



Leading Health Service Innovation 2024 Guide for Applicants

Contents

Contents	2
About this document.....	2
Introduction.....	3
About the Graduate Certificate in Health Services Innovation.....	3
Application process	5
Who can apply?	5
Key dates.....	5
About the application process	6
The application form	6
How applications will be assessed	8
Advising of application outcome	9
Staff responsibilities	10
Professional development leave.....	10
Course fees	10
MNH Learning Agreement.....	11
Successful applicant responsibilities	11
Line Manager responsibilities	12
Head of Department/ Executive Director responsibilities	12
Variations	12
For further information contact	13
Appendix One	14
Appendix Two	16

About this document

The **2024 Guide for Applicants** provides an overview of the **Graduate Certificate in Health Services Innovation** as part of the *Leading Health Services Innovation* program being delivered by Griffith University in partnership with Metro North Health.

There are 30-40 co-sponsored places allocated for staff who are passionate about leading innovation and change. This document provides you with key details about the application process for this opportunity.

It is crucial you read this document prior to submitting an application to be considered for a position within the Graduate Certificate in Health Services Innovation. Submitting an application does not predicate enrolment in the program.

An electronic version of this document is available at <https://metronorth.health.qld.gov.au/research/leading-innovation>

Published 20 February 2024 , Metro North Research, Metro North Hospital and Health Service

Disclaimer: The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

Introduction

Metro North Health (MNH) is a recognised leader in the provision and delivery of world class healthcare. Our expertise in many specialties allows MNH to leverage research, technologies and partnership opportunities to expand and drive healthcare forward. Since 2018, in line with MNH's Research Strategy and MN 32, MNH has been committed to work with academic partners to build staff capability in the areas of innovation, change and health service management.

To date, over 100 MNH staff have learned core skills as part of this ground-breaking program. MNH's investment in the program recognises this is far more than a "personal or educational benefit" for you as an "individual". Your team needs to jump on board as you advocate for change through your program of tailored university studies and through participation at an annual conference and roundtables with Executives. All the while, being supported by the dedicated Metro North Research Learning Coordinator / Coach.

In 2023, MNH began its partnership with Griffith University to develop the *Leading Health Services Innovation* program, a contemporary evidence-based curricula presented in a multi-modal format.

The *Leading Health Services Innovation* program has been designed to enhance our capability as **clinicians and health service administrators working in clinical and non-clinical areas** to support MNH transform our health service over the next 10 years.

If you are an active player and advocate in building an innovation and improvement culture in your work area, MNH is inviting you to apply to be part of this exclusive program. The second intake commences in July 2024.

About the Graduate Certificate in Health Services Innovation

The Graduate Certificate in Health Services Innovation is designed specifically for 30-40 middle managers, and emerging change leaders, including clinicians and health service administrators, and includes:

- Graduate Certificate in Health Services Innovation (ACHSM accredited):
 - student membership with the Australasian College of Health Service Management (ACHSM)
 - an annual conference and three roundtable discussions with guest lecturer presentations from health service executives and industry experts
 - a dedicated Metro North Research Learning Coordinator and Coach to support you throughout your transformative learning journey.

Designed for both clinical and non-clinical staff, every aspect of this program has been influenced by Metro North Staff and Executive feedback to equip you with contemporary, leading-edge knowledge and skills to meet our current and future needs as a health service. You will learn how to design and lead change through projects and change agendas.

Throughout the two-year graduate certificate program (four courses part-time over two years), the program integrates authentic assessment tasks focused on the application of knowledge and skills across four courses:

Australian healthcare systems, reform, change and innovation

This course focuses on the Australian and international healthcare systems to particularly focus and examine the necessity and opportunities for expanded and improved ways of enabling reform, change, and stimulation of an innovation culture and set of opportunities.

Leading innovation and development in healthcare

This course combines the critical elements of leadership, facilitating an innovative culture, and achieving successful implementation. Learners will have opportunity to reflect on their own leadership styles; flexibility and adaption of leadership competencies and behaviours in different situations and settings.

