



DUSK On-Site Daily Operations Policy Framework and Guidelines

Current Version

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Modification History

Version	Date	Author	Approved by	Description of change
1.0	6/2023	Natashia Telfer	Natashia Telfer	New policy

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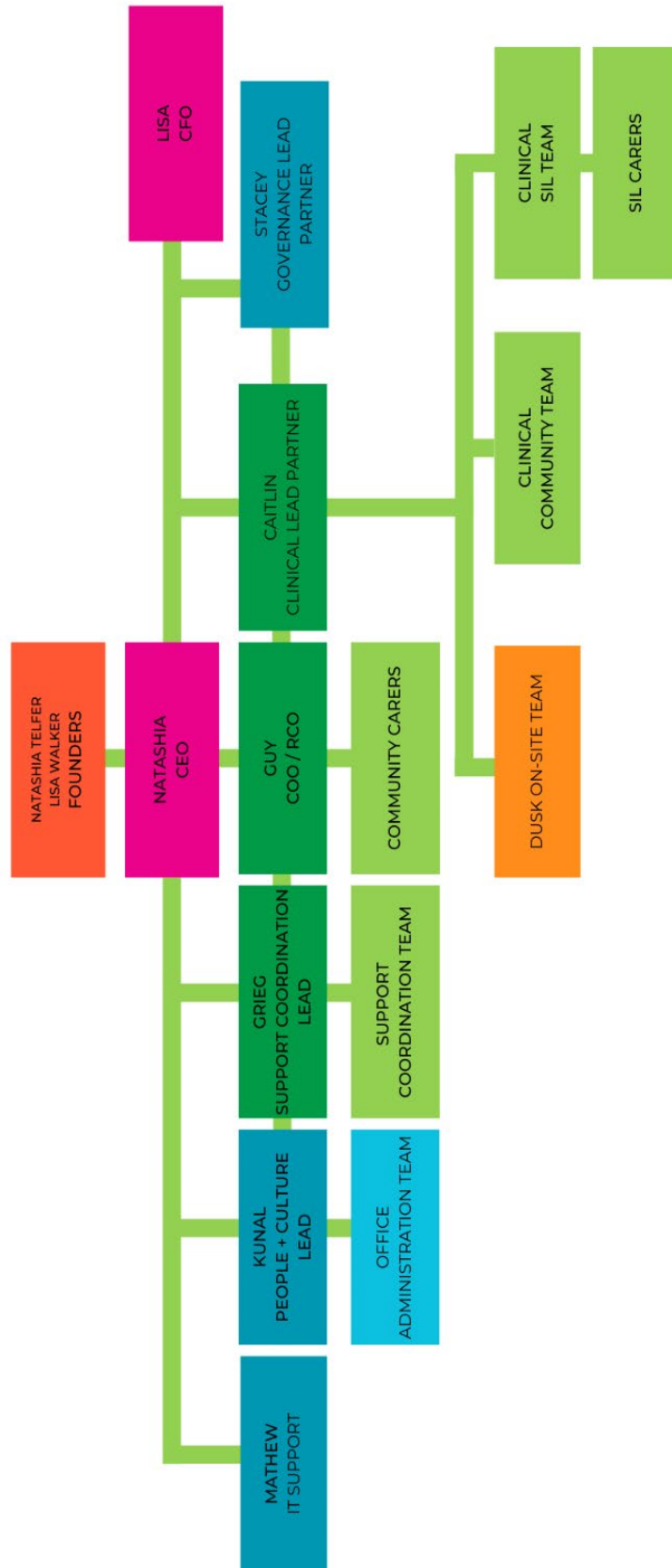
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National Community Care Organisational Structure





On-Site Support Services

NCC has been appointed the provider of choice to the participants residing in DUSK Apartments, Belconnen. In line with NDIS guidelines, 'on-site supports' is defined as the following:

This support item assists SDA-eligible participants living in an SDA-enrolled dwelling where onsite shared support arrangements are in place.

*This support item provides access to 24/7 assistance for unplanned supports that are not part of a participant's routine daily activities. It includes **ad hoc assistance** to a participant where **incidental or unplanned assistance** is required within the SDA dwelling. As a guide, the support provided should not exceed an average of 2.5 hours of direct person-to-person support per day. A participant must be able to wait up to 1 hour for unplanned assistance. **IF DEEMED NON-URGENT***

For clarity this can include but is not limited to the following supports to a participant:

- unexpected incontinence
- collection of parcel deliveries
- allowing supports into participant apartments
- providing 2nd person assistance where applicable
- assisting to pick up dropped items
- falls / incidents / accidents / injuries
- Also see **DUSK Daily Tasks Lists**



DUSK Triage of Supports

The on-site person will be required to appropriately triage the needs of participants upon receiving duress calls. Below is the base rule of thumb:

EMERGENCY

respond and attend immediately.

