

## Welcome to CCNASA

### Your Shift Success Guide

Hello everyone, and welcome to CCNASA. We're excited to have you as part of our team! In addition to today's induction presentation this guide will cover some important information to help you feel confident and fully prepared for your shifts.

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### Clocking In and Communication

Please ensure you clock in on time, as your clock-in time is your official start time. If you are running late, call the rostering team promptly to inform them. Failure to notify the rostering team or leaving the facility without informing them may result in your pay being held for that week while your work times are confirmed with the facility. We understand that occasional delays happen, but lateness should not become a regular occurrence.

**Remember to complete your timesheet accurately and have it signed before the end of your shift.** This is essential for your pay to be processed correctly and on time.

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### Importance of Orientation - First Day at a Facility

If it's your first day at a new facility, always be proactive, arrive early and ask for an orientation. Take your time to receive a proper handover and make sure you have a resident list with you. Shown how to document on your shift, This will help your shift run smoothly and enable you to provide the best care possible.

A thorough orientation is essential to ensure staff are prepared to work safely and effectively within any facility. It provides clear guidance on emergency procedures, including what to do in an emergency, participation in fire drills, and where to report during evacuations. Understanding these processes helps ensure a calm, organised response. Each role carries different responsibilities for example, nurses may focus on clinical care and resident safety, PCWs assist with resident movement and support, and hospitality staff help with coordination and communication. A detailed orientation also assists with CCNASA supporting staff while on site at facilities, as it ensures all workers adhere to facility-specific policies and procedures from the outset.

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### Uniform and ID – Your Professional Badge

Wearing your CCNASA uniform is about more than just following rules — it represents who you are and our agency's standards. Your black polo tops, scrubs, and ID card must always be clearly visible. Facilities may send staff home if their uniform or ID isn't correct, and you will not be paid for that shift. Please note, most complaints we receive are related to uniform and ID issues, so let's make a great impression every time!

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### Communication and Resident Care

When you meet a resident, always introduce yourself before entering their room. Knock, explain who you are, and what care you will be providing. Always ask for consent before assisting — whether it's changing a pad, giving a shower, or helping with a meal. Even residents with dementia should be involved in their care as much as possible. Making residents feel comfortable and respected is at the heart of everything we do.

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### Respecting Residents' Belongings

It's very important not to accept gifts or use any resident personal items, even something small like a packet of chips. This could be considered stealing. Always respect residents' space and belongings.

Additionally, you must be aware of and always adhere to the **new aged care standards and residents' rights**, as facilities will ask about this.

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### Working with the Team

If a regular staff member gives you instructions, follow them respectfully and professionally. Once your task is complete, check if anything else needs attention. Never swap areas or tasks without informing the person in charge. Teamwork ensures smooth shift flow and resident safety.

Always follow proper infection control procedures. Dispose of waste, linen, and continence aids according to facility policy. Hand hygiene is mandatory — for your safety and the residents' safety.

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### Incident Reporting

If an incident or injury occurs during your shift, immediately report it to the RN or site manager. Then, call the office and speak with the rostering team to complete an injury or incident report over the phone. Be sure to provide full details about the nature of the incident or injury, any treatment given, and any other relevant information. Prompt and accurate reporting is essential for everyone's safety and proper follow-up.

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### Importance of WHS (Work Health and Safety)

Labour hire requirements play an important role in maintaining a safe, compliant, and high-quality workplace. All workers have a duty to take reasonable care of their own health and safety, and to ensure their actions do not negatively impact the safety of others.

Workers must follow all reasonable instructions provided by CCNASA and the site working, including:

- Asking for assistance if unsure how to perform a task safely.
- Following workplace policies, procedures, and safe work practices.
- Stopping unsafe work immediately and notifying their supervisor.
- Reporting hazards, injuries, incidents, and near misses as soon as possible.

Work Health and Safety (WHS) is essential to protecting staff and residents. All workers are expected to identify and report hazards, follow WHS requirements, and know how to access relevant policies and procedures.

Any incident, injury, near miss, or safety concern must be reported to both your supervisor and CCNASA immediately to ensure appropriate support is provided, records are maintained, and compliance obligations are met. By meeting these responsibilities, labour hire workers help create a safe and supportive environment for everyone.

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### The Big Picture

Remember, each time you step onto a site, you're not just caring for residents — you are representing CCNASA. Introducing yourself, maintaining professionalism, respecting privacy, and working well with the team reflect who we are as an agency. Staff who do not follow these standards may be removed from the site, placed on a "Do Not Send" list, and have this recorded on their staff profile. This can affect your priority ranking (1-5) for future shift offers, with lower rankings reducing your chances of being offered shifts.

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**Important:** Use of personal phones, smart glasses or wearing ear buds is strictly prohibited at all times of the duration of your shift. Failure to comply may result in site sending you home, placing a DNS on you for future shifts and sites or impact your employment with CCNASA.

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Thank you for your time in understanding this guide and important information for you to be work ready and comply with all expectations and responsibilities as an employee of CCNASA.

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