

# NATIONAL COMMUNITY CARE

## Employee Frequently Asked Questions



### Getting Started:

#### Setting Up Your Employee Login Procedure

Once we have all of your employment prerequisites, we can activate you within our scheduling system 'Brevity'. Employee will receive an email to the designated employee email from [alert@brevitysoftware.com](mailto:alert@brevitysoftware.com) titled '**Brevity Care Software**'. See '**Application Set-Ups**' for step by step process.



#### Setting Up Your Employee Payslip Access: 'Xero Me'

All employment payslips and those eligible for leave requests (permanent employment) can access this via the Xero Me app. In order to link the Xero Me app, employee will receive an email titled "**National invited you to join National Community Care Pty Ltd's payroll**"

The email entails the following steps in order to activate your employee access:

1. Accept the invite and enter a few details to set up your account. You will have 14 days from the date the email is dispatched.
2. Once your account is set up, you can choose to use Xero Me on the go with the app. You'll just need your Xero username and password to log in.

Once the employee has activated the app, employs can access payslips, submit timesheets (office personnel), view leave balances and submit applications (permanents)

#### How do I receive a shift?

- If you are allocated as available, consider yourself on stand by for services. It is your responsibility to ensure your availability reflects correctly 24/7
- You will be contacted directly through NCC. The weekly roster will be published via the Brevity Scheduling App where you will receive a notification from the Brevity App. The roster issued is for the following week spanning Monday through to Sunday.
- All client service schedules are accessible through your roster. All relevant information you require to get to and complete your service will be present. If you cannot access this- CONTACT NCC IMMEDIATELY
- Any changes to roster beyond the initial publication of rosters (additional services, service time changes or client cancellations) will be assigned by a notification will be sent via the Brevity App.
- No shifts are to be booked through clients or their families. As per policies, please direct client/families to call their case manager and/or NCC directly to facilitate such requests to ensure we have not tentatively assigned you elsewhere.

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### How do I update my availability?

*We have an amazing reputation with clients and they love the fact our team are reliable. This is because we ask YOU to manage your availability and keep it up to date to ensure you only work when you want to! We ask employees honor their availability or amend accordingly as per policy.*

- You can provide us your availability through your Brevity App on a weekly basis, however you can allocate your availability in advance as far as you wish to do so.
- Availability to be submitted by Monday of each week for the following week in advance so we can ensure appropriate cover for clients within carer availability
- Ensure your availability is up to date at all times. You have full access to your availability via the Brevity App 24/7 and it is your responsibility to ensure it is updated to avoid non-compliance in line with policy.
- The more availability and flexibility you have, the more opportunities are possible.

### What if my availability changes?

- If you do not have a shift assigned, you can log on and allocate yourself as “not available”.
- If you have a shift and you can no longer attend it, you are required to CALL 62424978 / 0401439798. Noting a rejection of a shift AFTER rosters have been sent out is a strike as per our 3 strike policy unless unavoidable circumstances have occurred.
- You MUST CALL!

### What are the office hours?

- As part of our Healthy Work Life Balance, National Community Care office hours are by appointment only. This allows us to visit clients also.
- Our administration Team are only onsite Monday, Thursday and Fridays between 930am-430pm.

### Can I reach NCC after hours?

- We are available 24/7 for all employee on-shift support. All calls will be diverted to on-call mobile. If your concern is not relating to a shift/client requiring immediate action, all other enquiries should be sought after within standard business hours and will be dealt with inside of contractual working hours.

### Who do I contact?

- Administration: Training / Uniforms / Supplies – [admin@teamnational.com.au](mailto:admin@teamnational.com.au)
- Daily Operations: [enquiries@nationalcommunitycare.com.au](mailto:enquiries@nationalcommunitycare.com.au)
- On-Shift Operations: 6242 4978 / 0401 439 798
- Clinical On-Shift Operations: 0429 599 548 / [caitlin@nationalcommunitycare.com.au](mailto:caitlin@nationalcommunitycare.com.au)

### Pays & Records:

- Pay week is fortnightly. Pay slip is issued on Monday for your review within the Xero Me App. You have until COB Monday to rectify any discrepancies. Payslip is closed Tuesday and Processed Wednesday and hits your account on THURSDAY.