Life threatening: medical emergency / falls / injuries / at risk

PRIORITY

respond when safe to do so, attend within 30 minutes or less with a first call first supported approach.

Incidentals: continence / care related tasks / building entry access

NON-URGENT

respond when safe to do so, attend within 60 minutes or less with a first call first supported approach.

Non-care related requests: pick up parcels, dropped items, social chats, general requests.



DUSK On-Site Orientation Checklist

The inducting on-site person has a duty of care to ensure the oncoming new employee has been shown and can demonstrate understanding of emergency procedures, how to use equipment and duress technology. It is only upon the new employee identifying they understand and inducting below, the inducting employee may hand over duty of care to the new employee coming on shift.

New Employee:		Date of Orientation:	
Location Site:	DUSK Apartments	Inductor Name:	

Induction	Employee	Inductor	Notes
Entry: Parking Access			
Entry: Building Entry Access for Staff			
Building Layout: Entry /Letterbox/ Locker			
Building Layout: Lift Access / Fire stairs			
Building Layout: Basement / carparks			
Building Layout: Recycling/Rubbish shoot			
Building Layout: Common Spaces			
Apartment 505: Accessibility			
Emergency: Emergency Folder			
Emergency: Emergency Go-Bag			
Emergency: First Aid			
Emergency: Fire Equipment			
Emergency: Evacuation Process			
Emergency: Hazard reduction: exhaust fans			
Apartment 505: Keys and Fobs			
Apartment 505: Operations Folder			
Apartment 505: Apps logins			
Apartment 505: Duress SED EGIS			
Apartment 505: Intercom / Visitor access			
Apartment 505: Phone			
Apartment 505: Tablet			

NATIONAL COMMUNITY CARE
2023-2024 POLICIES, PROCEDURES & PROCESSES



Induction	Employee	Inductor	Notes
Operations: MadiMack			
Operations: VIMAR Door App			
Operations: NuCaMS App			
Operations: power station UPS			
Operations: Maintenance Requests			
Operations: NCC Computer logins			
Operations: Internet Access / WIFI			
Operations: NCC Documentation			
Operations: SharePoint Navigation			
Operations: Critical info excel			
Operations: Tasks Lists			
Operations: Monthly Duress Checks			
Operations: Duress fault/battery changes			



DUSK Daily Tasks Lists

	Welfare Checks	Other Duties
0700		CM: Entry CORE team/escort to room
0800		
0900	SMS IC	FS: Entry CORE team/escort to room FS: attend and support x2 person assist
1000	SMS SR	FS: attend and support x2 person assist CM: attend and support pressure area
1100	Visit FS	
1200		
1300		FS: Entry CORE team/escort to room
1400		FS: attend and support x2 person assist
1500		X2 Onsite support / Handover FS: Entry CORE team/escort to room
1600		FS: attend and support x2 person assist / Wednesdays: Physio assist CM: attend and support pressure area
1700	SMS SR	
1800		
1900		CM: turn down: blinds SMS FS: attend and support x2 person assist
2000		FS: attend and support x2 person assist
2100		
2200	Visit FS	X2 Onsite support / Handover
2300	SMS MH	
0000		
0100		
0200		

NATIONAL COMMUNITY CARE
2023-2024 POLICIES, PROCEDURES & PROCESSES



0300		
0400		
0500		
0600		



DUSK Points of Contact

On-site Mobile Phone – 0447 128 022

- ***This android device should be provided to participants and their supports only.*** It is not to be provided to personal friends and family of employees and is not to be utilised for personal use.
- No apps other than the already authorised apps should be downloaded to the device.

On-Site Email

care@nationalcommunitycare.com.au

NCC Head Office / On-Call Support – 0401 439 798

Utilise this contact for the following:

- Running late to your rostered shift on-site **no SMS notifications!**
- Calling in sick **no SMS notifications!**
- On-shift person requires assistance or advice during the shift **no SMS notifications!**
- Notification of incident / accident / emergency and/or evacuation **no SMS notifications!**



NCC Emails

Emails are for all NON-urgent issues only.

- General: roster, reimbursements, payroll - enquiries@nationalcommunitycare.com.au
- All Brevity App trouble shooting - guy@nationalcommunitycare.com.au
- All HR and training related communications - info@nationalcommunitycare.com.au
- All uniform supplies & equipment requests - daphne@nationalcommunitycare.com.au
- Clinical follow-ups if directed by Caitlin - caitlin@nationalcommunitycare.com.au

Employee Access to Building

The On-site Apartment 505 has 1 available car space for the on-shift person to park, however there will need to be some manoeuvring with staff cars and access passes to have this work safely.

