

ALL ONBOARDING
CONTENT HERE.

PUBLISHED



**PREP PACK SENT
PRIOR TO GO-DAY
INDUCTION**

VIA EMAIL



team national.
TECH
PREP

To commence employment, YOU must complete the following steps to activate a valid employment contract.



 **STEP 1.**
Activate Employment Hero

You will receive an email to your designated email with a link to activate your new employment profile with Team National. Simply click the [here](#) link your the email.

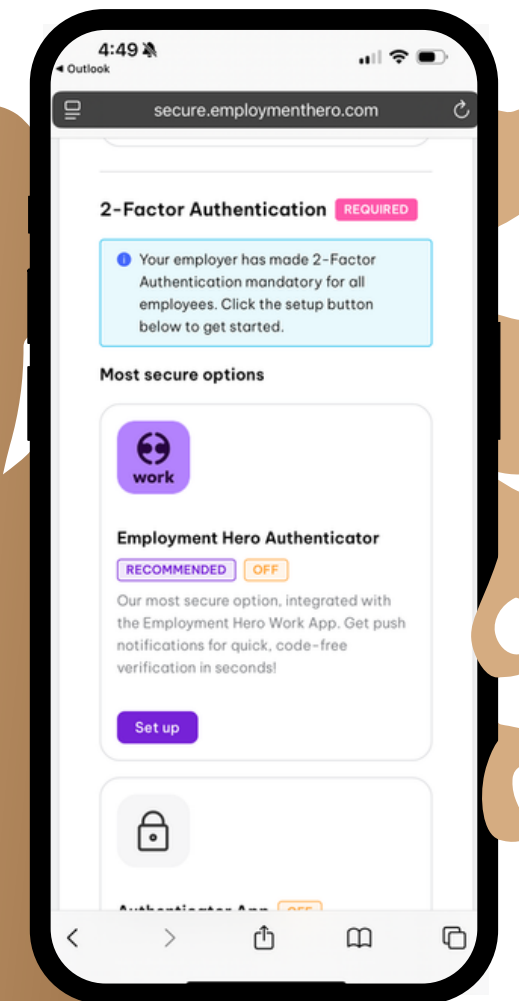
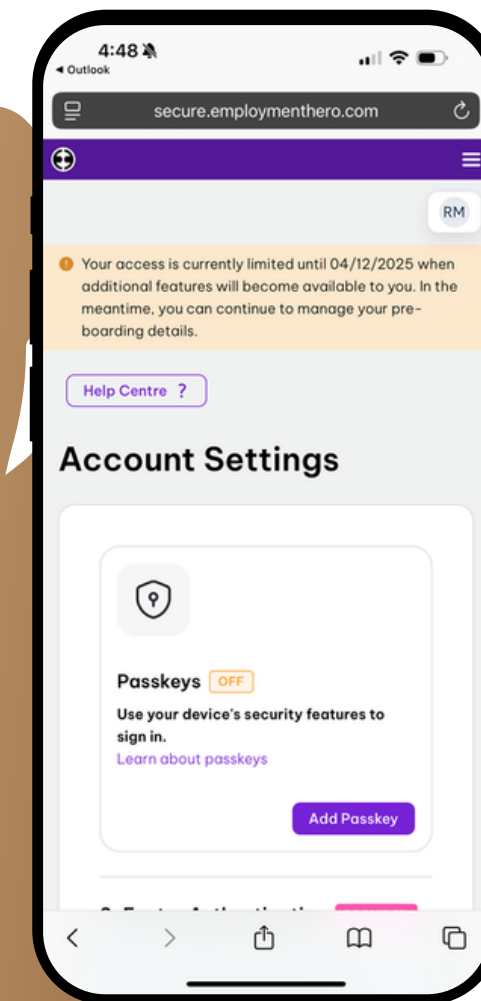
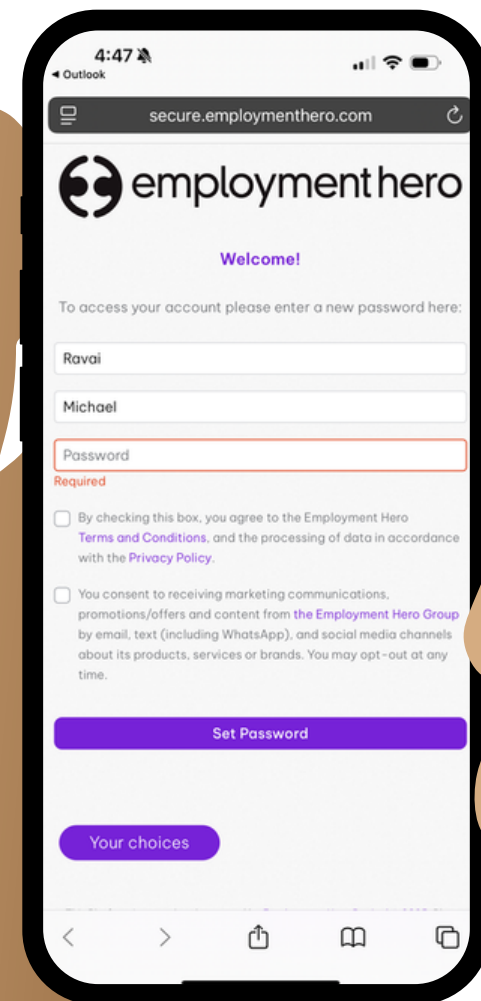
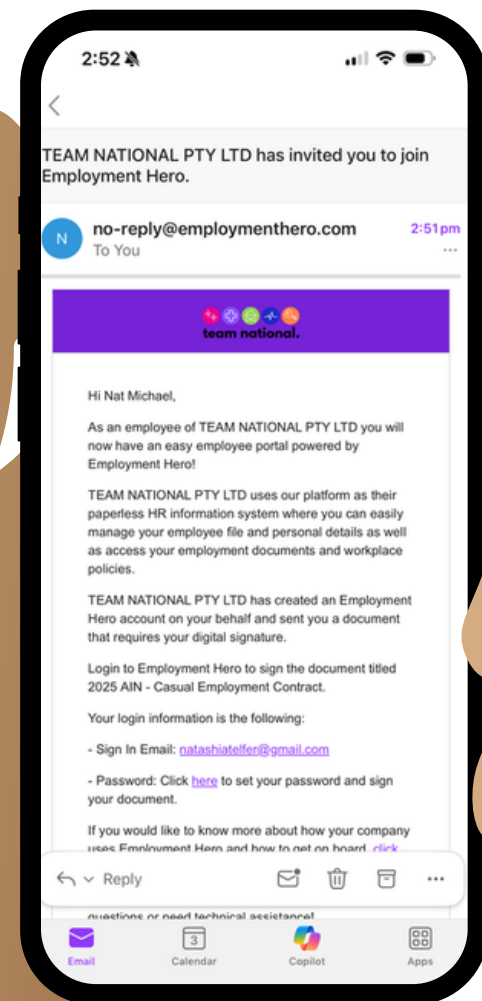
HANDY HINT: you have 72 hours to complete the activation and it must be completed at time of activation.

In the web browser, it will ask you to set a NEW password for your NEW employment.

Your Profile will open and prompt you to set up passkeys and 2-Factor Authentication.

Please follow the prompts to ensure your personal information is kept secure within your device.

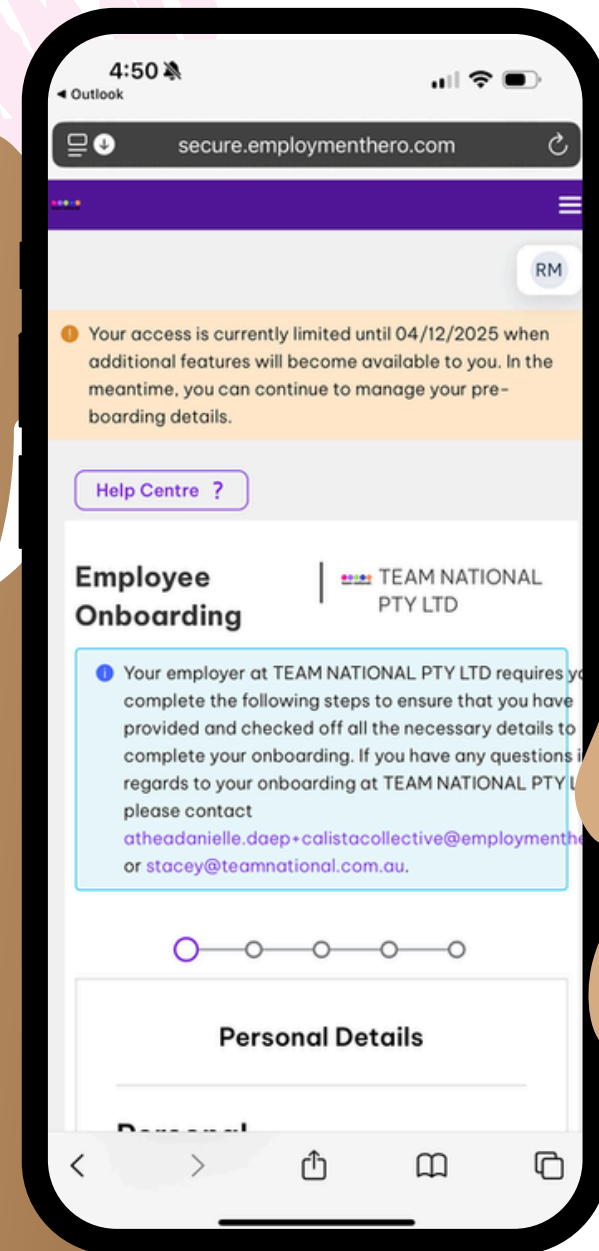
HANDY HINT: when setting up 2FA, selecting option: through SMS text messages is the easiest option to navigate.



STEP 2.

Enter your Personal Details:

Scroll down and complete the onboarding fields of information including:



- Personal details,
- Emergency Contact,
- Bank Details,
- Additional Information,
- Tax Declaration,
- Work Eligibility,
- Superannuation,
- Medical Disclosure.

HANDY HINT:

if you are joining us on an eligible VISA, in 'Work Eligibility' it will require you to have your passport and documents ready

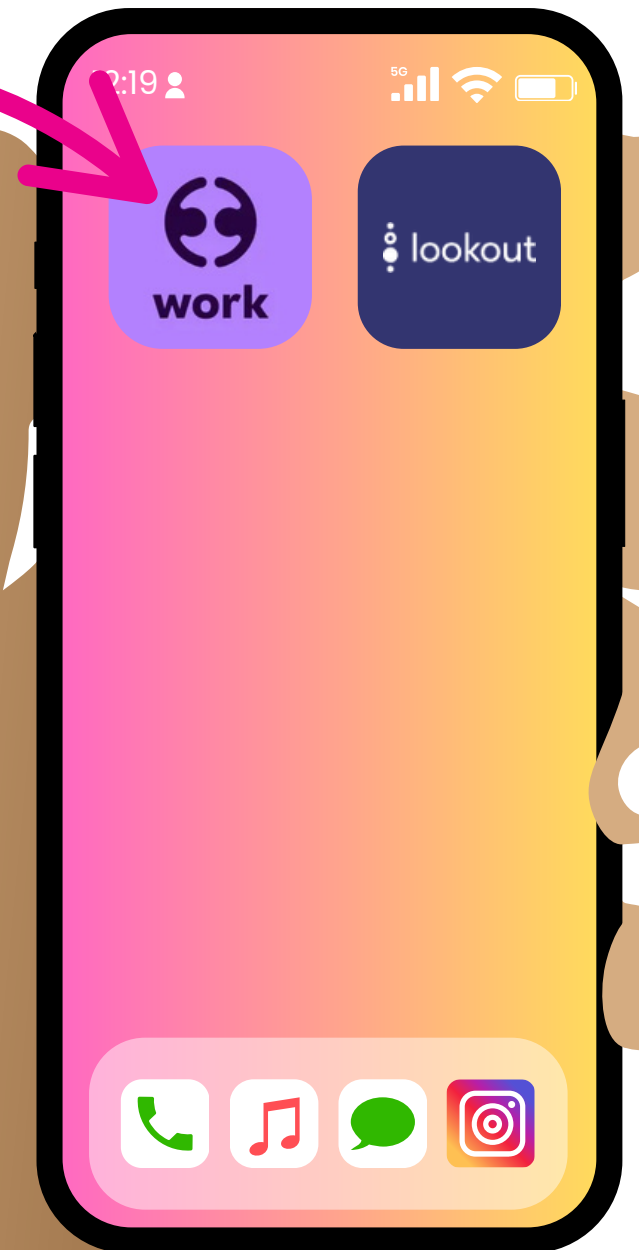
HANDY HINT:

This process needs to be completed immediately otherwise your profile will deactivate for privacy and security reasons.

STEP 3.

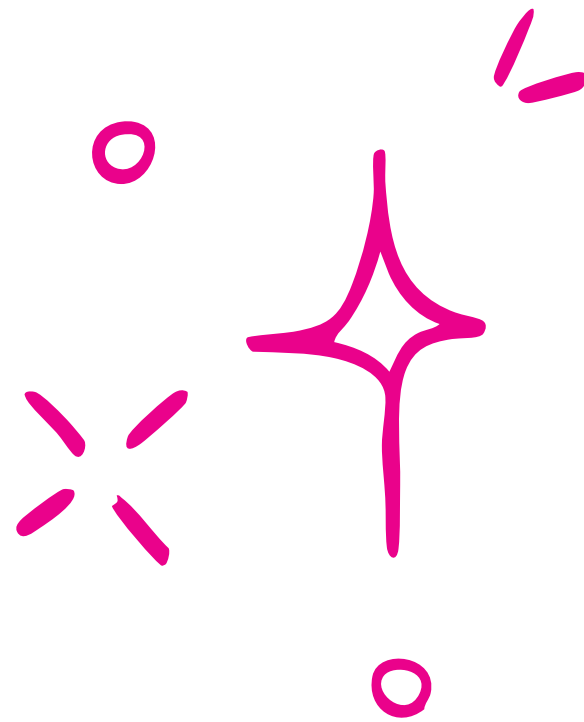
Download the Employment Hero - EH app to your device.

Once completed, you can download the Employment Hero App in your App store and log in with your new password and 2FA.

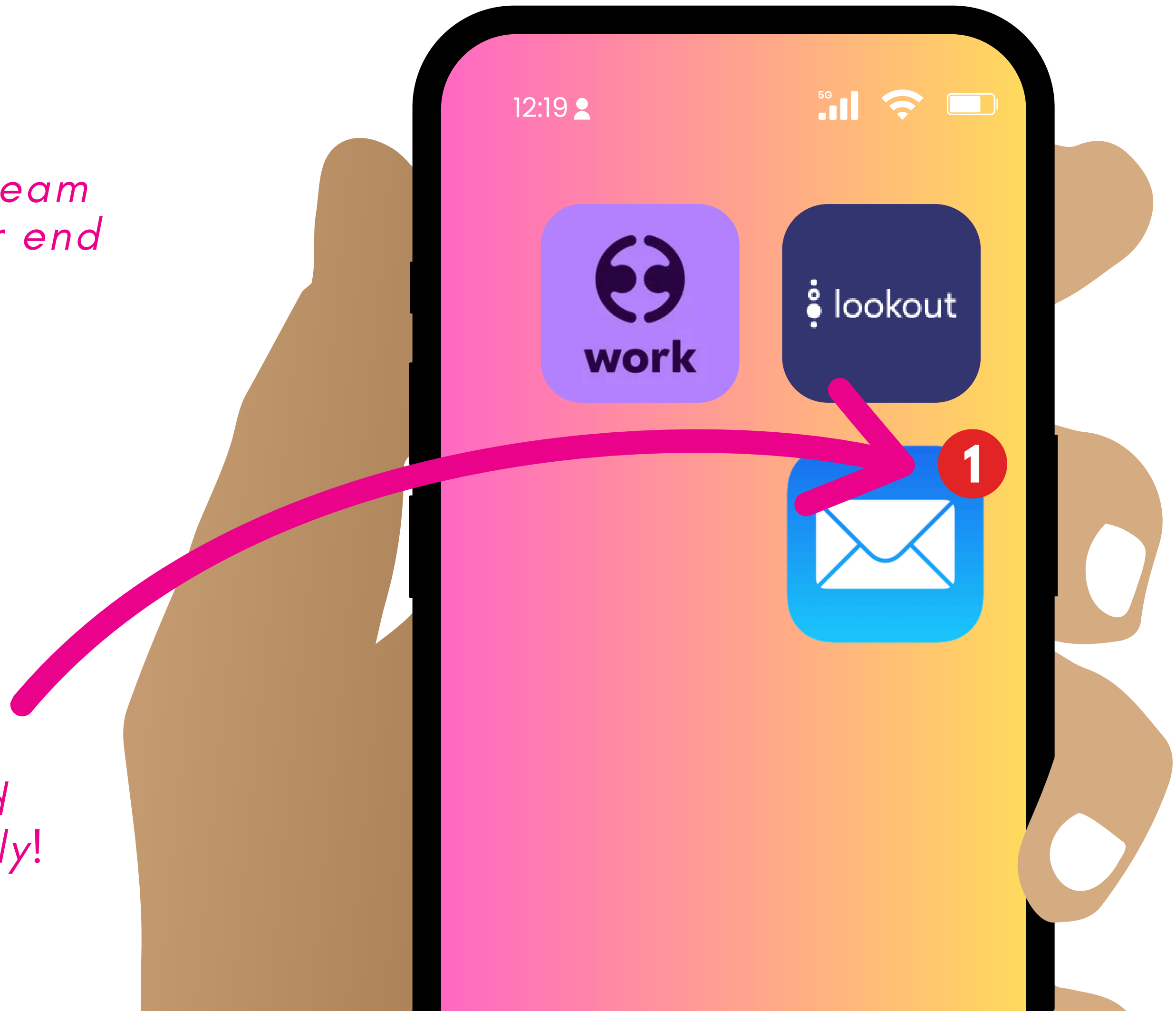


stand by...

*while our recruitment team
work their magic on our end*



*You will be notified
with next steps shortly!*



STEP 4.



Await Contract Email and follow prompts:

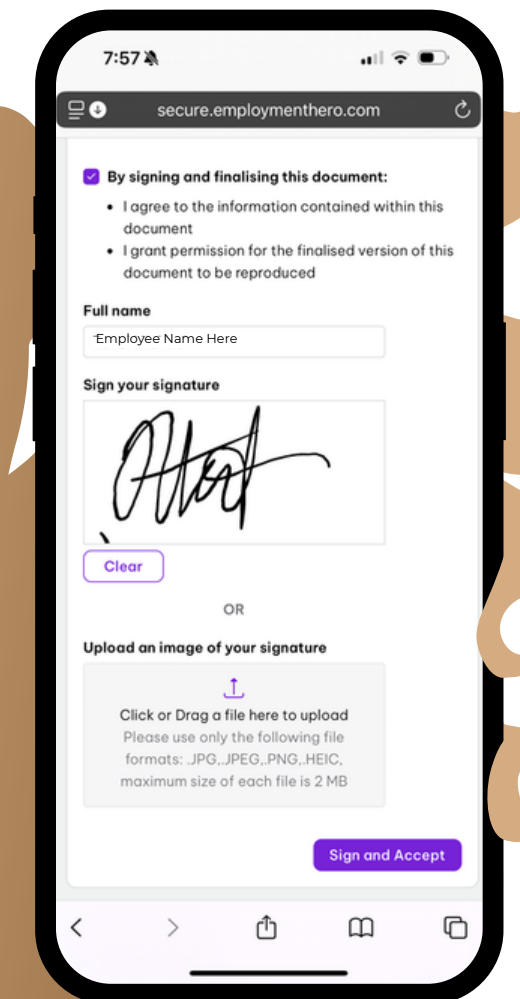
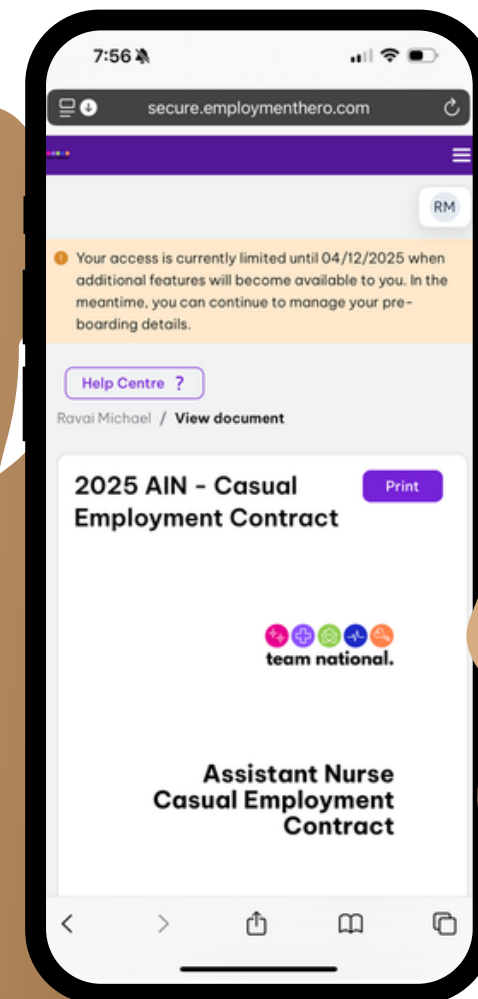
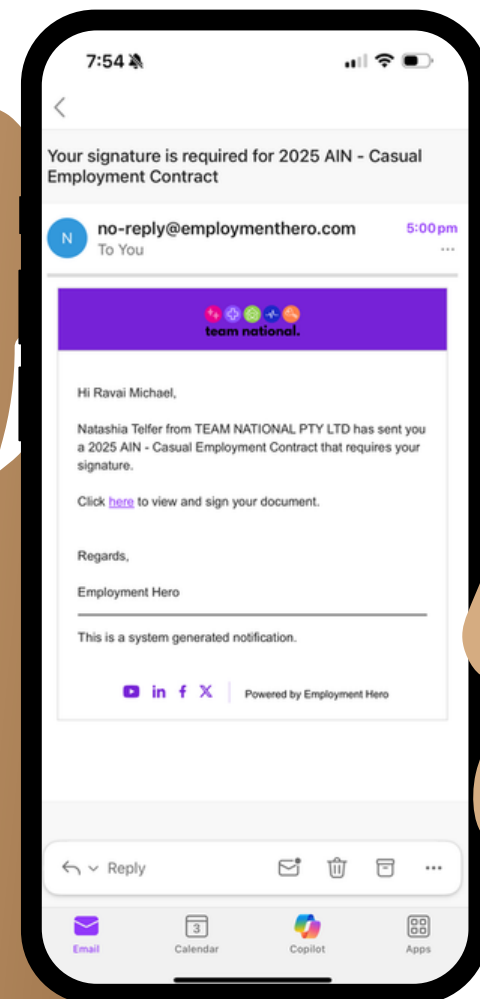
You will receive an email to your designated email with a link to activate your new employment contract!! Just like before, simply click the [here](#) link your the email.

Follow the login prompts then review your contract!

Once you are ready, at the end of the employment contract it will prompt you to agree, sign and submit.

HANDY HINT:

a signed digital copy will now be available to you in your EH app under HR Documents



once you have signed...



WELCOME
to the team!



SCHEDULING & CLIENT RECORDS PLATFORM

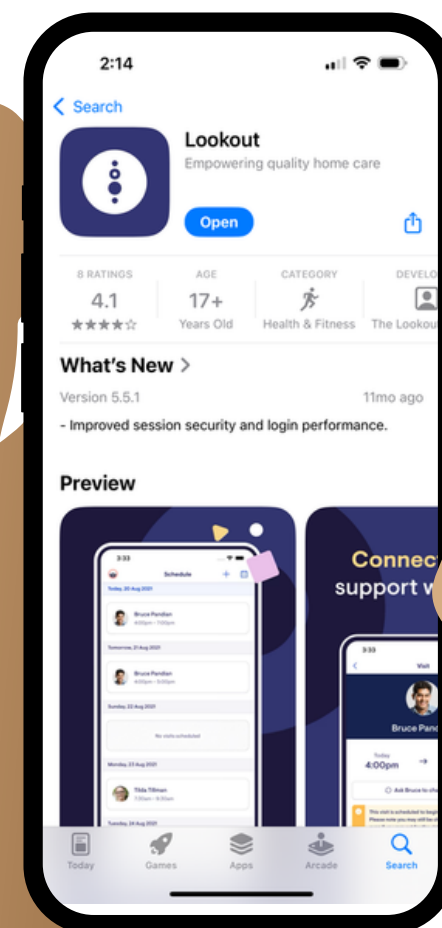
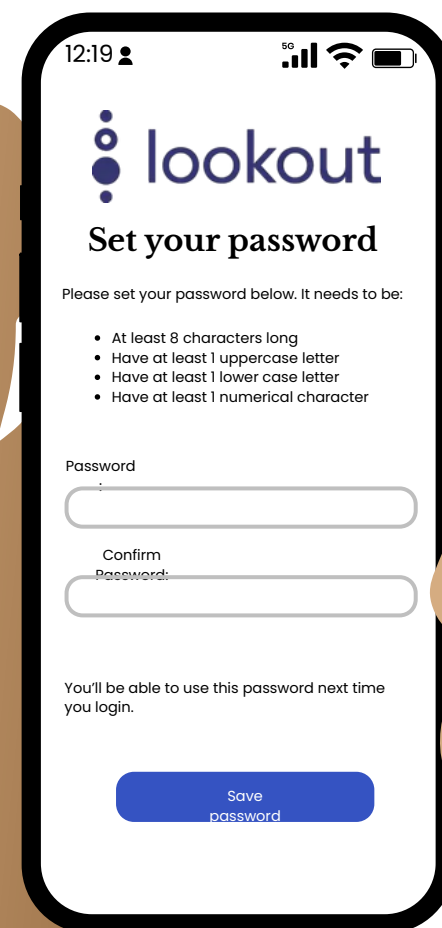
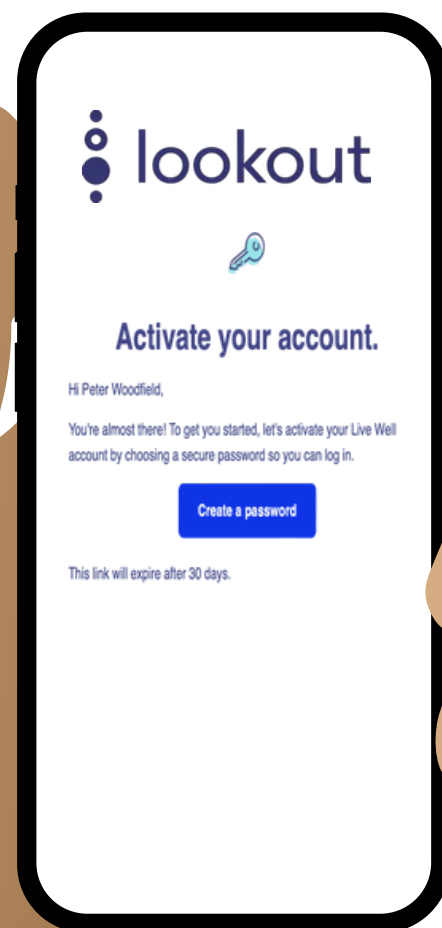
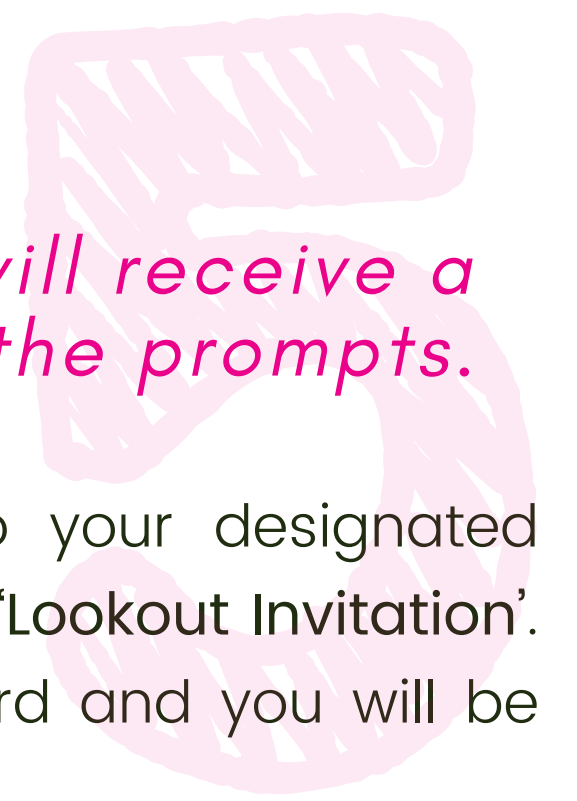
getting set up.



STEP 5.

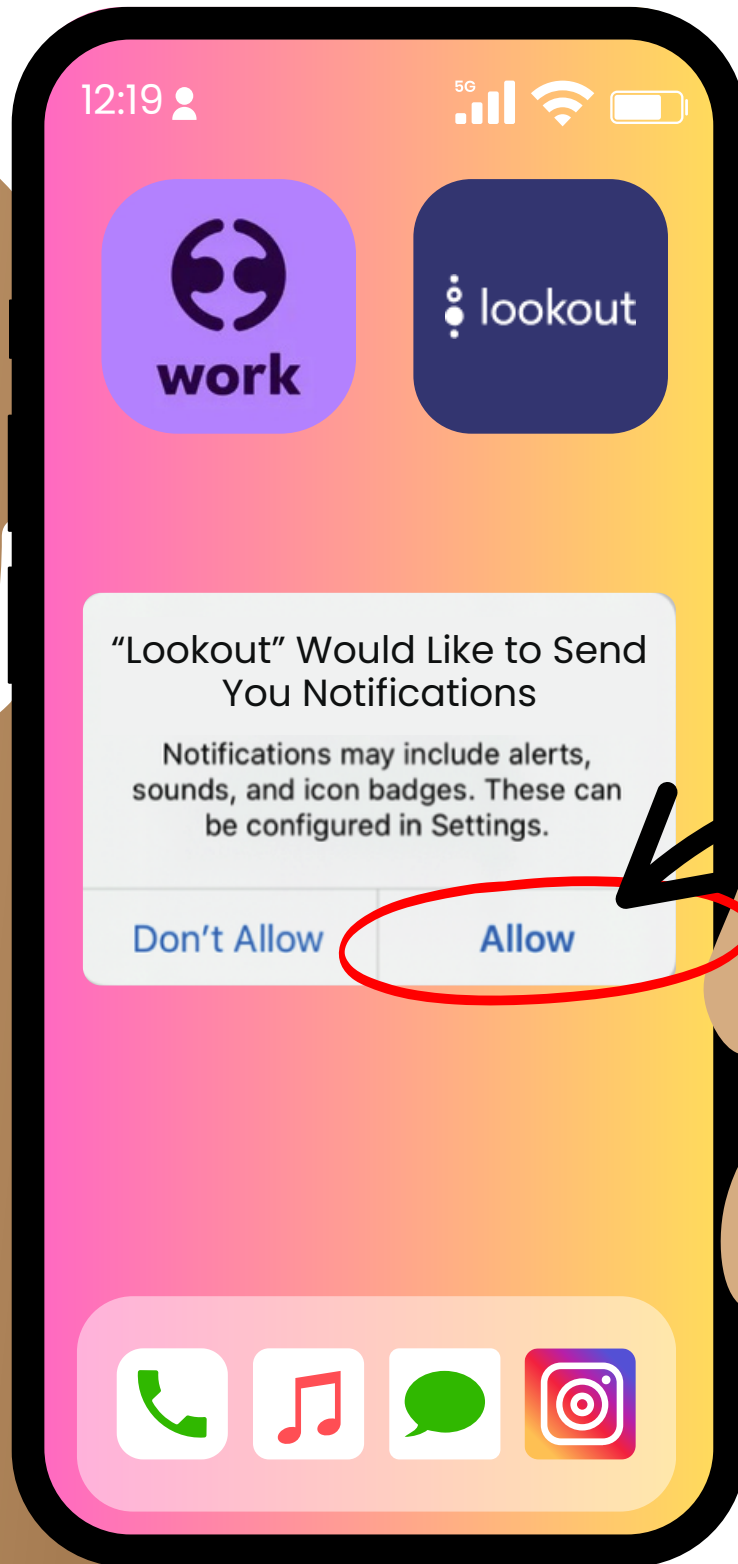
Activate Lookout:
Prior to Go Day, you will receive a sign-up email, follow the prompts.

You will receive an email to your designated email from Lookout way titled 'Lookout Invitation'. Simply click create a password and you will be asked to download the app.



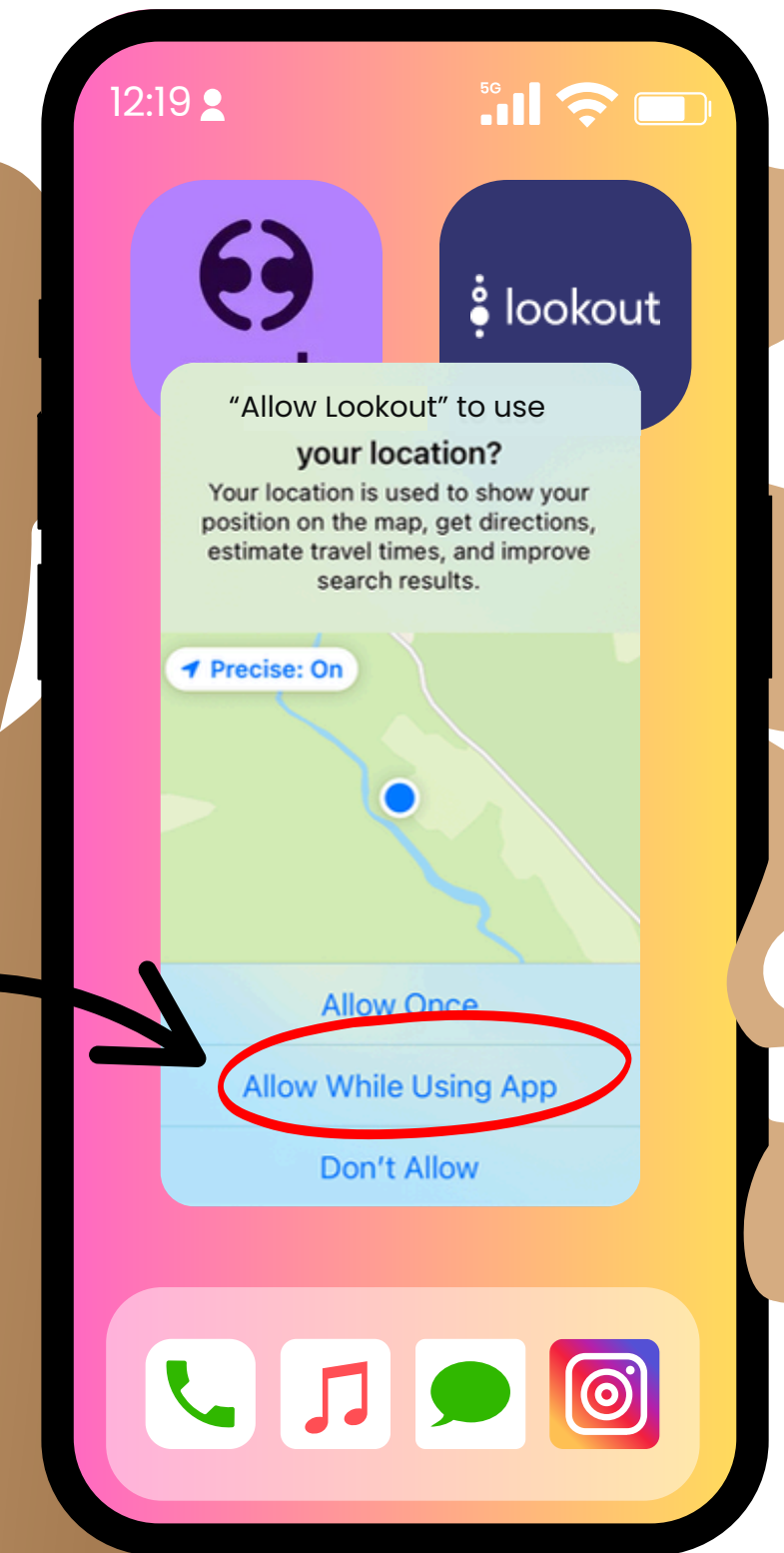
When you download the app and open it, the usual app set up questions will be asked of you...

Be sure to Allow notifications & Allow While Using App for Location.



so you know when new info is added to your roster!

so you are able to clock in and out of shifts to activate payslips for shifts attended!

