



# Daily Operations Policy, Guidelines & Framework

## Current Version

<b>Service Area</b>	Disability, Aged, Community	<b>Version</b>	1.1
<b>Process Owner</b>	Governance Lead   CEO   COO	<b>Date of Issue</b>	May 2023
<b>Approved by</b>	Chief Executive Officer	<b>Review</b>	May 2025

## Modification History

Version	Date	Author	Approved by	Description of change
1.0	5/2018	Natashia Telfer	Employsure	Broaden coverage across community
1.1	5/2023	Natashia Telfer	CEO	New policy (new system)

## In conjunction with

- **Employment Contractual Obligations**
- **ALL National Policies, Procedure Guidelines and Frameworks.**

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## Rostering and Shift Principles

Once employed by National, the employee's name will be added to the deployment list, which is sorted by priority. Upon offering contracts, National will offer shifts to those who hold permanent/part time employment with National, followed by casual employment. Deployment may be across any of Nationals affiliated sites including but not limited to Home Support Houses, National Community Care, National Nursing Agency, National Healthcare Services and is at the discretion of National in line with participant needs, preferences and skill mix.

The order of the priority in the casual employment list will be merit-based, including but not limited to the following factors:

- Reliability in answering requests from National;
- Reliability in attending shifts;
- Performance, judged by the factors listed in the Performance Review policy;
- Availability and communication of availability to National.

Periods of absence will not necessarily affect an employee's position in the priority order so long as the employee provides reason for and notice of the absence to National and reflects this accordingly in their employee availability.

The priority list operates in conjunction with the Equal Employment Opportunity Policy and only factors of merit will determine an employee's place in the priority order.

### Availability

All casual employees must update their availability with *National* by each Friday via the employee login function for the following week at minimum.

All National employees are required to be available for a minimum of 2 shift per week. This ensures the employee remains an active within our rosters, unless previously discussed with management. Employee roster is available 24/7 through employee app. It is the employee's responsibility to know when their rostered shifts are scheduled.

All updates are time and date stamped by the *app* server to ensure accuracy and security of the system. The platform is available 24 hours a day, seven days a week unless otherwise notified, via any internet connection, through the employee's login so there is no reason why availability should not always be current. If the employee is found to update their availability after receiving a request for a shift, it may be counted towards the Non-Compliance Policy.

### Shift Placement Allocation

National are required to consider a number of factors when assigning employees to shifts. The following variables are considered within the relevant areas of work.



*Healthcare Settings*

- Facility requirements
- Facility Preferences
- Employee Skill Set
- Employee Experience
- Employee Availability
- Mandatory Requirements

*Community Settings*

- Client requirements
- Client Choice and Preferences
- Client/Employee compatibility
- Employee Skill Set
- Employee Experience
- Employee Availability
- Geography between rostered clients
- Mandatory Requirements

*Community Clinical Nursing Clients*

- Clinical requirements
- Nurse Skillset
- Client Preferences
- National Clinical Manager directive

*Support Coordination/Case Management*

- Participant complexity
- Participant Preferences
- National Support Coordination Manager directive
- Coordinator Skillset

**Community Client Continuity**

National look to assign client/participants with regular carers in line with skill set requirements, client/participant reference, geography, and carer availability.

National assign a few carers reflective of the level of care and services required. This provides continuity in carers and aides in the event of carer absence with minimal disruption to the client/participant.

In peak periods such as long weekends, public holidays, school holidays, uni exam week, uni placement time frames, National anticipate the deficit that could occur and request availability in advance during peak times to identify gaps and ensure adequate solutions can be implemented.

Solutions may involve regular carers taking on additional services to cover each other, in some instances, the client/participant may be flexible in-service delivery time and adjust the day/time to ensure the same carer (this is only at the directive of the client/participant), recruitment in lead up to peak periods.

Statistically National recruit a larger volume of qualified carers in the months of September and October than any other months in the year in anticipation of the end-of year exams before rolling into school holidays and Christmas break with an increase of services over these periods.



## Receiving Shifts and Rosters

All casual employees will receive their shifts in one of three ways –

1. The weekly roster published each Thursday for the following week ahead
2. via Brevity App notification of shift assignment
3. via phone call for urgent roster changes and/or requests

It is expected, in line with your availability you will promptly call in the event you are rejecting and/or unable to attend the assigned shift.

National will try to contact the employee on three occasions (via phone or text message) for the requested shift and a nil response may result in a formal strike.

Employee roster is available 24/7 through employee app. It is the employee's responsibility to know when their rostered shifts are scheduled.

## Unable to Attend Work

The employee is required to **CALL the on call number 6242 4978 / 0401 439 798** to notify National as soon as possible:

- if you are running late to your rostered shift
- Received a shift via text and cannot attend.
- If you have accepted a shift and cannot attend that shift. (Sick/Carer Call)
- If you have any on-shift urgent concerns requiring National directive

**Do NOT send a text message or email, this will be considered a formal warning.**



## Commencing Shifts and Services

The employee is to remain in the allocated area of work unless otherwise directed. If for any reason the employee needs to leave the area prior to the completion of their shift, they are required to advise the team leader and/or National prior to leaving to ensure adequate staffing levels for the client/participants–

**DO NOT LEAVE UNTIL YOU HAVE NOTIFIED TEAM LEADER AND TEAM LEADER HAS CONTACTED NATIONAL.**

If circumstances change and the shift runs behind the scheduled period, or the employee will be running late to a rostered shift, it is the employee's responsibility to contact *National* immediately. This is to ensure *National's* integrity is not brought into disrepute and maintain adequate care for the client/participants.

