TEAM NATIONAL x LOOKOUT
Helper Guide

DRAFT v1

Team National x Lookout Cheat Sheet

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Team National's Lookout Handbook

Current Version

Service Area	Disability, Aged, Community , Agency	Version	1
Process Owner	Governance Lead | CEO | DOL | DOO	Date of Issue	June 2025
Approved by	Chief Executive Officer	Review	June 2026

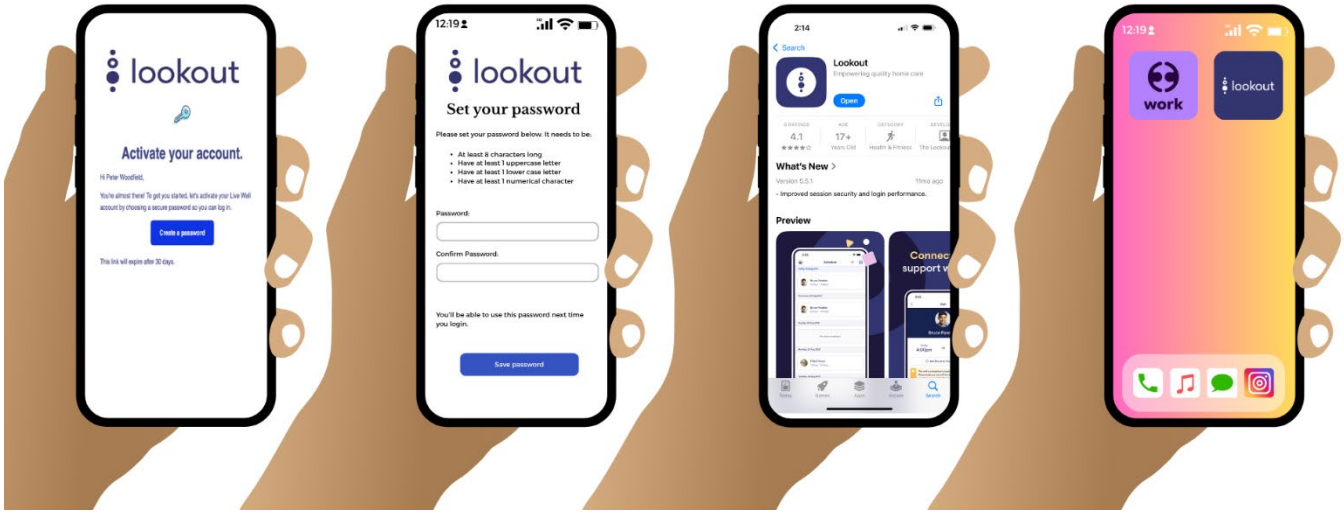
Modification History

Version	Date	Author	Approved by	Description of change
1.0	5/2025	Natashia Telfer	CEO	New policies, procedures & processes specific to Lookout

Helper Guides + Processes

Activating Your Lookout Access

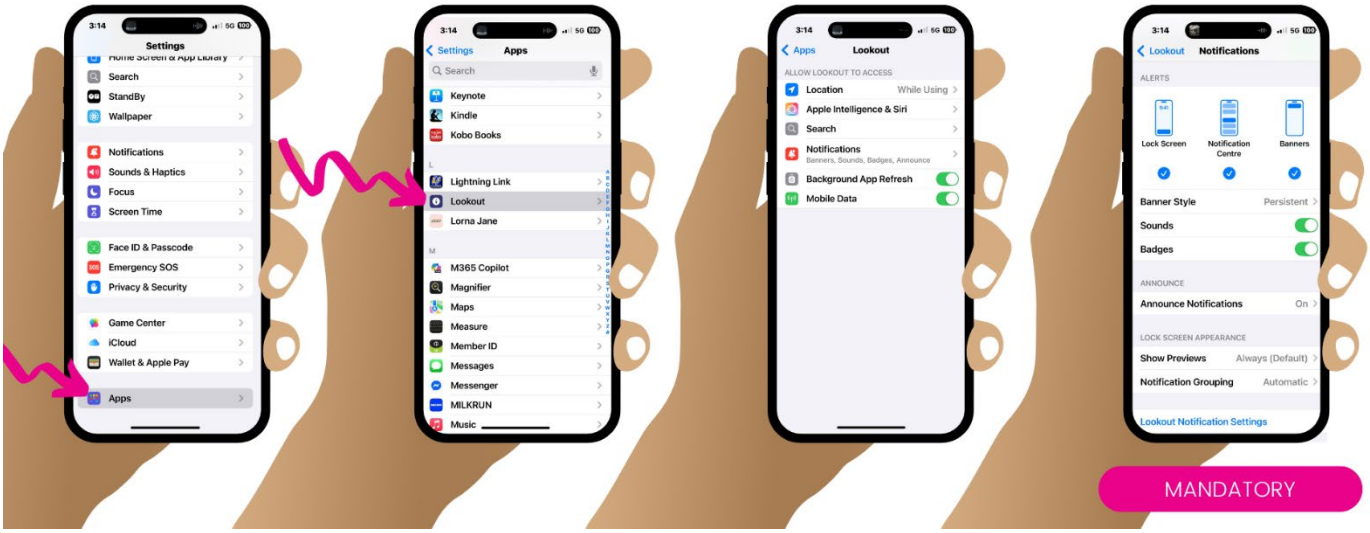
Upon commencement with National, the employee will receive an email to their identified email address automated from Lookout Way titled: 'Lookout Invitation'. Simply follow the email prompts by creating a password and downloading the app from the apple or google store. Once app is downloaded, be sure to allow tracking (for your clocking in and out of shifts) and allow notifications (in line with policy).



Setting up Phone Notification Settings

It is the employees responsibility to ensure all notifications are received in real time. To check these settings, Go into your phone settings, specifically your Apps section, and located the Lookout app within Settings and check the notification settings here.

If you utilise Apple focus groups, please ensure that you add Lookout to your focus groups within your available working hours to ensure you remain complaint with policy and receive shift notifications in a prompt manner for actioning.

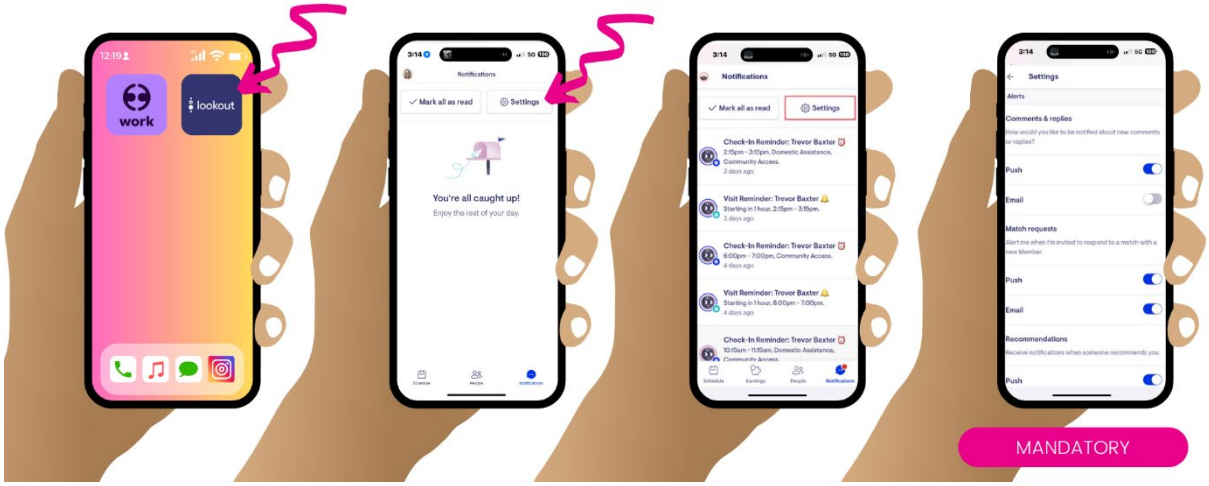


Enabling Notifications via Lookout Care Worker App

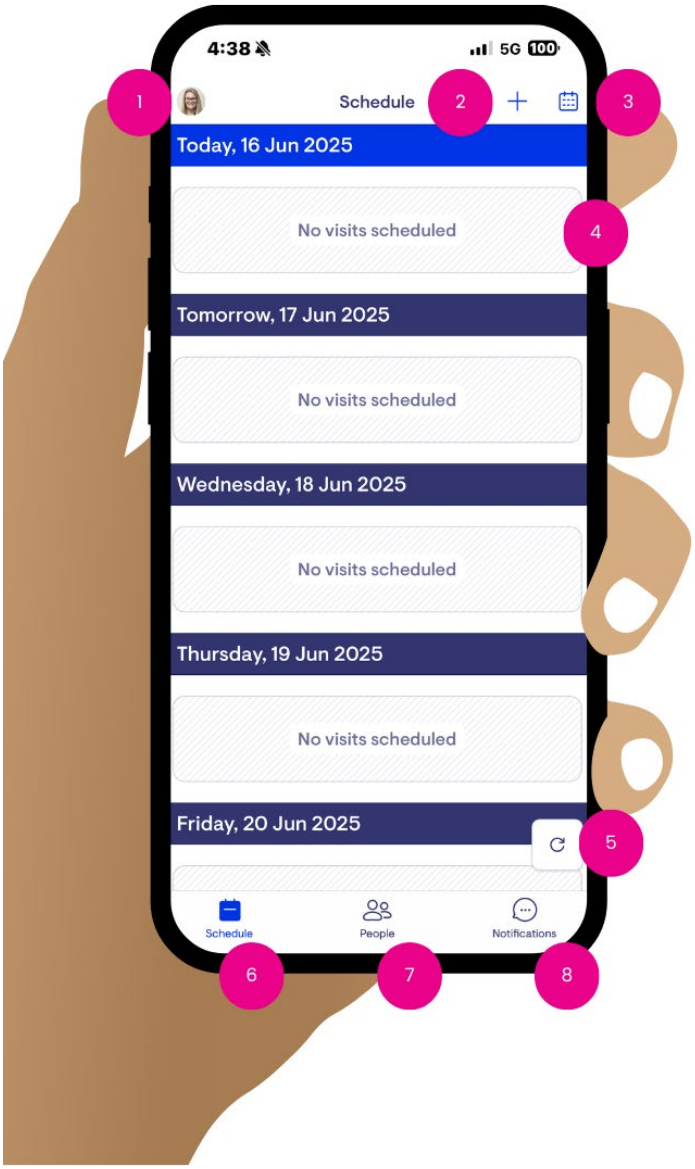
In addition to the employee phone notifications, the employee will also need to ensure notifications are set appropriately within the Lookout application itself.

Go to the application and in the top right cover is the settings button.

In here you have the option to select Push notifications and Email notifications. National require all employees to have a minimum of at least push notifications active as this will essentially replace shift assignment SMS as previously used on the legacy systems (STARS and Brevity)



Navigating the Lookout Application



1. Add Availability

Is accessible via the user icon in the top left corner.

2. Add Reports

Add Condition Report and/or Report an Incident forms here.

3. Date Range

Select schedule date range to view. (Noting National only publish 2 weeks in advance)

4. Rostered Visits

All scheduled visits for the week will be listed in the schedule board here.

5. Refresh

Refresh your roster screen.

6. Schedule tab

Access the weekly schedule tab here

7. Your Members

Access to members you are assigned to within the last 30 days

8. Notifications

Changes, updates, new assignments, cancellations will all appear here for a single time and clear once viewed.

Entering Availability via Lookout App

Team Nationals '***Availability Policy'*** is applicable to all employees across all National entities.