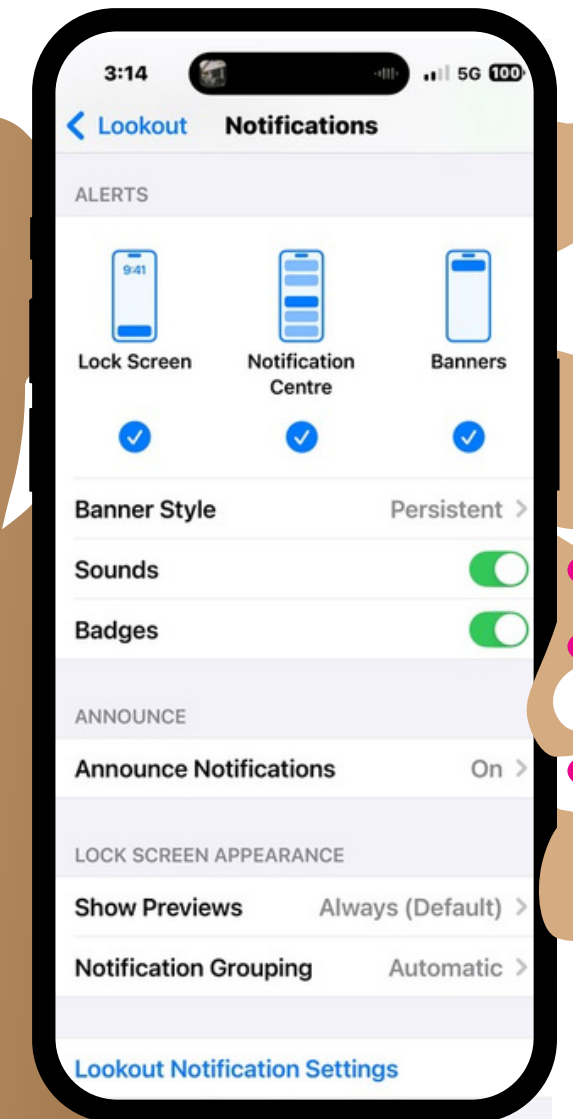
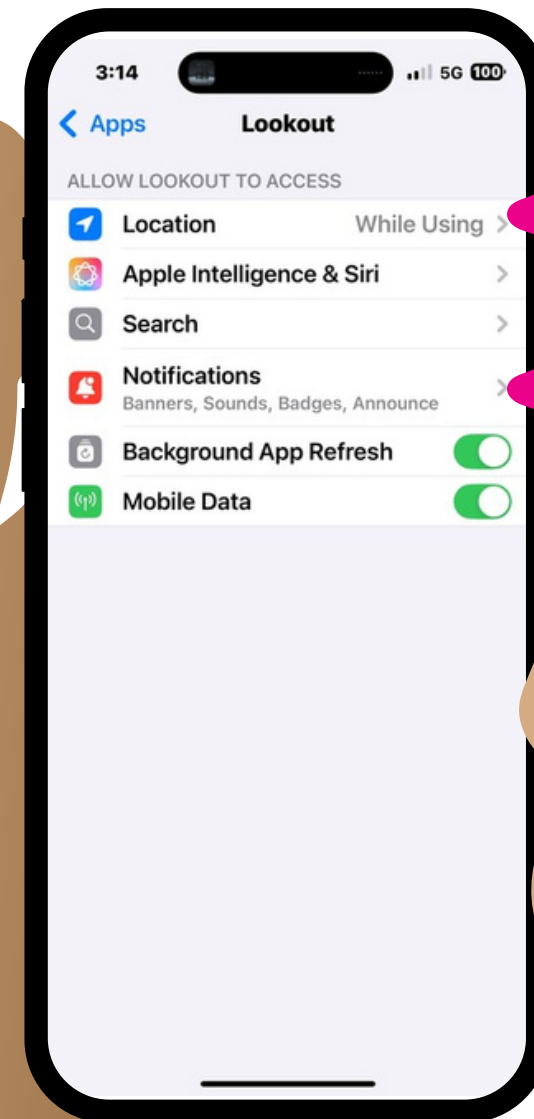
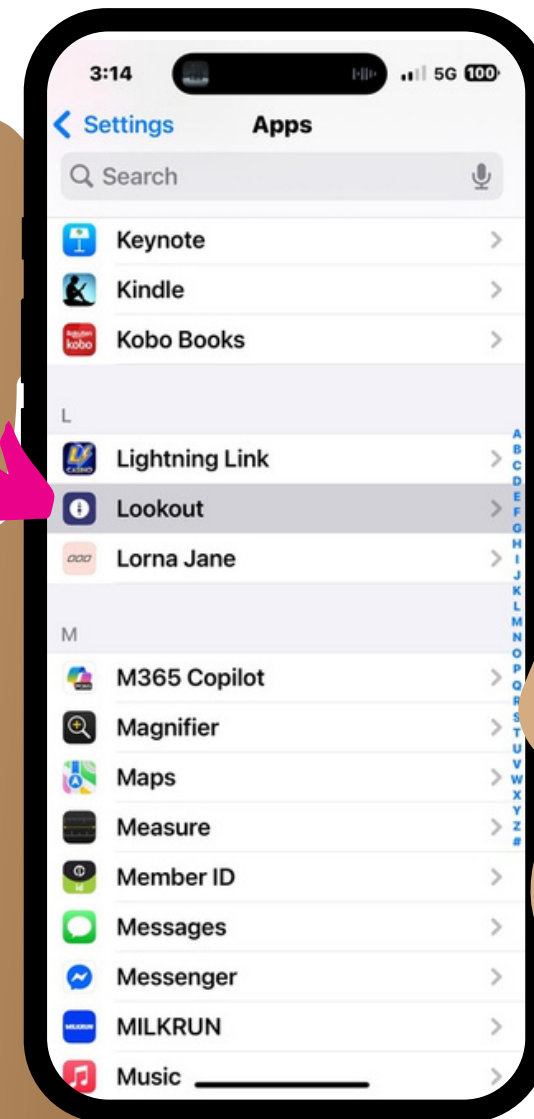
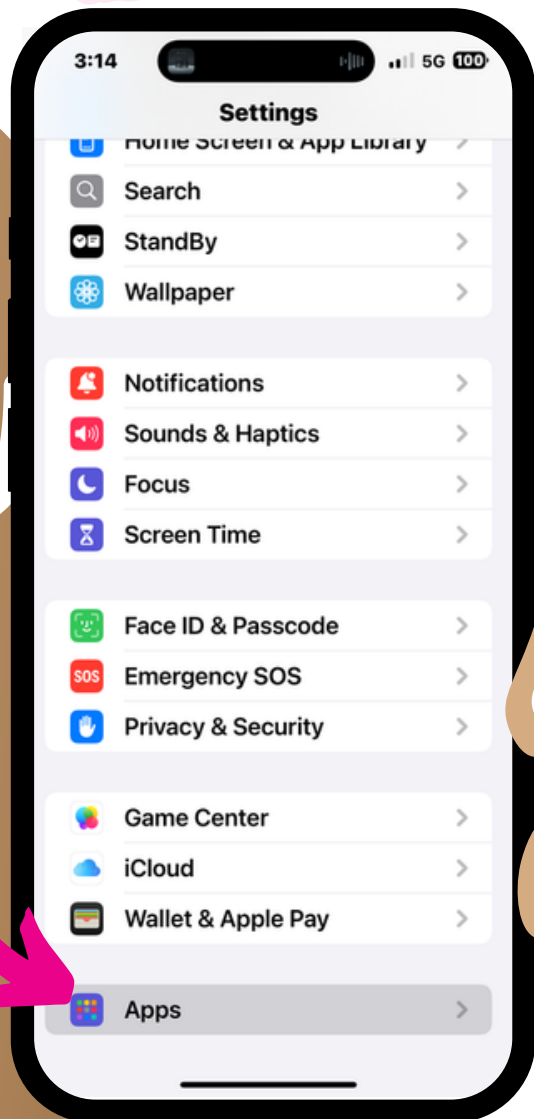


First time logging in to App



STEP 6.

Phone Notification Settings:
you are solely responsible for ensuring
your notifications are turned on.

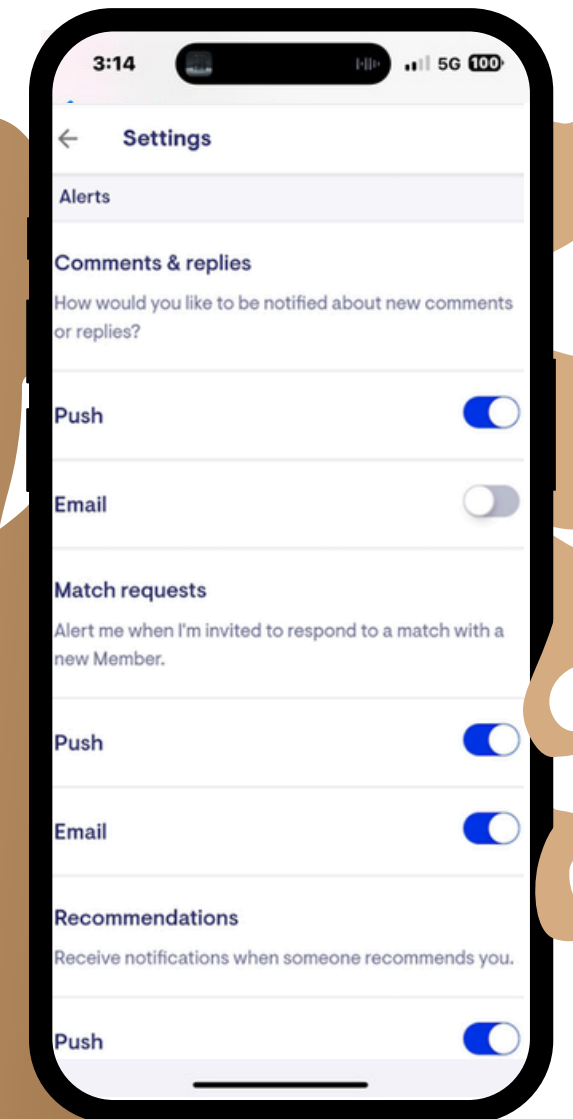
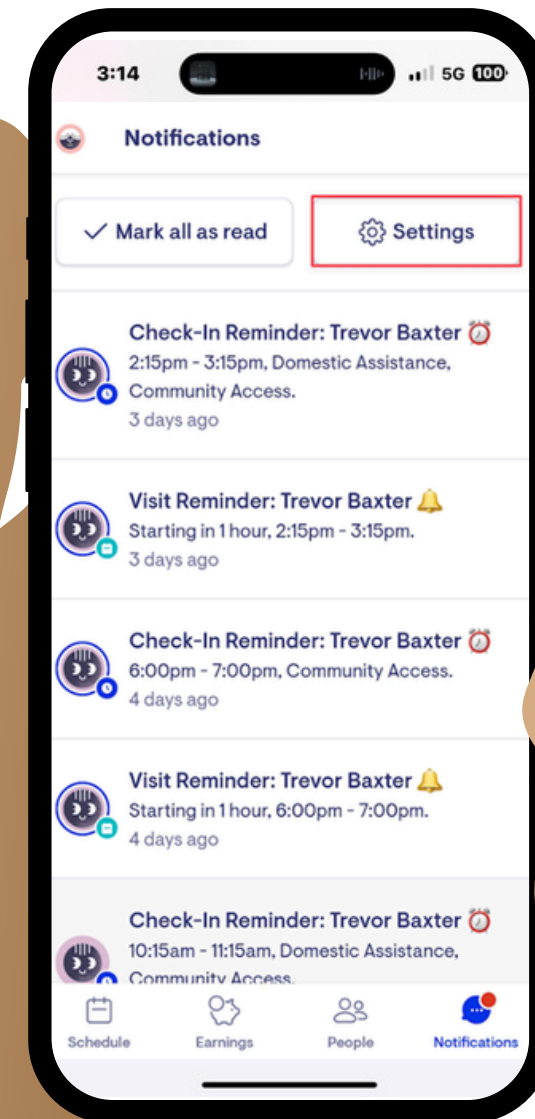
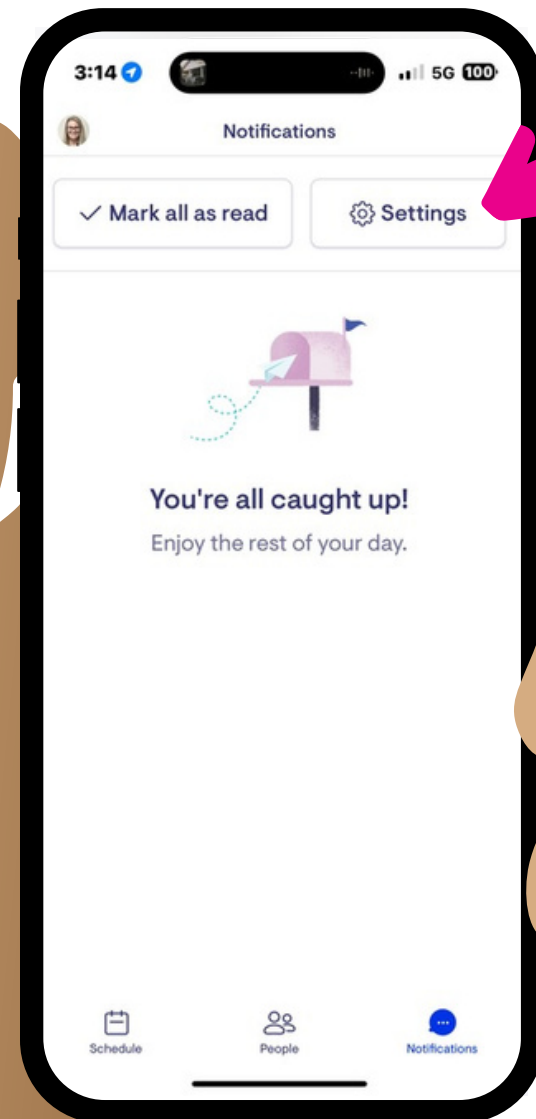
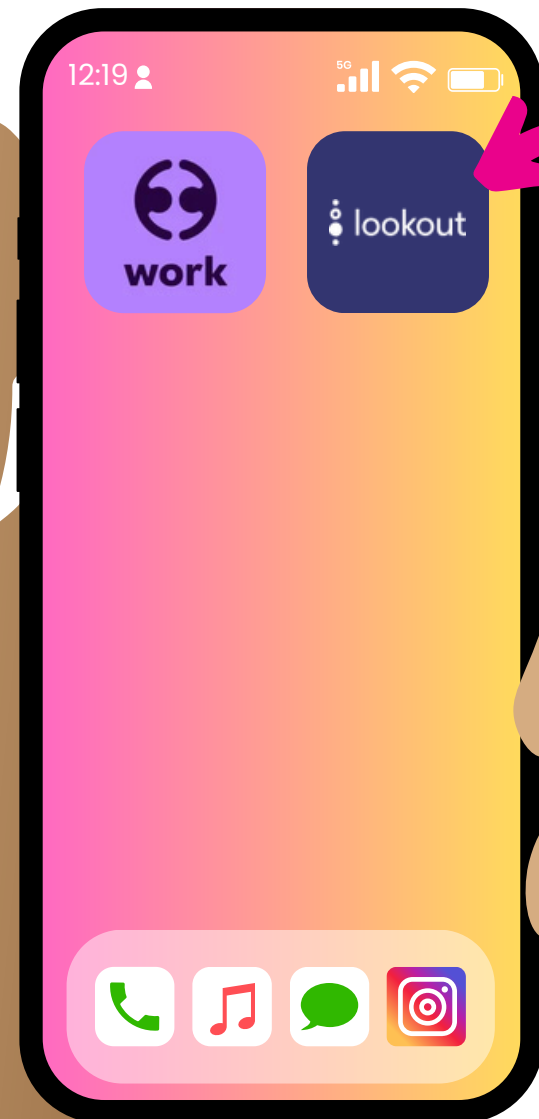


MANDATORY

STEP 7.

Lookout App Notification Settings:
you are solely responsible for ensuring your notifications are turned on.

AND NOW YOU ARE OFFICIALLY TECH PREPED FOR GO-DAY
we will explore how to navigate these apps on go-day.



MANDATORY

NEED HELP?

Lookout Login Troubles:

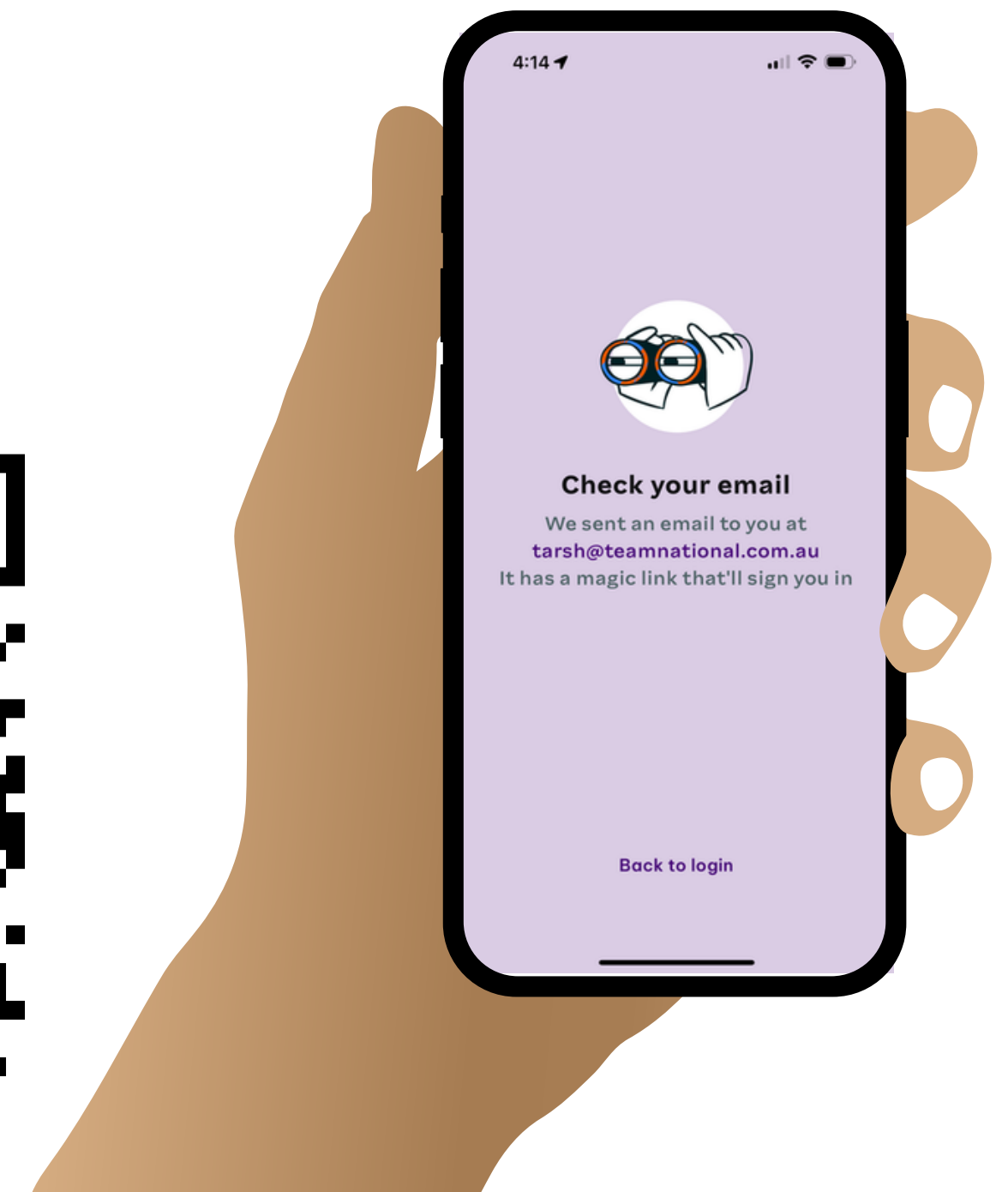
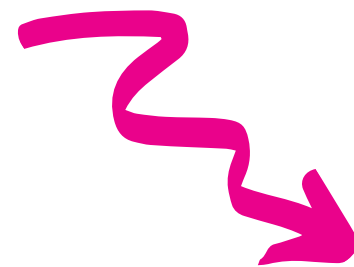
If you've forgotten your password, after entering your email, select **Having trouble logging in?** to activate a password reset link to your email.

Located on your mobile app - under the blue continue button.

Alternatively - email your daily ops team for support

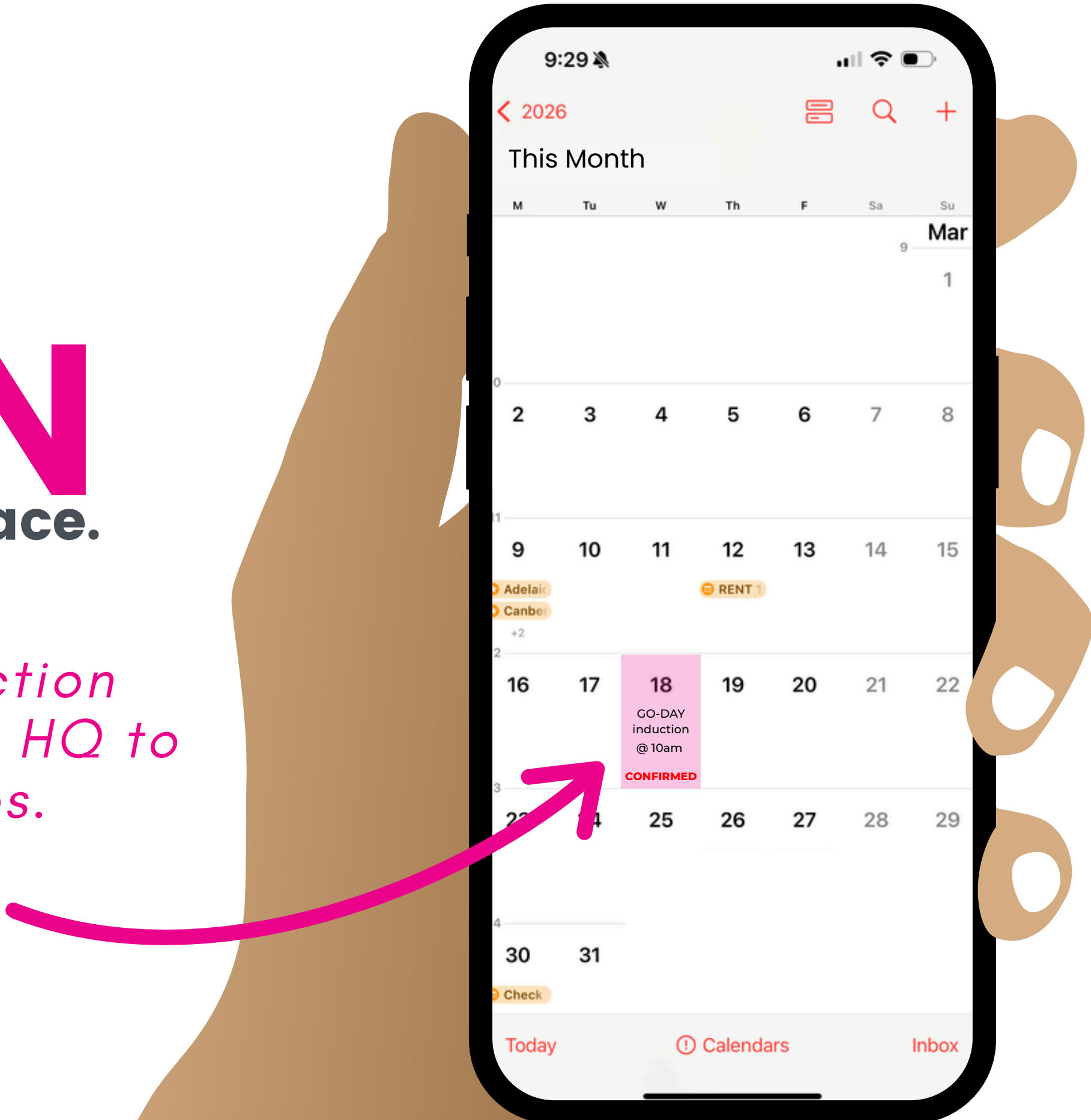
Lookout App Resources:

additional resources and how-to guides are available via our website QR codes



team national.
GO-DAY
INDUCTION
face to face.

Attend scheduled Go-Day Induction face to face in our Team National HQ to go through all things daily ops.



GO-DAY INDUCTION SLIDES

F2F



team national.
WELCOME TO
GO DAY

(today!)



ACKNOWLEDGEMENT OF COUNTRY

On behalf of Team National, here we acknowledge the Ngunnawal people as the traditional custodians of this land on which we work and live. We acknowledge and respect their continuing culture and connections to land, water and community. I pay respects to the Elders of the Ngunnawal Nation past, present and emerging.

Always was, always will be.



INTRODUCTIONS

hello.



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.



OFFICE AMMENITIES

office space is located upstairs along with office toilet and kitchen



QUESTIONS

Please stop me at any stage to ask questions or clarify any information through out the induction process



GOING BEHIND THE SCENES

QUICK BACK STORY
who + what is Team National

TEAM MERCH
Setting you up with your
Employee Kit bag

CONTRACTS
The legal lingo broken down

SPECIFIC SITE
REQUIREMENTS
Did you do your homework?



APP-TASIC ESSENTIALS
navigating your apps

SCHEDULING WIZARDRY
The method to the madness and how
to maximise opportunity

READY, SET, DEPLOY
how you get your shifts and shift info

FIRST DAY JITTERS
Everything you need to know to
survive and thrive from day one.

OUR **BACK** STORY

Tarsh



Lisa



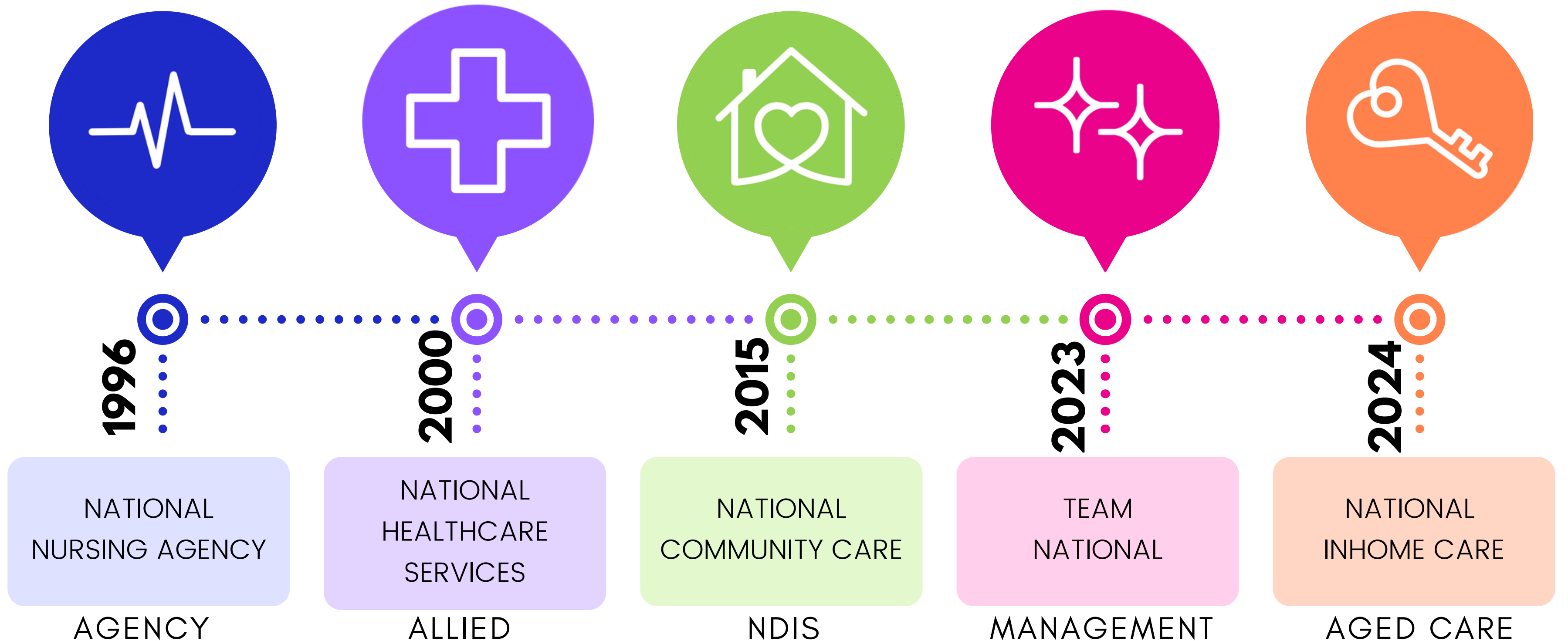
**Established in 1997 by Lisa's parents, with expansion in 2000.
2013 Tarsh joined the Agency and in 2015 together, Lisa and Tarsh took over.
Since then, expansion has continued throughout 2015 + 2023 + 2024
with the sole purpose to improve the standard of care within the sector.**

today, we do this exceptionally well.

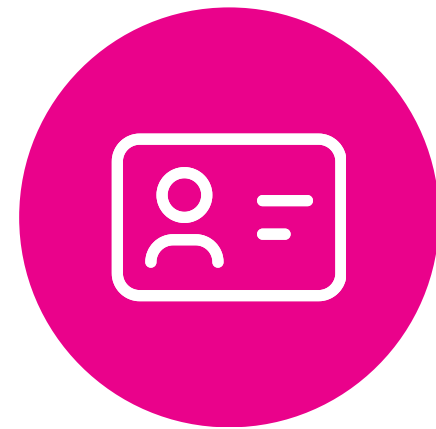


team national.

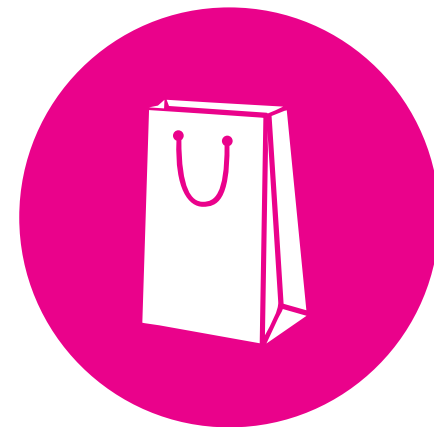
specialising entities, supported by one team.



TEAM MERCH



Name Badge
& ID Card



Company Tote,
Lanyard, Pen



PPE: relevant to
contracted role
(NCC ONLY)




Team Uniform:
Scrub Tops



Service Delivery Team



EMPLOYMENT CONTRACT



By utilising our EH Employment Hero App, you can review and sign your contract online. This means your contract is 100% paperless and a digital copy at your fingertips

DID YOU HAVE ANY
QUESTIONS ABOUT
YOUR CONTRACT?

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, Individual
Flexibility Arrangement



OPERATIONAL

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

DIGITAL SIGNATURE

Upon signing your contract, this will
populate a digital copy available to you
in your EH App under “HR Documents”

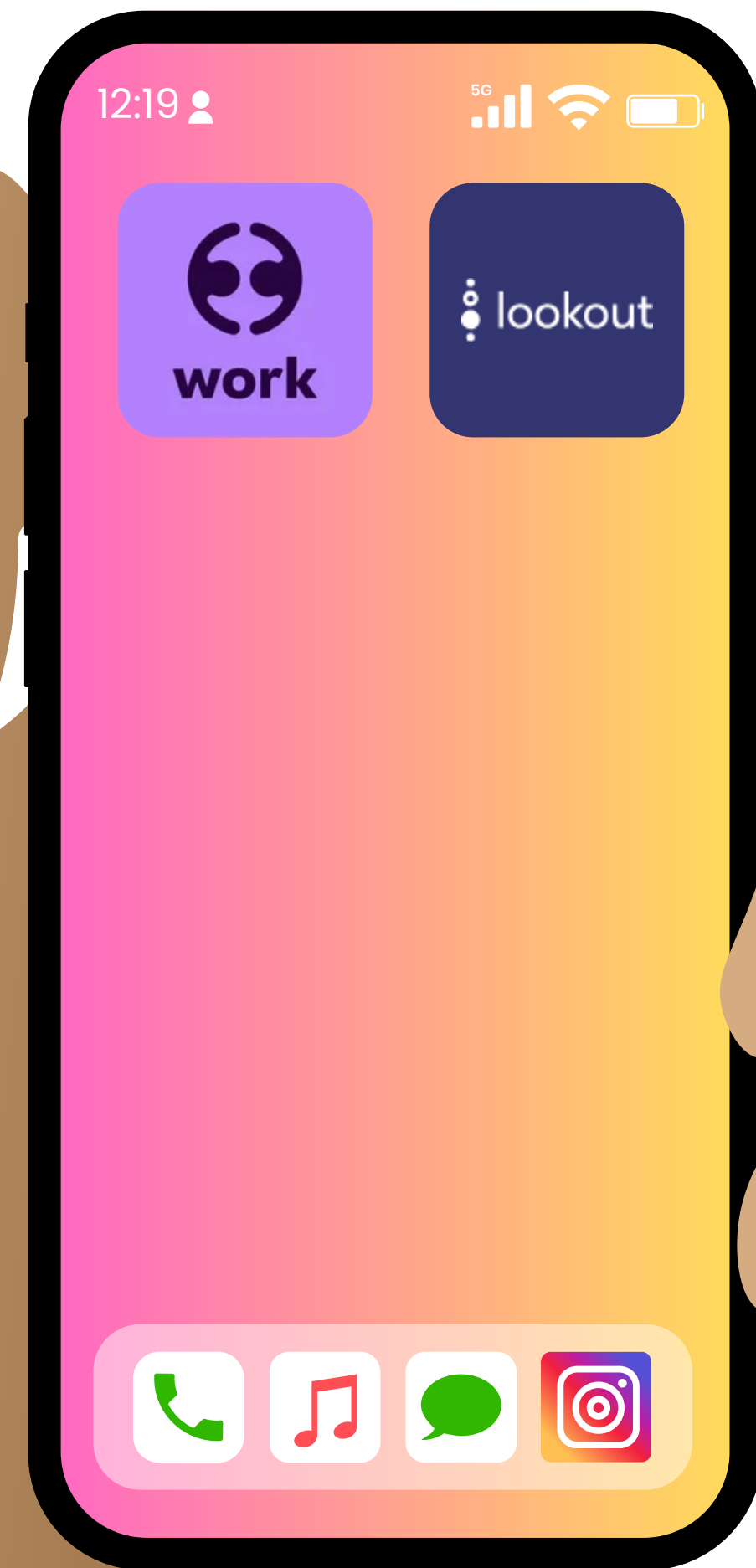
time to sign...

Signature

app-tastic ESSENTIALS

*the 101 of navigating your work apps
to maximise your success!*

DID YOU DO
YOUR TECH PREP?

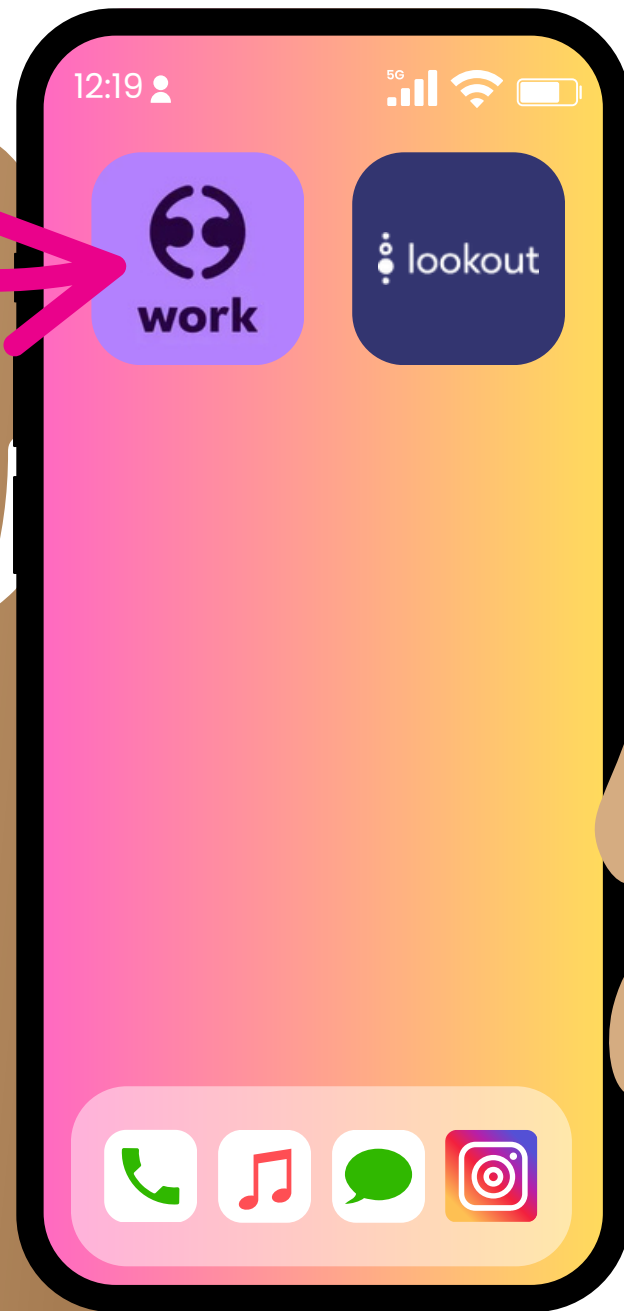




For all your employment and HR related needs.

employment hero | **work**

For all employment related matters and management



- **Manage** your employment profile.
- **Leave Applications:**
Permanent staff apply for leave through this EH App.
- **Access** employment related documents
- **Payslips** available here.



PAYDAY THURSDAY

- **Pay Slips:**

Pay cycle is Monday through two weeks to Sunday.



Pay week: by Tuesday, all employees will receive a brief memo via PayCat and prompted to review their payslips prior to payroll being finalised for payment release on Wednesday and to you by Thursday!

Payroll is closed by COB Tuesday. Changes after this will fall in next pay period.

NAVIGATING

EH employment hero

MONEY
bonus optional feature

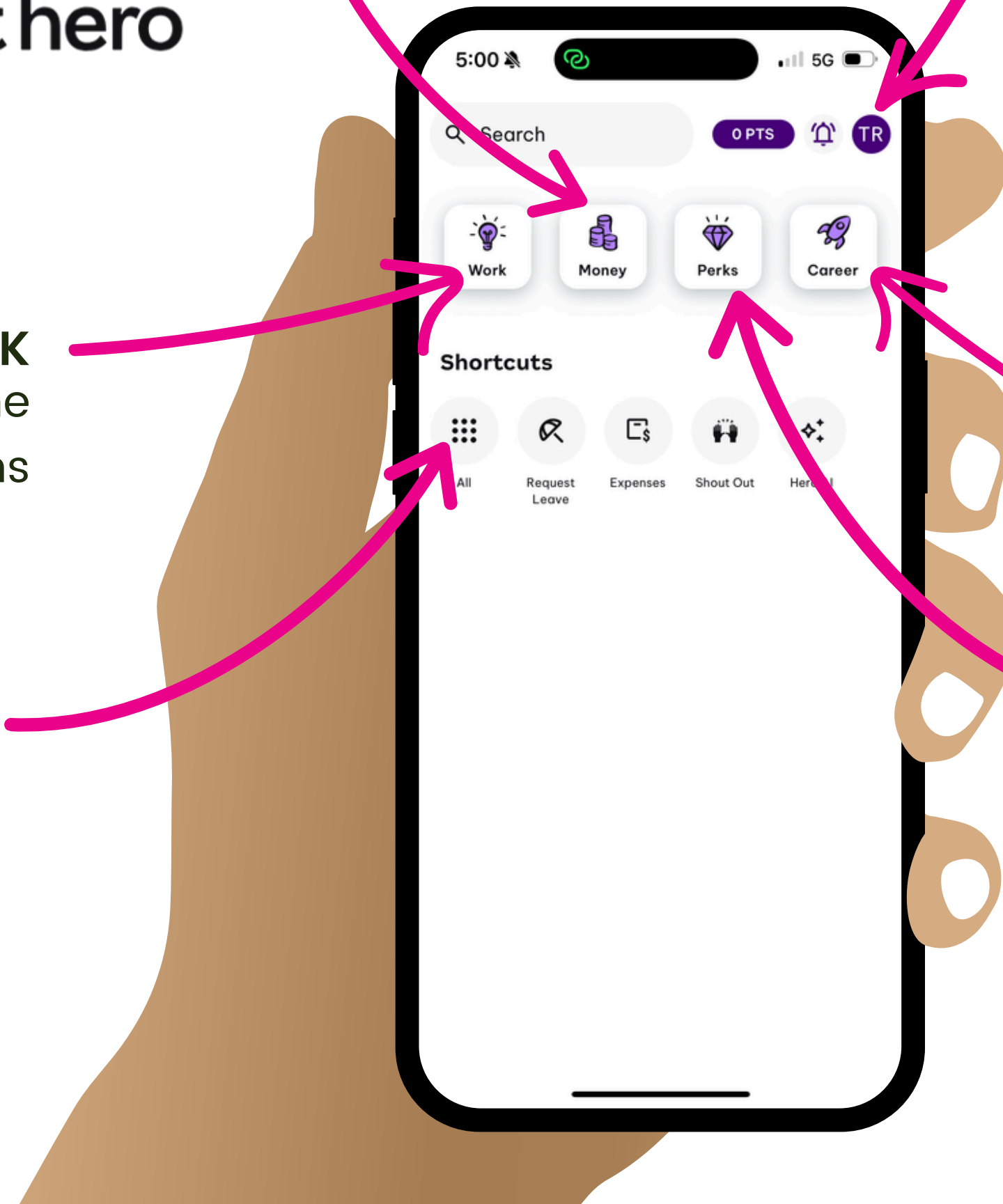
MY PROFILE
Access and manage
all your employment
record details +
Set your preferred
settings for your app.

