

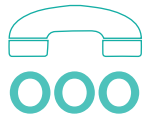
# ON – CALL NOTIFICATION REQUIREMENTS



**SUPPORT WORKER**

Participants are to inform their **SUPPORT WORKER** on shift for any issues or concerns they may have during the shift. Support Worker will then address their concerns.

If it is **EMERGENCY**, they are to call **000 IMMEDIATELY**, then management.



**EMERGENCY**

Staff are **ONLY** to contact management after hours if it is emergency. If it is not important and can wait till next day Staff are to pass the issue over to the next shift to follow up with management.

The **ONLY** time staff are to contact Team Leader or Management when they are not rostered on or it after business hours are:

1. • Medication Errors / PRN approval
2. • Health and Wellbeing support for Participants
3. • Emergency Services called
4. • Participant is missing from service
5. • Alleged Assault Employee or Participant
6. • Potential for negative impact / media attention
7. • Missing Money (above \$10)
8. • Property Damage
9. • Vehicle Damage
10. • Staffing issue / Rosters
11. • Staff Support
12. • Security
13. • Participant self-harm/suicide/ challenging behaviours
14. • Significant injury/hospitalisation
15. • Incidents



**MANAGEMENT**