Availability is required to be entered into Lookout by the employee by each Monday for the following week ahead (Monday through to Sunday). The employee has access to their Lookout application 24/7 and it is critical; it is always kept up to date.

Please note, as per policy, no employee is permitted to cancel / remove their availability should shifts be assigned to the associated period.

As per the rejection of shift policy, employee is required to call the on-call and verbally express your inability to attend the assigned shift to ensure prompt re-scheduling can be arranged.

Failure to do so, will result in disciplinary action and/or up to termination.

As per National's ***Unable to Attend Work Procedure***

Casual employees

For employees who hold casual employment with National will be required to provide their availability for the following fortnight advanced as per National's **Availability Policy.**

Permanent Employees

The hours outlined within your employment contract will be added to your Lookout Profile by the Daily Ops team for scheduling purposes.

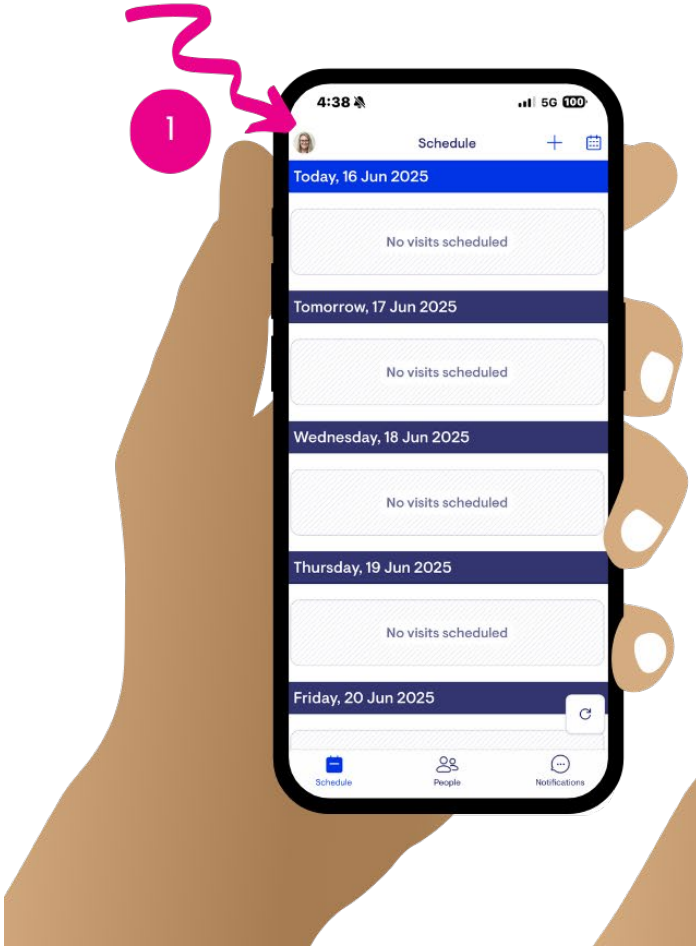
In line with employment and contractual requirements, should the permanent employee wish to change and/or alter permanent availability, this request must be made in writing to your Daily Ops contact for review.

The contracted employee is required to contact National in writing for the following:

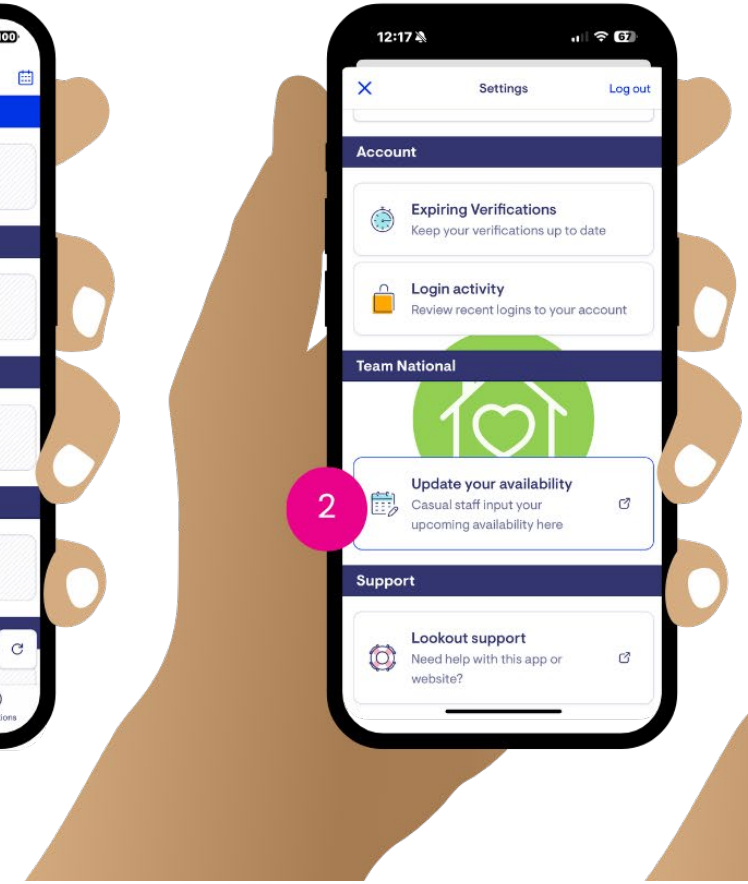
i. Change in availability / rostered days off
ii. Requesting annual leave with 4 weeks' notice and submitting of Annual Leave Application (available in Employment Hero Work App.
iii. See ***Annual Leave Policy, Employment Type and Hours of Work*** and ***Availability***

How to provide your availability

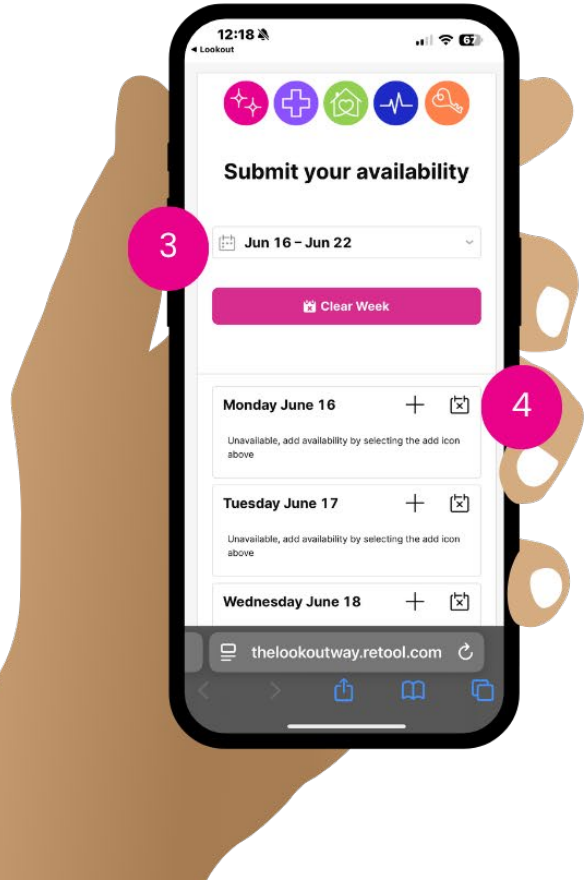
AVAILABILITY:
In the schedule tab, click on your user icon in the top left corner



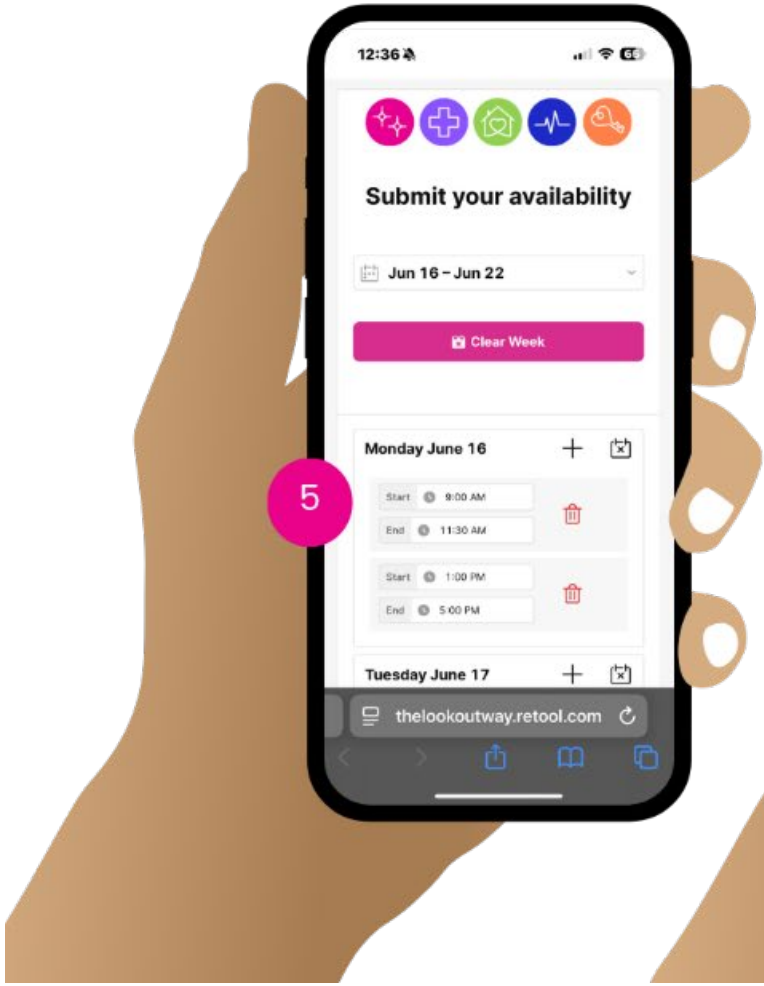
Under the Team National banner, click on the option to 'Update your availability'



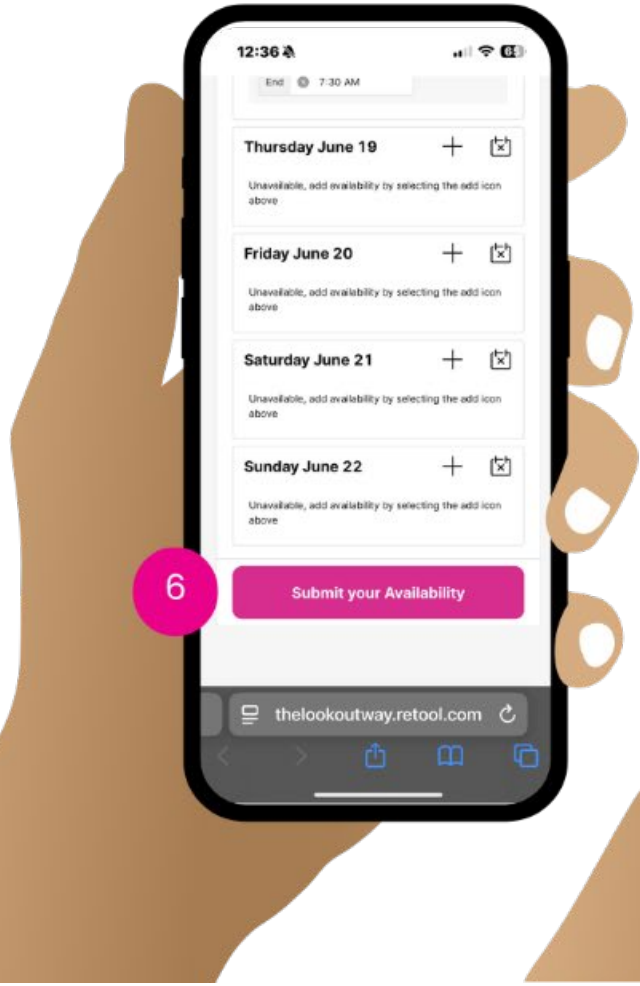
It will redirect you to a web-based landing page where you can then navigate the weekly date range you wish to enter, ten select the date you wish to enter and click on the + symbol to add.



