



Continuity of Supports Policies & Procedures

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CONTINUITY OF SUPPORTS

Scope

When

- Applies to supports and services provided to all clients

Who

- Applies to all employees including key management personnel, full time employees, part time employees, casual employees, contractors and volunteers

Purpose

This policy sets guidelines on providing supports and services where there are staff shortages.

123 Support Services will have arrangements in place to minimise the risk of cancellation, no show or late change to a scheduled support. Service agreements between clients will include details of our cancellation arrangements (including rescheduling the support) and advise periods for cancellations and changes to agreed appointments.

Commitment to uninterrupted supports

- 123 Support Services are committed to ensuring day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports
- Our supports are planned with each client to meet their specific needs and preferences
- The clients' needs and preferences are documented and provided to employees prior to commencing work with each client to ensure the clients experience is consistent with their expressed preferences
- 123 Support Services have arrangements in place to ensure support is provided to the client without interruption throughout the period of their service agreement
- In the event of employee absence or vacancy, a suitably qualified and/or experienced person will perform the role
- Where changes or interruptions are unavoidable, 123 Support Services will make alternative arrangements which 123 Support Services will explain to the client and seek their approval
- Where applicable, 123 Support Services have disaster planning measures in place to enable continuation of critical supports before, during and after a disaster

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.