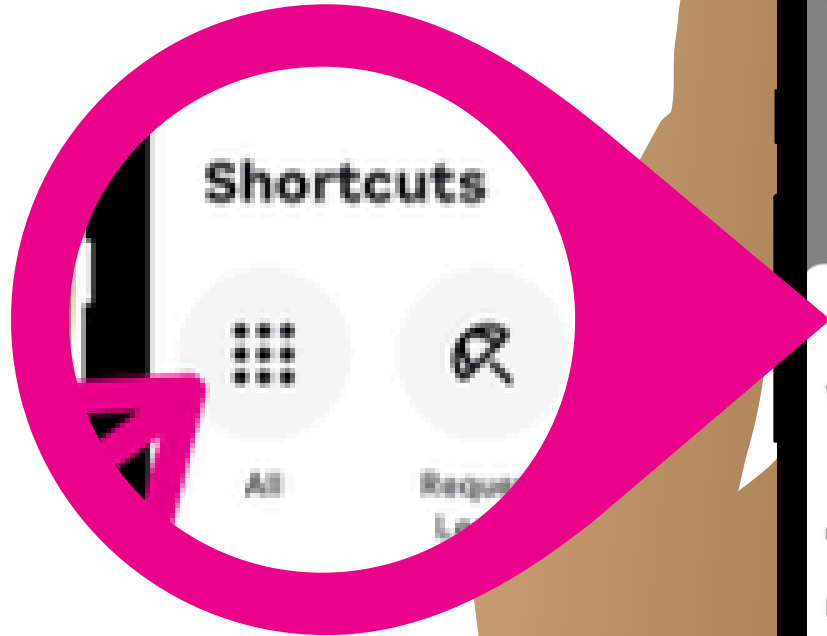
 **WORK**
where all the
magic happens

SHORTCUTS
navigate to all
available app
menus here

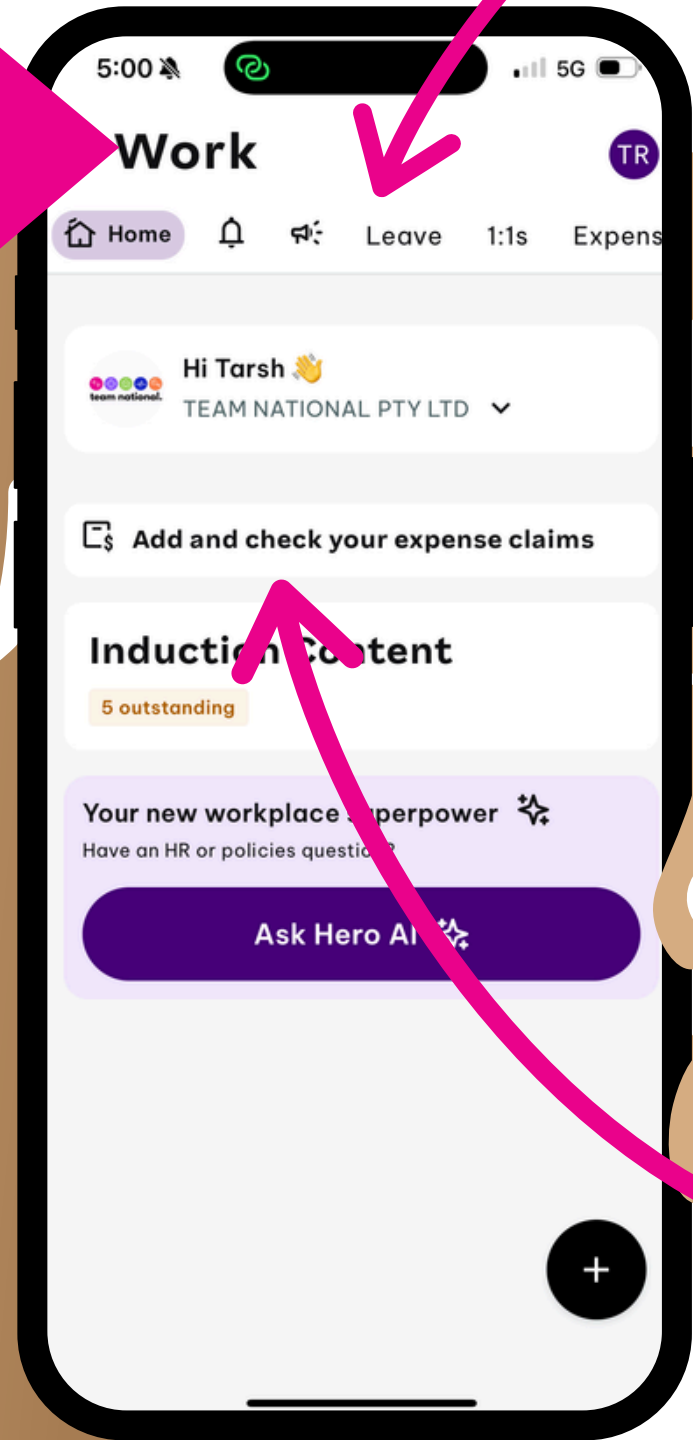
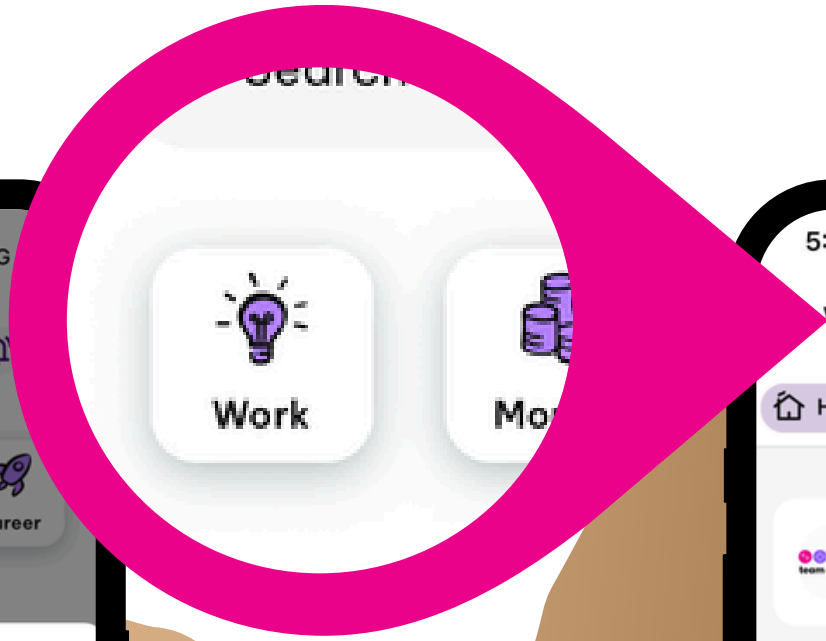
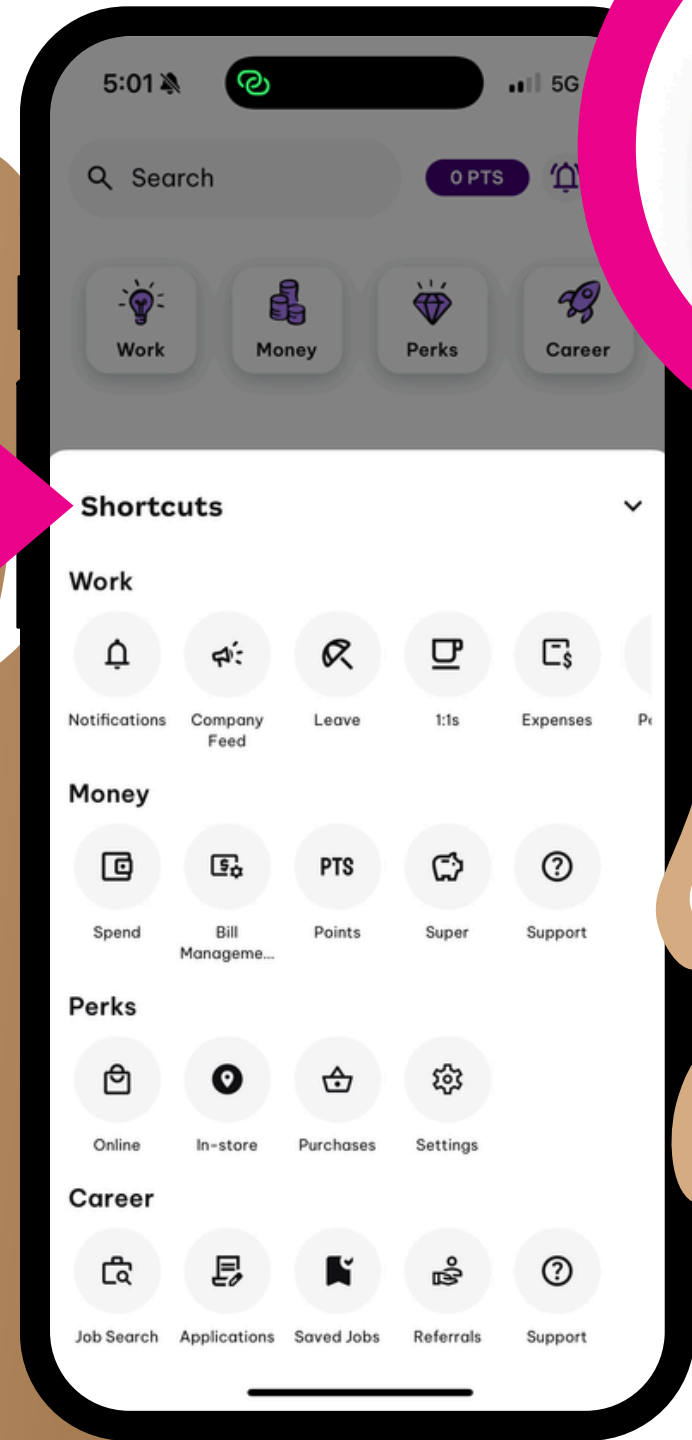
CAREER
available internal
positions

PERKS
bonuses program





SHORTCUTS
navigate to all
available app
menus here



WORK MENU BAR

- Home
- Notifications
- Company Feed
- Pay Slips
- Events
- Leave
- Expenses
- Certifications
- Policies
- Induction Content
- HR Documents
- Staff Directory
- Support

Any actionable tasks
you are required to
complete



For all your client and shift related information



AVAILABILITY

SHIFT NOTES

SCHEDULE

MUST DOS

NOTIFICATIONS

CHECK OUT

MEMBER HELP PLAN

ESCORT / TRAVEL

GOOGLE MAPS

BREAKS

CHECK IN

RAISING REPORTS



NAVIGATING LOOKOUT

How to update your availability and your verifications

create a incident report or condition report here

jump to a date range

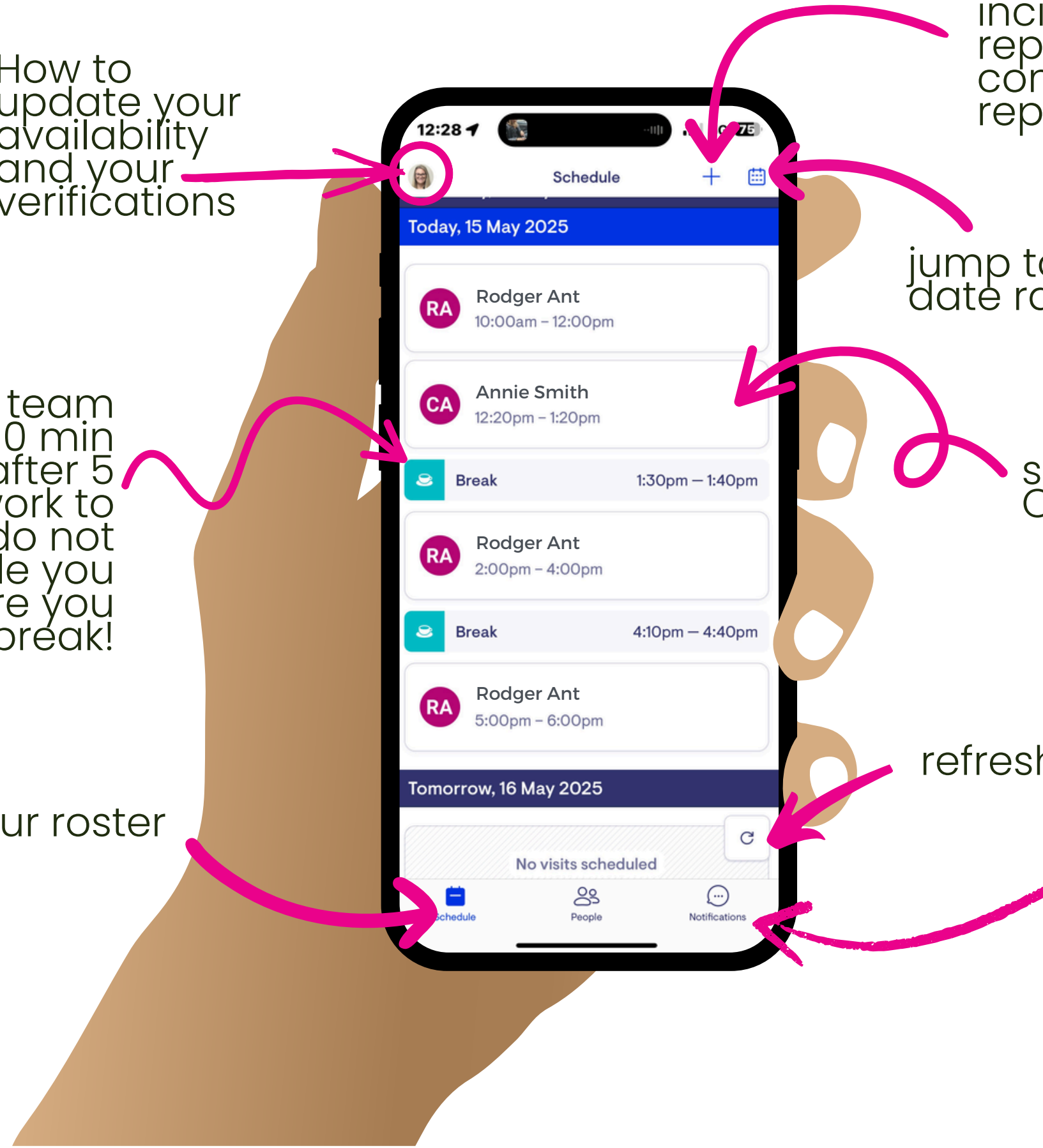
scheduled visits to your roster. Click to open visit information

the daily ops team will pop in 30 min breaks after 5 hours of work to ensure they do not over-schedule you and to ensure you have a break!

refresh schedule board

All push notifications received here

view your roster





SCHEDULING WIZARDRY.

**SKILL SET &
QUALIFICATIONS**



**CLIENT
PREFERENCE**



Availability DUE each Monday.

Daily Operations Team will commence scheduling in line with the 4 core rostering principles.

Agency shifts assigned as they are booked.

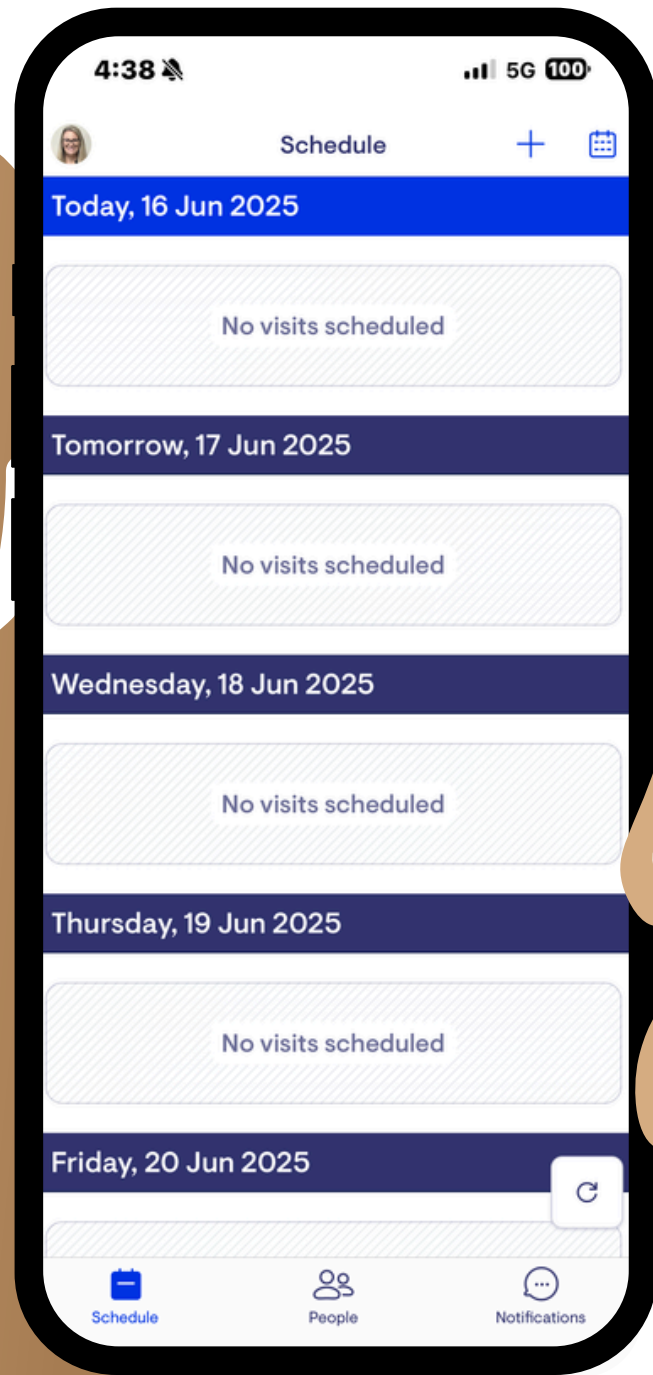
Community rosters published each Friday.

**AVAILABILITY &
RELIABILITY**



GEOGRAPHY





YOU tell US when you are available to work!

Why is this critical it must be 100% correct?

Your availability you provide National is what our teams reputation is built upon. Every member we support knows our team are renown for reliability and punctuality...

(in addition to providing amazing quality care of course!)

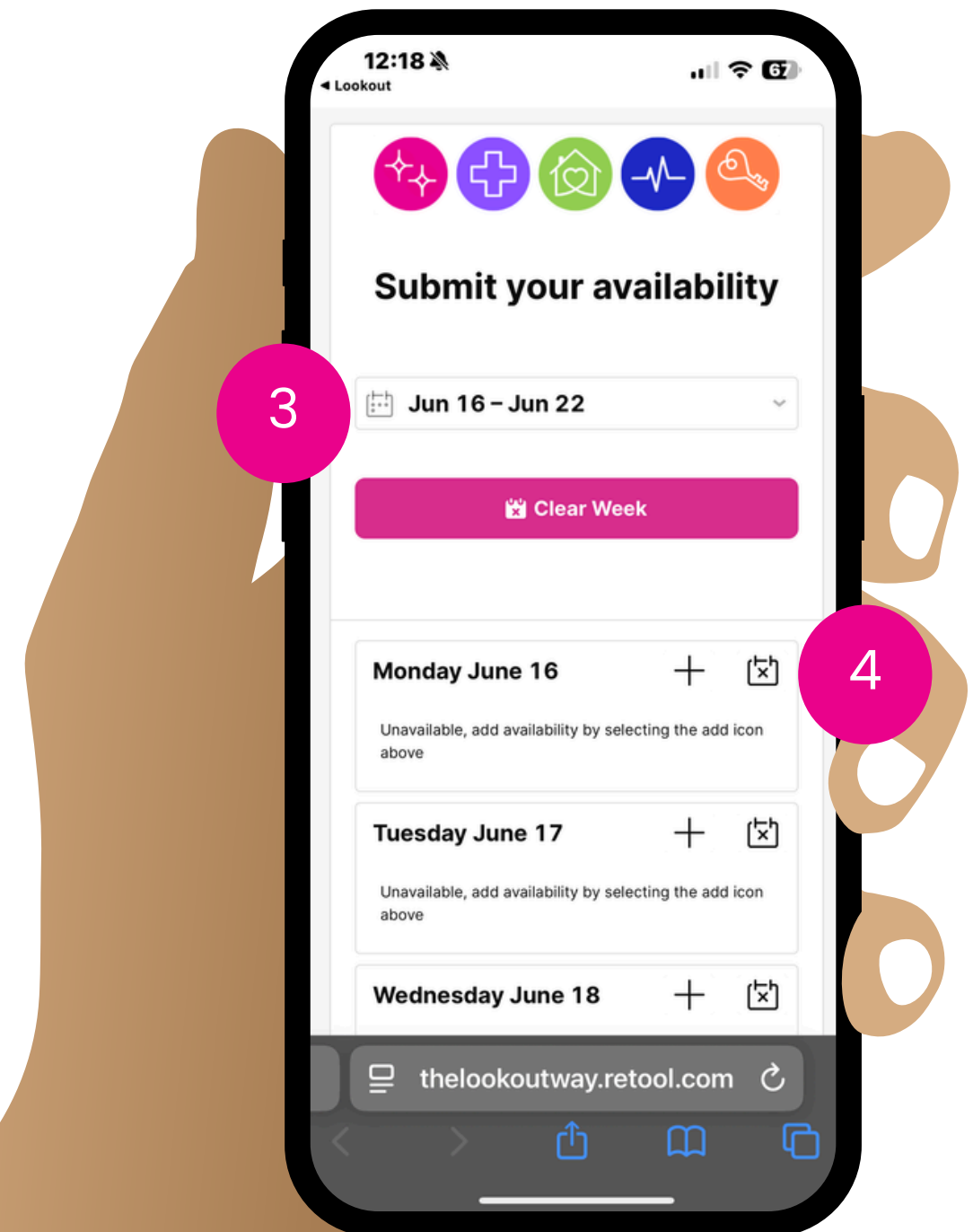
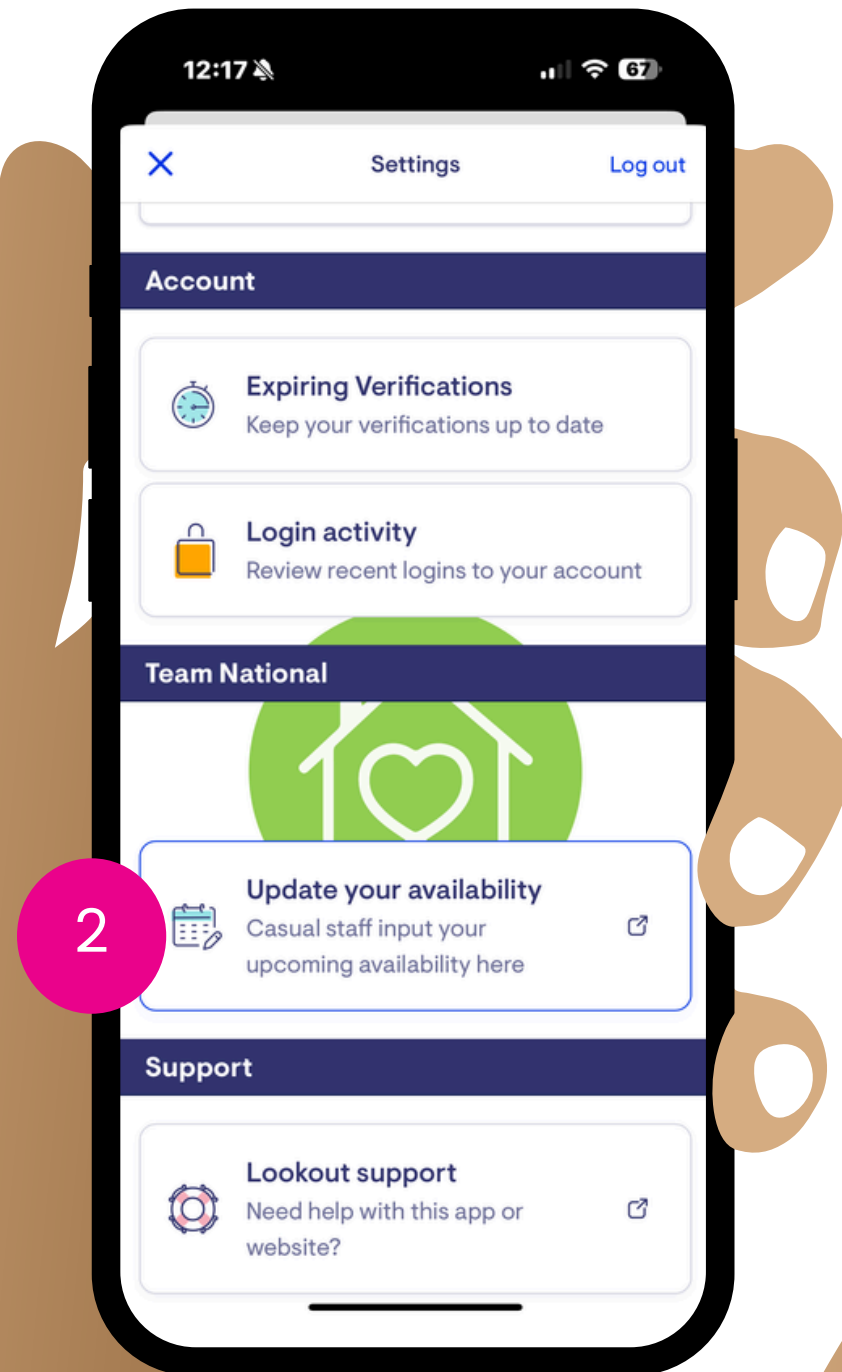
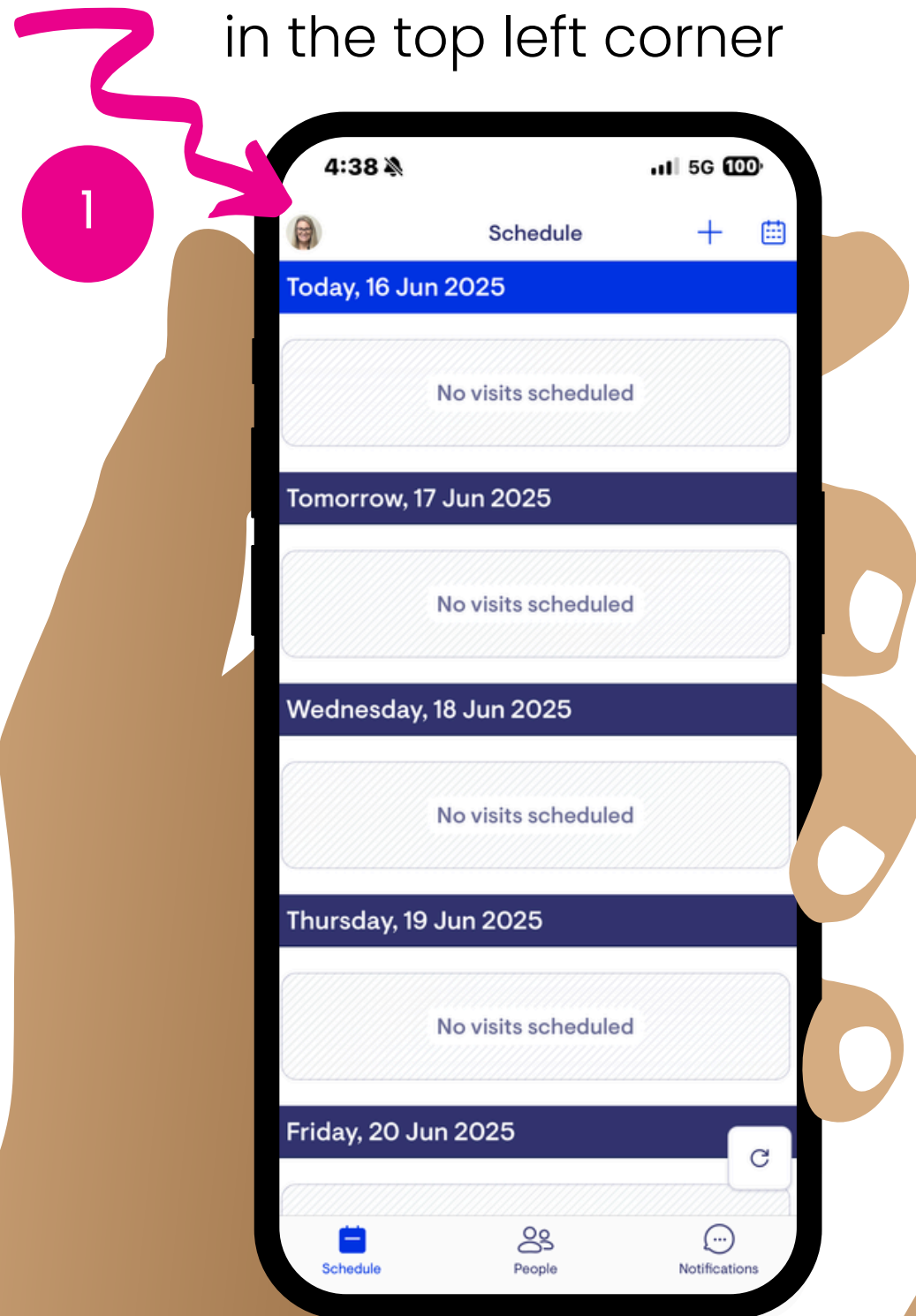
**AVAILABILITY
DUE MONDAY.**

AVAILABILITY

In the schedule tab, click on your user icon in the top left corner

Under the Team National banner, click on the option to 'Update your availability'

It will redirect you to a web-based landing page where you can then navigate the weekly date range you wish to enter, then select the date you wish to enter and click on the + symbol to add.

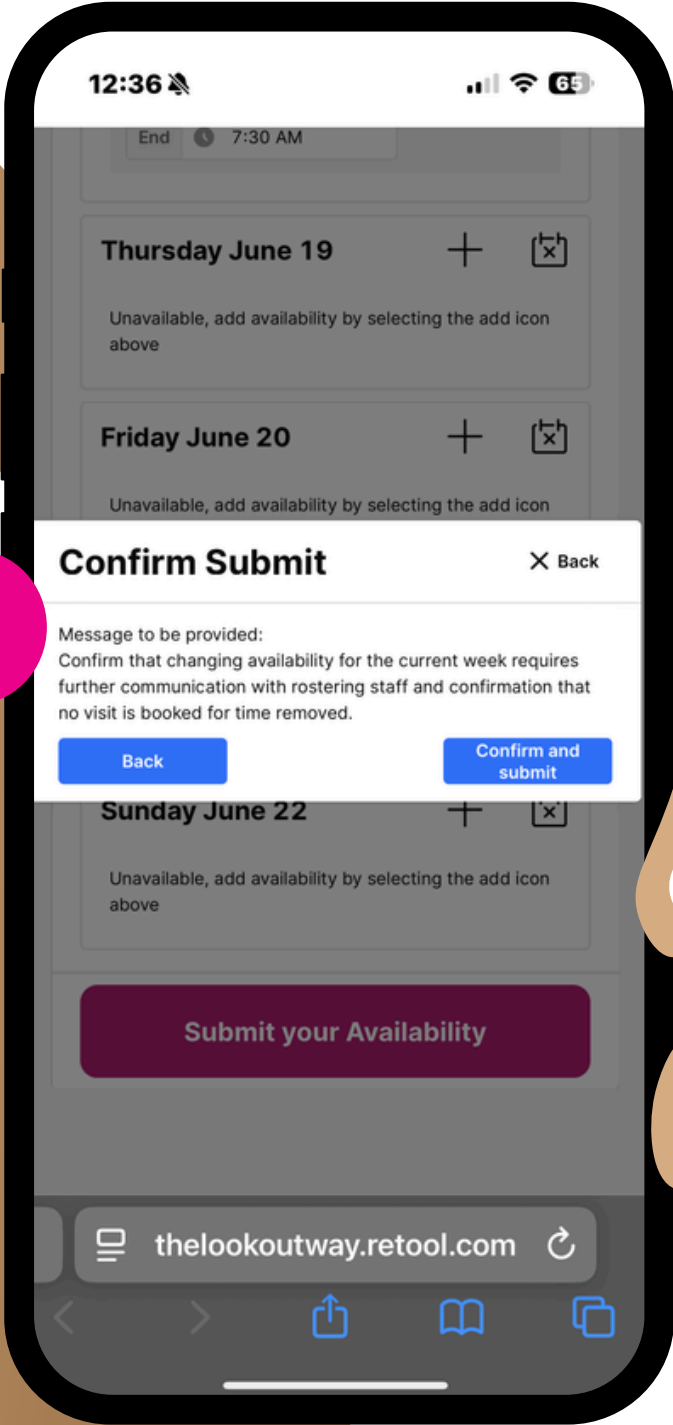
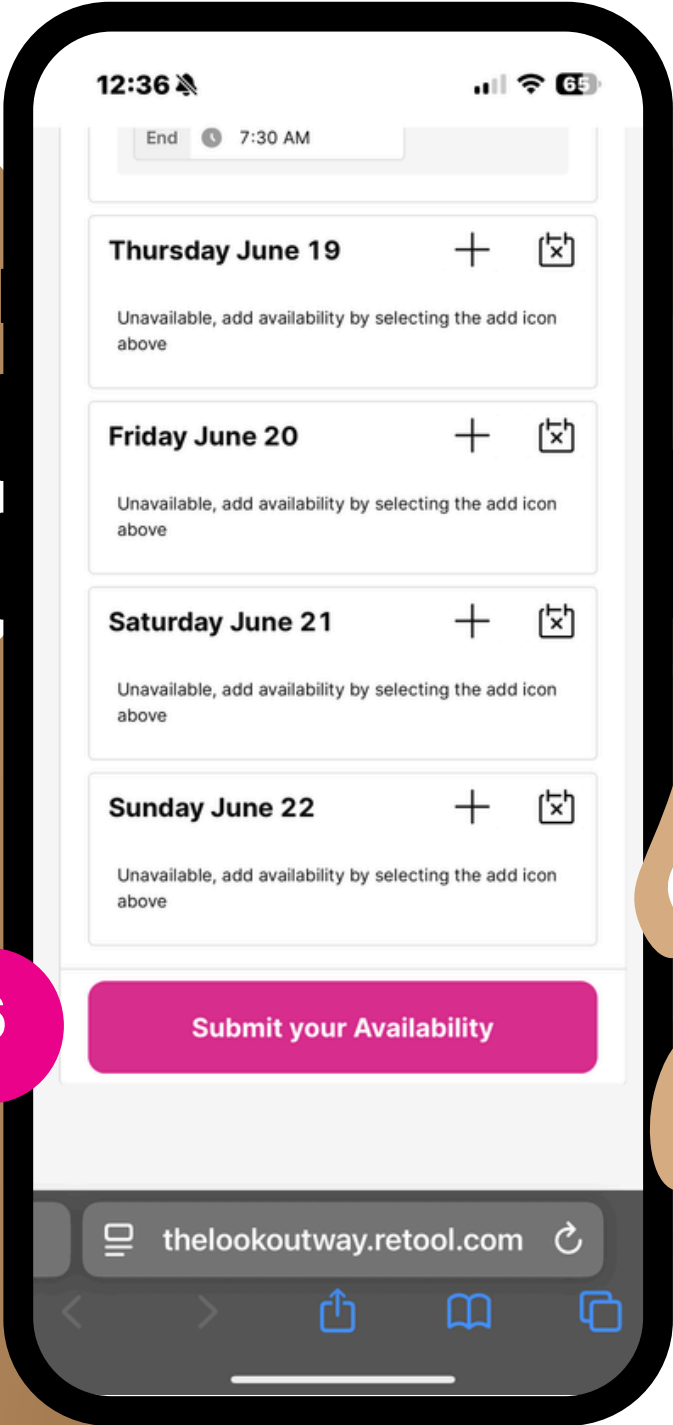
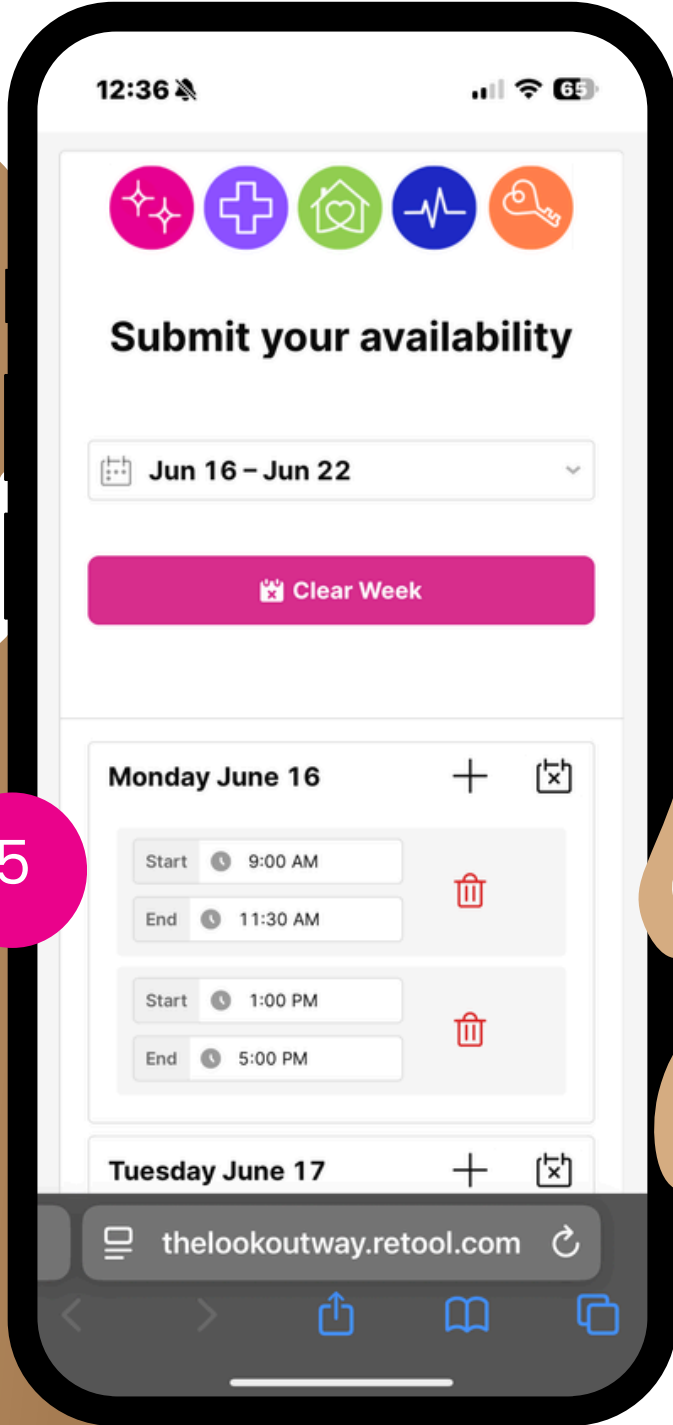


AVAILABILITY

It allows you to enter start and end times and add additional time slots for split shift availability.