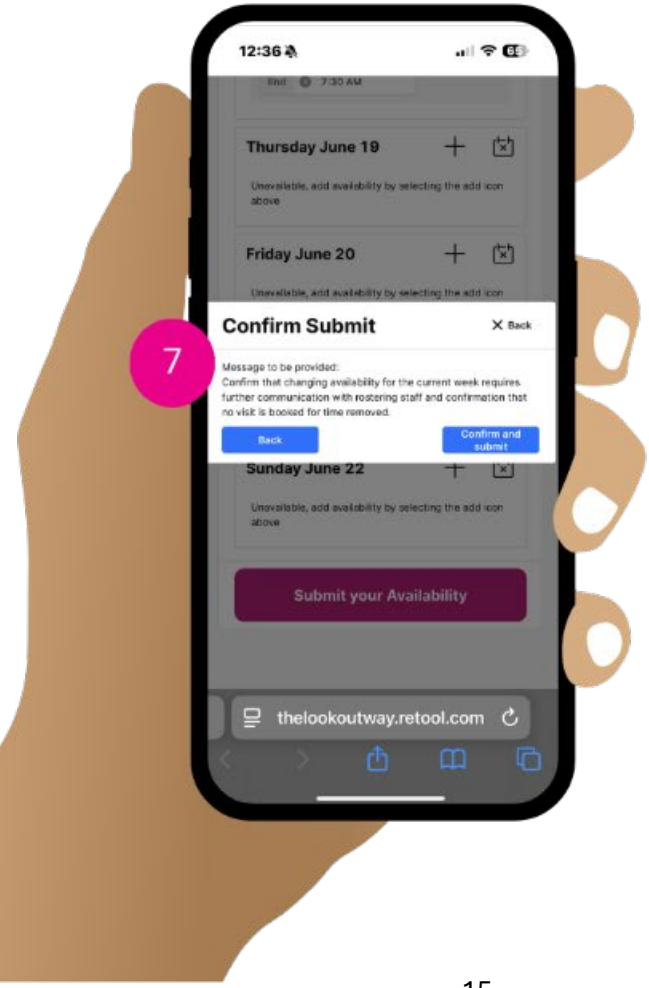
It allows you to enter start and end times and add additional time slots for split shift availability.



On completion, at the bottom of the weeks date range, click the pink 'submit your availability' button

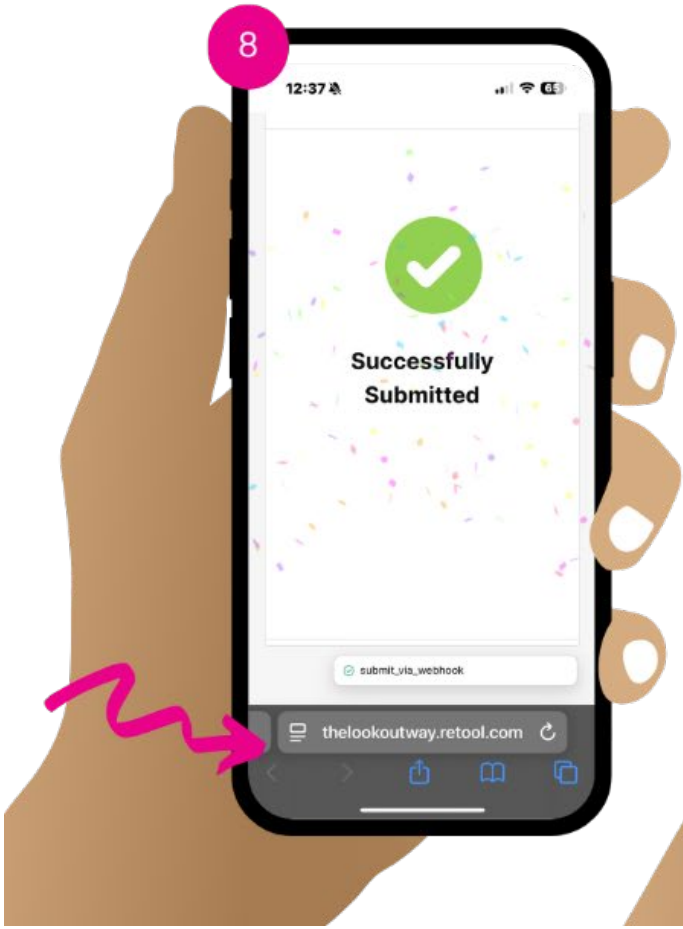


Follow the confirmation submit prompts



AVAILABILITY

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!

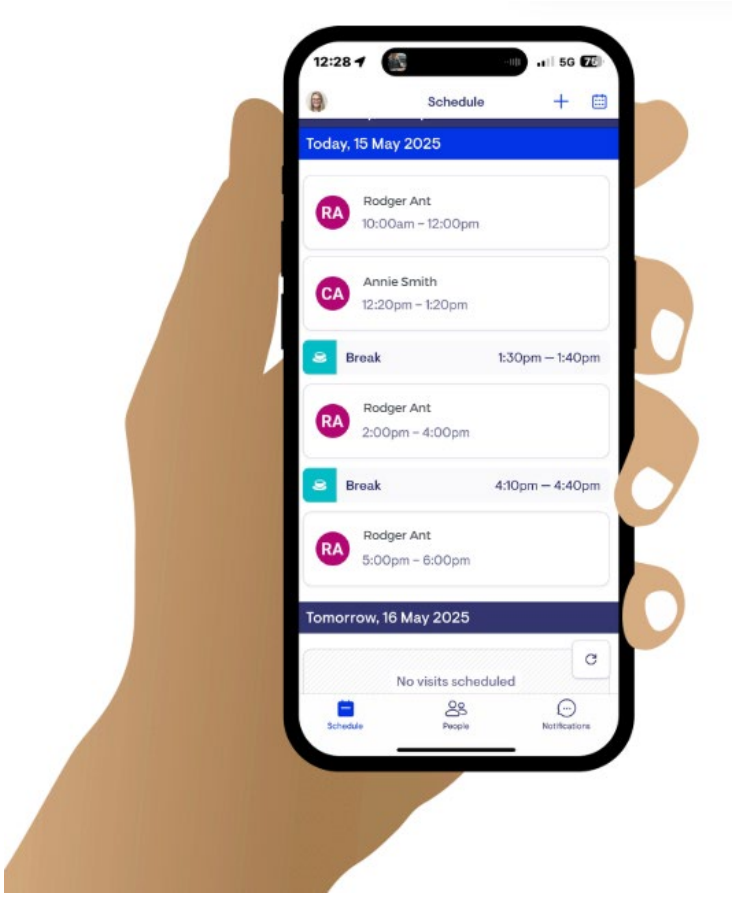
Scheduling

The Daily Operations team will be working tirelessly to assign appropriate skill sets to member requirements. This occurs on Tuesdays through to Thursdays for all reoccurring visits while all exception visits (adhoc) are scheduled as they occur.

In the event, you see a visit assigned to your schedule that you feel is incorrectly assigned, please identify this to the Daily Ops team as soon as possible.

(In line with ***National's Shift Placement Allocation*** Policy)

All reoccurring visits (NCC + NIC) will be published Thursdays for the following week ahead with a bulk notification to relevant employees that published schedules are now available.



Rejecting Scheduled Visits

The visits assigned and published are not permitted to be cancelled and/or rejected by the employee within the Application. **Employees are required to call National for all shift cancellations and/or sick calls** as per Team National policies. Refer to Team Nationals '***Rejection policy'*** in place. Failure to do so will lead to disciplinary action.

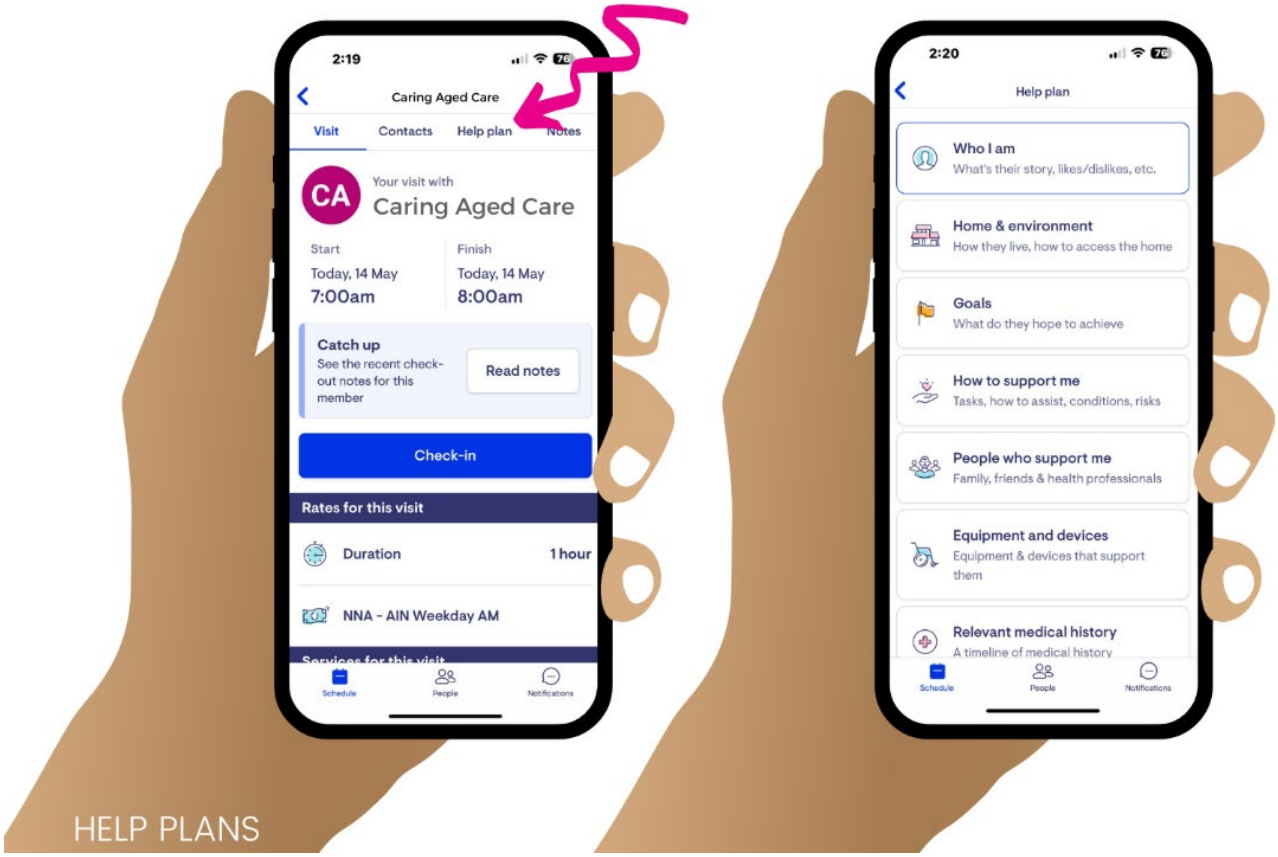
Accessing Help Plans

Help plans contain all the essential information the member has approved we can provide employees with to help you get through your visit confidently and successfully.

Please note, the Lookout Members app will roll out within the year for members to access. This will provide members with access to their Help Plans.

Historically known as Service Guides, Quick Reference Guides and/or Care Plans... Team National have rolled these into one constant template to ensure it remains familiar for all Team National employees regardless the visit you are scheduled to undertake.

