Work Chat apps allows you to stay connected and collaborate and engage with your team and colleagues more easily no matter where you are or what device you are using.

Once logged into your account, it is recommended that you set-up your profile, a quick five minute task and turnoff your notifications.

See the [Eastern Health staff hub](#) or [Workplace 101 Group](#) within Workplace for further direction on how to setup your Workplace profile.

## What are Workplace groups?

Workplace groups are where you share and receive information. A Workplace group is where you can update and share information with your team or with a larger group.

The formation of groups is open to teams, wards, projects and departments.

There are various types of groups that can be created in Workplace with each group categorised by privacy and posting permissions. These are determined on the group's purpose.

Groups are categorised as follows:

- Open (default) - meaning everyone at Eastern Health is automatically a member and can see all posts, comments and reactions.
- Open: meaning anyone (at Eastern Health) can access the group and its content.
- Closed: meaning you can find the group, but you need to request or be invited to join in order to see content.
- Secret: meaning it's a private group that has only set members.

## Who owns the information on Workplace?

All information posted to Workplace is the property of Eastern Health. We retain ownership of all information added by our account holders – our staff

## Can I share patient information on Workplace?

**No.** Workplace is for peer to peer, workforce and operational communication, engagement and collaboration. **Workplace should not be used to discuss identifiable patient information.**

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Sharing of identifiable patient information without consent may be considered a **breach of patient privacy**.

## **Expectations of Staff using Workplace**

Workplace is a professional internal communication platform and all staff are expected to behave accordingly in line with Eastern Health Employee Code of Conduct guidelines.

Bullying including cyber-bullying, breaching employee privacy, offensive language and harassment of any form are not tolerated by Eastern Health.

Communication via Workplace is the property of Eastern Health and distribution to third parties is at the discretion of Eastern Health management. The distribution of content, or extracts from content, to third parties without the appropriate approval may be grounds for disciplinary action.

This includes not sharing screen shots of conversations or posts and sending them to a third party.

Inappropriate and/or offensive behaviour can and should be reported. You may do this within Workplace by selecting “Report post” or via regular internal reporting processes i.e. to your manager.

## **Do I have to use Workplace?**

Workplace is a great way for you to be connected to news, announcements, opportunities and activities together with your peers at Eastern Health. So while joining Workplace is voluntary, it is a great space to stay connected.

## **Am I expected to be ‘available’ via Workplace 24/7?**

Downtime away from the work environment is vitally important for your health and wellbeing.

Workplace will allow you to access information and engage in Workplace groups at a time and place convenient to you but there is no expectation that you should be available via Workplace outside of your work schedule.

## **Do I have to bring my own device?**

Workplace is predominantly used as a mobile application with staff encouraged to download the free Workplace App and Work Chat functions to their personal mobile devices. Eastern Health mobile devices and personal smartphones and tablets can access Workplace.

## **Am I able to disconnect from Workplace when I’m on leave or away from work?**

Yes. You can use your “Do not disturb” settings for periods of leave or when you just want to keep your Workplace activity to work hours. This is especially helpful for mobile users. It means you’ll still be able to see and receive notifications within Workplace, but you won’t get alerts outside of the platform.

- To switch on ‘Do not disturb’, select your name and user icon in the top-left of your screen on mobile, or bottom-left of the screen on a computer.
- Select ‘Do not disturb’.

- Choose any time period, from 30 minutes to entire days of the week.

### **Can Workplace be accessed by people who aren't a part of Eastern Health?**

Only people approved by Eastern Health with an Eastern Health / Turning Point domain email will have access to the secure Eastern Health Workplace space. Upon staff resignation, Workplace accounts will be disabled.

### **What do I do if I see someone using Workplace inappropriately?**

Workplace is a professional internal platform to connect with people and work together. All staff should behave on Workplace with their colleagues like they would in a face-to-face conversation. If you have concerns about a post or comment you can report a post to a Groups moderator or Workplace Admin by selecting "Report post" or via regular internal reporting processes.

### **Who decides what content can and can't go in Workplace?**

Workplace communication and engagement works through groups. These may be open groups allowing all members to post content into the group, or closed and secret groups that have restricted posting permissions. Group members will be able to engage with posts through comments and engagement reactions.

Each Workplace group is created with permissions and moderators. These are determined on a group by group basis.

Group content is determined by the group's purpose and overseen by the group admins and moderators.

### **How secure is Workplace versus other applications?**

Eastern Health has decided on the use of Workplace rather than other applications because it's more commonly used in the health sector and has great functionality for our staff. It's also a much more cost effective and secure tool for thousands of users.

Eastern Health's ICT Department has sanctioned the use of Workplace with data held by Eastern Health.

### **What policies guide the use of Workplace?**

#2879 Use of Social and Emerging Media Practise Guideline

#345 Mobile Telephones and Communication Devices Guideline

#2075 Privacy Standard

### **Where can I go for help using Workplace?**

The Workplace 101 group within Workplace and the Eastern Health Stuff Hub is your go to for all things Workplace. You can also connect with Workplace Crew from the Eastern Health Communications team via [workplace@easternhealth.org.au](mailto:workplace@easternhealth.org.au)