Health economic evaluations

In this course, students will learn the principles of economic evaluation, how to critically appraise economic evaluations and how economic evaluations can inform value-based decision making. Students will be introduced to economic evaluation approaches such as cost effectiveness, cost utility and cost benefit analysis in assessing various healthcare interventions to guide decision making and setting priorities.

Healthcare improvement, evidence and implementation project

This course focuses on innovation and implementation science in the healthcare setting and on the use of improvement and implementation frameworks and methods that can be put into practice. Participants will practically design, implement and evaluate improvement and change projects.

Delivered part-time over two years, this graduate certificate is offered in the blended learning mode which combines online, face-to-face, and self-directed learning approaches.

Key program dates – Cohort 2 commencing July 2024

Academic Calendar	Course	Proposed Schedule
11 July 2024	Orientation	
15 July – 11 October 2024	Australian health systems, reform, change and innovation	5 days – Weeks 1, 3, 5, 7, 11 Week 1 – Thursday 18 July 2024 Week 3 – Thursday 1 Aug 2024 Week 5 – Thursday 22 August 2024 Week 7 – Thursday 5 September 2024 Week 11 – Thursday 3 October 2024
	Leading Health Service Innovation Roundtable	Thursday 24 October 2024
March – June 2025	Leading innovation in healthcare in development	5 days – Weeks 1, 3 (2 days), 7, 9
July – October 2025	Health economic evaluation	5 days – Weeks 2, 4 (2 days), 6, 8
March – June 2026	Health care improvement, evidence and implementation project	5 days – Weeks 1, 2, 5, 7, 9

Griffith University entry requirements for enrolment into postgraduate study

- any Bachelor degree; **OR**
- a health-related diploma PLUS two years relevant work experience in the health or aged-care sector; **OR**
- a minimum of five years equivalent full-time work experience in administrative, management and leadership roles within *healthcare organisations* (students would be expected to have career goals to work in health-related organisations). For these applicants, preferably 1 of your 5 years' experience within "healthcare organisations" has been within MNH. A statement / letter of support from your Line Manager on official letterhead to attest to your experience in administrative, management and leadership roles will be required. Contact the Learning Coordinator who has a Line Manager letter template. [Click here](#).

To understand the university pre-requisites and English language requirements for the program, please access the Griffith University program page (<https://www148.griffith.edu.au/programs-courses/Program/3401/Overview>). If you are not able to fulfil these requirements, then you will be precluded from enrolling. Note: Applicants need to receive approval through the MNH selection process before they can apply to Griffith University (please refer to the '[Application Process](#)' section of this document for this process).

If you are not certain about whether you meet the above Griffith University entry requirement criteria, please contact *Leading Health Services Innovation* Program Director Dr Mark Avery via mark.avery@griffith.edu.au.

Note - all applications to apply for this program must be through the Metro North Research [SmartyGrants portal](#) (visit <https://metronorth.smartygrants.com.au/>)

Application process

Who can apply?

Applications are open to the following Metro North Health (MNH) employees:

- Permanent (full-time/ part time) employees
- Temporary employees who have served at least a continuous 12-month period of service (and have support and endorsement from their line manager, Head of Department and Executive Director).

As this is a competitive process you will need to complete an application to be considered for enrolment and commit to stay employed within MNH for the duration of the 2-year program.

Key dates

Key dates	Activities
Feb- March 2024	Virtual Roadshows - February - Wed 21 Feb 9:00; Thur 29 Feb, 13:00; March - Tue 12 March, 12:30; Tue 19 th March, 9:00
End March 2024	Applications Open
21 April 2024	Applications Close midnight on World Creativity and Innovation Day
May 2024	Review by Selection Panel Members and Executive Directors Selection of successful applications
1 st week of June 2024	Applicants notified via email from MNH by 5pm Fri 7 June (Letter and MNH Learning Agreement)
11 June 2024	Successful applicants and Line Manager attend Q&A webinar (Tue 11 June @ 9.30am)
12 June 2024	Successful applicants returned signed MNH Learning Agreement to MNH Learning Coordinator
COB 16 June 2024	Formal online application by successful applicants to study at Griffith University Letter of offer to graduate certificate sent to students from Griffith University Students return signed offer to be admitted to Griffith University Students to forward their ' Starting at Griffith ' email confirmation to LHSI team: lhsi@griffith.edu.au
11 July 2024	Griffith University Orientation evening (6pm)
15 July 2024	Semester commences
July-August 2024	One-on-One coaching session with each successful applicant and line manager