When completed, at the bottom of the weeks date range, click the pink 'submit your availability' button

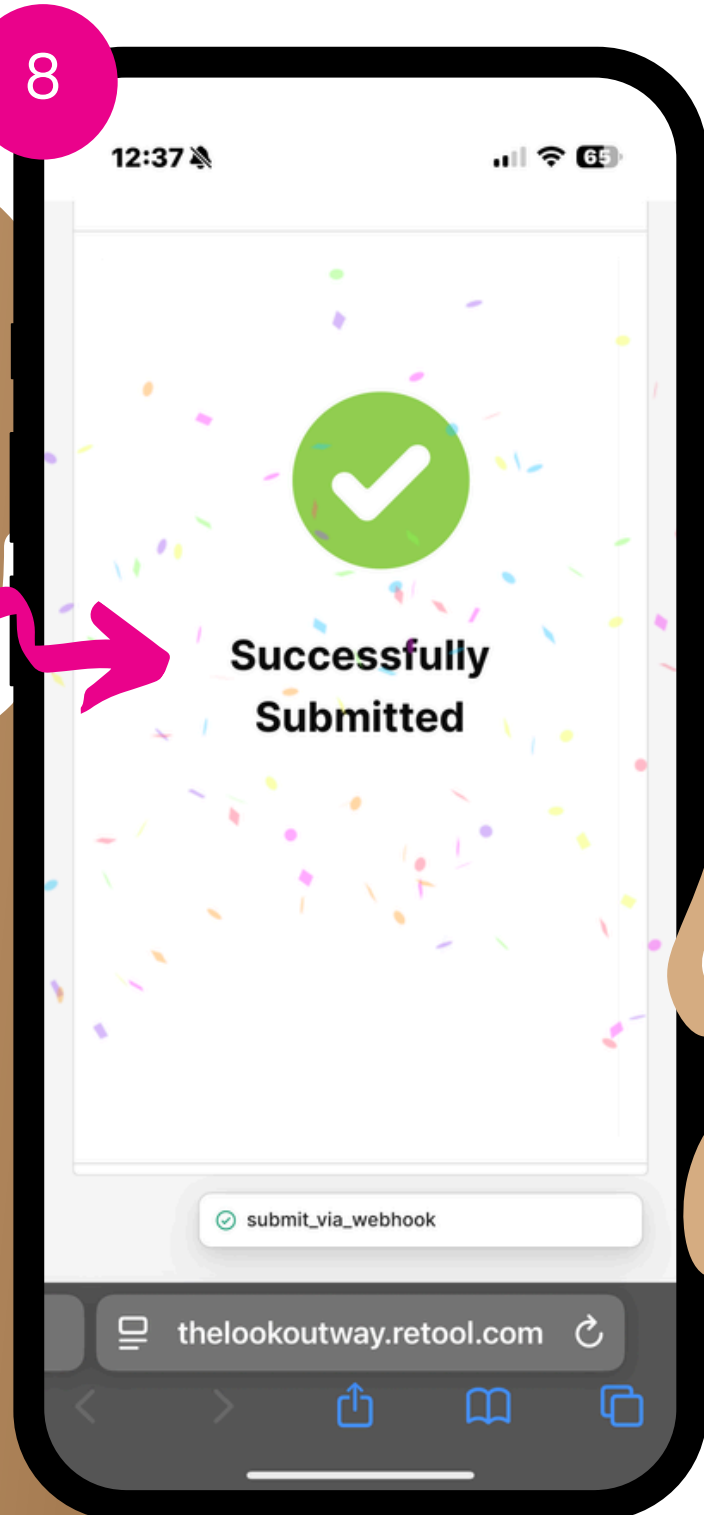
Follow the confirmation submit prompts



A successful submission message will appear. From here you may exit the browser window.

Return to the Lookout Application as normal. If you wish to review the availability you entered at any stage, you can access your availability in the same way.

THINGS TO KNOW.



MORE AVAILABILITY = MORE POSSIBILITIES

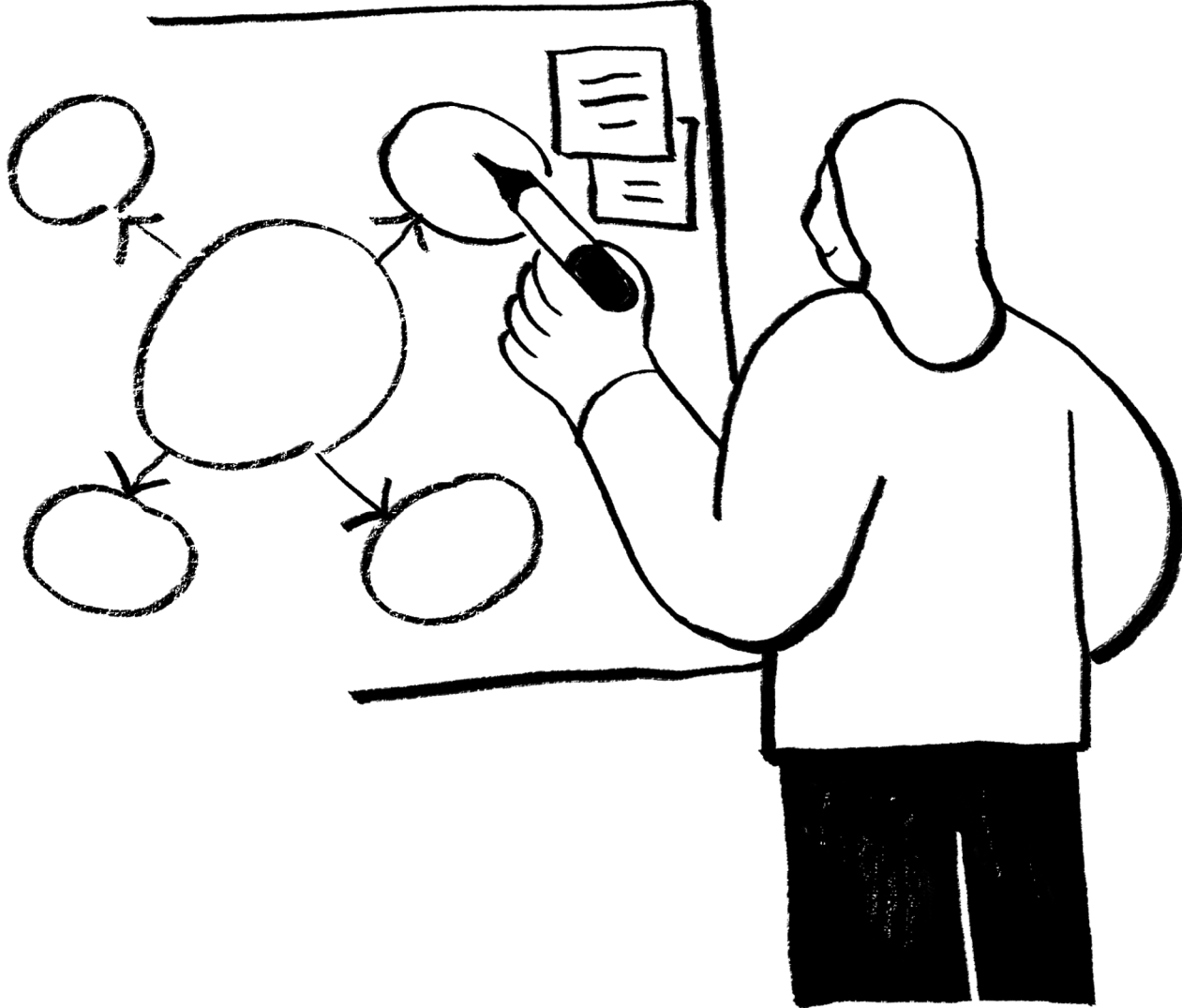
EACH ENTRY IS TIME AND DATE STAMPED... THIS IS TO ENSURE WE CAN NOT ROSTER YOU OUTSIDE OF YOUR AVAILABILITY AND IDENTIFIES IF YOU HAVE CHANGED YOUR AVAILABILITY AFTER A SHIFT ASSIGNMENT.

IF YOU CAN NO LONGER ATTEND A SHIFT THAT HAS BEEN ASSIGNED IN LINE WITH YOUR AVAILABILITY - YOU MUST CALL!

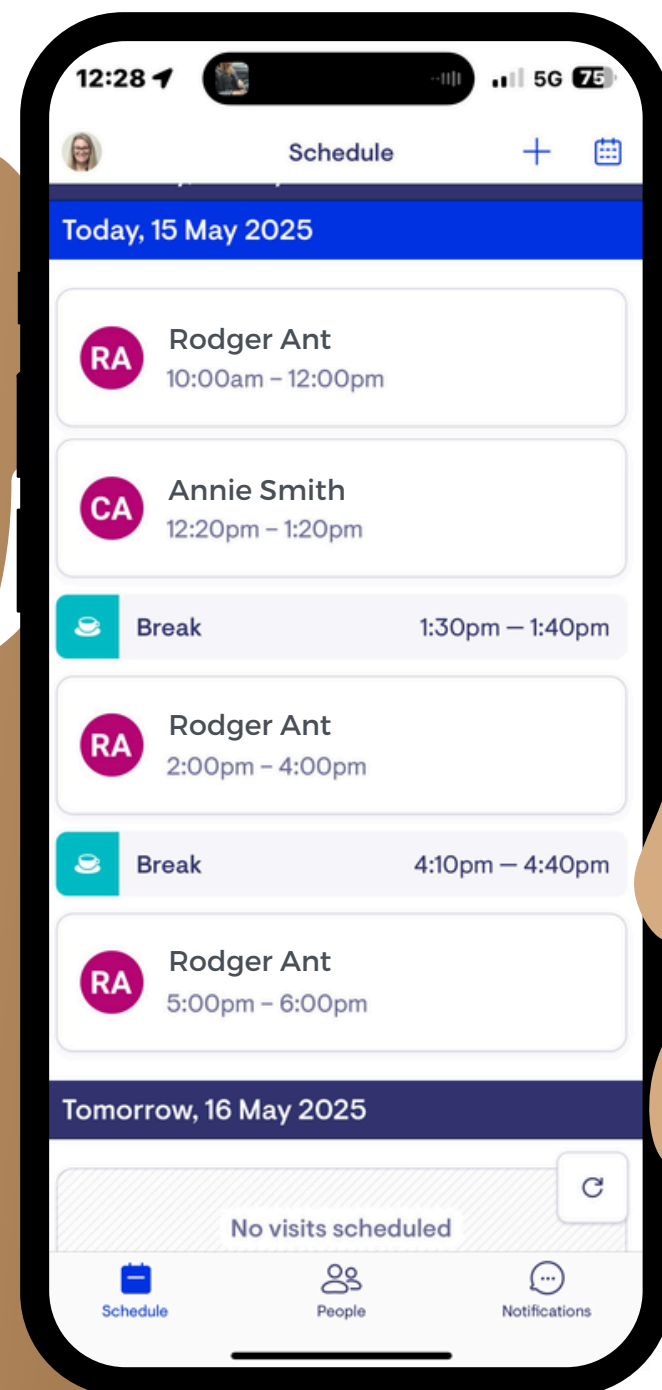
IF YOU HAVE ANY ISSUES WITH LOGGING AVAILABILITY, PLEASE CALL!

team national.

READY, SET DEPLOY



RECEIVING A SHIFT ASSIGNMENT.



When you receive your roster:

Upcoming visits in a chronological view

How you receive your roster:

ALL visits will be sent to you by your LOOKOUT APP – Notifications.

For short notice / same day visit assignments, the Daily Ops team will phone you to prompt you to check your app for deployment details.

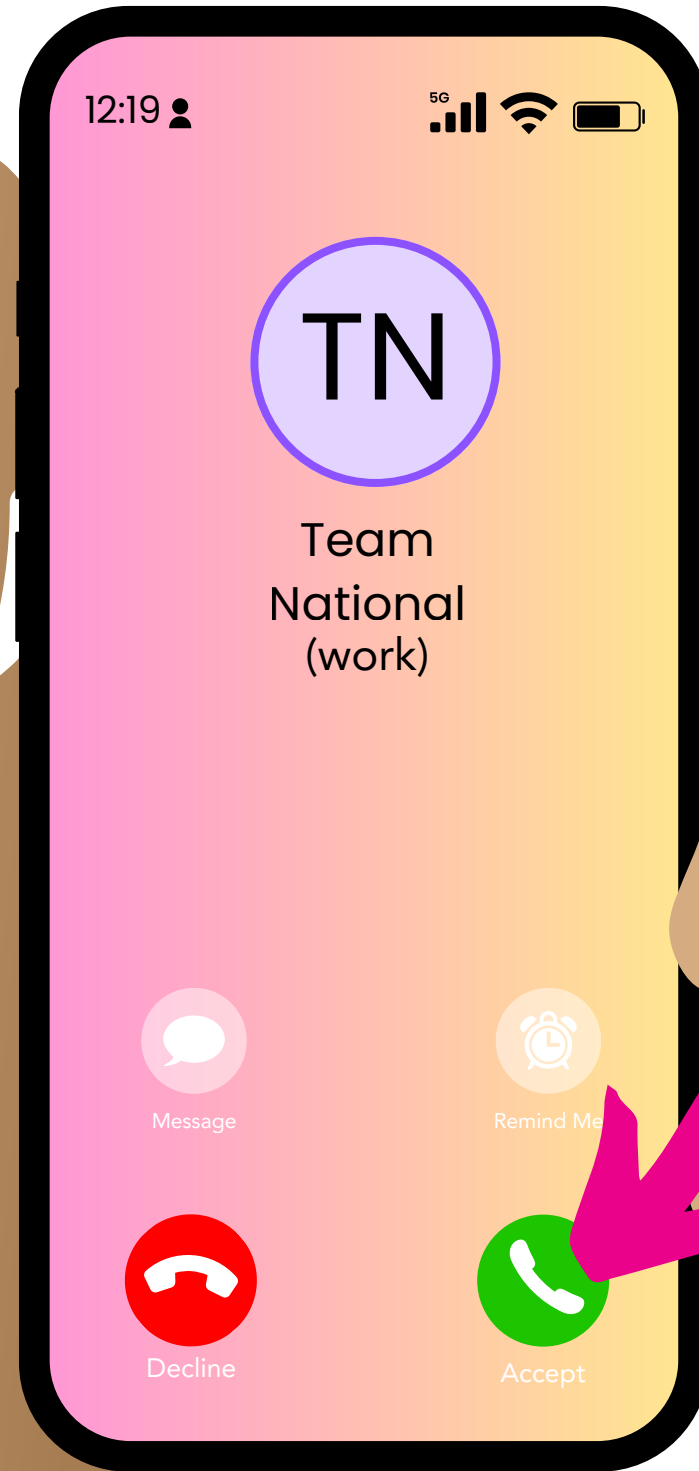
Visits scheduled in advance, if you have confirmed your availability, we anticipate that you will attend and will CALL National in the event your availability changes.



LAST MINUTE

TIME SENSITIVE CHANGES
WILL **ALWAYS** BE CALLED
THROUGH TO YOU.
CHANGES WILL BE
REFLECTED IN YOUR
LOOKOUT APP.

THREE CALL ATTEMPTS BEFORE IT WILL BE
RECORDED AS A REJECTED SHIFT & WE WILL
MOVE ON TO THE NEXT AVAILABLE EMPLOYEE

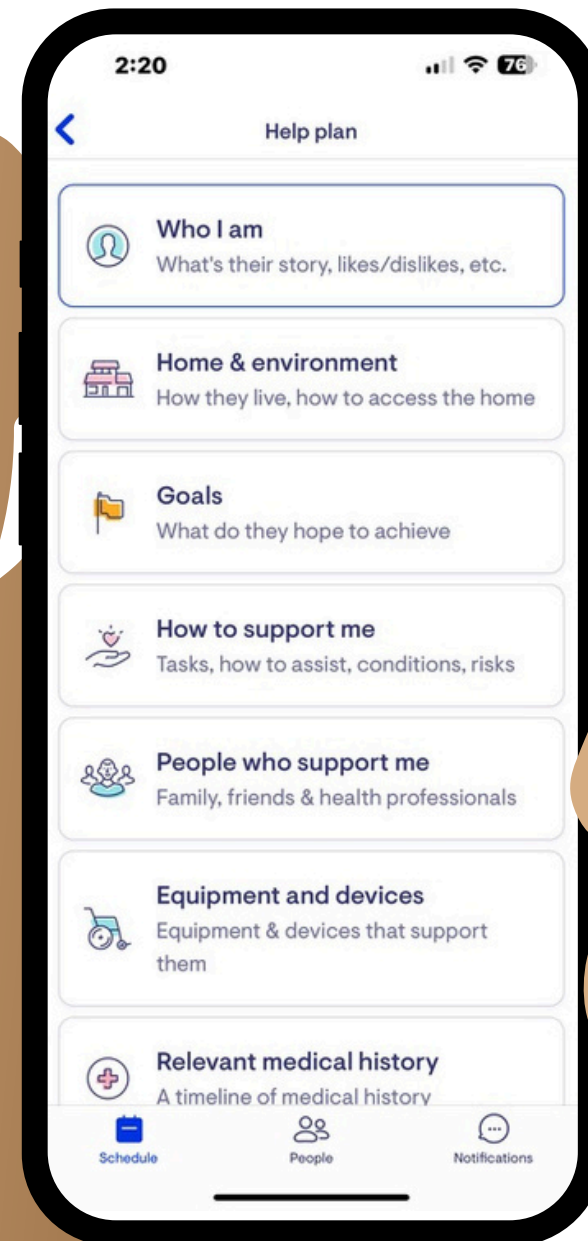
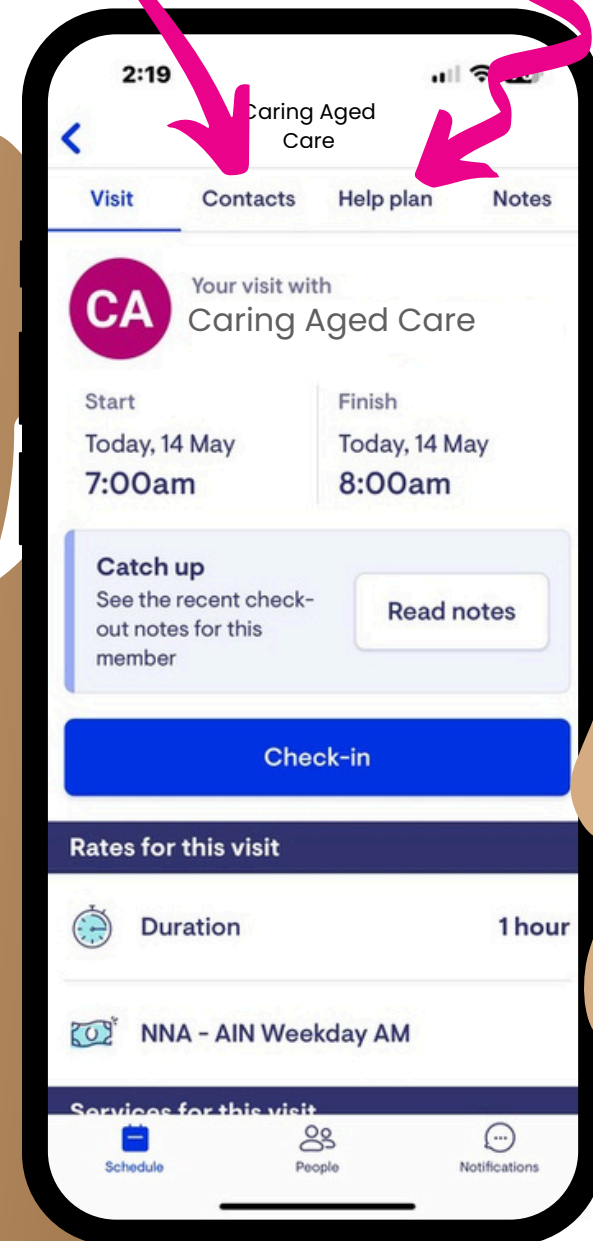


ACCESSING MY SHIFT DETAILS.



access location
+ google maps

Access Help
Plan



- 1) Navigate to the 'Schedule' tab
- 2) Click on the corresponding member
- 3) Review necessary details, including familiarising yourself with the Help Plan & reviewing the Should Know or Must-Dos.

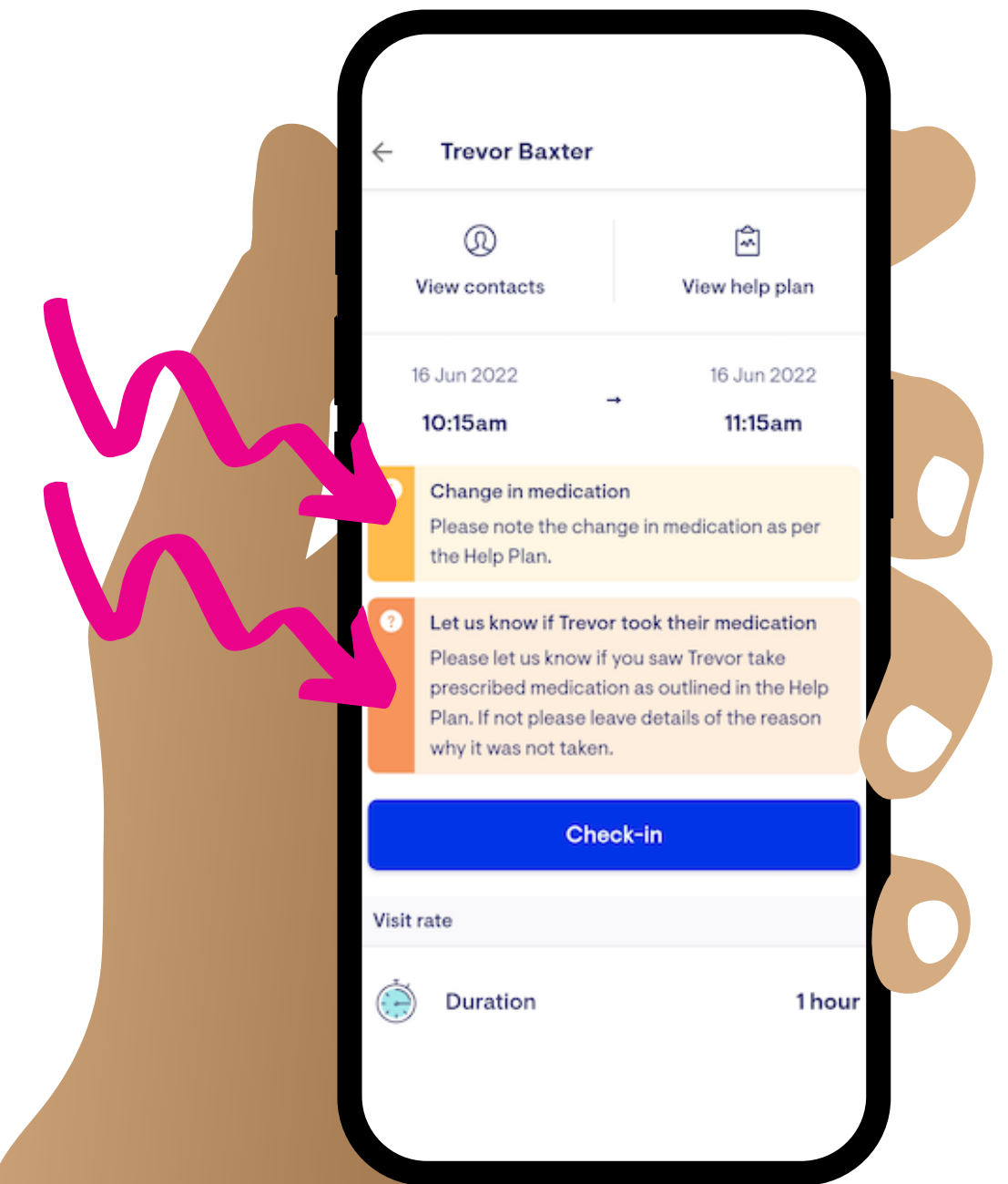
MUST-DO'S AND SHOULD KNOWS.

In addition to the visit details, you may notice on some visits the inclusion of a yellow and/or orange box. These are called 'Should-Knows' in the yellow box and 'Must-Dos' in the orange box. These are added to a visit by the Daily Ops and/or Clinical Teams.

Should Knows – This will contain useful information that will assist with performing your client visit however, no specific action is required.

Must-Do – This will contain a specific task and/or request from a client's Care Manager which must be completed during this visit. You will be required to respond to the must-do explaining what was done and whether or not any further action is required.

Note that these specific 'Must Do's' are usually in addition to the daily and weekly tasks detailed in the help plan. They may include but are not limited to acute issues and post-surgery medications, antibiotics, etc



ACCESSING SHIFT GOOGLE MAPS.

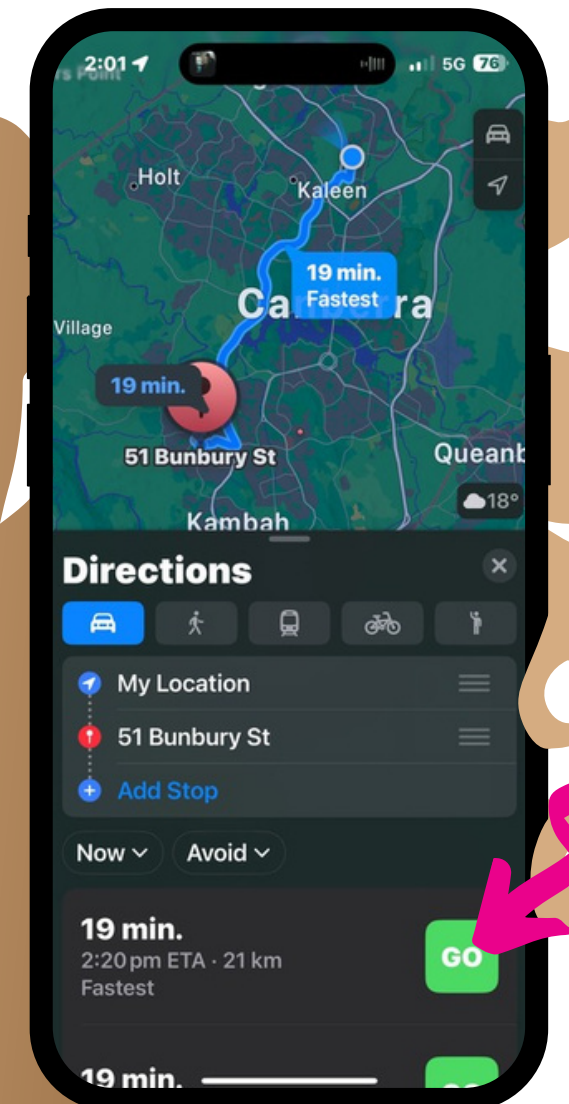
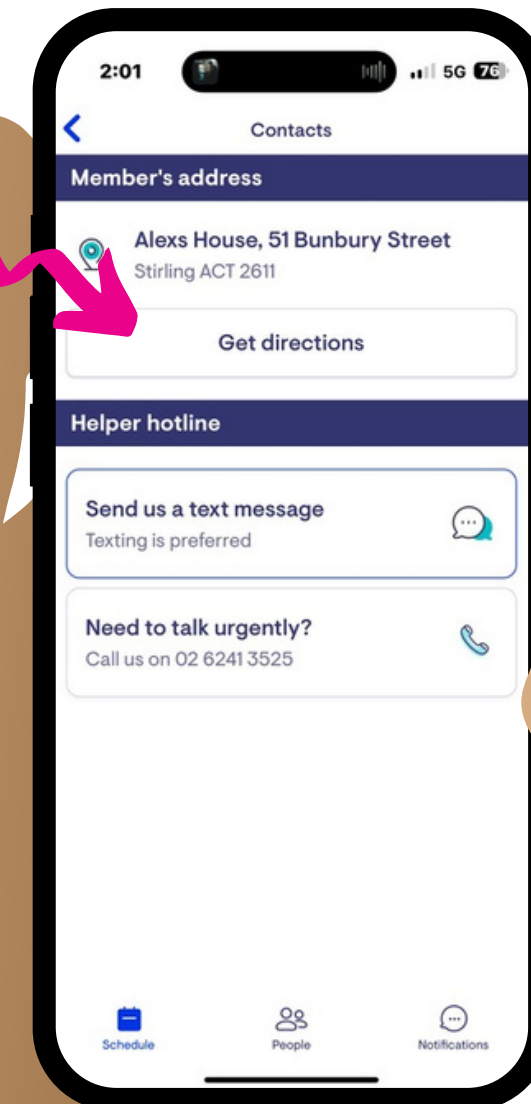


Getting there

- 1) Navigate to the 'Schedule' tab
- 2) Click on the corresponding member
- 3) In Members details there is an option to Get Directions
- 4) Google maps will open within your web browser ready to provide you directions.

Travel of employee between visits

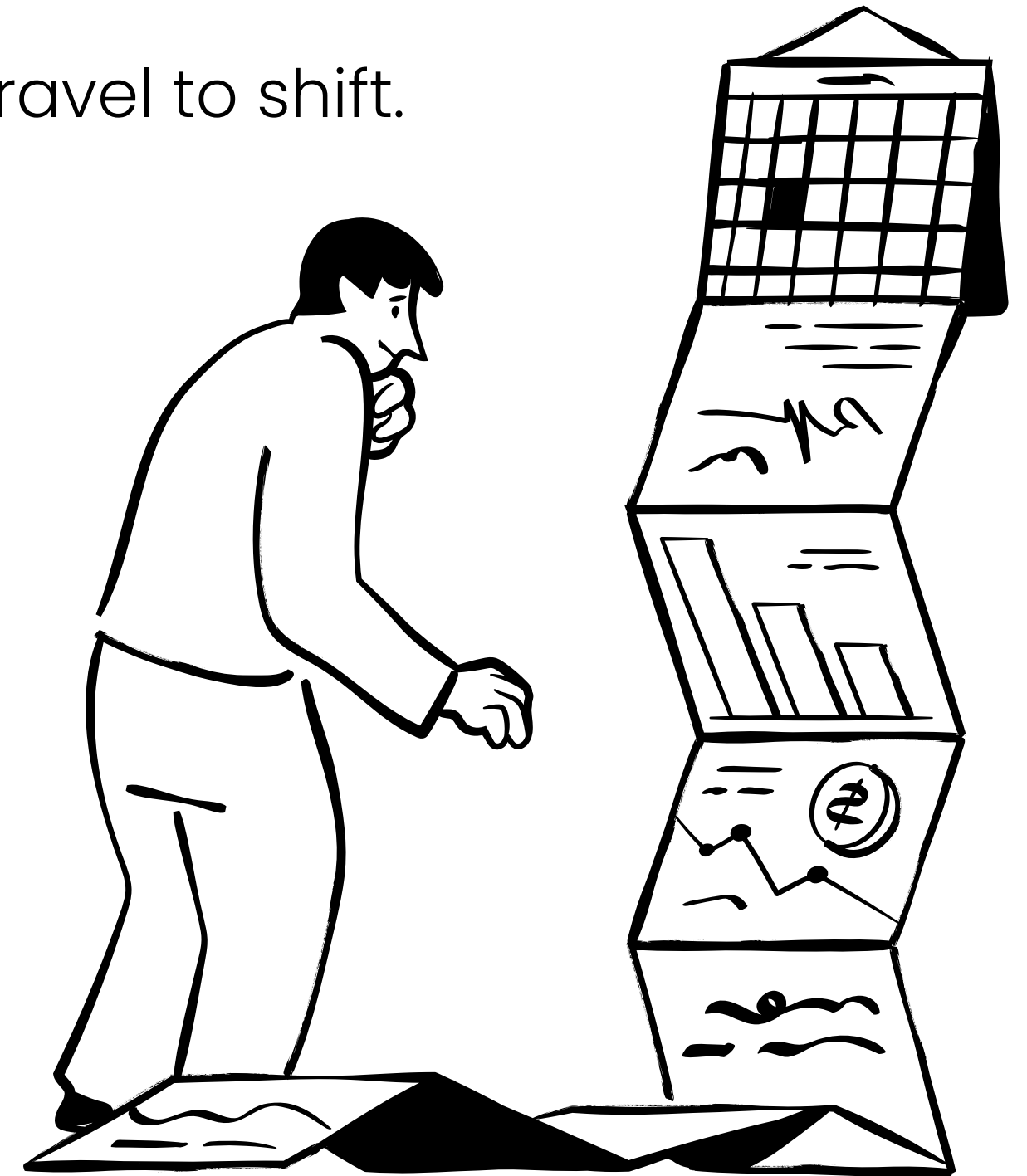
Upon proceeding to check out, travel during visit can be completed before submission of check out. Between visits may be eligible for reimbursement as per the employees employed Award. The Lookout App will utilise google maps to determine and process all eligible entitlements.



BE PREPARED.



- check Help Plan.
- check location distance to ensure adequate time to travel to shift.
- pack your break snacks and/or meals.
- ensure your uniform is clean and ready to go.
- If you are listed as 'available' awaiting deployment be sure to have your phone accessible for any last minute shift requests





\$7000–\$28,000

FINE ISSUED TO THE **EMPLOYEE**

\$35,000–\$140,000

&/OR IMPRISONMENT FOR **EMPLOYER**

ALWAYS CARRY

YOUR WWVP CARD ON YOU AT EVERY SHIFT

UNIFORM REQUIREMENTS



unless help plan stipulates different.



ALEX'S HOUSE



SMART CASUAL
ATTIRE FOR HOUSE
OR YOUR SCRUBS



REQUIREMENTS

Closed toe supportive footwear,
tidy appearance, hair tied back.
NO singlets or short shorts/skirts,
NO leggings, NO ugg's or slippers.

MUST CARRY WWVP CARD



CARRY YOUR PHONE!

Our policy requires you to carry your phone on you when on shift as a safety measure. However reports of personal use during work time will result in disciplinary action.

**BUT BE
RESPECTFUL**





CALL US.

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

- If you have any **on-shift** urgent concerns / incidents
- 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**)
- Received an assigned shift via email or text and **cannot attend**.





REJECTION OF SHIFTS

3 strike policy

'NO SHOW'

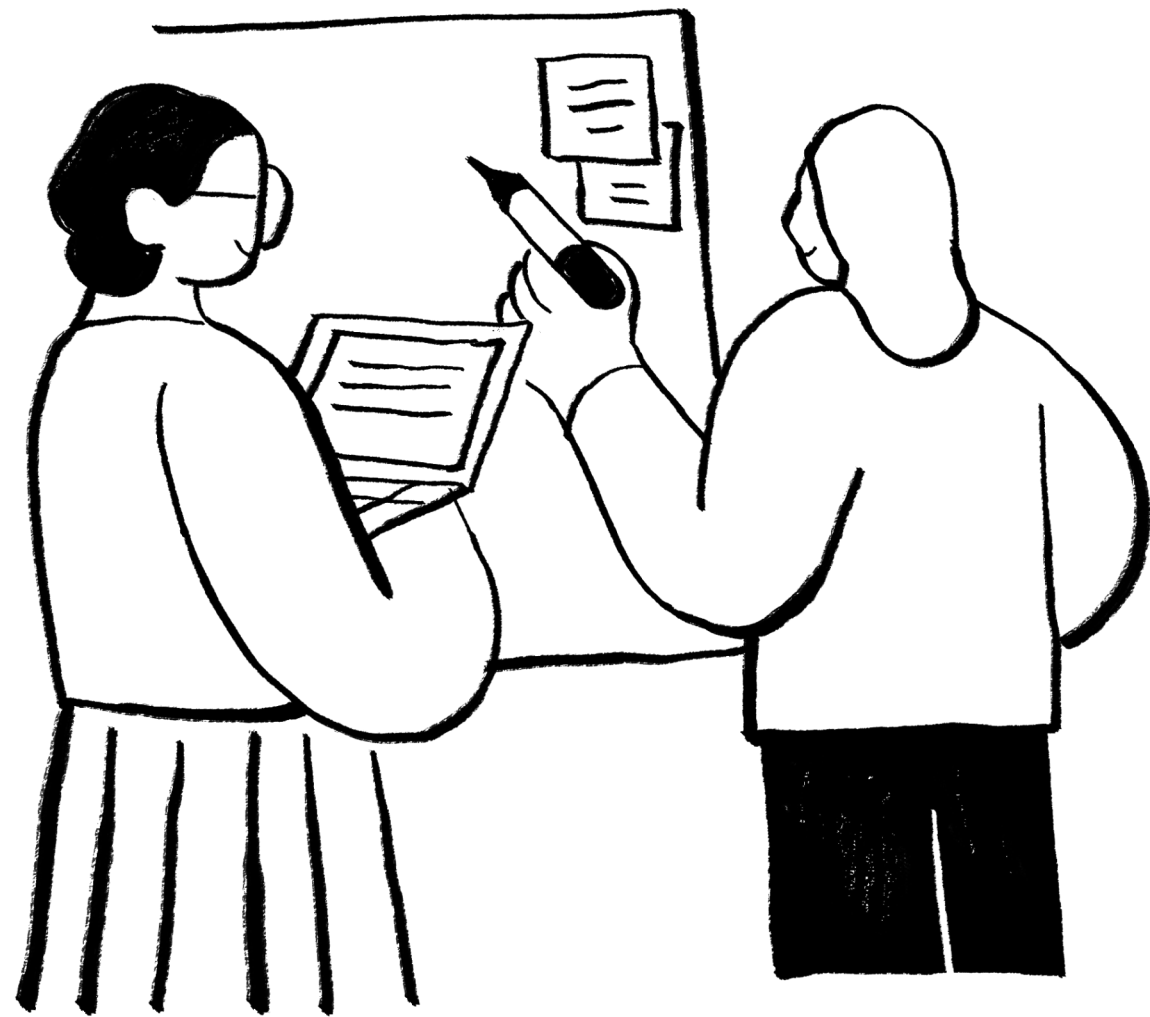
X can lead to immediate termination



SOME LOCATIONS OF WORK MAY HAVE
SPECIFIC SITE
REQUIREMENTS

BUDDY SHIFTS & TRAINING

YOUR FIRST DAY



Apart of our recruitment process is that we hire individuals with the right qualifications, skill set and attitude. This means when we offer you a role, **we have confidence you can hit the ground running from day one!**

Some community members do have specialised care. In these instances, a buddy shift or two will be arranged and any supporting training and competencies to support you

SPECIALISED SITE INDUCTION

by the site team



- Site induction conducted
- HELP Plans
- YOUR responsibilities
- Emergency Management
- Medical Emergency
- Evacuation Plans / Marshalling Areas
- Go Bags
- Points of Contact

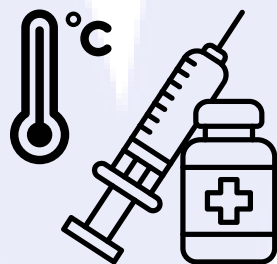
AGED CARE FACILITY ENTRY



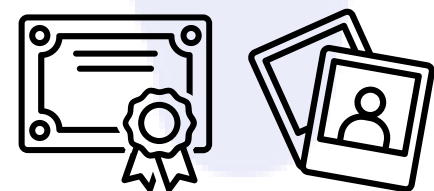
DO NOT park in Visitors or Doctors spaces, refer to the Help Plan for parking.



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



You may be required to show your vaccination certificate, or RAT or temperature check.



WWVP card, AHPRA registration, or have a photo upon arrival for their data base.

ALEX'S HOUSE RN + DUSK SITE RESPONSIBILITY



NDIS: HOME SECURITY CHECKS

YOUR WWVP CARD SHOULD BE ON THE WHITE BOARD AT EVERY SHIFT. FAILURE TO DO SO WILL RESULT IN BEING SENT HOME IN YOUR OWN TIME AND RETURNING PREPARED FOR WORK. RNS HAVE A DUTY OF CARE TO ENSURE AS THE SENIOR PERSON IN CHARGE THE TEAM ARE CHECKED ON ARRIVAL.



