

# Employee Induction

NATIONAL NURSING AGENCY

# WELCOME!

1

## INTRODUCTIONS

Hello, welcome!

## OFFICE AMMENITIES

Office space is located upstairs along with office toilet and kitchen.

3

2

## EMERGENCY EXITS

In the event of a fire and/or evacuation, we are required to exit the office through the front main entry and muster in the car park.

## QUESTIONS

Please stop me at any stage to ask questions or clarify any information throughout the induction process.

4





# SUMMARY OF TOPICS

Company Profile

Employment Contract

System Access – Getting You Set Up

TEAM National Policies & Operating Procedures

# SISTER COMPANIES



Calista Collective  
Management



National  
Healthcare  
Services (NHS)



National  
Community  
Care (NCC)



National Nursing  
Agency (NNA)

# COMPANY PROFILE

## WHO WE ARE AND WHAT WE DO

National Healthcare Services and National Nursing Agency is a family owned and run company for over 25 years, and under the current management since 2014.

We provide AINs, ENs and RNs to aged care facilities, hospitals both public and private, disability homes and niche market clinics such as Marie Stopes.

In 2015 National Community Care was established to deliver community services.

In 2021 Calista Collective was established (Management Company).

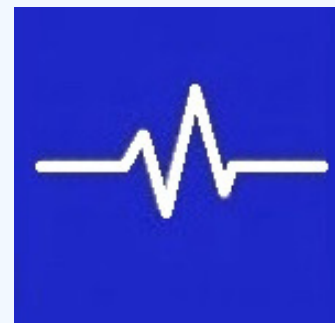


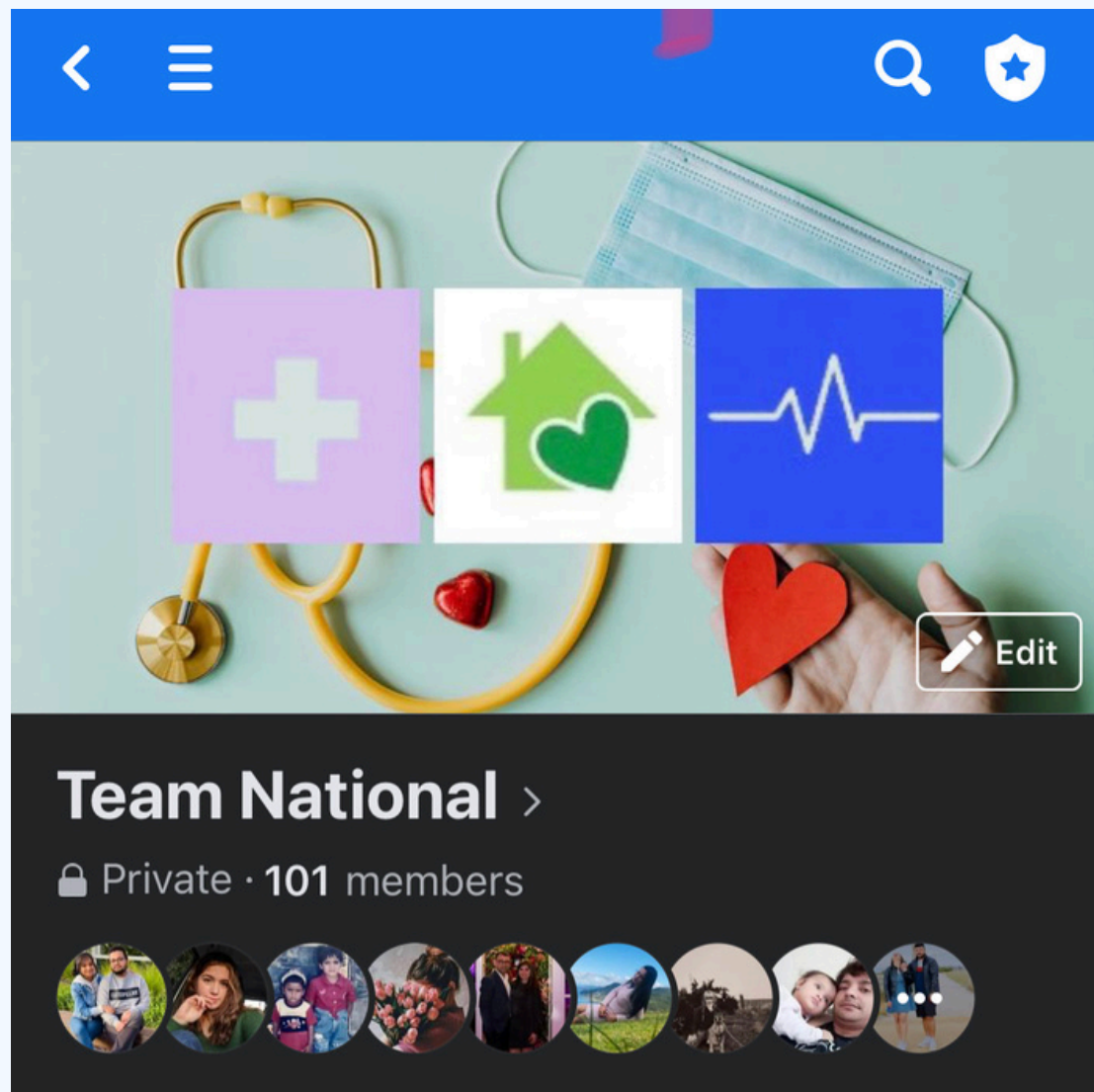


**at National, care is care...  
but best practice is the ONLY practice.**



NATIONAL NURSING AGENCY





# TEAM SUPPORT

- Access to 24/7 on-shift support
- Team National Private Facebook group
- EN & RN Transition opportunities
- Team National quarterly Team meetings
- The Workplace Therapist Employee

Assistance Program



REPORTING LINES

LISA WALKER  
DIRECTOR - NNA/NHS  
DIRECTOR - NCC  
DIRECTOR - CC

ASHLEY DUFFUS  
DAILY OPERATIONS  
OFFICER

TAHLA MOORE  
GENERAL MANAGER

NAT  
NOBILE  
TRAINING  
OFFICER

NNA  
TEAM



DAPHNE OREDINA  
VIRTUAL ASSISTANT

# CONTACTS

## PAYROLL/ REIMBURSEMENTS

agency@teamnational.com.au  
6241 3525

## WEBSITE LOGIN ISSUES

agency@teamnational.com.au

## COMPLAINTS/INCIDENTS

agency@teamnational.com.au

## 24/7 ON-SHIFT ADVICE

0413 955 956  
6241 3525

## ADMIN/UNIFORMS

jobs@teamnational.com.au





# **EMPLOYMENT CONTRACT, POLICIES & PROCEDURES**



# THE WELCOME KIT



@ TEAM National we are actively reducing our paper trail as such will scan and provide you a digital copy of your employment contract before we shred and recycle



Contract + Fair  
Work statements



Company kit bag



Team uniform  
+ name badge

# CONTRACTUAL KEY POINTS

## THE BASICS

Who, What, When, Where,  
Schedule: Award + Pay Rates  
and Duties

## YOUR OBLIGATIONS

Licenses, Clearances,  
Registrations,  
Code of Conduct

## LEGAL STUFF

Confidential + Intellectual  
Property, Non-Disparagement,  
Variation of Terms, Termination,  
Fair Work Statement

## OPERATIONAL

Leave, Long Service Leave,  
Remunerations, Bonuses,  
Public Holidays



# **SIGN CONTRACT**

Any questions?

