



**team national.**

# WELCOME TO LOOKOUT (app version)



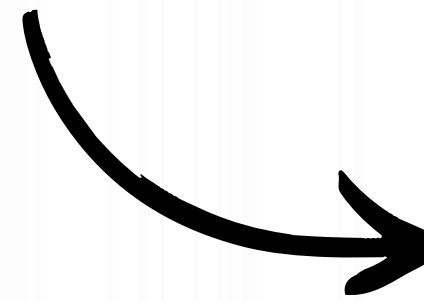
## **ACKNOWLEDGEMENT OF COUNTRY**

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.

# GETTING STARTED

**policies online  
available here**





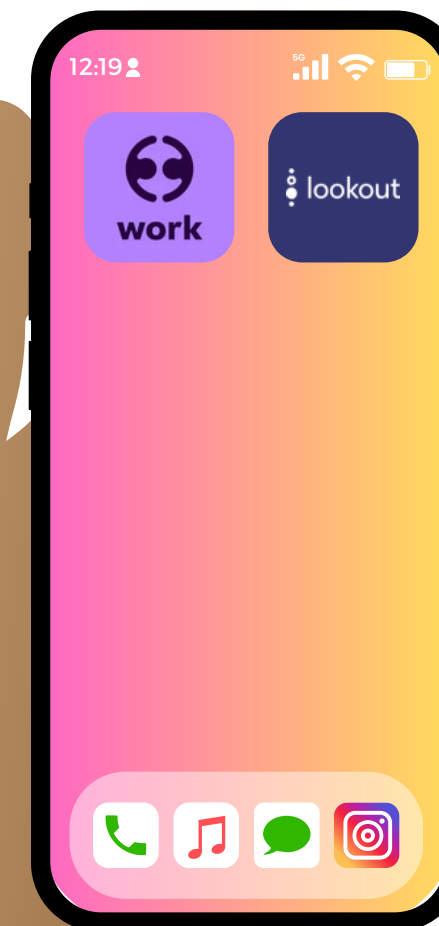
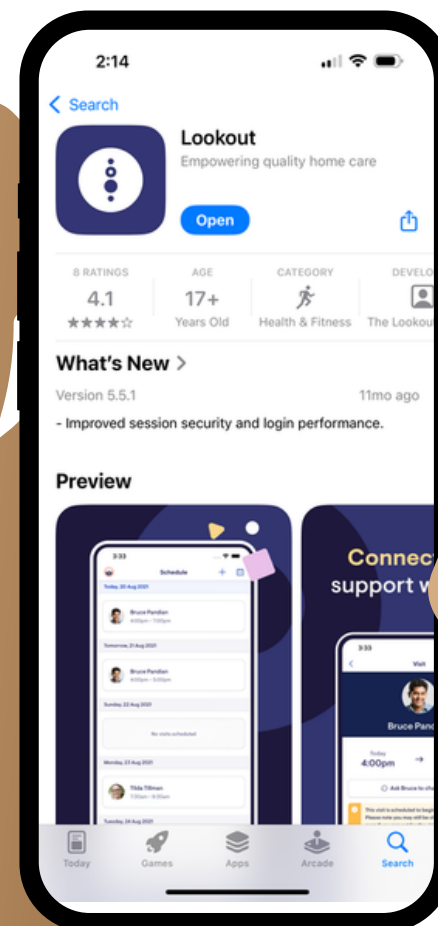
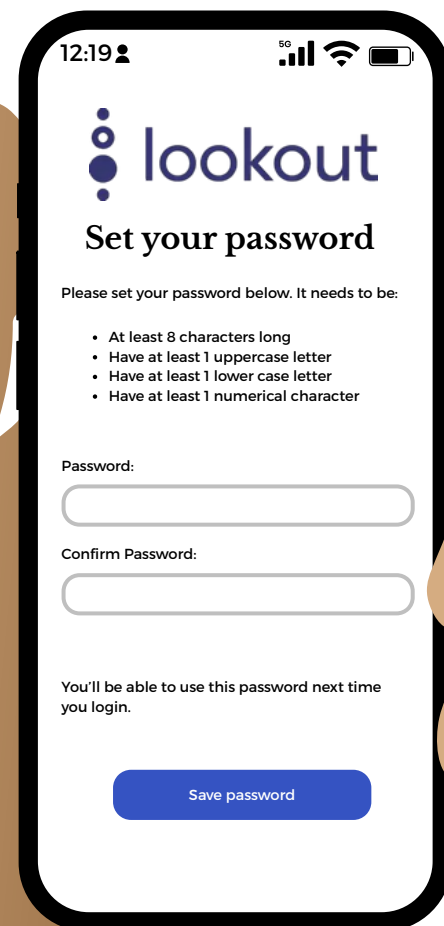
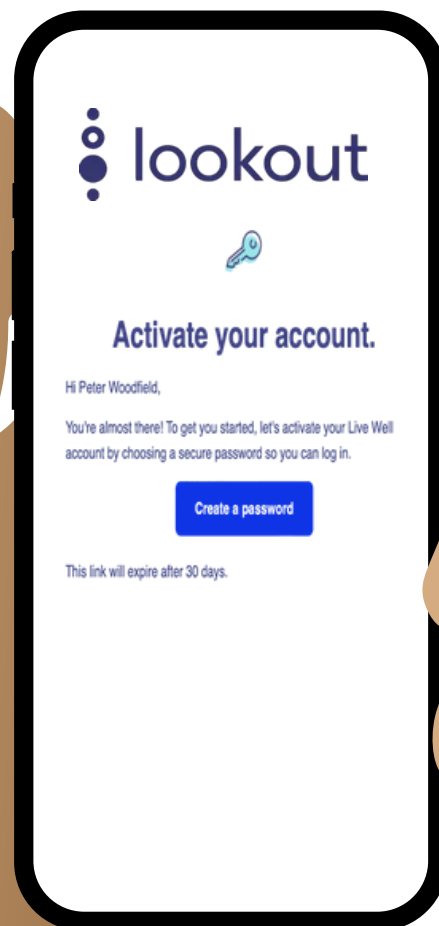
# EMPLOYEE SYSTEM ACCESS

getting you set up

## STEP 1.

**Activate Lookout:**  
*you will receive a sign-up email,  
follow the prompts.*

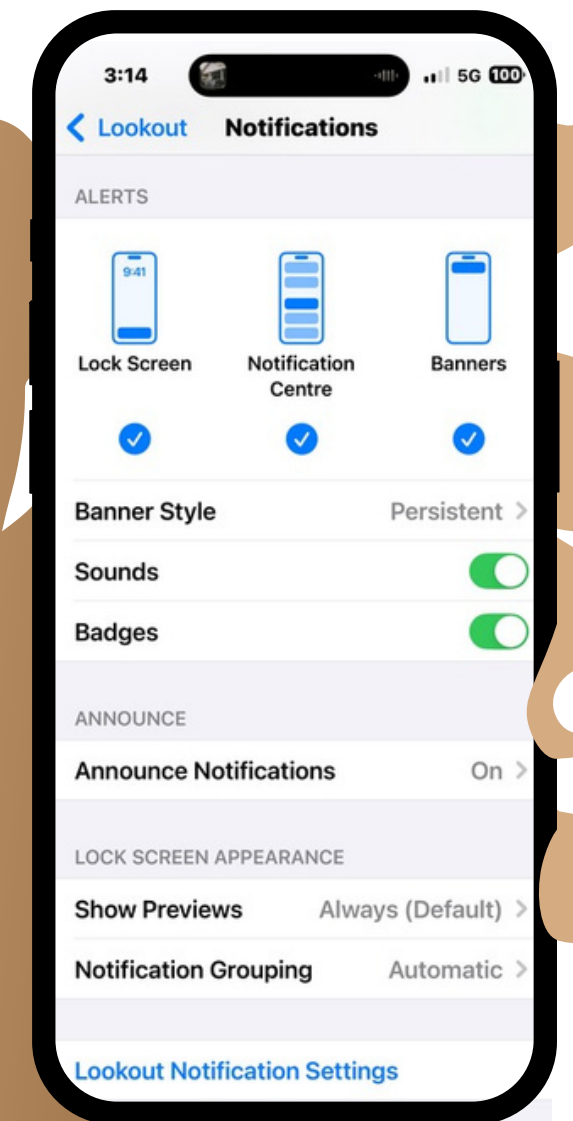
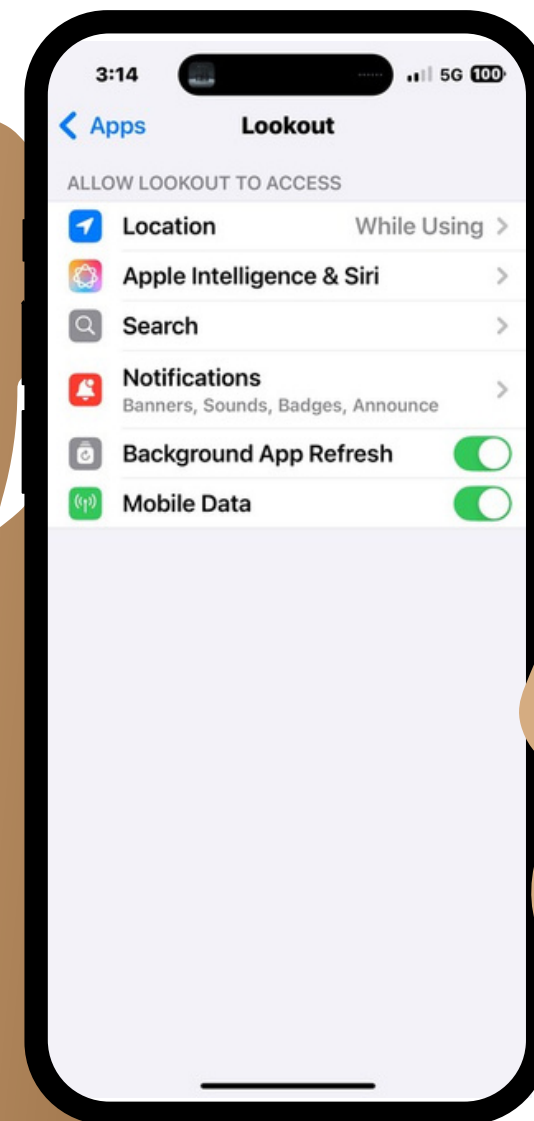
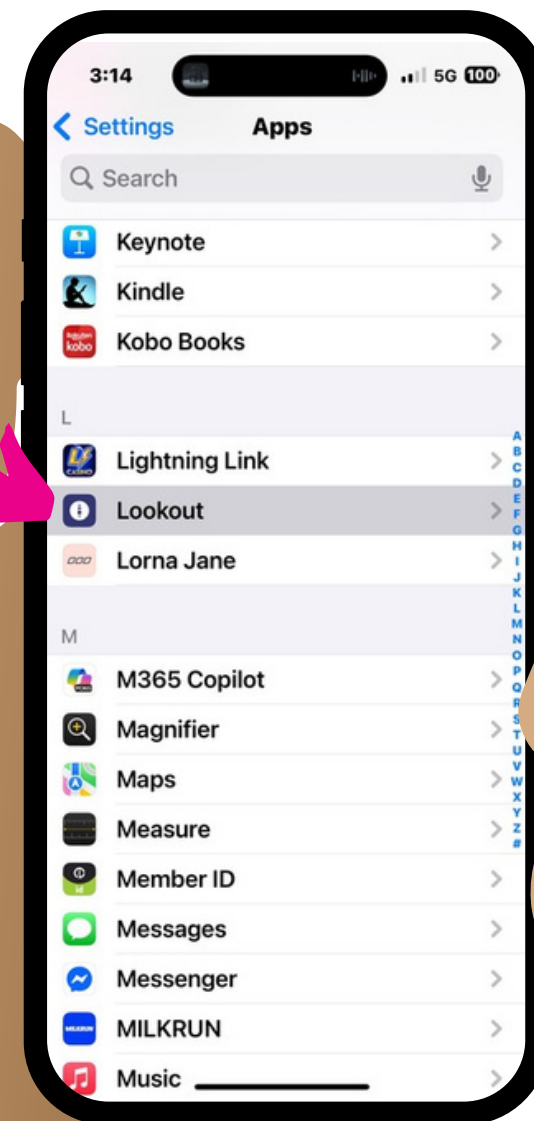
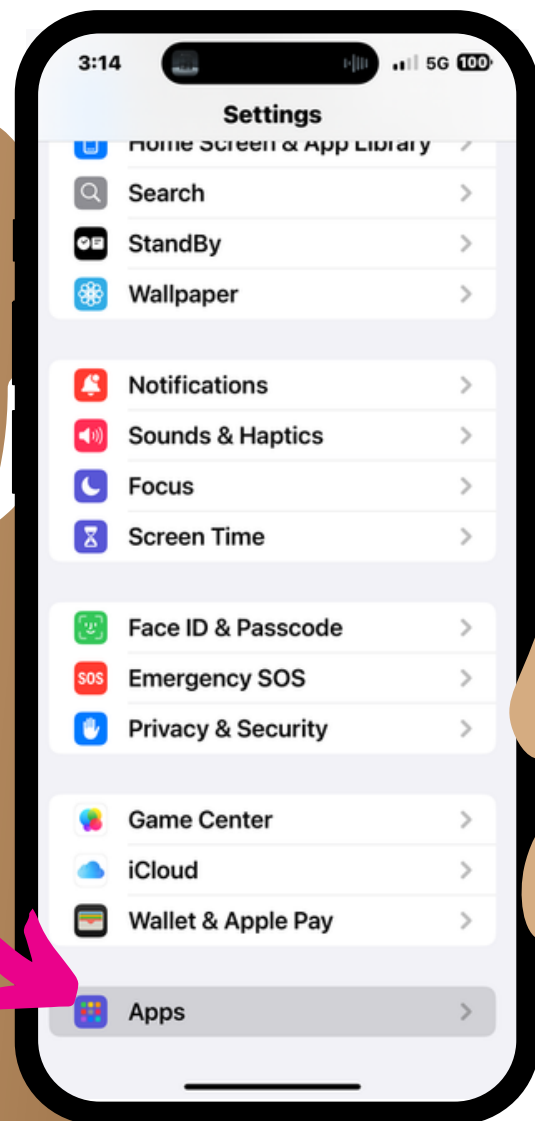
You will receive an email to your designated email from Lookout way titled 'Lookout Invitation'. Simply click create a password and you will be asked to download the app.