OPTION 1

Employee chooses to pay for their own parking at their own expense in the Wilson car parks available. These can be claimed back at tax time.

OPTION 2

On arrival to shift, employee parks in free parking areas, proceeds to DUSK entry and buzz for building access. Upon completion of handover and the previous worker has departed the allocated car park, you may move your vehicle to the allocated car park 505.

Upon returning to Apartment 505, ensure comms are reconnected and any missed duress calls are promptly addressed and actioned.



Employee On-Site Equipment & Technology

Within each Summer Housing Apartment of DUSK, the on-site person will have access to the following devices and comms:

- **Participant Fobs and Master Keys –**

Fobs and master keys must not be labelled by Apartment numbers OR participant FULL names as a safety measure.

ROOM		COLOUR IDENTIFIER
101	MH	Dark Green
103		White
104		Orange
403	CM	Purple
404	SR	Blue
603	IC	Lime Green
604		Yellow
M01	FS	Pink
M03		Black
M04		Red

- **On-Site Cross Body Bag –** carry on persons when exiting 505

On-site bag to contain mini first aid kit, gloves, on-site phone, Fobs and keys. Must be handed over to oncoming shift prior to departure.

- **SED EGIS (4G) Personal Duress Device –** carry on persons

This device must be worn for all awake shifts on the on-site persons belt, pants. It may be removed for sleep over shifts and placed on charge when within the Apartment. (See **SED EGIS (4G) Personal Duress Device Procedure**)

- **NCC Android Phone –** carry on persons

The phone may also be used to contact participants and head office etc.

The NCC phone will host applications required to support participants while on-site. These are only to be utilised on the on-site phone and under no circumstance are to be added to personal devices. Apps include:

- a duress comms app called **NuCaMS** which will be synced to the Summer Housing Android tablet as a mobile duress for participant in coming calls. It is recognised that



the duress comms calls will be out of range in the lift travelling between floors and floors beyond the approved participant floors.

The phone will refresh once connectivity is within range.

(See **NuCaMS Procedure**)

- Intercom/ main building door entry can also be accessed via the **VIMAR Video Door App**. (See **VIMAR Video Door App Procedure**)
- **Summer Housing Android Tablet** (stationed in 505 only)
The tablet remains stationed in Apartment 505 to ensure it remains active in its connectivity at all times. The tablet hosts a duress comms app called **NuCaMS** which will be synced to the NCC android phone. This acts as a 'fail-safe' in the event the NCC on-site phone misses a duress call during a period where it may have been out of range/ connectivity.
(See **NuCaMS Procedure**)
- **Ohmie - Home Automation Controls Application** (stationed in participant apartments)
[MADIMACK System guide - Geocon.pdf](#)
- **NCC Desktop computer** (stationed in 505 only)
- **Personal Mobile device** (in line with mobile phone policy)

All NCC and Apartment devices and technology must remain on-site and handed over to the on-coming shift. Should an employee take any device and/or equipment home, you will be required to immediately return it as a matter of safety.

MADIMACK Systems Guide

Madimack Systems Guide Procedure

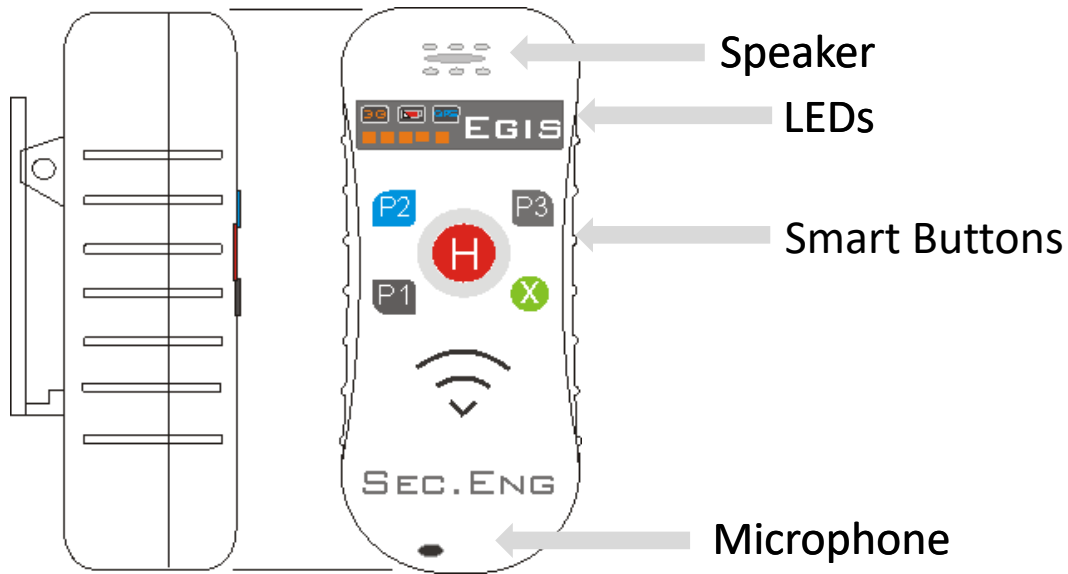
To maintain all duress technology in the SDA apartments.