If in agreeance we will now sign your contract.



# EMPLOYEE SYSTEM ACCESS

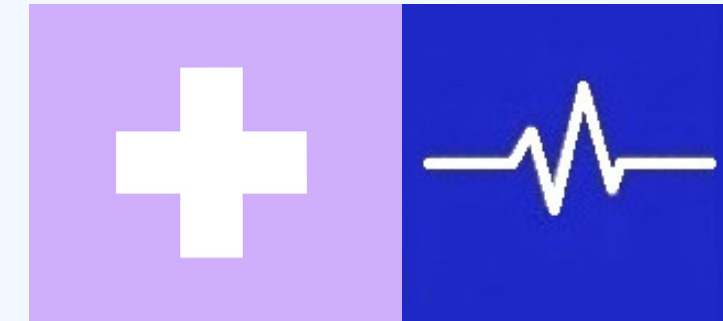
GETTING YOU SET UP



**WELCOME ABOARD**



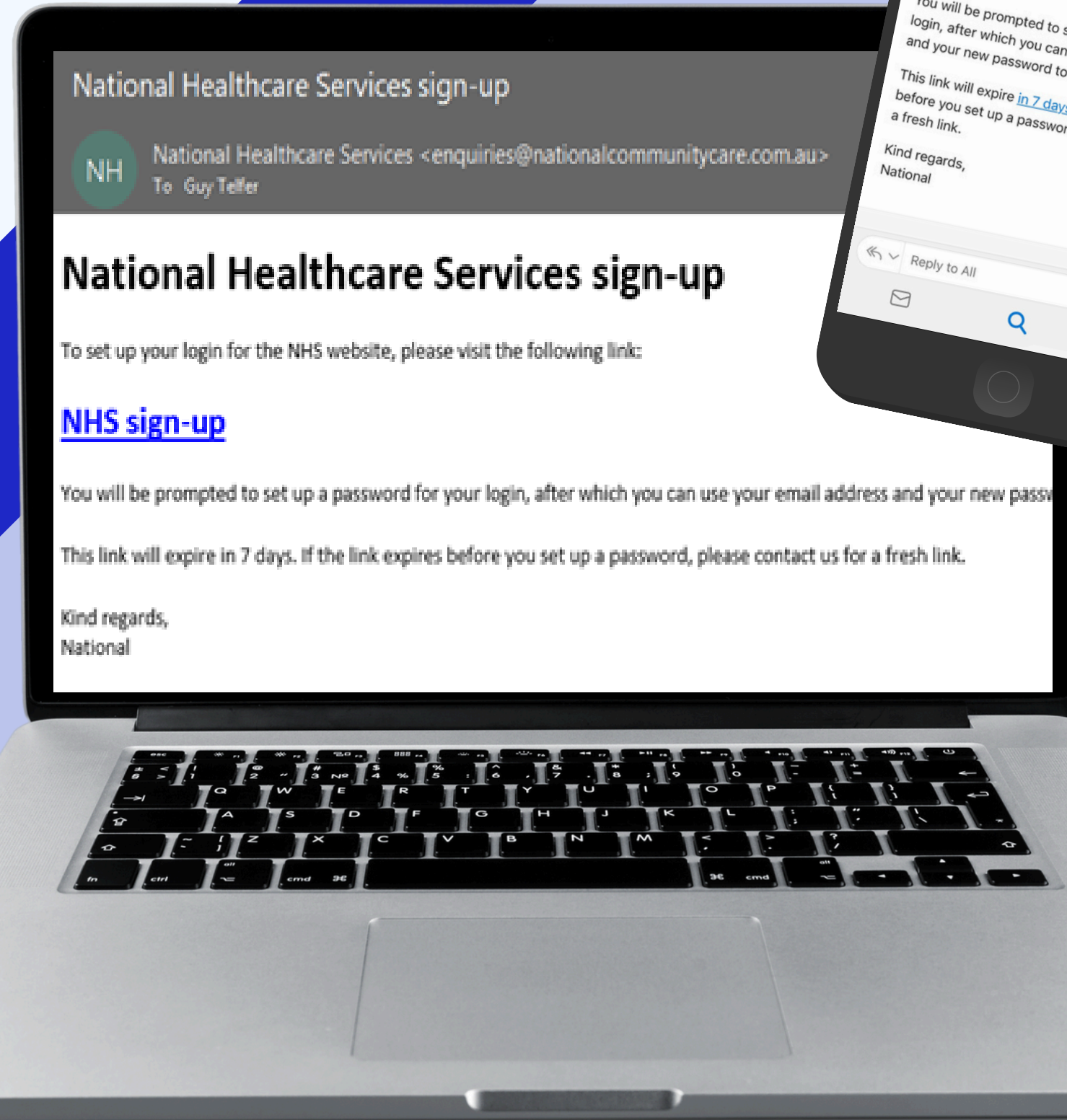
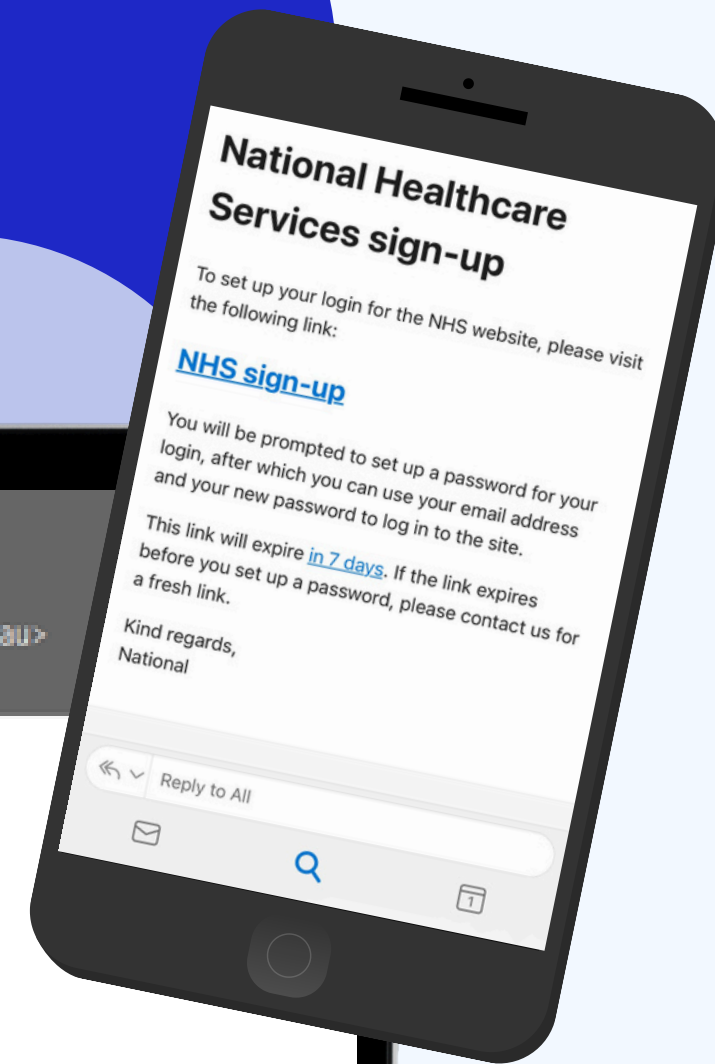
The image shows several hands of different skin tones and wearing various shirts (white, blue checkered, light blue) holding up a large, dark blue speech bubble. The speech bubble has a white border and a white tail pointing downwards. The background is a light blue gradient with a large, abstract blue shape on the right side.



