

Pro_259	<h1>On Call Support</h1>
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Life Choice is committed to ensuring that all participants and staff are fully supported 24 hours per day, 7 days per week

Life Choice Leaders and experienced senior staff participate in a rotating on call roster to ensure there is always support for participants and staff outside of normal business hours.

Calls to the on call person may be, but is not limited to:

- **Report incident related to a participant or staff member**
- **Advise of sick leave or inability to attend shift (staff)**
- **Seek advice on policy, procedure or clarity on process or participant support (staff)**
- **Participants advising they wish to cancel a support shift**

Life Choice on call staff will log all calls to ensure appropriate follow up.

Record of policy development		
Version	Date approved	Date for review
2020/1	August 2020	August 2020

Responsibilities and delegations

This policy applies to	All staff
Policy approval	Quality & Risk Committee

Policy context – this policy relates to:	
Standards	NDIS Standards
Legislation	<u>National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018</u>

Organisation policies	Continuous Improvement Policy Code of Conduct Leave Management
Forms, record keeping, other documents	Application for leave On call follow up log

Procedure

On Call

There is a dedicated “on Call” telephone.

The number is **0407 001883** - All staff and participants are informed of this number.

Leaders and experienced senior staff participate in a rotating on call roster. If the nominated on call person is unable to take the phone the on call is allocated to another Leader/senior staff.

The phone is kept with the Scheduling Team during normal office hours (and charged) and handed over to the nominated on call person in the afternoon/evening.

The on call roster is drafted by the Chief Executive Officer (CEO) and it is posted monthly.

Calls register

A register of all calls received for the on call period is kept via the Calls Register log which is located on the T drive

Details of calls recorded will include:

- date/time of call
- staff name
- participant name

- phone or text
- reason for call
- response
- on call matter (yes or no)
- preventable (yes or no)
- action taken/required
- follow up required
- by whom
- follow up notes

The on call person receiving the call will log these details either real time or immediately after the call.

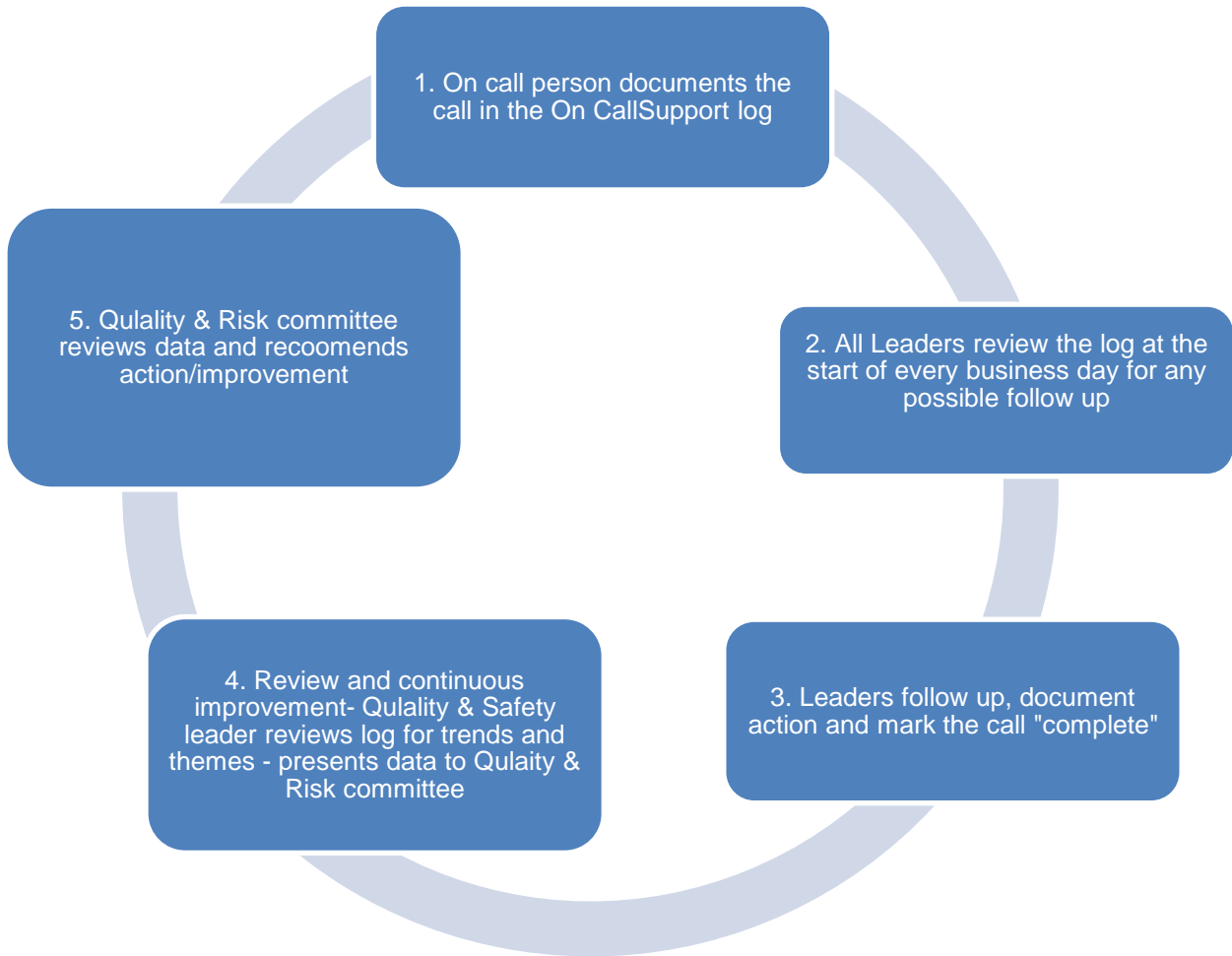
It is the responsibility of all Leaders to review the call log at the commencement of each working day (via the 8.30 Leadership team meeting) to:

- a. see if there were any calls pertaining to their area
- b. Follow up and document any actions required as logged

Continuous Improvement

The Quality and Safety Leader will regularly (quarterly, at least) review the register to identify any trends or themes or opportunities for improvement.

Any trends, themes or opportunities will be presented to the Quality and Risk meeting for discussion and possible action



End of document