About the application process

Once you have confirmed you are eligible to apply, you will need to complete an application to be considered for enrolment. To be considered for this exciting opportunity, submit your application via Smarty Grants ([Click here](#) or visit <https://metronorth.smartygrants.com.au/>). The page can also be accessed via Metro North Research - [Leading Health Services Innovation Program - Metro North Health](#)

Submitting an application does not predicate enrolment in the program as this is a very competitive process. Applications will close on World Creativity and Innovation Day 21st April 2024 (midnight).

All applications are reviewed by a panel and your Executive Director. Your application consists of:

- **1-page statement (2 max)** (submitted via Smarty Grants visit <https://metronorth.smartygrants.com.au/>)
- Names of two referees (current Line Manager and a Professional Referee)
- **CV (Curriculum Vitae) - 2 page maximum** with your academic and work history to demonstrate administrative, management and leadership roles you have undertaken). The panel will not read anything beyond two pages!
- **If you do NOT have a bachelor degree or diploma** you will need to provide a statement from your line manager outlining how you meet the Griffith University entry requirements for post graduate study.

Submit all documents via [SmartyGrants](#) by midnight **on Sunday 21 April, 2024** – World Innovation and Creativity Day. You will receive an automated acknowledgement email when your application has been successfully submitted.

The Metro North Research's Learning Coordinator will then commence checking eligibility and batching applications to the panel.

The application form

The application form is completed online through the online grants management system "SmartyGrants", hosted on the Metro North Research website, or accessed via <https://metronorth.smartygrants.com.au/>. If you have not used SmartyGrants you will need to register as a user (this is a free user account). See [Appendix One](#).

You will need to register for a SmartyGrants account before you can start and save your application.

There are a range of user guides that you can access throughout the process should you require support. You will be able to access the online application form from [Leading Health Services Innovation Program - Metro North Health](#).

In the meantime, you are encouraged to:

- Review the sections in the form (noted below)
- Attend the Virtual Roadshows. A recording of a virtual session will be available if you can't attend live.
 - To participate in the session, you will need access to a laptop/PC/smart device with internet access (and headphones if you'd like to ask a question, or you can use the chat function). A camera is not required. [Click here](#) to register

Sections in the application form

- Eligibility confirmation - If you do not satisfy the requirements, you will not be able to proceed with the application.
 - **If you do not have a bachelor degree or diploma** you will need to provide a statement from your line manager outlining how you meet the Griffith University entry requirements for post graduate study.
- Contact details - applicant and names of two referees (current line manager and professional referee)
 1. Your current Line Manager MUST endorse of your participation, and you need to provide evidence of the endorsement (an email as per Appendix Two). This program is designed for one person to gain, then share the learnings with their team after each workshop and implement a project at the conclusion of the two-year part-time program. Metro North Health is investing in you to lead from where you are and address local problems / opportunities that align to strategic/ Facility/ Directorate/ Stream priorities.
 2. A Professional Referee. This referee (e.g. current/ previous line manager or key stakeholder from a project) must be able to verify you have skills to be a Metro North change champion / facilitator (problem identification, introducing small changes/ improvements and influence and lead from where you are).

A statement (1-2 page max)

1. Your professional background and why you are motivated to apply?
2. Your experience as a change champion that advocates for evidence-based practice change / projects/ improvements or innovations (in clinical / non-clinical areas) in clinical or non-clinical areas. Note the projects you have led and how you contribute to improving the health service and patient outcomes in your role.
3. Benefits for your team gained through your participation. Give insight into your team context and how you'll capitalise if you are given this opportunity, how would others benefit from you becoming a recognised champion of change with "extra" skills.
4. Willingness to challenge yourself and adopt new ways of thinking.

