



# Lines of Reporting & On-Call Policy and Guidelines

## Current Version

<b>Service Area</b>	Disability, Aged, Community	<b>Version</b>	1.3
<b>Process Owner</b>	Governance Lead   Clinical Lead   COO	<b>Date of Issue</b>	Oct 2022
<b>Approved by</b>	Chief Executive Officer	<b>Review</b>	Oct 2024

## Modification History

Version	Date	Author	Approved by	Description of change
1.0	5/2015	Natashia Telfer	Employsure	New policy
1.1	3/2016	Natashia Telfer	Employsure	Additional resources added
1.2	3/2018	Natashia Telfer	Employsure	Diagrams added
1.3	10/2022	Natashia Telfer	CEO / GL	Changes to key personnel

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## NCC Employee Lines of Reporting

### **POLICY STATEMENT:**

In fostering a safe and harmonious work environment, National seeks to provide all employees and participants with clear lines of reporting to ensure effective and timely actioning.

### **SCOPE**

This policy applies to all employees of National.

### **POLICY**

Reporting lines are structures within organisations that set out the direction in which employees report to one another. It's essential to understand the layout of reporting lines because this tells you who reports to you and who you report to. Reporting lines keep employees accountable and ensure all employees have a clear understanding of who they should reach to if they're in need of support, guidance, or help.

The policy provides the guidance for NCC to plan for, respond to and manage concerns, feedback, suggestions, incidents to ensure that NCC meets its duty of care obligations in providing the highest possible standard of health and safety and upholds its legislative obligations in relation to its employees and participants. It is to be read in conjunction with NCCs *Incident Reporting Policy and Guidelines*.

This policy captures the daily operations of employee / management reporting responsibilities. In the event any situation, concern and/or event occurs on shift, NCC employee is required to up line said incident immediately.

### ***Employees Responsibilities***

- Understand who your direct upline is, and upline accordingly.
- Understand your duty of care
- Understand your reportable incidents and the related processes.
- Advocate appropriately for the participant

### ***Nationals Responsibilities***

- Induct all employees through up lining processes, and provide the on-call contract details to all employees via various methods: kit bags, business cards, email signature blocks, website, employment contract.
- Support employee through any serious up lining events.

### ***Process for reporting and monitoring upline events***

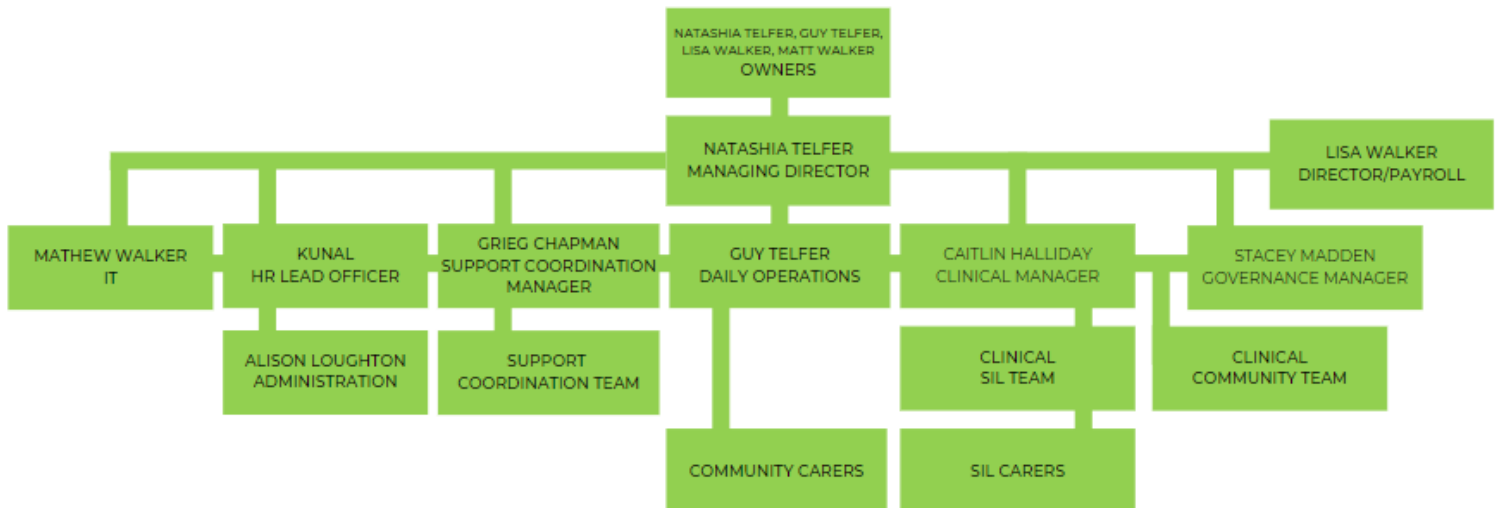
- At the first instance, employee, ensuring it is safe to do so, should contact NCC on-call to advise of event. Depending on the event, NCC management will assist Support Worker to manage the incident.
- Once any immediate danger/threat has passed Support Worker is asked to complete a Incident Report. If Participant has Clinical Oversight, Senior Support Worker or Key worker this person is to be informed of incident and report is to be forwarded to that person, who



