



CONTINUITY OF SUPPORTS

Policy Code: 1116	CONTINUITY OF SUPPORTS
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Policy Statement

The CASS Disability Services is committed to ensuring the continuity of supports with minimal disruption for participants. It will make sure each participant accessing to timely and appropriate supports without interruption.

Strategies and Principles of Continuity of Supports:

Continuity of supports should be based on meeting participants' needs and include:

- a commitment to participant self-determination and empowerment
- a framework of service standards which provides both current and future levels of achievement for service deliverers
- systems for accountability to participants and their families, community, organisational constituents, government and funding partners
- promotion, signposting and provision of information to potential participants so any barriers to using a service are minimised and participants can make informed choices about the service delivery
- provision of choice for participants including the option of seeking services elsewhere if a service fails to deliver or cannot provide the range of services required
- flexible, innovative and solution-focused approaches to service delivery
- an emphasis on the valuable relationship between frontline staff and the participants they assist
- a commitment to being responsive to participants diversity and providing culturally appropriate services
- monitoring service quality, responding to feedback and complaints, and continuous service improvement.

Procedure:

1. Participants are supported to continue getting the same services that they choose.
2. If a participant is transiting from another service provider, his or her current service provider will be advised to provide background information of the participant.
3. This information can be gained from consulting existing service providers, attending interagency meetings, meeting with participants, families and other relevant stakeholders.
4. Consult with existing service providers and participants to identify the gaps in existing services.



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5. Talk with service providers about how new service will fit within the existing service delivery system. Note any reservations and try to work cooperatively to ensure a new service is coordinated within the existing service delivery system.
6. Ensure services are physically accessible and welcoming to enable easy access.
7. Ensure the service is delivered in a way that is responsive to the participant's diverse needs.
8. Individual Plans / Schedule of supports will be developed with three months of service commencement and will be reviewed every 12 months and they will be assisted by the responsible Coordinator should their needs change.
9. Progress note should be completed immediately after finishing each shift.
10. Whereas unforeseen events that may disrupt staffing, the coordinator will identify another support worker from the staffing pool for a replacement immediately. If the DS team is unable to source a suitable support worker, the responsible coordinator is to contact Home Ageing Service team to find a suitable replacement.
11. Computer-based technology will provide a range of information management systems that streamline administration, provide quick access to participant's records and integrate participant information and management system.

Documents related to this policy	
Related Policies	Intake and Referral
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Participant's profile • Lifestyle Support Plan • Schedule of Supports

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017
Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	22 March 2019	HAS & DS Committee	22 March 2022
Version 4	18 March 2022	HAS & DS Committee	18 March 2025