FIRST DAY JITTERS

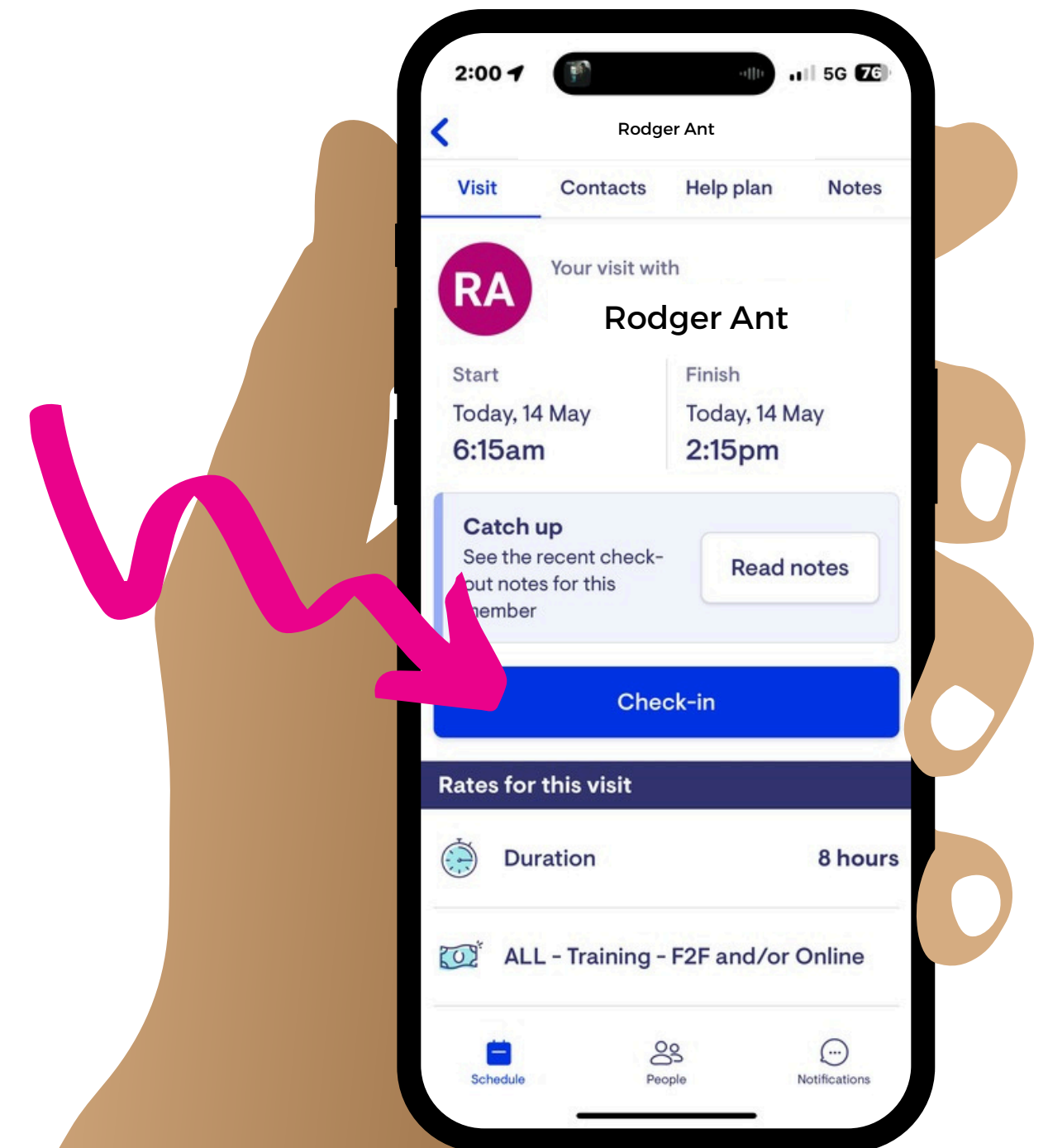
CHECK IN REQUIREMENT.

Your clock in / out function creates a punch card in the system for member invoicing and your employee payslip. As such, it is mandatory and critical you have locations turned on to allow geolocation snapshot when you clock in / out.

Please note: this is not geo-tracking. It is not a live tracking feature and only snaps a google map pin at the point of location when the clock in/out button is pressed.

When commencing the visit, please click 'Check-in'. If you arrive early, it will prompt an acknowledgement, you're starting early. This should only be the case if you are authorised by the member to commence early.

Once you've clicked 'Check-in', your assigned member's name at the top of the screen will change to a teal colour, indicating the visit has commenced.

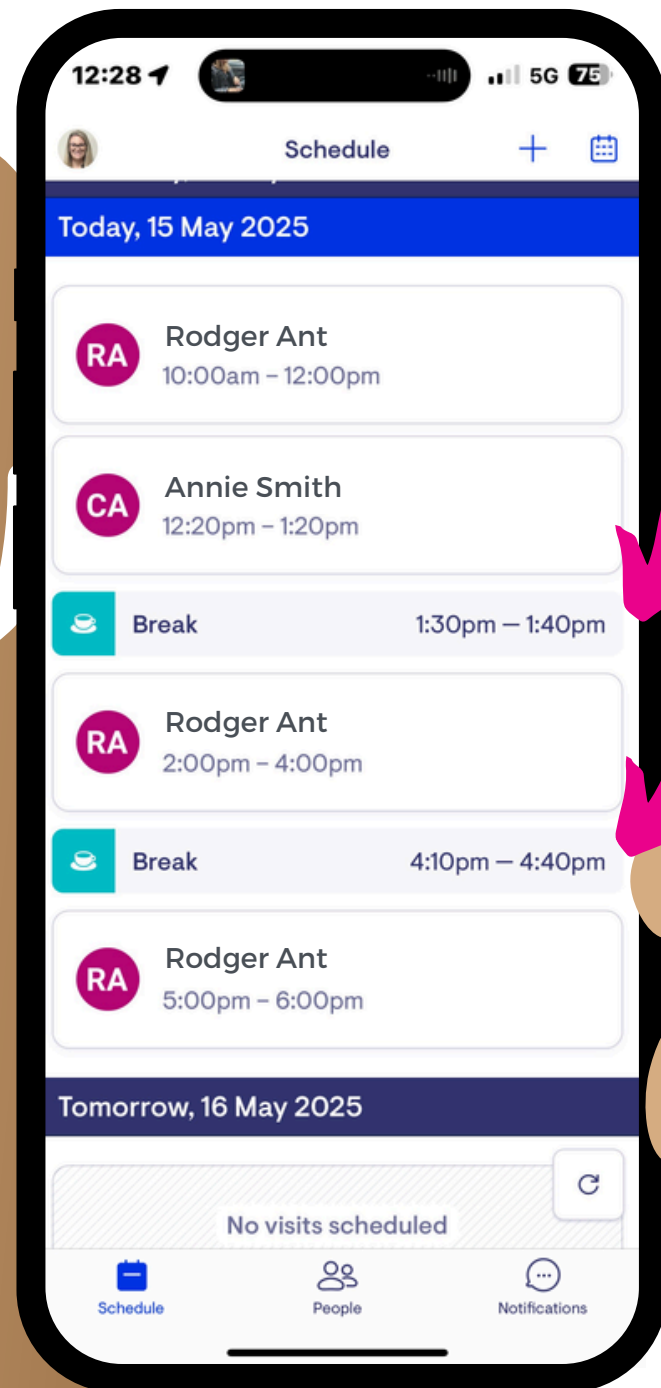


ELIGIBLE BREAKS BETWEEN AND ONSHIFT.



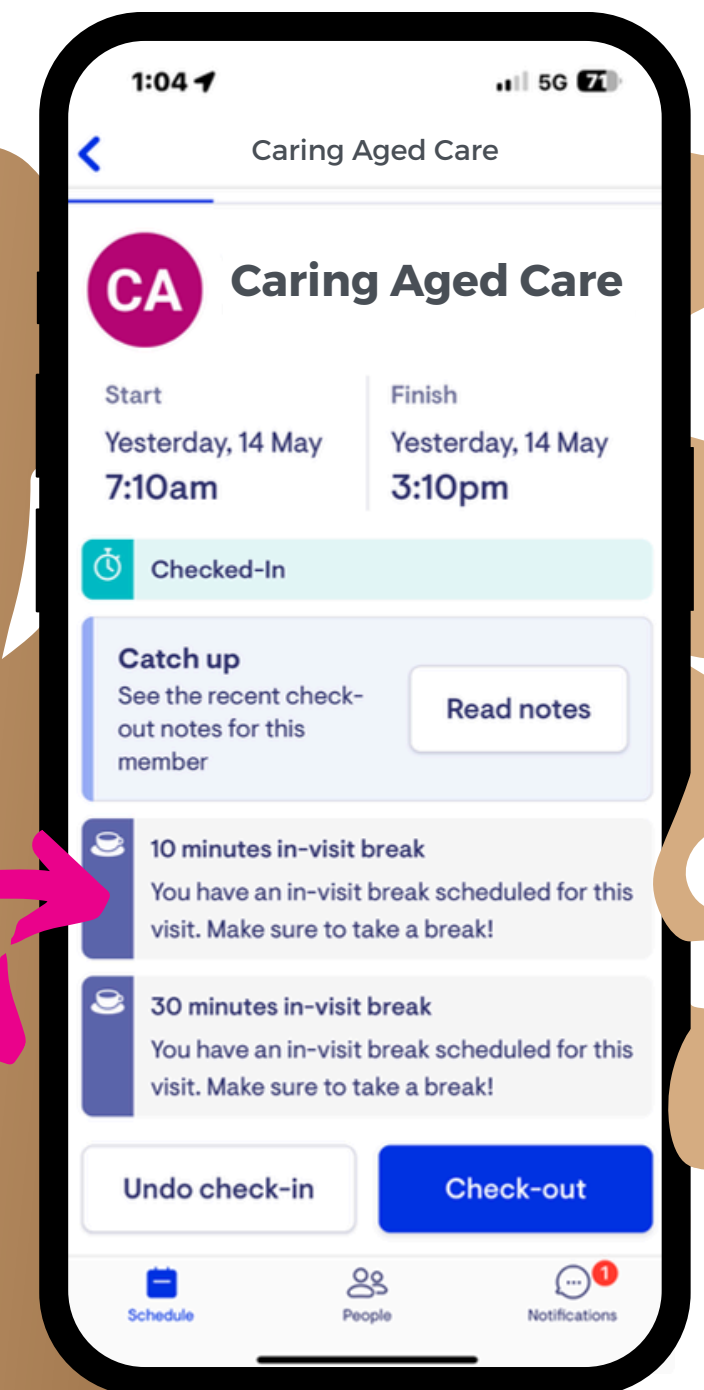
Breaks between Visits

As a best practice measure, Lookout allows our Daily Ops Team to identify break periods in employee daily schedules where eligible. This will further support our Healthier Work Plan in ensuring adequate breaks are being taken for our team members.



Breaks within a Visit

As per Awards, employees are entitled to breaks greater than 5 hours. Where possible, these will be identified within your scheduled visit and taken in agreement with the member as per their needs.

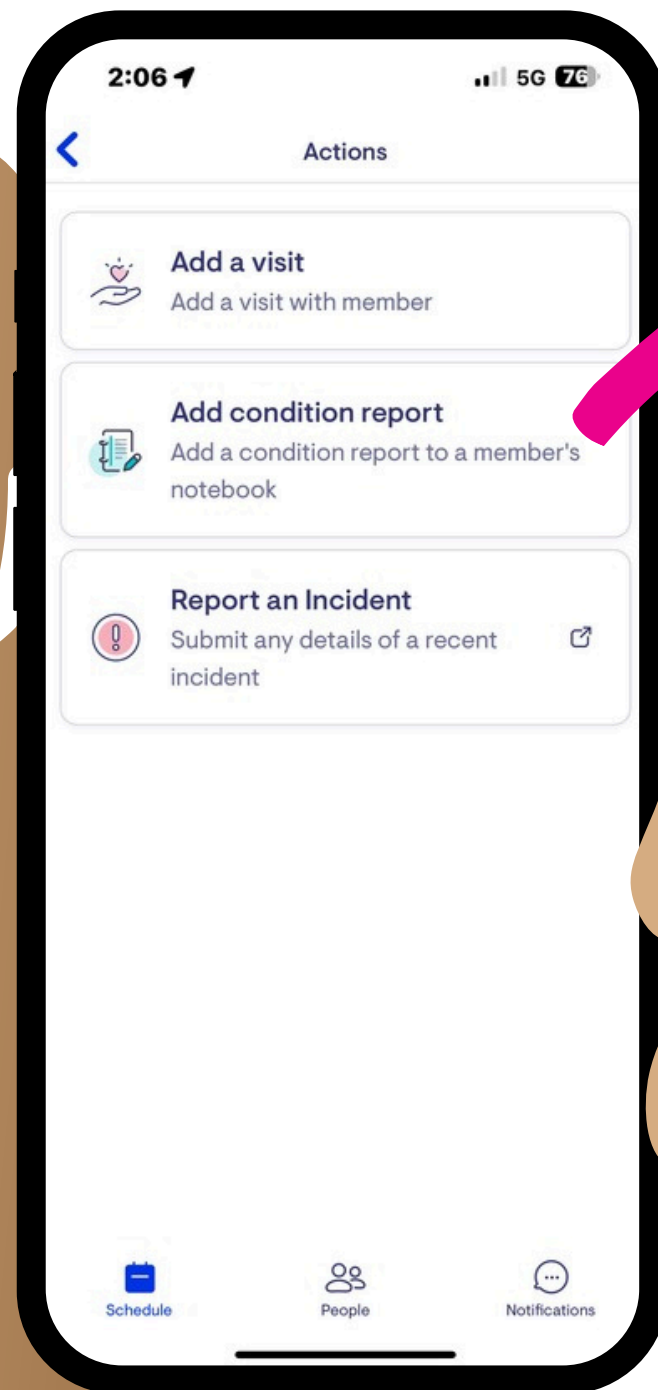


RAISING REPORTS

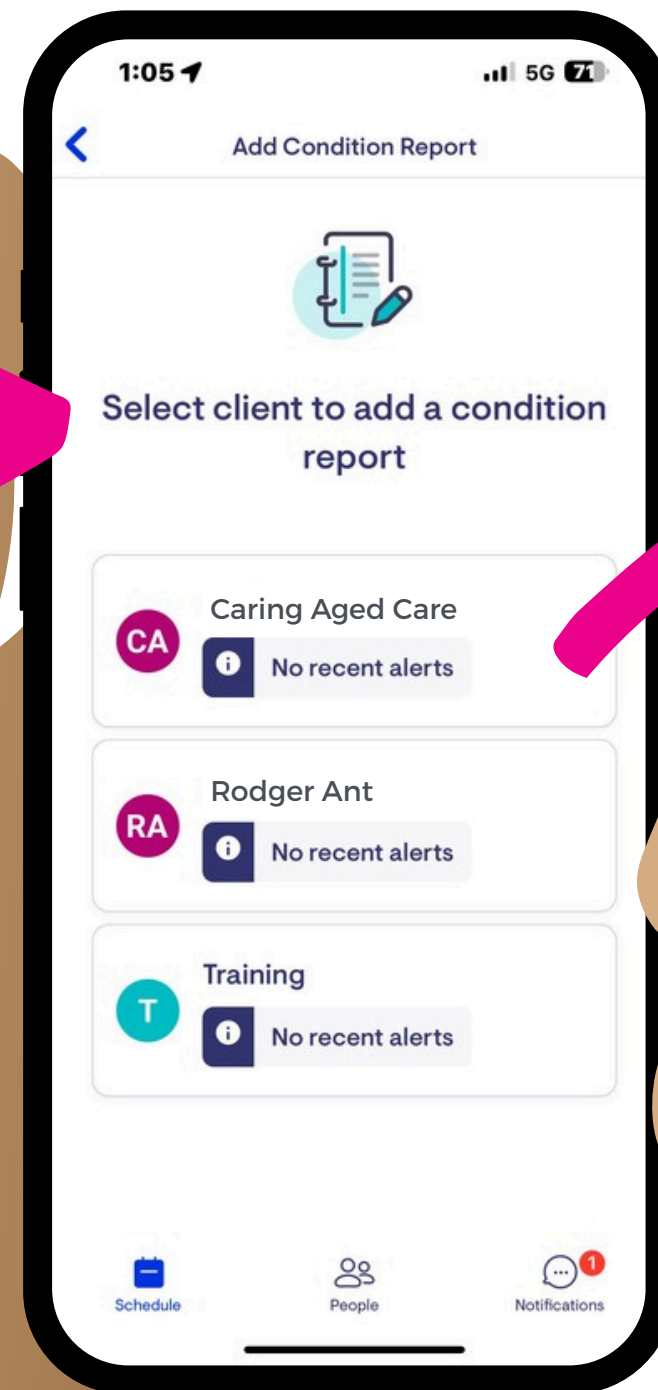
SHIFT SITE **CONDITION REPORT.**



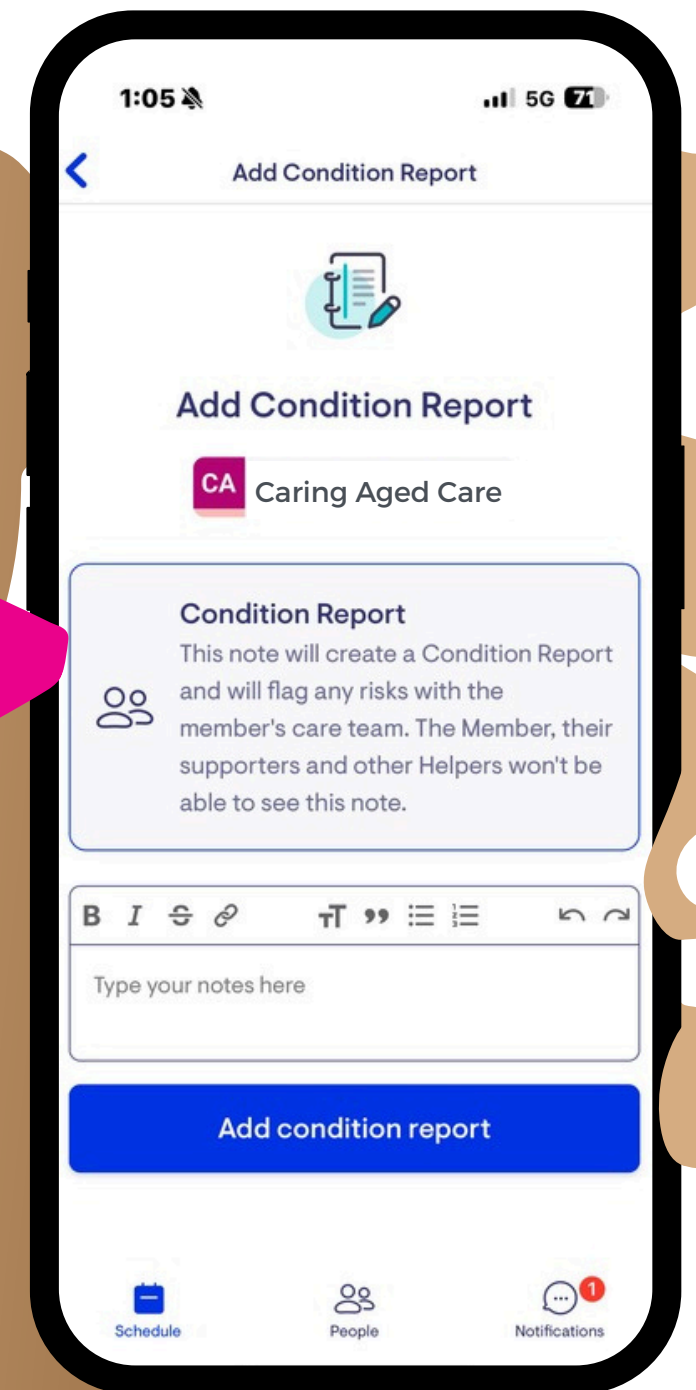
Select condition report



and relevant member report is in relation to



then follow report prompts.

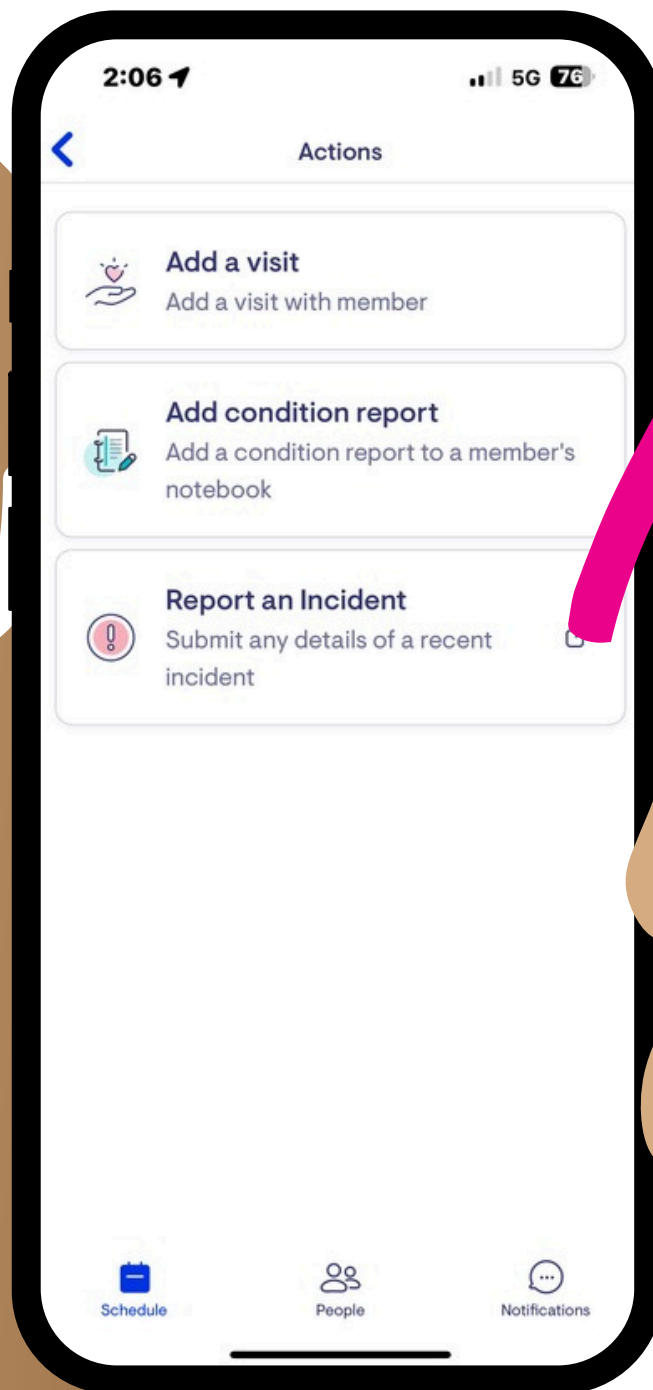


RAISING REPORTS INCIDENT REPORT.

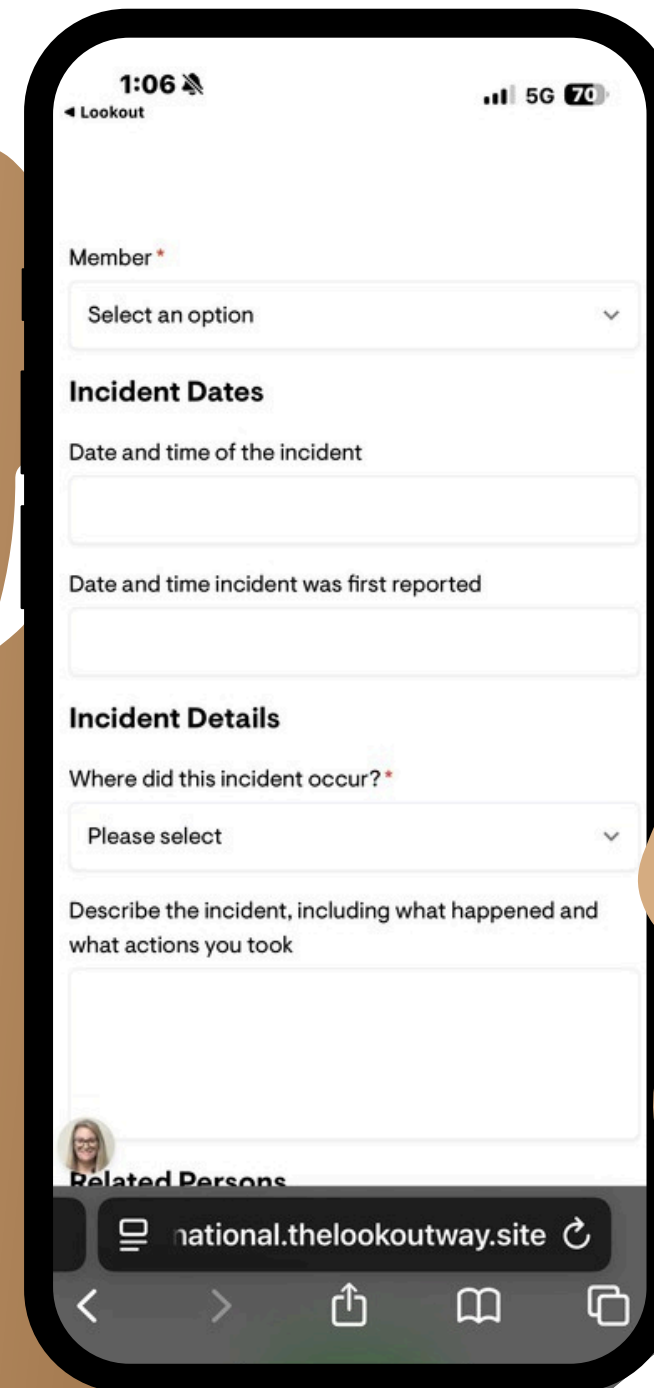
in line with National's Incident Management Policies



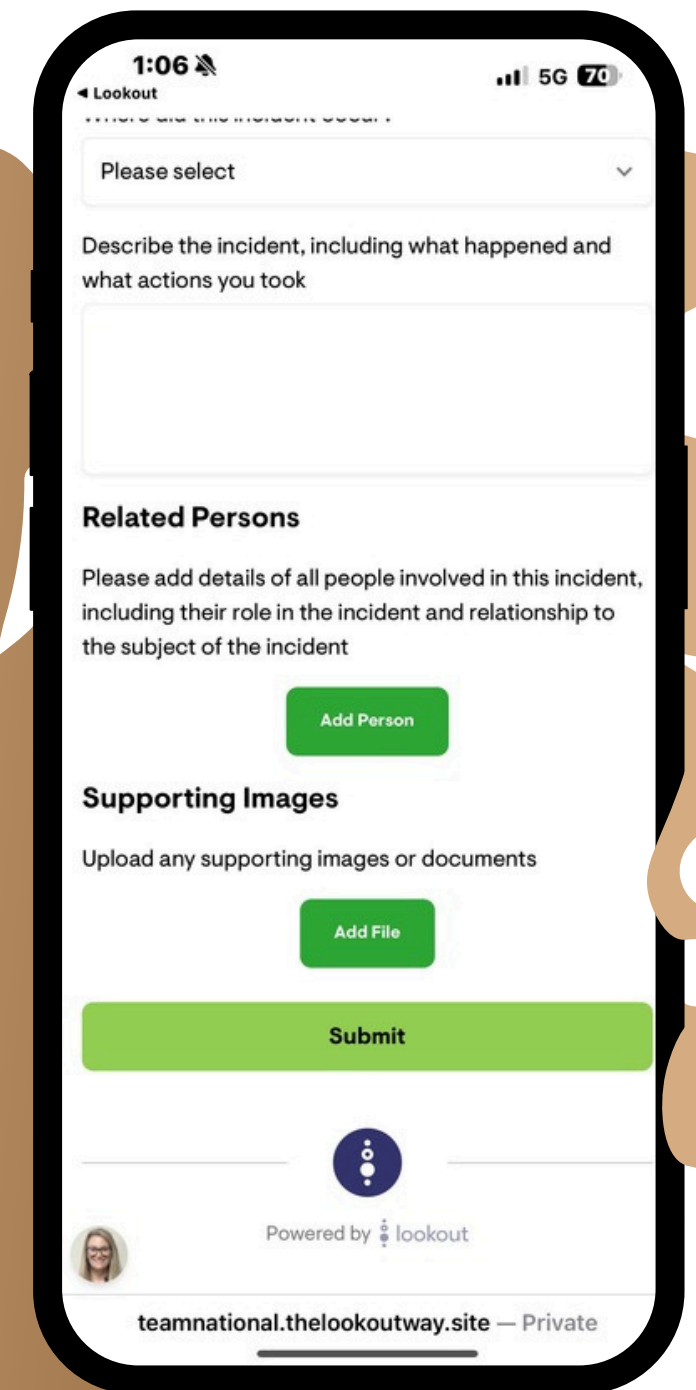
Select INCIDENT report



and relevant member report is in relation to



then follow report prompts.



ALL INCIDENTS & ACCIDENTS.



Who's responsible?

The person responsible for reporting/ finding/ witnessing or encountering the incident/ accident:

- You, the employee
- Members
- Family
- Other formal supports

What are some examples?

- Accident on shift
- Injury to you, client or other
- Unidentified/unexplained injury to client
- Complaints/Feedback
- Serious concerns/accusations
- Reports/Suspected domestic violence
- Medication error
- Pharmacy Medication error
- Missing medication
- Refusal of medication
- Medical emergency
- BGL high / low requiring action
- any event requiring first aid
- Damage to property
- Near-miss, Hap-hazard
- Client/Carer safety concern
- Poor practice by other staff
- Feedback from other staff you receive

FACILITY INCIDENTS.



If possible, minimise the risk posed to you and/ or resident.

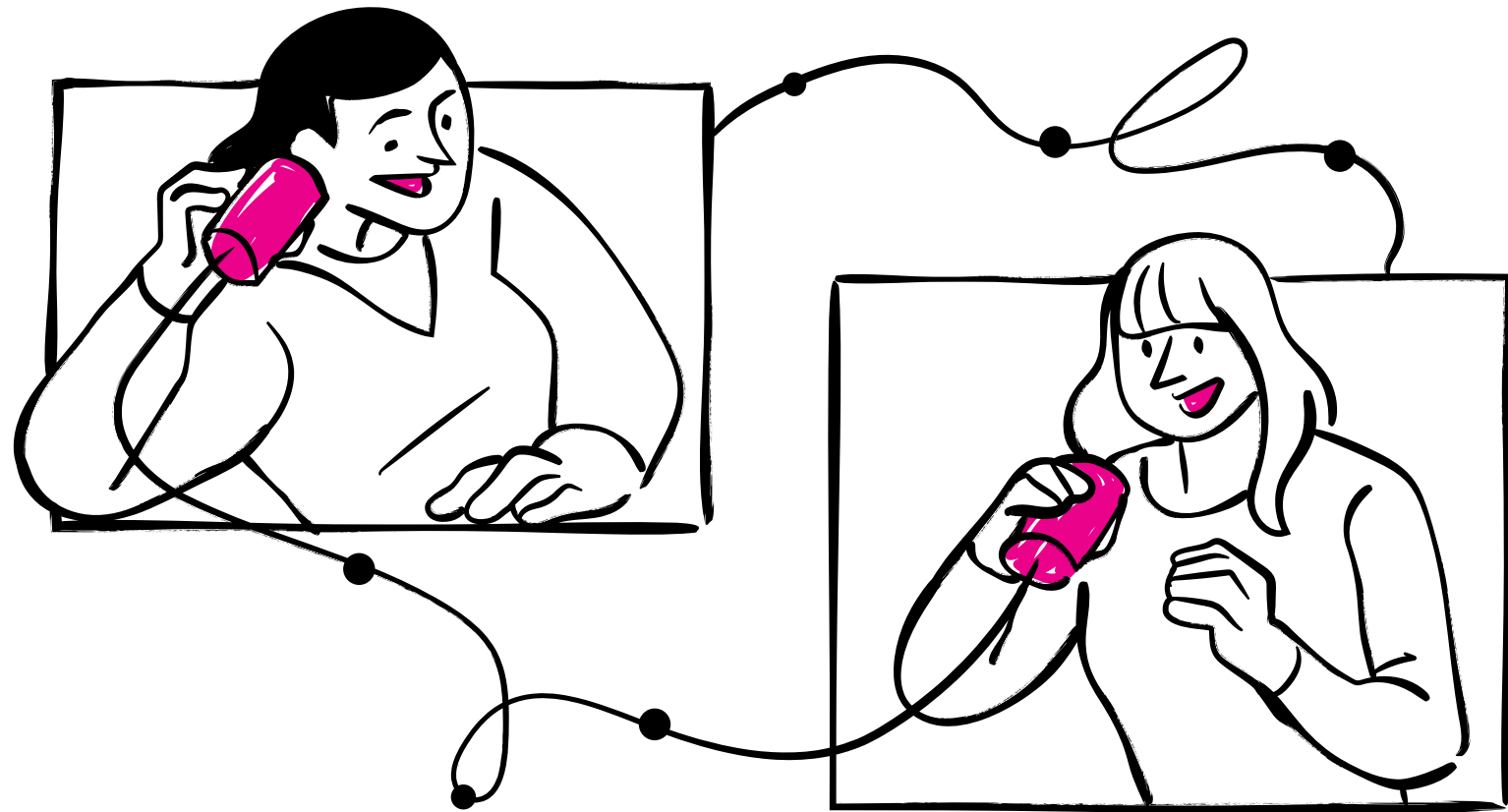
Upline to your on-shift team leader as soon as it is safe to do so.

Follow any directive given by your team lead in supporting the resident.

When safe to do so, notify NNA and complete the facilities incident management report and if possible snap a photo of it to upload into your Lookout shift notes.

In reportable incidents, you may be recalled by NNA to attend police station for statement.

COMMUNITY INCIDENTS.



In the event of an accident or incident, where it is safe to do so, employees will take appropriate **immediate action to minimise the risk of further injury or damage.**

Apply first aid, call ambulance if required.

At the time of the incident/accident Employees and Associates are required to **notify NCC via phone call as soon as safe to do so.**

Employee to **complete incident form and any other relevant documentation** as requested by RN/CC and National and/or relevant authorities listed in the Policy.



ALL INCIDENTS & ACCIDENTS.

For insurance purposes, employees are responsible in ensuring documentation is complete and **submitted within the same day.**

RN/CC are required to notify and submit papers to the **head office within 24hours** of incident.

In the event, the incident is a reportable incident, National will work with you to proceed to police and relevant authorities to ensure adequate outcomes.

This can include a police statement requirement

WHEN INCIDENTS ARE IDENTIFIED AS A MANDATORY REPORTABLE INCIDENT.



Death
Injury
Abuse
Restrictive Practices
Unexplained Absences
Reports of Self-harm
Reports of harm or threats to others
Breach of Code of Conduct

National are required to report this to the commission within 24 hours!

+ possibly the police,
and human rights commissioner

COMMENTS, COMPLAINTS AND FEEDBACK

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.

- You, the employee
- Amongst the team
- The client / family
- Allied Health
- Shared Service Providers



DOCUMENTATION FACILITY



Your shift notes **MUST** be completed in the facilities identified record management system for all supports and care you have rendered to residents of that facility.

If something requires actioning, ensure you also verbally hand it over to your shift team leader!

DOCUMENTATION EXAMPLES

Mr Smith seemed grumpy but all good. 👍
We got him in shower. 🚿
Emptied urine bag.
I think the other carer gave meds.



REMEMBER:
your shift notes are a **LEGAL** document
and are reviewed daily!

x2 person assist with mobilising to bathroom for personal care.
While Carer X supported client in bathroom I prepared breakfast.
Assisted with breakfast medications as per websterpack and signing sheet.
Nil complaints, Nil concerns.



Mr Smith awake on arrival. x2 person assisted mobilising to bathroom.
700ml urine output. Catheter night bag cleaned as per care plan. Day leg bag in place. BO - medium type 4.



CHECK OUT REQUIREMENT.



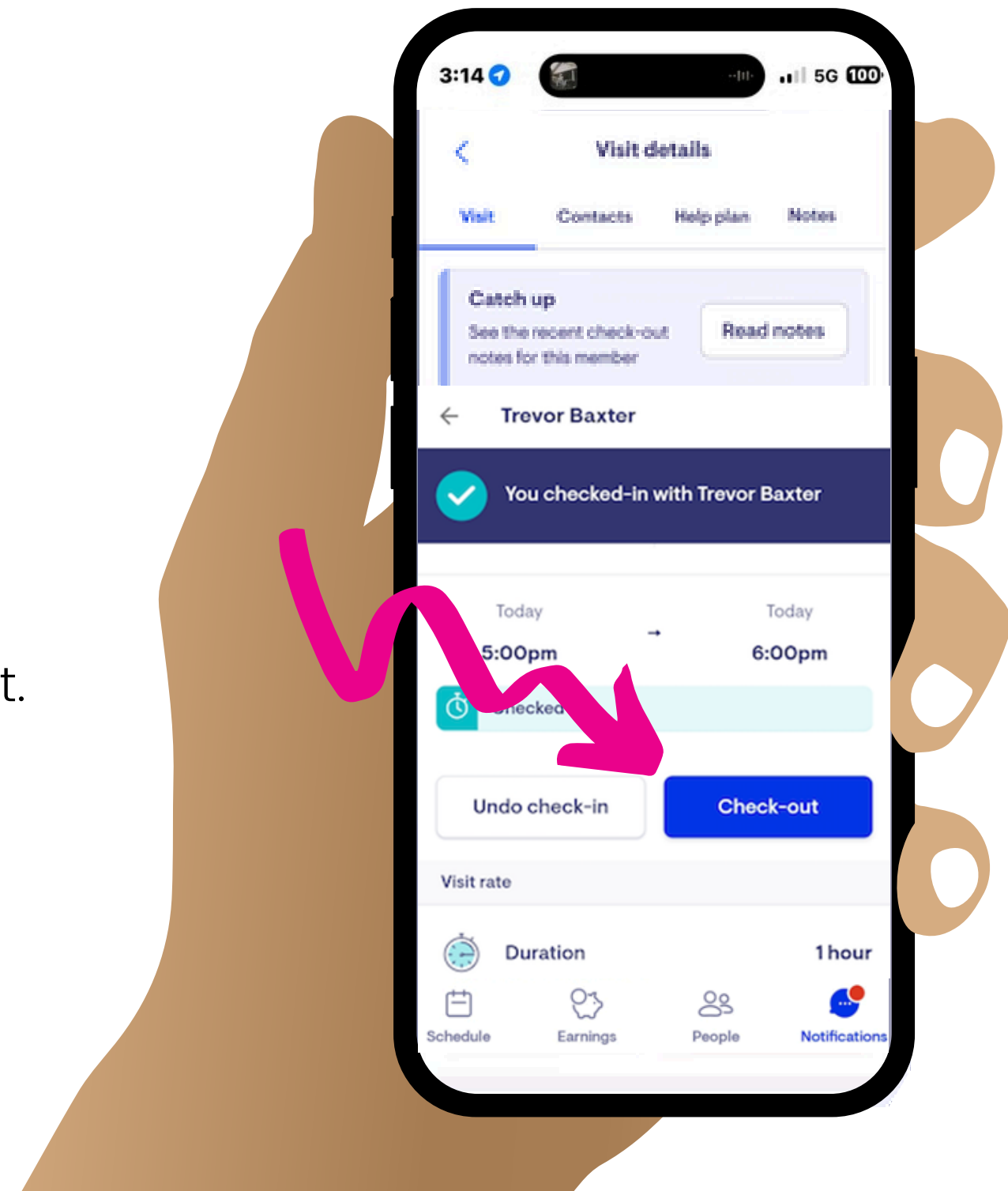
For all NNA facility visits, your shift notes MUST be completed in the facilities identified record management system for all supports and care you have rendered to residents of that facility.