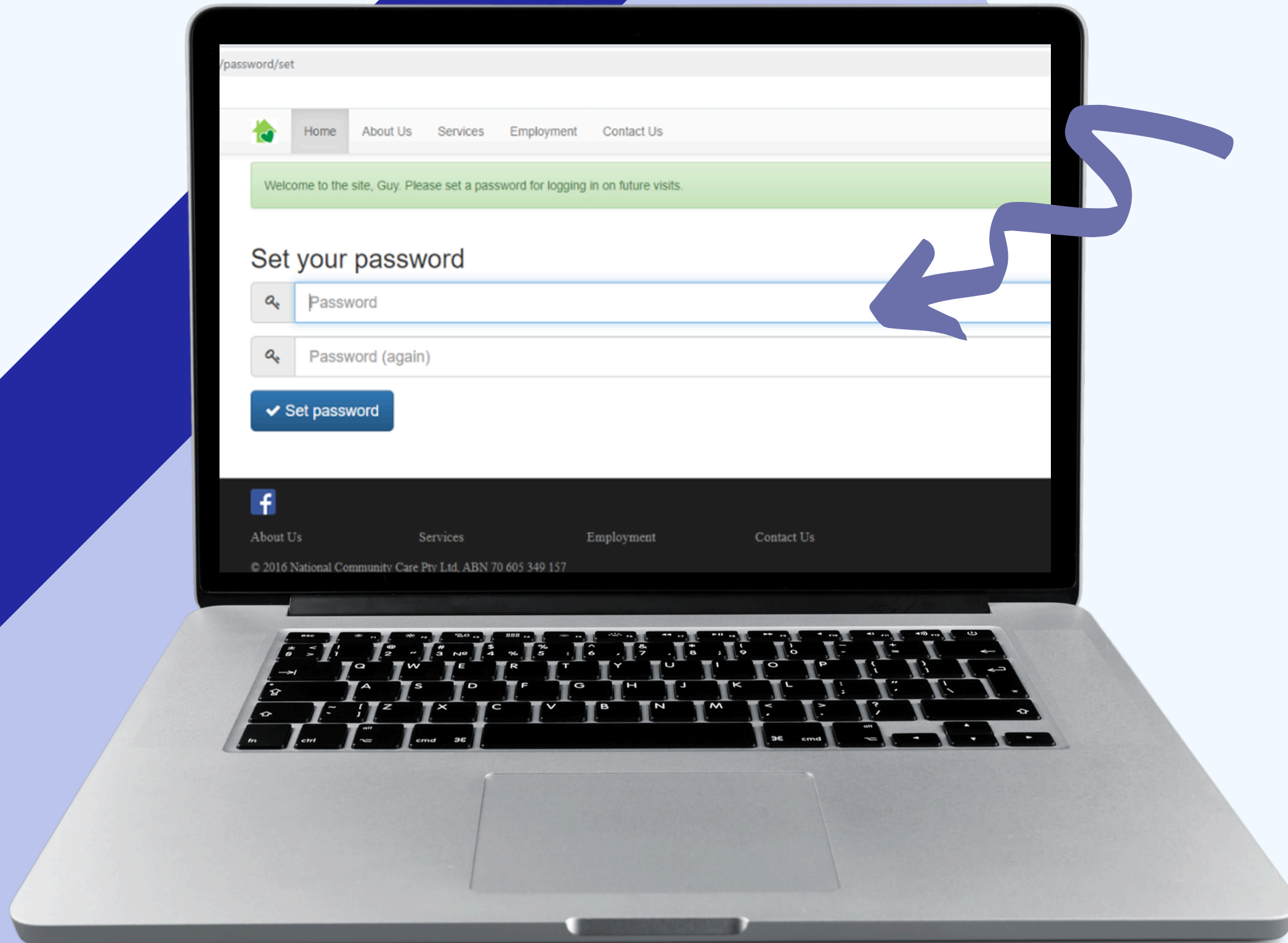
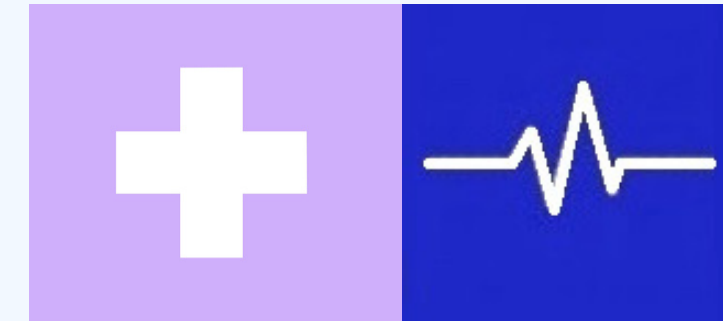
# STEP 1.

## YOU WILL RECIEVE A SIGN-UP EMAIL

You may need to check your  
junk/spam folders!



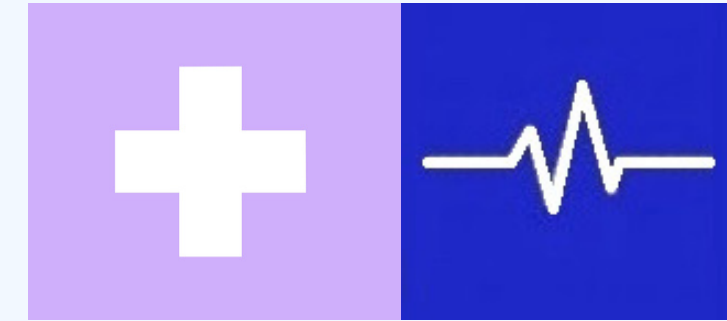




## STEP 2.

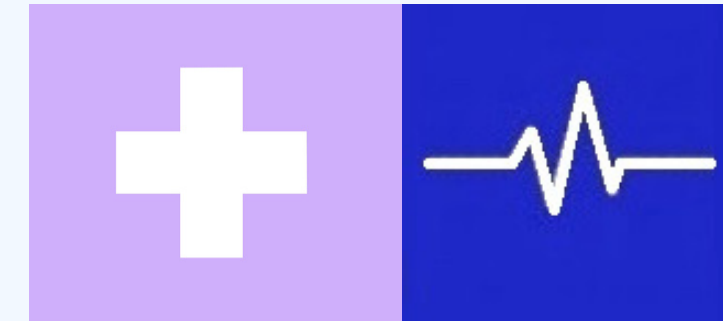
**CLICK THE LINK AND  
SET UP A PASSWORD.**

Once your password is set  
you will have access to your  
employee platform.