MANDATORY

# STEP 2.

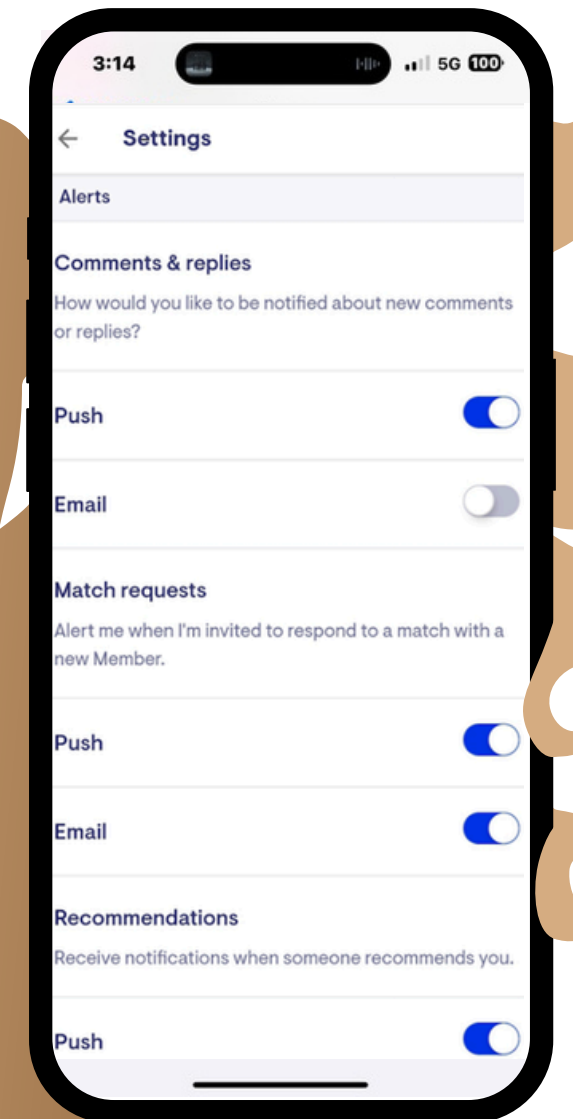
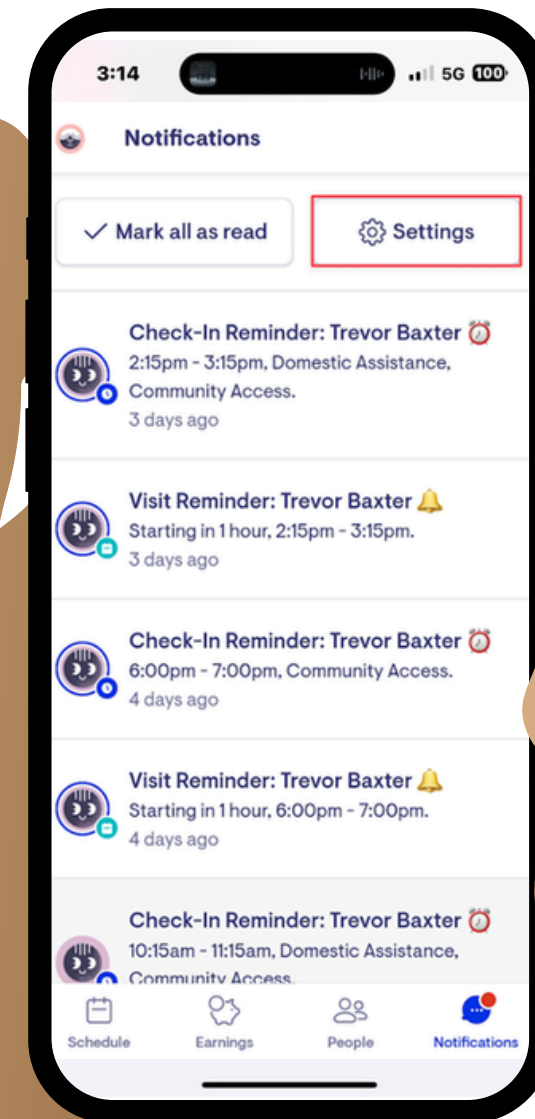
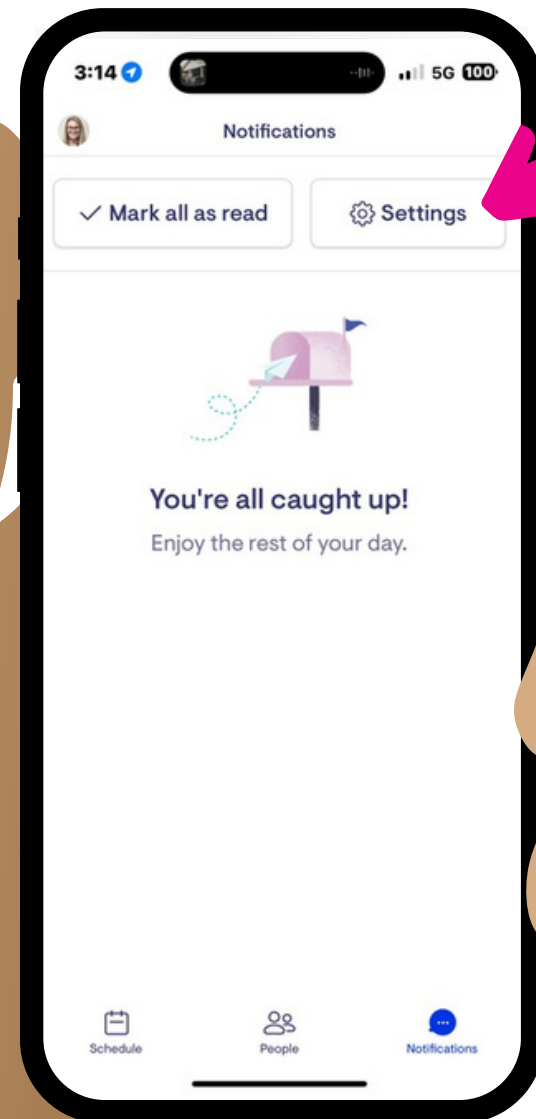
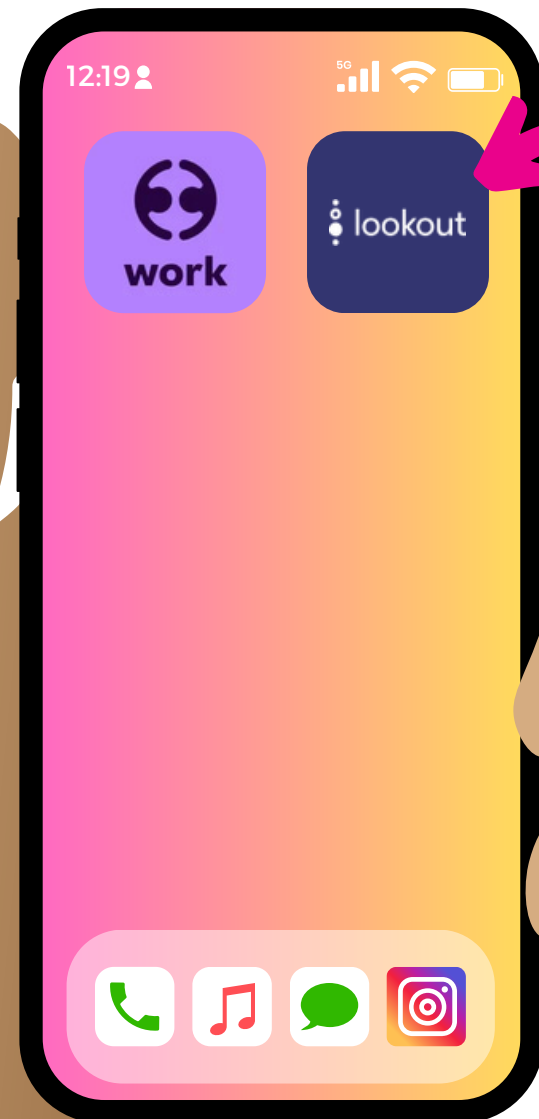
**Phone Notification Settings:**  
you are solely responsible for ensuring your notifications are turned on. These can be accessed via your phone App settings.



MANDATORY

# STEP 3.

**Lookout App Notification Settings:**  
you are solely responsible for ensuring your notifications are turned on within the Lookout App itself in addition to the actual phone notifications (previous slide).



MANDATORY

# NEED HELP?

## **Lookout Login Troubles:**

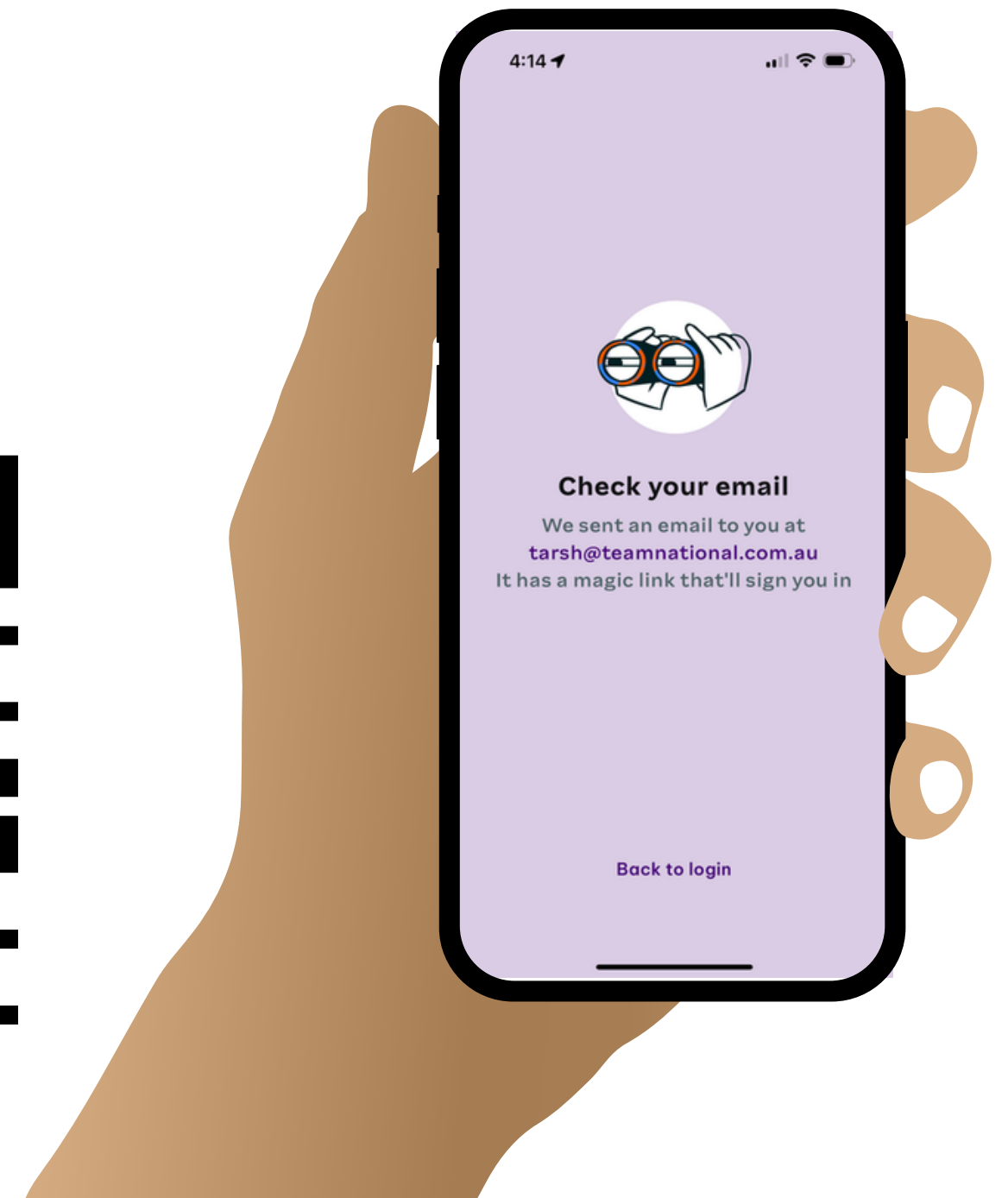
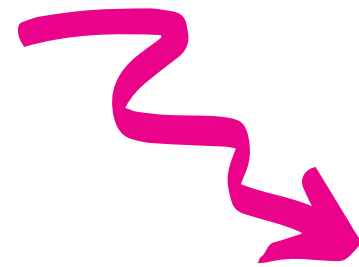
If you've forgotten your password, after entering your email, select **Having trouble logging in?** to activate a password reset link to your email.

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

Alternatively - email your daily ops team for support

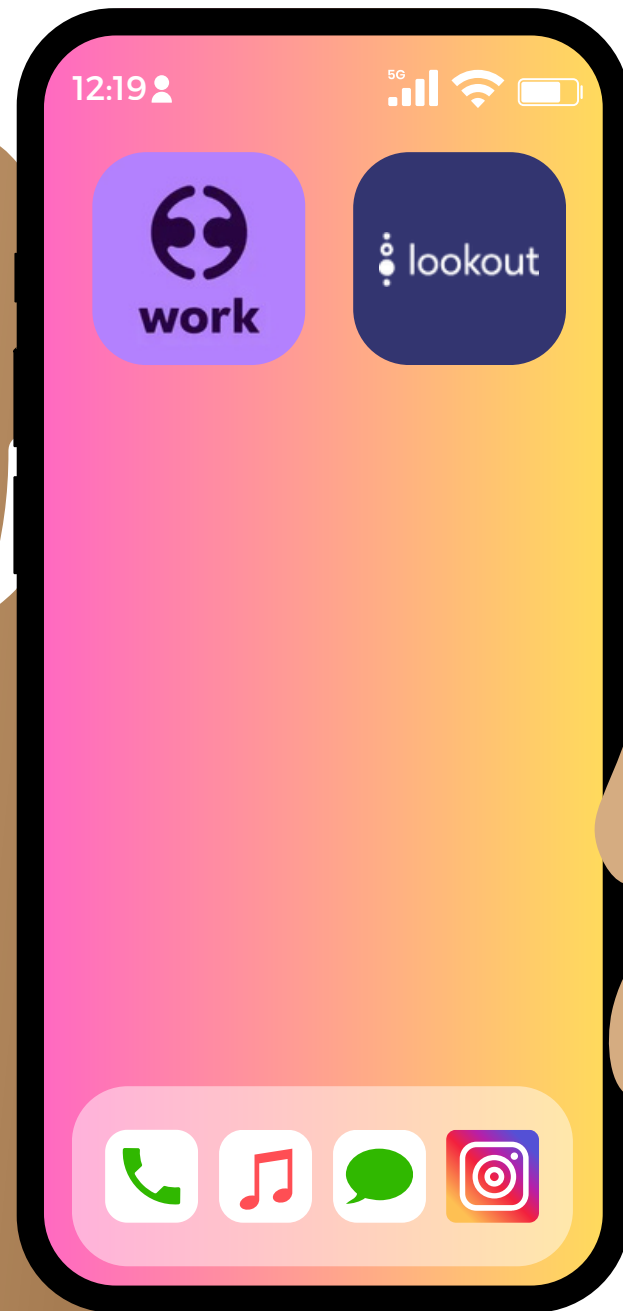
## **Lookout App Resources:**

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



# STEP 4.

## *Understanding Lookout App Features:*



AVAILABILITY

SHIFT NOTES

SCHEDULE

MUST DOS

NOTIFICATIONS

CHECK OUT

MEMBER HELP PLAN

ESCORT / TRAVEL

GOOGLE MAPS

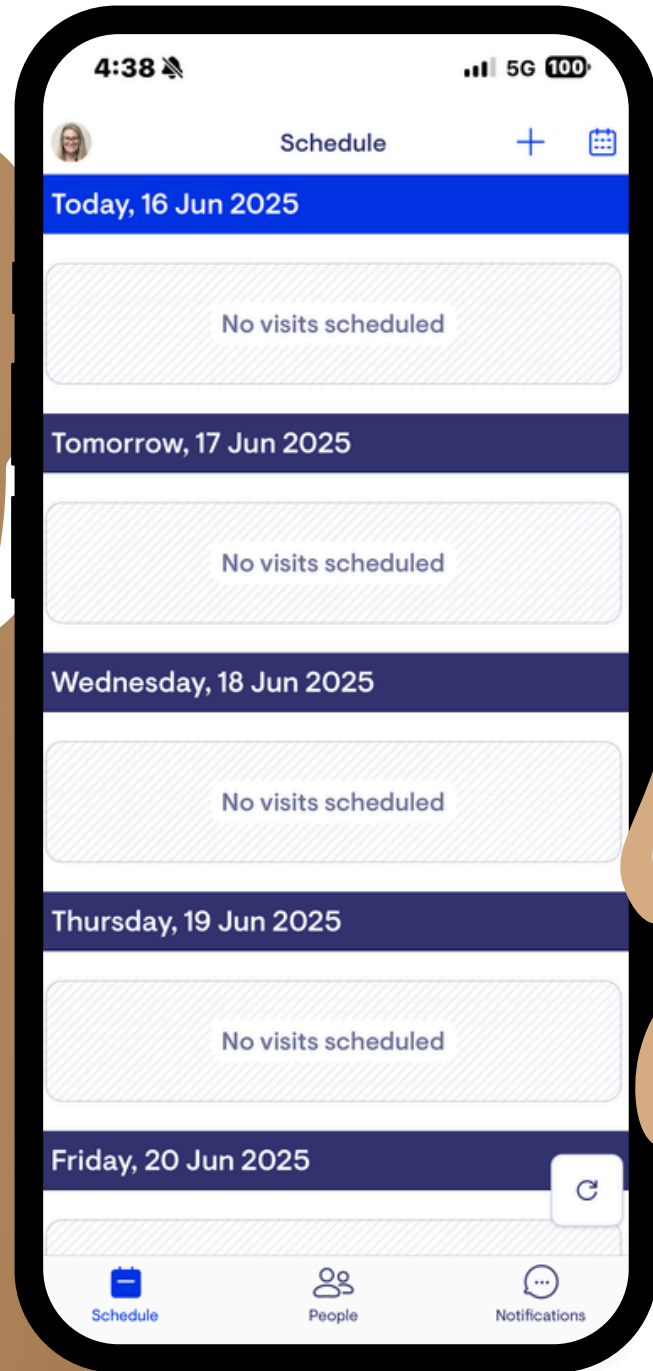
BREAKS

CHECK IN

RAISING REPORTS

# LOOKOUT FEATURES:

AVAILABILITY



## **YOU tell US when you are available to work!**

All casual employees are required to enter their availability for the following week ahead Monday through to Sunday via the Lookout App.