will then forward to NCC management for completion and proceed with any necessary action

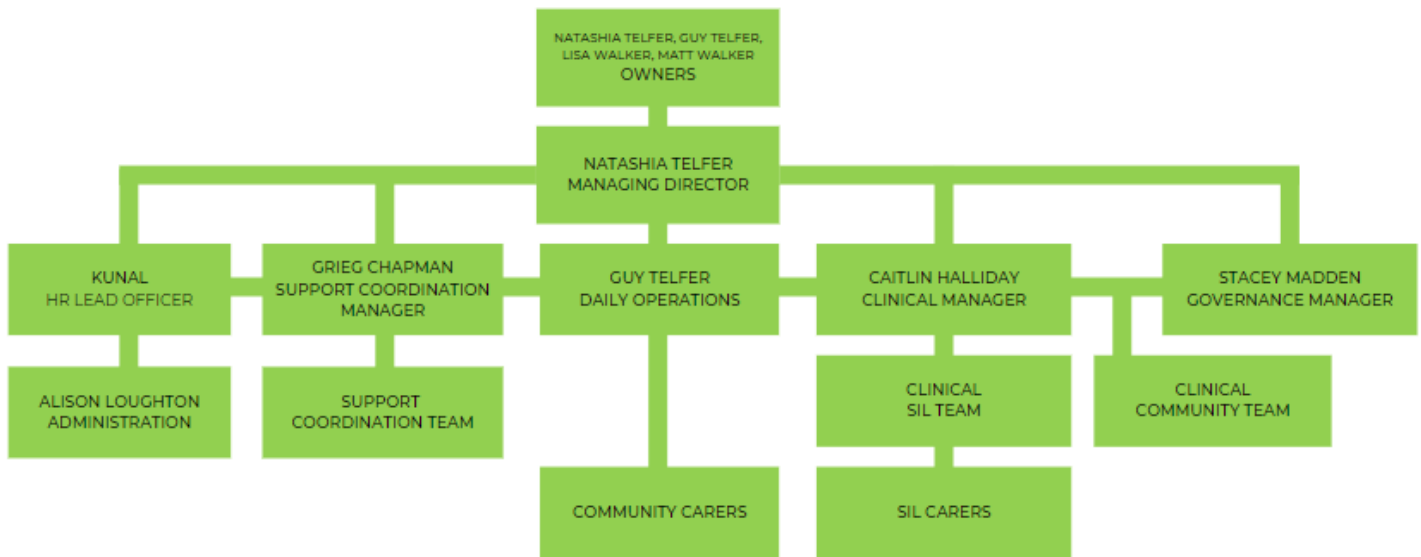
- Support Worker is counselled and supported in line with NCC policy
- Incident is to be logged in the Incident Log and further action completed by relevant Manager
- Incident and any proceeding actions to be included in the NCC Continuous Improvement Action Key
- Relevant NCC manager/Senior support worker/Key Worker is to contact participant to advise on outcome and subsequent action in relation to incident.

