

WEEKLY TIMESHEET & AVAILABILITY



UNCONTROLLED WHEN REPRODUCED

FAX: 1300 761 348

EMAIL: admin@rnsnursing.com.au

POST: PO Box 1279 Noosa Heads Q 4567

Work Week starts Monday Morning & ends Sunday Night Duty

Ensure all details are correct for accurate payment of wages.

Shifts MUST be signed off by client at end of each shift.

YOUR NAME:	MANAGING AVAILABILITY ONLINE: <input type="checkbox"/>														AVAILABILITY: TICK ONLY IF YOU ARE AVAILABLE eg. <input checked="" type="checkbox"/> night			
	Date Eg. 12/1	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun			
	Morning																	
	Afternoon																	
	Night																	
DESIGNATION: RN / EN / NA / PCW	ADDITIONAL INFO:																	

Shift Day & Date	Client Facility	Ward/Wing Dept	Shift Details							Nurse Unit Mgr/Registered Nurse in Charge/Client					
			Start Time	Meal Break (30 min, ½ hr)	End Time	TOTAL HOURS WORKED	Incharge	Oncall	Pharmacy All	Oncall Callout (Time)	Signature	Print Name	Date Signed		
Mon															
Tue															
Wed															
Thur															
Fri															
Sat															
Sun															

If you want confirmation of faxed timesheet received, please wait 15 minutes before calling - office hours only.

Timesheets must be received **BY 4PM MONDAY** for you to receive your pay on Friday.

NO EXCEPTIONS for late timesheets. Fax, email or post timesheets as soon as possible after your last shift for the week.

Always advise us of your availability as far in advance as possible either self-manage your availability via the MyRNS portal or on the grid overleaf, verbally or via email. Please note some key points:

- Always call us on our 1300 761 351 number.
- Please phone through availability, changes to availability, or call about administrative and payroll issues during business hours – 8.30 to 5pm weekdays.
- Please keep your mobile with you and check your messages. When working, check your mobile in your breaks. If you're a night duty nurse - call us before you go to bed for the day and tell us if you want us to hold a shift for you that night. Then check your messages and call us to confirm as soon as you wake up.
- If you have advised us you are available for a shift and this changes, **it is imperative** to notify us ASAP.
- The After-Hours Client Services Officer is rostered to take calls from clients needing shifts filled urgently, on weekends and public holidays; also to phone nurses to fill those shifts, to take calls from our nurses needing to alter their availability urgently eg. You have now become available to pick up a shift that night or next morning.
- As a courtesy to our After-Hours Client Services Officers please do not phone between 11 pm and 5 am unless it is a matter that needs immediate attention eg. we have called you for a shift that night/the next morning; sudden illness; you wont be there by your shift commencement time; or a double booking.
- If you have misplaced your Staff Guidelines please contact us and we will send you a fresh copy. Alternatively a copy is available to you via the MyRNS Portal

Accepting a shift:

- We will always phone your preferred phone numbers and if unable to contact you, will also send a text. We need to maintain a rapid turnaround within 1 hour of all client requests so please confirm whether you are able **or unable** to take the shift ASAP. **We expect shifts offered to you based on your availability and preferences to be accepted, as if you were no longer available, you would have let us know.**
- As a courtesy to our Nurses & your families we endeavour to avoid phoning you between 11 pm and 5 am, unless a client places an urgent call a shift that night or the next morning, or you have taken home the drug keys! If you do not want calls during these hours **you must** advise us, but the nature of agency work means you will potentially miss out on many shifts. If you only want us to call 21:00 to 6:00 on your mobile for example, we can note this.
- Please request all clients contact the Agency directly to place the booking - suggest they call us right now! If they are busy offer to call the Agency for them while you are with them and we'll take the booking.
- If we have sent you a text it is our preference that we hear from you personally so all details of the shift are cross-checked. We might also have more shifts to offer you when you call in!
- We understand that friends will pass around phone numbers at work but no client should call you at home about agency work.

Our Client Services Team's role is to provide the best customer service possible to both our clients and our nurses:

- ☎ Whilst we cannot guarantee the number of shifts per week you receive, we manage the incoming shifts to satisfy each and every Agency Nurse's needs as best we can. If you haven't received as many shifts as you would like consider widening the locations and shift types you will accept if only for a short time.
- ☎ Best-matching the skills of our Agency Nurses to the placement requirements taking into account the client's skill-mix on the ward for the particular shift and considering the need for continuity of care at our client's facility.
- ☎ If a client has requested a particular Agency Nurse we will call that Nurse as first priority.
- ☎ We have promised our clients we will report our progress or provide them with a name within an hour of their call.

This streamlines our processes to allow our Client Services Team to focus on getting you work! It will also allow us to provide excellent customer service to our clients which keeps you as busy as you want to be!

Thank you for reading the above. We will always listen to any concerns, questions or suggestions you may have. Please do not hesitate to contact us, on 1300 761 351 or via email on admin@rnsnursing.com.au . Have a great week.