Your availability IS your reputation!

Permanent employee regular hours of work will be entered by the Daily Operations team, as per your employment contract.

## **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...

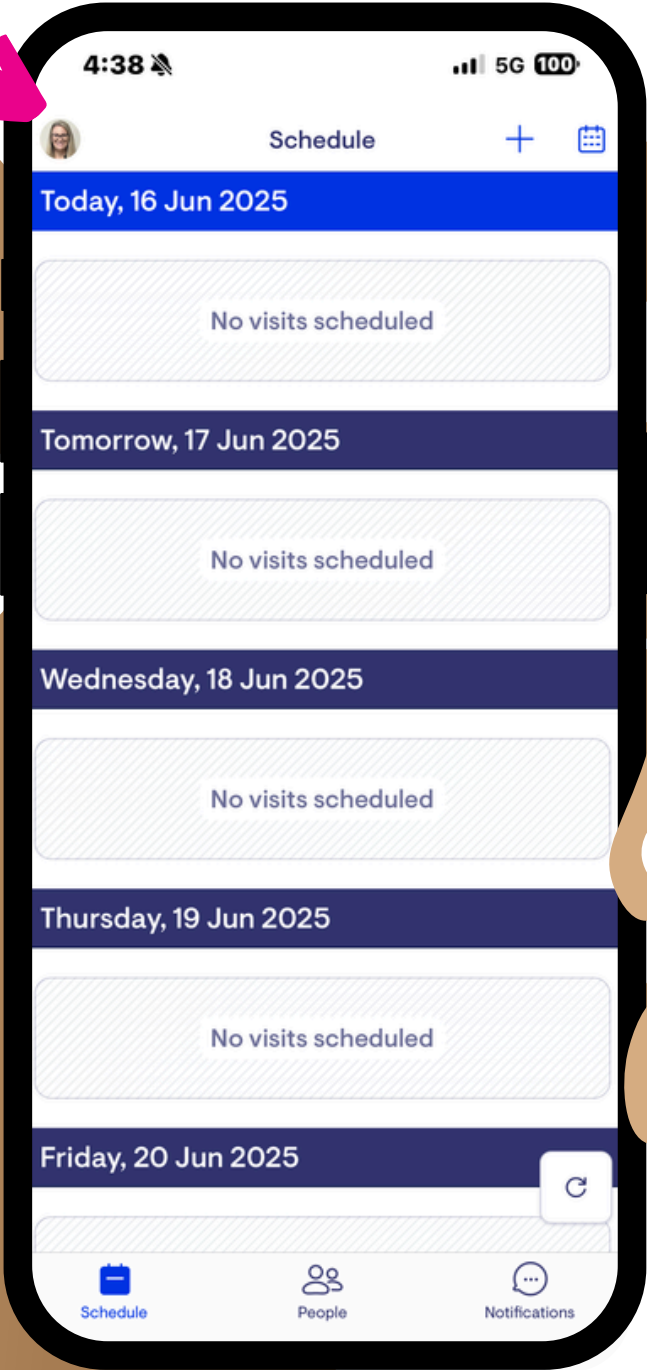
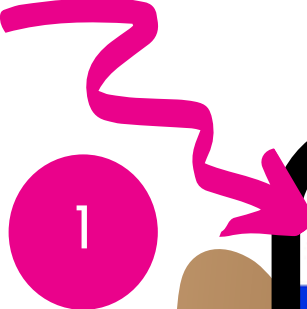
(in addition to providing amazing quality care of course!)

**AVAILABILITY DUE EACH MONDAY.**

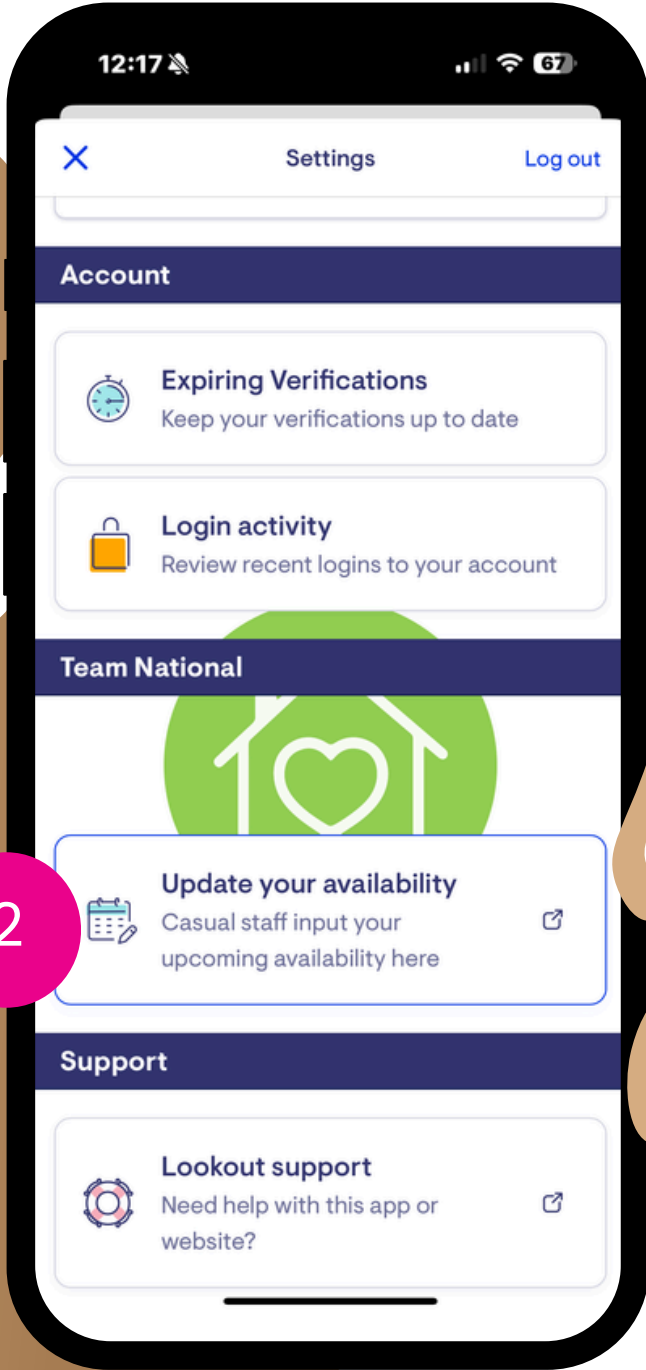
MANDATORY

# AVAILABILITY

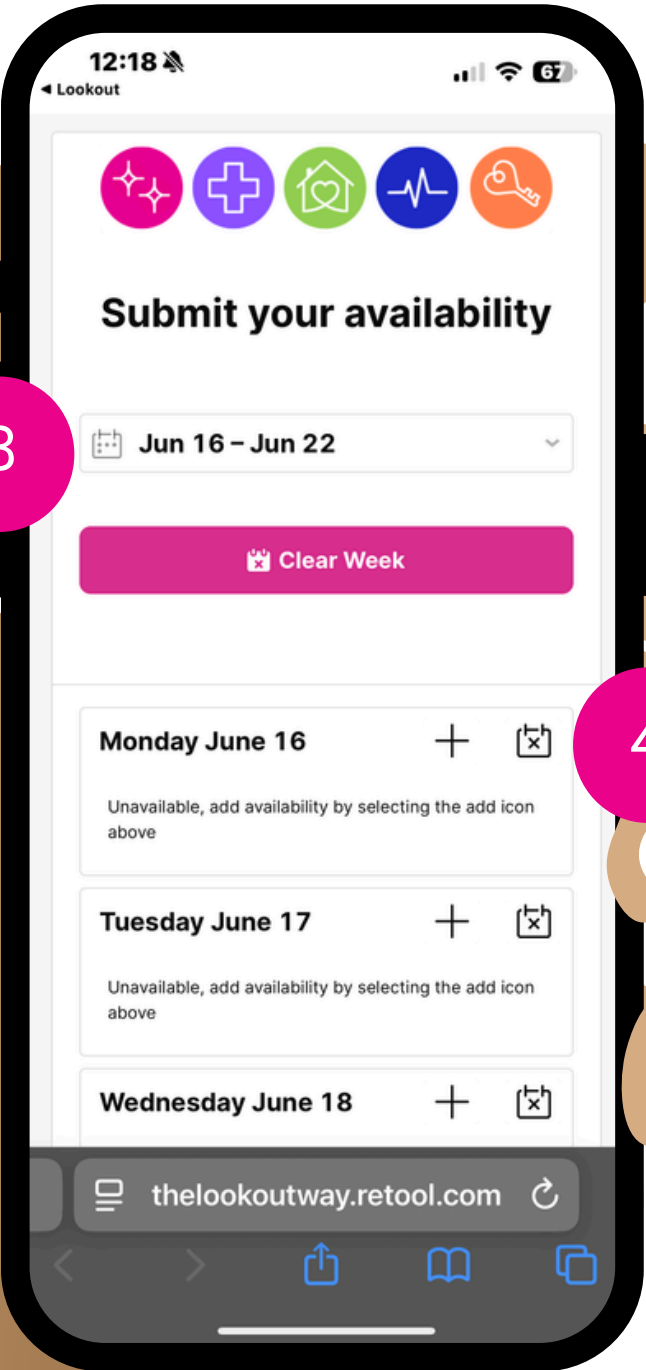
In the schedule tab, click on your user icon in the top left corner



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



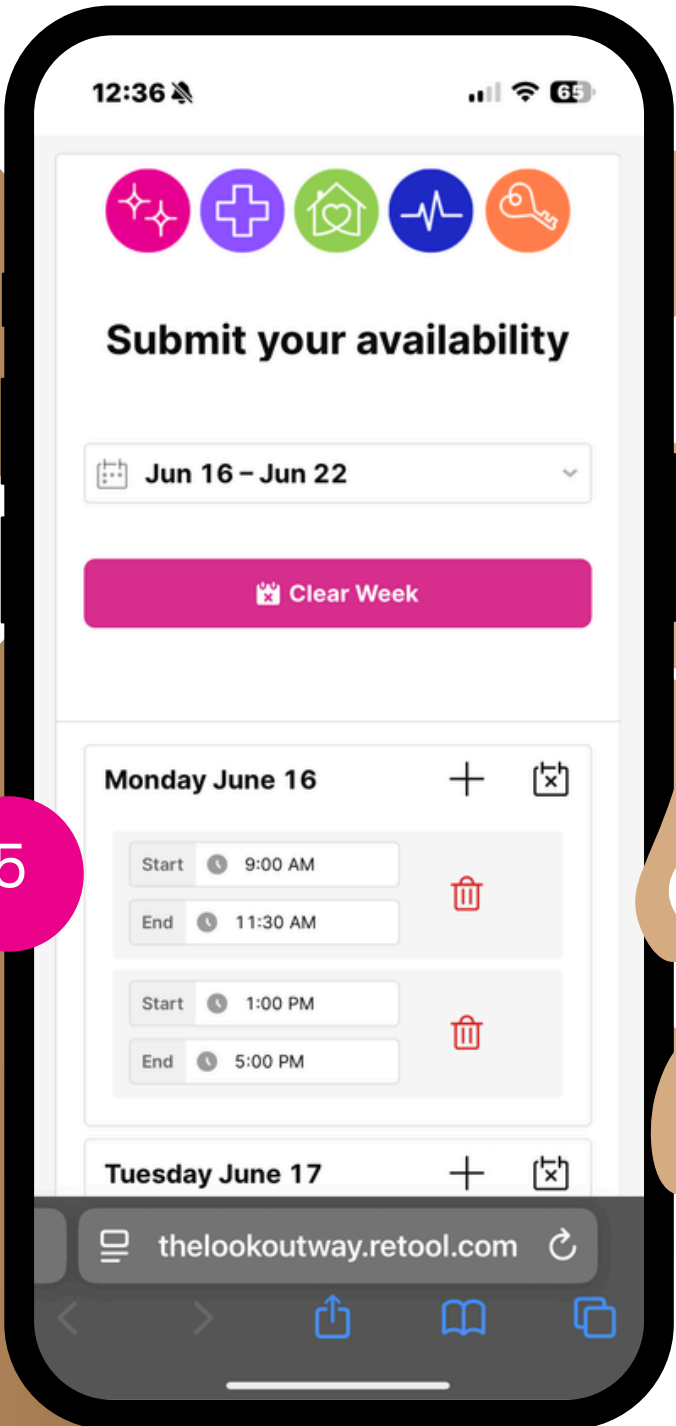
It will redirect you to a web-based landing page where you can then navigate the weekly date range you wish to enter, then select the date you wish to enter and click on the + symbol to add.