If an employee identifies any information is no longer relevant and/or has changed – please notify your daily ops team with the correct information for review and correction.

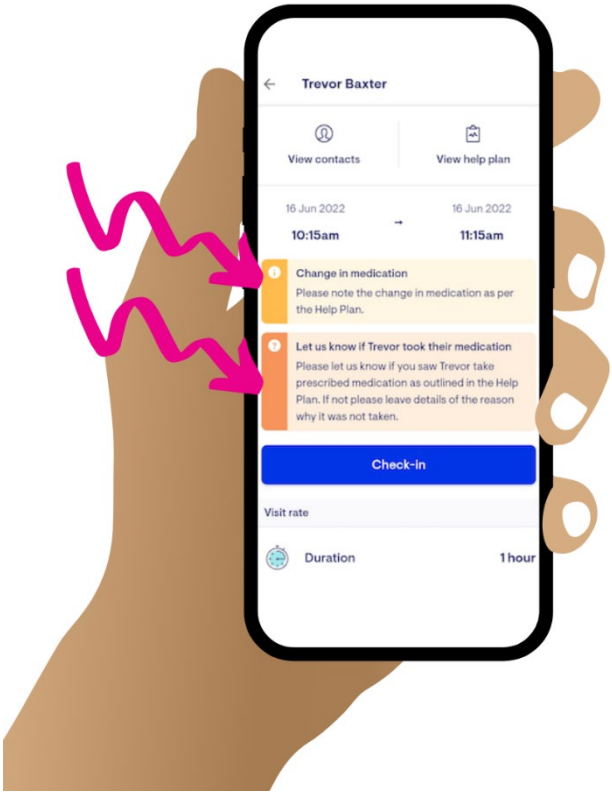


Should Knows + Must Dos

The Lookout App allows Team National to communicate information considered things the employee should know for their visit... and information/tasks the employee must do.

Please note, this information is in addition to the Help Plan available via the scheduled shift.

The employee will 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.

Examples of this include:

- Identifying site codes have been updated within the help plan, reminding you to check.
- Member is in hospital, so visit is at the hospital (NCC/NIC)
- Member is commencing antibiotics with the expected date range
- Member site is undergoing renovations and main entry is currently located XXX

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

Example of a Must Do could include:

- Mask worn for duration of visit as facility is in active COVID outbreak
- Attending to member daily activities as per care plan / help plans.
- Medication check: webster and signing sheet correlate prior to administration
- Catheter night bag removed, measured, cleaned and drying as per help plan.
- Catheter close valve checked – confirmation it is closed.
- S8 drug check: RN confirmation (NCC)

Punch Cards: Check-In

Punch cards are critical to your timesheets and ultimately your payslips. All employees must have location turned on within the employee's phone settings to ensure check in and check out can occur with the Geo-pin-point location at time of check in and check out. In addition to this, to support calculation of google maps travel and any eligible kilometre reimbursement entitlements to the employee.

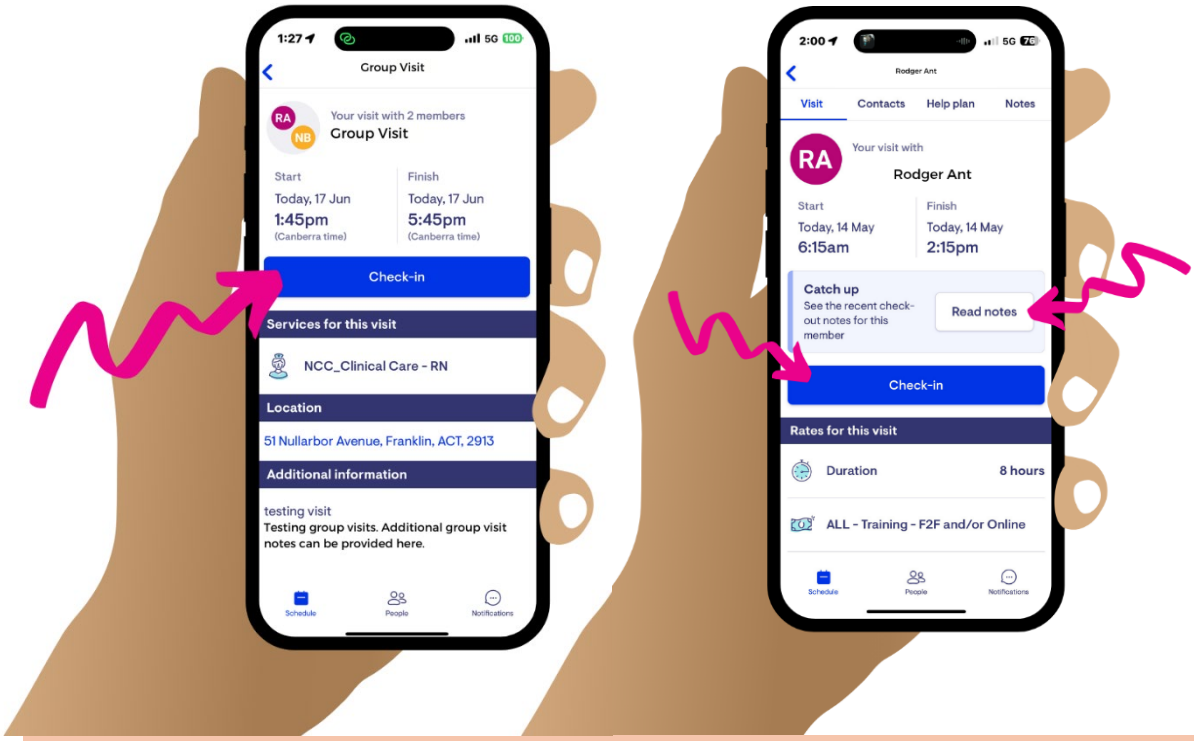
Your clock in / out function creates a punch card in the system for member invoicing and your employee payslip. As such, it is mandatory and critical you have locations turned on to allow geolocation snapshot when you clock in / out.

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.

The employee will also have access to catch up on historical shift notes relevant to the member.

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.



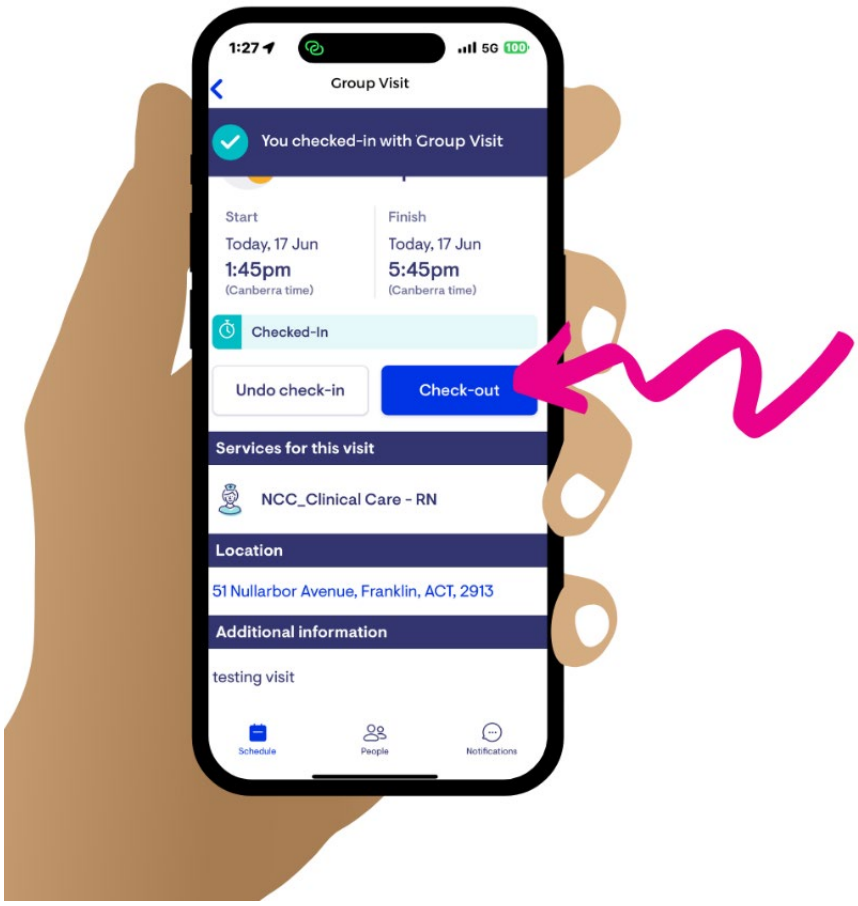
Trouble Shooting: In the event employee is unable to clock in and out, the employee must call the on-call line and notify immediately so the Daily Ops team can check you in and/or out manually via the management system. Failure to do so, may mean the shift appears unattended as such, un-invoiced and unpaid.

Punch Cards: Check-Out

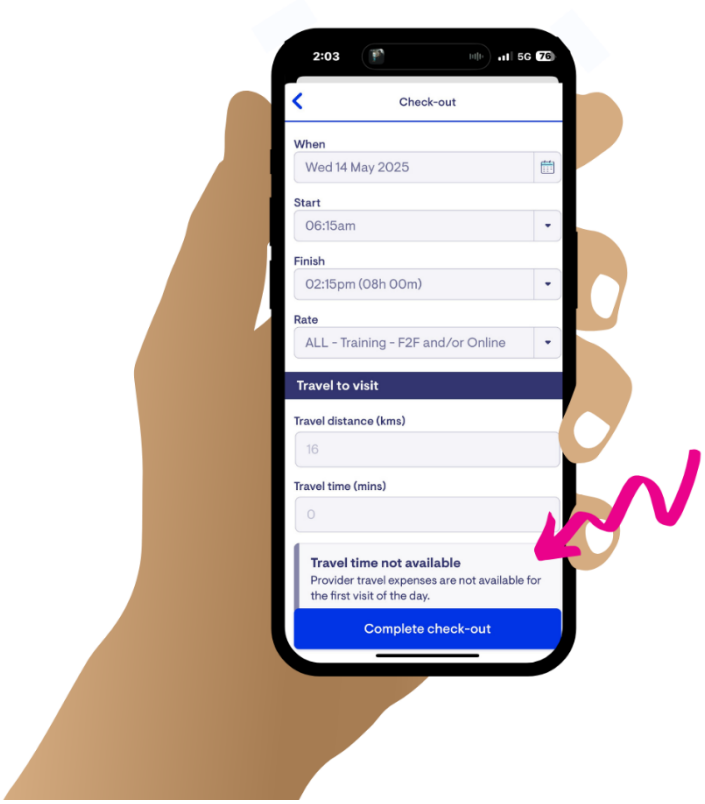
For all NNA facility visits, your shift notes MUST be completed in the facilities identified record management system for all supports and care you have rendered to residents of that facility.

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.



