



Anne Vigar

NPAQ President

In this newsletter I would like to talk about how we deal with your enquiries. With the help of our friendly administration team we try to deal promptly to phone calls and emails as we believe it is extremely important that the majority of issues are dealt with quickly. If this doesn't happen problems may drag on and if not resolved cause frustration and anxiety for everyone involved. Quite often with the right advice or information in a timely manner it can lead to a prompt and satisfactory resolution for all.

With this in mind I encourage NPAQ members to take an active role in their workplace, especially when it comes to enterprise bargaining. With the support of NPAQ lawyers Ferguson Cannon in the background you can make informed choices about wages and conditions. Who knows your workplace better than you? I believe your knowledge and understanding of your workplace is invaluable and would lead to better outcomes for all. More importantly we believe the best agreements are made between the employers and the employees direct, not the employer and third parties.

Recently I have been involved in the EBA negotiations at my own place of work and I know after speaking with my colleagues what issues are important to them. Sometimes these issues are not relevant in other places and vice versa. It is important that what we end up with is applicable and workable for all. NPAQ didn't do it for us but gave us technical advice so we could do it ourselves. Much better outcome.

Warm regards
Anne

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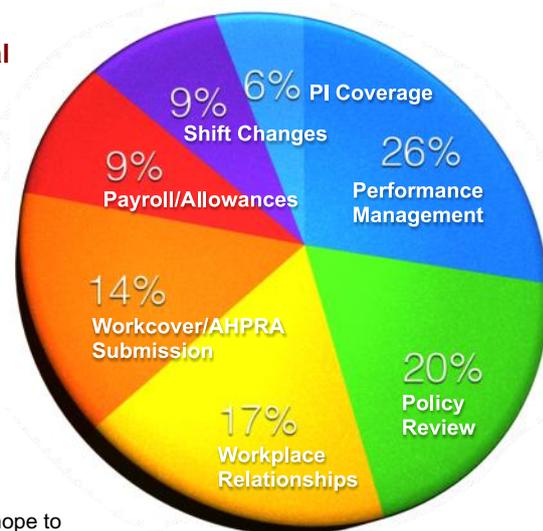
From the Support Team

We have helped many members with both small and bigger issues. A number of queries have been sorted within one or two phone calls, where we've provided a clearer understanding of what your rights are.

To give you a general idea as to what we can help with:

Of these issues:

- 92% have been resolved
- of these; 78% have been in favour of our member
- the remaining have been resolved to the member's satisfaction, although not necessarily with the outcome they had hoped to achieve.



On every occasion we consult with our member (and our legal team when necessary) to determine a strategy. Every member has commented that our methodology is quite different to what they have experienced in the past. Our aim is to empower the member as we have found this the most effective way to get resolution.

Of the cases currently pending:

- 2 we have escalated to a hearing as the proposed resolution was not satisfactory and we are awaiting a hearing date.
- The remaining have strategies in place and underway.

What does this mean to you?

Based on our experience our recommendation is:

- If you have a concern with a situation, policy or person in your workplace, take action. If you act swiftly a matter can be resolved quickly and may prevent larger issue.
- If you are not certain what steps to take, contact us. Together we can work out a strategy, or you may just need our assistance to prepare written communication.

We are here to help

T: 1300 131 643

E: hotline@npaq.com.au

NPAQ Member Profile



Nicole Nash-Arnold
Nursing Career Coach

Often in nursing, the “clinical cream” rises to the top and they are promoted into nursing leadership positions. The skills, as well as the “neural pathways” that develop to make a great clinician are not necessarily transferrable to what is needed to be a great nurse leader. Building culture, managing risk, integrating a team to excel and deliver great patient outcomes is vastly different from the ability to identify that patient who is acutely unwell just by looking at them. You might be able to cannulate the peripherally shut down haemorrhaging patient in one go, but that doesn't mean that you have the skills to now cultivate a culture of success! The stress of bridging that gap for new nurse managers is enormous. I've lived that transition and it's why I started Nurse Manager HQ.

One of my very first Nurse Managers had such a significant effect on who I wanted to be as a Nurse Manager that I often find myself even today wondering how she would have handled a given situation. It was the first time that I had considered that you don't need to be a Super-Clinician to be a great manager. This manager possessed an emotional intelligence that intuitively gave her the ability to lead and influence. I recall overhearing a conversation between her and one of her peers. They were discussing staffing allocations as she knew that a particular staff member was having a difficult time at home and that it was reaching a crescendo for her. Putting her into a high pressure operating theatre just wasn't the right move. Her colleague scoffed and said “I barely know who you're talking about let alone their problems. What does it matter?! They're here to do a job, not get mollycoddled by you.” One manager lead. The other manager managed. And it was reflected in their respective team cultures: the differences in their teams and their team's dynamics were worlds apart.

The second event that had a significant effect on this passion that I have for inspiring leadership amongst nurses was coaching. It was such a profound experience for me that it's probably no real surprise that I have chosen this profession as my own. During that process, I undertook a 360 degree feedback and a Myers Briggs personality test. But it was the one-on-one coaching that changed me. I remember when the group of us first heard about how we would be “coached”, we were all a little freaked out: was this some sort of professional therapy?!? But once I started down that road and committed myself to it, it changed everything about who I was as a leader. I am immensely grateful for the experience and to my coach.