At the completion of the shift the employee is to complete client/participant documentation accordingly and provide any urgent information to National as it arises to ensure appropriate response and action is taken

### *Within the Nursing Homes/Hospitals*

On commencing the shift the employee is to present in full uniform at the facility. You will be required to present your proof of influenza and COVID-19 vaccination certificates upon entry. The Quick Reference Guides/ Service Guides will indicate if there is a specific directive on entry for you to implement such as entry/exit codes, where you are required to report.

### *Within the Community*

On commencing the shift, the employee is to present in full uniform at the residence with all equipment prepared. You must carry with you your WWVP card, and PPE to all services. Knock on the door, announcing yourself upon entry. The participant service guide will indicate if there is a specific directive on entry for you to implement.

### *Non Response*

In the event, a participant is not responsive upon your arrival, employee is required to stay at the property and contact NCC for further instruction. This is in line with our duty of care to ensure the participant is safe.

### *Within SIL Properties*

On commencing shift, the employee is to present in suitable attire at the residence. Entrance through the office door and be ready to commence handover at the start time of rostered shift. Clinical Manager/Team Leader will mark your attendance down on the roster noting if times are varied from actual roster and collect your WWVP card and display on the white board within the office. At the completion of the shift the employee is to complete client/participant documentation accordingly and provide a handover to the team leader. **DO NOT LEAVE UNTIL TEAM LEADER DISMISSES YOU.** In the event an employee is late to their allocated shift, an employee from the prior shift is required to stay behind until the late employee arrives for shift. Team Leader/CC to amend rosters to reflect this.

### *Within Office*

On commencing shift, first to arrive to office, will be required to unlock to gain entry. Put lights on. You may put heating/cooling at your discretion. In the event you are in the field with clients/participants or facilities, you will be required to carry your WWVP card on your person at all times. You will have access to a system to login and perform your daily duties. In the event you are running late, please call 62424978.



### ***Breaks***

In line with the Nurses Award & SCHADS Award, mandatory 30-minute unpaid breaks are required beyond 5 hours of work. Break times are allocated by the clinical manager in staggered breaks to ensure appropriate coverage for client/participant needs. Every employee is entitled to a paid 15 minute tea break in each four hours worked at a time to be agreed between the employee and employer staggered at the direction of clinical manager. Breaks will be allocated accordingly each day. Smoking breaks- please refer to *Smoking, Alcohol & Drugs Policy*.

### ***Client Expenses***

National request all clients ensure they are responsible and have available funds to pay for items and/or costs that may be incurred during service. Employees are to document and take a photo of any cash received by client and the receipt and change provided to the client. Photos taken of money, receipt and change should be submitted to NCC for record keeping purposes.

In the event unexpected expenses arise, National will reimburse the employee tax free within the next pay cycle upon receiving supporting evidence. (See Reimbursements Policy)

### ***Documentation and Handover***

Each employee will be required to document the care/service/non-face-to-face provided and all other forms and assessments are required. (See *Documentation and Handover Policy*)

### ***Up lining On-shift Queries, Questions, Concerns and Complaints***

Should you have concerns during your shift that require immediate assistance, please call 0401 439 798 or 6242 4978 for immediate assistance.

NCC will provide you with over the phone advise and if of serious nature will ask you follow up after the service with a formal incident report submission. (See incident report policy, See Complaints Management Policy, See Lines of Reporting)

### ***Night Duty***

National employees under the Nurses Award have a strict no sleeping policy for night duty shifts. If you are required to work a night shift, the employer expects that you do not sleep during the night duty shift. If you sleep on duty, this may be considered wilful misconduct resulting in subject to disciplinary action.

Employees under the Social, Community, Home Care and Disability Services Industry Award may be engaged in sleep over shifts as well as active night shifts. These shifts will be clearly identified prior to shift allocation and pay remuneration will be reflective as per the award.

### ***Video Surveillance***

Surveillance is present within the National Head office in Canberra and all Healthcare Settings across ACT as a security and safety measure. Surveillance may be conducted at the discretion of each client/participant and their families within their homes. This is a security measure for employees and that of the client/participants.

You may consult with the Employer regarding any concerns about the surveillance. All cameras are visible and recording devices (including cameras) will not be placed in bathrooms. The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. The Employer reserves the right to review and use the CCTV in disciplinary proceedings. The surveillance may be conducted at any time and any employee may be subject to surveillance. The surveillance may be continuous or intermittent at the Employer's discretion. The Employer may, at their



discretion, disclose the surveillance records for any reason that is not barred by privacy legislation. If you are a new employee, the surveillance may already be in place and could start immediately on commencement of work. Surveillance may be conducted using:

- any form of visual recording devices including all types of camera, such as CCTV cameras
- any form of audio recording devices and
- electronic recording devices in any part of the workplace

### ***Non-Compliance***

An instance of non-compliance refers to occurrences where an employee does not maintain availability accurately resulting in declined shifts. Each non-compliance will be documented accordingly within employee's payslip records and on roster profile. Instances of non-compliance may affect roster priority allocations. This is at the discretion of National. Repeated instances of non-compliance may result in disciplinary action.

### ***SIL Property Rules***

Any SIL property an employee attends are required to implement "House Rules". All persons entering the SIL property, under the NDIS are required to conduct themselves accordingly in line with the "House Rules". Failure to do so, or breach of the rules can result in your shift being terminated early and disciplinary action may follow. (See SECTION 7: SIL Properties)

### ***Roster Systems Platform***

Prior to commencing your first shift with *National*, you will receive an activation email inviting you to access our rostering platform Brevity. [See Brevity Onboarding Policy and Guidelines.](#)

### ***Setting Up Your Employee Login Procedure***

[See Brevity Onboarding Policy and Guidelines.](#)