Punch Cards: Check-Out + Travel



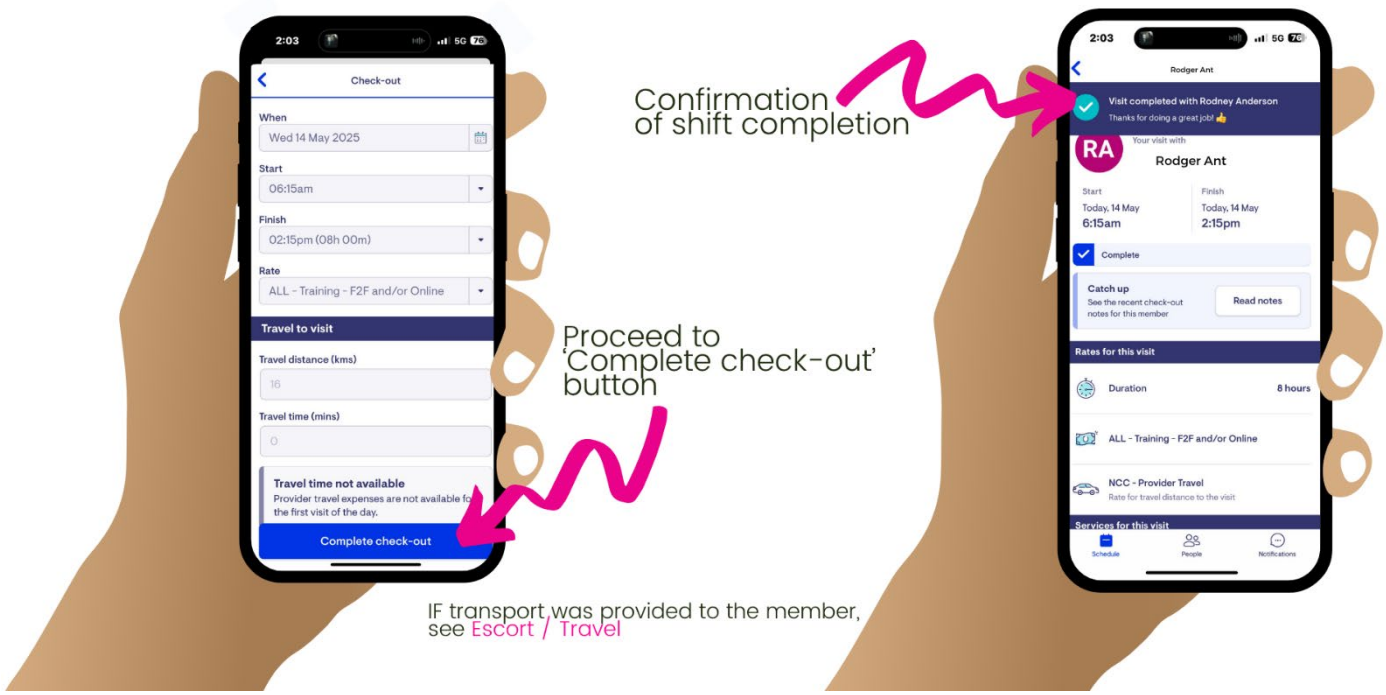
Authorised Escort / Travel Visits

(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

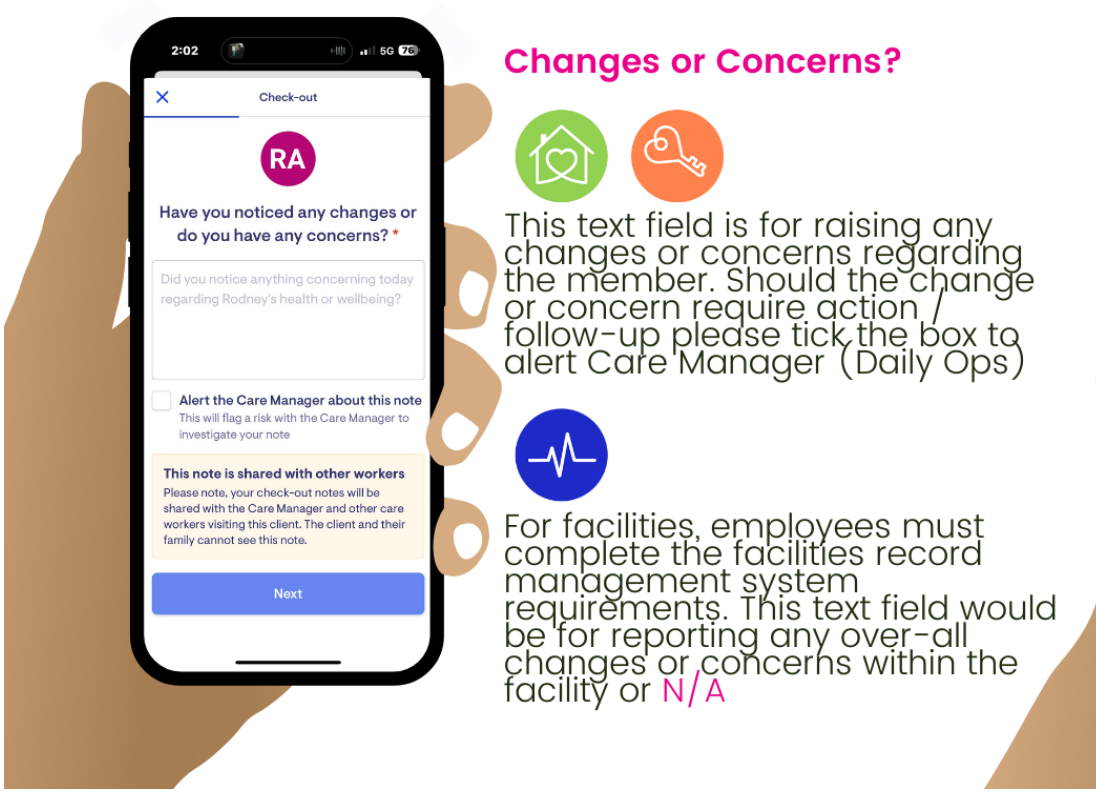
Upon proceeding to check out, travel during visit can be completed before submission of check out. Between visits may be eligible for reimbursement as per the employees employed Award. The Lookout App will utilise google maps to determine and process all eligible entitlements.



IF transport was provided to the member, see Escort / Travel

Attending the visit: Shift Notes

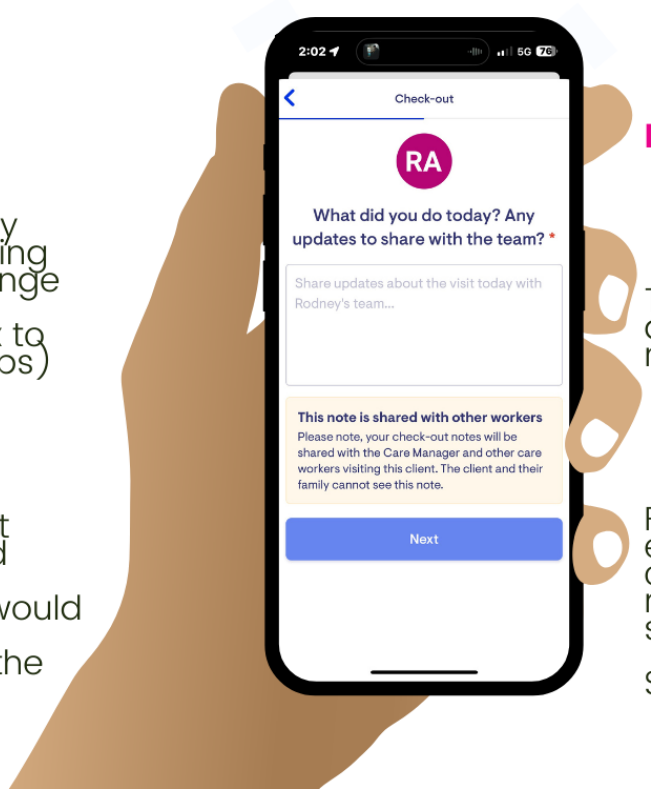
If the employee has not yet completed shift notes while on visit, the Lookout Check-out process will prompt the following screens. Action required is determined by the National entity you are dispatched to.



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)

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 shift notes.

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

Simply enter - N/A

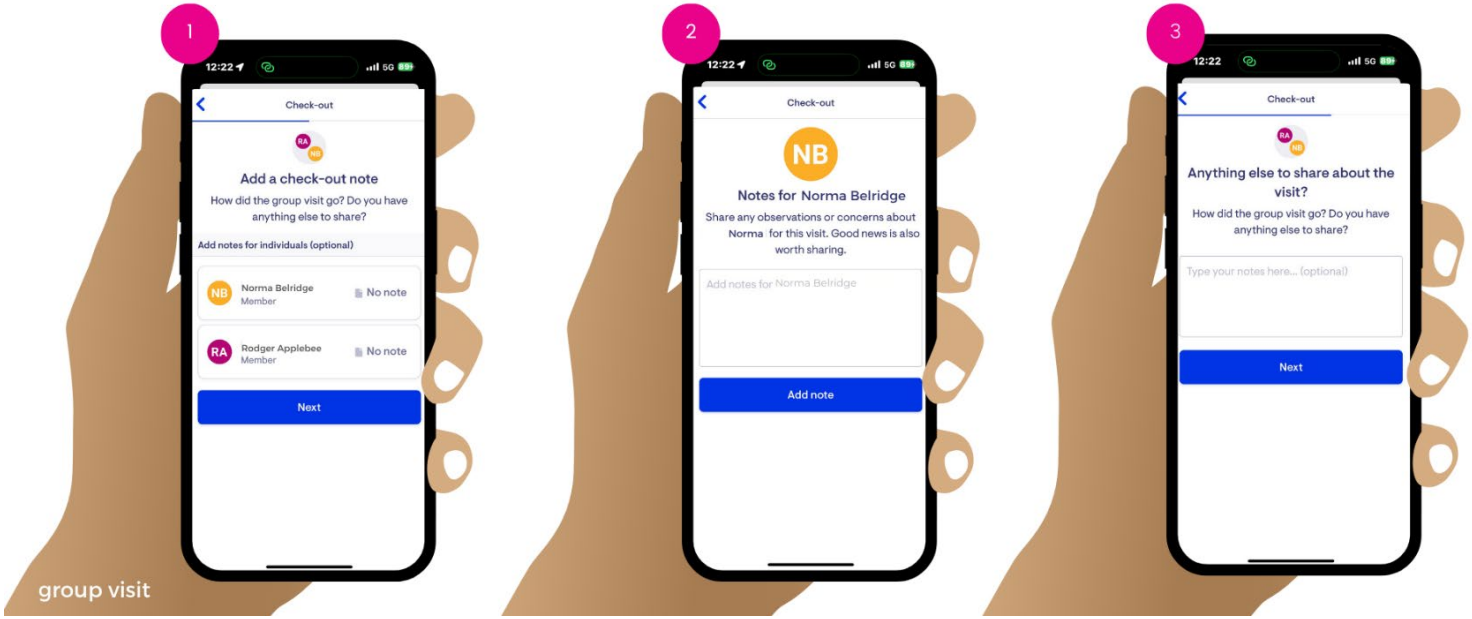
Visits VERSES Group Visits & Activities

Visits within Lookout are a singular members service/shift.

Group Visits and Activities refers to community settings (NCC and NIC specific) where multiple members may receive supports from an employee simultaneously at the same time. An example of this would be services at SDA properties where multiple members reside.

When an employee is assigned a Group Visit, it will appear in the employees app schedule as a visit like a singular scheduled visit does.

1. Similar to a standard singular visit, upon clocking out, employee will be prompted to attend shift notes for each member assigned to the visit.
2. Selecting the member you supported, enter your shift notes in line with professional documentation requirements.
   In the event you did not attend to a particular member within your shift, you are required to identify who did attend to that member, and/or identify why they didn't receive supports. *For example, member remains in hospital, other carer attended social visit.*
3. Anything else about the visit – this can be in relation to the visit in general, NOT a specific member. For example, tasks that are generic to the group visit such as:
   Washing put on, afternoon shift to please hang out.



