

On-Call Information – 1300 NULSEN

Updated 20 Sep.2023



On-Call support number 1300 685 736 (1300 NULSEN)

For **urgent**, out of hours support regarding residents and house matters.

Hours of operation:

Monday – Friday	8pm – 7am
Saturday and Sunday	8pm – 8am
(Public Holidays)	All day

Frequently asked questions:

1. Who is On-Call?

RSMs and Rostering Team members are scheduled to assist with **urgent**, out of hours phone support. They are rostered to cover on-call for a one-week period. During this time, they also continue to carry out their usual duties. It is important that calls are for **urgent** assistance and not for matters that can be supported during normal operational hours.

2. What sort of queries will on-call assist with?

On-call will assist with specific questions regarding a resident, urgent house matters and urgent shift cover. Urgent shift cover means when the house has already attempted to cover a shift at the last minute but has been unable to cover and the shift is due to start. It may also mean looking for additional staff in the event of an emergency at the home. **Note, the on-call number does not replace 000.**

3. Can I call on-call to cover my morning shift if I am feeling sick?

Last minute shift cover should be managed by homes. Employees are required to contact their home to arrange this. Only contact on-call for **urgent** shift cover.

4. What are some of the common matters on-call does not manage?

Employees should refrain from calling on-call to give their availability, accepting or swapping shifts or giving information in relation to roster changes. These calls should be made to rostering during operating hours.

5. Do I need to let on-call know about rostering changes?

Employees are advised to update Rostering of any roster changes during operating hours. Non-urgent changes may be emailed to rostering@nulsendisability.com.au. Employees are also encouraged to problem solve at the house before calling on-call. This minimises the number of calls made to on-call.

Rostering is available on **08 6253 4738**.

Rostering Hours of operation:

Monday – Friday	7am – 8pm
Saturday and Sunday	8am – 8pm
(Public Holidays)	Call on-call for urgent assistance only

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6. What happens if I have an **Emergency** at a Nulsen home?

On-call are equipped to deal with urgent situations at a Nulsen house regarding **resident specific and urgent house matters**. See below phone numbers to support in an emergency. On-call are available to provide further guidance and assistance following an emergency.

7. What happens if I could not get hold of on-call in an emergency?

In an emergency, you should call the helplines below and complete an incident report afterwards. Emergency numbers are:

Emergency (Police, Fire, Ambulance-Life Threatening)	000
WA Police (Reporting and Enquiry – Non life Threatening)	131 444
City Watch (CCTV Live Incidents)	9461 6611
State Emergency Services (SES) (Assistance)	132 500
Western Power (Emergencies & Power Interruption)	131 151
Gas (Emergencies and Faults)	131 352
Water (Emergencies, Faults and Security)	131 375
Graffiti Reporting	1800 442 255

For more information, please view the “On-Call Management Policy” and “On-Call Management Procedures” available on the Nulsen intranet.