## **STEP 3.**

**FOR FUTURE  
CONVENIENCE WE  
SUGGEST PINNING THE  
LOGGED IN PAGE TO  
YOUR HOME SCREEN**



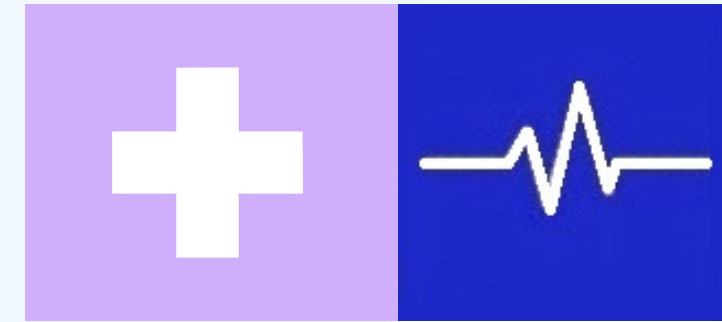
# STEP 3.

**ALTERNATIVELY,  
YOU CAN GO TO OUR  
WEBSITE AND ACCESS  
YOUR EMPLOYEE LOGIN  
FROM THE TOP RIGHT  
CORNER.**



[www.nationalhealthcare.com.au](http://www.nationalhealthcare.com.au)





# STEP 4.

## NAVIGATING YOUR PROFILE

ROSTER

DOCUMENTS>

AVAILABILITY

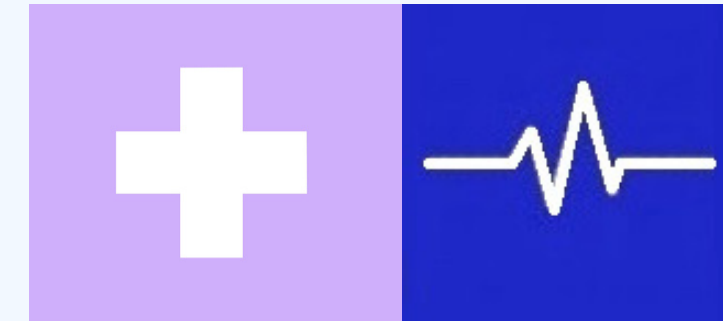
PROFILE>

PAYSLIPS>

TRAINING>

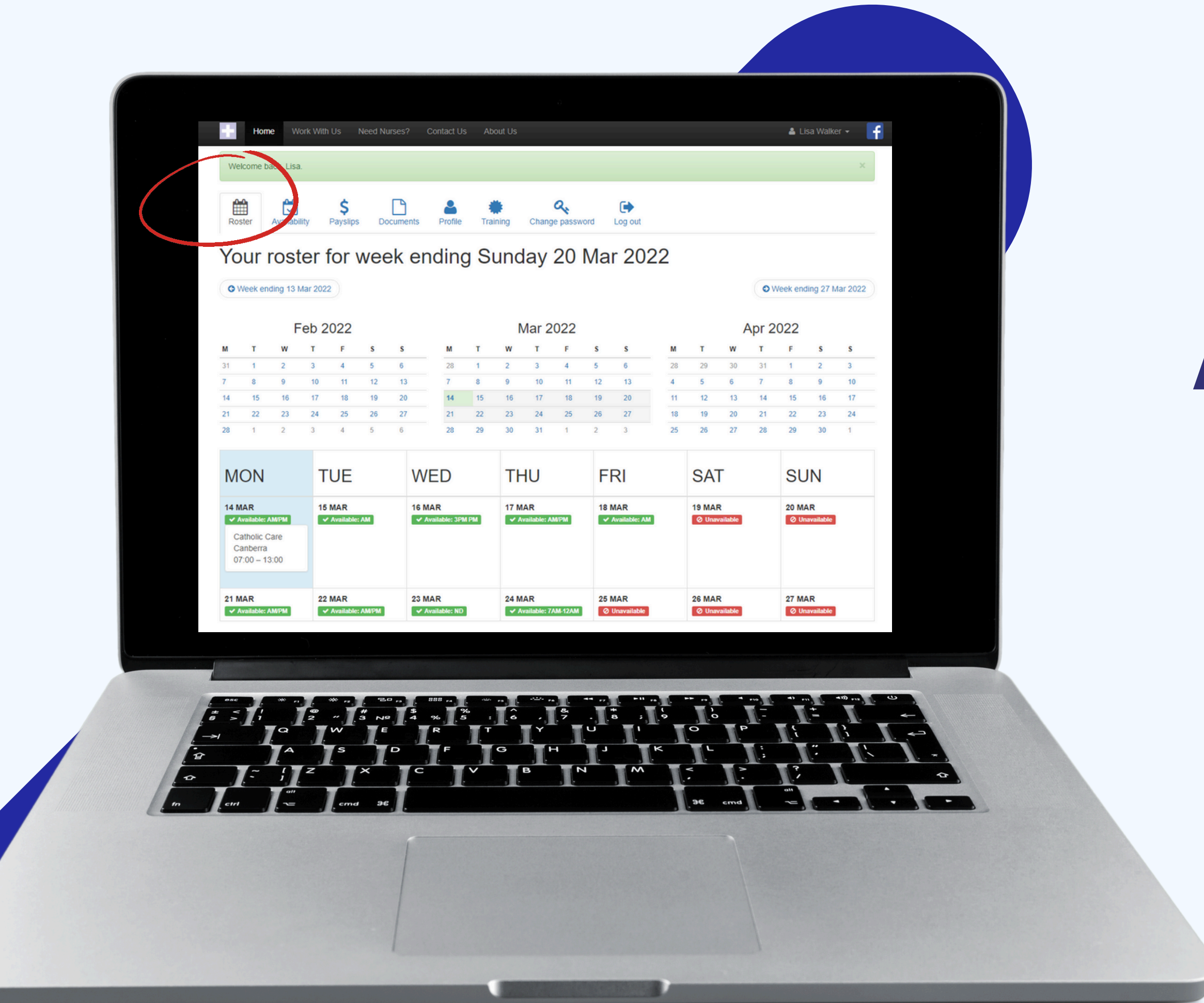






# AVAILABILITY

**VIEW YOUR  
AVAILABILITY IN THE  
ROSTER TAB**



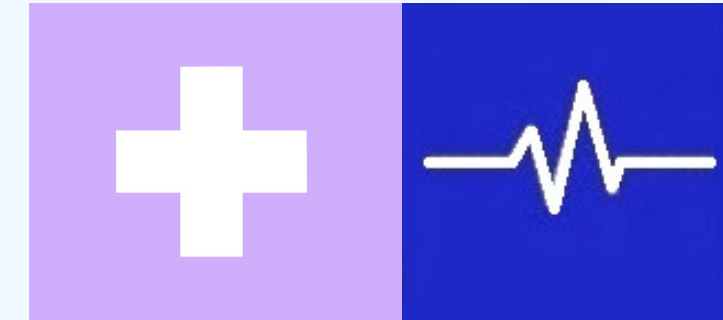
[Home](#)
[Work With Us](#)
[Need Nurses?](#)
[Contact Us](#)
[About Us](#)
Lisa Walker

