



Continuity of Supports Policy

This policy sets guidelines for ensuring uninterrupted support and services in the event of staff shortages. We are committed to minimising the risk of cancellations, no-shows, or late changes to scheduled support. Our service agreements will outline cancellation arrangements, including rescheduling options and required notice periods for cancellations or changes.



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Commitment to Uninterrupted Supports

We provide consistent and reliable support to all participants.

To achieve this, we will:

- Efficiently manage day-to-day operations to avoid disruptions and ensure continuity of services.
- Plan supports based on each participant's specific needs and preferences, documenting these details for staff reference.
- Have contingency measures in place to provide uninterrupted support throughout the service agreement period.
- Assign a suitably qualified and/or experienced staff member in the event of a worker's absence or vacancy.
- Make alternative arrangements, with participant approval, if unavoidable changes or interruptions occur.
- Implement disaster planning measures to ensure the continuation of critical supports before, during, and after emergencies.

Avoiding Service Interruptions

To minimize service disruptions due to worker absences, we will:

- Maintain a pool of suitable replacement staff who are informed of participants' needs.
- Inform participants promptly (via phone or in person) if their usual support worker is unavailable and obtain their consent before proceeding with an alternative worker.
- Document and manage risks related to delegating authority to a different support worker in the Risk Register.
- Assign responsibility to another suitably informed and qualified worker if the originally designated person is unavailable.

Rescheduling Services

We will only reschedule services if:

- No suitable replacement staff are available to provide support, and
- Rescheduling will not negatively impact the participant's safety, health, or well-being.

If a service must be rescheduled:

- The participant will be contacted as soon as possible via phone or in person.
- A suitable replacement time will be arranged in consultation with the participant.
- All associated risks will be documented and managed.
- Services will not be rescheduled if doing so poses a risk to the participant's well-being.

Delegation of Authority

To ensure the smooth operation of services during staff absences, we will:

- Maintain a recorded system of delegation that outlines who will step into a role if the usual position holder is unavailable.
- Ensure the delegated person has the necessary knowledge, qualifications, and experience.
- Reduce interruptions to key management activities by:
 - Rescheduling non-essential meetings and administrative tasks.
 - Planning essential activities in advance.



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- Informing staff about delegation arrangements.
- Briefing returning management personnel on activities completed in their absence.

Regulatory Compliance

This policy aligns with the **NDIS (Quality Indicators) Guidelines 2018**, ensuring:

- Efficient day-to-day management to prevent service disruptions.
- Qualified personnel fulfill roles in the event of absences.
- Supports are tailored to participant needs, documented, and communicated to staff.
- Arrangements are in place to provide uninterrupted support throughout the service agreement.
- Any unavoidable changes or interruptions are:
 - Clearly explained and agreed upon with the participant.
 - Delivered in a way that respects their needs, preferences, and goals.