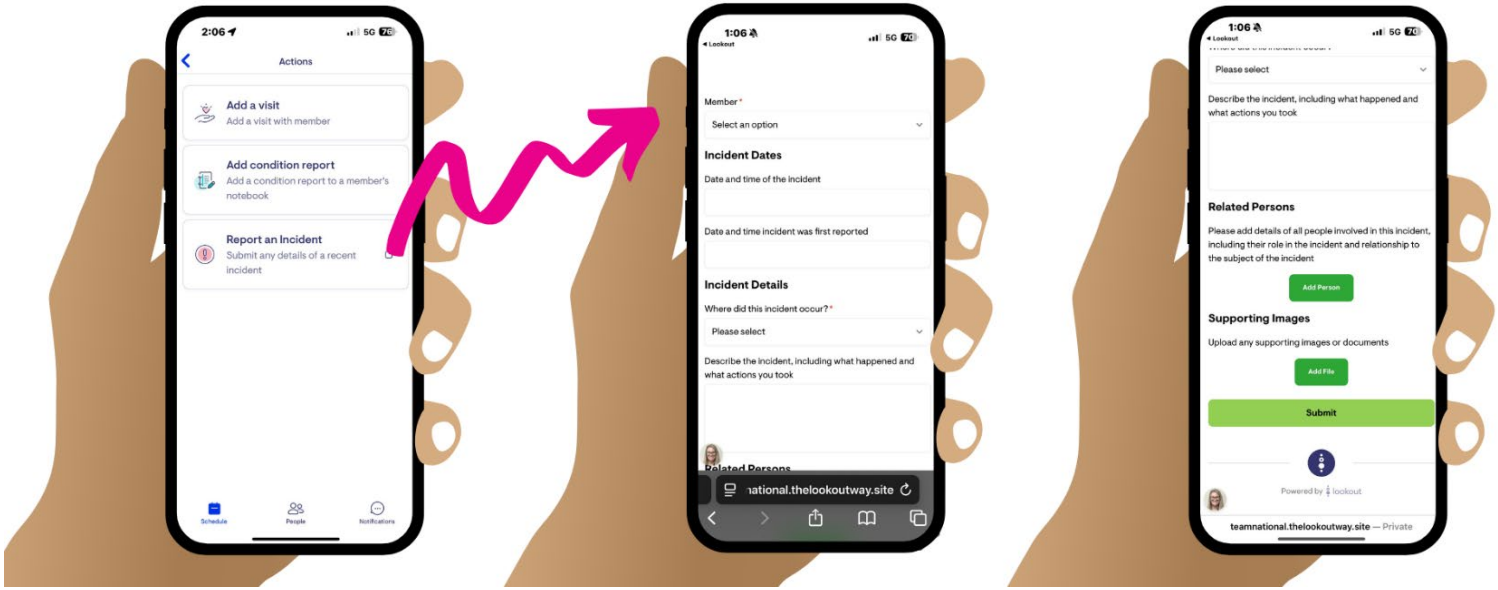
Attending the visit: Incident Report

In line with ***Team National's Incident Reporting Policy*** and ***Documentation and Record Keeping Policies***, employees are required to register all incidents, hazards and near misses strictly within their Lookout mobile app.

NNA employees are also required to attend to the policies of the place of deployment (Aged Care Facility, Hospital etc) when an incident, hazards and near miss occur.

An incident report can be used for a number of circumstances and can be raised via the active visit check out process, alternatively it can also be created via the Lookout schedule page by pressing on the **+** located at the top right corner of the screen.

1. Select the Incident Report,
2. Select the relevant Member the Condition report pertains to,
3. Then follow the Lookout App form prompts.



Closed and Completed Incident Reports

Once the incident investigation has been concluded the record will be closed by selecting the Complete and Lock icon within the Lookout web application Incident module. This action will remove the record from the incident tab within the Lookout mobile application signalling its closure.

Record types

The following is a summary of record types that can be used to categorise the record.

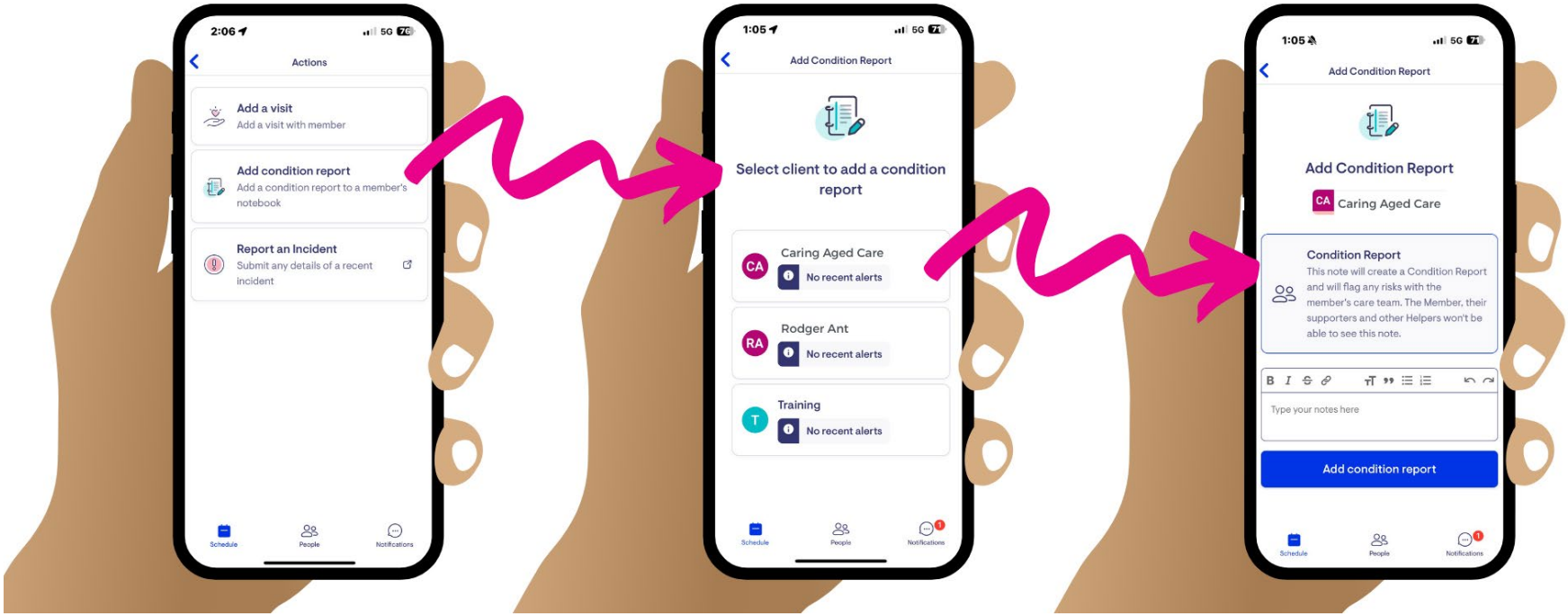
Incident	This is an unexpected occurrence or event that does not result in either injury, illness or harm to the client or damage to the client's property
Accident	This is an unexpected event that results in either injury, illness or harm to the client or damage to the client's property
Near-Miss	This is a narrowly avoided accident.
Complaint	This is a grievance from the client in relation to a particular aspect of the service that they have received.
Suggestion	This is a recommendation or pitch from the client about enhancing a particular aspect of the service that they have received.
Medical Incident	This is a broad definition that may be treated in the same fashion as an Accident, may include for example reporting the occurrence of medication abuse, some form of abuse, hospitalisation or the contraction of a communicable disease
Medication refusal	This is a refusal of the client to take scheduled medication.

Attending the visit: Add a Condition Report

A condition Report will identify any perceived risks with the members care team for review. **This is NOT an incident report.**

A condition report can be raised via the active visit check out process, alternatively it can also be created via the Lookout schedule page by pressing on the **+** located at the top right corner of the screen.

4. Select the Condition Report,
5. Select the relevant Member the Condition report pertains to,
6. Then follow the Lookout App form prompts.



Appendix

Lookout Language

Access Roles: those with authorised access to Lookout Desktop.

AKA if you have this cheat sheet, you have authority!

Archive: Exiting membership – this could be a helper (employee) and/or member (client/facility)

Authorised Representative: (member profile) Can refer to an individual client/participant EPOA, Legal Guardian, PTG and/or may be identified as the participants support coordinator or clients care coordinator. OR can refer to a facility manager.

Billing Recipients: (member profile) Person, Facility and/or Plan Manager responsible contact for receiving invoices for services rendered by Team National.

Emergency Contact: (member profile) Person and/or Facility identified emergency contact

Clinician: *(same as third party providers) Team National registered nurses / enrolled nurses.

Cohorts: are subcategories appliable to shift requirements. When setting up a member (client) you can select the cohorts to which the membership currently belongs.

Examples include: NDIS, Private, Facility, Under 18, CALD, Living Alone, LGBTQI+, ETOH, Mental health, Behaviour Plan, Restrictive Practice, Diabetic, Support Coordination, Dementia, Pets, Females ONLY, Males ONLY, High Risk etc

Communities: Are designated groups that members and helpers can be assigned to for specific scheduling purposes and managing smaller groups of employment. These are set by executive management. This allows appropriate filtering for scheduling. Employees can belong in multiple communities.

For example: Agency - NNA as the community, NNA employees are the helpers, facilities are identified as Members.

Other communities include: Clinical, NCC, Alexs House, DUSK. Support Coordination

Daily Snapshot: Rostering view for single day

Funder: Refers to the primary tier responsible for funding of members services.

Funding Scheme: Refers to the subsidiary programs responsible for funding of members services.

Group Visits & Activities: A scheduling function within Lookout to create a group booking for a group of members with shared supports from helpers and/or clinicians. Each member can contribute their individually approved rate of funding to the visit/activity and allows assigned helper to access group documentation for the visit/activity.

Helper: Employed carer / AIN / Support Workers

Help Plan: (member profile) Standardised template for all members. Replacing Individual Care Plans and Service Guides and facility Quick Reference Guides. **All sections of a members Help Plan are visible to member and their identified contacts.** Any sensitive information that may be triggering for the member should be captured in the members **"Must Knows"**. Help Plans do document track changes, however it is best practice to download the PDF version upon completion and uploading to Sharepoint for historical record keeping.

High Priority: in reference to tickets, high priority would be considered for actions that need to be undertaken within 24 hours. For example, this is most likely to be mandatory reportables, incidents, and/or high risk members in crisis need of onboarding.

Home Dashboard: The users approved home dashboard. This may look different per authorised access.

Incompatibility: (member profile) Ability to identify per member inappropriate helpers and/or clinicians. This can reflect a members personal preference to not have an employee return to their shifts, and/or if an employee holds secondary employment with the member (eg a facility)

Lookout App: The application for the employee to access for all scheduling needs, documentation, care plan (help plan) access.

Lookout Bot: The Lookout system AI.

Matching: (member profile) found within the member profile, matching allows schedulers to find helpers by considering any requisites and preference criteria set for the member.

Matching Preferences: (member profile) Optional preferences a member may identify that we can capture. Options are broad and cover a range of topics including CALD, arts & crafts, environment, Gender, Hobbies, Music, Skills, Qualifications, Sports, Traits, Transportation.

Member: is the umbrella term for clients, participants, residents, facilities, homes, patients and/or consumers.

> **Member Authorised Representative:** This designation is reserved for the members EPOAs, and/or identified Support Coordinators and/or advocates.
>
> **Member Emergency Contact:** This designation is reserved for the members preferred emergency contact. A number must be assigned to this profile to be assigned as an emergency contact.
> For NNA – this would be the identified facility manager / point of contact.
>
> **Member Biller:** This designation is reserved for the members preferred contact (email) for the members invoicing to be issued to.
> For NCC – this may identify the members plan manager and/or email for self-management.
> For NNA – this would be the facilities accounting team and/or reception team provided upon procurement.