Under no circumstances are employees permitted to put the SDA Madimack wifi on personal devices. All attached devices will be monitored by Madimack personnel. Disciplinary action will be taken with any persons found in breach of NCC Technology policy.

[MADIMACK System guide - Geocon.pdf](#)

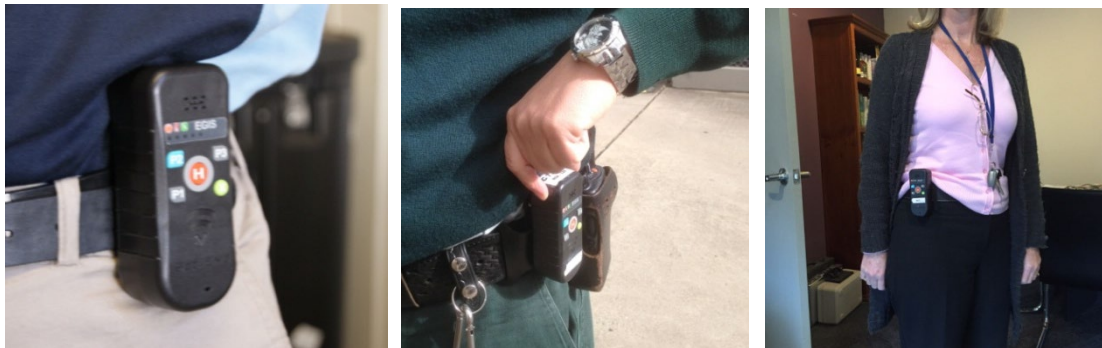


SED EGIS (4G) Personal Duress Device
SED EGIS (4G) Personal Duress Device Procedure

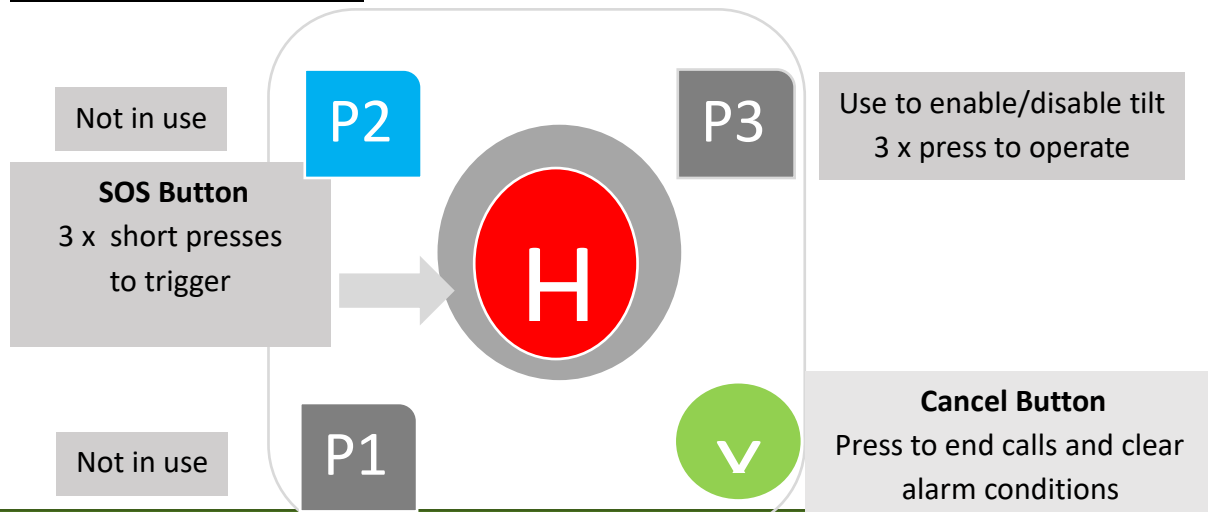


WEARING THE EGIS

The EGIS unit should be worn at all times as it is for your own protection. The belt is the best location or around the waist.