Note:

Over the two years you are encouraged to work with your team and explore problems/ challenges and identify opportunities to address work demands, priorities or innovation opportunities for your area, that align to relevant health service priorities.

You must discuss your application with your line manager as they must also certify and endorse your application (see below and Appendix Two). This means you need to print out the final version of your 1-2 page statement and get their approval. They are your local sponsor and key support in undertaking the program, encouraging the learnings to be discussed and embedded with the team. In addition to completing regular assessments, you, your line manager and team will need to consider how the learnings you gain from the Graduate Certificate can be translated into your work area to benefit all service users (e.g. colleagues and patients).

In the last course, "Health improvement evidence and implementation project" you will plan a project with your team to consolidate your learnings and address a local "problem or opportunity" that fits within your current work commitments and is of relevance to your service/ facility or strategic priorities. You will need to consider how you will incorporate the exploration and planning of the possible improvements within your current role as there is no additional funding provided for your work area to address the problems/ implement solutions. You will then pitch this improvement/ innovation that your work area plans to implement to a panel of Metro North Executives to secure Executive Director endorsement. Note extra funding is not available, but you will be supported and coached to be creative!

Readiness for post-graduate study

This program will require you to spend at least 150 hours per trimester 1 and 2 attending the workshop days learning days, studying, reading and preparing assessment pieces. To demonstrate your readiness for post-graduate university study, please plan ahead with how you will manage this (e.g. the time commitment required, negotiating with key stakeholders such as your family / workplace). It is not easy to juggle work and study so please consider if this opportunity is right for you.

Are there any skills you'll need to develop for studying and completing assessments at a post-graduate level?

Note: Requiring skill development will not preclude you from participating in the Graduate Certificate program but will help us to identify learning / support needs of staff. You may like to review GU tertiary preparedness course <https://www.griffith.edu.au/griffith-health/learning-and-teaching/transition-and-tertiary-preparedness>

Seeking endorsement from your Line Manager

Discuss with your line manager:

- the course
- this document (2024 Guide for Applicants) and
- how you as a team can benefit from this opportunity.

When your 1-2 page statement is completed (or as near complete as possible) email to your line manager with the text noted in Appendix Two. Your manager needs to reply to the email acknowledging they have read this 2024 Guide for Applicants and support your application. PDF your email (request and line manager reply), then upload to your application in Smarty Grants.

Unlike usual "professional development" programs, this Graduate Certificate is heavily subsidised by MNH in response to the expected value that participants can contribute back to the health service. Line Managers need to be aware that the Chief Executive and Executive Directors have endorsed staff to attend workshop days. Roundtables and an annual conference attendance with leaders and alumni is a feature of the program to provide additional benefits to MNH.

How applications will be assessed

Each application is reviewed and assessed by

a multi-profession selection panel for review, assessment and scoring. The panel chair will consult your relevant Executive Director (Facility/ Directorate / Stream) to discuss applications.

Your application will be assessed against the following criteria:

- Applicant brings unique skills to the program.
- Applicant demonstrates enthusiasm, commitment and passion for innovation and outcomes for patients, or if in a non-clinical area demonstrates clear relationship to improving practices for benefit of service users (patients/ colleagues).
- Applicant has experience / significant potential to positively influence and support colleagues learn skills and "lead from where they are".
- Applicant demonstrates experience in identifying problems/ issues (and implementing potential solutions) to improve our health system:
 - Experience in reviewing practice and improving outcomes
 - Have considered why things haven't work from previous attempts
- Support from local team.

Advising of application outcome

All applicants will be notified of the outcome in writing.

First week of June (by 5pm Friday 7th June 2024) an email will be sent to your primary email address with a letter attached, advising of your application outcome.

Unsuccessful applicants

Most often due to cohort numbers being limited. Individual feedback on applications will not be given as almost all applications are of a very high standard.