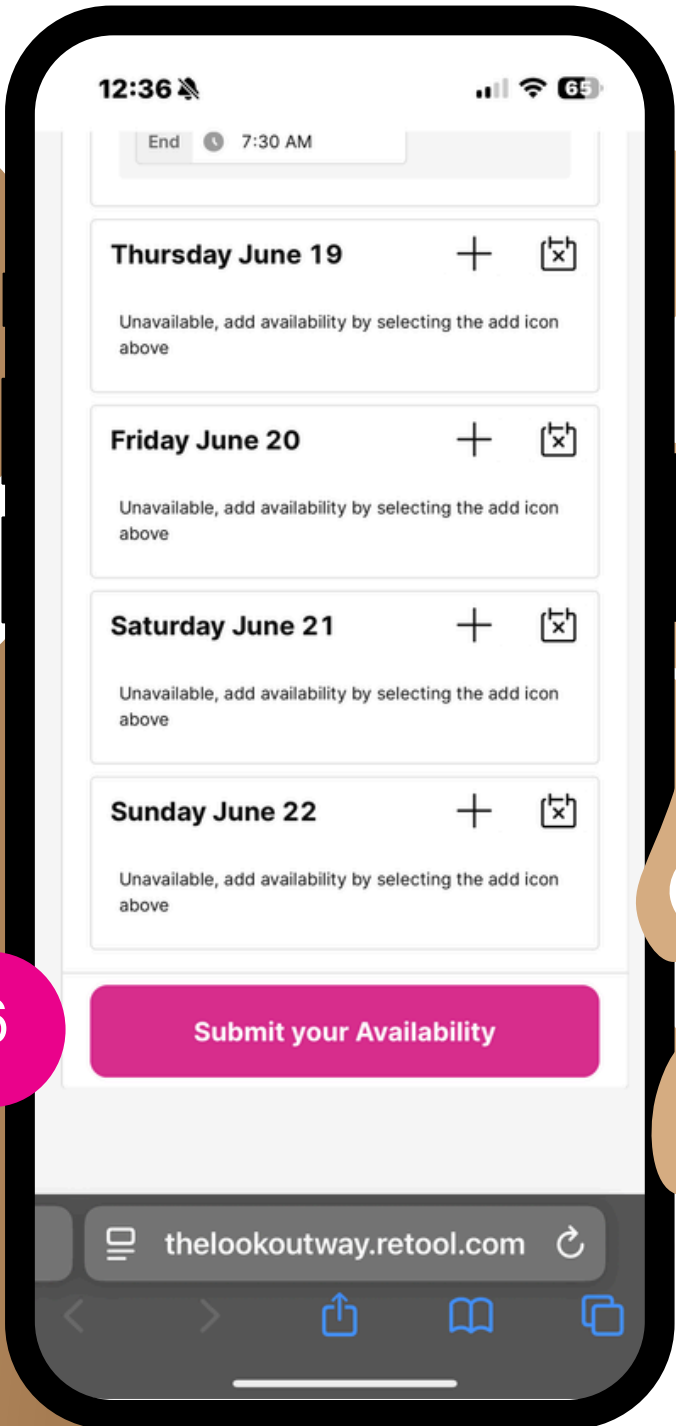
# MANDATORY

# AVAILABILITY

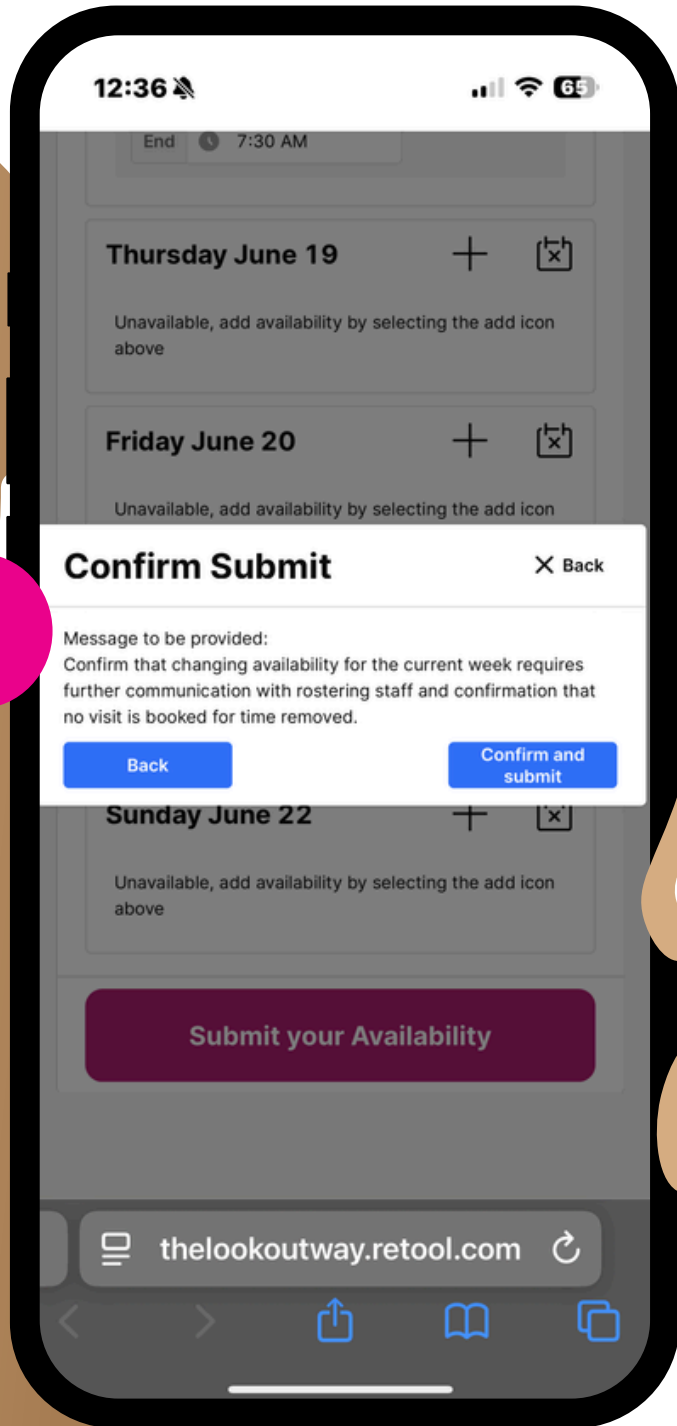
It allows you to enter start and end times and add additional time slots for split shift availability.



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



Follow the confirmation submit prompts

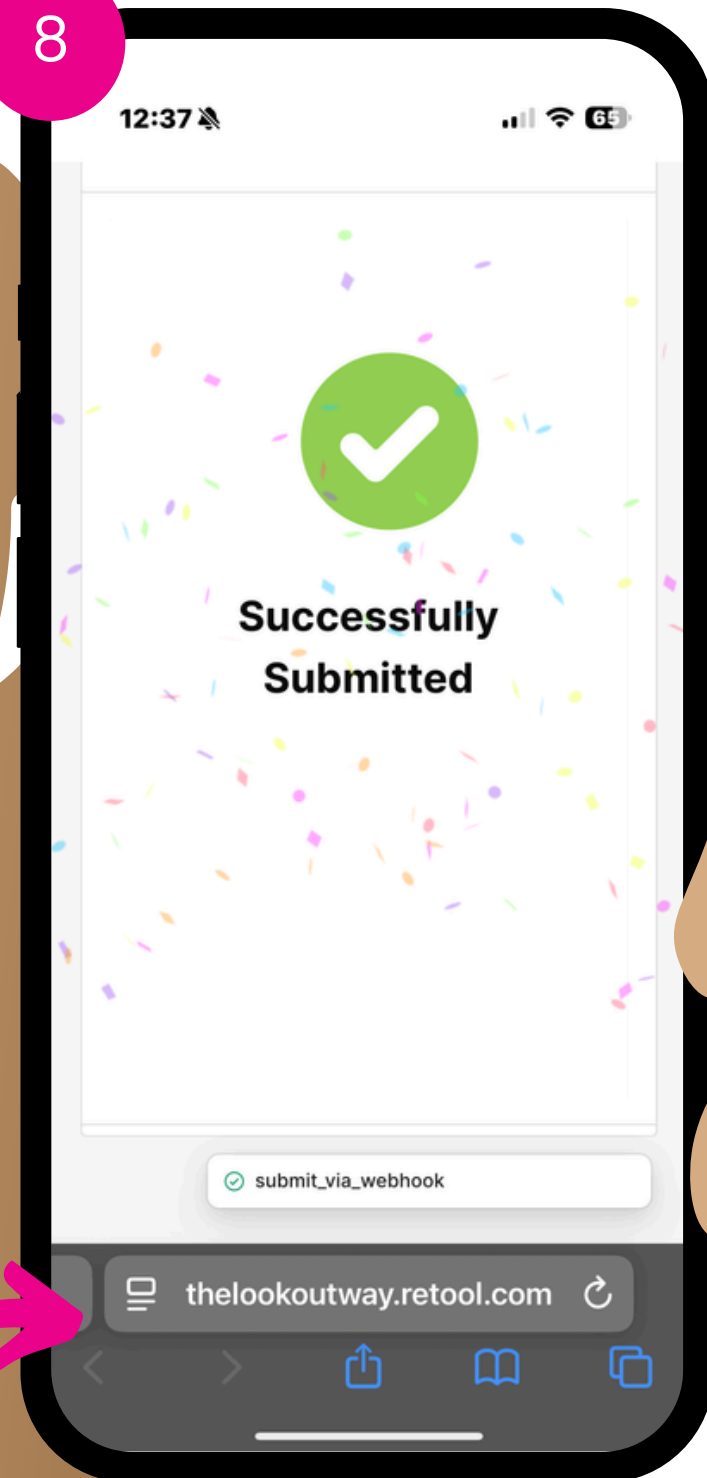


# MANDATORY

## AVAILABILITY

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

8



And 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.

9



## 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.**

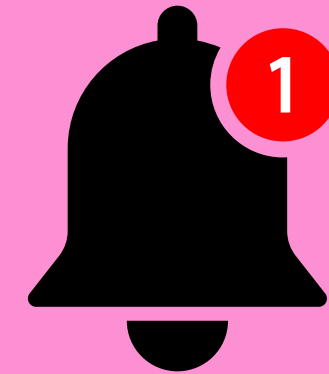
**IF YOU CAN NO LONGER ATTEND A SHIFT THAT HAS BEEN ASSIGNED IN LINE WITH YOUR AVAILABILITY - YOU MUST CALL!**

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

12:19



# HOW YOU RECEIVE YOUR SCHEDULE



## Rostered Visits

You will receive a Lookout App notification on your phone for all advanced shift notices.

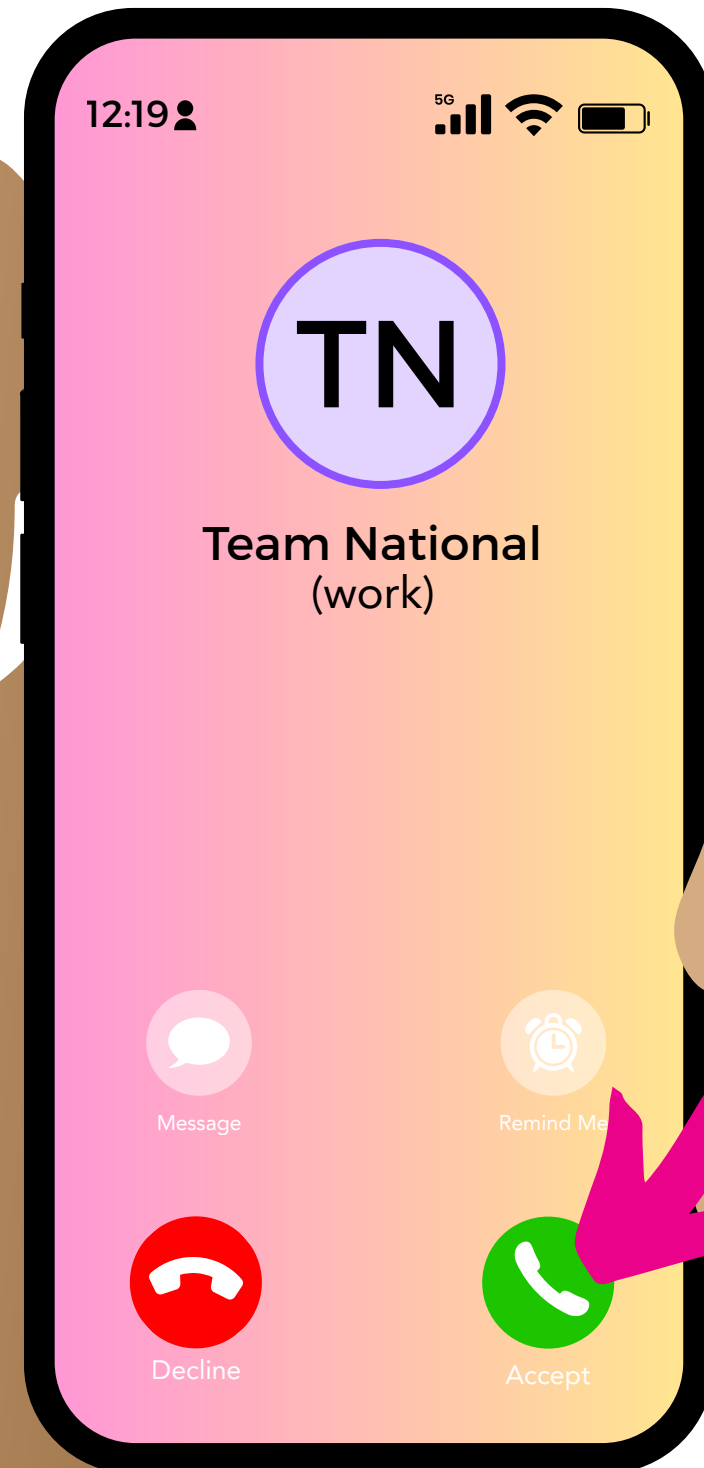
Failure to attend assigned visit without calling will result in a formal warning.



# LAST MINUTE

TIME SENSITIVE CHANGES  
WILL **ALWAYS** BE CALLED  
THROUGH AND A  
NOTIFICATION TO CONFIRM  
AFTER THE CALL.

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





# REJECTION OF SHIFTS

3 strike policy

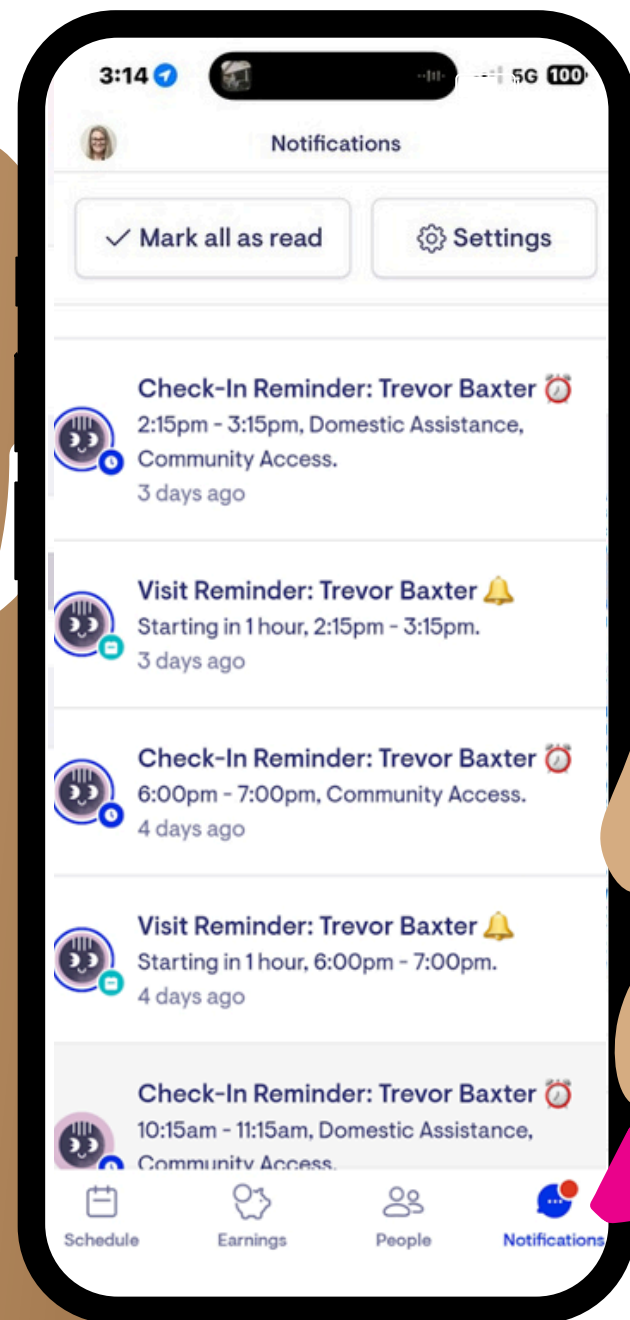
# 'NO SHOW'