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- All records we have are filed on a secure SharePoint database only management have access.
- We ask you notify [admin@teamnational.com.au](mailto:admin@teamnational.com.au) in the event you need to change any details including Name, address, mobile number, emergency contacts, bank details, superannuation.

### Privacy & Confidentiality:

- We keep your records private and confidential in line with policy and Australian privacy legislation requirements. We do not provide references or details unless you have notified us prior.
- In line with policy and the Privacy Act 1988, NCC request this same requirement from all employees regarding client information and records you will have access to. Failure to comply with Privacy and Confidentiality can lead to termination and is reportable to the NDIS and WWVP screening.

### Phones and Devices:

- We ask you keep your phone on you AT ALL TIMES as a safety measure!
- Not to be used for personal use while on an active shift.

### Social Media:

- Assisting clients may be apart of your service. This will be clearly stated in the service guide and have strict parameters around the use of client socials.
- We request employees do not “add” / “friend” / “contact” clients and or their families/support networks via social media platforms/emails/ mobile device. This is to ensure your own privacy and work life balance.

### Uniforms

- Employees are required to maintain a physically clean and well-groomed appearance and be neatly and professionally dressed for every shift. Employees must comply with any request by the facility if dress is deemed hazardous and/or unsuitable in any way.
  - Hair should be neat and clean.
  - Minimal jewellery should be worn (for example a watch, studs or sleeper earrings).
  - Make-up should not be excessive.
  - Perfume should not be overpowering, body odour to be maintained appropriately.
  - Closed-in toe and heel footwear need to be worn in clinical areas to comply with Workplace Health and Safety Regulations.
  - No long sleeves to be worn under shirts and no jackets/jumpers while delivering care
  - No eating or chewing gum while undertaking care.
  - Ensure all cuts and abrasions are covered with a waterproof dressing.
- Upon completion of employment, National requires all property to be returned within 2 weeks of last working day. For security purposes, we CAN NOT donate or repurpose uniform shifts/vests/bags with logos. This is in the best interests and security of all clients, facilities and hospitals.

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### What if my client is away? OR cancels service?

- You will be notified as soon as NCC is aware of any changes to services you provide. If it is less than 2hrs notice and we have no other service we can dispatch you to, you will be paid for service.

### What if I cannot attend my scheduled service?

- CALL IMMEDIATELY! We ask you call to ensure the call can be actioned and the service can be reassigned promptly. **DO NOT text or email.**
- If you are sick, or identify COVID, Gastro and/or a sore neck/back, we will ask for a clearance for your GP to ensure you are fit to return to work. This is to ensure your safety and the clients.
- If you decline an assigned service that was in line with your provided availability, the 3 Strike Policy will be implemented.

### Can I claim kilometers travelled?

- We cover kilometers travelled between your first and last clients only that are back to back in between. If you have a 30minute gap between clients this cannot be claimed as this becomes your own time – unless previously approved by management.
- The employee Brevity app automatically applies all eligible kilometre reimbursements through the use of google maps.
- If you are travelling with a client in your car and/or on behalf of the client to run errands, you are required to note the kilometres travelled during this period and document it in the travel notes of the Brevity app to ensure the client is charged and you are reimburse for this mileage.
- YOU are responsible for ensuring kilometres are truthful. Random Google map reference checks will be implemented each week. Please be advised that fraudulent claims are a form of elderly abuse and will not be tolerated.
- Failure to declare your kilometers within the Brevity travel notes before clocking out and client signing off will result in a forfeit

### Breaks. Do I get one?

- For all NCC employees, rosters will be allocated in a way of ensuring there is a minimum of a 30-minute break after 5 hours of continuous work. Should a client shift be greater than 5 hours, you will be provided with a paid lunch break which is undertaken while with the client. Should you prefer to take an unpaid break meaning you can leave the site, consideration for shift allocation will need to be reviewed prior to your assignment to ensure we are meeting high risk client needs appropriately.
- For further details regarding smoking breaks, please refer to the Smoking, Alcohol & Drugs Policy.