Successful applicants

If you are a successful applicant, you will receive a:

- **MNH Learning Agreement outlining the Terms and Conditions**
 - Awarding of a place is contingent upon a signed acceptance of the offer, and no admission will proceed until the signed agreement is received by the Metro North Research by 12th June 2024.
- **Invitation to APPLY for admission to Griffith University**
 - Instructions on how to apply for admission to Griffith University will be provided by Metro North Research. This must be actioned by successful applicants no later than **COB 16 June 2024**.
- **Invitation to a 'Question and Answer' webinar**
 - Tuesday 11th June at 9.30am via MS Teams
 - Successful applicants and their line manager will need to attend (live or watch the recording) this webinar to discuss Metro North expectations, and answer questions about the admission and enrolment process at Griffith University.
 - It is essential to attend or watch the recording so you are aware of the learning program and how to integrate and share learnings with your team through the program of study (e.g. sharing case studies, tools, etc).
- **Letter of Offer from Griffith University**
 - Once students have completed a formal application to Griffith University, they will be sent a letter of offer for the Graduate Certificate in Health Services Innovation **from the university**.
 - Successful applicants need to **return the signed offer to the university** to finalise the admission process and enrolment in the first course of the graduate certificate.

Staff responsibilities

Professional development leave

MNH and your sponsoring facility/ directorate/ stream is heavily subsidising your participation through recognising your attendance at face-to-face workshop days are considered a “normal workday” (similar to Executive Leaders Program).

You will be asked to contribute your annual Professional Development Leave (PDL) based on your professional stream entitlement for workshop days (20 workshop days in total) across 2023 (5 days), 2024 (10 days), 2025 (5 days).

The 5 days are spread across the semester, with no more than 2 consecutive days in a row. Additional days in excess of PDL are considered normal workdays supported by your work unit. In circumstances where no PDL is available you will be supported to apply for SARAS as essential training.

Attendance at an annual conference and 3 roundtable discussions over the two years are also built into the program and will facilitate integration of knowledge into the workplace. Roundtables should be considered as meetings for you and your line manager to attend together. However SARAS may be required to facilitate attendance.

Course fees

The course fees per semester have been determined by your occupational classification, and where possible, align with your yearly Queensland Health Professional Development Allowance (PDA). Each semester (after census date) you will receive an **invoice from Metro North Health** for your course fees which is a contribution toward the full course fee.

The course fees are as follows:

Occupational classification	Course fee invoiced each Semester (FY 2024)	Course fee invoiced each Semester (FY 2025)
Medical Officers (including Senior Medical and Visiting Medical)	\$3391.50 [^] (Full cost – no MNHHS subsidy)	\$3561.08 [^] (Full cost – no MNHHS subsidy)
Medical Officers (Resident Medical Officers excl interns)	\$3391.50 [^] (Full cost – no MNHHS subsidy)	\$3561.08 [^] (Full cost – no MNHHS subsidy)
Nurses and Midwives	\$1053.50*	\$1447.00*
Health Practitioners and Dental Officers	\$987.50*	\$1017.00*
Administrative/ Operational/ Professional/ Technical Officers	\$ 300.00*	\$ 300.00*

Notes:

[^] CPI increase capped, *Fees are accurate as of January 2024*

* Aligns with Enterprise Bargaining Agreements and is subject to change

Amounts are a flat course fee and are NOT pro rata based on your appointment FTE.

Please note: As Griffith University census date approaches, you may see fees assigned to you in your student portal. (Due to university processes, the cost first needs to be assigned to a student, and then the university sponsorships team will change the status to ‘Charges transferred to sponsor’) **Please do not make payment to Griffith University.** Payment must be made to MNH.

MNH Learning Agreement

Outcomes and impact

This program aims to lead to better implementation and evaluation of evidence-based practice within MNH. At the conclusion of the Graduate Certificate in Health Services Innovation there is an expectation that:

- skills and knowledge acquired in the course will be applied
- students will continue to network and work together
- outcomes from the course and ongoing practice will be promoted throughout and beyond MNH
- students will join the course Alumni, connect with the HELIX HUB
- students agree to continue to support and facilitate healthcare and health service improvement in their work area, with team members and colleagues, upon completion of the course.

