# **CONTINUITY OF SUPPORTS - STANDARD AND SPIEL**

## STANDARD

Continuity of Supports Standard (extract from NDIS Practice Standards: Core Module – 2 Provider Governance and Operational Management Standard).

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant has access to timely and appropriate support without interruption. |
| **To achieve this outcome, the following indicators should be demonstrated:** * Day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports.
* In the event of worker absence or vacancy, a suitably qualified and/or experienced person performs the role.
* Supports are planned with each participant to meet their specific needs and preferences. These needs and preferences are documented and provided to workers prior to commencing work with each participant to ensure the participant’s experience is consistent with their expressed preferences.
* Arrangements are in place to ensure support is provided to the participant without interruption throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered by the provider.
* Where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant.
* Where applicable, disaster preparedness and planning measures are in place to enable continuation of critical supports before, during and after a disaster.
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## SPIEL

Your explanation to the auditors of how you meet the above section of the Provider Governance and Operational Management Standard.

For you to read, adapt and then insert into your NDIS Commission On-line Application

Yellow highlights definitely need your attention – make sure you delete what is not pertinent to your organisation

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| Day to day operations and processes are documented in an Admin Procedures file or Standard Operating Procedures (SOPs) to ensure consistency between staff and to avoid disruption in the event relief / stand-in staff are required.Participants are informed about unavoidable cancellations and alternative arrangements are made only with participants consent e.g. different AHP. Participant management process exists in case of AHP unplanned leave (SOP 1). This includes:* stand-in AHP accessing information prior to supports being delivered to reduce repetition for the participant and to ensure safety and appropriate services are provided AHPs are able to remotely access this information if / as required through the database
* using HR Register to ensure the “stand in” AHP has the skills / qualifications required to undertake the service.

Also refer to Risk Management RegisterIf transition to a new AHP within XXX is required, consultation with the participant occurs and opportunities for choice are given to the participant if practical. Procedures for internal transition to new AHP include where possible a face to face handover with the participant, review of the Support Plan including the new professional being aware of associated risks and their management, and cultural considerations and customs of the participant.XXX has an external network and access to directories of other AHPs to whom they can refer a participant to if they do not have the appropriate skills and resources to meet the needs of the participant or if the participants requires a different provider for any reason.XXX has referral and transition processes between providers to ensure effective and safe transition across providers if required including information and participant transfer.XXX also has processes in place to protect data and enable communication with staff working in the community in the event of emergencies. *Supporting documents** *SOP1: Participant Management in Case of AHP Unplanned Leave*
* F19 Participant Transition-Discharge Checklist
* *Any of your own SOPs*

*Relevant documents already provided* * *HR Register*
* *New Participant Intake Checklist*
* *NDIS Support Plan*
* *Risk Management Register*
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