# Mandatory training: Patient Support Services Staff – direct patient contact

Staff who have direct patient contact regularly interact with patients and families. Staff included in this category are hotel services, hospital services assistants, patient support assistants, orderlies.

This checklist is to be included with your annual performance development and review. Please review the mandatory training framework for up to date information on requirements and relevancy: [PSS\_MT\_200624.pdf (health.wa.gov.au)](https://www.kemh.health.wa.gov.au/~/media/HSPs/NMHS/Hospitals/WNHS/Documents/Professionals/Education/MT2024/PSS_MT_200624.pdf)

Name: Click or tap here to enter text.

## Annual requirements

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Format** | **Date completed** |
| Emergency management - theory | EL |  |
| Emergency management - Code Orange walkthrough | EL/F2F |  |
| Emergency management - warden training | F2F |  |
| Essential cybersecurity training | EL |  |
| Hand hygiene - non-clinical module | EL |  |
| Infection prevention and management | EL |  |
| Manual tasks training | EL |  |
| PPE training/assessment | EL/F2F |  |

## 2 yearly requirements

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Format** | **Date completed** |
| Preventing and managing workplaces aggression and violence | EL |  |

## 3 yearly requirements

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Format** | **Date completed** |
| Accountable and ethical decision making refresher | EL |  |
| BFHI Group 3 breastfeeding education | EL |  |
| Manager/supervisor OSH and injury management training | F2F |  |

## Once only requirements (if not completed as new staff)

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Format** | **Date completed** |
| Aboriginal cultural eLearning | EL |  |
| Recordkeeping awareness | EL |  |
| MRI Safety | EL |  |

This document can be made available in alternative formats on request.

© North Metropolitan Health Service 2024