Successful applicant responsibilities

- enrol as a student at Griffith University, and abide by university policies and procedures
- remain enrolled for the full duration of the program, completing learning and assessment in accordance with Cohort 2's study plan (Trimester 2, 2024; Trimester 1 and 2, 2025 and Trimester 1, 2026)
- commit to employment at MNH until the end of the program
- actively participate in learning, and complete assessments, and commit to passing each course
- lock in all known workshop days and attend in person
- acknowledge the time contributions required for the completion of pre-reading and assessment (which occurs between workshop days) is the applicant's responsibility
- attend roundtables, conferences and relevant presentations to facilitate the integration of knowledge and provide an opportunity to engage with like-minded staff (e.g., Executive, Alumni of MNH's Graduate Certificate in Health Services Innovation and the current cohort)
- Be a positive influence within cohort through role modelling the best of MNH values, fostering a culture of peer learning and curiosity, and engaging with relevant evaluations to inform course improvements
- commit to translate knowledge and skills to facilitate healthcare improvement / health service innovation in clinical or non-clinical work area (during the program as a student)
- commit to working with your line manager and team to identify and explore problem(s) of relevance to the work area, that align to role/ work commitments
- meet with line manager throughout the program to set goals and identify opportunities to share and apply concepts and skills gained
- meet with line manager and the MNH Learning Coordinator 4 times a year (minimum) to get maximum value
- utilise opportunities to share the knowledge with team, to improve services, enhance outcomes for patients, and foster an improvement and innovation culture
- identify examples of improvements that have occurred as a consequence of applying the learnings from each course. Provide feedback to demonstrate benefit of HHS support and investment
- during the 6-12 months following the program, work with line manager and team to put the learnings into practice through introducing the improvement project developed as part of Course 4
- engage with relevant evaluations to assess the impact of the program. This may include surveys/ interviews/ focus groups/ improvement project case study to gather feedback on changes in knowledge, skills, collaboration in the team and how innovation culture/ improvement practices have evolved

- In the future as an Alumnus, lead from where you are to support, facilitate and advocate for healthcare improvement/ health service innovation within the HHS
- access leave provisions afforded under relevant participant's award or certified agreement. This may include but not limited to Queensland Health Professional Development Leave (PDL) including core and non-core hours, or study leave where applicable
- pay the participant co-contribution fees within 30 days on the receipt of a valid Metro North Health tax invoice issued after census date in trimester 1 and trimester 2.

Line Manager responsibilities

- act as an internal advocate and local sponsor for the integration of learnings
- provide access to professional development leave entitlements (based on occupational stream) during four compulsory courses with a total of 20 block days on the Griffith University Southbank campus (five days delivered across a 12-week teaching period, with no more than two days in a row)
- acknowledge Graduate Certificate is heavily supported by MNH in response to the expected value that participants can contribute back to the health service generally, and team specifically
- recognise the role a line manager plays in influencing and inspiring the team to strive for improvement, adopt new practices and embrace innovation
- honour commitment given by the HHS Chief Executive and Executive Directors to enable participants to access professional development leave (PDL) entitlements
- release staff from clinical/ professional duties for core workshop days, and support attendance at round tables and annual conference
- meet with staff member to set goals that support knowledge transfer to the team (if requested MNH Learning Coordinator can participate in these meetings)
- meet with staff member and the MNH Learning Coordinator a minimum of 4 times a year to get maximum value
- During the 6-12 months following the program, work with the team to introduce the improvement project that was developed and pitched to an Executive Panel as part of Course 4
- engage with relevant evaluations to assess the impact of the program
- act as an internal advocate and local sponsor for healthcare improvement and health service innovation beyond team's participation in the Graduate Certificate Health Services Innovation.

Head of Department/ Executive Director responsibilities

Heads of Departments with successful applicants enrolled in the course are expected to:

- support staff to work with their line manager and team to explore issues within our health care system
- act as an advocate for staff to use implementation science principles when implementing and evaluating innovative changes in our health service supporting the future development of health systems reform
- provide opportunities for staff to evaluate the costs and health outcomes of innovations in their department/ service line.