### National Community Care Organisational Structure





## NCC Service Delivery Lines of Reporting



## NATIONAL Administration Lines of Reporting

- All admin personnel report directly to Lisa Walker and Natasha Telfer.
- All admin personnel are responsible for managing their workload appropriately and identifying priorities.
- Admin personnel will work alongside other management roles including but not limited to Daily Operations Manager, Chief of IT, Clinical Coordinator, Service Relations Manager, Support Coordination Manager in relation to recruitment and training requirements.
- All outstanding tasks should be up lined to reporting superior in the event urgent follow up is required. Otherwise, it is assumed the task will be completed upon next rostered shift.
- All Admin personnel are to ensure breaks are taken accordingly.





## NCC Lines of Reporting for Clients/Participants and Families

To ensure National Community Care can action your enquiry effectively, we request all communications are directed through the appropriate channels. As per Service Agreement, all agreements directly between client and National will have direct communication from National regarding all serious matters. As per reportable instances and/or information access, this information may be shared with your identified parties, however all final decisions and determinations will be strictly expressed between provider and client directly.

### General Enquiries

The general enquiries intake line is available 9-5 Monday to Friday. Please note to ensure healthy work life balance, any communications received outside of this will only be actioned within business hours.

Can be made via phone 62429478 or  
email [enquiries@nationalcommunitycare.com.au](mailto:enquiries@nationalcommunitycare.com.au)

If a client/participant feels the result up lining a concern within National has been inadequate or feel they need assistance when working through a complaint with National, there are a number of support services that may be able to assist and are provided the ACT Government Advocacy ACT Agencies Fact Sheet on commencement of services within the **Client Welcome Pack**.

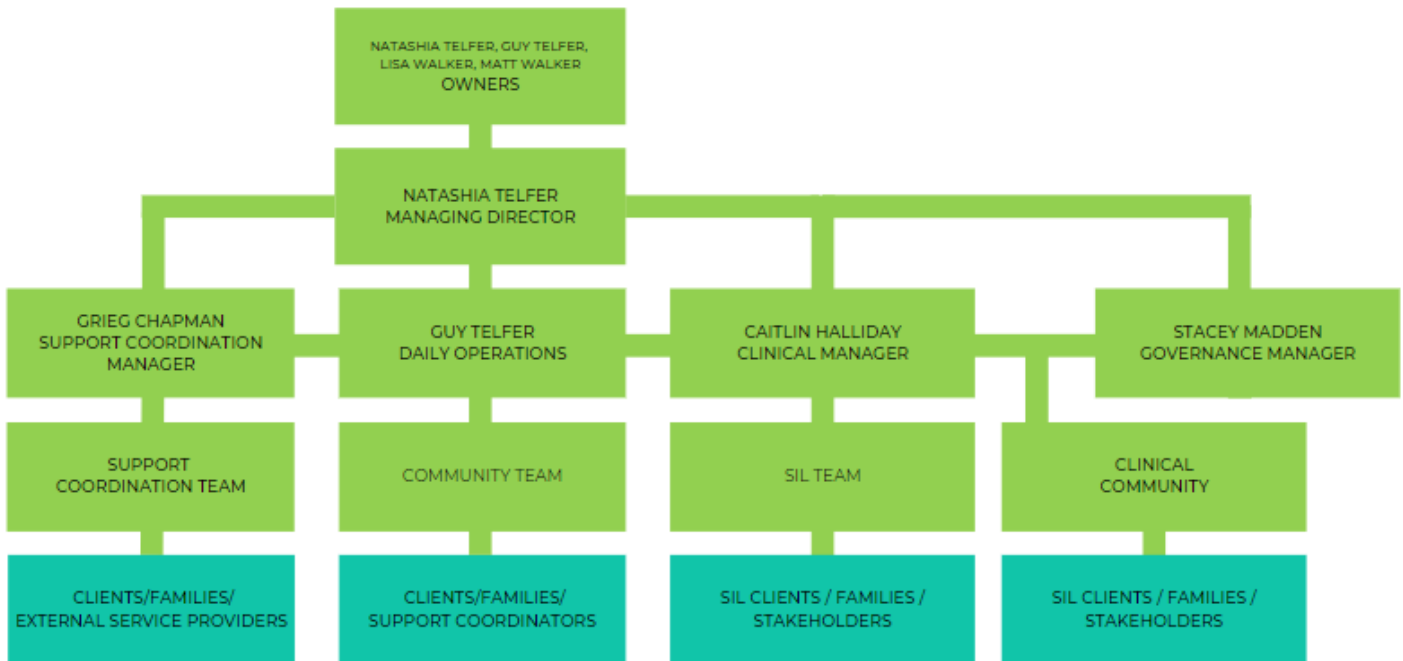
**ACT and Commonwealth Ombudsman** Investigates complaints from people about administrative actions or decisions made by ACT and Federal Government departments or bodies. The Ombudsman can also receive and investigate Public Interest Disclosures along with the Auditor General and Attorney General. An independent, confidential, and impartial body with recommendation powers if complaints are found to be justified.