Membership Plan: Refers to the type of membership specific to source of funding. For example – Support Coordination – AGENCY MANAGED meaning the invoice will be raised as a PRODA upload, - Service Delivery – PLAN MANAGED means this will be raised as an invoice sent to the selected Plan manager, - Agency – PRIVATE meaning this invoices the facility member directly.

Must Do: Additional supporting information that can reoccur or once off information sharing that is NOT reviewable to the member. The attending helper must respond by checking the box to identify that the must do was completed. All Employees are required to check the Must Dos within their app prior to the shift commencing.

Third Party Providers: *(same as clinicians) refers to Registered Nurses, Enrolled Nurses and provides the possibility of enlisting third party providers in the future.

Tickets: A function within Lookout to trigger workflows to the appropriate personnel for actioning and follow up can occur within a timely manner. Tickets will automatically assign to the most relevant team member from a Member's Care Team or Helper's community based on the category you selected in the previous step. Otherwise, it will fall back to you as the creator of the ticket. Documents can be uploaded to tickets, and other users can be tagged and assigned to the ticket by you.

Product: How a visit will be charged (rates) when creating a booking shift/visit.

Profile: every member / helper / clinician / emergency contact have what Lookout refer to as profiles.

Punch cards: Are the Lookout timesheets that capture employee clock in and clock out data. Here it can be identified the employee, the member, when, where, the shift status, transport costs and/or kms, time variances from initial booking.

Purchase Order: (member profile tickets) Is a ticket option to identify member purchase orders and who is responsible for follow up and/or payment if it is an internal process. For example it could be a clinical consumables order that is required to be sent to a support coordinator for approval and/or the GM for invoicing share expenses.

Rates: (product) is the line item in which the service is charged at. This may be a NDIS line item, or internal line items that identify the service being provided and apply the correct charge rate to said service booking.

Examples: We have broad charges such as:

- *ALL-Training F2F and/or Online will ensure employees completing the training shift will be paid, not no charge is populated for invoicing.*
- *NNA – AIN Public Holiday – will charge the facility at the PH rate, and pay the employee at AIN PH pay rate.*

Then there are individualised charges that will need to be amended as their plans renew and/or change:

- *CBRN_KM - Weekly Rate 15_406_0114_1_3 which will charge the NDIS participant as per their allocation which is less than the hours of service actually provided BUT will ensure the employee will be paid for actual hours of said service provided.*

Roster: (member profile) When selected within the members profile, you will be able to view the members scheduled roster with visits status colour coded. From this view, the user can click on a time slot to create a new visit (shift). These visits are broken into 2 types.

> **Exceptional Visit:** Are one – off / ad-hoc / singular shifts. These are where NNA Agency Shifts would predominantly be booked and/or one-off NCC/NIC client services.

Reoccurring Visit: These visits have a recurrence feature to set up repeating services. Note: if user wants to assign permanent employees, for example - to a member that requires services 7 days a week, these shifts need to be created singularly first, with all perm employees assigned accordingly THEN reoccur each singular shift to maintain the employee assignment to the correct shifts. Otherwise, the employee will be assigned to every reoccurring shift for all 7 days ongoing.

Ad hoc Invoice: This roster option is how NCC Support Coordinators and NIC Care Coordinators will raise their invoices for coordination services rendered.

Scheduling: - roster view only. New shifts must be entered via the members profile roster.

Scheduling Notes: a place for the employee onboarding the member, to document key factors the scheduling team need to consider. Things like clients time preferences, or perhaps that they have dogs and require supports with the dogs, or a small car preference for escort supports etc

Services: Services identified within Lookout must be linked to each employee profile in accordance with the employees' contractual obligations and employment scope. In doing this, appropriate scheduling and shift assignment can be undertaken.

Sharers: where a member requires shared roles such as 2 emergency contacts, multiple access to members app to view help plan, schedule etc. Same view as the member.

Shifts: Shifts in lookout are what NCC would consider an employees 'run' of visits combined with the appropriate entitled breaks applied.

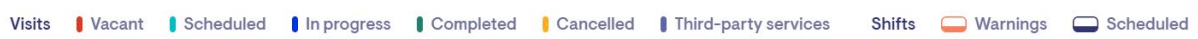
Should Knows: Is an option to provide any important information specific to a single shift assignment as a once off or reoccuring. This acts like a FYI to the attending helper. Should knows and Must Dos are confidential and not viewable to the member and/or their authorised parties. All Employees are required to check the should knows within their app prior to the shift commencing.

Example: It could be something like 'Client shift is commencing at her GPs picking her up from her appointment. GP is at 1234 Healthyway Street, Canberra. Transport client home and proceed with usual supports as per care plan.

Surveys: Can be created within Lookout to issue to members and/or their authorised representatives to support continuous improvement

Visit: Lookout terminology for a Shift and/or Service booking.

Visit Status: In Lookout each scheduled shift on the schedule boards are colour coded to identify the visit status.



Verifications: In line with policy and employment contracts identifies the mandatory requirements per scope of employment to assist in identifying suitable employees to attend shifts.

Requisites: refer to what background checks or competencies are required to match a particular member. This is set inline with employment mandatory requirements per scope of role employed for.

User: Refers to the authorised person with lookout access on the desk top Lookout system.

UUID: Lookout's automatically created Universal Identification number per profile.

Services

Services identified within Lookout must be linked to each employee profile in accordance with the employees' contractual obligations and employment scope. In doing this, appropriate scheduling and shift assignment can be undertaken.

Agency_AIN	*Agency deployment for shift within a facility AIN*
Agency_EN	*Agency deployment for shift within a facility EN*
Agency_RN	*Agency deployment for shift within a facility RN*
Agency_Cancellation< 4hrs Notice	*Agency deployment cancelled <4hours notice*
Agency_Cancellation> 4hrs Notice	*Agency deployment cancelled with >4hours notice*
Cancellation Charge >24 hours Notice	*Agency deployment cancelled with + 4hours notice*
Cancellation Charge <24 hours Notice	*shifts cancelled <24hours*
Agency_Recreational Activities Officer	*Agency deployment for shift within a facility Recreational Activities Officer*
Agency_Transport / Escort	*Supporting a client to a different destination*
Buddy Shift	*New employee shadowing experienced employee*
NCC_Clinical Care- RN	*NDIS Nursing delivered by a Registered Nurse*
NCC_Clinical Care- EN	*NDIS Nursing delivered by a Enrolled Nurse*
NCC_Alex House Shared SIL- NDIS	*NDIS AIN Shared SIL Care Supports*
NCC_Alex House Shared RN Care- NDIS	*NDIS RN Shared SIL Care Supports*
NCC_Dusk Onsite- NDIS	*Concierge Supports - Irregular supports*
NCC_Care Supports	*NCC Home Care - NDIS / Disability Private*
NCC_Private Care	NCC Services engaged privately out of client pocket
Team National_F2F Training	*Face to Face training*
Team National_Online Learning	*Designated Online Learning*

Verifications

In line with policy and employment contracts identifies the mandatory requirements per scope of employment to assist in identifying suitable employees to attend shifts.

All employment types require the **ALL Basic Employment Requirements** + any verification groups relevant to their employed role and/or scope of practice.

This includes specific employment requirements (such as VISA requirements), and complex skill set competencies (such as bowel care, tracheostomy care etc) to ensure ongoing verification and training renewals takes place in line with compliance requirements.

Title Name of file type	**Required** Indicate the file types you would like pre-loaded	**Document Number** Is a document number + expiry date required?
ALL Basic Employment Requirements		
Industry Related Qualification	TRUE	FALSE
Induction / Orientation	FALSE	FALSE
Employment Contract	TRUE	FALSE
Australian driver licence	FALSE	TRUE
Non-Australian driver licence	FALSE	TRUE
100 points of ID	TRUE	FALSE
ACT WWVP Card	TRUE	TRUE
National Police Check	TRUE	TRUE
Vaccination Summary	TRUE	TRUE
First Aid Certificate	TRUE	TRUE
CPR Certificate	TRUE	TRUE
NDIS Worker Orientation Module	TRUE	FALSE
Fire Safety / Emergency Management	TRUE	TRUE
Infection Control	TRUE	TRUE
Hand Hygiene Competency	FALSE	TRUE
Manual Handling	TRUE	TRUE

SIRS & Mandatory Reporting	TRUE	TRUE
Registered Car Insurance	TRUE	TRUE
Car Registration (Rego)	TRUE	TRUE
Infection Control Training Covid 19	TRUE	FALSE
Influenza Vaccination (Annual)	TRUE	TRUE
Office Personnel Roles		
NDIS Worker Screening Check Clearance	TRUE	TRUE
NCC Employees - AINs + Daily Ops		
NDIS Worker Screening Check	TRUE	TRUE
NDIS Supporting Safe Meals Module	TRUE	FALSE
NDIS Supporting safe and effective Communication Module	TRUE	FALSE
Medication Management	TRUE	TRUE
Food Safety - Mandatory Training	TRUE	TRUE
NCC Employees - ENs, RNs		
NDIS Worker Screening Check	TRUE	TRUE
AHPRA registration certificate	TRUE	TRUE
Medication Management	TRUE	TRUE
NDIS Supporting Safe Meals Module	TRUE	FALSE
NDIS Supporting safe and effective Communication Module	TRUE	FALSE

NNA Employees - AINs, ENs, RNs		
Influenza Vaccination (Annual)	TRUE	TRUE
Food Safety	TRUE	TRUE
NIC Employees - AINs, ENs, RNs		
Influenza Vaccination (Annual)	TRUE	TRUE
Food Safety	TRUE	TRUE
Aged Care Standards	TRUE	TRUE
Individual Verification Options		
VISA Holder		
VISA Documentation - Rights to work in Australia	TRUE	TRUE
PART Training		
PART Training	TRUE	FALSE
DHR Training		
DHR Training	TRUE	FALSE
Dementia		
Dementia Training	TRUE	TRUE
Tracheostomy		
Tracheostomy Management	TRUE	TRUE
Tracheostomy Competency	TRUE	TRUE

Ventilation		
Ventilation Management	TRUE	TRUE
Ventilation Competency	TRUE	TRUE
Enteral		
Enteral Management	TRUE	TRUE
Enteral Competency	TRUE	TRUE
Bowel		
Bowel Care Management	TRUE	TRUE
Bowel Care Competency	TRUE	TRUE
Seizure / Epilepsy		
Seizure / Epilepsy Management	TRUE	TRUE
Wound / Pressure		
Wound Care / Pressure Area Management	TRUE	TRUE
Diabetes		
Diabetes Management	TRUE	TRUE
Subcutaneous Injections		
Subcutaneous Injections Management	TRUE	TRUE

Lookout Scheduling System Policy

POLICY STATEMENT

This Policy aims to provide a robust framework to support all National employees (helpers) to activate, understand and appropriately use the Member & Helper Scheduling System 'Lookout' and all its relevant features.

SCOPE

This policy applies to all employees of National.

POLICY

National recognises the need for our internal technology and systems implemented must be in line with the digital world we live in, enabling AI (Artificial Intelligence), remote health monitoring, transparent access to both Member and Helper data to inform best practice within National. Therefore, streamlining processes such as rosters and documentation is a natural progression.

In doing so, helper documentation and incident reporting, HR processes, payroll processes, rostering processes and communication processes are made more efficient, allowing time to be better utilised across participant care, while creating efficiencies for non-service delivery helper/employees.

OUTCOME

Streamlined services across Team National will provide a variety of improvements all measurable within the Lookout application across all user levels. Custom analytics dashboard, built in reporting and data export functionalities in combination with AI and a risk focused reporting / notifying algorithm National will have a higher level of transparency and governance oversight resulting in higher incidents of pro-active identification of and responding to member deterioration leading to more positive health outcomes for members.