During the duration of your visits, there may be time to complete community member shift notes, and/or by the completion of the visit.

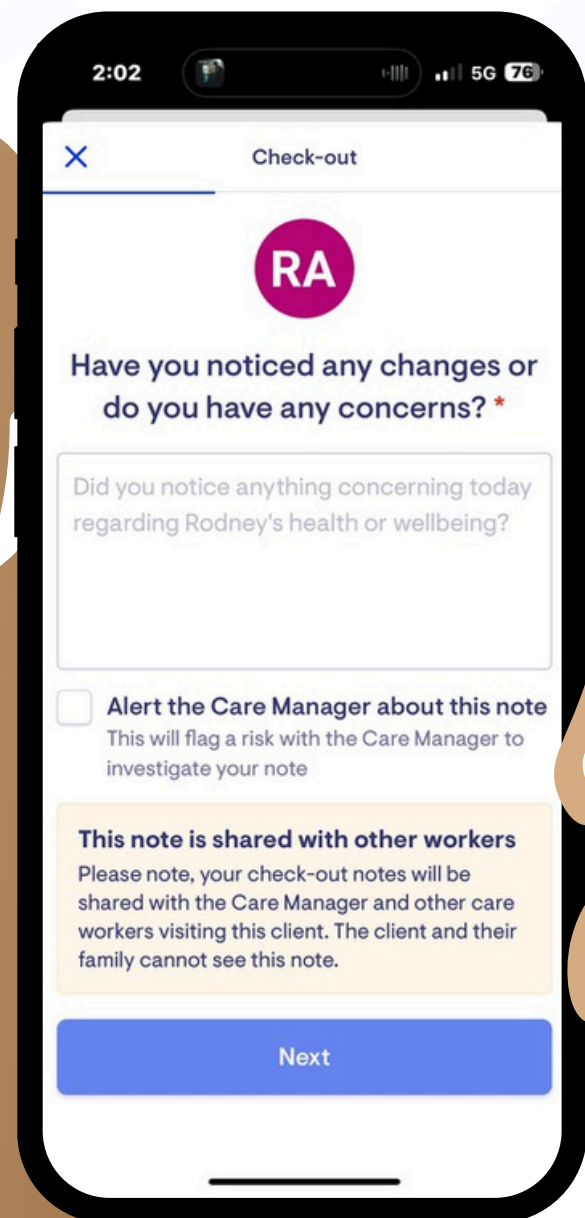


Upon checking out, the Lookout Application will prompt you with mandatory questions.



SHIFT NOTES AT CHECK OUT.

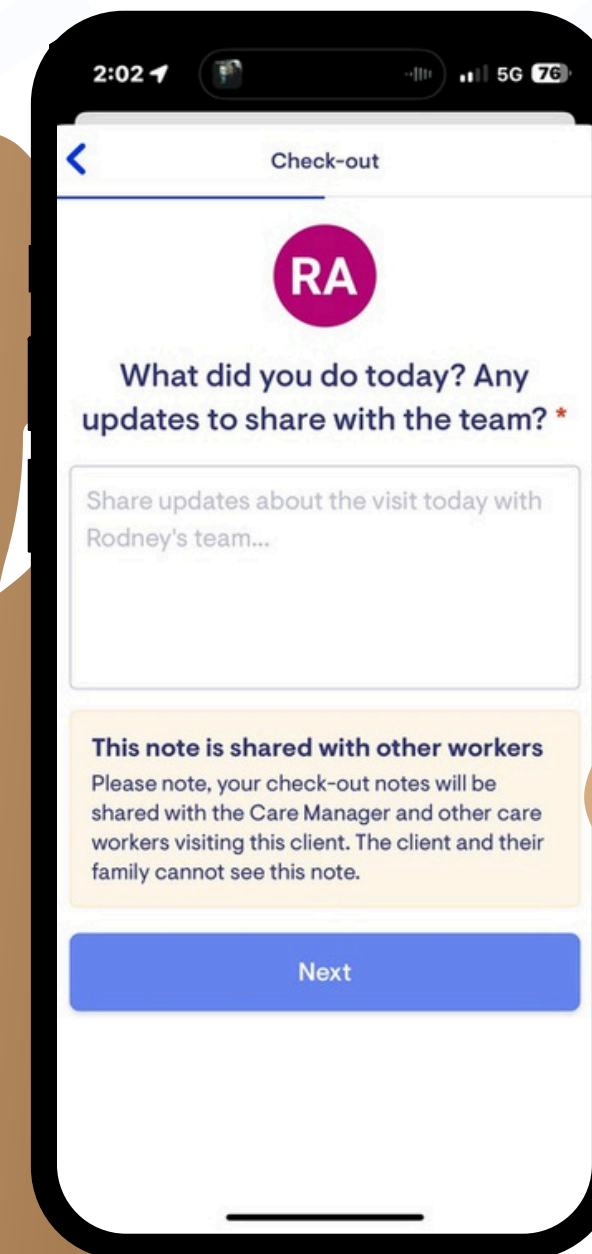
Changes or Concerns?



This text field is for raising any changes or concerns regarding the member. Should the change or concern require action / follow-up please tick the box to alert Care Manager (Daily Ops) AND follow incident management policy by calling through concerns for action.



For facilities, employees must complete the facilities record management system requirements. This text field would be for reporting any over-all changes or concerns within the facility or **N/A**



Documentation



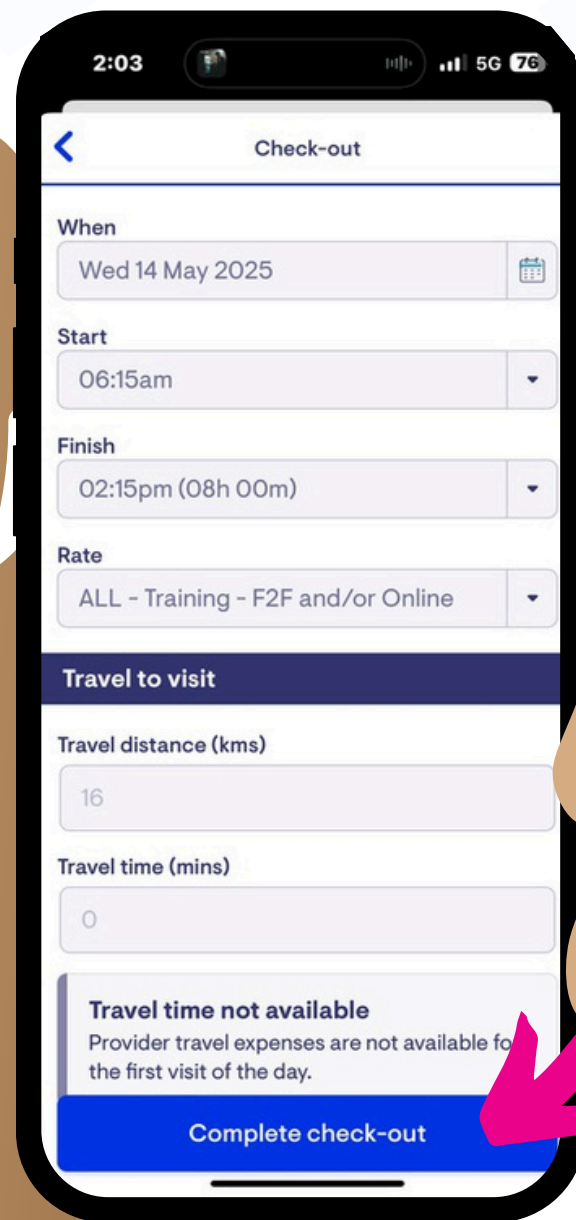
This text field is for documenting your shift notes and supports rendered.



For facilities, employees must complete the facilities record management system requirements.

Simply enter - **N/A**

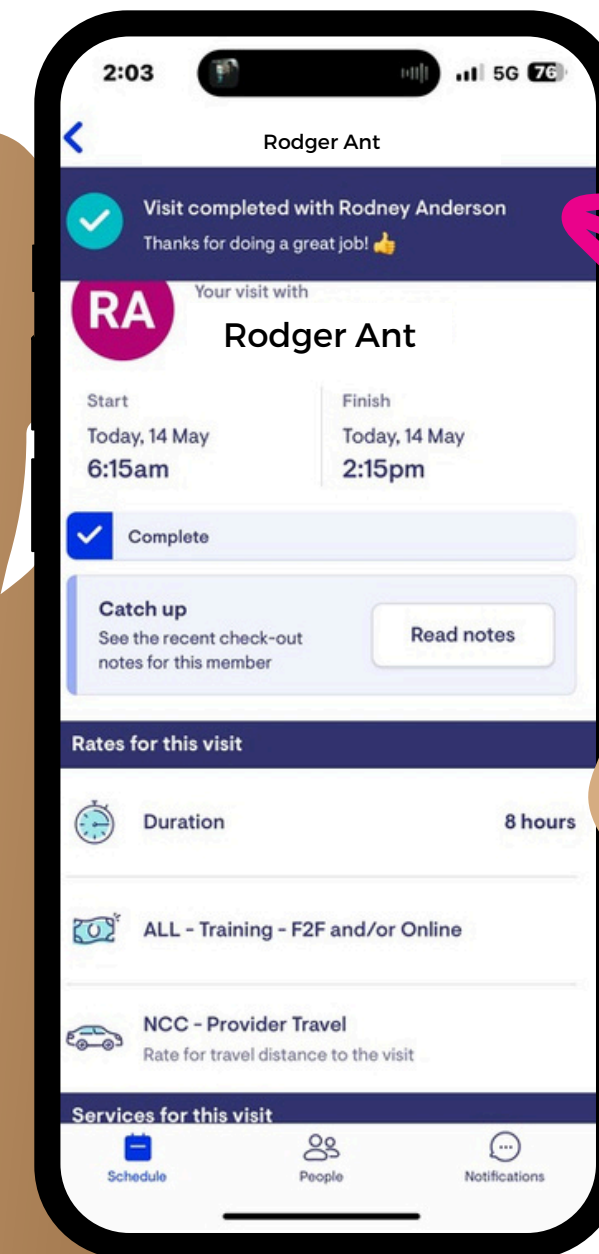
FINALISING CHECK OUT.



Checkout Overview

Proceed to
'Complete check-out'
button

IF transport was provided to the member,
see [Escort / Travel](#)



Confirmation
of shift completion

RECORDING ELIGIBLE TRAVEL.



2:03 5G 76

Check-out

When
Wed 14 May 2025

Start
06:15am

Finish
02:15pm (08h 00m)

Rate
ALL - Training - F2F and/or Online

Travel to visit

Travel distance (kms)
16

Travel time (mins)
0

Travel time not available
Provider travel expenses are not available for the first visit of the day.

Complete check-out

Authorised Escort / Travel Visits

(with member in employee vehicle)

Upon proceeding to check out, travel during visit can be completed before submission of check out.

Travel of employee between visits

Upon proceeding to check out, travel during visit can be completed before submission of check out. Between visits may be eligible for reimbursement as per the employees employed Award. The Lookout App will utilise google maps to determine and process all eligible entitlements.

GOING FOR THE HONOUR

TEAM MERCH
Setting you up with your
Employee Kit bag

CONTRACTS
The legal lingo broken down

TECH PREP
Did you do your homework?

APP-TASIC ESSENTIALS
How to navigate your tools
Scheduling Wizardry
How to maximise your opportunity



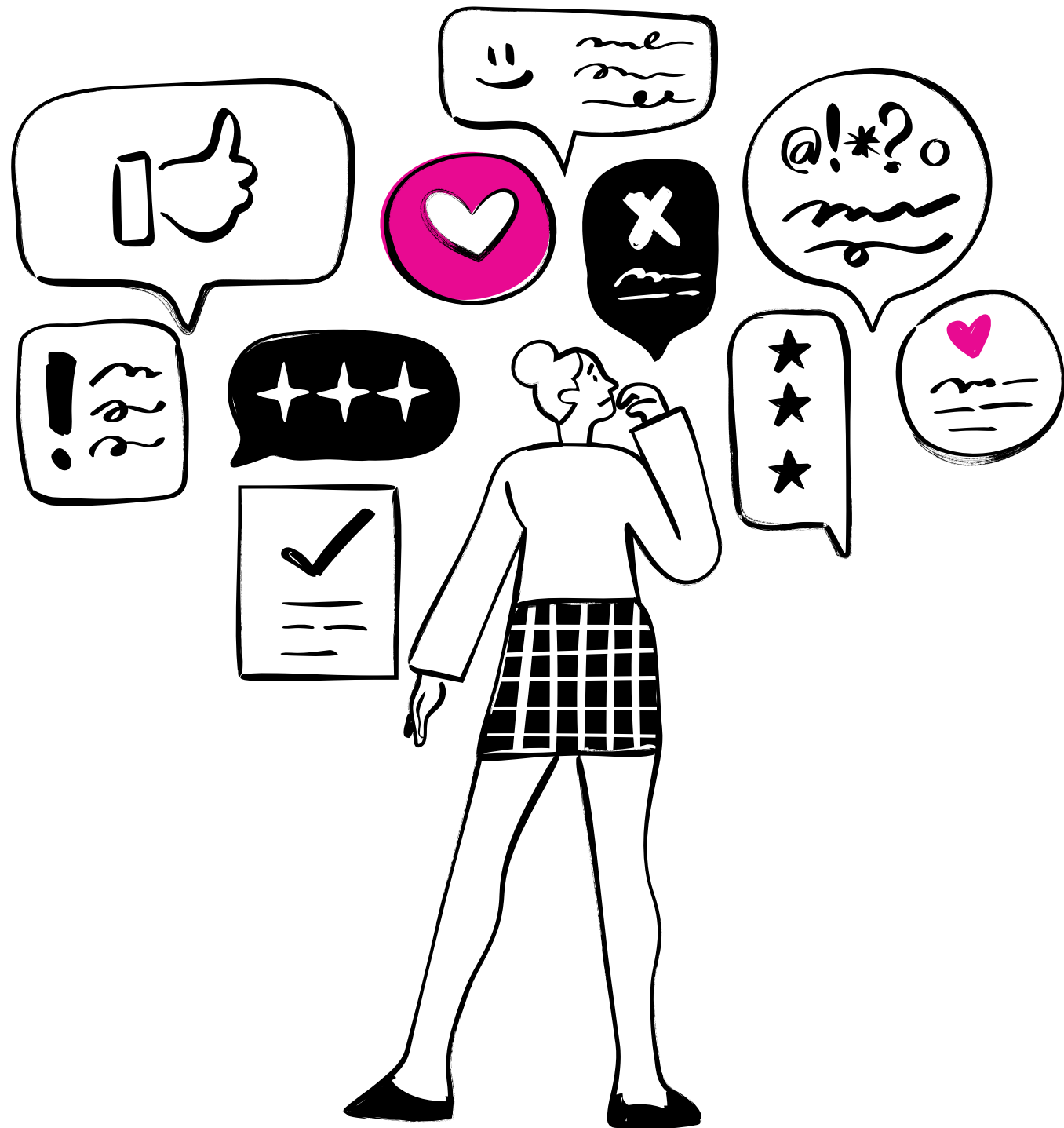
READY, SET, DEPLOY
how you get your shifts and shift info

DEPLOYMENT DAY
Everything you need to know to
survive and thrive from day one.

ADDITIONAL MATERIALS
Further information ready for you to Explore
in EH at your leisure

- HR THINGS
- CODE OF CONDUCT
- DUTY OF CARE
- POLICIES

CONTACTS



**policies online
available here**

RECRUITMENT HR

stacey@teamnational.com.au
0427 643 115

TRAINING

nat@teamnational.com.au
6242 4978 | 0401 439 798

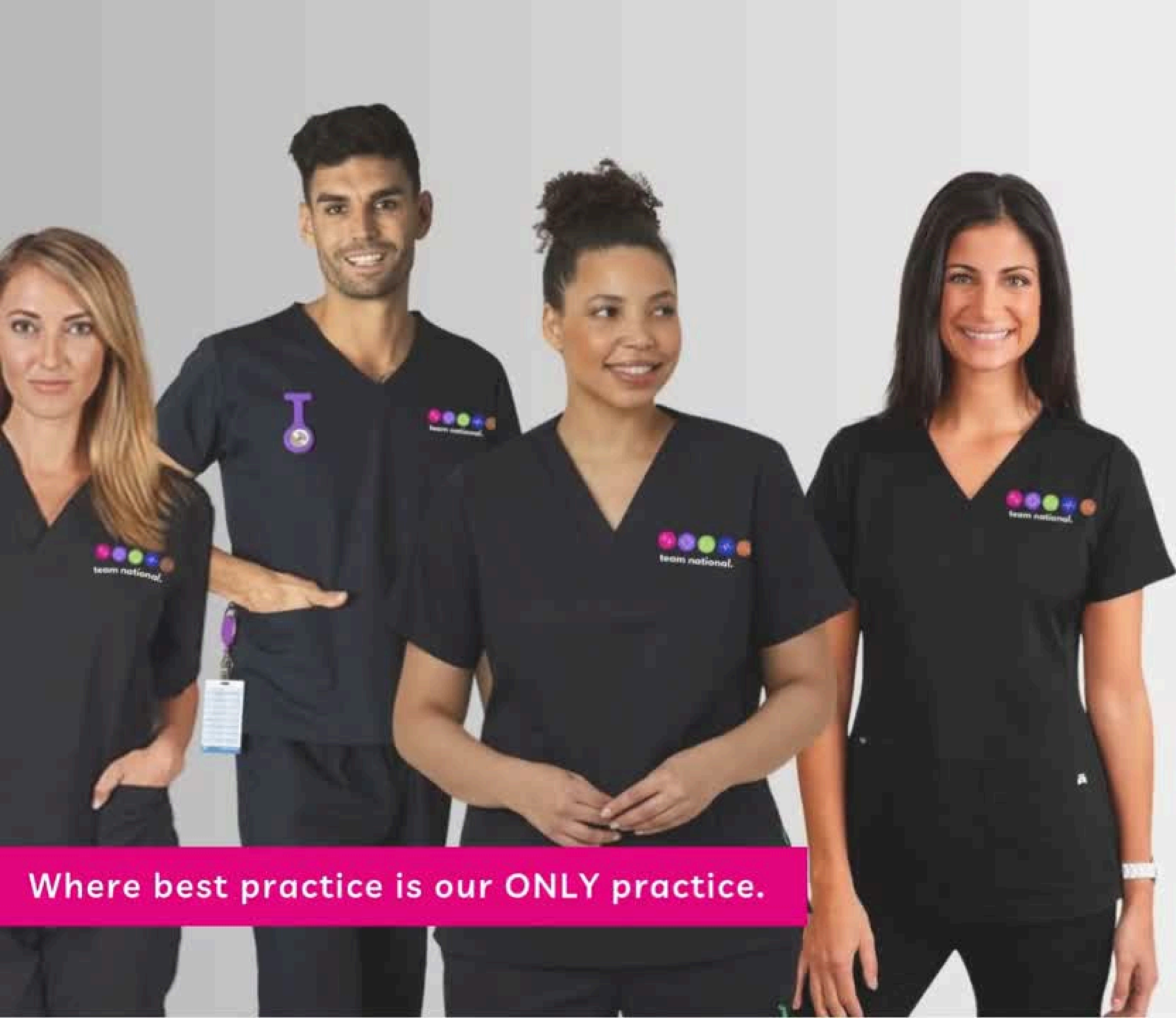


EH

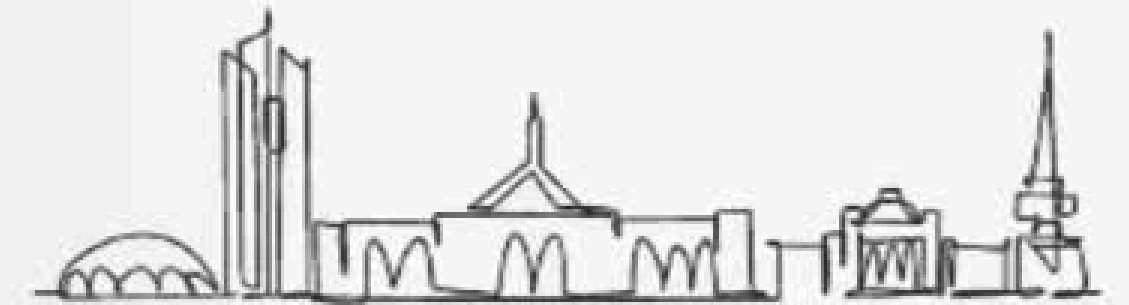
**MANDATORY
SELF PACED
ONBOARDING
PACKAGES**

TEAM NATIONAL VIDEO





TEAM NATIONAL



Where best practice is our **ONLY** practice.

EH

**MANDATORY
SELF PACED
ONBOARDING
PACKAGES**

**OUR DNA (ABOUT US)
TEAM CULTURE
EH COMPANY FEED
SOCIAL MEDIA**





about us OUR DNA.





**TODAY,
WE STAND
172 STRONG**

+ YOU!

OUR **BACK** STORY

Tarsh



Lisa



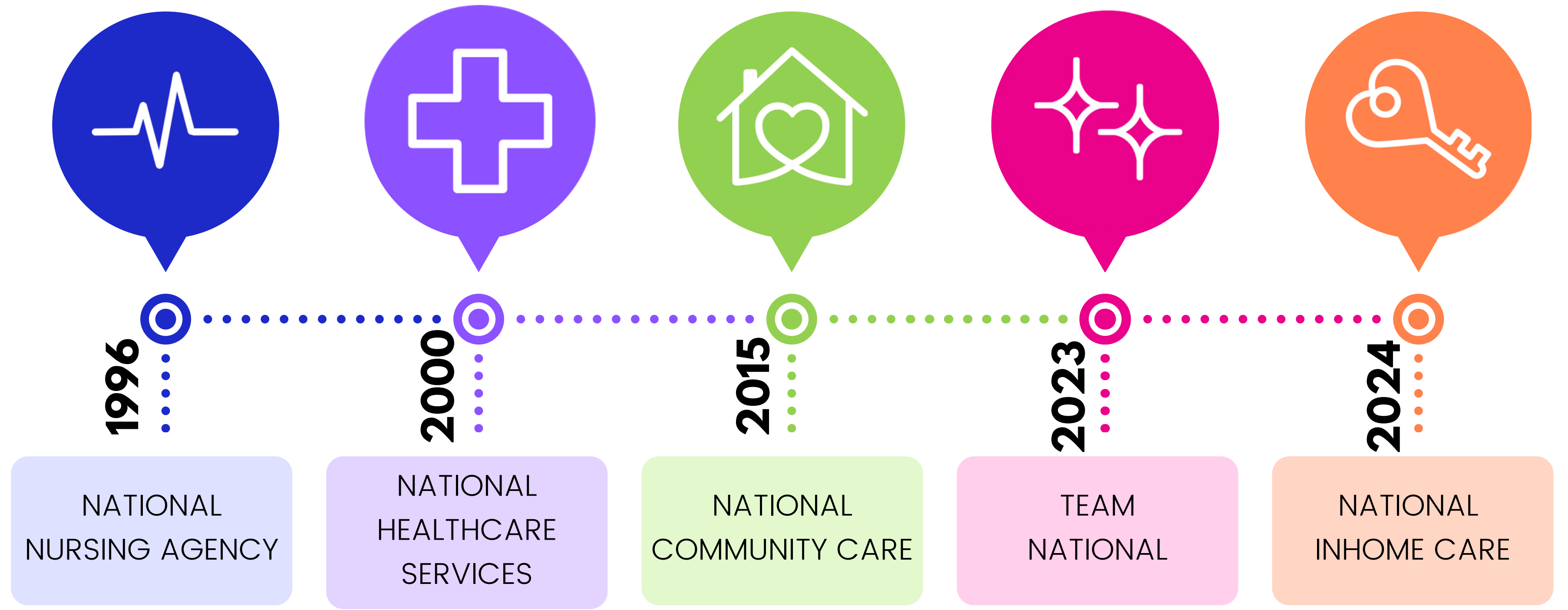
**Established in 1997 by Lisa's parents, with expansion in 2000.
2013 Tarsh joined the Agency and in 2015 together, Lisa and Tarsh took over.
Since then, expansion has continued throughout 2015 + 2023 + 2024
with the sole purpose to improve the standard of care within the sector.**

today, we do this exceptionally well.



team national.

specialising entities, supported by one team.



OUR **CORE** VALUES.



PURPOSE
start and end with our why



FUN
choose to celebrate the good



COMMUNITY
for the people. for our Community



COLLABORATION
together, with heart



DIVERSITY
Because care is care



COURAGE
to be the change the sector needs



PREMIUM AGENCY

Facilities + Major Hospitals

National is the premium Agency of choice when it comes to Canberra Aged Care Homes and Hospital settings.

We hold contracts with all major organisations in the Canberra market and have been historically instrumental in the setup of new facilities, assisting in Aged Care audit, and assisting with the continuity of care for all patients / residents every day including during state declared emergencies from Fires, Floods and COVID.



ALEX'S HOUSE

Who we are and what we do

This was a 7 year long project. Collectively with ADACAS, ACT Health, Disability Housing Solutions and NCC, we fought for the rights of 4 participants who had resided within Hospital collectively for 18 years simply because there was no suitable accommodation or service provider to provide these deserving souls with the basic human rights of care.

In 2020, the height of COVID hitting ACT borders, this meant the participants were no longer safe to remain in hospital. With no approved funding, NCC took on all care responsibilities for these participants to have a chance at having a normal life. Unfortunately, before this could happen Alex became unwell and passed away. In Alex's honour, we named the property 'Alex's House'.

MARCH 14 2020 - 4:30AM

'It's bittersweet': housing project a lifeline for people with disabilities

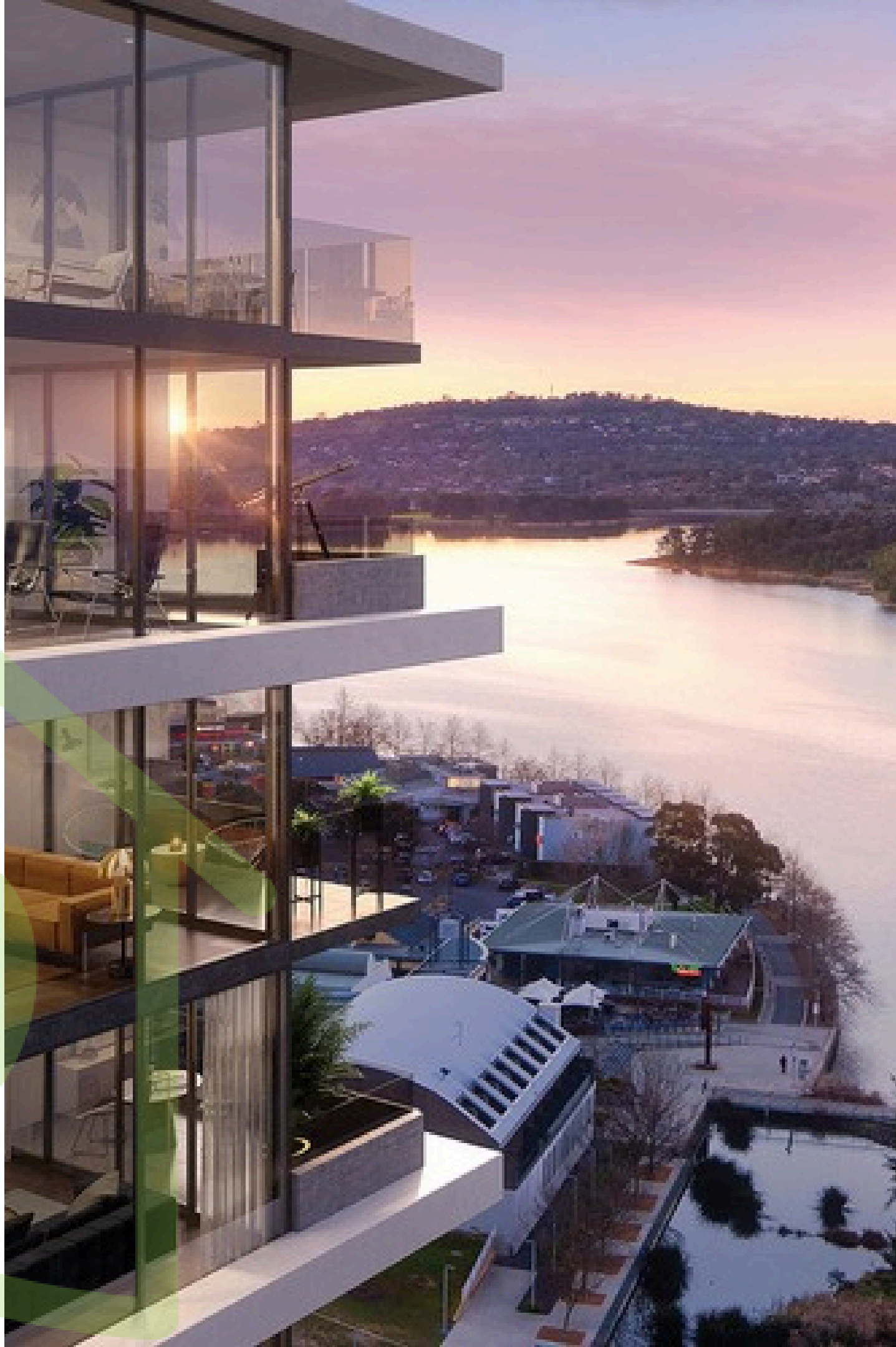


Sally Whyte

Latest News



Canberra Hospital social worker Susie Hines, ADACAS disability advocate Grieg Chapman, Disability Housing director Greg Dalla and National Community Care director Natasha Telfer in Alex's House. Picture: Elesa Kurtz



DUSK

on-site supports

10 SDA Apartments providing 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.

**MORE ON-SITE LOCATIONS
COMING TO GUNGAHLIN SOON!**

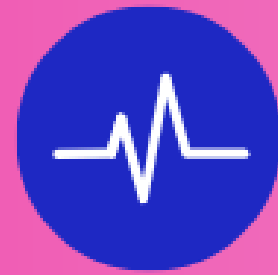
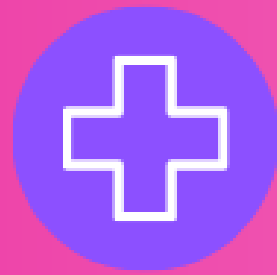
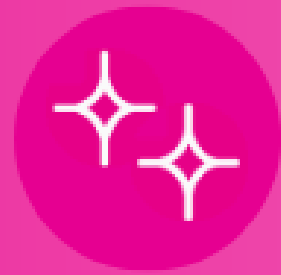
SENSE RETIREMENT

on-site supports



from 2026-2029 Sense of Yowani is being built with 500 retirement apartments across the precinct. National are the chosen care provider to deliver 24/7 on-site support to the residents of this Aging in Place model of care

OUR TEAM CULTURE



HEALTHIER WORKPLACE CHAMPIONS



INTERNATIONAL NURSES DAY



ANNUAL M W + J DEMENTIA AUSTRALIA



HULA HOOP FUN

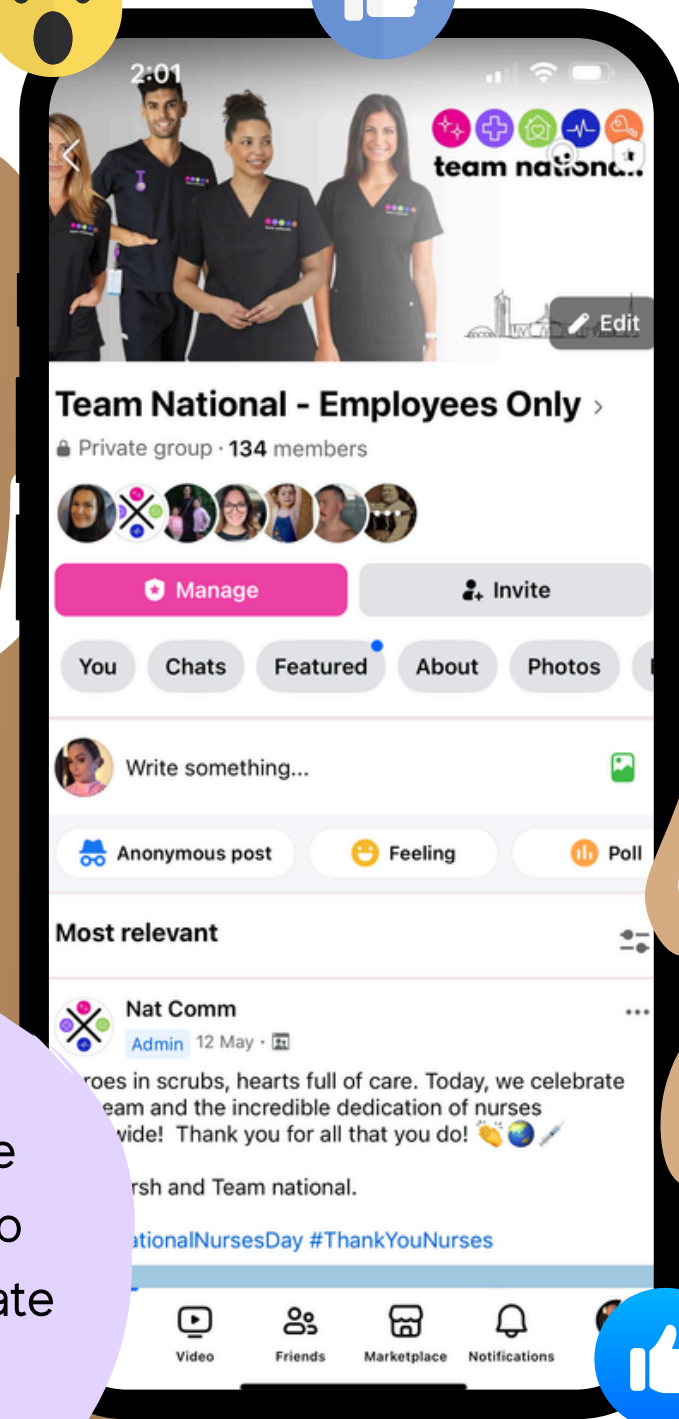
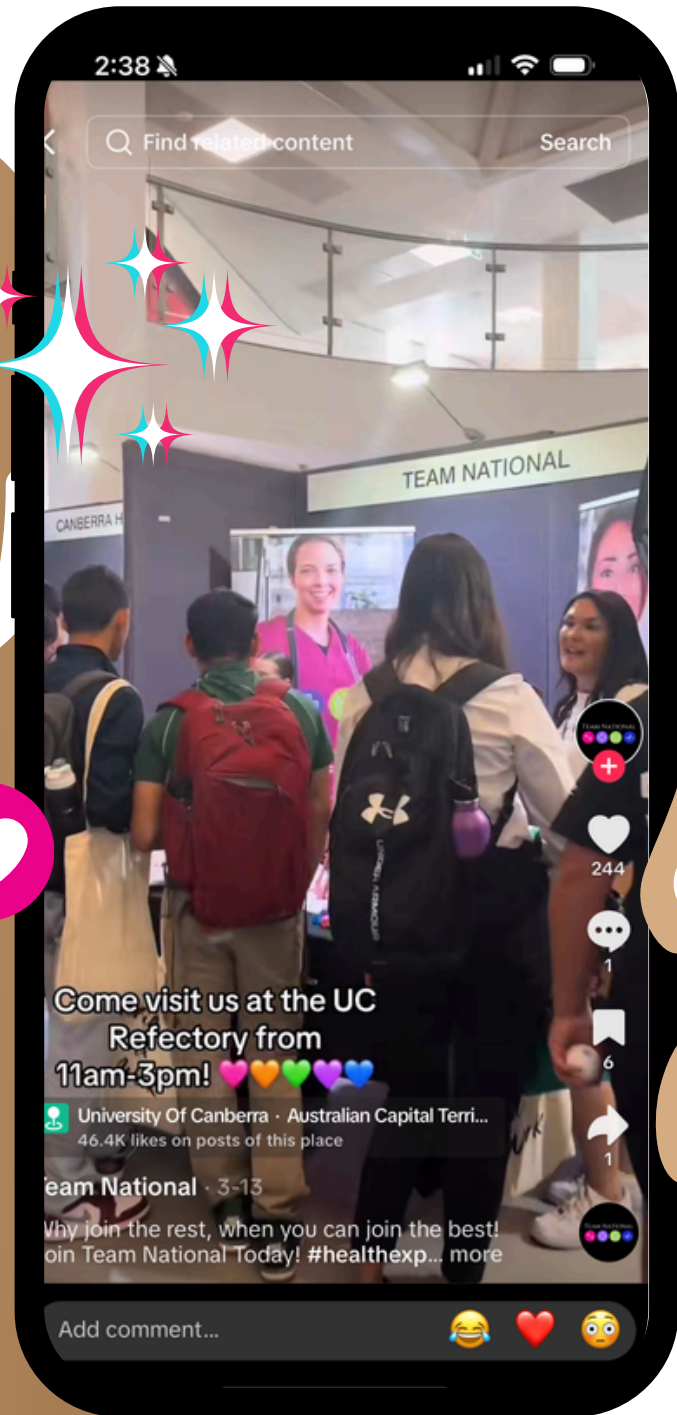


