

## Duty Room Procedures

Upon arrival: put your personal items in locker, clock on and put your name and red dot on in/out board, write in Time Clock Diary if relief staff, then check your pigeonhole, read log since last time you were present at Wiltja (WRP). Relief staff to collect and sign out keys and radio.

Check Daily Task Sheet (DTS) for all activities of the day. Check the white board for your team's activities and personnel. Speak with team leader regarding any updates or relevant information you need for the shift.

All staff to check your email throughout the shift (not when students need supervision).

Daily procedure information:

**All documents and notations must have staff signature /initial on every entry.**

The DTS Cupboard stores only DTS sheets on top.

In cupboard below DTS folders future and past, night and day shift filing trays. No other equipment, files, papers to be put in this cupboard.

Four term folders Each term will have folder for future information received.

Ie, Term 2 2008, Term 3 2008, Term 4, 2008, Term 1 2009.

Each folder will have school week sleeves.

Ie. Week 1 week 2, up to week 10.

As information is received, it is placed in the relevant week, term and year and note on DTS for current term.

Eg. If information is received re a visit in term 2, 2008 week 4, this would be placed in this folder for future noting on DTS and other planning. If information is concerning the current term, also note the info on those current terms DTS Sheet.

DTS has a succinct note for each event occurring on that day. The DTS is a summary or reference of detailed information contained in other folders/documents.

At side of DTS: Recreation & Rec Feedback, Exeat, School & Other Information,

Student health appointment diary, Staff time log diary and current term folder:

(Mon - Thurs rec – girls, Fri – Sun rec girls, Mon - Thurs rec – boys, Fri – Sun rec boys)

Recreation Staff update all Recreation Folders 2 x weekly, for that current week only.

On Mondays they update for Monday to Thursday, on Thursday they update for Friday to Sunday. Recreation Officers and all staff to update ongoing as new information received, eg cancelled match, change of venue/time etc.

No document to be removed from folder except to photocopy. Use 'copy' stamp.

Original to go immediately back to folder.

Other Information Folder may be added to by all staff. If you add information, note on DTS and inform Team Leader or any relevant staff re the task. Night shift clear that days activities and add new days from futures folder.

Under reception desk counter:

Health Reports (SHR), Student Behaviour/Observation/Monitoring Reports (SBR), Confiscated Items Log Book, WRP Forms, Boys green/red dot logbook.

Black Recreation Zip Pouches for each individual activity

The black pouches will have all information relevant to take on an activity. Eg score sheets, date of birth information, map of place of activity, records of registration etc etc. They also contain the objectives to be attained for students in this activity. To be placed back on counter immediately after an activity.

**Filling in the DTS** Staff must legibly initial each entry

1. Night shift at end of each day, take that day's old DTS off desk and place in the past DTS folder and take new DTS from future DTS folder and put on desk.

Night Shift then fill in all relevant information for next shift from information needed to be carried over from past DTS, and information gleaned from Medical Diary, School Info, Student exeats, Other Info, Future Term Folder, SBR, and SHR. Checking all staff on DTS is correct from roster, log book or emails.

(There are 2 DTS file folders in cupboard)

1. Future x1 – contains all DTSs for the rest of the term. 2. Past x1 – contains the previous DTSs for the period since the start of current term.)

2. Staff adds to DTS for that day as needed. For future appointments and information add to DTS in Future folder under desk. Remember to email any other information re the event to relevant staff and place any documents received re the event in appropriate Term Future Folder.

ALL INFORMATION ON DTS WILL BE FOUND IN FOLDERS

Other Information Folder will have a page for each day of the week and the information stored for that day will be added to DTS by night shift.

At handover the Team Leader will take the information and delegate with the team the tasks onto the daily task sheet. These tasks will be put on white board as to who the allocated staff is. If this is not finished on that day, night shift will place the information in the following day's sleeve and note on DTS for next day.

SBR (Student Behaviour & Observation Reports) One for Girls and one for Boys. When a report is written, the original recorder makes 2 copies and 'copy' stamps. Place one copy each in Manager and Asst. Managers pigeon hole, the original in the relevant SBR folder.

Night shift check the SBR's - Any information e.g graffiti, buses to clean etc. as consequences to be recorded on DTS for follow-up next day.

Any students needing to see management to be put on DTS and on White Board and short note reason e.g. room change, SBR, request etc.

