

# 057 – CONTINUITY OF SUPPORTS POLICY OPERATIONAL POLICY



<b>POLICY TITLE:</b>	<b>057 – CONTINUITY OF SUPPORTS POLICY</b>		
<b>VERSION:</b>	001	<b>DATE EFFECTIVE:</b>	10/06/2020
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	04/08/2022

## PURPOSE

To outline the process that ARC follows to maintain continuity of support.

## SCOPE

All Employees and participants.

## IMPLEMENTATION

Continuity of support management is integral throughout the organisation. ARC ensures that Day to Day Operations are managed in an efficient and effective way to avoid disruption to a participants supports. ARC ensures that supports are planned with each participant to meet their specific needs and preferences. It is integral that relevant qualified workers are provided to a participant for support at all times.

## DIRECT SERVICES PROVISION

ARC endeavours to provide quality, person-centred supports to each participant. Coordinators ensure that participants know who is supporting them at any given time and that participants are paired with workers who hold appropriate skills, knowledge and fit any criteria that the participant requests.

Examples of such criteria include but are not limited to:

- A Support Worker who speaks the participants first language
- A Support Worker that shares a similar cultural background
- A Support Worker of a certain gender
- A Support Worker of a certain age
- A support Worker with certain interests

It is important that participants that access support services with ARC have a good working relationship with a team of workers. This is to ensure that if a worker falls sick, is unavailable or ceases employment that the participant still has access to supports. In the event that all of a participant's regular workers are unable to attend support, their ARC coordinator will attempt to best match them with a new support worker, taking into interest their staff preferences and training requirements. Participants may also wish to cancel the support at this time, they will not be charged for this support. In the case of a SIL arrangement, workers will need to match all participants in that services needs and preferences.

If a coordinator is away an alternate coordinator from the same team will cover the duties and make connection with participants and families if needed. For extended periods of time i.e. annual leave all participants and families are informed of absence and who their temporary internal contact will be. Workers are also informed of a new emergency contact to assure continuity and quality of supports in this time.

## COORDINATION OF SUPPORTS

ARC endeavours to ensure continuity of supports is provided to participants accessing Coordination of Supports Services at all times. This is ensured through coordinators making regular contact with participants. In the event that a coordinator falls sick, is unavailable or ceases employment, it is essential that the participant still has access to supports. Other members of the Coordination of Supports Team will assist in supporting the participant until such a time that the coordinator returns to work or a new coordinator is allocated.

## SERVICE AGREEMENTS

ARC ensures that arrangements are in place to make sure that support is provided to participants without interruption throughout the period of their service agreement. These arrangements are relevant and

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proportionate to the scope and complexity of supports delivered. Arrangements will be discussed with families on a case by case basis.

## CRITICAL SUPPORTS

Contingency plans are drawn-up and adhered to, this ensure the continuity of care to all participants throughout their service agreement. In the case of a crisis or disaster, planning will incorporate strategies that enable continual supports before, during and after the disaster. Critical planning will be undertaken for customers who have complex needs.

## REFERENCES

- NDIS Act 2013
- NDIS Quality and Safeguards Framework

## AUTHORISATION

This Policy is approved and issued by:

**BENJAMIN KEAST**  
Chief Executive Officer

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