



# CONTINUITY OF SUPPORT POLICY

Wide Bay Respite Services



## Continuity of Support Policy and Procedure

### PURPOSE

Continuity management is an integral part of our operating plan, risk management and decision-making throughout the organisation. Continuity of care planning contributes to improved quality and safety of care, increased the satisfaction of the participant, Wide Bay Respite will maximise the use of resources to provide the appropriate level of care and access.

The participant's NDIS Plan incorporates reasonable and necessary supports and any informal supports that already available to the individual (informal arrangements that are part of family life or natural connections with friends and community services) as well as other formal supports, such as health and education. Wide Bay Respite will ensure that the participant has consistent supports or services to allow them to undertake daily activities and supports to maintain their life choices.

### SCOPE

This policy applies to Wide Bay Respite managing and working with participants.

### POLICY

Wide Bay Respite will arrange schedules to ensure that participants who want to know who is attending to their needs and supports. Participants will be matched with workers who hold appropriate skills and knowledge. Participant's requests for particular staff will happen wherever possible.

Continuous support will be planned through the allocation of consistent Wide Bay Respite Staff Member/s to participants. All supports and strategies are recorded in the participant's Individual Plan and will be used by all Wide Bay Respite support staff when supporting the participant's preferences and needs.

### PROCEDURE

To ensure participants have timely and appropriate support without interruption Wide Bay Respite's support staff will:

- Access, read and comply with the participant's Individual Plan.

- Review the strategies listed in the Individual Plan before the provision of support.

- Provide quality services as per the Individual Plan.

- Document all the participant's preferences and needs to allow for a consistent approach.

- Inform the Manager of any absences in advance to allow time to allocate a replacement who meets the criteria of the participant and preferable is known to the participant.

- The Manager or Delegate will contact participants if there are any changes or potential changes in their care, and

# Wide Bay Respite Services

*Supporting the caring roles of families*



Undertake emergency procedures as required.

## Disruptions and changes

Wide Bay Respite notifies participants when an unavoidable interruption occurs. Wide Bay Respite makes every attempt to inform participants via telephone and email prior to any unavoidable disruptions to services or participant appointments. When not possible, the participants are briefed on arrival at the next meeting or scheduled service.

Wide Bay Respite contacts participants to:

Seek participant's agreement and to ensure that they are entirely aware of the changes

Explain alternative arrangements to the participant.

In case of an emergency, when a worker cannot attend work due to circumstances out of their control (such as illness, family emergency) then Wide Bay Respite will attempt to place a worker who is known to the participant, but if this is not possible, we will send the best match to the participant. Wide Bay Respite will contact the participant and inform them of the situation and give details of the replacement worker to the participant.

## Absence or Vacancy

When a Wide Bay Respite Support Staff Member is absent, or a vacancy becomes available then Wide Bay Respite's Manager or delegate will:

Contact a suitable staff member with the relevant qualifications or language requirement.

Where possible, provide a Wide Bay Respite support staff member who has worked with the participant previously and is aware of the participant's preferences and needs.

Where possible, advise the participants of replacement person and gather feedback on the replacement staff member.

Replacement Support Staff Members will be sensitive to participant's requirements and ensure that care is consistent with the participant's expressed preferences.

Wide Bay Respite support staff who are unable to work are required to contact the Manager or delegate. If there is an intended absence (such as vacation or appointment), then Wide Bay Respite Support Staff must complete the appropriate form and submit to the Manager or delegate at the earliest opportunity prior to that roster, to allow time to prepare the participant.

## Service Agreement

Wide Bay Respite ensures arrangements are in place to make sure that support is provided to the participant without interruption throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered.

# Wide Bay Respite Services

*Supporting the caring roles of families*



## Critical Supports

In the case of a disaster, planning will incorporate strategies that enable continual supports before, during and after the disaster. Critical planning will be undertaken for participants who have complex needs.

Ratified by the Board of Management:

Date ...../...../.....

Circulated to staff:

Date ...../...../.....

To be reviewed:

Date ...../...../.....

Signed .....

Manager

Signed .....

President