[Roster](#)
[Availability](#)
[Payslips](#)
[Documents](#)
[Profile](#)
[Training](#)
[Change password](#)
[Log out](#)

### Your availability for week ending Sunday 20 Mar 2022

[Week ending 13 Mar 2022](#)
[Week ending 27 Mar 2022](#)

	MON 14 MAR	TUE 15 MAR	WED 16 MAR	THU 17 MAR	FRI 18 MAR	SAT 19 MAR	SUN 20 MAR
<input type="radio"/> Unavailable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="radio"/> Available	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment	AM/PM	AM	3PM PM	AM/PM	AM		
<input checked="" type="button" value="Save changes"/>							



# AVAILABILITY

**DUE EACH MONDAY  
FOR THE WEEK AHEAD**

**One week  
commitment**

**24/7 access to update**

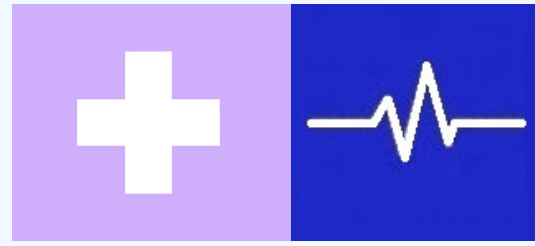
**Please note all changes  
are time/date  
stamped**

**If AVAILABLE,  
enter in specific  
time frames, otherwise  
it is assumed you are  
available for any hour  
of the 24hour period.**

**SAVE SAVE  
SAVE!!!!**

**To remain with  
National as an  
employee: The  
minimum  
availability we  
require is one day  
(Monday–Friday).**





# SHIFTS

## HOW DO I RECIEVE MY SHIFTS?

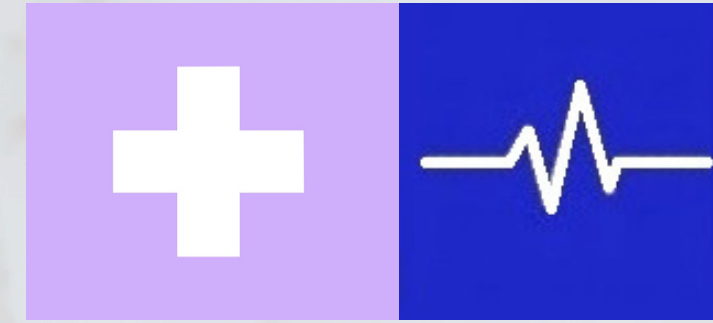
You will be notified about each and every shift as they come in, in line with your availability. We will message and/or call through with shifts. Check out what our availability text looks like ->

### REMEMBER...

IF you have identified you are available, we will expect you to answer and take the requested shift!







# CONFIRMATION SMS

**FOR EVERY SHIFT YOU WILL  
RECEIVE A SMS CONFIRMATION  
MESSAGE.**

**LET US KNOW IF YOU DON'T  
RECEIVE IT!!!**

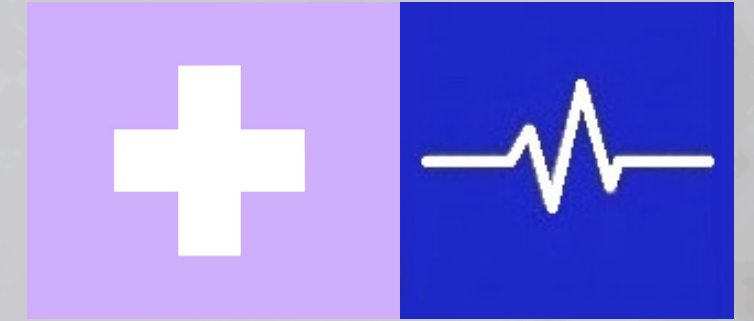
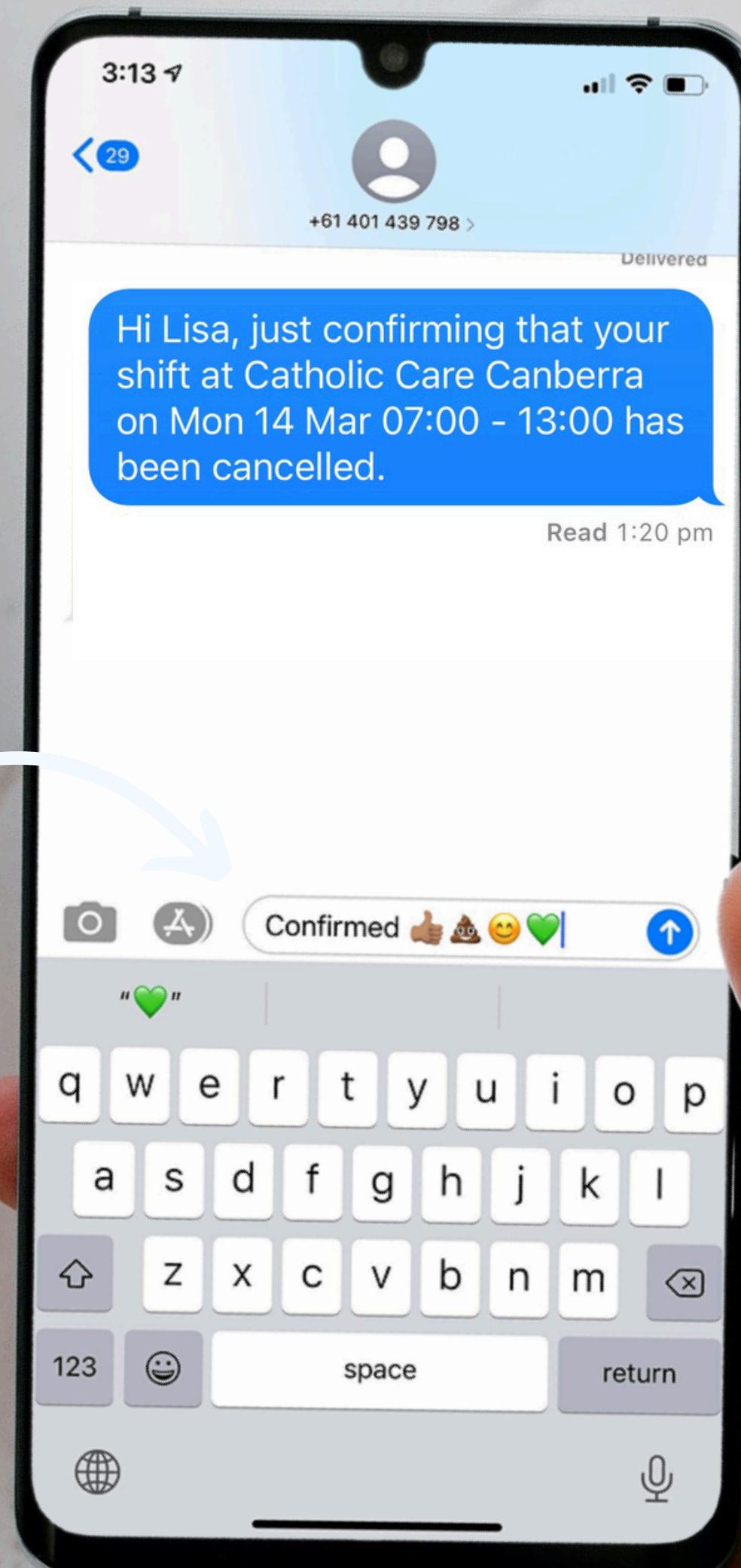




