P016 - External Relationships

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| Applies to: |
| All staff |

# PURPOSE

The purpose of this policy is to provide guidance to **First Call Nursing** in identifying, developing and maintaining relationships with external individuals, groups, other service providers and organisations to ensure a consistent approach that supports the company and its partners to more effectively meet their respective strategic objectives.

First Call Nursing maintains a range of relationships, both formal and informal, that benefit the company, clients and the sectors of which it is a part.

Formal relationships are governed by an agreed set of specifications (i.e. service level agreement, funding and client service agreement, contract).

Relationship expectations will be in writing, where possible. Systems are in place to ensure relationships entered are relevant, purposeful and time-framed.

Relationships change over time as do the expectations of those involved in the relationship. Therefore, regular review of the purpose of the relationship and how the relationship functions will ensure invested time and effort are productive and rewarding.

# POLICY

**First Call Nursing** respects and values differing perspectives and priorities held by individuals, groups, other service providers and organisations, while focusing on the agreed and common purpose of the relationship.

Both formal and informal relationships provide value to First Call Nursingand its clients.

Prior to making connections with external organisations, First Call staff will seek the relevant client’s consent and will ensure that the client is aware of the relationship.

# PROCEDURE

Agreements must be demonstrated through a purchaser / provider contract referred to as a service agreement. The service agreement clearly identifies:

* involved parties and their responsibilities
* product/service to be provided
* timeframe for delivery
* payment schedule
* dispute resolution procedures.

External relationships may be an informal process for working together or be formalised through an agreement or contract.

Where First Call Nursingenters into a funding relationship and is awarded a tender to provide a specified service, there must always be a formal agreement, such as a signed funding agreement.

Where funds are exchanged for goods or services, there must always be a formal agreement such as a contract/service agreement.

Partnerships may be informal associations or formalised through agreements called ‘Tenders’, ‘Service Agreement’, or ‘Intention to Collaborate’. The common theme of these types of agreements is that they identify:

* background information
* all parties involved and relevant contact officers
* the participation agreed to
* purpose and outcomes of the agreement
* dispute resolution procedures
* length of the association.

**When First Call is sub-contracted to provide a service - brokerage**

When support staff are working with another service provider providing a service

This policy provides the guidance when working with other service providers under a brokerage arrangement.

## Equipment

1. Gloves
2. PPE specific to duties

## Implementation

### Assisting primary service provider

1. Identify client – care service – two-person service
2. Verify which other service provider is providing care
3. Care staff to follow work instructions provided by primary service provider’s care staff member

### First Call providing both care staff members

1. Follow care plan instructions deferring to senior care staff member
2. Remember every service is different, follow specific instructions relating to the client’s service.

## Special precautions

1. Both care staff must be in attendance before any attempt is made to lift/move client.
2. Ensure that correct PPE is used and is disposed of correctly.
3. Ensure that client condition is stable and managed before leaving the workplace
4. Ensure that documentation is completed