X can lead to immediate termination



# LOOKOUT FEATURES:

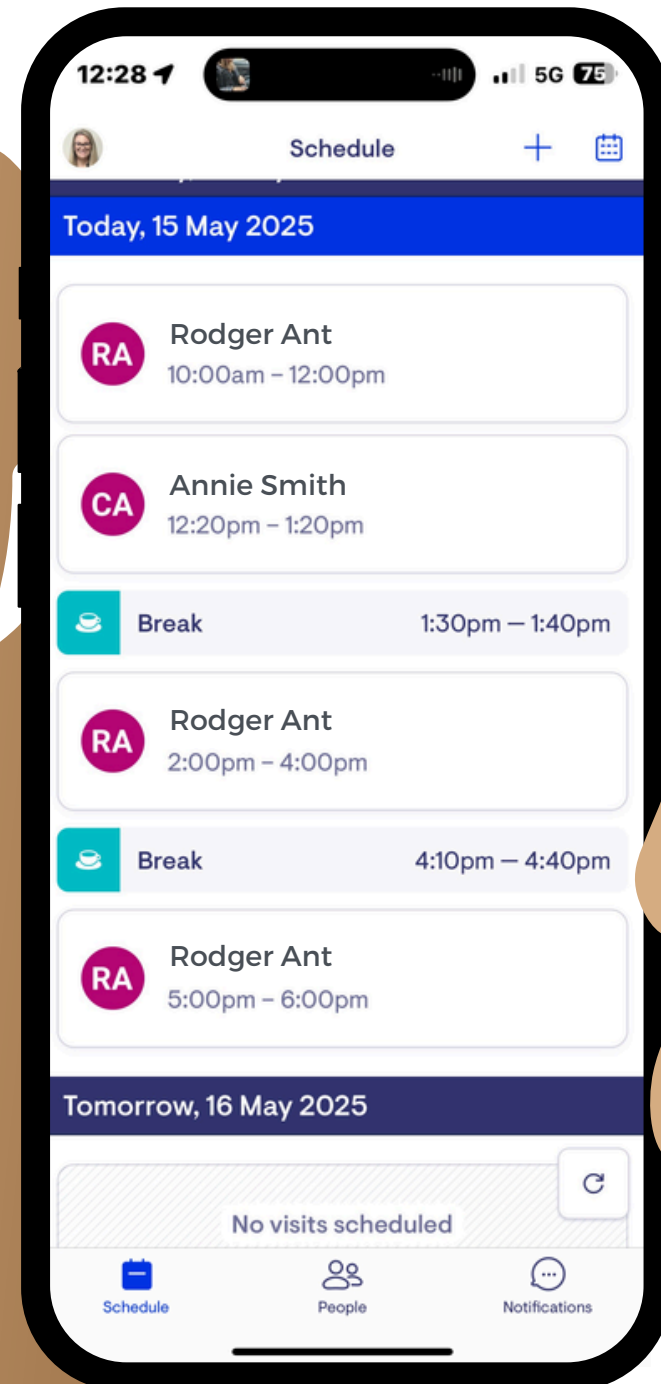
## NOTIFICATIONS



- Upcoming visit reminders for any visit in the next hour.
- Visit check-in reminder THIS IS MANDATORY
- Visit check-out reminder THIS IS MANDATORY
- New visit reminder and/or changes to a visit in your schedule.
- New visit opportunities when you've been invited to accept a new visit that wasn't already part of your schedule.
- If offered a visit via the opportunities feature, simply click into the notification and click whether you wish to accept or decline the visit.
- Leave notes for rostering team: Time changes (who approved it)

# LOOKOUT FEATURES:

SCHEDULE

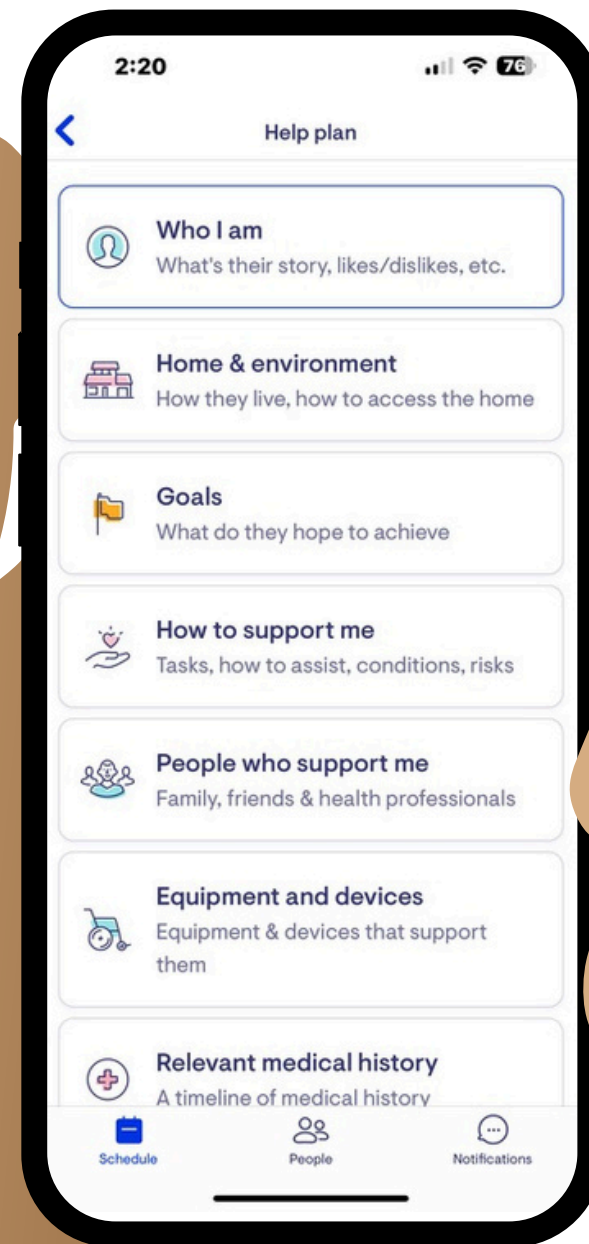
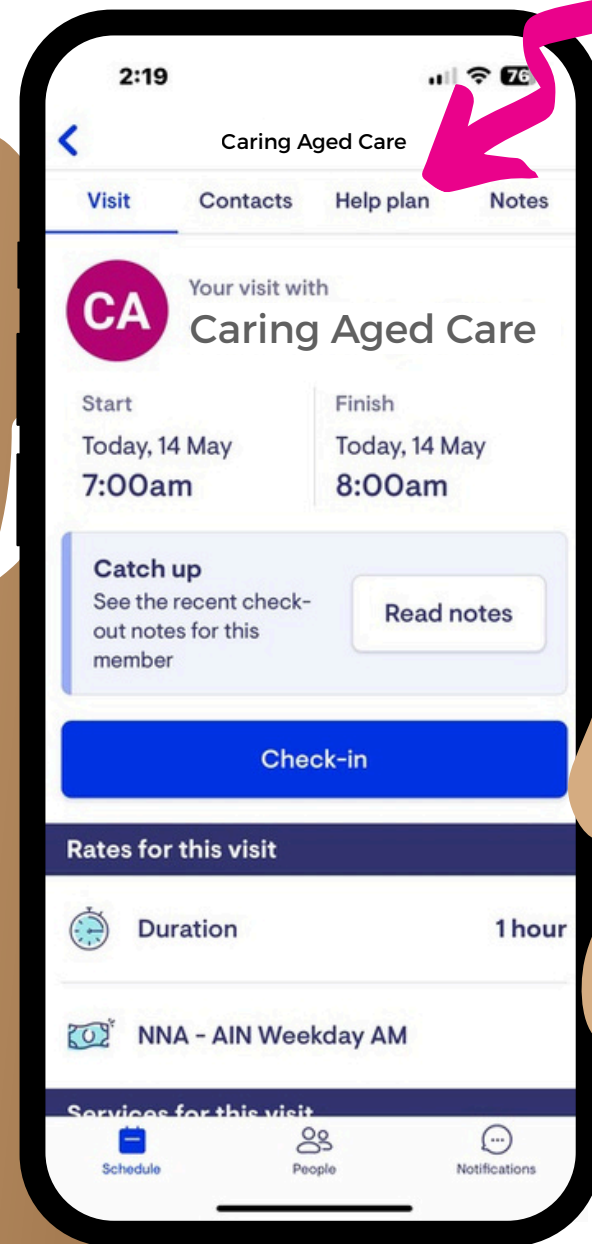


## Navigating Schedule Board:

- Upcoming visits in a chronological view
- Each visit overview includes members name, time of visit and any outstanding SHOULD KNOWS or MUST DOS.
- Members HELP PLAN is also accessible by clicking on the members visit

# LOOKOUT FEATURES:

## HELP PLANS



- 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.

# LOOKOUT FEATURES:

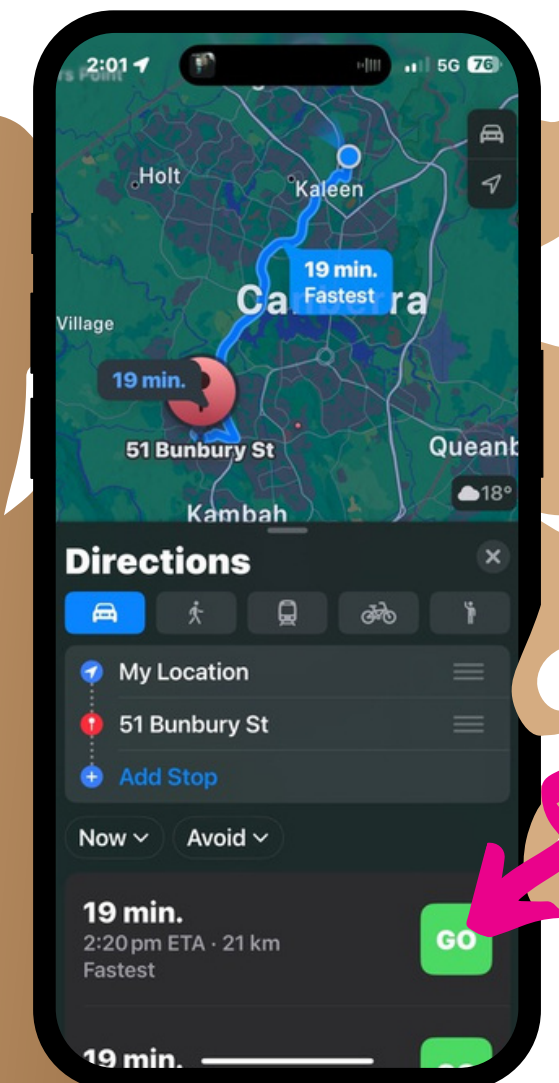
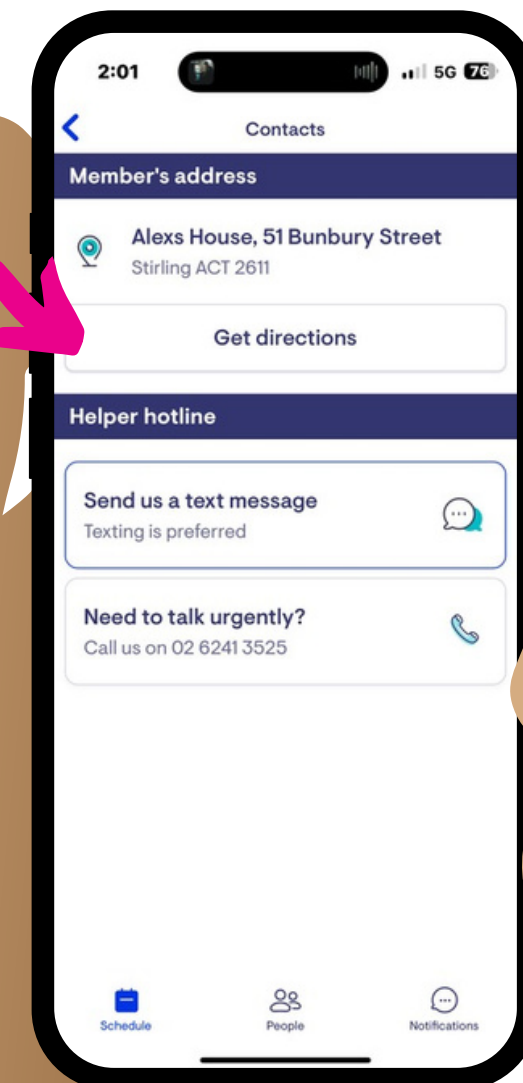
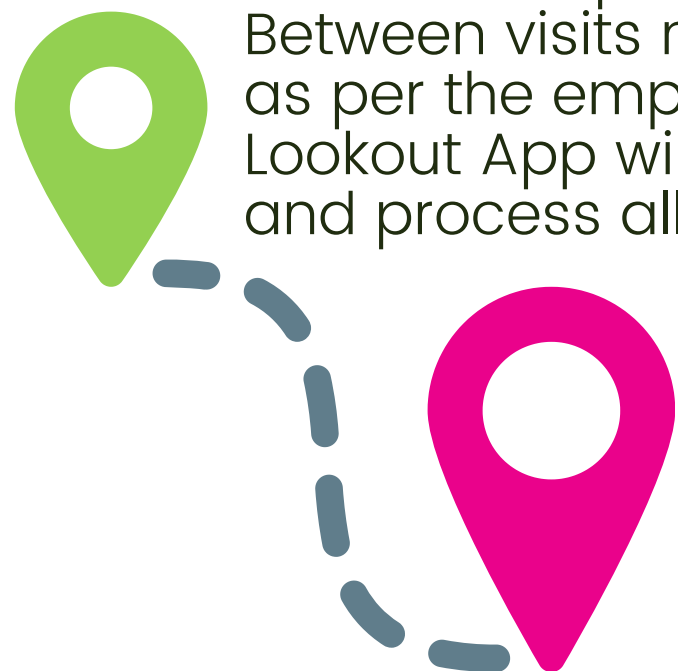
## GOOGLE MAPS

### 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.



# LOOKOUT FEATURES:

CHECK IN

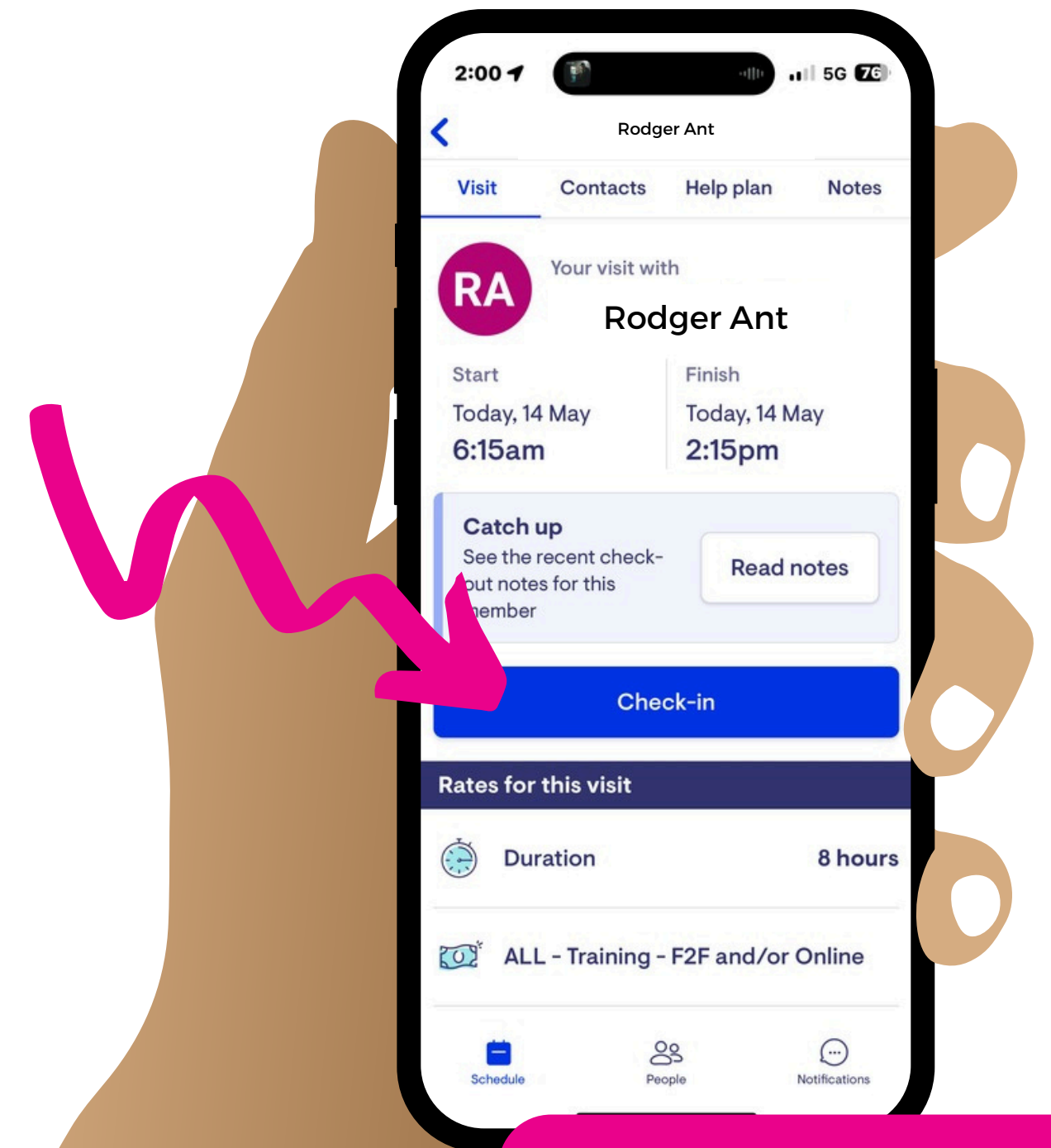
Your clock in / out function creates a punch card in the system for member invoicing and your employee payslip. As such, it is mandatory and critical you have locations turned on to allow geolocation snapshot when you clock in / out.

