

3.9	CONTINUITY OF SUPPORTS
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Applies to: Management Committee, Staff
Specific responsibility: Management Committee, HECIS Co-ordinator

Version: 1
Date approved: 25.9.18
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to ensuring each client has timely and appropriate support without interruption.

PROCEDURES

The HECIS CoOrdinator will:

- Manage the day-to-day operations of the organisation in an efficient and effective way to avoid disruption of service to clients, ensuring their continuity of their supports/services
- Manage the caseload of staff and staffing rosters to ensure that in the event of a staff member being absence from work due to illness or other absence, another suitably qualified and experienced staff member is able to step in to ensure continuity of support
- Manage the staffing team to ensure any resignations or other long term staff absences can be sustainable filled quickly, without disruption to client supports
- Ensure that a client's specific needs and preferences are recorded in the caseload files to ensure a substitute HECIS worker is aware of them prior to service delivery, ensuring service delivery always meets client's preferences and expectations
- HECIS will manage their caseload rosters to ensure that the clients service delivery arrangements are met. Where a support is unable to be delivered due to client illness (or other reason) HECIS will collaborate with client family to attempt to reschedule to another time/date if desired by client
- Where changes or alterations to service delivery by HECIS are unavoidable, alternative arrangements are explained and agreed with the client/family

The HECIS Management Committee:

- Delegate the day-to-day management of the service delivery to the HECIS CoOrdinator under a delegations of authority
- Allocate sufficient resources to support the HECIS CoOrdinator to manage the day-to-day operations of the service to avoid disruption of services to clients
- Be proactive in management of risk of disruption to service delivery and provide sufficient resources are available to address risk management.

DOCUMENTATION

Documents related to this policy	
Related policies	10.1 Risk Management 3.2 Senior staff Positions 3.3 Delegations of Authority 3.3a Delegations Chart
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	20.8.19	HECIS CoOrdinator	Aug 2020
2	15.9.20	HECIS CoOrdinator	Aug 2021

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