



[Workplace](#) is our new internal communications platform. It's a dedicated and secure space that makes it easy for all of us to connect, communicate and collaborate.

Below is a list of common questions about Workplace. You can also contact the Communications team for assistance on ext 28277 or by emailing mh-publicaffairs@mh.org.au.

How do I access Workplace?

All Melbourne Health employees have been invited to join the platform via their MH email account. This email contained a link that takes you to the [Melbourne Health Workplace website](#), where you can set up your profile and make sure you are connected with the right groups.

You can also download the Workplace app and Workplace chat app to your mobile device if you wish.

If you have not received this email or are having issues getting on to the platform, please contact the Communications team on ext 28277 or by emailing mh-publicaffairs@mh.org.au

What are groups?

Your groups are where you share and receive information. They may be made up of your immediate team or ward, your department or the entire organisation.

Groups can be:

Open: meaning anyone can access the group and its content.

Closed: meaning you can find the group, but you need to request to join in order to see content.

Secret: meaning it's a private group that has only set members.

How is Workplace linked to Facebook?

Workplace is a product of the Facebook company, however, it is a completely separate product from personal Facebook. If you have a Facebook account, this will not be linked in any way to your Workplace account, and vice versa.

You don't need a personal Facebook account to sign up for Workplace and there are separate websites and apps for both.

Who owns the information on Workplace?

Any and all information on Workplace is the property of Melbourne Health as we retain ownership of all information added by our account holders – our staff.

Is Workplace safe?

It is a secure platform that has been vetted and endorsed by our Executive, legal services, our board and the Department of Health and Human Services.

Similarly, we are following in the footsteps of Ambulance Victoria, and St Vincent's Hospital, which are already two like-minded organisations which are already signed up with, or are presently rolling out the platform.

Can I share patient information on Workplace?

Workplace should not be used to discuss patients, unless they have given their permission (similar to that of giving a media interview) to be a case study, or for you to share their image on the platform. Alternatively, you can use the live stream or voice call function to discuss this information, but cannot save this on the platform.

What policies apply to using Workplace?

Our [MH03.09 Social Media policy](#) applies, which also encompasses:

- [MHS002 Melbourne Health Code of Conduct](#)
- [MH03.08 Privacy and Confidentiality of Patient Information](#)
- [MH11.02 Appropriate Use of E-mail and Internet](#)

Workplace is a professional internal platform and all staff are expected to behave accordingly.

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.

What is Workplace used for?

Workplace will become the main channel for internal communications. Here are just seven ways you can use it:

1. Cut down on email

Avoid the never-ending reply-alls that come with group emails and make it a Workplace post instead. Or, for a quick question, why not use Workplace Chat instead to reach out to a colleague or group?

Make sure you check your settings to turn off Workplace email notifications too. [Get the instructions here](#)

2. Go mobile

You might be deskless, but you don't have to be voiceless. Workplace is available as a mobile app for your smartphone, which means you can connect with the organisation no matter where you are. Search for Workplace on your app store. Workplace Chat is also available.

3. Collaborate and share knowledge

Read a great journal article? Got new equipment to demo? Don't have time in the diary to add a meeting for your working group?

Why not share your updates on Workplace? You can create or join team groups and film video, upload files, share links, images or simply write a note.

Workplace makes it easier to break down silos and strengthen your network. For example, the [Publications & Events group](#) is a great way to find out about upcoming health events.

4. Live video

Keen to get to a meeting at Coburg, but not confident you'll make it back in time for your next appointment in Epping?

Use live video to bring people together. Workplace allows you to 'go live' at the touch of a button or to video conference with up to 50 people. You can do it via mobile or a computer with a mic and camera.

5. Showcase your great work

Has your team done something truly inspiring? Why not tell the rest of the organisation via Workplace?

It's as simple as typing an '@' symbol in your post, followed by the name of the person or group you want to recognise.

6. Create engaging learning

Workplace is a great tool to reinforce learning and development, which supports polls, videos, files, images and links – giving you an array of options for engaging learning.

7. Gather feedback and ideas

Sometimes you need time to ruminate on an idea. Use Workplace to share ideas with your group and collect feedback in the one post (and avoid having to trawl through emails or wait for your next meeting). It's an ideal way to keep work moving in our busy organisation.

No more notifications & other Workplace tips

Activated your Workplace account and looking to streamline your experience? Here are three quick tips:

1. Turn off email notifications

Workplace notifications can be handy within the platform, but you don't want them to clog up your inbox. Here's how to turn them off:

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 Settings to open a new window, where you can manage information about your account.

Select Notifications to open a new window, where you can manage how and when you get Workplace notifications.

To turn off emails go to 'How you receive notifications' on a computer or 'Where you receive notifications' on mobile.

From here, select your email frequency as 'Only about your account.'

2. Set up a Do Not Disturb schedule

Whether you're going on leave or just want to keep your Workplace activity to work hours, using your Do Not Disturb settings is a handy trick, especially 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 it on, select your name and user icon in the top-left of your screen on mobile, or bottom-left of the screen on a computer. From here select Do Not Disturb. You can choose any time period, from the next 30 minutes to entire days of the week.

3. Use shortcuts to find your favourite groups

Find yourself regularly searching for a group? Make it a shortcut! Simply enter your favourite group and select the three dots in the top right-hand corner of the screen on desktop (just under the group cover image).

From here, select Pin Group to create your Shortcuts bar.

Remember, you can get help anytime in the [MH Workplace Tips & Tricks Group](#) or by contacting Communications on ext 28277 or emailing mh-communications@mh.org.au