P009 – Booking

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Approved: | Comments | Next review date |
| 1.0 | 01/09/201612/05/2020 | Reviewed | 01/09/201912/05/2022 |

|  |
| --- |
| Applies to: |
| All staff |

# PURPOSE

First Call Nursing is committed to engaging its care staff for shifts to which they are appropriately suited, qualified, and trained to undertake. First Call Nursing is committed to client satisfaction and will always endeavour to supply staff specific to client requests.

# POLICY

Co-ordinator to contract funder/brokerage if all necessary information is not received.

When booking staff for shifts, co-ordinators will always consider:

* Gender requirements.
* If time service is required.
* Staff flexibility.
* Client choice of staff member (if rosters allow).
* Special staff skills or experience.
* Culturally and Linguistically Diverse (CALD) requirements.
* Specific client requests relating to challenges and behaviours.
* Client and staff location.
* First Call Nursing staff rosters.
* Service Provider staff rosters where appropriate.

Where possible, co-ordinators will attempt to match specific staff members to clients at their request in the quickest possible timeframe.

Earliest services required are booked first.

First Call Nursing will partner new or inexperienced staff members with long-term, experienced staff members (buddy shift) in their initial engagements.

Co-ordinators will not discriminate or provide preferential treatment in their decision-making process when booking shifts.

At all times, First Call Nursing co-ordinators are to adhere to this policy and ensure that the best qualified, skilled, and experienced staff member will be assessed and then engaged on a shift-by-shift basis.