
SD – On Call Procedure

Headway Gippsland is committed to ensuring the safety of staff is paramount, the on-call procedure is in place to ensure outside of regular office hours which include evenings Monday – Friday, weekends, and public holidays.

This arm of the business manages clock in and out of Life Skills officer (LSO) shifts, responding to cancellations and replacement of staff where required.

On Call will respond to all shifts that are rostered until 9.30 am the following day weekdays and from Sunday through to Monday. Any shifts after 9.30am an email will be sent to the appropriate staff e.g., coordination@headwaygippsland.org.au to follow up.

On Call Process

It is recommended that you have notifications turned “on” on your mobile

To turn notifications on for your mobile

1. Open your outlook app
2. Go to settings
3. Click on notifications under email heading
4. Click to change which email account you wish to see notifications for e.g.: On Call inbox

First line is required to monitor the On Call inbox, once you receive the first shift flag it then when you receive the second email delete the two emails.

Sometimes the emails will say the same, clock in and clock in, as long as you have received the two emails regarding the same shift with same date and time you can remove them from the inbox. If you do not have access to the On Call inbox, then request via Edcomp to include staff within that group

LSOs are required to clock in when arriving at a client's home and clock out at the end of a shift via the Brevity App. There is a tolerance of 20 minutes.

Coordination will leave shifts in the inbox that conclude after 5pm, to be monitored, as LSOs clock out of their shifts First line is to delete the LSO shift from the inbox.

Admin will send out an email to On Call staff member to alert them of the last shift end time, how many shifts for that night and the number of shifts starting before 9:00am.

Examples of Messages On Call will receive from LSOs

- As LSO clock on the following message will be sent to On Call inbox

Cruise, Tom has Clockin a shift:

Smith, Will – 0123 – Assistance With Self – Care Activities – Standard – TTP- Wed, 8-Jun-2022 8/6/2022 4:30:00PM

- As LSO clock off the following message will be sent to On Call inbox

Cruise, Tom has Clockout a shift:

Winfrey, Oprah- 4321- Assistance With Self-Care Activities – Standard-TTP-Wed, 8-Jun-2022 8/6/2022 6:00:00PM

- If LSO does not clock in to a shift the following message will be sent to On Call inbox

Dear,

The following staff have not yet Clock-in for their shift,

Johnson, Dwayne Phone# 0423 765 123

Trump, Donald- 9870- Access Community, Social And Rec Activities – Standard – TTP – Wed, 8-Jun-2022, 07:30:00, Phone#0489 538 910

SW Emergency 1: Kylie Johnson, Phone# 0123 456 789

SW Emergency 2: Prince Johnson, Phone# 0987 654 321

- If LSO does not clock out of a shift the following message will be sent to On Call inbox

Johnson, Dwayne Phone#0423 765 123

Trump, Donald- 9870- Access Community, Social and Rec Activities – Standard – TTP – Wed, 8-Jun-2022, 07:30:00, Phone#0489 538 910

SW Emergency 1: Kylie Johnson, Phone# 0123 456 789

SW Emergency 2: Prince Johnson, Phone# 0987 654 321

First line will at this point need to make contact with LSO's to see if they are on shift

First line to make contact with LSO's to do a welfare check

If no answer

Contact participant to see if LSO's has left shift and at what time

Contact Emergency contact if no answer from LSO's

On occasions LSO's may not have access to data due to coverage, LSO's will need to log in and out of the shift when they are back in coverage

LSOs will be required to let first line know in advance that they will be an area without coverage but this cannot be relied upon and welfare checks to occur unless otherwise notified.

In the event that an LSO does not log in and out first line is required to call the LSO and do a welfare check.

The not log out message is to be then forwarded to Coordination with details of welfare check completed at coordination@headwaygippsland.org.au to advice so this can be noted on LSO's file for follow up

In the event that an LSO should make contact to advise they are unwell or unable to make their next shift

First line should ask the following

- Confirm start and end time
- Confirm details of shift (community access, personal care) to determine the urgency of backfilling
- Gather information from the LSO whether they believe the participant will want the shift filled
- Can the shift be moved to another time when the LSO is available?
- Are there other staff that support that participant that they are aware of? LSO contact details can be found in On Call – Draft inbox

Contact participant and advice LSO unavailable for shift, as noted enquire whether participant would like a replacement if one can be sourced.

Participant details can be found in Draft inbox.

In the event that a participant should cancel a shift with minimal notice

- Confirm shift time
- Confirm LSO
- Advise participant they will be charged for the shift cancellation (put in rules)

Contact LSO and advise

If the Following notification comes through no follow up required.

The following staff have not yet **Clock-in** for their shift.

- **zz-Training, LSO Phone# :**
Travel, Provider - 9524 - Access Community, Social And Rec Activities - Standard - TTP - Fri, 12-Apr-2024, 11:55:00, Phone# na
SW Emergency 1: LSO's Mum , Phone# 0425 783 202
SW Emergency 2: LSO's Dad , Phone# 0425 783 202

The following staff have not yet **Clock-in** for their shift.

- **zz-Training, LSO Phone# :**
Unpaid, Meal Break - 9524 - Access Community, Social And Rec Activities - Standard - TTP - Fri, 12-Apr-2024, 11:55:00, Phone# na
SW Emergency 1: LSO's Mum , Phone# 0425 783 202
SW Emergency 2: LSO's Dad , Phone# 0425 783 202

Remuneration

Staff working in the headway Gippsland Inc. On Call system receive remuneration for each On Call period (9am Monday – 9am Monday).

Remuneration for first line On Call is \$150.00 per week, plus one extra day of leave accrued (7.6 hours), per On Call period. If a staff member performing On Call is required to perform work above the stated requirement, they should in the first instance, discuss this with their line manager.

Remuneration for second line On Call is \$100.00 per week, plus the accrual of one extra day of leave per On Call period (two weeks).

An amendment to this policy to cover times when the head office is closed.

An amendment to cover staff who are on call on public holidays

Public Holidays

Any staff working on call during a public holiday that would otherwise have been a working day, you will receive an additional \$150 for the public holiday (first line)

Any staff working on call during a public holiday that would otherwise have been a working day, you will receive an additional \$100 for the public holiday (second line)

Refer to <https://business.vic.gov.au/business-information/public-holidays/victorian-public-holidays-2025> for more information.

Office Closure

Headway Gippsland Inc. has historically closed the office for one week over the Christmas/New Year period. Due to the current client need and the need for staff support for many of our Headway Gippsland Inc. Participants.

Whilst the office is closed for only one week:

- First line on call is to receive \$150.00 per day for the period that the office is closed (in this instance 5 days). If Public holidays fall on a weekend you aren't entitled to an extra allowance/ as the office is always closed on a weekend
- Second line on call is to receive \$100.00 per day for the period that the office is closed (in this instance 5 days). If Public holidays fall on a weekend you aren't entitled to an extra allowance as the office is always closed on a weekend.

COVID -19 Outbreak Management Flow Chart for on call:

Confirmed Case

Employee contacts On Call to inform them that they or a participant tested positive for COVID -19

On Call to inform employee that they must not attend workplace and should stay at home and isolate and follow the directions for the Victorian Department of Health .

If confirmed case of a participant on call is to inform the employee that they must wear full PPE when supporting the participant

On call to contact second in line and inform them of incident Immediately