

OUR POLICIES

Contract of Employment: Every agency staff member shall have a casual employment contract. Every agency staff member shall provide The Agency with their TFN, Superannuation Fund and banking details into which wage payments will be made.

Turn Up: A full uniform will be provided by The Agency at your cost and should be worn smartly and proudly. Remember that you are the face of The Agency. The Agency will pay a weekly stipend for the maintenance of the uniform.

Dedication to Service rooted in empathy, respect, patience and paying attention to detail. Staff are expected to perform their profession or occupation diligently. Staff will be expected to do everything that needs to be done during their shift and shall report to the person in charge at the beginning and the end of their shift. Staff are expected to perform their occupation to the best of their abilities. Staff shall write such reports as required by the client, and all adverse reports shall be communicated to The Agency as soon as practicable. Staff will not go to work under the influence and will report an unexpected absence from work to The Agency.

Incidents, injuries, falls, and near misses relating to agency staff should be reported to the person in charge in the first instance and to The Agency at the earliest opportunity. A medical report must be obtained within 24 hours of the injury, fall or near miss. The Agency has a suite of forms for completion in the event of that unfortunate occurrence. Staff should be cautious and use proper manual handling skills or equipment in carrying out their occupation.

Punctuality is the bedrock of dedication to duty. Staff are expected to turn up at their allocated location on time. Log into the App when you start. Staff will communicate with the Care Home if they are running late.

Confidentiality: Staff shall hold in confidence any information they may gain from being engaged in this position. Details about others' private information are confidential. Concerns should be directed to The Agency in the first instance.

Company Vehicles: The Agency is presently putting together a pool of comprehensively ensured cars for use by staff to ensure that staff get to work on time and get back home safely at whatever time of day or night. Company vehicles should be driven responsibly and cautiously, respecting other road users and observing the road rules.

Staff will use the vehicle as their own, keeping it clean and tidy. Staff will maintain a logbook record of the vehicle's mileage for a continuous period of two (2) months every two (2) years and submit the record to management.

Staff will be entitled to a weekly payment in the form of gift cards toward fueling the vehicle. The amount payable will depend on the extent of the use of the vehicle for business purposes in any given week.

The Agency will be responsible for the service and maintenance of the vehicle.

Staff will present the vehicle for the aforesaid service at locations advised by The Agency.

Staff will be responsible for monitoring the service due dates and mileage as indicated on the vehicle's dashboard.

Staff will report any incident relating to the vehicle at the earliest opportunity.

The Agency does not tolerate incident reports lingering for too long.

There shall be no smoking or drinking alcoholic beverages in the vehicle, and the staff shall not drive the agency vehicle under the influence.

Drivers must be fully licenced in Australia.

Changing Employment: If a client expresses an interest in engaging the agency staff member as their permanent staff or the agency staff applies for employment with the agency's client/s and they are successful, the agency staff member must notify The Agency and the process of transferring the agency staff member to the client/s' roster can proceed smoothly and expeditiously.

Computers and Communication Equipment: The use of computers and communication equipment at the workplace must be used for the purposes of carrying out the responsibilities of your occupation. Use of personal mobile phones should be kept to a bare minimum and must be used discretely if they are used at all. Otherwise, mobile phones should only be used at break time. If a client has a mobile phone policy, then their policy takes precedence.

Work Area: Staff will ensure their work area is always tidy and clean. All trays and dishes left uncollected in the corridors and in residents' rooms will be collected during the night and sent to the kitchen for cleaning by kitchen staff. Tables are usually set during the night by night staff. Always try to minimise clutter in residents' rooms.

Infection Control: Staff will ensure that there is adequate PPE in the areas they work. Restocking is usually done during the night by night staff. Night staff will ensure that there is adequate linen to change residents for the morning shift. Restocking incontinent aids is usually done during the night by night staff. Staff will take directions from the person in charge.

Falls and Injuries must be reported to the person in charge in the first instance. Staff will ensure that the injured or fallen person is safe and comfortable without attempting to move them until the person in charge takes charge.

Professional Development: The Registered staff are encouraged to enrol themselves into the educational platform at NSWNMA for free if they are a member so that they can access training material to inform themselves of advances and best practices in their occupation. Professional staff will need to engage with this material and show proof of completion of 20 hours of training a year. All staff are encouraged to seek new knowledge and better and safer ways of carrying out their occupation. To this end, staff are encouraged to participate in educational activities being undertaken by our clients for their staff and produce proof of such participation.

Relationships at the workplace: Must be professional and respectful. The language used should always be precise and appropriate. "Respect is earned." Give feedback when necessary and be receptive to feedback from all members of the communities we serve.

Full disclosure: Staff shall disclose to The Agency any areas that could be perceived as a conflict of interests or potential conflict of interests. Staff shall act with honesty and openness to the best of their knowledge when asked to write a report of any nature relating to issues known to the staff member.

Noise Pollution: Agency staff are not expected to raise their voices unnecessarily in their day-to-day communication with other staff members and clients.

Sick Leave: If a staff member is unable to work due to illness and the member has worked for The Agency for a continuous period of two years, the staff member shall be entitled to sick leave payment to a maximum of seven days a year subject to the production of a doctor's certificate.

Inappropriate Sexual Behaviour: Sexual harassment of whatever shape or form will not be tolerated. Law enforcement agencies will be notified.

Bullying and Harassment: Bullying and harassment in whatever shape or form will not be tolerated.

Discrimination: Discrimination based on gender or sexual orientation, colour or creed, age, language, or disability will not be tolerated.

Pilfering: Pilfering will not be tolerated. Law enforcement agencies may be notified.

Neglect: Negligence will not be tolerated. Staff need to pay attention to detail when carrying out the responsibilities of their occupation. Remember that those little things make a very big difference.

Hazards: Hazards should be reported to the person in charge in the first instance.

Manual Handling: Staff must use proper manual techniques and proper equipment when undertaking manual handling tasks.

Dismissal: Dismissal is a process at The Nursing Agency Sydney Pty Ltd. The staff member/s will be accorded ample opportunity to make amend, which involves a series of three verbal warnings followed by three written warnings. In the spirit of fairness, the staff member/s will be accorded ample opportunity to make representations and commit to amending the untoward behaviour/s. The Agency will maintain a file note system to note achievements and matters of concern for which discussions would have been held with staff member/s concerned.

Abuse: Abuse of any form of any member of the communities we serve will not be tolerated. Staff are mandated to report any form/s of abuse to the person in charge in the first instance.

Induction: The Agency will arrange for every staff member to undertake induction for 8 hours prior to undertaking active duties in a Care Home if they have been placed there for the first time. The Agency will pay the 8 hours as a full shift at the ruling rate.

Shift Cancellation: Shifts inevitably get cancelled due to changing times and operational demands, sometimes at short notice. If this happens an hour before the commencement of the shift and the staff is presumably on their way to work, the staff member will be asked to go back home, and the Care Home will be asked to pay for 4 hours of that cancelled shift.

Forgery: Forgery of any document, signature or qualification will not be tolerated. Law enforcement agencies will be notified.