**ACT Civil and Administrative Tribunal (ACAT)** The ACAT consolidates 16 jurisdictions and tribunals including Administrative Appeals Tribunal, Discrimination Tribunal, Guardianship and Management of Property Tribunal, Mental Health Tribunal and Residential Tenancies Tribunal.

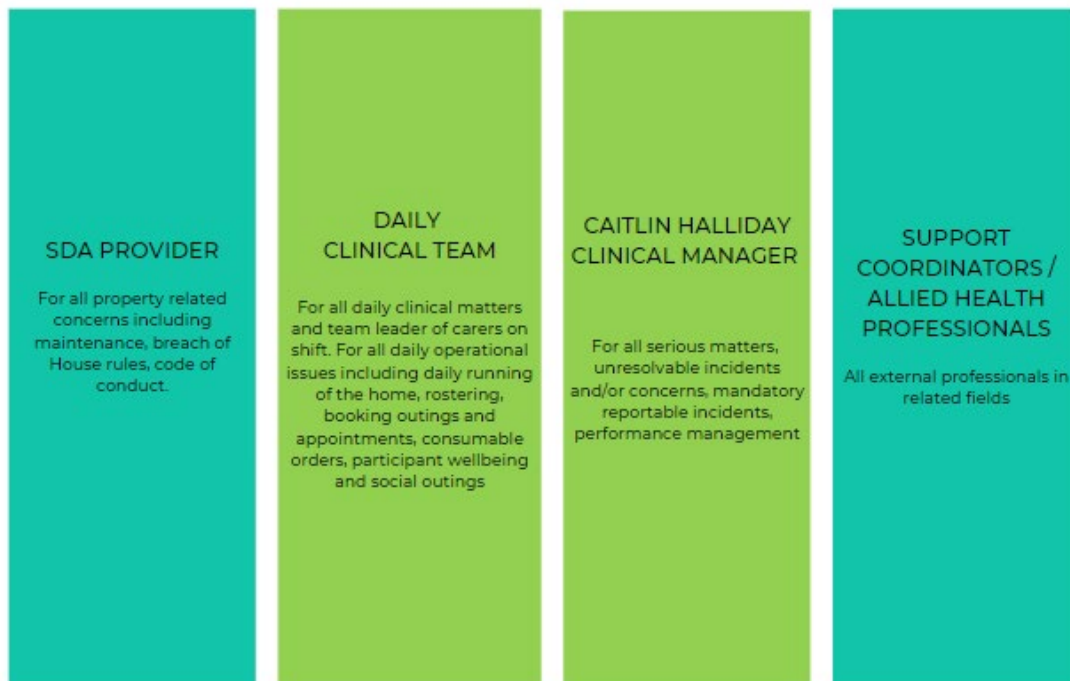
**ACT Human Rights Commission** Encourages and assists in the resolution of complaints and promoting rights, assisting users and providers of disability services, health services, services for children and young people and services for older people to make improvements in the provision of services. Members of the commission include Children and Young People Commissioner, Disability and Community Services Commissioner, Discrimination Commissioner, Health Services Commissioner and Human Rights Commissioner.