Variations

If you are selected and during the program you are experiencing difficulties completing course requirements or believe you are entitled to recognition of prior learning (RPL) for any units, you must contact the MNH Learning Coordinator to discuss and resolve the issue.

For further information contact

Metro North Research

Learning Coordinator

Louise D'Allura

Email: louise.dallura@health.qld.gov.au

Phone: 364 79761 (business hours)

Appendix One



SmartyGrants provides an easy way to complete your application form online. These tips will explain the essential steps you need to take to complete and submit your form via the Metro North Health Smarty Grants webpage [Home Page - Metro North Hospital and Health Service \(smartygrants.com.au\)](https://metronorth.smartygrants.com.au/) (<https://metronorth.smartygrants.com.au/>)

Have you registered for a user account?

The above link takes you the Metro North Research page. Scroll down to the “current rounds” and select the Graduate Certificate in Health Services Innovation option.

If you do not have an account, register for a *free user account!* [Register - Metro North Hospital and Health Service \(smartygrants.com.au\)](https://metronorth.smartygrants.com.au/)

From here you will be able to download a preview of the application form (this is a copy of the form you will need to complete to apply). In some instances, the form will be available to preview before the round opens, whilst for others, it may not be available until the round opens.

If you need help using SmartyGrants, download the [Help Guide for Applicants](#) or check out [Applicant Frequently Asked Questions \(FAQ's\)](#)

Tips

- The application has an eligibility section on Page 1 and **if you do not meet the criteria**, you will not be able to proceed.
- **If you are eligible**, you can access every page of the application.
 - On every screen (page of the form) you will find a **Form Navigation contents box**, this links directly to every page of the application. Click the link to jump directly to the page you want.
 - You can also click 'next page' or 'previous page' on the top or bottom of each page to move forward or backward through the application.
- Please ensure you save as you go (every 10-15 minutes).
- It would be advisable to type your responses to the three questions in a word document/ notepad. When you are happy with them copy and paste into SmartyGrants, rather than run the risk of the system crashing!
- Please note: **The deadline for the applications is Friday 21 April 2024 (5pm).**
- If you wish to leave a **partially completed application**, press 'save and close' and log out. When you log back in and click on the **'My Submissions'** link at the top of the screen, you will find a list of any applications you have started or submitted. You can reopen your draft application and start where you left off.
- Have the documents that you're wanting to upload saved on your computer, or on a storage device. You need to allow enough time for each file to upload before trying to attach another file. Files can be up to 25MB each; however, try to keep files to a maximum of 5MB – the larger the file, the longer the upload time.
 - You will need to upload/submit attachments to support your application.
 - CV
 - an endorsement of your participation by your Line Manager (i.e. an email!)

- You can also **download any application**, whether draft or completed, as a PDF. Click on the 'Download PDF' button located at the bottom of the last page of the application form.
- Most internet browsers (including Firefox v2.0 and above; Safari; and Google Chrome) have spell checking facilities built in – you can switch this function on or off by adjusting your browser settings.
- You will find a **Review and Submit** button at the bottom of the Navigation Panel. You need to review your application before you can submit it.
- You can submit when you are ready by clicking on 'Submit' at the top or bottom of the screen or on the navigation panel. You will not be able to submit your application until all the compulsory questions are completed and there are no validation errors.
- **HOWEVER - Once you have submitted your application, no further editing or uploading is possible!**
- When you submit, you will receive a confirmation email with a copy of your submitted application attached. This will be sent to the email you used to register.
- **If you do not receive a confirmation of submission email, then you should presume that your submission has NOT been submitted.**
 - *Hint: also check the email hasn't landed in your spam or junk email folder.*

For queries please contact us via:

Email louise.dallura@health.qld.gov.au and quote your application number.
Or Phone on 07 3647 9761 (business hours) and quote your application number.

