

	ONE2ONE POLICY			
	Title	Continuity of Supports	Policy No	18
	Indicator	CM2 – Governance and Operational Management	Review Date	

1. PURPOSE AND SCOPE

This policy sets guidelines on providing supports and services where there are staff shortages and where a consumer is transitioning to an alternative Provider.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

2. POLICY STATEMENT

One2One will have arrangements in place to minimise the risk of cancellation, no show or late change to a scheduled support. Service Agreements between consumers will include details of our cancellation arrangements (including rescheduling the support) and advice periods for cancellations and changes to agreed appointments.

One2One will endeavour to minimise any disruption to critical support delivery during transition to a new Provider.

3. POLICY CONTENT

One2One's commitment to uninterrupted supports will ensure:

- our 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 consumer to meet their specific needs and preferences
- the consumer's needs and preferences are documented and provided to staff prior to commencing work with each consumer to ensure the consumer's experience is consistent with their expressed preferences
- we have arrangements in place to ensure support is provided to the consumer without interruption throughout the period of their service agreement
- in the event of staff absence or vacancy, a suitably qualified and/or experienced person will perform the role
- where changes or interruptions are unavoidable, we will make alternative arrangements which we will explain to the consumer and seek their approval and consent
- where applicable, we have Individual Emergency Response planning measures in place to enable continuation of critical supports before, during and after a disaster
- where a consumer is transitioning into or out of One2One (as Provider) One2One will effectively communicate and liaise with all stakeholders, to ensure minimal disruption to the consumer and family, in relation to continued delivery of critical supports

4. RELATED DOCUMENTS

One2One Business Continuity Plan

Access to Services Policy

Pandemic Management Policy

Working with Consumer Support Networks Policy

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One