Ronald Reagan said that “Management is doing things right. Leadership is doing the right thing”. We are excellent at managing – managing patients, managing deterioration, managing families, managing competing demands. When we step into leadership, the mind set changes. After 15 years in management positions, I help great clinicians transform into great leaders.

*Warm regards
Nicole*

Nicole Nash-Arnold is a nursing career coach who helps great nurses transform into respected leaders.

She shares her 15 years of experience in both senior and executive health leadership roles to germinate great leadership. Clinically, Nicole has over ten years perioperative experience before moving into her nurse educator and management roles. Currently, she runs a professional development consultancy for nurses to advance their careers. She has post-graduate qualifications in perioperative nursing and currently a Masters in Nursing.

Nicole is a member of the International Coaches Federation, Australasian College of Health Services Managers as well as the Nursing Professional Association of Queensland.

VIDEO HIGHLIGHT

Nursing Career Coach | Nicole Nash-Arnold
Resilience Series How to turn a Negative into a Positive
<https://youtu.be/gfQUP7AxlpU>



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QNU Resignation, it's easier than you think...



If you are a member of the Queensland Nurses Union and wish to resign, NPAQ membership will start from the date the QNU resignation takes effect and the NPAQ fee will commence on the 25th of the month following the last QNU payment.

The NPAQ PI Insurance policy will be effective from the date of your membership, however the policy has full retroactive cover for any issues which may have occurred whilst you were a member of the QNU but which you have not yet been notified or may not even know about. You will be totally protected in the change over.

The NPAQ offer 3 handy ways to get you on the right track, these include:

- **Advise QNU by Email**
- **Advise your bank of direct debit cancellation**
- **Let us resign on your behalf**

Together we will build a strong network of professional nurses and allied health professionals.

Roy Morgan Image of Professions Survey 2016: Nurses still the most highly regarded – followed by Doctors, Pharmacists & Engineers

A very large majority, 92% (unchanged from 2015) of Australians aged 14 and over rate Nurses as the most ethical and honest profession – the 22nd year in a row since Nurses were first included on the survey.

Of all 30 professions surveyed in 2015 a majority (23) increased in regards to ethics and honesty while four professions decreased and only three professions were unchanged.

Other professions that also gained high ratings for ethics and honesty in 2015, included Doctors 86% (up 2%), Pharmacists 86% (up 2%), Engineers 78% (up 4%), School Teachers 77% (down 1%), Dentists 75% (up 4%), Police 72% (up 3% at an all-time high and up from 53% in 1988 & 1989), High Court Judges 71% (up 3%) and State Supreme Court Judges 70% (up 1%).

Amongst the losers in 2015 were Ministers of Religion 35% (down 4%); down from a high of 59% in 1996 when they were first included and now at the lowest they have ever been rated; Bank Managers 30% (down 4%, and down 13% since 2014); the lowest since 2002 (a record low of 29%) and well below their rating in 1988 of 54%; and Union Leaders 13% (down 1%) following last year's Royal Commission into union corruption.

The biggest gainers in 2015 were University Lecturers 68% (up 7%) and Accountants 51% (up 6%), with other strong gainers including Public Servants 39% (up 4%), Lawyers 35% (up 4%), Directors of Public Companies 26% (up 4%) and, perhaps surprisingly on the eve of a Federal Election, Federal MPs 17% (up 4%).

The lowest ranked profession is once again Car Salesmen 4% (unchanged) – a position they have held for over 30 years with the next lowest being Advertising people 9% (up 4%, now the same as 2013) and Real Estate Agents 10% (up 1%).

Gary Morgan, Executive Chairman, Roy Morgan Research says:

“Roy Morgan’s annual Image of Professions survey for 2016 shows a majority of professions (23) recorded increases in their ratings for ‘ethics and honesty’ over the past year although Nurses 92% (unchanged from 2015) have retained top spot for the 22nd survey in a row.

“The biggest losers in 2016 were Ministers of Religion 35% (down 4%) hitting a new record low and Bank Managers 30% (down 4% this year and down a massive

13% since 2014). After a Royal Commission last year into union corruption Union Leaders 13% (down 1%) were one of only four professions to lose respect from Australians over the past year.

“Although most professions showed an increase this year the biggest improvers were University Lecturers 68% (up 7%) – equalling their best ever performance, and Accountants 51% (up 6%). Other notable improvers were Engineers 78% (up 4%) and Police 72% (up 3%) – both at new record highs near the top of the table and also Public Servants 39% (up 4%) – also at a new record high.

“Interestingly, Federal MPs 17% (up 4%) have increased on the eve of a new Federal Election and are at their highest since early 2009 at the time the Rudd Government sent out stimulus payments of up to \$950 to more than 13 million Australians. However, there is still no love for Car Salesmen 4% (unchanged) – a position they have held for over 30 years unchallenged as Australia’s least trusted profession.”

These are the main findings of a Roy Morgan telephone survey conducted on the nights of May 4-5, 2016, with 655 Australian men and women aged 14 and over.

Respondents were asked: “As I say different occupations, could you please say – from what you know or have heard - which rating best describes how you, yourself, would rate or score people in various occupations for honesty and ethical standards (Very High, High, Average, Low, Very Low)?”

May 11 2016 Finding No. 6797
Topic: Public Opinion Special
Poll Country: Australia

> read the [full article](#)