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.

Have a great visit!



MANDATORY

# LOOKOUT FEATURES:

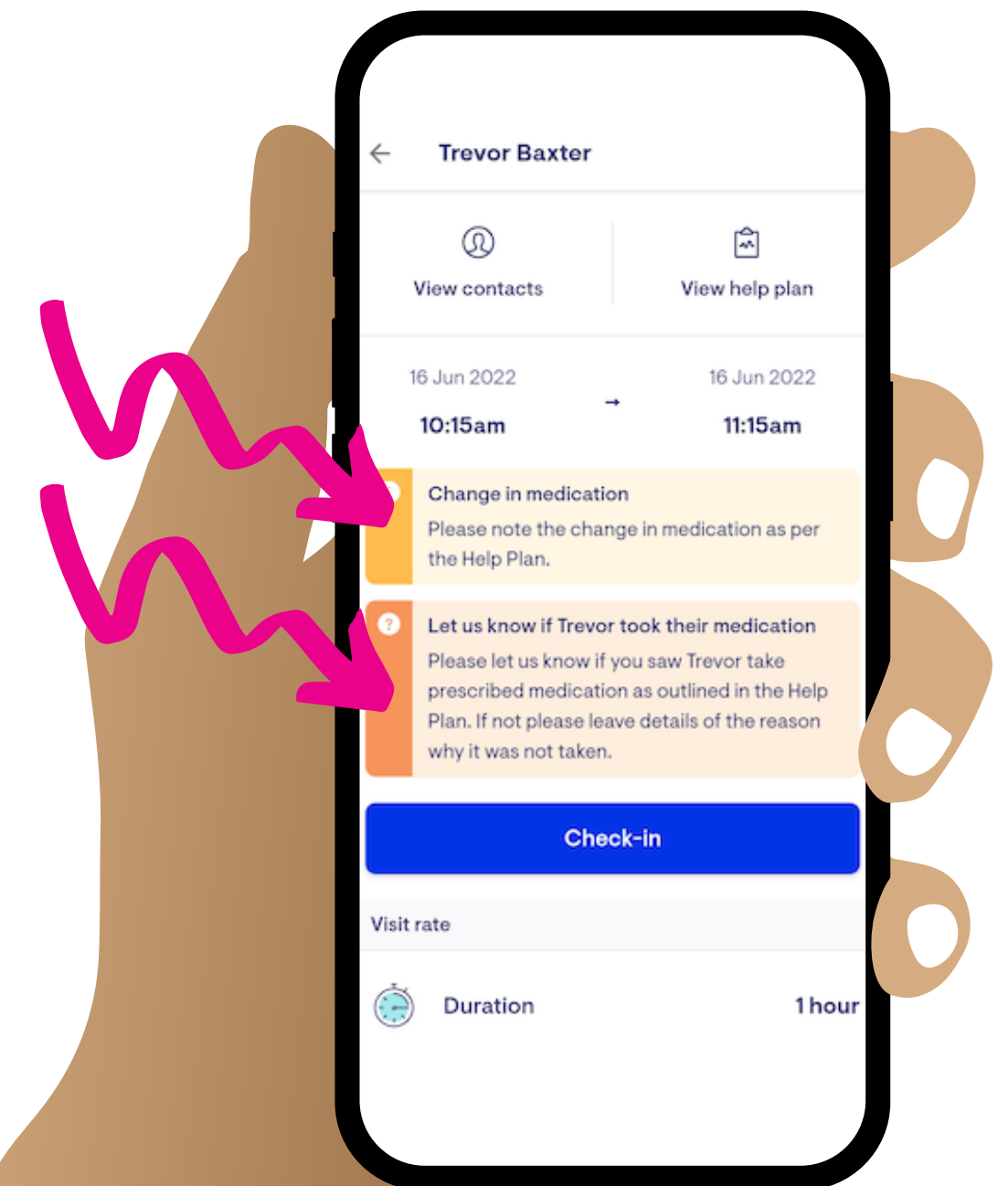
MUST-DOS

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



MANDATORY

# LOOKOUT FEATURES:

CHECK OUT



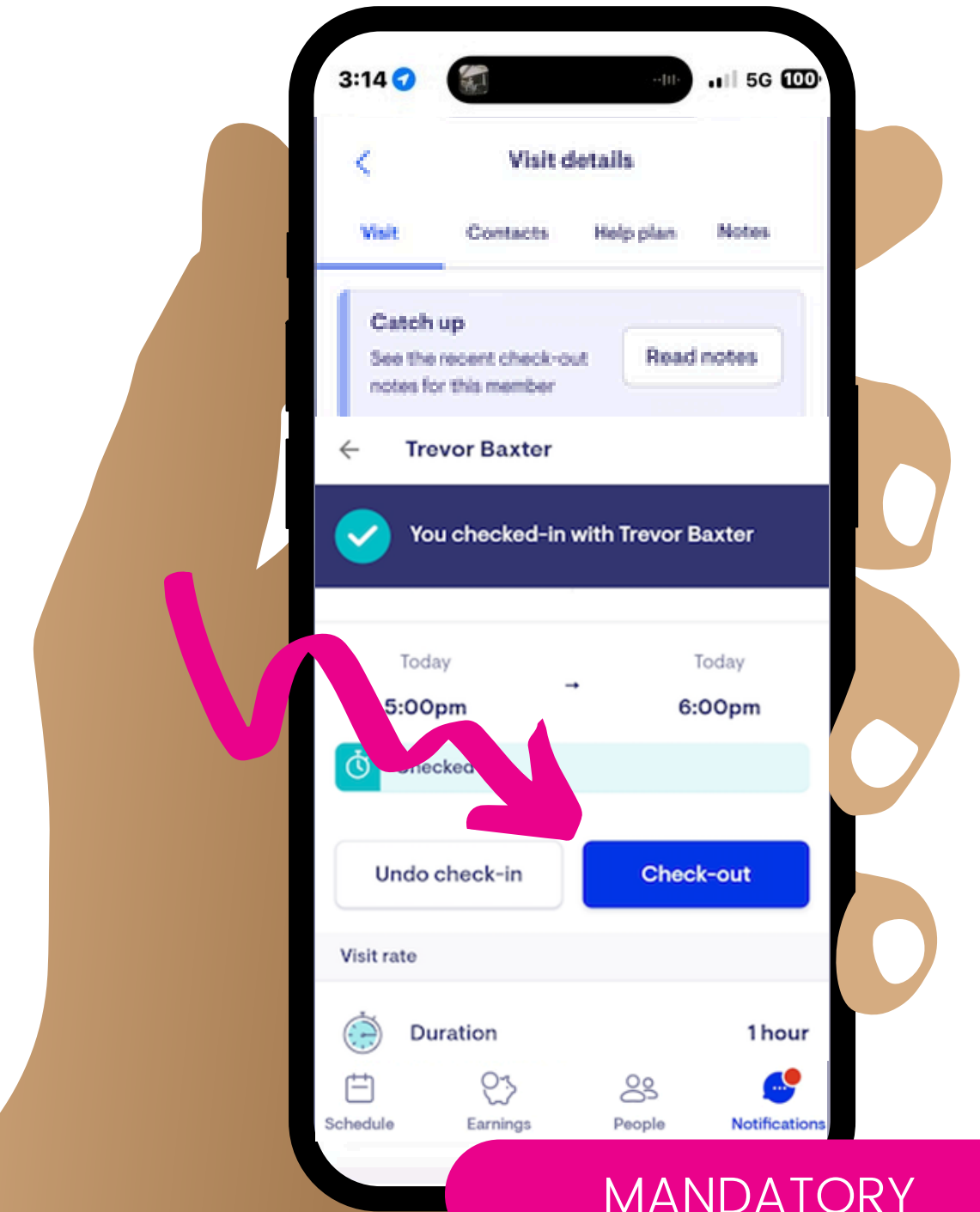
For all NNA facility visits, your shift notes MUST be completed in the facilities identified record management system for all supports and care you have rendered to residents of that facility.



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.



# LOOKOUT FEATURES:

## SHIFT NOTES @ CHECK OUT



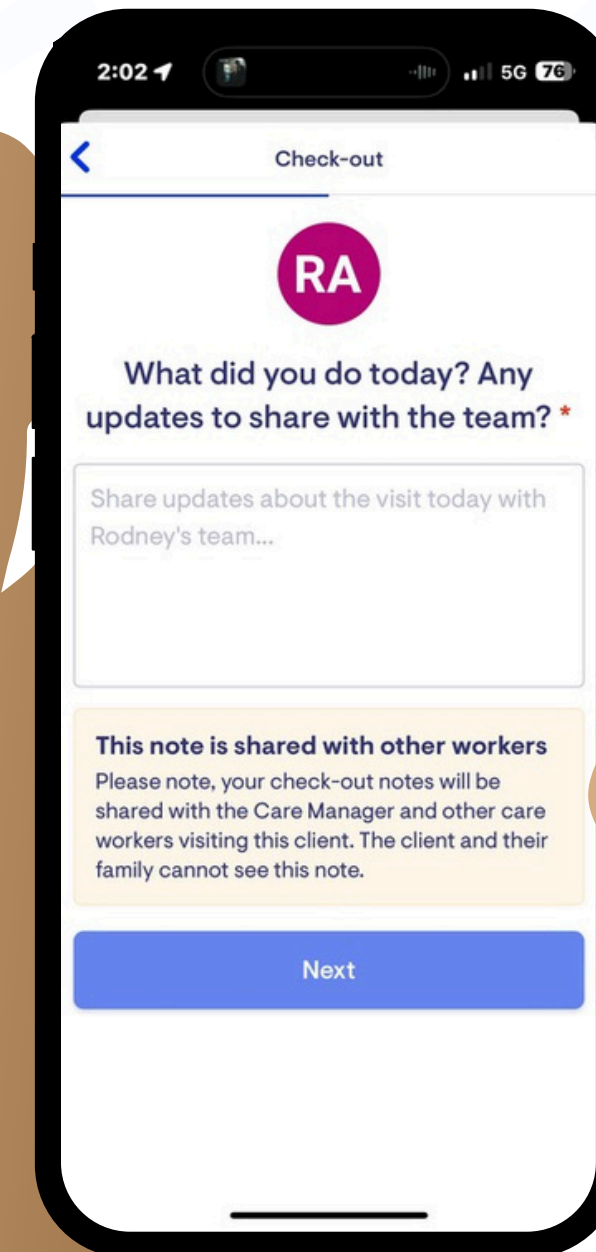
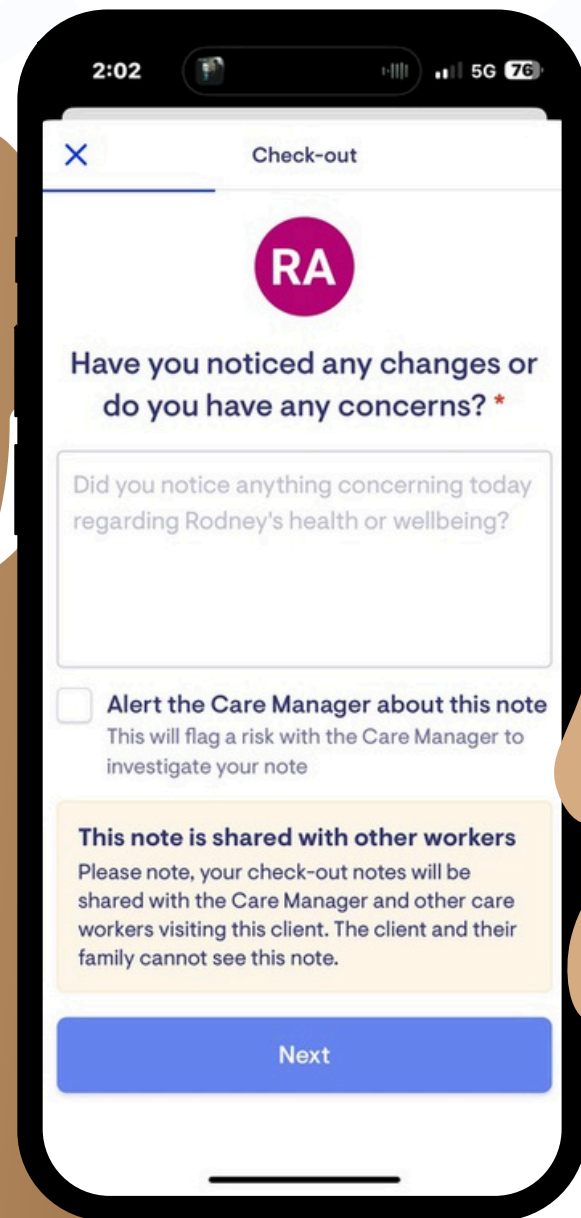
### Changes or Concerns?



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 (please note this is only issued to the Daily Ops Team) As such all standard incident management processes remain unchanged and must be called through to ensure appropriate appointment for actioning



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 supports rendered on your shift.



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

Simply enter - **N/A**

MANDATORY

# DOCUMENTATION EXAMPLES

BEST PRACTICE

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!

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.