Only the past three (3) days of SBR's are kept in front of folder, night shift put others to alphabetical section.

Health Reports Folder SHR (Student Health Reports) All staff to ensure SHR is written asap after appointment, and put in Health Report Folder. Original recorder to make copy and stamp 'copy' and place in Asst. Manager's pigeon hole, original to relevant SHR Folder.

Any medication to be added to Boy/Girl Medication folder in each health room and noted on DTS as new medication.

Any other relevant information pertaining to this report to be emailed to Assistant Manager and girls'/boys' Health Co-ordinators.

SHR's to be filed in alphabetical sleeves till end of term, **only after** signed by Health Co-ord and Asst. Manager and 'entered' stamp has been added, denoting they have been entered to Database.

Night shift every night check the current SHR's and prepare for the next day; all information/equipment/letters for student's appointments. A note on DTS re appointment and refer to Other Information Folder is written. (photocopy Medicare card and Health care card and add location, doctor, time, any other info on this sheet and place in Other Information folder ready for staff to take student to appt).

Staff attending an appointment collect all information from that day's Other Information Folder complete ready to take student. (This will contain, time, place, Dr name if known, clinic and location in Hospital, letter for Doctor, test request form, Script [Bicillin], reminder to take Bicillin plunger, etc etc).

Medical Diary Night shift to check nightly and add appointments to the following day's DTS and check relevant information/forms etc are available for the appt.

Any information noted in diary must have staff initial for follow-up information. Enough information must be noted for staff coming on to take student to appointment. (see above SHR info)

Email: any additional information to Asst. Manager, Health Co-ords and Team Leader re appointment day, in case regular staff are not on site.

If equipment, forms, information etc is needed when appointment made, please send email to Assistant Manager and relevant Team Leader appointed for that day immediately when SHR and medical diary filled in, so time can be allocated to get task done before appointment due. Eg dental enrolment form, script to be ready, bicillin to be collected before appointment etc.

Exeats Staff member making 'request to exeat' for student, speak with team leader re exeat then fill out request for exeat permission form, place in Manager's pigeon hole and email any relevant information re exeat to Manager and cc Assistant Manager before Wednesday of the exeat (or as early as possible).

Exeat form once authorised will remain in the Exeat folder in Week of term slip page till needed. Night shift will record upcoming exeats on DTS and Team will put name of exeats for day on Whiteboard. (**Form not to be on whiteboard**)

Once the student is on exeat and person taking student has signed form, the exeat form is returned to the folder till student returns to WRP, staff fills in student log book. Once student returns, staff member signs that student is back on site and puts exeat form in Night Shift Filing tray and fills in student log book (inside cupboard of DTS) Night shift to then put exeat in Student's file.

School Information and Faxes All information sent from school to be put in folder. Information relevant for student activities etc to be added to DTS once received. Night shift to check each end of day for any information relevant for next day's activities.

A fax is sent from school daily (preferably before bus leaves WRP to pick up students from WSP) and has relevant information regarding that day's summary for student's behaviour at school, and any information current and for future. Faxes sent from school in School Info Folder – 'Faxes sent from school'

Faxes sent to school in the a.m., once confirmed they are received, are kept in 'Faxes Sent to School' in School Info Folder.

School Pigeon Hole for info to go to school - next to respite room and to be checked before buses leave for school, both am and pm.

Any information or equipment returning from school to go directly to relevant pigeon hole or correct storage place.

Confiscated Items log book To be filled in as soon as an item is confiscated. Items to be placed in plastic bin in Student Lateral Filing Cabinet. Confiscated Mobile phones (not nightly collection) to be put in envelope and placed in Manager's pigeon hole and email Manager with detailed information re the confiscation. Manager will collect and keep till end of term or have meeting with student re use.. (If too large, place in safe and email Manager to notify of whereabouts).

Time Clock Log Book Must be filled in for all relief staff and any missed clock in/out. If no entry logged it is assumed staff were not in attendance. It is staff responsibility to notify PSO of attendance.

'Request for alteration of shift length' to be stapled to that day and Program Support Officer will give to Manager for authorisation. Please write reason for alteration with relevant information for decision to be made.(use flip side if extra information needed)

Team Leader's, for all changes in shift times (especially on weekends) to email PSO and Assistant Manager re changes in shifts, extra staff called in or alterations to times for staff, staff who called in re not attending duty.

