**XXXX Standard Operating Procedure**

**SOP 1: Participant Management in Case of AHP Unplanned Leave**

**AHP**

* Inform Office Manager of absence ASAP and outline any other urgent actions required apart from bookings in diary e.g. phone calls to be made
* If possible, contact first client of the day to cancel appointment.

**Office Manager**

* + Contacts any participant/s booked BEFORE 9.30am (if AHP unable to make contact) & inform them appointment will need to be cancelled
	+ Contacts other participants and works with them to consider if remainder of appointments can be reallocated considering:
* Participant’s needs and preferences (refer to Support Plan)
* available skills and experience (as per HR Register)

Depending on outcome of above

* Where possible to cover appointments (either same profession or, if having supports from multiple professions, a different type of service) – discuss participants willingness for the change to be made. If participant agrees to change, make changes in calendar to reflect diary / AHP changes
* Where not possible – Admin Team to cancel the booking for the participant(s) and advice the participant(s). Rebook to an appropriate date if / where possible
* Continues to monitor and act as above if AHP not coming in next day

*Other*

* Adds absence to Employee Absence Schedule
* Alerts payroll
* Adds email trail to participant’s file.

**Stand-in AHP**

* When a participant is assigned to an AHP to provide relief supports the AHP is to review the Support Plan, noting risks and participant preferences prior to seeing the participant. If the AHP has any concerns re skills and abilities to provide the assigned supports, they are to contact his / her supervisor for advice / action.