

On-call Guide – 1300 NULSEN

Updated 28 October 2025

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

For **urgent**, out-of-hours support regarding residents and homes.

On-call hours of operation

Monday – Friday	8pm – 7am
Saturday – Sunday	8pm – 8am
Public Holidays	8pm – 12noon

Frequently Asked Questions

1. What is On-call?

On-call provides **urgent**, out-of-hours phone support to Nulsen homes.

RSMs and Rostering team members are scheduled 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 On-call is used for **urgent assistance only** and not for matters that can be supported during normal hours.

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

On-call will assist with specific questions regarding a resident, urgent home matters and urgent shift cover.

Urgent shift cover means when the home has already attempted to cover a shift at the last minute but has been unable to arrange a 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. Should I contact On-call to cover my morning shift if I am feeling sick?

No. You should contact your home to arrange last-minute shift cover. You should only contact On-call if cover cannot be arranged, and the shift is about to start (**urgent**).

4. When should I NOT contact On-call?

Do not contact On-call to give your availability, to accept or swap shifts, or to give information in relation to roster changes.

These calls should be made to the Rostering team during normal operating hours.

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5. Who do I advise about rostering changes?

You should contact the Rostering team of any roster changes during normal operating hours by emailing rostering@nulsendisability.com.au.

You are also encouraged to problem-solve at the home before contacting On-call.

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

Rostering hours of operation

Monday – Friday	7am – 8pm
Saturday – Sunday	8am – 8pm
Public Holidays	12noon – 8pm

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**.

For emergencies, please use the phone numbers below. 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?

For emergencies, use the phone numbers below and then complete an incident report.

• Life threatening - Police, Fire, Ambulance	000
• <i>Non-life-threatening</i> WA Police (Reporting & Enquiry)	131 444
• Poisons Information Centre	131 126
• 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
• Mental Health Emergency Response Line	1300 555 788
• Lifeline	131 114

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