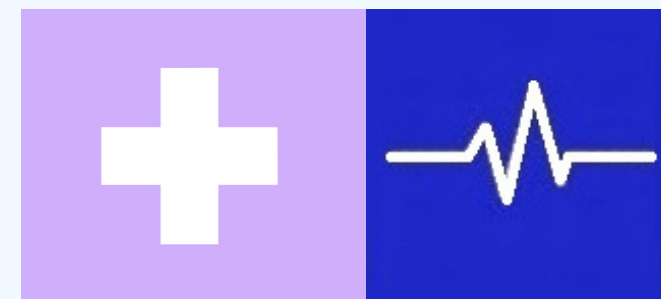
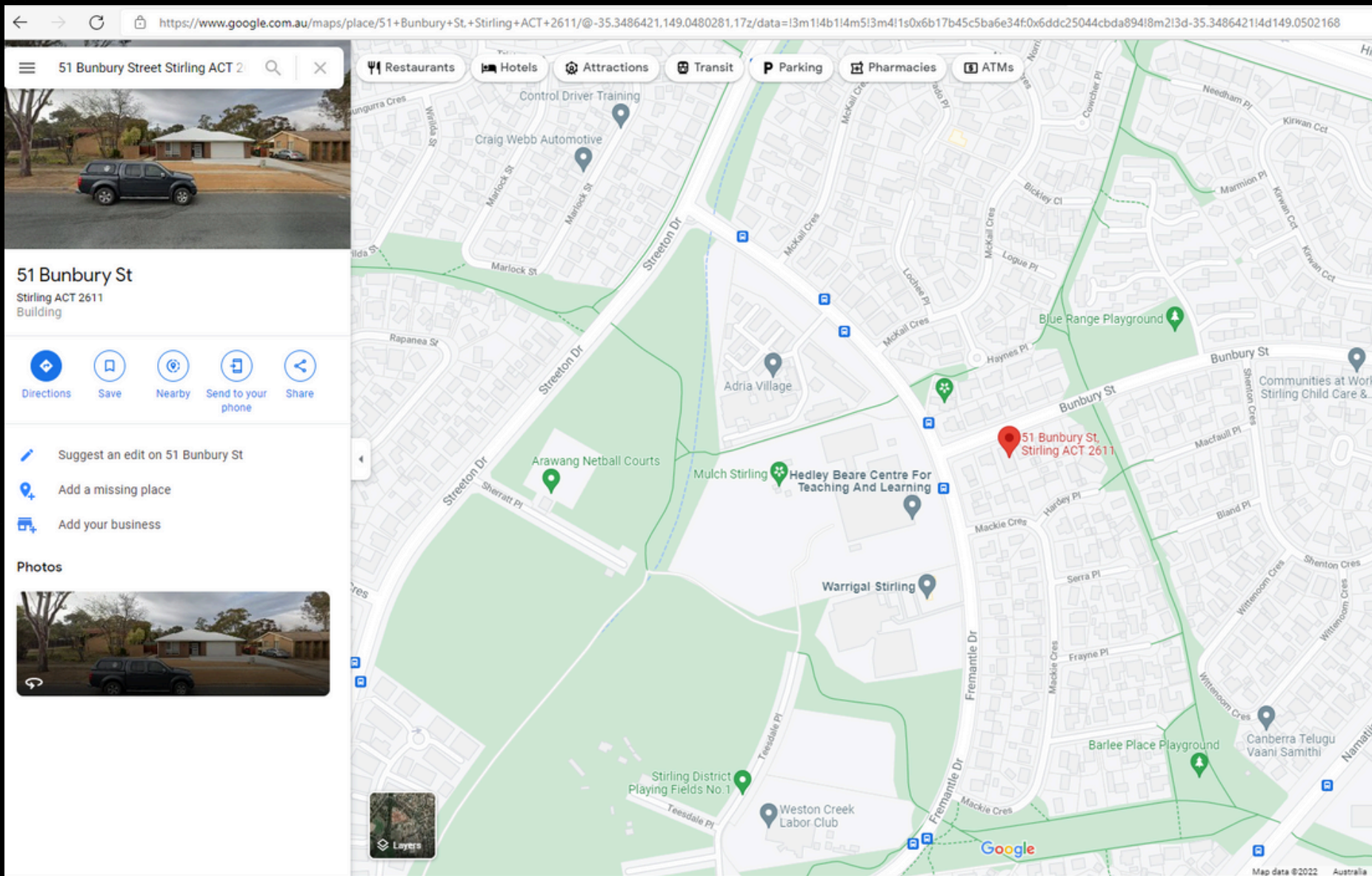
# ROSTER CHANGES

## CHANGES TO SHIFTS OR CANCELLATIONS

We ask you please  
acknowledge the changes  
with a response.







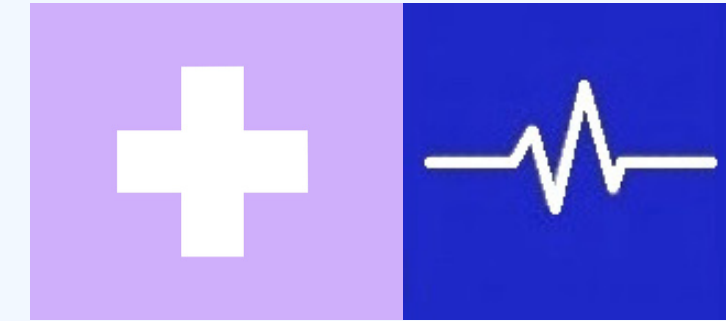
# CONFIRMATION SMS

## GOOGLE MAPS LINK

Direct link to where you need to go  
Multiple locations or areas at a site







# QUICK REFERENCE GUIDES

who, when, where,  
what, how, why and  
everything in  
between

something  
incorrect or out of  
date?

sms or email the  
updates to us!



# FIRST SHIFT



## UNIFORM

National will provide you with shirts, name badge, kit bag



## REQUIREMENTS

Employee to wear black pants, protective shoes, tidy appearance, hair tied back.

Good personal hygiene – minimal makeup, deodorant.

Must carry WWVP card, AHPRA registration card & phone.



unless Quick Reference Guide notes additional instructions



# LICENCES, REGISTRATION & IMMUNISATIONS

**ALWAYS CARRY THESE ITEMS WITH YOU!**

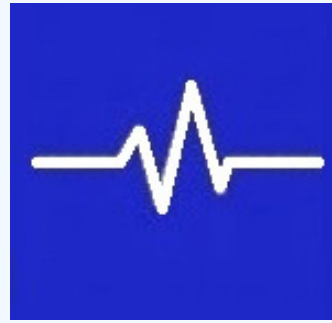
**\$7,000–\$28,000**

FINE ISSUED TO THE EMPLOYEE

**\$35,000–\$140,000**

&/OR IMPRISONMENT FOR EMPLOYER





## ON ARRIVAL...



DO NOT park in Visitors or Doctors spaces, refer to the QRG for parking.