Lookout also remove and make obsolete current manual practices reducing the manual labour resources historically delegated to undertake the manual practices thus reducing the likelihood of human errors in payroll and annual leave processes. Client related reimbursements will be all automated through the Lookout helper application interface, furthermore incident reports and follow ups using tickets will be up lined instantly with ability to track status and progress for a more effective timely response.

Overall lookout will improve tracking of employment patterns, onboarding and offboarding for members and helpers and providing granular data export for incident management patterns.

National has had a custom integration API made between Employment Hero / Paycat to automatically add new employee's profiles from onboarding payroll system directly into Lookout minimising manual data transfer and creating time efficiencies for admin and daily operation roles to focus on responding to both member and helper needs. In addition, once

employees are in lookout any changes made in Employment Hero / Paycat for helpers will automatically sync into lookout this ensures employee / helper data is as accurate as possible.

National's Responsibilities

- Maintain its contractual obligations with Lookout including payment of invoices, licenses and terms of the contract etc
- Successful data migration from legacy system into Lookout for all existing helpers/ employees before 12th May 2025.
- All new helpers/employees are correctly entered and activated in Employment hero / paycat to enable successful and seamless integration into Lookout core system.
- Induction is attended for all new National helpers/employees to the Lookout App during the induction and onboarding face to face process.
- Provide initial roll out training to all staff across National relevant to their position and user level within lookout, this may be in the form of a recorded guided session, information fact sheets, Quick how to guides emailed out, small group sessions at HQ.
- Provide ongoing training to helpers/employees in relation to the new terminologies associated with lookout. incident report management and mandatory reporting obligations.
- Provide ongoing training to employees in relation to confidentiality and privacy including all relevant legislation and external governing bodies which National is bound by such as the NDIS Quality and Safeguards Commission, Aged Care Quality and Safeguards Commission and the Human Rights Commission.
- Notify helpers/employees of any outages to the lookout system with ETA on the issue being resolved.

Employee Responsibilities

- Upon onboarding, ensure you are confident in how to use the system and your requirements in reporting, documenting, clock in and out of services and how to update your availability.
- Seek further training if you are not confident on how to use Lookout before attending any member services, by simply notifying Daily Operations Team on 0401 439 798.
- Understand your obligations as per policies, and/or know where to always access your operational policies during your employment.
- Ensure mobile phone is sufficiently charged for your rostered services to enable clock in, documentation, incident reporting (if required) and to clock out.
- Maintain Nationals and Members right to privacy and confidentiality and not disclose information within the Lookout app externally without strict prior authorisation.
- Do not share your Lookout App login details with others or allow others to access your app via your phone.
- Notify National in the event your phone becomes lost or stolen as soon as possible, this will enable your login details to be changed to maintain privacy and confidentiality.
- Understand and follow all Lookout policies and procedures appropriately.

Key Personnel Contacts:

- NCC Daily Operations: 0401 439 798
- NNA Daily Operations: 0413 955 956

Geolocation Pinpoint Policy

POLICY STATEMENT

This policy is designed to enhance the transparency of our workforce management including helper ,employee, member and participant safety, fleet delegation /efficency management, service request scheduling, and job costing efforts through the use of 'Lookout Platform'.

SCOPE

This policy applies to all employees of National.

PURPOSE AND OVERVIEW

The purpose of this GPS Tracking Policy is to define criteria for protecting helpers, employees, members and participants as well as Team National's safety and interests. It will aim to ensure transparency regarding the helper/ employee data it intends to collect and use. National will communicate and inform its helpers and employees about:

- The categories of data it will collect How the data will be used
- How the data will be protected
- Who will have access to the data
- How long the data will be kept.

This Policy constitutes an official notification and it is in compliance with Australian Privacy Laws.

By acknowledging this Policy, all National helpers and employees give their consent to GPS-tracking practices outlined herein.

POLICY

National understands that privacy concerns are valid and that our helpers ,employees' and members or client privacy is of the upmost importance. As such, we will ensure that all geolocation is done in a transparent, fair, and legal manner consistent with all Australian laws. That means all geoloaction data will only be used for business purposes and within the scheduling application only available within National approved workstations by approved management team members. Please note, the app cannot monitor you outside of an active 'clocked-on' shift.

DEFINITIONS

Team National and its entities are committed to helper, employee, member and participant and traffic safety, and Geolocation can help in these aspects.

Lookout (short for Lookout Worker App) is the application utilised to pinpoint clockin and clock out geolocations.

GPS-tracking practices is the umbrella label for all activity and process around tracking, pin point, clocking of location.

GPS is a satellite tracking system that has the capcity to track live and on the move.

Geolocation is the process or technique of identifying the geographical location of a person or device by means of digital information processed via the internet at that particular point in time.

Employees Responsibility

- Understand the Geolocation Policy and requirements to fullfill employment obligations.
- In order to clock on is to activate incured wages, geolocation is required to be set to on, in helper / employees personal mobile device while on shift, requires to be clock off.
- Understand, any geolocations identified outside of the accepted radis of a designted workplace will result in a verification process up to a follow up phone call, repeated instances will result in performance management for fraudulant claims.

National's Responsibility

- Remain transparent about all geolocation processes.
- Follow up any fraudulant activity with employees and/or any mandatory reporting requirements to NDIS and/or ACT Police.
- In addition, the scheduling system Lookout, and National cannot and will not share your data with any third parties without your consent, except as required by law.
- If you have any questions or concerns about our Geolocation policy, please feel free to contact our HR department at jobs@teamnational.com.au

How does the Lookout geolocation work

Pinpoint of time and location: The geolocation is only active when an employee is on a 'clocked on' shift. An employee is required to clock on to activate the shift to receive your designated pay entitlements for the attended shift. The clock on and off pin is referenced to the assigned location of the member or clients address to ensure proximity is valid.

The geolocation concludes the moment the helper or employee 'clocks off'. When the employee arrives at a shift, employee will be required to 'clock on'. When this occurs, a pinpoint of time and location is snapshot. When the shift concludes, 'clocking out' is required to again, capture a time and location pin. In doing this, it allows for instant system approval for your shift payment and client invoicing for the duration of the 'active' clocked on time frame.

NCC and NIC - Captures Kilometre referencing: As the geolocation is NOT a live following of your GPS location, Lookout will not and cannot collect the exact kilometres that you travel between and/or with a client. It will however take the two locations in which your rostered members or clients reside, and google map the distance for the average of kilometres you are entitled to claim at the award indicated rate and distances. This will mean the team will no longer have to maintain and track your own kilometres and dockets as the scheduling system will automatically calculate this and ensure payment each pay cycle.

Legally Bound: The geolocation is a feature within the new scheduling system Lookout. Lookout is legally bound by the Google Maps Terms of Use and a Privacy Policy within the Lookout application which meets the guidelines outlined by Australian and Territory law to ensure your privacy and safety is upheld.

Access to Data and Storage: Access to data is only accessible to those National management employees with authorisation access to the Lookout CORE Application. All historical data is stored within the Application by Lookout, bound by google Maps requirements, in line with Australian standards and Laws on Australian shores with a minimum 7 years requirement.

Benefits Of GPS Tracking Policy

Improved Productivity: With geolocation, we can monitor employee time and location data to schedule jobs more efficiently, ensure timely arrivals and departures, and reduce delays. This means that you will spend less time traveling and more time serving our clients.

Better Fleet Management: By tracking start-stop point of time locations, we can track and approve kilometre travel and optimize routes. This will help time efficiencies, reduce costs to clients and improve our environmental impact.

Enhanced Customer Service: By tracking start-stop point of time locations, the client must sign off on the completion and then rate the service out of 5 stars. Thus creating a safe space for all National entities to improve on our member service experience.

Greater Accountability: With geolocation, we can monitor employee behaviour, such as valid and invalid clock in/off pinpoints and adherence to company policies including fraudulent claims. This means that employees are held accountable for their actions, promoting safe and responsible behaviour to ensure positive outcomes for clients and safety for the team.

What <u>Will Not</u> Be Collected From Lookout geolocation

- **Listen to your conversations:** and initiate pop-up adverts on your devices like social media does. A reminder – it is not a live GSP system.
- **Live or Private Locations**: Lookout will not collect location data for any private locations, such as an employee's travelling between shifts, or at home or family member's location. This is not a functionality the system possesses. It is not a live GPS feed in any way, but rather a 'point of time' location pin drop meaning a snapshot is taken at the moment of clock in and clock off only.
- **Personal Data**: The system does not track live data and it will not collect personal data such as employee location or data outside of work hours.
- **Employee Behaviour**: We will not track employees' personal phone usage, conversations, or other personal activities inside or outside of work hours.
- **Dash Camera Footage**: Lookout does not link to any other external tracking system such as dash cameras to track audio or live video footage.

REFERENCES

Privacy Act 1988
Freedom of Information Act 1989
Health Records (Privacy and Access) Act 1997
Working with Vulnerable People Act 2011
Human Rights Act 2004
Human Rights Commission Act 2005
National Disability Insurance Scheme Act 2013
Disability Services Act 1991
Disability Services Regulation 2014
Discrimination Act 1991
Fair Work Act 2009
Work Health & Safety Act 2011
Health Professionals Act 2004
Territory Records Act 2002
Information Privacy Act 2014
Official Visitor Act 2012

Employee Setup: PayCat migration to Lookout Policy

POLICY STATEMENT

National is committed to facilitating all new employees with a seamless and positive experience during their onboarding and induction with National. This includes accurate data entry into Paycat to permit the successful automatic data migration into the Lookout application and safegaurding the 'helpers' privacy and confidentiality throughout the process.

SCOPE

This policy applies to all office-based roles (Admin, Daily Ops, Leads and Executives)

POLICY

The purpose of this policy is to provide those employees (Office based roles) responsible for the setting up of new employees 'helpers' during onboarding process and finalising set up on induction with a clear understanding of their responsibilities and tasks required of them. National are of the belief that a seamless integration of the 'helpers' personal data into paycat (payroll system) which has a custom intergration built to automatically create the 'helper' profile in lookout will instill postive operational confidence in the new 'helpers'.

Furthermore correct data entry into paycat the first time, enables the creation of a successful 'helper' profile in Lookout, provding National employees responsible for undertaking this process with less manual data entry, increasing their productivity and time efficiencies. National has clear procedures, processes and accessiable resources inculding face to face and self guided training to enable our employees (admin and daily operations) to have the knowledge, skills and confidence to undertake employee set up in paycat / lookout.

National's Responsibility

- Provide its employees with clear poilicies and procedures on how to set up new 'helpers' into paycat to enable successful migration to Lookout.
- Provide its employees with mini training sessions (Daily Ops Round Tables) and or face to face demonstration of the process to set up a new employee into paycat and next steps required in lookout.
- Ensure policies, process's, training and resources are made easily available to employees internally responsible for undertaking onboarding 'set up' and delivering induction sessions.
- Consider opportunities and efficiencies when they arise to improve practice and save time for employees performing these responsibities and duties.
- Conduct randomised audits of 'new employees / helpers' set up in Paycat and Lookout to screen proactively for potential errors that could affect other systems and process's such as payroll, superannuation obligations due to late logdment if details are incorrect, missing lookout profile information preventing scheudling or impacting with system generated communications to the external and wider teams.

Employees Responsibility

- To understand their responsibilities and duties in relation to the steps which need to be taken to succesfully onboard 'new helpers' into Paycat system to generate their helper profile within Lookout.
- Know where to locate this policy and guide or promote other employees to its location.
- Attend at least one type of training offered by National on how to set up new helpers in paycat – lookout.

In conjunction with the following Policies

Pays & Pay Records Policy