YOGA SESSION

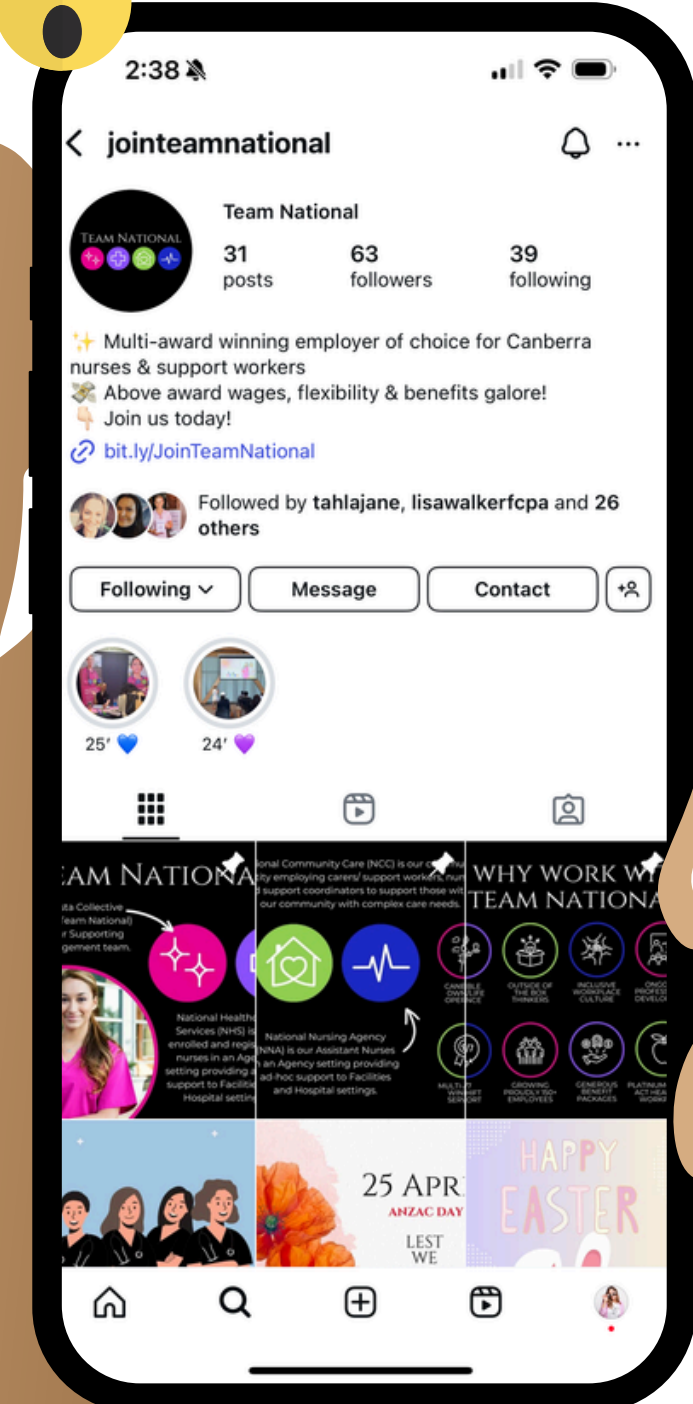


YOGURT FOR EVERYONE

@jointeamnational

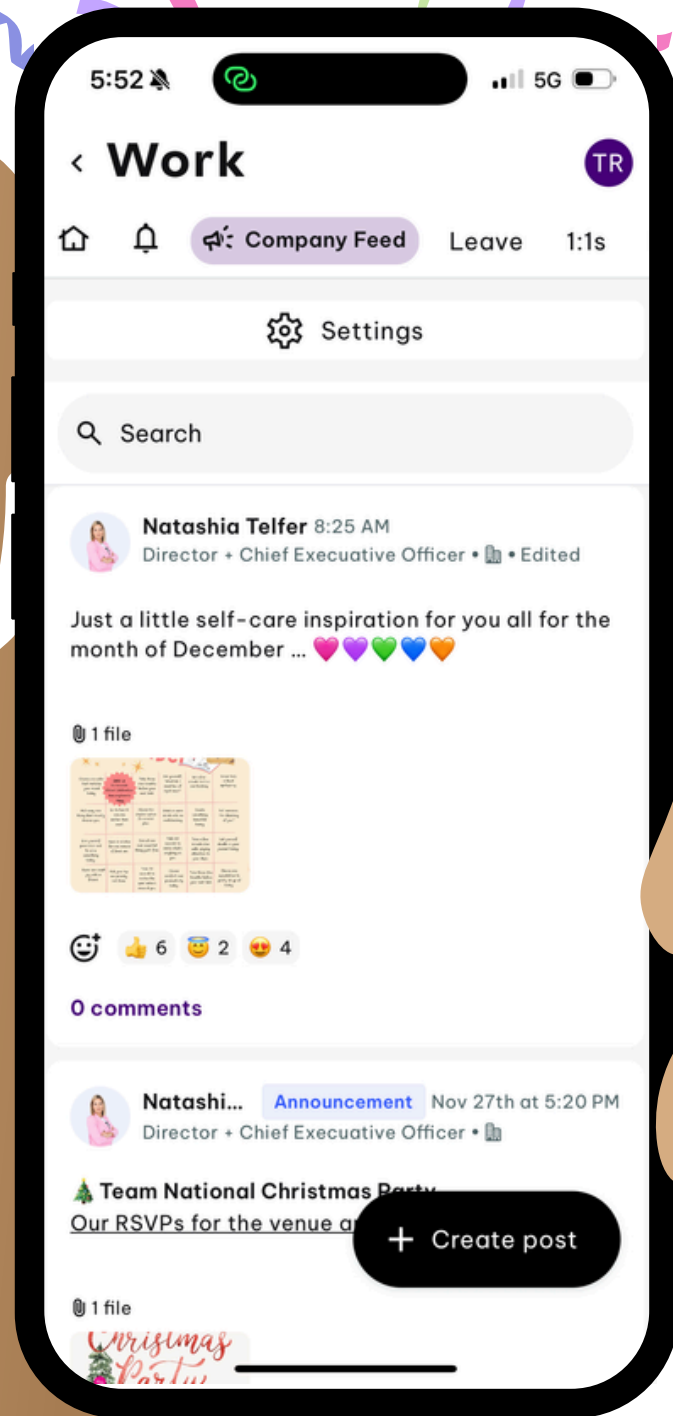


Join our private facebook group to keep up to date with events



COMPANY

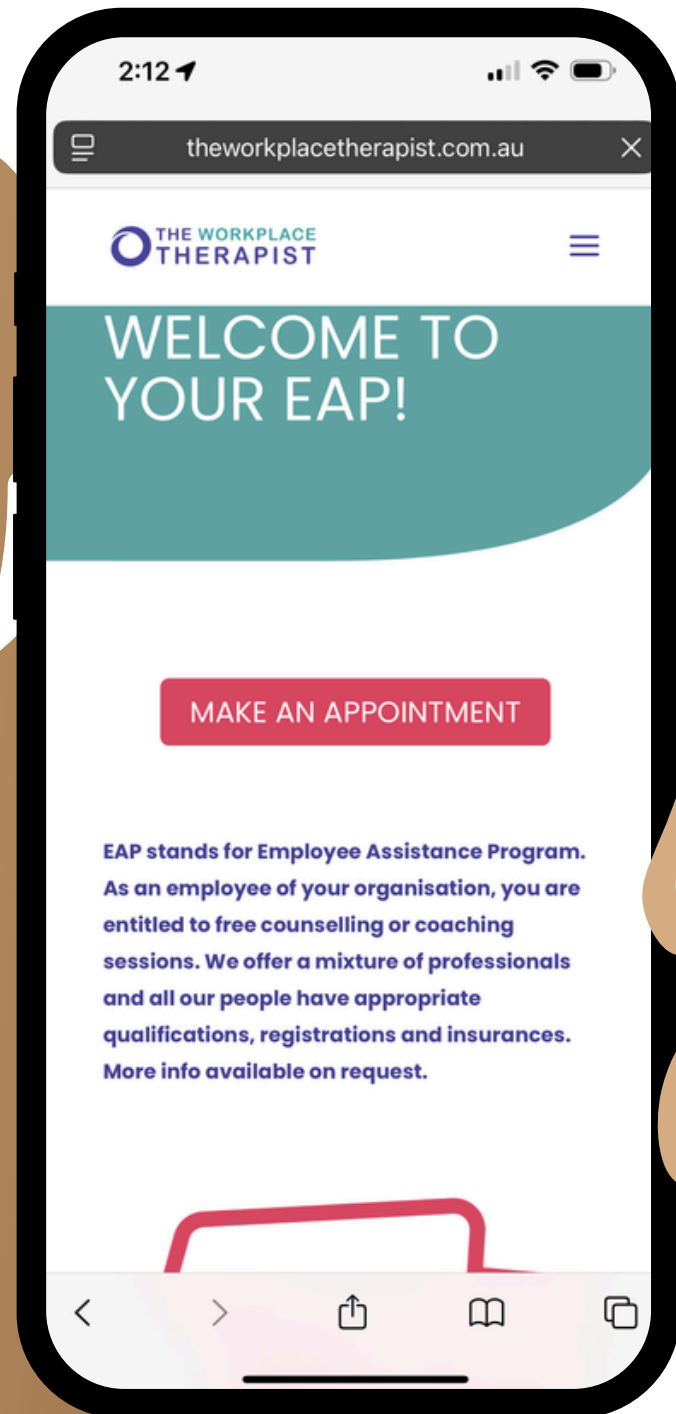
FEED



*something going on in the workplace you need to know about...
it's bound to be in your Employment Hero App - Company Feed.*



EMPLOYEE ASSISTANCE PROGRAM



THE WORKPLACE THERAPIST

theworkplacetherapist.com.au/eap/

CONFIDENTIAL



TEAM NATIONAL MEETINGS

Held quarterly. Attendance is mandatory.



BONUS PERKS

training, loyalty and referral bonuses & birthday love if you work on your special day.

SOCIAL EVENTS

community events, xmas in July, family orientated xmas party



HEALTHIER WORK

we are 'Platinum+' status in our commitment to maintaining a healthy workplace culture with a holistic approach





COMMUNITY
GIVE BACK



Rotary
Club of Canberra

EH MANDATORY SELF PACED ONBOARDING PACKAGES

HR THINGS



team national.
HR THINGS



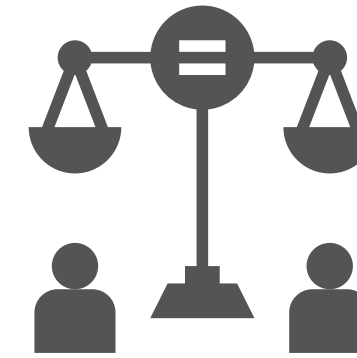
EQUAL OPPORTUNITIES

TEAM National is all about inclusivity. We provide care for a wide range of clients because we believe care is care.

So naturally when it comes to our team, we look for 3 main factors:

qualifications + experience + attitude!

We want like minded caring people to be apart of our team culture.



VISA REQUIREMENTS

it is the sole responsibility of the employee to maintain VISA status records with NCC.

It is the responsibility of the employee to update NCC of any conditional requirements inline with your VISA classification.

For example: working hour limits and or working hour requirements



PROFESSIONAL REFERENCES, BANK, REAL ESTATE REFERENCES



National will always support those employees that support National. National regard your personal information with the highest of integrity and confidentiality. As such, we will not provide any form of reference without your expressed consent prior to receiving the application and that consent is only valid for one application.

Employees are to put in a written request within business hours. If request is accepted, allow 7-days for completion.



GOVERNMENT LETTERS, LETTER OF SERVICE, STATUTORY DECLARATIONS

As an employer, our only legal requirement is to provide employees with a letter of service outlining position and start date. In the event you require any further information employee

Employees are to put in a written request within business hours. and allow 7-days for completion.

Employee to provide the pre-filled statutory declaration and/or Letter of Support to National with all appropriate information for verification, approval and signing.





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



MEDIA

SOCIAL, FORMAL & ACCESS

In line with employment contracts and Member Service Agreements, all employees and members 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

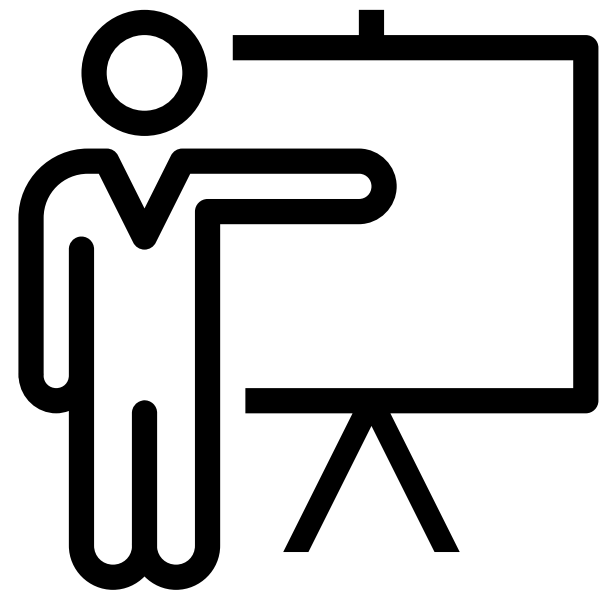
Any person proven to have made defamatory statements across any public forum may be reported to the authorities, and be held legally accountable.

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.

MANDATORY TRAINING:

UPON EMPLOYMENT

NDIS WORKER ORIENTATION
HLTAID003 PROVIDE FIRST AID
HLTAID001 CPR
COVID-19 VACCINE
NCC INDUCTION
FLU VAX (NNA)



ANNUAL UPDATES

PROVIDE FIRST AID (3YRLY)
HLTAID001 CPR
FLUVACCINE
MANUAL HANDLING
MANDATORY REPORTING / SIRS
FIRE SAFETY
INFECTION CONTROL
BULLYING & HARASSMENT

NO training = NO roster

PERSONAL LEAVE

EVIDENCE

A medical certificate from a registered health practitioner is required from the employee setting out the reasons for the absence in circumstances where the personal leave is:

- On TWO or more consecutive days
- On a single day prior to, or day after a public holiday, weekend or non-working day
- After any day taken that was a requested leave date approved or rejected
- On-shift claim of injury OR serious injury we are notified of.



EMPLOYEE ENGAGEMENT

= **MERIT BASED PRIORITY**

factors that National take in to
consideration when deploying staff



responsive



attitude



performance



reliability



EMPLOYEE ENGAGEMENT

= **DISCIPLINARY ACTION**

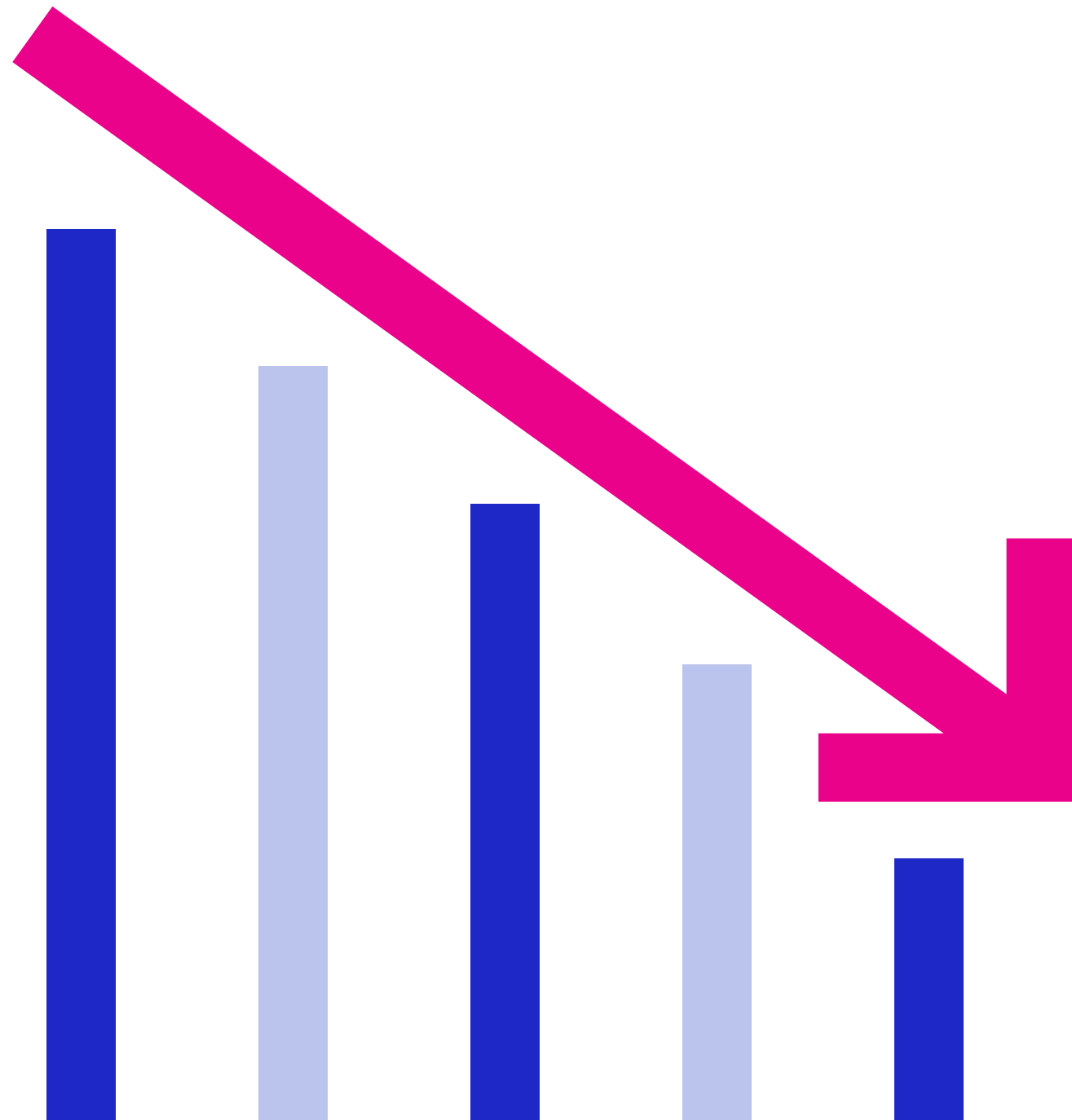
availability not up to date

rejecting shifts

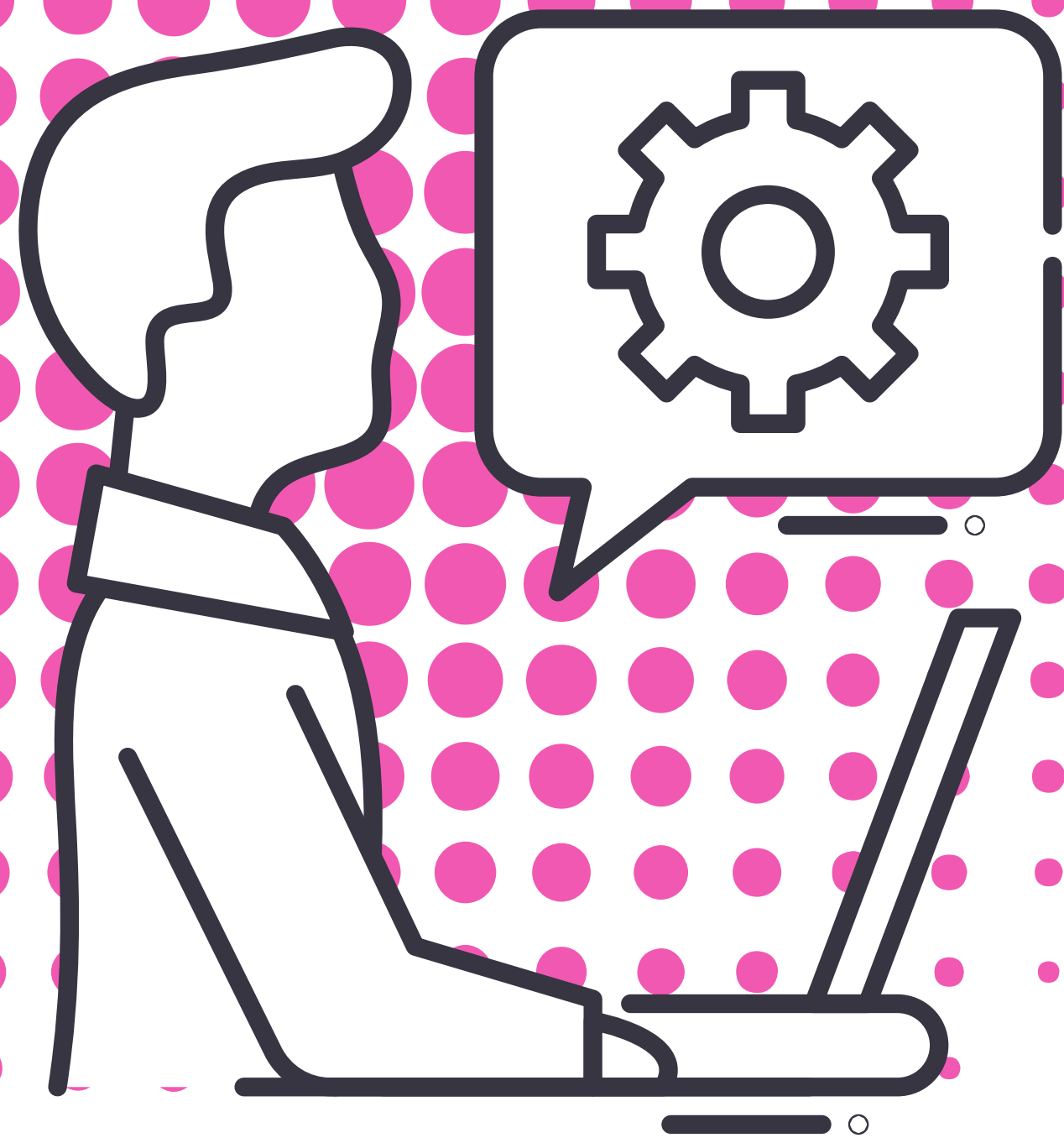
not confirming shifts

late to shifts

member concerns raised



Our team work very hard to maintain their reliable reputation. This takes a team to maintain and just one to ruin. Please ensure you look after one another.



EMPLOYMENT ADVISORY

PENINSULA ADVICE

- National liaison with an external Employment Advisor on all disciplinary matters.
- In doing this, we can ensure a **non-bias approach** and outcome in the proceedings.
- Peninsula specialise in the most up to date legal rights for employees and employers and also assist us in contractual matters, fair work and all requirements in line with our operating Awards

TERMINATION PERIOD

To ensure we can respect the needs of the clients, we do ask for a courtesy 2 weeks notification of your intent to terminate your employment with National.

This time frame allows us to ensure adequate coverage to your current member load.

RESIGNATION



EH MANDATORY SELF PACED ONBOARDING PACKAGES

**DUTY OF CARE +
MANDATORY REPORTING +
RESTRICTIVE PRACTICE.**




team national.

DUTY OF CARE.



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 NCC and this may include providing a formal statement to police and in court. Failure to do so can lead to legal action against yourself.

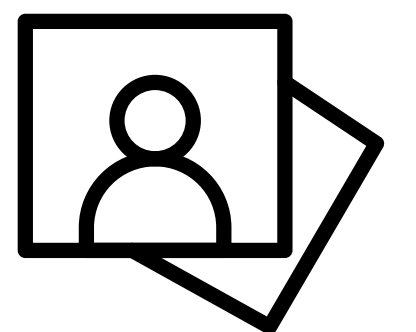
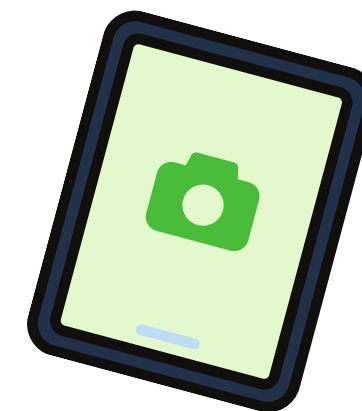
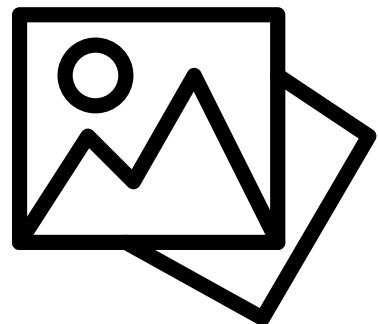
COMMUNITY PHOTOS WITH CONSENT

In the event a photo is required of the client to make a nursing judgement to allow for appropriate plan of action, the carer must notify the client of the situation and allow the client to make an informed decision in providing or declining consent.

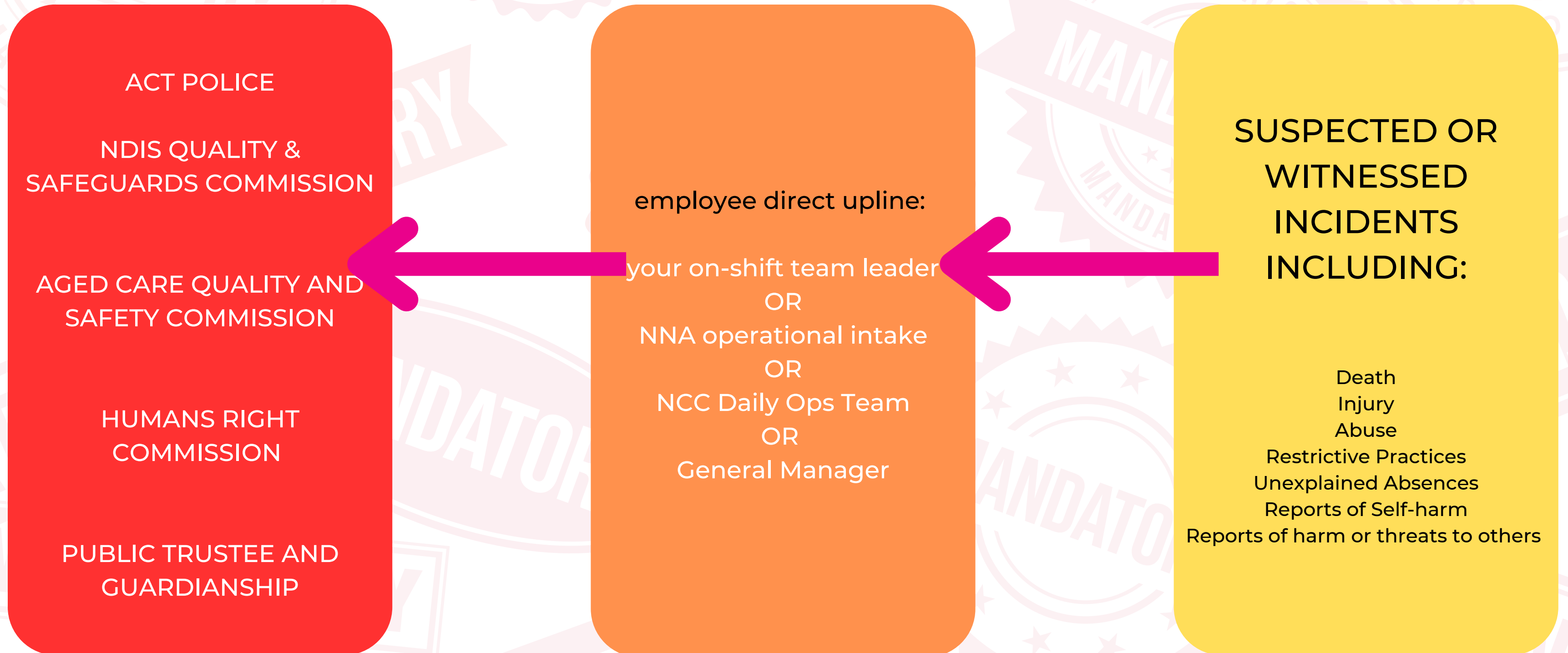
Declined consent - employee must not engage with photo and call NCC intake for direction. *A breach of this is a serious breach of human rights*

Expressed consent - photo may be taken, it must not identify the client and must only be sent via email to the NCC enquiries inbox. This inbox is only manned by management level employees.

Upon submission, photo must be deleted from original device and incident report completed outlining photo taken and consent received.



Mandatory reporting



RESTRICTIVE PRACTICE



The National Disability Insurance Scheme Act 2013 defines a restrictive practice as any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. Certain types of restrictive practices are defined as regulated restrictive practices by the NDIS (Restrictive Practices and Behaviour Support) Rules 2018.

The use of regulated restrictive practices are subject to a number of conditions and reporting requirements.

There are five practices:

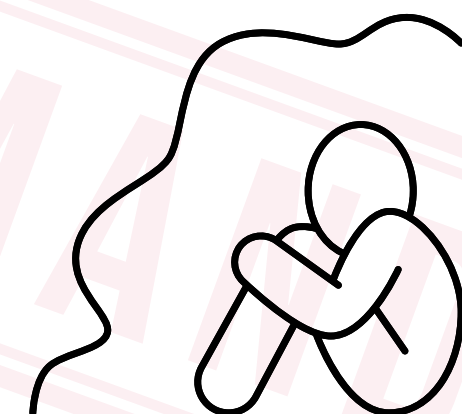
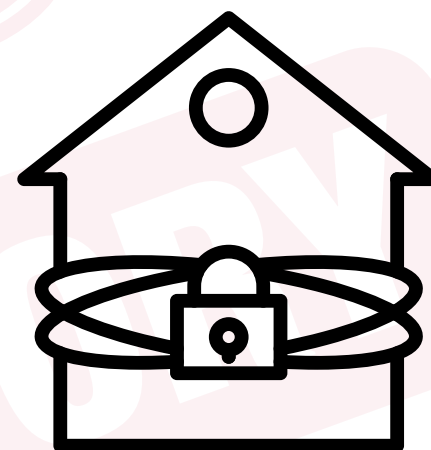
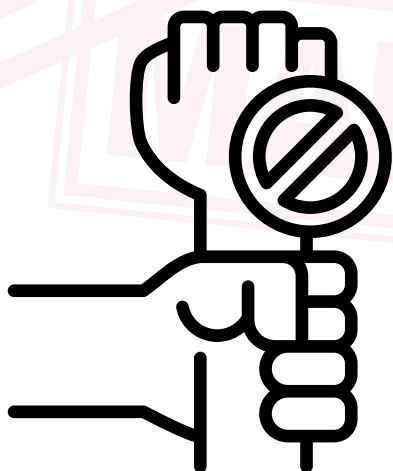
Physical

Chemical

Environmental

Mechanical

Seclusion



PRIVACY & CONFIDENTIALITY

*Treat others the way
you wish to be treated*



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.

BREACH OF CONFIDENTIALITY

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



SMOKING, GAMBLING, DRUGS & ALCOHOL

EH

**GO-DAY
CONTENT
ACCESSIBLE TO
REVIEW AGAIN**

non-mandatory

- **TECH PREP**
- **APP-TASTIC ESSENTIALS**
- **GO-DAY INDUCTION SLIDE DECK**



app-tastic ESSENTIALS

*the 101 of navigating your work apps
to maximise your success!*





For all your employment and HR related needs.

employment hero | **work**

For all employment related matters and management



- **Manage** your employment profile.
- **Leave Applications:**
Permanent staff apply for leave through this EH App.
- **Access** employment related documents
- **Payslips** available here.

PAYDAY THURSDAY

- **Pay Slips:**

Pay cycle is Monday through two weeks to Sunday.

Pay week: by Tuesday, all employees will receive a brief memo via PayCat and prompted to review their payslips prior to payroll being finalised for payment release on Wednesday and to you by Thursday!

Payroll is closed by COB Tuesday. Any changes after this will fall into the next pay period.



NAVIGATING

EH employment hero

MONEY
bonus optional feature

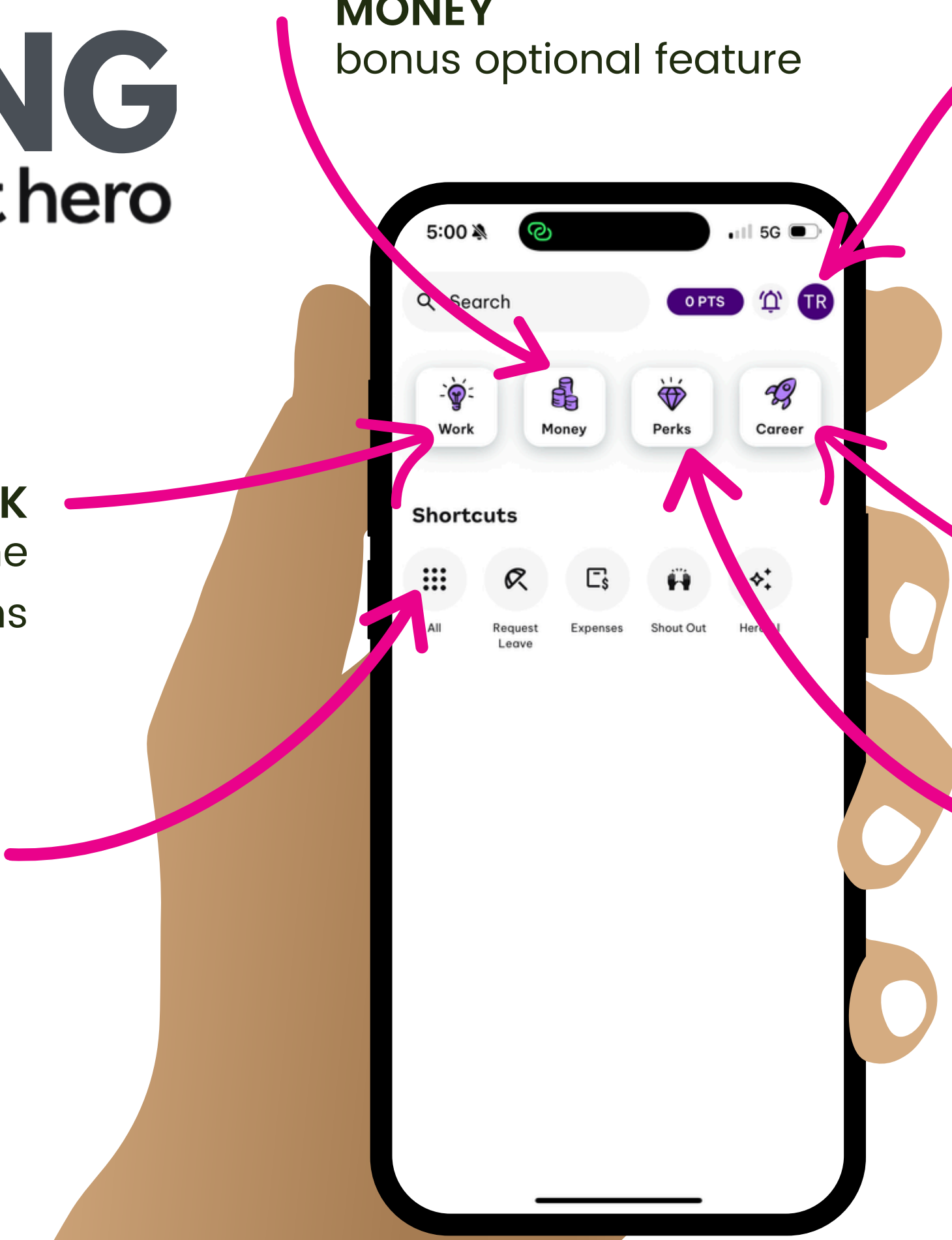
MY PROFILE
Access and manage
all your employment
record details +
Set your preferred
settings for your app.