SMART BUTTONS OVERVIEW



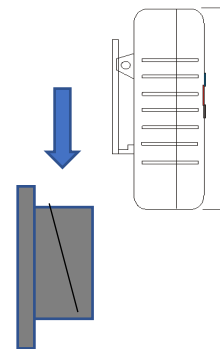
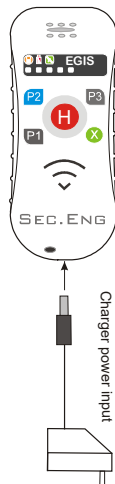
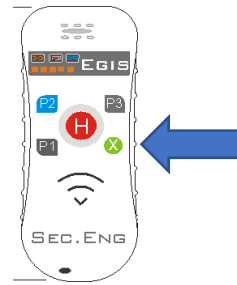


Turning The Device On

Press and hold the Cancel button (X) for 10 seconds until the LEDs stream on.

OR

Place EGIS on charge and it will auto power on.



Turning The Device Off (for travel purposes)



1. Take the EGIS off charge
2. Place the EGIS directly upside down and hold **P2** for 10 seconds.
3. Once the EGIS generates a long continuous tone release **P2**.
4. The EGIS will then beep for about 20 seconds while it's shutting down and stop beeping once it has powered off.

To check the EGIS is off, press Cancel button once or twice and no beeps or LEDs shall show or sound.

Instructional Resources

[SED EGIS | Sec-Eng Systems \(seceng.com.au\)](http://seceng.com.au)



DUSK Device – NuCaMS Procedure

NuCaMS App Login Credentials

User name: care@nationalcommunitycare.com.au

Tablet Password: staff1

Phone Password: staff2

Each oncoming shift should log out and log back into the NuCaMS App as this has been identified as best practice by the departing on-site team.

NuCaMS App Notifications

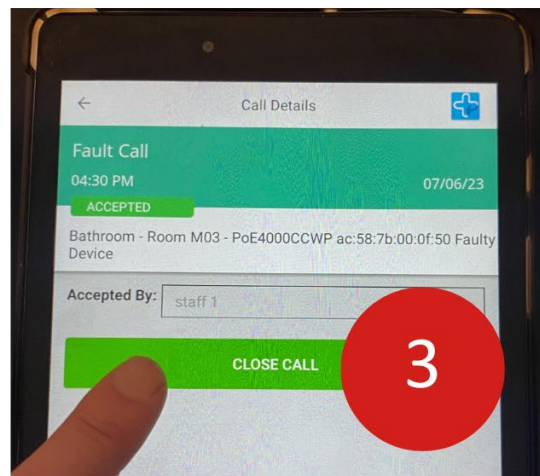
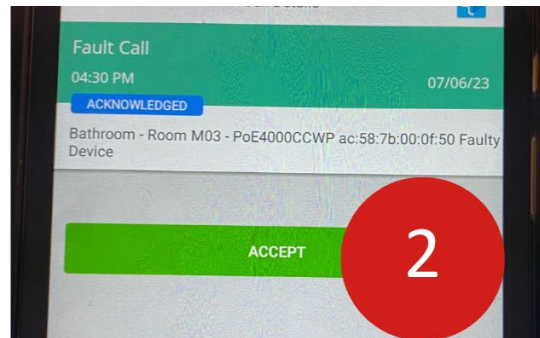
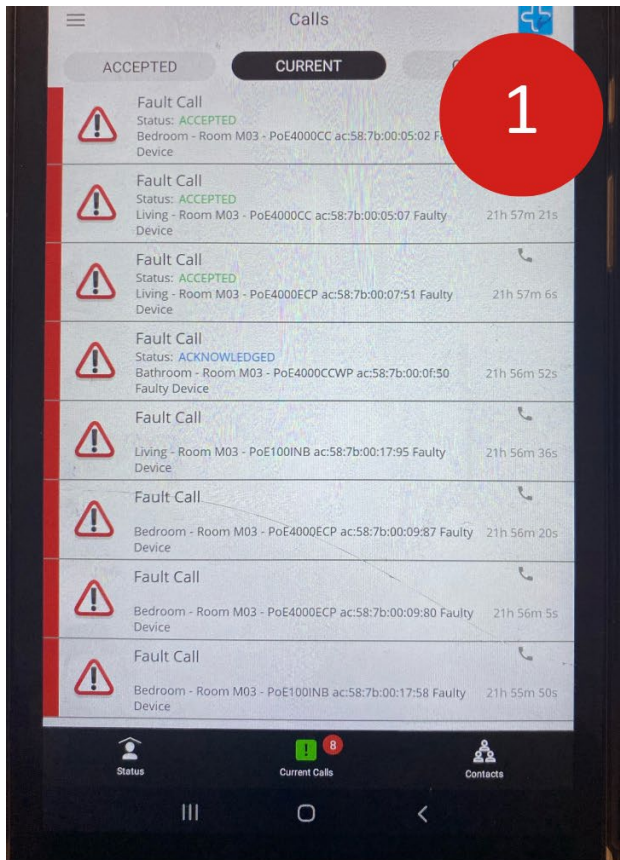
All duress notifications will alarm through the NuCaMS application on both the phone and tablet.