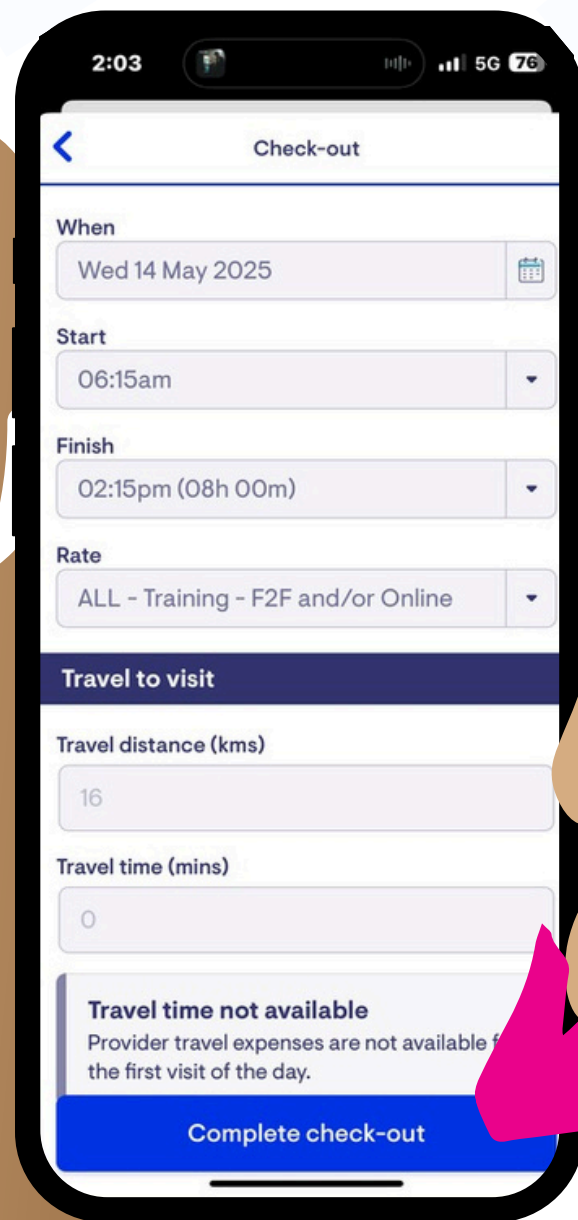
Mr Smith awake on arrival. x2 person assisted mobilising to bathroom.

700ml urine output. Catheter night bag cleaned as per care plan. Day leg bag in place. BO - medium type 4.



# LOOKOUT FEATURES:

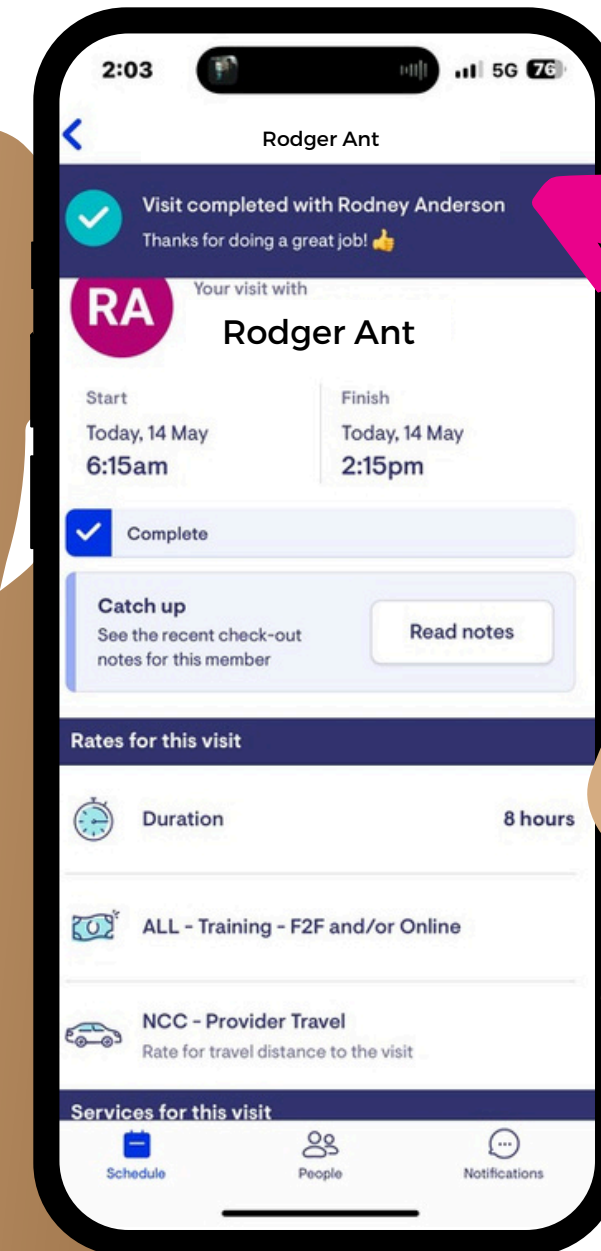
CHECK OUT



## Checkout Overview

Proceed to 'Complete check-out' button

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



Confirmation of shift completion

MANDATORY

# LOOKOUT FEATURES:

ESCORT / 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)

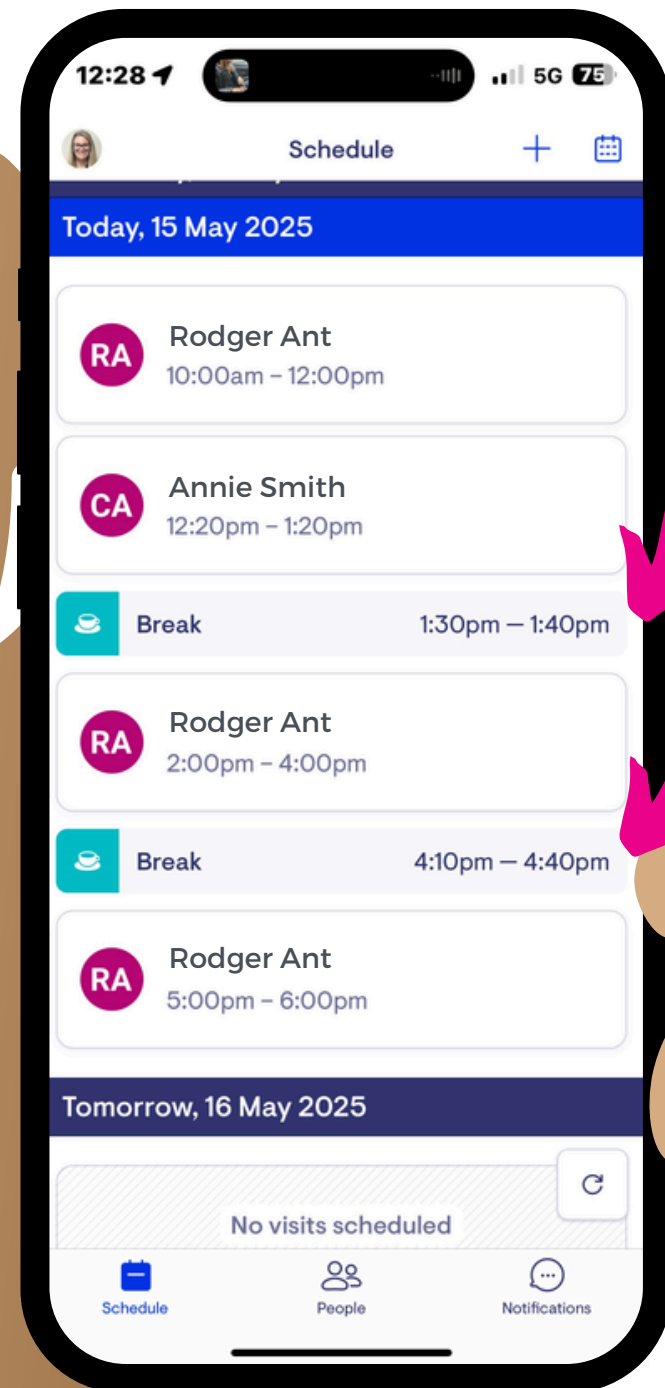
Upon proceeding to check out, travel during visit can be completed before submission of check out.

## 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.

# LOOKOUT FEATURES:

## BREAKS

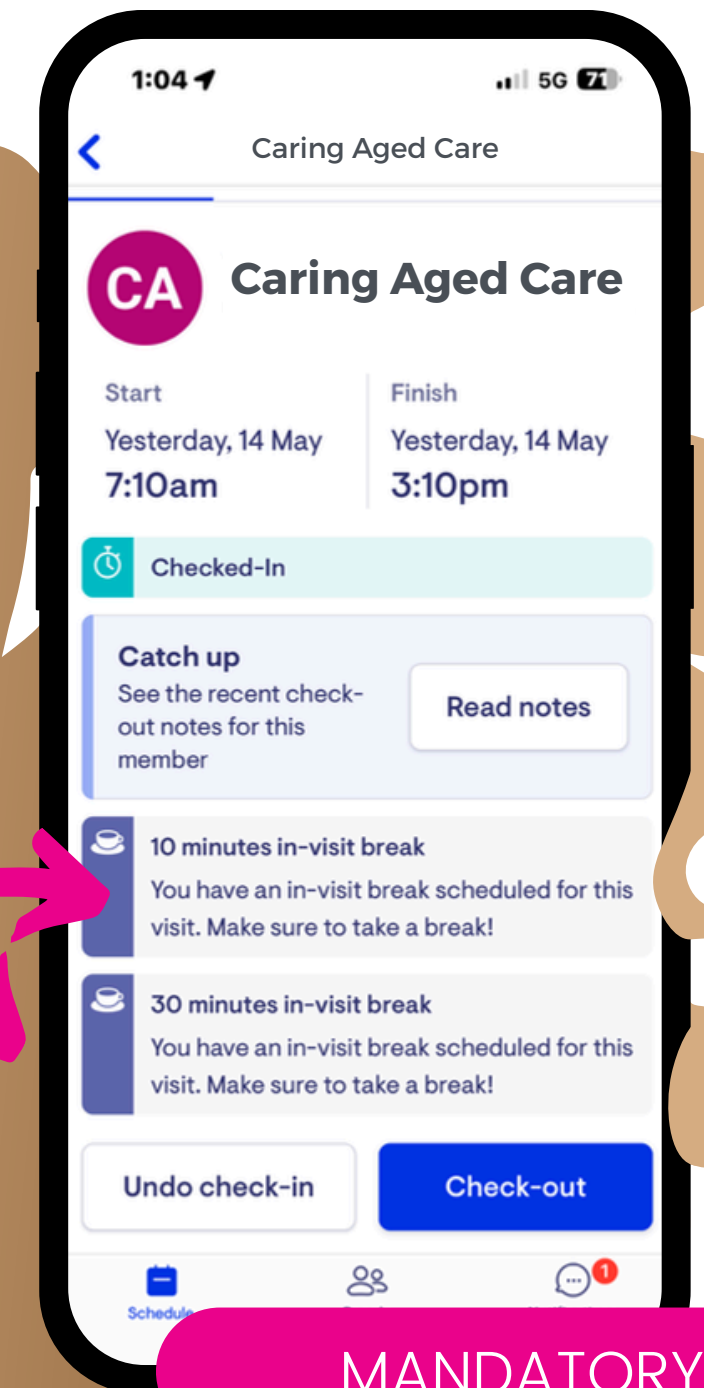


## Breaks between Visits

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.



MANDATORY

# LOOKOUT FEATURES:

RAISING REPORTS

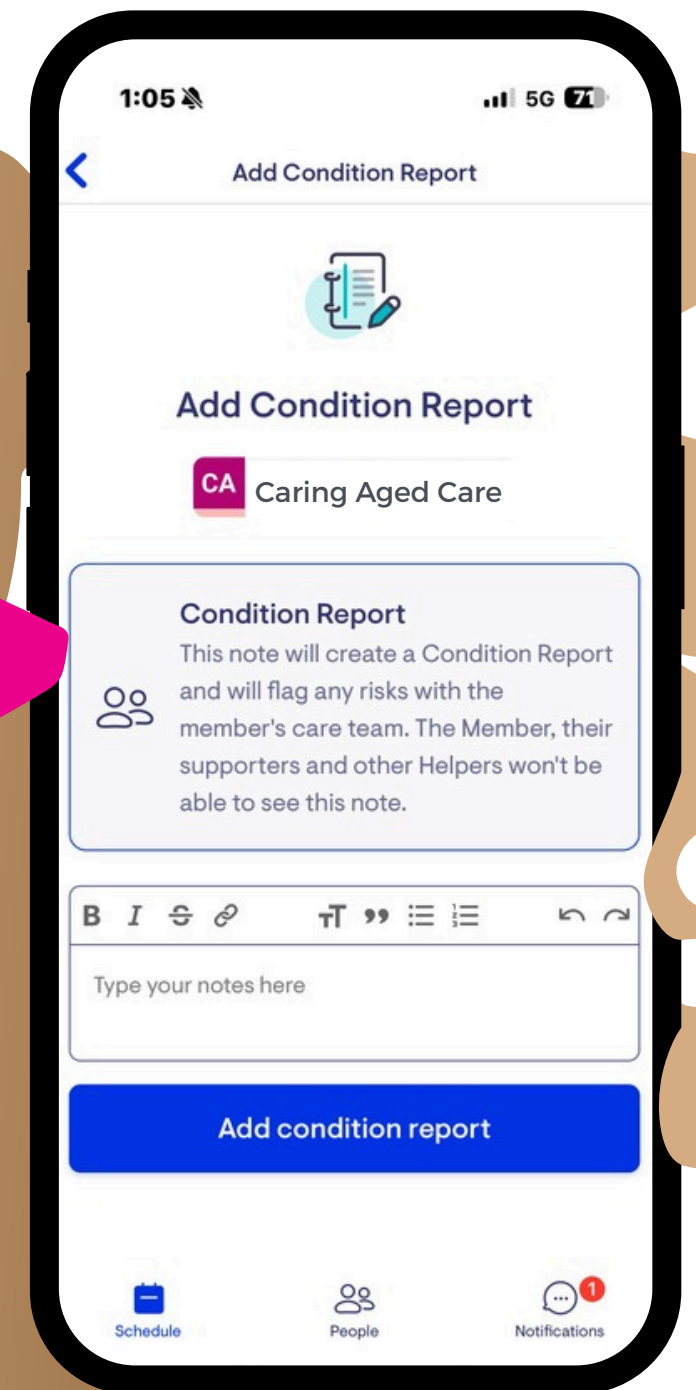
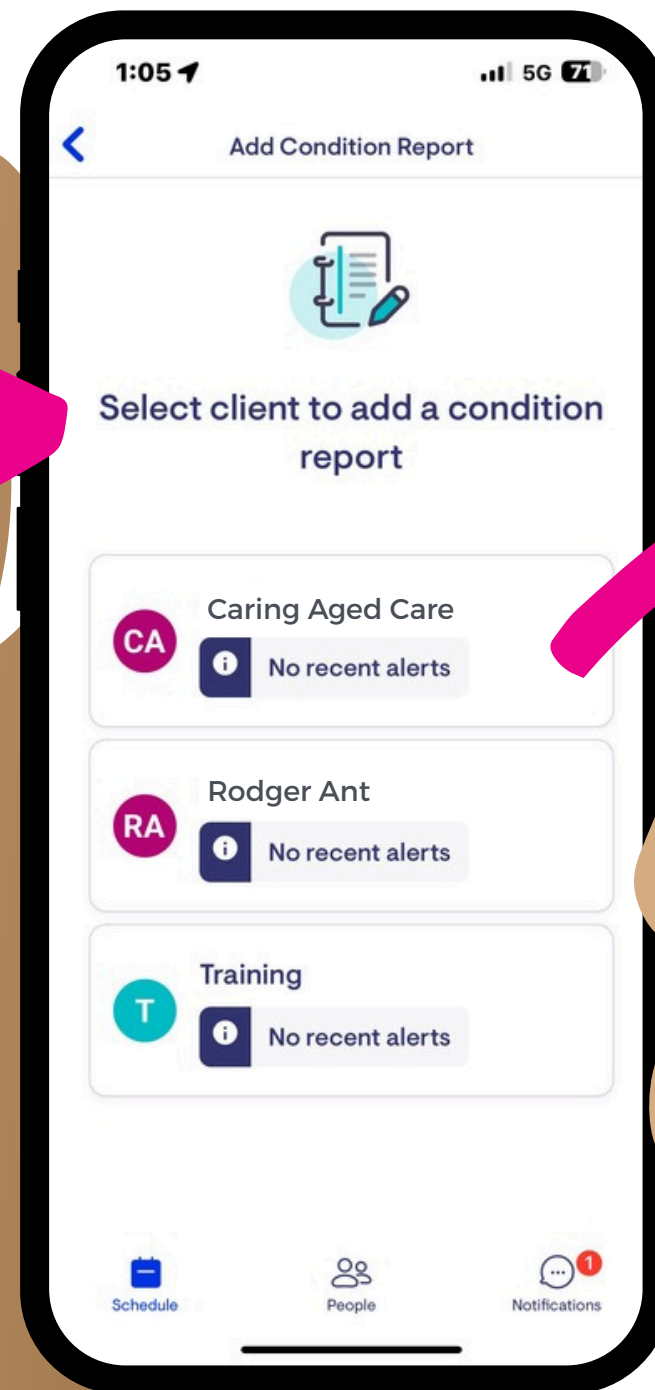
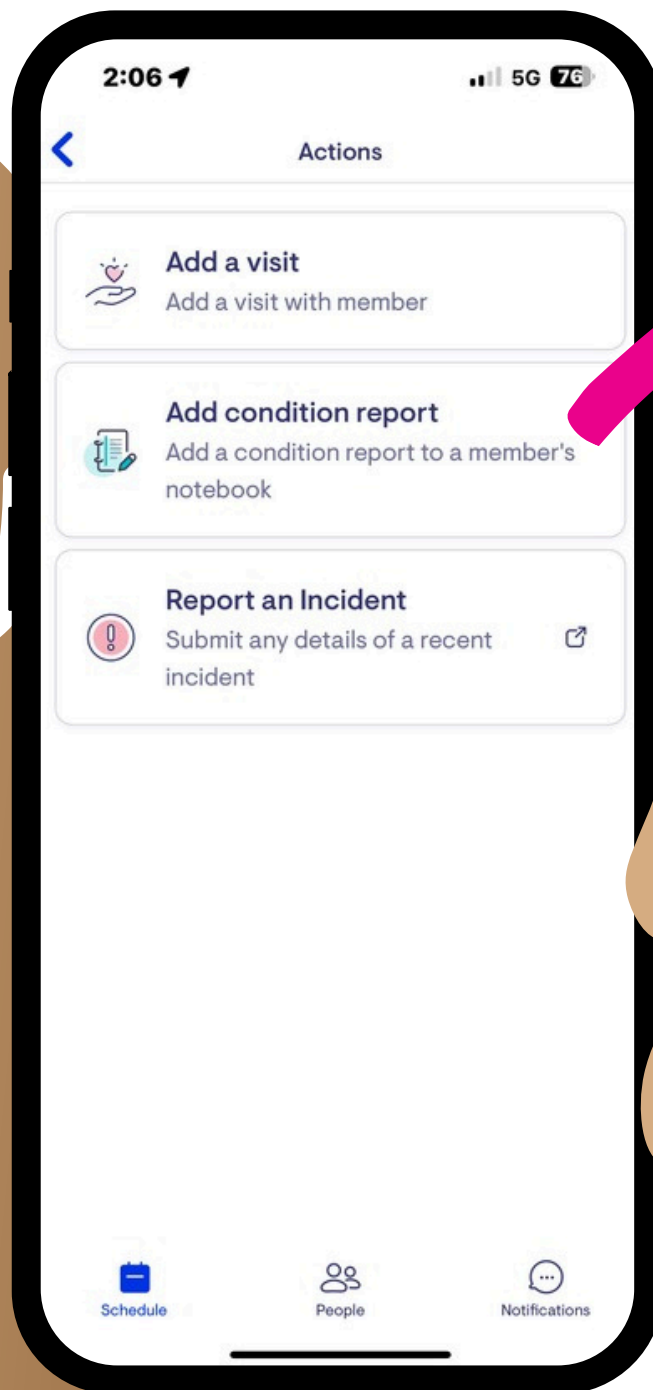
Conditions Report