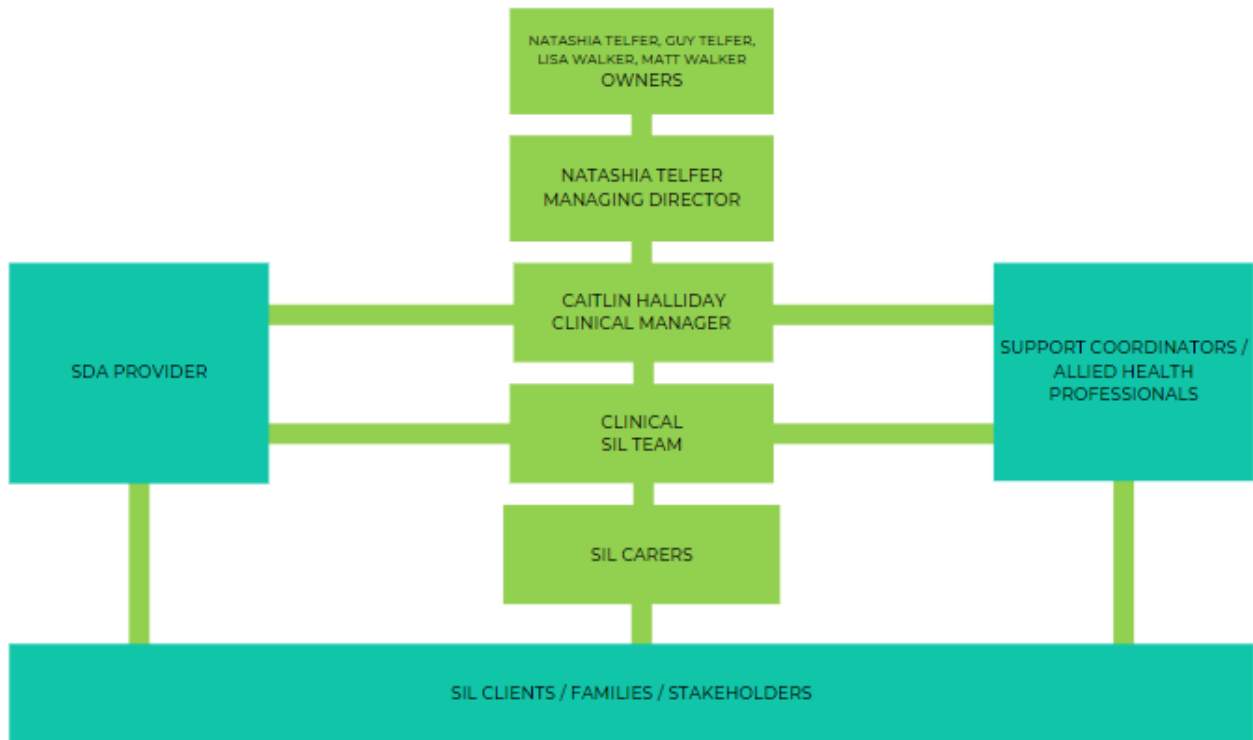


## NCC Client Lines of Reporting



## NCC SIL Roles and General Lines of Reporting







## NCC Employee On-Shift Advise and On-Call Responsibilities

### Scope

All employees

### Purpose

To ensure employees have 24/7 access to prompt and responsive advice in the event of general and/or clinical incidents, accidents and/or concerns as well as a contact point for all employment queries while on shift.