Enter Reception and let them know you are "XYZ from National".



You may be required to show your vaccination certificate, WWVP card, AHPRA registration, or have a photo, RAT or temperature check.



# TIME RECORDING

## SHIFT RECEIPT APPROVALS

After completing your shift login to the [www.nationalhealthcareservices.com.au](http://www.nationalhealthcareservices.com.au) website and look for your shift receipt task.

- If you had a 30 minute break please ensure you add it.
- DONT add your 10minute break.
- If your shift times have changed, update the shift receipt and hit CONFIRM.
- Hand your phone to the RN/Team Leader to APPROVE your shift receipt

Home Work With Us Need Nurses? Contact Us About Us

Roster Availability Payslips Documents Profile Training Change password Log out

### Shift at Calvary Bruce Private Hospital

Monday 5 Sep 2022 07:00 – 15:00


#### Approval required


Please complete your time record for this shift, and then hand your device to your supervisor to approve.


Start time	07:00:00
Finish time	15:00:00
Break length (minutes)	30
Break start time	12:00:00
Notes	


✓ Continue to approval


**Optional: add any notes about the shift times**


Roster


Availability


Payslips

Documents

Profile

Training

Change password

Log out

## Shift at Calvary Bruce Private Hospital

Monday 5 Sep 2022 07:00 – 15:00

### Approval required

Please ask the supervisor for this shift to review your time record and approve using the form below.

#### Time record details

Start time	Monday 5 Sep 2022 07:00
Finish time	Monday 5 Sep 2022 15:00
Total length	8.0 hours
Break	30 minutes, starting at 12:00
Notes	NA

#### Declaration

By submitting this form, you declare on behalf of Calvary Bruce Private Hospital that the above is a true record of the shift worked by Lisa Walker.

Approver's name

Confirm

☐

< Back

✓ Approve this time record

- Hand your phone to the RN/Team Leader, Roster Manager or Shift Coordinator
- THEY must hit APPROVE – NOT you!
- They will hand it back if they require changes

**Team Leader, RN, Roster Manager or Shift Coordinator must approve**

**this is  
our 24/7  
number**

**0413 955 956**




# **CALL US!**

**NO EMAIL. NO SMS.  
NO MESSENGER.  
NO CARRIER PIGEON!**

- If you are running late to a shift or behind at a shift.
- If you have accepted a shift and can no longer attend (SICK CALL).
- If you received an assigned shift via email or text and can not attend.
- If you have any on-shift urgent concerns / incidents.

# employment hero | **work**

All new employees will receive an email with a link to download the payroll EH Work app. In the app you will have access to the following:

- Pay Slips  **DOWNLOAD**
- Update personal details including home address, mobile, email, TFN, Bank details etc.
- Memos and Important updates will be sent to your account requiring you to view and acknowledge these through the app.
- Permanent or Full Time staff apply for leave through this app.



**National Nursing Agency Pty Ltd**

3/85 Hoskins Street Mitchell ACT 2911  
ABN 16 076 360 168  
ACN 076 360 168

**Payroll Advice**

Mon 21 Feb 2022 through Sun 06 Mar 2022

Employee Vin Diesel  
Designation Nursing Assistant  
Hourly rate \$30.00  
Date Mon, 07 Mar 2022  
PAYG withholding Tax-free threshold claimed  
Superannuation fund HESTA Unique

Item	Rate	Hours	Amount	YTD
Morning	\$30.00	73.00	2190.00	32286.00
Evening	\$33.75	15.50	523.13	9222.25
Saturday	\$45.00			5152.50
Sunday	\$52.50			918.75
Public Holiday	\$60.00			810.00
<b>Total wages</b>			2713.13	48389.50
Loyalty bonus			0.00	2500.00
Superannuation			271.31	4838.96
PAYG withholding			570.00	10180.00
<b>Net wages</b>			2143.13	40709.50

Please review your payslip, and if it does not accord with your timesheets, notify [info@nationalhealthcare.com.au](mailto:info@nationalhealthcare.com.au) immediately.

**Shift details**

Facility	Date	Time	Break
Fred Ward Gardens	21 Feb 2022	07:00 – 14:00	30 mins.
Fred Ward Gardens	22 Feb 2022	07:00 – 13:00	None
Eabrai Lodge	23 Feb 2022	07:00 – 15:00	30 mins.
Canberra Aged Care	24 Feb 2022	06:30 – 15:00	30 mins.
Canberra Aged Care	24 Feb 2022	15:00 – 20:30	None
Mirinjani Nursing Home	25 Feb 2022	07:15 – 14:45	30 mins.
Fred Ward Gardens	25 Feb 2022	15:00 – 19:00	None
Fred Ward Gardens	28 Feb 2022	07:00 – 15:00	30 mins.
The Salvation Army Aged Care Plus Burrangiri	1 Mar 2022	07:00 – 15:00	30 mins.

# PAYSLIPS

- Fortnightly pay cycle
- Thursday is pay day
- Pay Newsletter is emailed fortnightly on Monday, we are you to review your payslip.
- 24 hours to check and notify if incorrect.

 Check shift times and breaks only!!





# THE DIGITAL HANDBOOK

## THE CORE POLICIES

Located via the National Website

# DUTY OF CARE

The principle of duty of care is that you have an obligation to avoid acts or omissions, which could be reasonably foreseen to injure or harm other people. This means that you must anticipate risks for your clients and take care to prevent them coming to harm.

*What does that actually mean?*

It means **YOU** are solely responsible for reporting any concerns to National and this can include providing a formal statement to police and in court. Failure to do so can lead to legal action against yourself.



# PRIVACY & CONFIDENTIALITY

## YOUR OBLIGATIONS

Employee contracts are inclusive of a confidentiality clause as a condition of employment.

## LEGAL OBLIGATIONS

Under the Privacy Act 1988 and Health Records Act 1997, this obligation extends beyond your employment.

## BREECH OF CONFIDENTIALITY

In the event, a breach occurs, you may be stood down and face legal action including medical malpractice.

**"Treat others the way you wish to be treated"**

# COMMENTS, COMPLAINTS & FEEDBACK



- YOU, THE EMPLOYEE
- AMONGST THE TEAM
- THE CLIENT / FAMILY
- ALLIED HEALTH
- SHARED SERVICE PROVIDERS

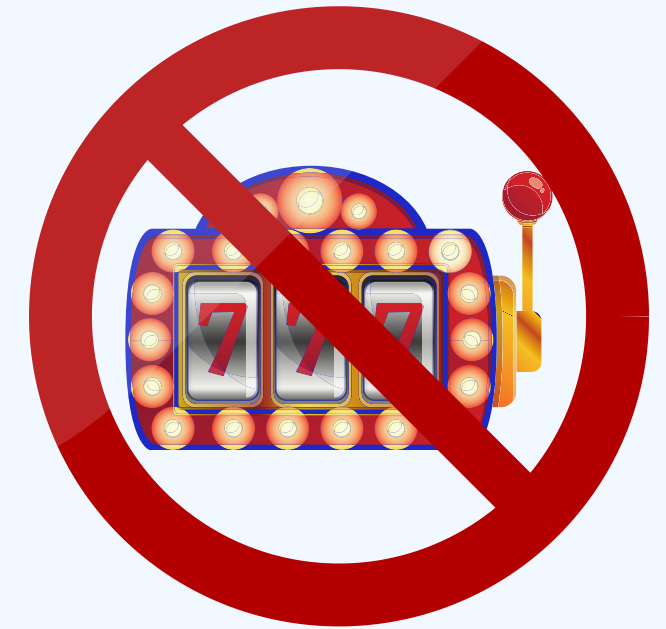
National welcomes and values complaints and recognises that a strong commitment to responding to and resolving complaints allows client/participants, stakeholders and employees to contribute to the improvement of the services it delivers. Each person is encouraged and supported to make a complaint in a way that is comfortable for them, their family, and carer or advocate so that services and supports better meet their needs, expectations and outcomes.





