

Community Guidelines

Last updated 8th March 2022

We think that being in Allied Health is pretty special. We want to create a positive community for both practitioners and businesses, and that is dependent on everyone playing nice. After all, we're all working to the same goal of serving patients, developing professionally, and getting paid. Our community guidelines are pretty much common sense. We do think stating it plainly has a powerful impact, so we ask that you read and follow the guidelines as part of a member in our community. This helps to ensure there's trust when a shift is booked, and trust when a shift is completed.

Community Guidelines

1. If you are experiencing COVID symptoms, please do not apply for shifts and do not go to work.
2. Businesses must ensure they comply with relevant workplace laws and that all shifts are performed in accordance with Fair Work legislation.
3. Individuals must be legally entitled to perform any task they agree to, and provide proof of their right to work in Australia if asked.
4. Everyone must be over the age of 18 to use Locumly.
5. Shifts posted by Businesses must be genuinely available, and the status of these shifts should be updated in a timely manner should they become filled outside of Locumly.
6. A Business must be able complete payment once a shift has been completed within the time period specified on the invoice (typically 14 days from date of shift completion). The business will complete this payment through Stripe.
7. No cash equivalents (e.g. gift cards, barter trades) are accepted in lieu of payment for a shift.
8. When a shift is completed, the Practitioner must confirm the shift details worked is correct and request for an invoice to be sent to the business

within 24 hours from the shift end time. This will trigger a payment request to be generated and the business will receive 14 days to pay the invoice. If the shift duration or rate differs to what was agreed in the Shift post, the Practitioner and/or Business should contact Locumly to update the shift details.

9. Your account is your responsibility. It cannot be sold, transferred or shared.
10. All account registrations on Locumly must be made with real and verifiable information. Locumly's payment partner 'Stripe' will perform a detailed ID verification for every user prior to them completing any shifts.
11. Locumly is curated to ensure all users gain the maximum benefit. Dishonest or destructive actions may result in suspension or banning.
12. Your verified account must accurately represent the Practitioner completing the job, and all personal details must be current and valid. If your shift request is accepted, you are legally responsible for the provision of the agreed services as part of the Shift Contract.
13. A person may only have a single account on the platform. Duplicate accounts will be removed. Business accounts are separate to personal accounts. They can be set up by an Owner or Manager and one Business profile per Business location can be created. The Owner can assign the authority to hire to another user.
14. Practitioners must ensure they complete their profile before applying for shifts. This includes entering Account and BSB details for their verified bank account.
15. All Individuals must read the Shift Description and check the address before applying for a shift.
16. There are implications for the Completion Rate, if an Individual applies for a job, subsequently accepts the job offer, but then has to cancel before completing the shift. The Shift Completion Rate may impact your ability to find and book shifts if Locumly deems it to be too low.

17. Breaks must adhere to local legislation.
18. The specified shift start time is different to the arrival time. We suggest all Practitioners arrive at their shift before it starts to make themselves known to the Business and to get familiar with the workplace. Late arrivals may impact an Individual's review.
19. All users must treat each other with respect. Any derogatory or hostile behaviour on the platform will result in banning (please be nice).
20. Users must not disclose private contact details or post third party links (including to Facebook and Instagram) beyond what is viewable in the public profile.
21. Failure to comply with the Community Guidelines will result in suspension or banning from the marketplace.

Cancelling shifts for Practitioners

Cancelling a shift can put unfair pressure on the Business to find another Practitioner in time or risk not being able to service patients / customers. It's important that you think ahead and be organised so you are not committing to shifts that you may not take. We believe last minute cancellations are unprofessional and unfair to everyone involved. Please note that if you accept a shift, then cancel it within 48 hours from the Shift start time your account will be locked. To unlock your account, evidence of written communication to Locumly on your commitment to not cancel future shifts is required. If there are multiple Shift Cancellations within a 3-month period, your account may be locked indefinitely. This policy will not apply if you are sick. If sick, please inform the Shift poster and cancel the shift. Once you have emailed Locumly a medical certificate we will ensure your account does not get locked. If a Shift Cancellation can't be avoided, please do so with more than 48 hours notice to the Business.

Cancelling shifts for Businesses

Cancelling a shift means loss of income for the Practitioner that has booked in to support your business. It's important that you think ahead and be organised so you are not committing to shifts that may not exist. We believe last minute cancellations are unprofessional and unfair to everyone involved. Please note that if you accept a shift, then cancel it within 48 hours from the Shift start time your account will be blocked from posting additional shifts. To unlock your account, evidence of written communication to Locumly on your commitment to not cancel future shifts is required. If there are multiple Shift Cancellations within a 3-month period, your account may be locked indefinitely. If a Shift Cancellation can't be avoided, please do so with more than 48 hours notice to the Practitioner.

Running late for a Shift

If you're running late, be sure to contact your Shift poster immediately – and if you can't reach them, get in touch with us. Arriving late without notifying the Business or Locumly may negatively affect how a Business provides a review, and continued lateness may result in suspension from using Locumly.

Disciplinary Actions

We understand there are always unforeseen circumstances that can't be avoided. However, to ensure we maintain a high quality of trust and service for users of Locumly, we will intervene if there is continued behaviour not in line with our community guidelines. Here are few specifics regarding your obligations:

We reserve the right to take any appropriate disciplinary action up to and including termination where appropriate. Some examples when action might be taken include an Individual:

Arriving late

Cancelling shifts within 48 hours

Receiving too many reported incidents

Not receiving the appropriate attire

If you don't rock up and we don't hear from you, you'll be banned from using the platform until further notice.

If you feel you have been mistreated by the Business in an unethical or illegal way, if the work conditions are unsafe, or if you are being asked to perform anything dangerous, we encourage you to contact Customer Service. Our email is hello@locum.ly