Select condition report

and relevant member report is in relation to

then follow report prompts.



# LOOKOUT FEATURES:



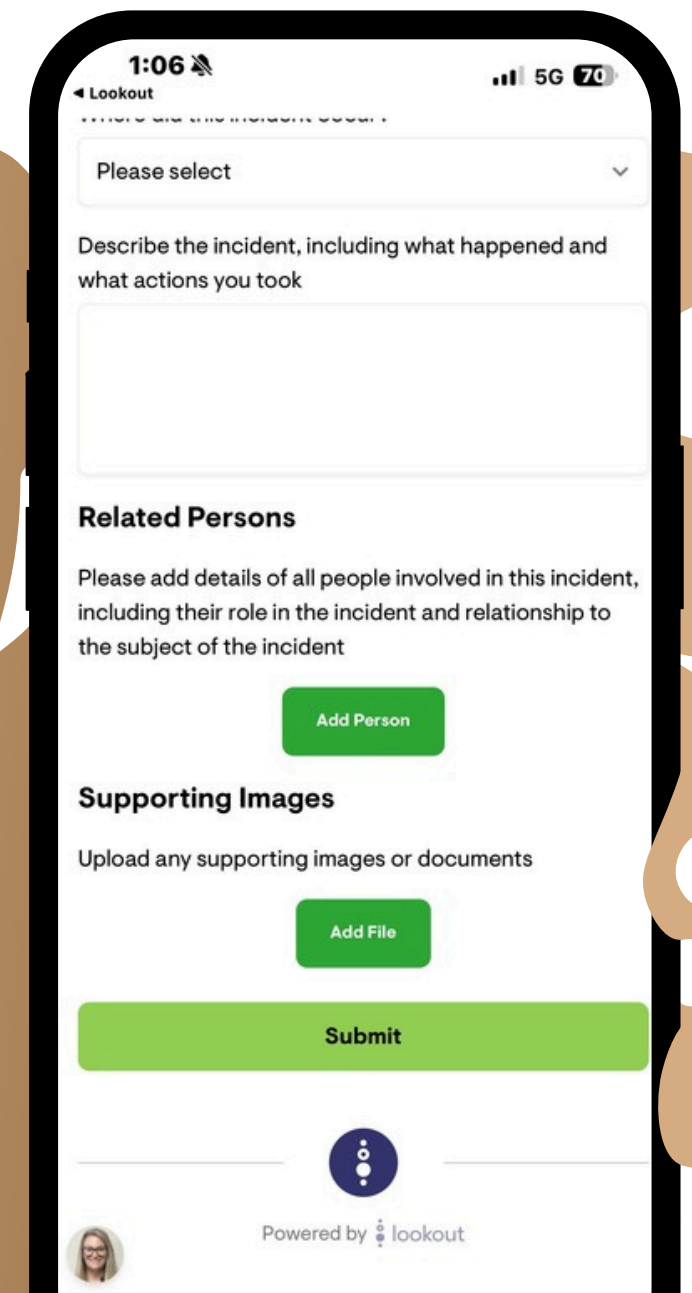
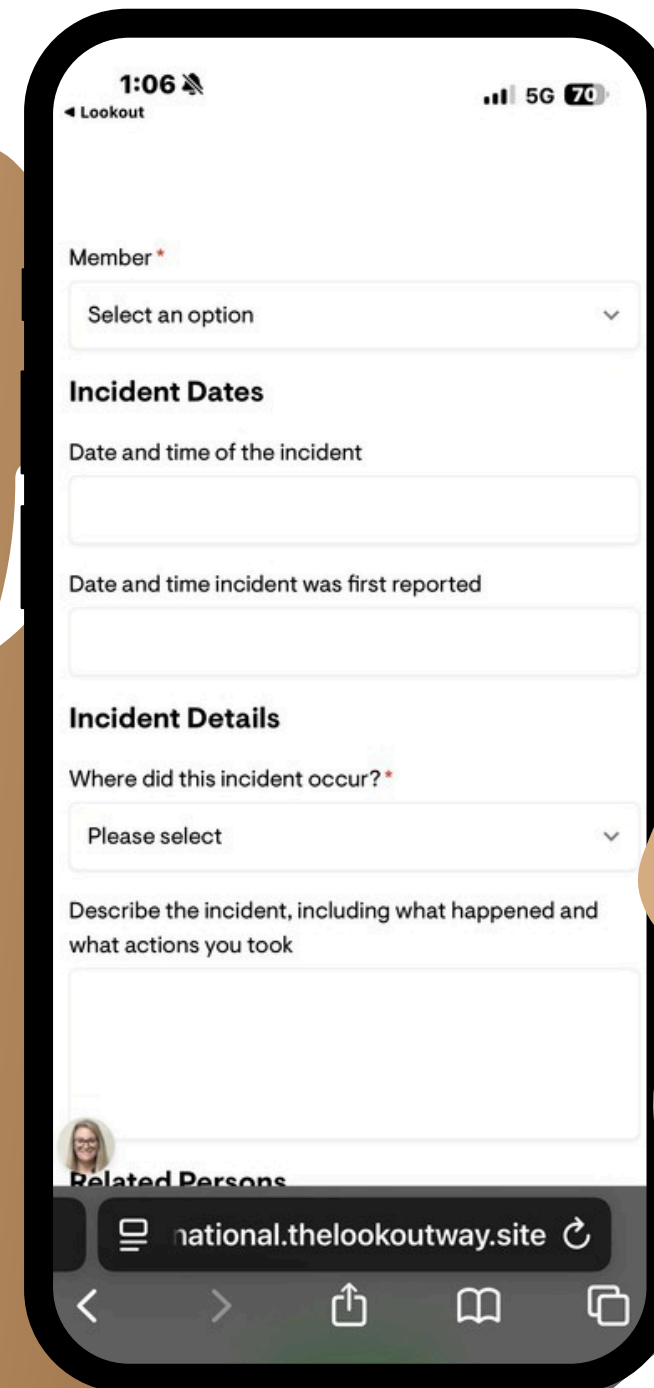
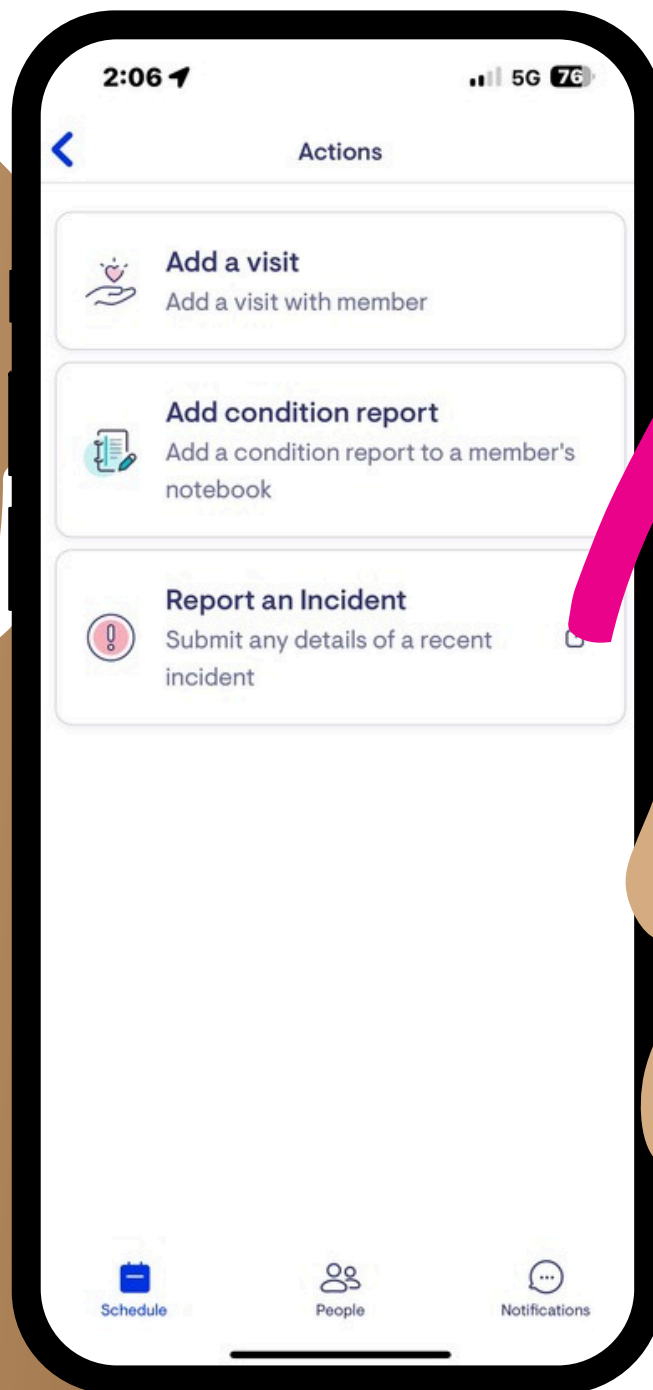
RAISING REPORTS

**Incident Reports**  
in line with National's Incident Management Policies

Select condition report

and relevant member report is in relation to

then follow report prompts.



MANDATORY

## NATIONAL COMMUNITY CARE



NCC ONSHIFT SUPPORT  
0401 439 798

UNIFORMS + SUPPLIES  
enquiries@teamnational.com.au

PAYSLIP QUERIES  
enquiries@teamnational.com.au

## TEAM NATIONAL



PEOPLE + CULTURE  
stacey@teamnational.com.au

TRAINING  
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## NATIONAL NURSING AGENCY

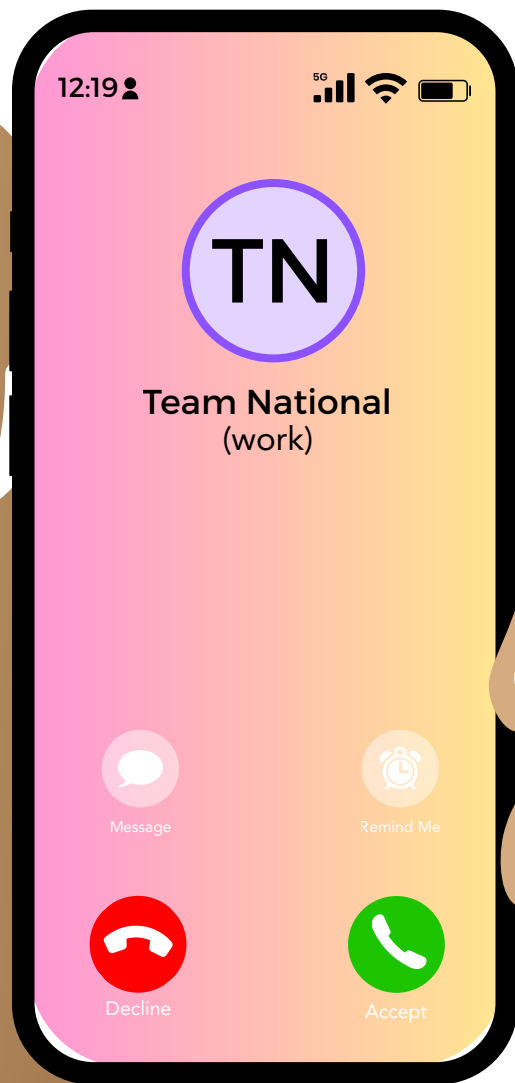


NNA ONSHIFT SUPPORT  
0413 955 956

UNIFORMS + SUPPLIES  
agency@teamnational.com.au

PAYSLIP QUERIES  
agency@teamnational.com.au

*remember....*



**24 / 7 SUPPORT**

If you are on shift, we are on call