**NO SMOKING**

**NO GAMBLING**



**NO DRUGS**

**NO ALCOHOL**



# MANDATORY TRAINING

## UPON EMPLOYMENT

HLTAID003 PROVIDE FIRST AID  
HLTAID001 CPR (YEARLY)  
COVID-19 INFECTION CONTROL  
COVID-19 VACCINATION  
INFLUENZA VACCINATION  
NATIONAL POLICE CHECK  
NATIONAL INDUCTION

## ANNUAL UPDATES

PROVIDE FIRST AID (3 YEARLY)  
HLTAID001 CPR  
COVID-19 VACCINATION  
INFLUENZA VACCINATION  
MANDATORY REPORTING/SIRS  
MANUAL HANDLING  
INFECTION CONTROL  
FIRE SAFETY  
HAND HYGIENE

## Training

developing the skills, knowledge and experience  
employees need to perform the  
improve their performance knowledge  
skills, and abilities, specific to

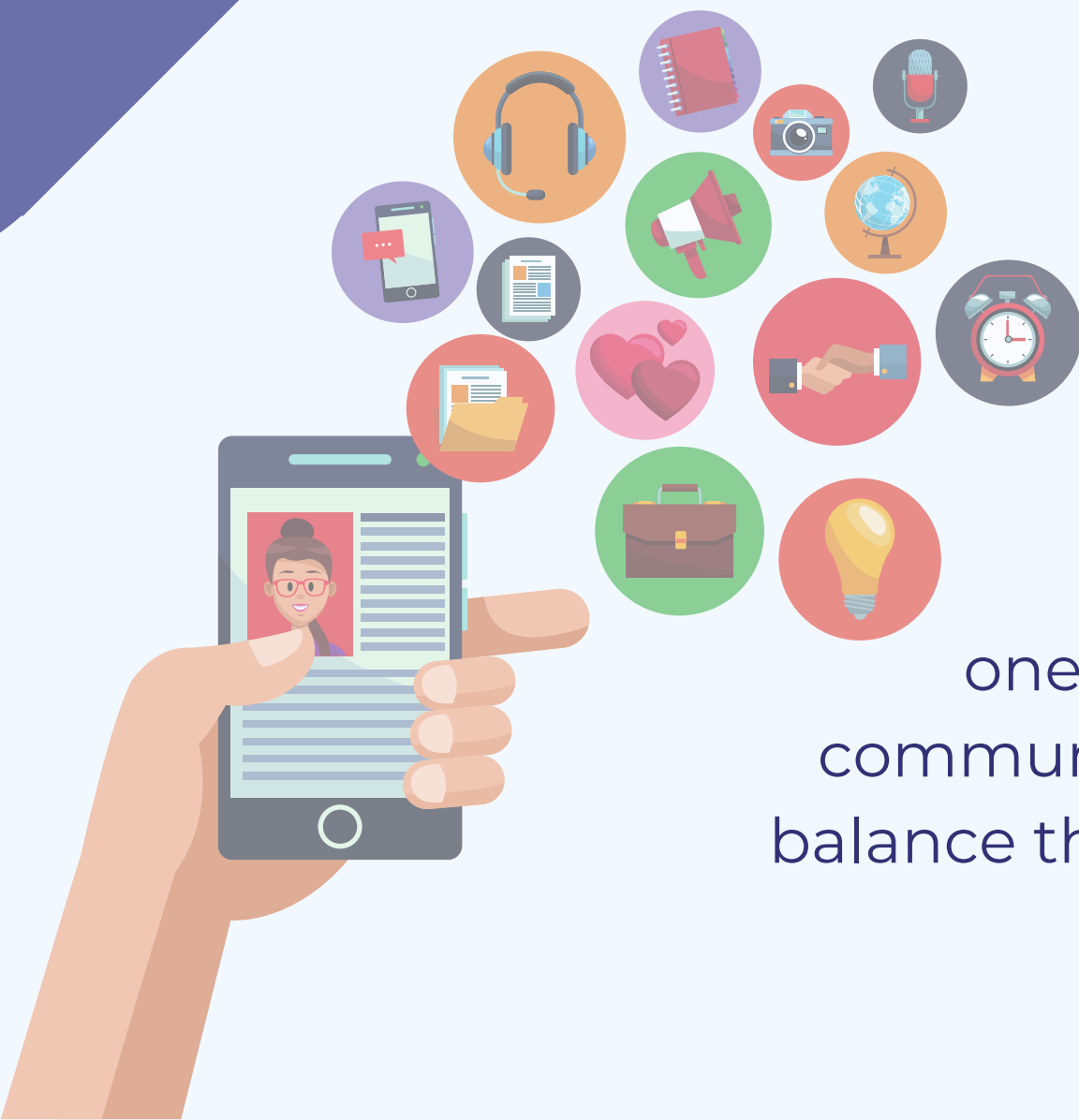
# MEDIA

## SOCIAL, FORMAL & ACCESS

In line with employment contracts and Client Service Agreements, all employees and clients past and present are bound by a non-disclosure agreement to maintain confidentiality as is National. As such, no person can discuss and/or provide information to media outlets of any kind regarding any of the National Teams, National operations, employees, clients, families, facilities, hospitals and/or other Agencies and/or Community Teams that we are affiliated within.

## DEFAMATION

Any person proven to have made defamatory statements across any public forum may be reported to the authorities, and be held legally accountable. Defamation is a communication from one person to at least one other that harms the reputation of an identifiable third person, where the communicator (the publisher) has no legal defense. The law of defamation aims to balance the right of free speech with protecting a person's reputation against harm.







## SOCIAL MEDIA

inclusive of any social media online platforms



## FORMAL MEDIA

inclusive of news, print and broadcasting medias



## ACCESS TO MEDIA

inclusive of National media platforms &/or client platforms



responsiveness

attendance

performance

reliability

# EMPLOYEE ENGAGEMENT

**= MERIT BASED PRIORITY**

factors that National take in to  
consideration when deploying staff



# YOU MUST CALL IF...

- You are assigned a shift you cannot attend
- You have accepted a shift and can no longer attend
- You are running late
- You have any on-shift urgent concerns / incidents

**Do not text or email!**

**6241 3525**





# 24 / 7 SUPPORT

If you are on shift, we are on call

**0413 955 956**

**6241 3525**

