# Guidance

## What is a handover?

A 30-minute briefing in between shifts, where day shift hands over to night shift and vice versa. Outgoing shift staff should provide updates and brief the incoming staff.

## Why does it take place?

This is an opportunity to provide a smooth transition between shifts and allow for continuance of delivery of services.

## Who comes?

A minimum of 2 shelter staff should be available to the shelter occupants during the staff handover. In large shelters more staff may be required.

All other shelter staff, the outgoing and incoming shift, should attend the handover meeting. The handover should be led by the outgoing shift manager.

## When should it take place?

During shift handovers and as required, with a minimum of two handovers per day at 07:00AM and 07:00PM.

## Where should it take place?

On-site in a quiet and private location. If this is not possible, an alternative confidential and comfortable space should be found.

# Shelter staff handover – facilitator actions

## Before the handover

* Prepare any relevant updates

## During the handover

During the briefing provide any updates or necessary information, allow opportunities for the incoming shift staff to ask questions and provide feedback.

### Proposed agenda

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| Agenda item | Discussion points |
| 1. General Shelter Updates | * Status update - any new information or changes including Emergency Operations Centre updates * Weather update - 24-hour forecast * Shelter population occupancy or statistics * Reportable incidents - antisocial behaviour * Health and safety update and reminders |
| 1. Supplies | * Food * Bedding - if operating longer than 48 hours * Processes for obtaining supplies |
| 1. Shelter occupants | * General mood * Outstanding requests |
| 1. Staffing | * Staffing challenges * Next roster forecast |
| 1. Follow up actions required | * Provide details of actions to take place in the next shift or future actions |
| 1. Questions & discussion | * Provide an opportunity for all staff to ask questions in a supportive manner |

## After

* Incoming shift manager takes charge of allocating of any actions /responsibilities for incoming shift staff.