### Night Shifts vs Sleep Overs

- National has 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, then you will be subject to disciplinary action.

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### Manual Handling & Infection Control

- Supplies provided. [admin@teamnational.com.au](mailto:admin@teamnational.com.au)
- NO LIFT POLICY. Please raise any concerns regarding client mobility as it arises. Any client requiring hoist/lifter equipment will always have x2 people present to complete the task.
- COVID-19 Policy and Action Plan
- Waste Management Plan.

### What do I do if the client isn't home/answering the door?

- The Non-Response to a Scheduled Service Policy is enacted.
- Employee required to Call NCC immediately. Do not leave. There may be a request to try the side gate, or a simple reason such as the client was in the bathroom or there is a key left out. We can contact the client and get back to you. If you leave service before confirmation to do so, you will not be paid.

### What if the client refuses to let me in?

- We ask you to announce yourself, where you are from (NCC) and what you are there for (the service). If the client still refuses to let you in, please respect these wishes, under no circumstances are you to enter without permission. Remain at the front of the property and call NCC. DO not leave the premises until matter is cleared with NCC.

### What if the client refuses services?

- The client has the right to change their mind. This could be requesting to skip a shower, cancelling the outing and opting to stay home etc. If the client refuses the scheduled service, please respect these wishes, under no circumstances are you to commence service. You may engage with client and ask why? Then you are required to call NCC immediately and await further directive. DO not leave the premises until matter is cleared with NCC.

### What if the client refuses/ unable to sign my clock off in Brevity?

- If client refuses or is unable to sign and there is no one else to verify you attended service, please note 'UTS' in the App and note in documents why. contact NCC immediately and we will make a note of it to ensure you are paid appropriately.

### What if the client wants to change the service on my arrival?

- Use your initiative- for example if Mary doesn't want a shower today but requests a wash. This is fine as long as you have made a note of it in the documentation.
- If it is a change of services altogether, let the client know you will need to check with NCC. Call NCC immediately. We will see if their package funding allows for change of service. An example of this could be Mary may be booked for a domestic assistance service but would like you to take her out shopping/social support instead- while this seems simple enough, Mary may not have the funding to go out.
- Please note it is essential you call as some brokered client companies have strict restrictions on additional/ changes to services. This is outlined in their client service plans.

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### **What if I think the client is deteriorating &/or care needs are changing?**

- Duty of Care Policy: Make a note of it and contact NCC and inform us of any concerns. We can have client reviewed.

### **What if the client has a fall or sustains an injury when I am there? Or has injuries that were not there last time?**

- Medical Emergency Policy: Apply your First Aid knowledge and settle the client. If required, call emergency services. At next available moment please contact NCC immediately for further instruction. We may require you to stay on with the client etc. If you notice injuries that were not there previously, please call NCC, document accordingly and complete an incident report. If client consents, you may upload an unidentified photo of the injury to the incident form. ONLY IF CONSENT FROM CLIENT IS GIVEN

### **What if the client makes an accusation against myself or another carer to me?**

- Mandatory Reporting: We ask you to remain professional, respecting the client's privacy and confidentiality and contact NCC immediately with as much detail of accusation.

### **Can the client contact me directly?**

- No. ALL communication regarding client service is dealt with through the appropriate channels and ask that you request the client to contact NCC directly. This is to protect you and your rights to days off and privacy and ensures both parties, the employee and client are not in breach of their contracts.

### **Can I accept gifts or money from the client?**

- We understand during the festive seasons, clients may wish to provide their carers with small gestures of thanks. This may be chocolates, biscuits and/or other perishable items. This is deemed acceptable, however is still reportable to NCC so we may complete a gift declaration form.
- Gifts greater than perishables - while we are grateful for the kind gesture, For the safety of our team, we do ask our employees to decline gifts and sums of money. If the client is forceful on the matter, we do request you call us immediately.