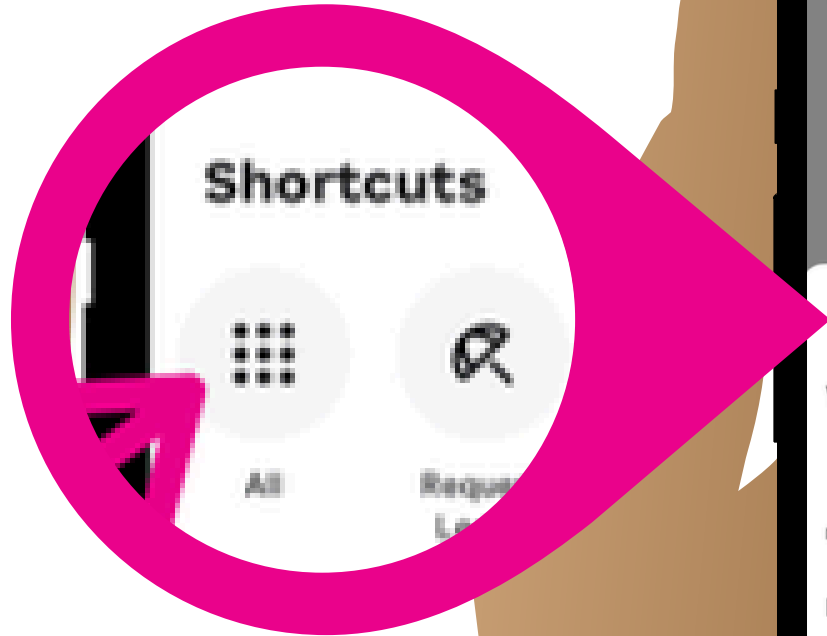
WORK
where all the
magic happens

CAREER
available internal
positions

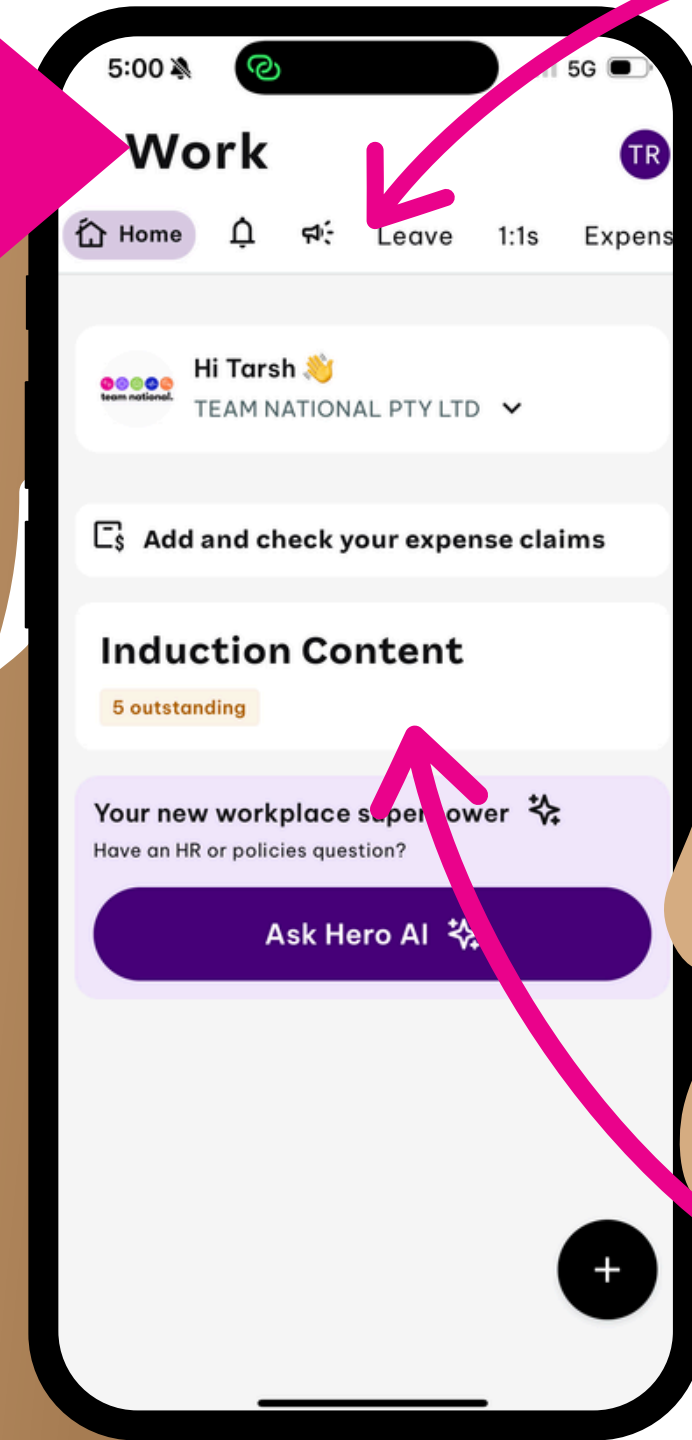
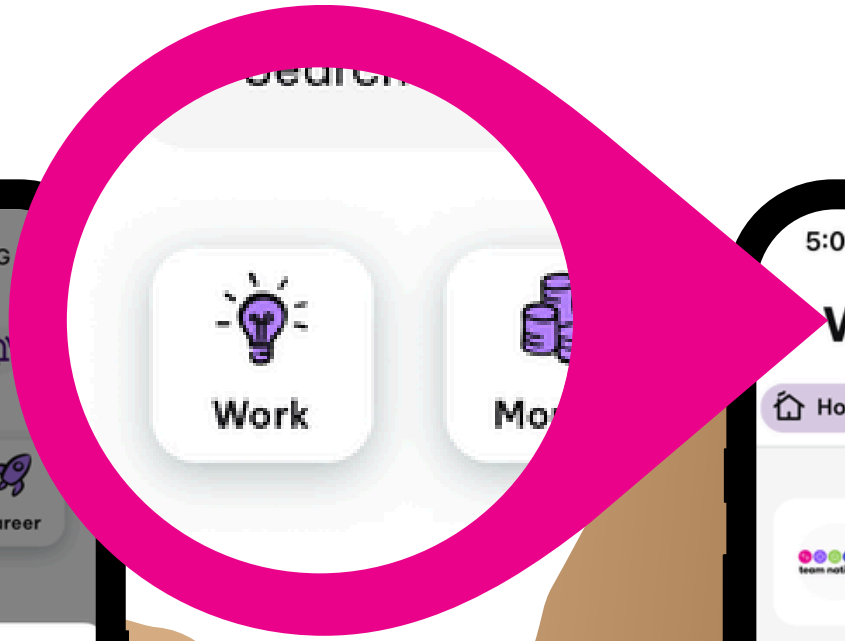
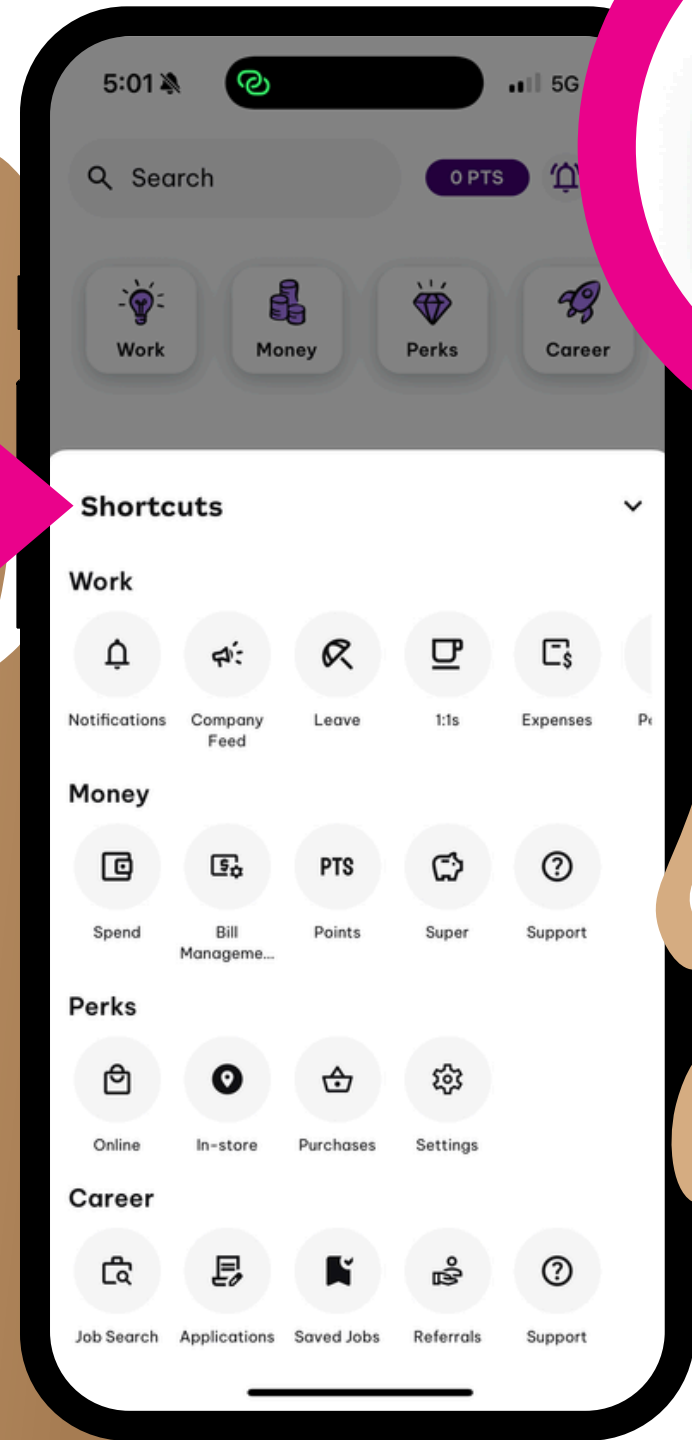
SHORTCUTS
navigate to all
available app
menus here

PERKS
bonuses program



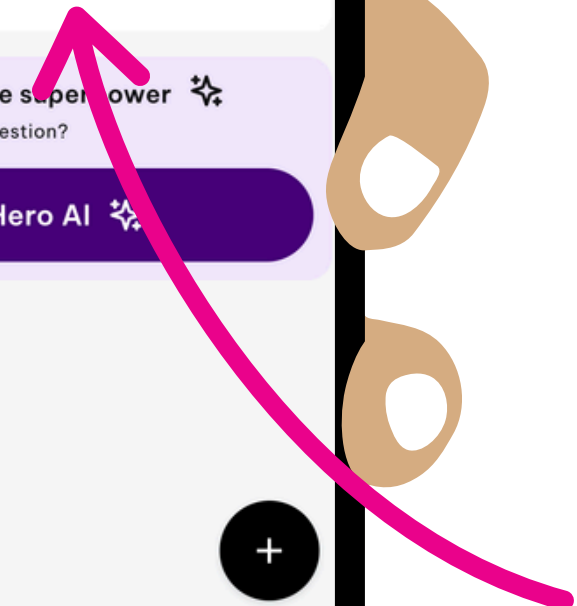


SHORTCUTS
navigate to all
available app
menus here



WORK MENU BAR

- Home
- Notifications
- Company Feed
- Leave
- Expenses
- Policies
- Induction Content
- HR Documents
- Staff Directory
- Support
- Payslips



Any actionable tasks
you are required to
complete



For all your client and shift related information



AVAILABILITY

SHIFT NOTES

SCHEDULE

MUST DOS

NOTIFICATIONS

CHECK OUT

MEMBER HELP PLAN

ESCORT / TRAVEL

GOOGLE MAPS

BREAKS

CHECK IN

RAISING REPORTS



NAVIGATING LOOKOUT

How to update your availability and your verifications

create a incident report or condition report here

jump to a date range

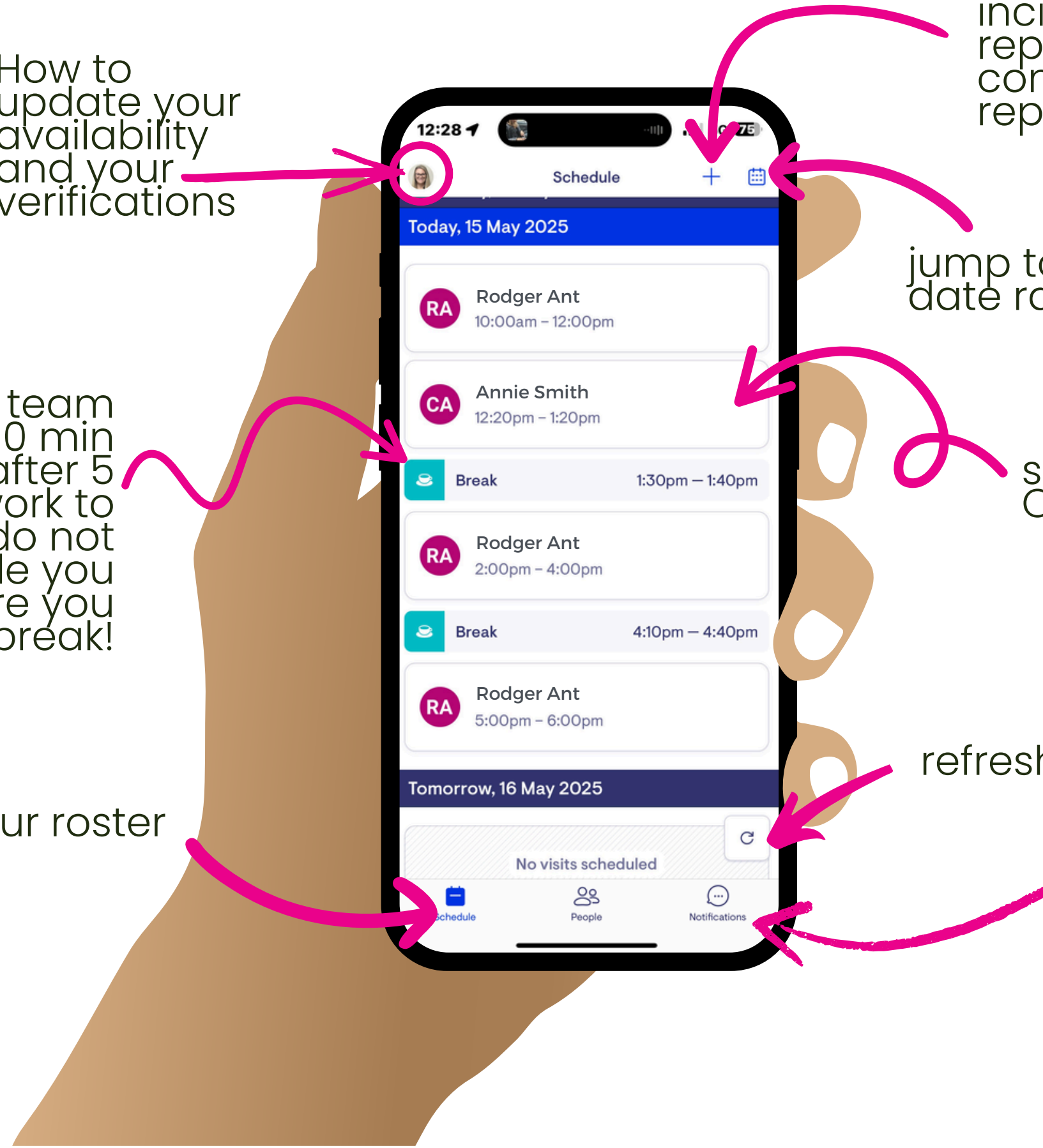
scheduled visits to your roster. Click to open visit information

the daily ops team will pop in 30 min breaks after 5 hours of work to ensure they do not over-schedule you and to ensure you have a break!

refresh schedule board

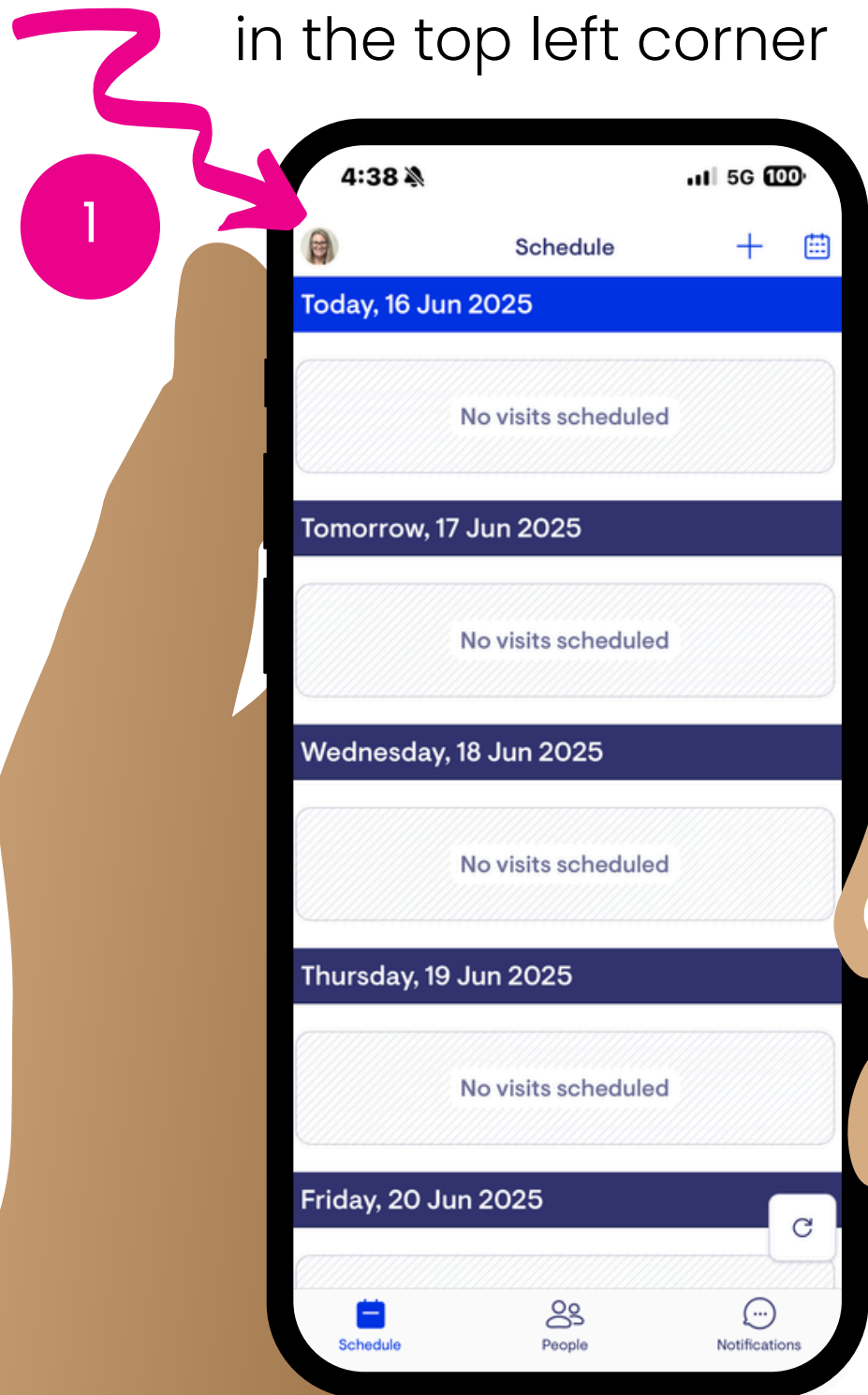
All push notifications received here

view your roster

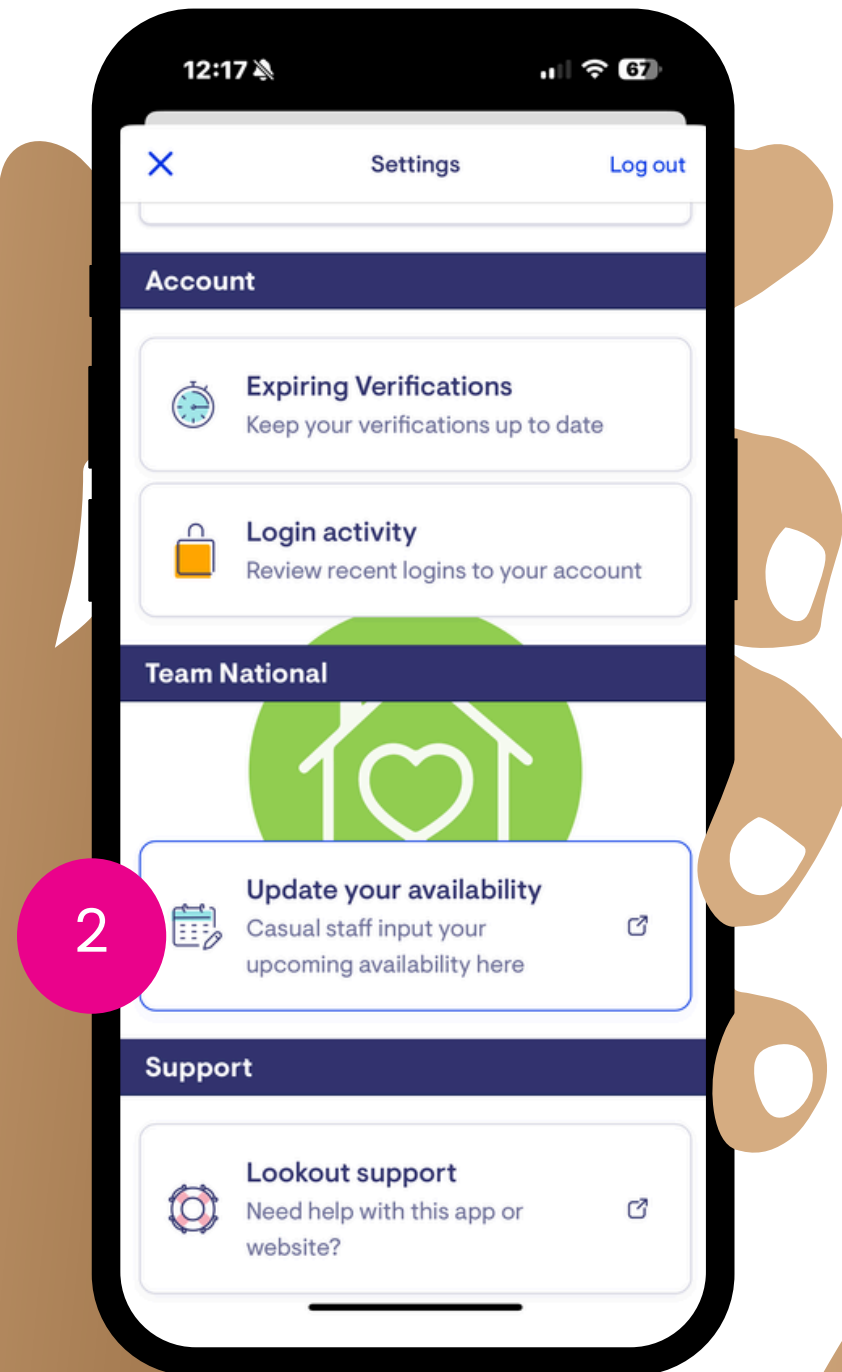


AVAILABILITY

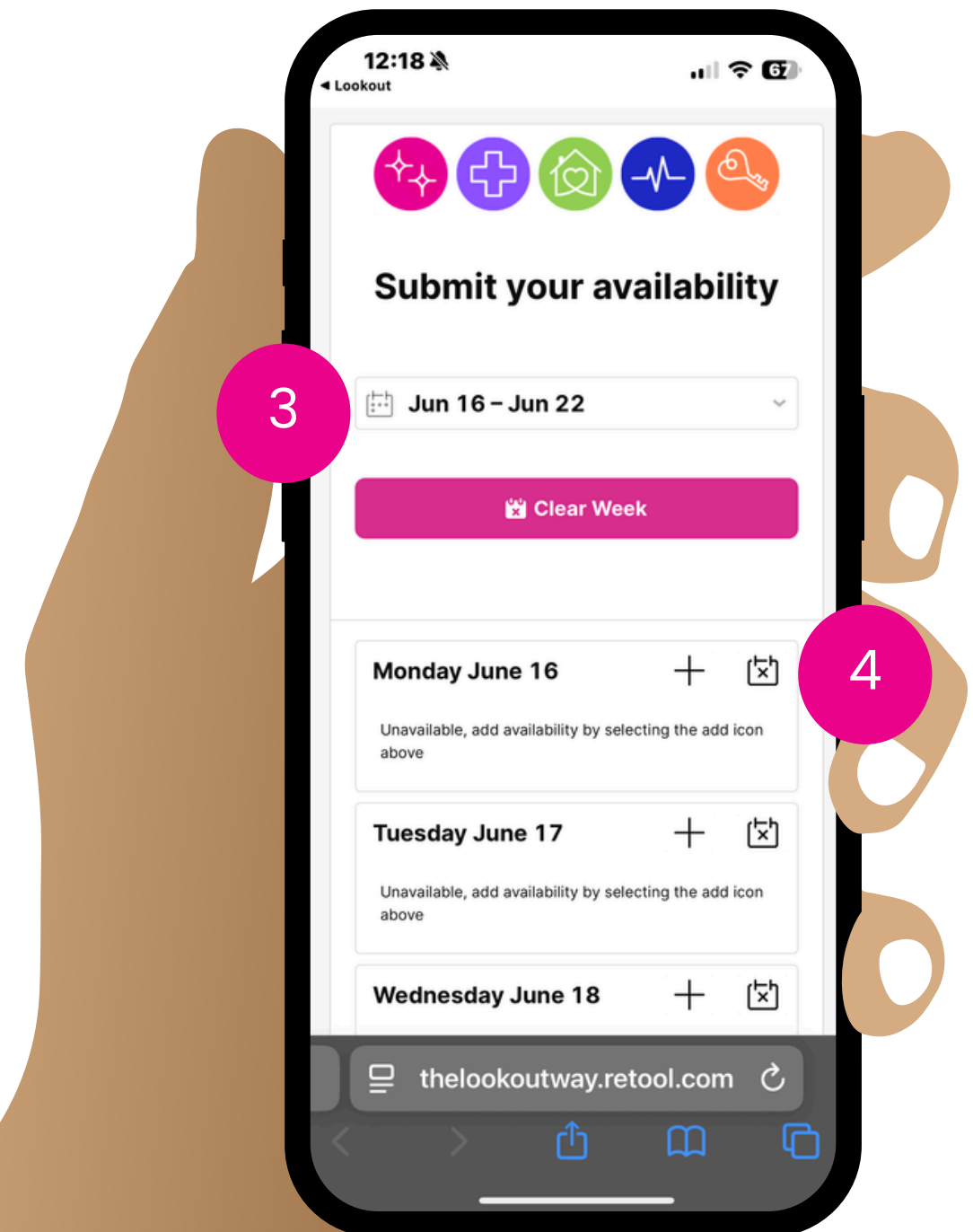
In the schedule tab, click on your user icon in the top left corner



Under the Team National banner, click on the option to 'Update your availability'



It will redirect you to a web-based landing page where you can then navigate the weekly date range you wish to enter, then select the date you wish to enter and click on the + symbol to add.

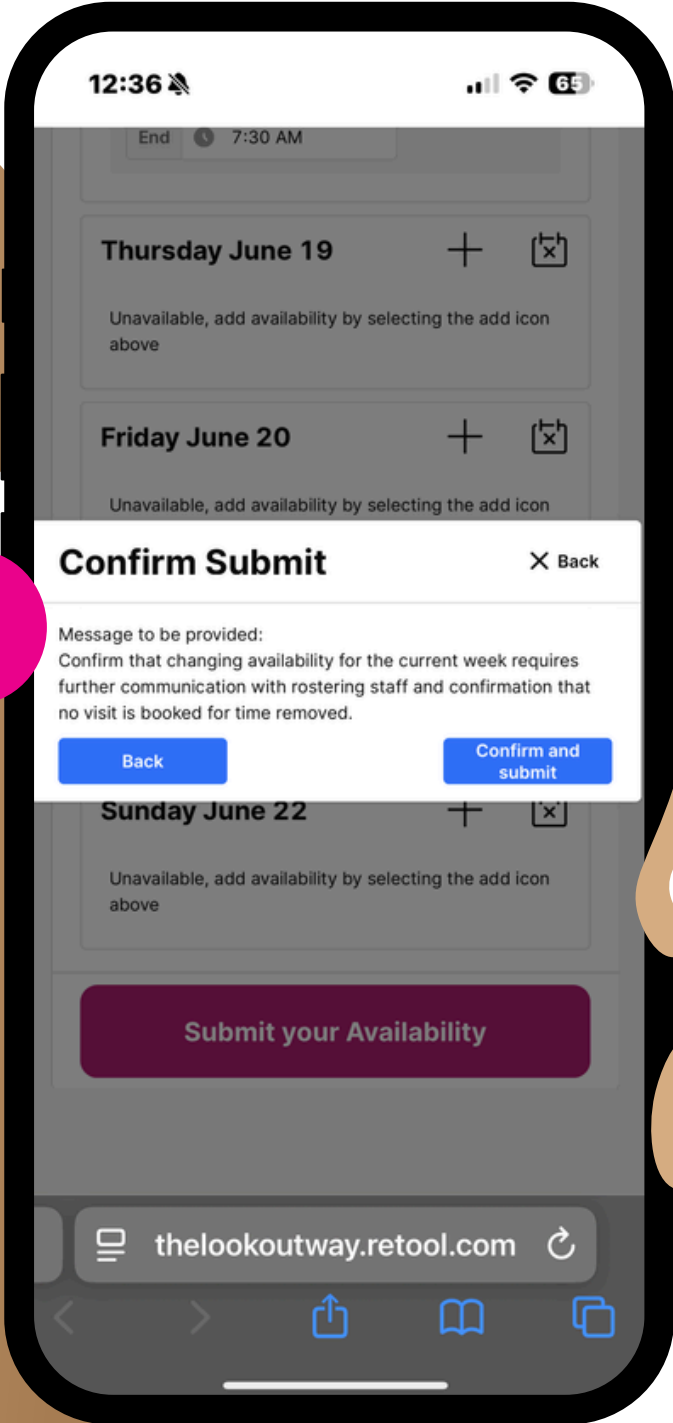
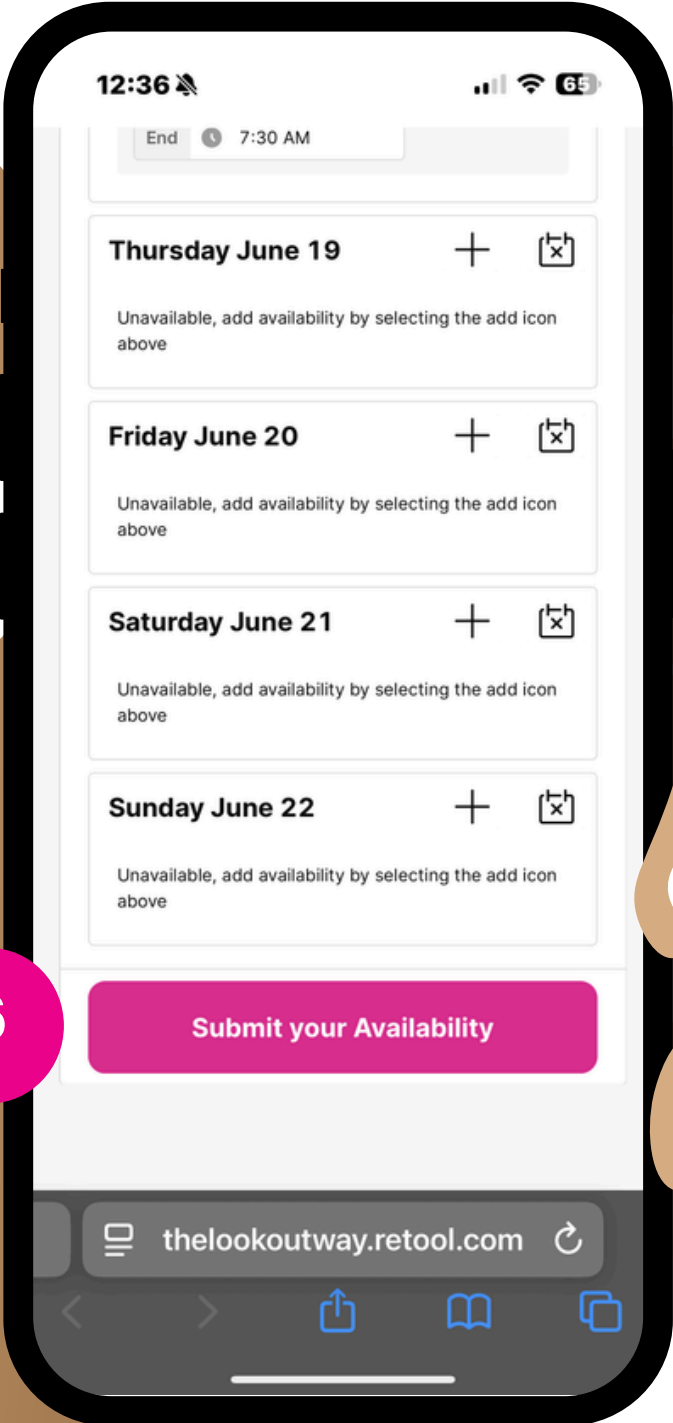
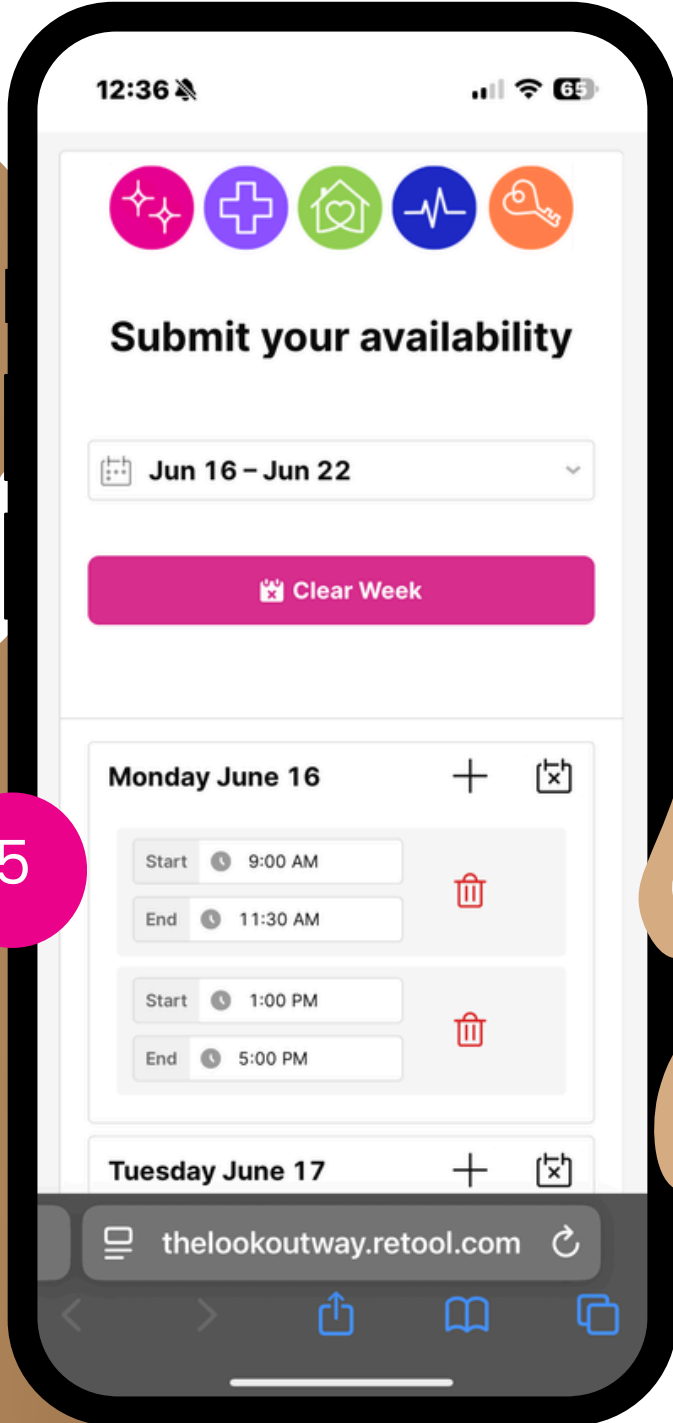


AVAILABILITY

It allows you to enter start and end times and add additional time slots for split shift availability.

When completed, at the bottom of the weeks date range, click the pink 'submit your availability' button

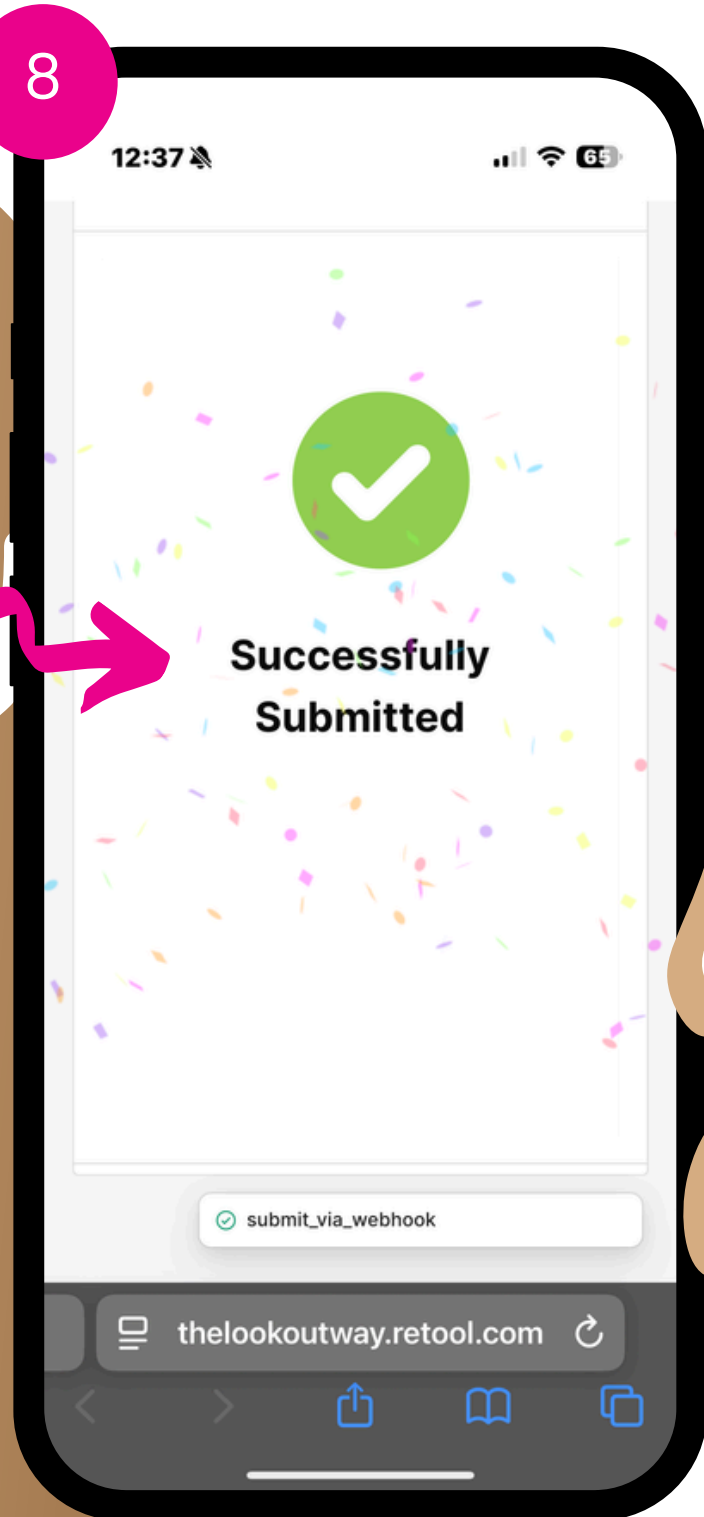
Follow the confirmation submit prompts



A successful submission message will appear. From here you may exit the browser window.

Return to the Lookout Application as normal. If you wish to review the availability you entered at any stage, you can access your availability in the same way.

THINGS TO KNOW.

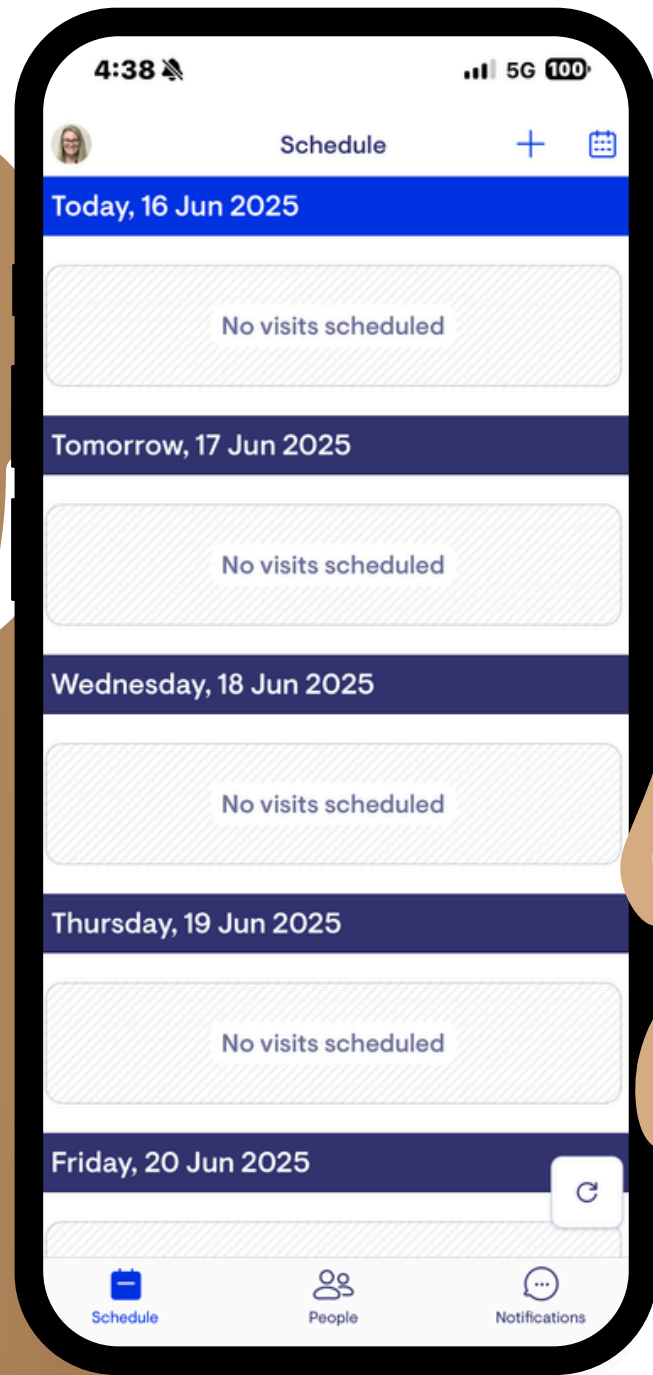


MORE AVAILABILITY = MORE POSSIBILITIES

EACH ENTRY IS TIME AND DATE STAMPED... THIS IS TO ENSURE WE CAN NOT ROSTER YOU OUTSIDE OF YOUR AVAILABILITY AND IDENTIFIES IF YOU HAVE CHANGED YOUR AVAILABILITY AFTER A SHIFT ASSIGNMENT.

IF YOU CAN NO LONGER ATTEND A SHIFT THAT HAS BEEN ASSIGNED IN LINE WITH YOUR AVAILABILITY - YOU MUST CALL!

IF YOU HAVE ANY ISSUES WITH LOGGING AVAILABILITY, PLEASE CALL!



YOU tell US when you are available to work!

Why is this critical it must be 100% correct?

Your availability you provide National is what our teams reputation is built upon. Every member we support knows our team are renown for reliability and punctuality...

(in addition to providing amazing quality care of course!)

**AVAILABILITY
DUE MONDAY.**



SCHEDULING WIZARDRY.

**SKILL SET &
QUALIFICATIONS**



**CLIENT
PREFERENCE**



Availability DUE each Monday.

Daily Operations Team will commence scheduling in line with the 4 core rostering principles.

Agency shifts assigned as they are booked.

Community rosters published each Friday.

**AVAILABILITY &
RELIABILITY**



GEOGRAPHY