Appendix Two

Unlike usual "professional development" programs, this Graduate Certificate is heavily subsidised by Metro North Health in response to the expected value that participants can contribute back to the health service. Line Managers need to be aware that the Chief Executive and Executive Directors have endorsed staff to attend workshop days each semester (as a work day) and need to work with the team to build their skills and help the team as a facilitator of healthcare and health service improvement.

To secure endorsement applicants need to:

1) **Discuss with your line manager** their willingness to endorse your application.

Be sure to provide them with a copy of the 2024 Guide for Applicants. **If they say yes, confirm** you will send them an email with a PDF of your application (as completed as possible) asking for their formal endorsement (before 21 April). They will need to read the guide and the email text and advise via return email they support your and the team's participation. Their reply should have a signature block.

2) When you have finished / nearly finished your application, PDF your application (instructions below)

3) Send PDF of your application to your line manager with the email text noted below.

4) Save a copy of the email from your line manager as a PDF

5) Upload PDF email as part of your application in Smarty Grants.

EMAIL TEXT

Dear xx

Further to our conversation, I am attaching a PDF copy my application for the Graduate Certificate in Health Services Innovation (thus far as at xxx) for your review and endorsement.

As my line manager I am seeking your endorsement of my application and confirming awareness of the terms and conditions of "supporting the application".

Specifically that:

we have discussed my application and desire to be considered for a place in the Graduate Certificate in Health Services Innovation.

we have reviewed the 2024 Guide for Applicants that outlines the two-year part time graduate certificate will commence July 2024 and complete in June 2026.

we note the program features four compulsory units with a total of 20 block days on the Griffith University Southbank campus (five days delivered across a 12-week teaching period, with no more than two days in a row).

we have discussed that I will lock in all known block course days with you at the time of acceptance (into the course).

we have discussed that unlike usual programs of study, this Graduate Certificate is heavily subsidised by Metro North in response to the expected value that participants can contribute back to the health service. This means I will routinely need to share learnings with the team and work with our team and explore problems/ challenges and identify opportunities to address work demands, priorities or innovation opportunities for our area, that align to relevant health service priorities.*

we have discussed that as my line manager you are the local sponsor so that learnings from the Graduate Certificate can be translated into our work area to benefit all service users (e.g. colleagues and patients).

we have noted MNH Executive agree to the following leave entitlements to cover my involvement in the block days.

use which is relevant....

<we have discussed that I will contribute my annual Professional Development Leave (PDL) based on my professional stream entitlement for workshop days (20 workshop days in total) across 2023 (5 days), 2024 (10 days), 2025 (5 days) and have this reflected on my work unit rosters and payroll leave applications (where I am using my contribution of PDL days). Additional days in excess of PDL are considered normal workdays supported by our work unit.>

<as there is no professional development leave available in my role I will be supported to apply for leave through SARAS for workshop days (20 workshop days in total) across 2024 (5 days), 2025 (10 days), 2026 (5 days) and have this reflected on my work unit rosters and payroll leave applications>.

we also acknowledge over the two years there will be attendance at 2 one-day annual conferences and 3 roundtable discussions that are built into the program and will facilitate integration of knowledge into the workplace. SARAS may be required to facilitate my attendance if PDL is not available.

we recognise Metro North Health and our sponsoring facility/ directorate/ stream is heavily subsidising my participation through recognising my attendance at face-to-face workshop days is considered a "normal workday" (similar to Executive Leaders Program).

I will ask for your help to find opportunities to share what I have learned with the team so that together we facilitate healthcare/ health service improvements in our work area.

In particular have discussed that in the last course, "Health improvement evidence and implementation project" we will plan a project with our team to consolidate my learnings and address a local "problem or opportunity" that fits within current work commitments and is of relevance to our service/ facility that I will pitch to a panel of Metro North Executives to secure Executive Director endorsement. We note extra funding is not available.

**in terms of Professional Development Leave (PDL) and course costs (staff contribute the equivalent of their professional development allowance PDA only).*

If you agree to endorse my application and opportunity this presents for our team, I will PDF a copy of your reply email and attach to my application.

Kindest regards

name

<signature block>

Metro North
Health



Queensland
Government

 **GRIFFITH
UNIVERSITY**