Both devices MUST always remain with sound ON.

All notifications must be responded to within a prompt and timely manner and triaged as per **triage protocol**.



NuCaMS App Missed Call



- 1 Open the NuCaMS App on the tablet and/or android phone.
View the missed call duress location. If the call is from a WET area, proceed with welfare check protocol.
If the call is from a DRY area, press the missed call notification and proceed with steps:
- 2 The next screen you can accept the notification which will then provide you with two options:

CALL BACK

CLOSE CALL

Select **Call Back** and check with participant if they require assistance and proceed accordingly. After conversation is complete proceed to 3

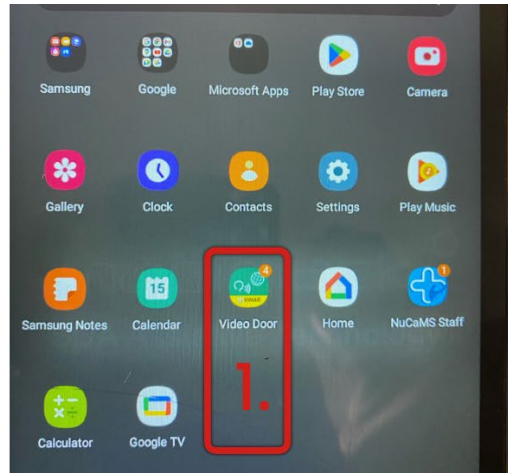
- 3 Close call - to exit the notification, all a moment for it to confirm.



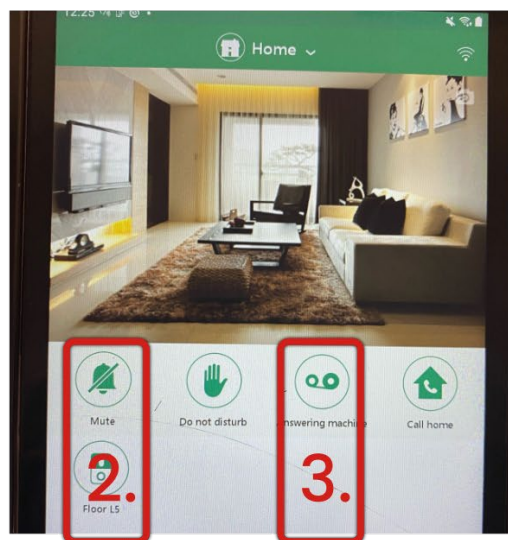
VIMAR Video Door App Procedure



1. when door bell rings an app notification will sound. Open the tablet or phone app VIMAR Video Door App.

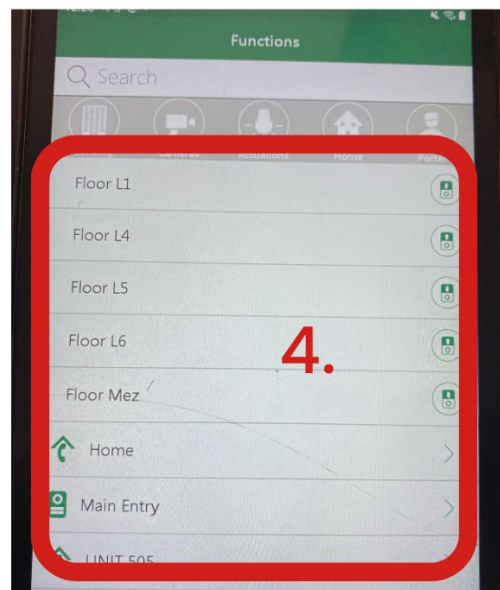


2. Once you have identified the visitor, select the **Actuations toggle button**. FIVE level options will become available for you to select.



3. Select the appropriate level the visitor is seeking access to and instruct the visitor to enter and go to the elevator and press the **Floor Level**.

