



# Your guide to working with First Choice Care

# Hello and welcome

## Welcome to First Choice Care!

This guide outlines everything you need to know about working with us, including our expectations, policies, helpful contacts and well as your perks and benefits.

The information is also available on our employee hub, simply scan the QR code on the back of your ID badge or via the below link.



## Keep up to date

### Add

[recruitmentqld@firstchoicecare.com.au](mailto:recruitmentqld@firstchoicecare.com.au)

to make sure you don't miss out on communications, updates, monthly competitions and more


### Employee hub

[www.firstchoicecare.com.au/employee-links](http://www.firstchoicecare.com.au/employee-links)

## Follow us on

 /firstchoicecare

 /company/first-choice-care

 /first\_choice\_care

## Contacts and Support

All teams can be reached via our main line:  
1300 307 241

### Allocations team

04.15am and 11.45pm (AEST), 7 days a week

### Queensland/Northern NSW

[qldallocations@firstchoicecare.com.au](mailto:qldallocations@firstchoicecare.com.au)

### New South Wales

[nswallocations@firstchoicecare.com.au](mailto:nswallocations@firstchoicecare.com.au)

### Clinical Nurse Facilitation

#### Queensland

[placements@firstchoicecare.com.au](mailto:placements@firstchoicecare.com.au)

#### New South Wales & Victoria

[education@firstchoicecare.com.au](mailto:education@firstchoicecare.com.au)

### Payroll team

08.00am and 05.00pm (AEST), Mon-Fri  
[fccpayrollbne@firstchoicecare.com.au](mailto:fccpayrollbne@firstchoicecare.com.au)

### Recruitment team

08.00am and 04.00pm (AEST) Mon-Fri

### My FCC App support team

08.30am and 05.00pm (AEST) Mon-Fri  
[appsupport@firstchoicecare.com.au](mailto:appsupport@firstchoicecare.com.au)

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# Shift Management

Working casually gives you great flexibility and with that comes a shared responsibility.

We ask that you keep your availability up to date in the eHCA app and only accept shifts you're confident you can attend. Our clients rely on First Choice Care for dependable, high-quality staffing and your commitment plays a key role in that trust.



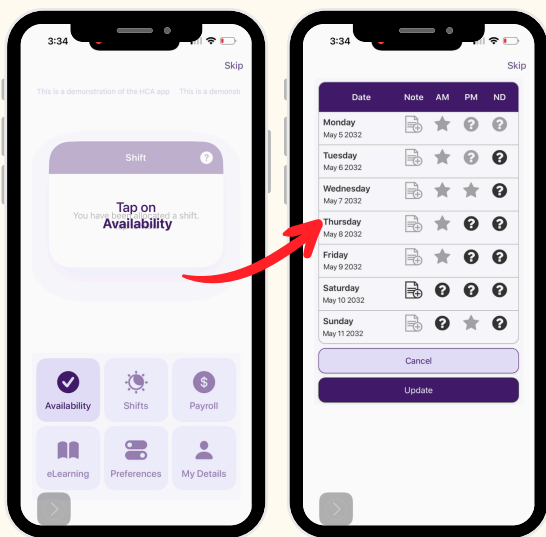
We understand that unexpected things can happen. However, frequent cancellations after accepting shifts may affect the number of future shift offers and contract opportunities available to you and in some cases termination of employment.

## My eHCA

eHCA app makes it easy to manage your shifts and availability from anywhere.

Search eHCA on the app store or visit [ehca.com.au](http://ehca.com.au) for desktop version.

Self-register by following the prompts



You will use this app to:

- Provide your availability
- View, accept or decline shifts
- See your payslips

**eHCA resources**  
[Click here for guides & video tutorials](#)

**Top tip:** make sure your notifications are turned on so you don't miss out on shifts.

## Shift attendance & changes

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- Arrive at your allocated ward/department before your shift commences.

If you are running late, are unable to make your shift and we need to find a last minute replacement call 1300 307 241 as soon as possible.

### Time on shift

- Sign on/off at the start/end of your shift
- Ensure untaken meal breaks and overtime are signed off and confirmed by the facility.

To avoid any incorrect payment. Report any changes to our Allocations Team the same day via phone.



## Client cancellations

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Due to the nature of the industry, client cancellations can occasionally occur.

- If a shift is cancelled less than two hours before the start time, a cancellation fee may apply – this depends on the client's policy.
- If a shift is cancelled after you've started working, you'll be paid for the hours completed. Minimum payment may apply, depending on the client.