WRP Forms Folder has all current forms used by WRP. Each form has a footer that matches the file on the computer.

No additional forms to be added. If unsure, email PSO.

**If you use the last form**, ensure you photocopy some more and do not leave no form for the next staff member. The last form has yellow master written on it, this does not show up on photocopies.

## PIGEON HOLES

**Pigeonholes are only for current day's information** distribution and not for any storage. Please clear daily.

Staff pigeon holes are in staff kitchen.

Other business/services pigeon holes in front of respite room door. The log books to remain in pigeon holes and are checked daily.

Lockers - outside staff kitchen area

Lockers are for storage of personal equipment eg bags, radios, keys, clothes etc.

No bags or other personal equipment to be left anywhere on site except in lockers.

Three lockers are available for relief staff (key on the relief keys)

Stationery cupboard is in drawers under bench in front of meeting room. Supplies for duty room if low; are to be ordered in stationery request book in stationery book pigeonhole opposite cupboard by respite room. Night shift checks supplies daily. Please refill staplers etc when required.

Student filing cabinet this is for student files, confiscated or held items only and not for equipment. Files are stored in numerical order. Please ensure they are replaced in numerical order. Top of cupboard to have **only first aid kit and 3 fire helmets.**

Radio chargers/batteries are in right hand cupboard in front of meeting room. All batteries to be removed at end of shift from radios and returned to charger ready for next shift.

Two computer stations are for staff emailing, reports and general documentation work. They have the same system as all of WRP configuration. They are DECS computers and each staff member will have signed a DECS user agreement. No games, personal emails etc to be used on these computers. All information to be stored should be in line with WRP lateral filing standard. Common files for WRP files. All official documents sent from WRP are to be authorised by manager and to be stored in Transition File for official filing by Records Manager. These are to have footers added to each document with date and description.

Personal information to be stored on J drive personal folder only.

Information is not to be stored on C drive. If any faults or problems occur all information on C drive will be lost.

Delete any past emails frequently. Record relevant information needed and delete all unnecessary files to keep space on main frame computer free.

If spam is on your email, delete it from inbox then delete from deleted box, do not open it.

For quick access to forms you can create a shortcut to common drive forms, but do not have your own personal form, as updated or new forms will not match yours.

Staff cleaning room contains brooms, mops buckets and student cleaning equipment etc. The student ironing board and iron to be stored in this room.

Student recreation indoor equipment and games locked cupboard in respite room will store all indoor equipment and games for students. After use to be returned immediately to store room. Whilst being used by Record's Management this room will be locked after 5pm. All equipment to be gathered before 5pm and returned next day.

#### Mobile Phone Log sheets and Collection

Mobile Phones will be collected by staff from all students Mon-Fri at 2000 and returned following day after dinner. Weekends & Public Holiday phone given to students before leaving on rec activity and collected at 2000, (unless returning after 2000 from recreation activity whereby phone is collected directly upon return). If on exeat may take phone with them and is collected immediately upon return if after 2000. Staff to sign in and out of each phone on Mobile Phone log sheets.

**LOG BOOK** – this is a legal document and every entry must be initialled by the person entering it.

On the left hand side of the page all legal documentation is written.  
On the right hand side of the page, a summary of the day's relevant events for all staff is written.

If the movement page or summary page is full and needs to carry that day over the page rule a line under the last entry and a diagonal line for the rest of the page not used so no further entries are added for another day.

e.g.

0700 mvt	jofajojwf	bk
0900	faeiaowff	tb
1000 info	fohawaofofj	bk
1435 mvt	jfoijooao	ge

Left page –  
1<sup>st</sup> column, time and activity  
2<sup>nd</sup> column, information  
3<sup>rd</sup> column, your initials.

Jsjrooljaljg	
Ajfeafjj	bk
<hr/>	
\	
\	
\	

Right page -  
1<sup>st</sup> column, summary  
2<sup>nd</sup> column, your initials

Right page – factual succinct notes: as communication for all staff, relevant for that shift. It is essential summary for what all staff needs to know in order to deal effectively with all student issues. \*

Remember that at the return to your new shift, read from where you last read. (refer to SBR, SHRs), any information that may be needed for the next few days shifts.

\* Summary only contains information that a Youth Worker needs to know in order to address:

1. Behaviour Management
2. Health
3. General Welfare
4. Travel (Student movement)

And other information directly associated to relevant student issues.