### General Enquiries / Non- Clinical Parameters

The intake line is available 24/7 to all on-shift employees. Please note to ensure healthy work life balance, NCC request enquiries outside of on-shift enquiries are to be made during business hours only.

### *General Enquiries Procedure*

Employees with general enquiries including non-urgent feedback, non-urgent roster requests, HR or payroll enquiries can be directed to NCC intake personnel via email or phone call + follow up email. NCC address these enquiries within business hours only.

All HR/Admin enquiries including training requirements, personal detail updates, employment enquiries, reference requests, uniforms and supplies can be directed to

[info@nationalcommunitycare.com.au](mailto:info@nationalcommunitycare.com.au) OR

[admin@nationalhealthcare.com.au](mailto:admin@nationalhealthcare.com.au)

Payroll, Roster, Client enquiries can be directed to NCC Intake Personnel on 62424978 or 0401439798 or email at [enquiries@nationalcommunitycare.com.au](mailto:enquiries@nationalcommunitycare.com.au)

See Lines of Reporting.

### *On-Shift Advise Procedure*

Employees on shift requiring advise on how to proceed with a situation.

*For example a no-response client visit, medication error, incident, client decline service, injury, illness etc.*

1. Employees on shift with community clients requiring advise are to contact the NCC general intake number: 0401439798.
2. Provide intake with factual information including client name, concern, advise you are seeking and any additional parameters that may be necessary to allow the intake line to make an informed determination on how to best proceed.

*For example, if it is for a skin tear, with the client's consent, you make need to take a photo and send it to the NCC intake mobile 0401439798 for clinical review prior to receiving advise.*

3. Employee to await further instruction on how to proceed:

**I. NCC Intake personnel to use first aid judgement in line with Incident Matrix to grade level of assistance required.**





- II. If determined a Category 3-4 NCC intake personnel to contact designated Clinical contact for instruction to relay to employee awaiting directive. Alex House RN: 0400 976 753
- III. In the event, the scenario is complex, Category 1-2-3 NCC intake may determine the employee needs to liaise with ACT Emergency Services or the clinical RN directly and put both relevant parties in contact with one another.
- IV. Intake Personnel to document the intake call and advice provided within the relevant client notes and/or employee notes if employee related (such as employee injury). Follow up with outcome when possible.
- V. Reporting Employee to complete all necessary documentation including incident/accident report. (See Incident Accident Reporting)
- VI. Intake to complete incident/accident process. Management and/or admin team to enter completed date into relevant Incident Accident Register entry. (See Registers Procedure)

### *Alex's House Support*

Given the complex nature of the participants within Alex's House SIL Property, clinical on-call cannot be facilitated effectively. Contacting ACT Emergency Services would provide a higher level of support in the event of a medical emergency. RN to call 000 and relay immediately if the participant requiring medical attention has a compromised airway / tracheostomy as this will impact the response from ACTES.

**Please note, any emergency requiring medical attention should always be directed to 000 as the employees first point of call. Employee should implement first aid and make the determination as per Medical Emergency Policy.**

### *On-Shift Clinical Advice*

Within the Alex House SIL Property, NCC currently contribute to a portion of the Nursing budget, as such NCC is able to provide our NCC community carers/nurses with clinical consultation services and advise for incidents, accidents, clinical emergencies, and notification of mandatory reporting for any clinical component of care.

In line with the registered nurse and enrolled nurse employment contract, employees can be rostered to participate in Clinical on-shift advice and on-shift services. RN/ENs will be required to provide National employees with support, guidance, advice regarding a variety of situations. In the event the situation involves advise to contact ambulance, fire or police or any serious allegations, RN is to notify NCC mobile 0401439798 immediately.

In the event employees are required to be on-call outside of providing on-shift support, shall be entitled to allowances in line with the Nurses Award for RNs Level 1 to 3. As per Nurses Award, Levels 4 and 5 salary packages are inclusive of this entitlement.