# Professional Standards

## Professional Conduct

Please read the following guidelines for behaviour required by First Choice Care staff

1. You must practise in a safe and competent manner.
2. You must practise in accordance with the standards of the profession and broader health and aged care system.
3. You must practise and conduct themselves in accordance with laws relevant to the profession, practice of nursing and aged care
4. You must respect the dignity, culture, ethnicity, values and beliefs of people receiving care and treatment and of their colleagues.
5. You must treat personal information obtained in a professional capacity as private and confidential.
6. You must provide impartial, honest and accurate information in relation to health care and aged care products.
7. You must support the health, wellbeing and informed decision making of people requiring or receiving care.
8. You must promote and preserve the trust and privilege inherent in the relationship between professionals and people receiving care.
9. You must maintain and build on the community's trust and confidence in the nursing profession.
10. You must practise nursing reflectively and ethically.

**Important:** Each facility has its own code of conduct, ethics and policies.

You must familiarise yourself to ensure your practice aligns with their standards and expectations.

[🔗 First Choice Care policies and procedures](#)

# Professional Standards

## Uniform and presentation policy

All employees receive a free First Choice Care top when they commence work with us.

As a representative of First Choice Care, you are expected to always uphold a high standard of personal presentation. This ensures you are easily recognised and maintain compliance with workplace health and safety (WHS) standards.

## Uniform and presentation policy

Please ensure the following standards are met while on shift:

- High standards of personal hygiene
- Clean and presentable uniform
- First Choice Care top (provided)
- Black or navy trousers or skirt
- Closed, flat black shoes that are non-slip, easy to clean, and resistant to fluid and sharps (leather or similar)
- First Choice Care ID badge (must be visible at all times)
- Hair tied back if longer than shoulder length
- Minimal or no jewellery
- No nail polish or false nails

Maintaining this standard reflects your professionalism and helps ensure the safety and comfort of those in your care.

# Professional Standards

## Code of Ethics

Professional conduct and ethical behaviour go hand in hand and apply to all members of the nursing team, from Orderlies and Assistants to Enrolled and Registered Nurses.

The Nursing and Midwifery Board of Australia describes this as a commitment to respect, protect, and uphold the rights of those receiving and providing care. You can demonstrate this by:

1. Nurses value quality nursing care for all people.
2. Nurses value respect and kindness for self and others.
3. Nurses value the diversity of people.
4. Nurses value access to quality nursing and health care for all people.
5. Nurses value informed decision making.
6. Nurses value a culture of safety in nursing and health care.
7. Nurses value a socially, economically and ecologically sustainable environment promoting health and well being.

[!\[\]\(96cc62f861fdd6e50510c0224a756dff\_img.jpg\) Nursing and Midwifery Board Professional Code of Conducts, Professional Standards and Ethics.](#)

# Professional Standards

## Strengthened Quality Standards & Aged Care Code of Conduct

The Aged Care Act which came into effect as of the 1<sup>st</sup> of November 2025, is designed to strengthen the Aged Care Quality Standards to ensure older Australians receive the highest level of care. Following the 2021 Royal Commission, the revised Standards will focus on areas that impact quality of life and safety.

At First Choice Care, we support our nurses and carers in delivering person-centred, high-quality care that meets these evolving standards.

Aged care workers have the most contact with people receiving care, so your behaviour must always help them feel safe, supported, and respected, in line with the Code of Conduct for Aged Care.

### Code of Conduct

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, supports and services safely and competently, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.
7. Provide care, supports and services free from:
  - all forms of violence, discrimination, exploitation, neglect and abuse
  - sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
  - all forms of violence, discrimination, exploitation, neglect and abuse
  - sexual misconduct.

[!\[\]\(a69696d69cfd88b51cbd02e5288eca32\_img.jpg\) Information about strengthened aged care quality standards](#)

# Incident/Injury Management



## Reporting of incidents or injury on shift

If you experience or witness an adverse event, injury, or hazard while on duty, please report it immediately to the Nurse Manager or Shift Leader.

You must also notify First Choice Care as soon as possible by calling **1300 307 241** or emailing

### **Queensland/Northern NSW**

qldallocations@firstchoicecare.com.au

### **New South Wales**

nswallocations@firstchoicecare.com.au

### **Victoria**

vicallocations@firstchoicecare.com.au

### **South Australia**

saallocations@firstchoicecare.com.au

### **Western Australia**

waallocations@firstchoicecare.com.au

A First Choice Care internal incident report will also need to be completed.