### **Can the client provide me with cash or their card for their purchases?**

- Yes. However, in line with our policy, expense must be under \$100 and no PIN is to be obtained for the card.
- Sums of money for service provision such as going grocery shopping or paying a bill on the client's behalf are obviously different circumstances and receipts for any expenditures will be provided to client when you return. Please write the sum of money given / or better yet take a photo and upload it to your brevity client notes. Upon return with purchases on client behalf, take a photo and upload the change and receipt of purchase to the Brevity notes and provide to client.
- Return change / card and receipt to client prior to leaving shift.

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### **The client told me they won't be home next week but to come anyway. Is this ok?**

- We do ask that the client is present at all times while you are in their home providing services. If client is unable to be there, we ask they cancel/reschedule their service for a time they can be present. This is for your safety and avoids miscommunications or any potential accusations.

### **Do I provide cleaning products/equipment?**

- Use of Client Equipment Policy: Due to the number of clients and homes we provide care to, it is safest if you use the products and equipment the client provides to avoid cross contamination/spread of infection/allergies and to also ensure the client home is cleaned with their products of choice. We do request no bleach to be used. If a client is persistent, we do ask you to contact us immediately. Due to OH&S reasons, we ask you utilize the client's equipment such as vacuum/ lifters etc- as your own personal items are not tagged and tested to be utilized in the client's home and you may be held liable if your personal equipment were to cause an electrical fault. You are expected to bring your PPE (gloves/hand sanitizer) with you to each service.

### **What if I have a concern regarding my service &/or client? What if there is an incident?**

- Contact NCC at the most convenient time. As per our Complaints Handling Policy we will endeavor to rectify any concerns, issues or incidents immediately. As per our Incident/Accident policy we are to be notified immediately and expect you follow policy

### **Sign In Sheets and Documentation in community care?**

- ALL NCC clients, have service guides available through your Brevity Application.
- ALL NCC Clinical Clients have comprehensive clinical care plans within your Brevity Application.
- If Brevity identifies the client as a Brokered and/or Private Client, Each brokered client will have a Home file/care plan within their homes. Often kept on a table surface or on top of the fridge. Please ensure you complete any forms as necessary. These include sign in and out forms, tick and flick task sheets etc. Please notify NCC if they run out of pages and we can arrange refills to be provided.
- Have a look around each home, and ask client, some clients and their families like to have a communication book of some sort to keep track of services and any feedback. Please note this is not NCC related, any issues of concern need to be raised with NCC as they occur.
- ALL medications will have a signing sheet. No medications are to be administered without signing for. IF no signing sheet is present call NCC immediately.

### **What happens if the client has pets?**

- While you may be happy to have the client pet present, for safety reasons as well as infectious control purposes we ask they are secure during time of service to prevent spread of infection between homes. While the client's animal may be happy and healthy, your next client may have server allergies to the pet. If the client refuses to comply we do ask you contact NCC.

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### **What happens if the client home has a hazard such as poor lighting, trip hazard?**

- WHS Policy: We ask you to use your judgement, if an extra light can be switched on, then do so. If a cord can be moved, then do so. But if it is something like a bookshelf makes it difficult to use the lifter equipment in the client's home, or the client refuses to allow you to shift a coffee table over then please contact us and we will revise the property.

### **Can the client smoke while I am there? If the client smokes, can I?**

- Smoking, Drugs, Alcohol & Gambling Policy / WHS Policy: In line with our policies, no smoking is allowed during services or on any client property. Clients are asked not to smoke during time of service also.

### **What if I suspect the client is under the influence of drugs and/or alcohol?**

- Remain on site in a safe space and call NCC for further directive.

### **What if there is a medication mishap? Such as meds missing on arrival? Wrong day given? Extra meds still in webster? Client refuses meds?**

- Call the office immediately. If the Webster is incorrect, take a photo of it on your phone and send it to the office to form part of your documentation. Depending on what the concern is, will depend on what you will be required to do, and will be informed per situation.
- In all instances, a medication mishap/incident forms will be required to be filled out and sent to NCC by the end of the day.

### **Where can I find the Policies and Procedures that I acknowledge as apart of my contractual obligations I should be familiar with?**

We are glad you asked!! Right here of course:



**MOST IMPORTANTLY- IF ON SHIFT AND IN DOUBT, CALL NCC!**

**WE ARE HERE TO SUPPORT YOU 24/7, 365 days**