4. Press the **Hang Up** button and on-site person will be required to go to the floor to meet the visitor to provide access into the participants room as per accessibility permissions.





DUSK Technology – VIMAR Video Link Building Access
Doorbell Entry via Apartment 505

1. when door bell rings in 505,
press the **Mute button** to talk.

2. Once you have identified the
visitor, select the **Actuations
toggle button**.
FIVE level options will become
available for you to select.

3. Select the appropriate level
the visitor is seeking access
to and instruct the visitor to
enter and go to the elevator
and press the **Floor Level**.

4. Press the **Hang Up button** and
on-site person will be required
to go to the floor to meet the
visitor to provide access into the
participants room as per
accessibility permissions.





DUSK Accessibility Permissions

On-site Support Personnel must maintain the safety to all participants and residents living within the DUSK Apartments. As such, access to the building must be limited to authorised personnel only.

Access includes:

- Scheduled CORE Supports to DUSK Participants
- Australia Post and/or Couriers / Deliveries to those participants
- Scheduled trade services NCC has knowledge of attending.
- On-coming NCC on-site personnel

For clarity, this does not include:

- Personal friends and/or family members
- Residents or guests of residents of the DUSK Apartment Building
- Unknown visitors to DUSK Participants (enact welfare check to seek permission)

All other visitors seeking to reach DUSK participants or other residents within the building must be instructed to ring the Apartments directly via the DUSK doorbell panel and/or the Participant panel at the building main entry.

In the event the visitor claims there is a non-response from the participant, On-site person is to request the visitor stand by while you check and come down to allow them entry.

On-site person is to call/text the participant to seek approval to allow building access to the visitor. (as per participant communication preferences)

If the participant is nonresponsive, activate the ***non-response protocol*** and act accordingly.

Should the participant be safe and gives authority to allow the visitor into the building, the on-site person must attend the ground level to allow entry to the visitor and escort the visitor to the participants Apartment, knock and await approval to enter if the participant does not open the door.



DUSK Participant Duress Communication Technology

Participant Apartment Duress Tech Available

Within each Summer Housing Apartment of DUSK, all 10 Apartments are fitted with duress comms that sync back to Apartment 505 devices. See care plans to identify which participants access which equipment. These comms include:

- 'Call for Help' button on the participants Apartment **tablet**
- Voice activated 'call for help' **via tablet**
- **Pendants** (push buttons which may be worn as a pendant or wrist watch)
- Wall **Call Buttons** (living room / bedroom / bathroom / toilet)
- **RED Call Buttons**
- Bathroom toilets **pull cord**.

Monthly Duress Checks

In line with NCC / SDA contractual obligations with Summer Housing and participant service agreements, NCC is required to undertake participant duress technology checks **every month**. These are scheduled to be undertaken the first week of each month.

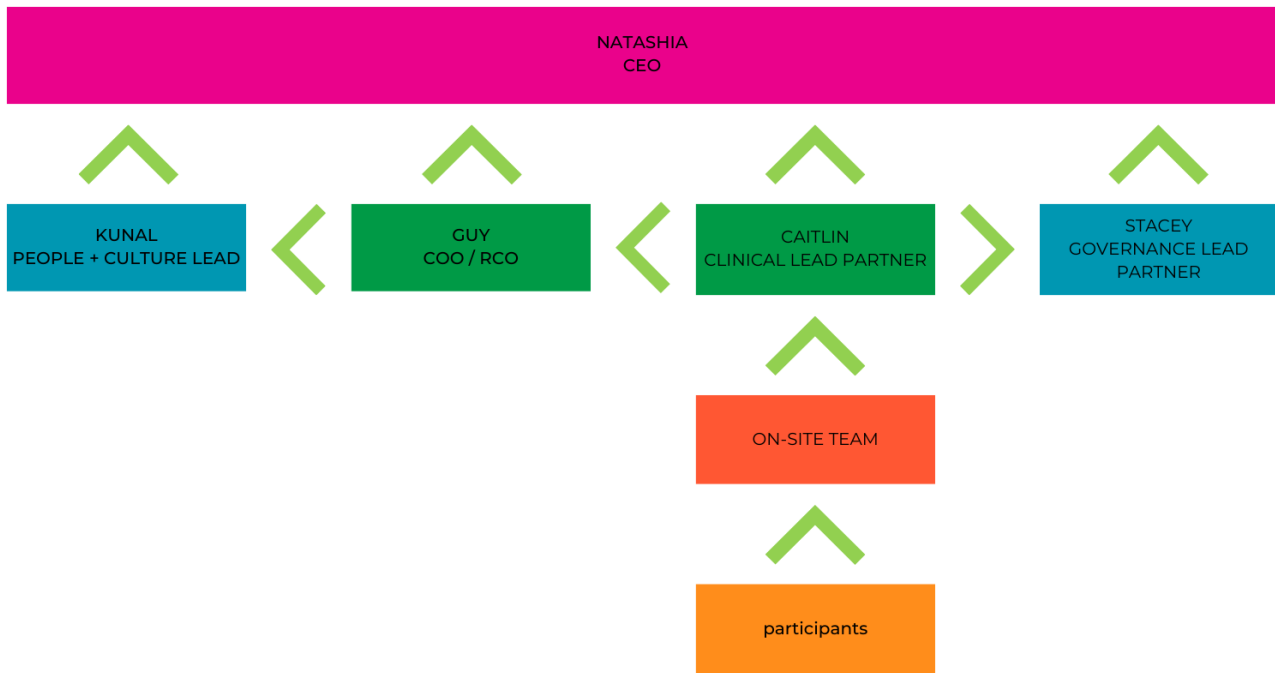
- The onsite person on the 1st day of each month is required to contact all participants via their preferred method of communication and seek which day and time frame is suitable to come back undertake the monthly duress tech checks.
- Any participant who is non-compliant, the on-site person is required to notify NCC immediately.
- On-site person is required to take the Monthly Duress Check form to each participants room at arranged time frame to test the participants call buttons and ensure it connects through to the on-site phone.
- Should any device not connect, ensure power is connected properly and/or change button batteries.
- In addition to duress tech checks, 6 monthly battery changes will be scheduled in the same week in February and July.