## Workplace injuries

If you're injured at work and require medical attention or a WorkCover claim is initiated, you won't be able to accept further shifts until a full medical clearance is provided to First Choice Care.

You'll be supported throughout the process by our Return to Work team, who will guide you through the necessary steps.



## Non-Workplace Injury

If you sustain an injury outside of work or at another workplace, a medical clearance may also be required before you can return to shifts, depending on the nature of the injury.

Given the nature of agency nursing, clearance must confirm you are fit to return to full duties without restrictions. An internal incident report must also be completed.



## Insurance

First Choice Care employees are covered by professional indemnity and public liability insurance, including Midwifery services.

You're also insured under the WorkCover scheme for any injuries sustained while at work.

Please be aware that nursing practice is governed by legislation, and any breach of relevant healthcare laws may result in termination of employment.

# Emergency and Workplace Health and Safety

## Workplace health and safety

Your responsibilities under Workplace Health and Safety are outlined in your relevant state/territory Work Health and Safety or Occupational Health and Safety Act.

### Manual Handling

All facilities follow a “no lift” policy for patient handling. You are expected to be familiar with correct manual handling techniques for moving patients and equipment safely.

### Cytotoxic Safety

You may care for patients undergoing chemotherapy. Safe handling precautions must be followed for seven days after treatment ends.

Check with the facility to confirm what therapy is in use. Use purple cytotoxic gloves and designated waste bags when required to ensure your safety and that of others.

### In Case of Injury

If you're injured while working:

- Follow the facility's incident reporting process
- Notify First Choice Care immediately

## Emergency procedures

Familiarise yourself with the colour code emergency responses at each facility and evacuation routes.

	Red	Fire
	Blue	Medical
	Purple	Bomb
	Yellow	Internal emergency
	Black	Personal threat
	Brown	External emergency
	Orange	Evacuation
	All clear	OK

# Certifications & Health Requirements

## Professional Development

Please let First Choice Care know about any professional development or postgraduate certifications you complete, so we can update your records.

This includes notifying us of any post graduate certification courses as they may entitle you to “Specialist” rates for relevant work.

While it’s your responsibility to maintain these certifications, we may be able to assist with access or facilitation in some cases.

## Mandatory Training

You’ll have access to some mandatory accredited learning units through our online platform.

These units must be completed when you first commence with First Choice Care and at regular intervals throughout your employment.

Each completed unit is recorded in your file.

## Health Assessments

You are expected to stay up to date with required health screenings and vaccinations, and provide evidence of any boosters received in line with your personal vaccination schedule. These may include:

- Hepatitis B
- Covid – 19
- Diphtheria / Tetanus / Pertussis
- Measles / Mumps / Rubella
- Varicella
- Tuberculosis
- Influenza

# Fuel, Flex & Flourish

Introducing Fuel, Flex & Flourish: a wellbeing initiative designed to support you both on and off shift.

We know the work you do matters and it can be challenging at times. Whether you're working across sites, covering nights, or caring for others, this initiative is here to ensure you feel looked after too.



## Fuel



**Fresh, tasty meals for busy lives**

We've teamed up with Youfoodz and EveryPlate to make eating well simple and affordable for you.

## Flex



**Fitness that fits your lifestyle**

We've partnered with Fitness Passport to bring affordable access to over 1,700 gyms and pools nationwide for First Choice Care.

## Flourish



**Confidential support when you need it most**

Our Employee Assistance Program (EAP) provides professional and confidential support for any personal or work-related challenges that may affect your wellbeing.

Your work is vital and so is your wellbeing

[Click to learn more about Fuel, Flex & Flourish.](#)



# Other rewards, perks & benefits

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## Employee Assistance Program (EAP)

If you would like to access free, confidential professional support via the EAP services please speak to the allocations team.

## Rewards and Recognition

We recognise the valuable contribution our team make every day.

We run monthly prizes plus competitions and giveaways throughout the year.

Announcements and updates are shared through our social media and newsletters.

## Refer a friend

Refer a Registered Nurse or Midwife  
You and your referral will each receive \$500 once they complete:

- 15 shifts within their first 2 months

### Refer an Assistant in Nursing (AIN)

You and your referral will each receive \$250 once they complete:

- 20 shifts within their first 2 months

There's no limit to how many people you can refer.

Terms and conditions apply.



For more info on rewards, perks & benefits. Visit [employee hub](#)

