

CALL US – 1300 49 94 49

Call **1300 49 94 49** immediately. This is a **24 hour service!**

The number that appears on your mobile when we call you is **9656 9777**. Please save both numbers as Aktrapid.

If you require any assistance regarding admin or payroll, please call us between 08:30-17:30 Mon-Fri. You are able to speak to an After-Hours Consultant all other times.

You **MUST** give us at least **4 HOURS NOTICE** if you are not able to attend a shift that you are booked into.

A SMS is NOT SUITABLE NOTICE and will result in your account being made INACTIVE.

AVAILABILITY

Update your availability online as regularly as possible to remain active and continue being offered shifts. **REMEMBER** to cross yourself **OFF** if you're unavailable, otherwise you may still receive calls.

If availability is not maintained for 10 days or over, the system will detect you as being "Inactive" and will cause a Lock Out. You will have to call and speak to your Consultant regarding making your account Active again.

If you have been Locked out for more than 4 weeks, you will be required to come in to the Aktrapid office for an App Induction.

YOUR PAY – TIMESHEETS / DOCKETS

ALL shifts must be recorded via the mobile App at the completion of each shift. (user guide attached) Our pay run is Monday-Sunday. You are paid weekly on a Thursday. Dockets/timesheets must be signed by a supervisor. **KEEP A COPY**, it is **YOUR** responsibility to **SUBMIT** them, **NOT** the facility.

You must submit all your dockets as you go, you may NOT hold on to your dockets for the next pay run.

Please make sure your dockets are signed and filled in correctly. Write your **FULL NAME & FACILITY NAME** on the docket. Include your nurse grade and ensure all dockets are signed by a senior member at the facility. If you forget to take your docket book to work with you, call Aktrapid ASAP and we will send a copy by fax.

TRAVEL TIME

We are very accommodating and will do our best to offer you work in convenient locations, however we do expect you to travel a minimum of **40 minutes** to attend shifts at times.

If you are running late for work, please call us **ASAP**. Do not call the facility directly

PATIENT INCIDENT REPORTS / MEDICATION ERRORS

Any Aktrapid Incidents/ Medication Errors are reported by facility staff. If 2 medication error reports are received, it is mandatory that the staff member attends an unpaid **'Medication Refresher'** training session at Aktrapid's head office. If a third medication error report is received for the same staff member, Aktrapid reserves the right to deactivate the member's file or terminate employment.

It is your responsibility to ensure you have correctly completed documentation and signed for all medications you have administered. If you have missed anything, you may be required to return to the facility to complete documentation.

Missed Signatures – Once Aktrapid has been notified of missed signatures during your shift, we will contact you to advise that you are required to return to the facility to have these completed. You are required to return to the facility within a 48 hour time period. If you have not returned to the facility within the time frame, your account will be placed on HOLD.

FOR MORE INFORMATION, PLEASE REFER TO AKTRAPID'S MEDICATION ERROR POLICY DOCUMENT, ATTACHED TO THIS INDUCTION. If you are involved in an incident/ error, please contact your Aktrapid consultant immediately.

AKTRAPID UNIFORM & STANDARD GROOMING

Aktrapid has a strict uniform policy which all staff are required to follow. We expect that our staff attend all shifts in a clean and tidy manner and maintain personal hygiene at all times. The Aktrapid Uniform is:

- **BLACK LEATHER DRESS SHOES (NO runners or canvas shoes)**
- **NAVY OR BLACK WORK PANTS (NO denims or track pants)**
- **YOUR AKTRAPID POLO (NO shirts with logos or long-sleeved jumpers)**
- Any cultural or religious headwear must be **BLACK OR NAVY** and fastened securely
- The Aktrapid ID Badge must be worn to all shifts
- Hair should be tied back and any facial hair well groomed
- Finger nails must be short and clean

If you do not have the correct uniform, please call Aktrapid. We will contact the facility and let you know if you are able to attend your shift wearing a White Shirt and your ID badge.

NO SHOW

If you do not show up to a shift you have accepted and have not provided us with appropriate notice, you will not be offered work with us again. We take this policy very seriously and it is strictly enforced by the facilities who rely heavily on us to provide them with reliable staff.

WHILE YOU ARE AT WORK

Code of conduct: All staff should use their knowledge and skills to perform their duties to the best of their ability. We encourage staff to work cohesively with facility staff, communicate and show respect and tolerance to all co-worker's and residents. While at work all staff must:

- Take reasonable care for his or her own health and safety
- Take reasonable care for the health and safety of persons who may be affected by their actions at a workplace
- Co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this act or the regulations.

Harassment and Bullying: All workplaces should be free from harassment, where all people are treated with dignity, courtesy and respect. Any incident of harassment should be reported immediately to the person in charge, and to Aktrapid. Harassment is unlawful whether it is intentional or unintentional – whether it is in the form of imitating someone's accent, spreading rumours, offensive jokes, threats, insults or pushing and shoving. Any sexual harassment should also be reported.

Orientation: It is the joint responsibility of the facility and the nursing personnel to ensure that they are familiar with the facility they are working in for the day. Before you begin your shift ensure you can locate: duress alarms, resus trolley, emergency codes, policy manuals, infection prevention process, no lift equipment, fire and emergency equipment.

Incidents/Accidents/Near Misses: All incidents, accidents and near misses must be reported and recorded. Please follow the facilities protocol and report to Aktrapid. If you are exposed to a hazardous substance, please seek immediate assistance from the person in charge.

Hazard Identification: You may be exposed to various hazards while at work such as slips, trips, falls, needle stick injuries, manual handling, toxic materials, heat, cold etc. Ensure that you are aware of the correct precautions and handling of these hazards.

No Lift Policy: The patient “no lift” policy is used in all facilities to ensure safer ways of transferring patients. These methods result in improved care for patients and safer practices for staff. The equipment includes hoists and slide sheets. High risk techniques are no longer acceptable and include all manual lifts.

Infection Control: Each ward will have an infection control manual which contains policies and guidelines for the prevention and transmission of infection. Standard precautions must be used in all patient care, regardless of diagnosis and include hand washing, antiseptic techniques, PPE and correct disposal of infected waste.

Shift Cancellations: Facilities must provide us with a minimum of 2 hours’ notice. We will call you as soon as we are advised of the cancellation. Your name will go to the top of the standby list for the next available shift.

If you are told by the facility that your shift was cancelled, you must stay at the facility and call Aktrapid immediately until the issue is resolved. You will be paid for 2 hours if the facility has not made us aware of the cancellation and you HAVE NOT begun work.

Shift Cancellation Acknowledgement

Please make sure that you acknowledge Cancellations either through the Mobile App or Call Aktrapid to confirm that you received the Text.

Asap Starts

With regards to ASAP starts, please advise your consultant what time you are expecting to arrive at the facility. We will confirm with the client that the time that you are able to arrive at the facility is suitable. Please do not leave till you have received a **Confirmation Text**.

If you are running any later than the time confirmed, please call Aktrapid to advise.

I, _____, acknowledge that I have received a copy of the booklet Management of Medicines in Aged Care, that I have read and understood the Induction Information provided above and agree to the terms of employment as outlined to me today.

Signed: _____

Candidate

Date: ____/____/____