See **DUSK Tasks List**

See [Monthly Duress Checks DUSK v2.docx](#)



DUSK Participant Lines of Reporting



Participant raises a Complaint / Feedback / Concern

Should a participant wish to raise a concern to the on-site employee, the employee must complete an incident report at time concern is raised. This can be done through your employee Brevity App as per Complaints Policy, Incident / Accident Policy and Brevity App policy.



DUSK Maintenance

BACKGROUND:

Building Strata Management	SDA Provider	Property Manager	On-site Provider
<p>Vantage Strata</p> <p>Paras Sharma 0467 770 007</p> <p>After Hours 0457 425 481</p> <p>Email Paras.sharma@vantagestrata.com.au</p>	<p>Summer Housing</p> <p>Jennifer Merriman 0456 110 160</p> <p>Email Jennifer.merriman@summerhousing.org.au</p>	<p>Havelock Housing</p> <p>David R & Jorge G 6257 2277</p> <p>Email davidr@havelock.org.au jorgeg@havelock.org.au</p>	<p>NCC</p> <p>On-Call 0401 439 798</p> <p>Email caitlin@nationalcommunitycare.com.au</p>
<p>For all building maintenance EXTERNAL to participant apartments</p>	<p>Owner of 11 SDA Apartments – can upline outstanding maintenance requests accordingly and work with tenanting any vacant apartments</p>	<p>SDA Property Manager for all participant apartment related maintenance</p>	<p>Provider of all on-site supports to 10 SDA Apartments</p>



Registering Building Maintenance Requests

For all common areas / general building maintenance. This can include the lifts, the bins, fire stairs, letter boxes, entry, hallways, level 13, basement etc.

1. Maintenance request identified, notify NCC.
2. NCC will assist you in determining who the request must be up lined to.
3. Email the appropriate provider - Vantage Strata for all building common areas. CC in Summer Housing Jennifer Merriman, and NCC.
4. Enter all maintenance request details in the Maintenance Overview log here > [DUSK - Maintenance Records.xlsx](#)

Registering Participant Apartment Maintenance Requests

All participant apartment maintenance requests must be first approved by participant for you to upline for maintenance. Some participants may wish to manage this independently, others may request NCC On-site assistance in raising the request.

1. Maintenance request identified, notify NCC.
2. NCC will assist you in determining who the request must be up lined to.
3. Email the appropriate provider - Havelock Housing for Participant Apartments CC in the participant, Summer Housing Jennifer Merriman, and NCC.
4. Enter all maintenance request details in the Maintenance Overview log here > [DUSK - Maintenance Records.xlsx](#)

Registering On-site Apartment 505 Maintenance Requests

1. Maintenance request identified, notify NCC.
2. NCC will arrange maintenance for the property and notify on-site team when this will take place to ensure it is added to the on-site diary/calendar.
3. NCC to notify Jennifer Merriman of any maintenance undertaken.
4. Enter all maintenance request details in the Maintenance Overview log here > [DUSK - Maintenance Records.xlsx](#)