

CONTINUITY OF SUPPORT POLICY AND PROCEDURE

Policy Statement

The purpose of this Continuity of Support Policy and Procedure is to ensure that Mypower Foundations provides consistent, uninterrupted, and high-quality support to all participants, even in instances of contractor absence, vacancies, or unforeseen disruptions. This policy applies to all staff, contractors, and participants engaged with Mypower Foundations in NSW, Australia, and outlines the measures, roles, and expectations to facilitate seamless support delivery, aligned with participant preferences and regulatory requirements.

Day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports.

In the event of staff or contractor absence or vacancy, a suitably qualified and/or experienced person may be offered to perform the role.

Supports are planned with each participant to meet their specific needs and preferences. These needs and preferences are documented and provided to contractors 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 where possible throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered by Mypower Foundations.

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.

Definitions:

Contractor: An individual or entity engaged by Mypower Foundations on a contractual basis, rather than as a direct employee, to provide specific services or supports to participants. Contractors operate under agreed terms and conditions stipulated in a formal contract with Mypower Foundations.

Participant: An individual who receives services or supports from Mypower Foundations. Participants might include persons with disabilities, or any other individuals deemed eligible for the services offered by the foundation.

Support: Services, assistance, or interventions provided to participants by Mypower Foundations through its staff or contractors. Supports are tailored to meet the individual needs and preferences of each participant, aiming to enhance their wellbeing, independence, and inclusion in the community.

Service Agreement: A formal written agreement between Mypower Foundations and the participant, detailing the specific supports to be provided, the terms of service delivery, the rights and responsibilities of both parties, and other pertinent details. This agreement is established based on the identified needs and preferences of the participant.

Procedure

- The day-to-day operations of Mypower Foundations are managed through a roster that records daily appointments and the staff or contractor assigned to the participant.
- The Facilitator contacts the client to offer supports through a different suitably qualified contractor when the regular contractor becomes unavailable.
- Mypower Foundations has access to a number of contractors to provide backup should the assigned contractor not be able to provide supports. The client is given the option to utilise these supports or make alternative arrangements (such as making up of lost hours through a different day or times).
- If Mypower Foundations does not have a suitable replacement available as requested by the client, the Facilitator will contact the Support Coordinator (if applicable) to organise alternative arrangements if the client is agreeable to this.
- Prior to commencing service, the participant (or their representative) and the Facilitator will discuss and document the exact needs and propose a service plan to the participant.
- The participant (and/or their representative) will be provided with a copy of their service plan and will be required to sign off on the agreement for the commencement of supports.
- Service plans are reviewed and updated in line with the participant's NDIS plan renewal date, or whenever there is a significant change in the participant's needs or preferences. Rosters are updated in real-time to reflect any changes in contractor availability or participant schedules.
- All documents, service plans, personal information and rosters are stored on secure digital storage systems. The systems ensure data encryption, access controls, and backup protocols to guarantee the security and integrity of all stored information.
- Access to service plans and rosters is limited to authorized personnel only. This includes relevant staff members and contractors directly associated with the participant. User roles and permissions are defined to ensure that individuals can only access the information necessary for their roles.

- In situations where physical copies of service plans or rosters are required, they are stored in locked cabinets within a secure environment. Access to these cabinets is restricted to authorized personnel.
- Mypower Foundations retains service plans, rosters, and other relevant documentation for the duration mandated by law. Once this period expires or if a participant discontinues services, their data is securely deleted or destroyed in compliance with the Act's guidelines.

Responsibility

- The Facilitator and staff member or contractor will review these needs and preferences following the first "meet and greet".
- Open communication and forward planning in the interest of continued and uninterrupted support where the participant requires it will be the key principle.

Relevant Legislation and Policies

- Privacy Act 1988
- NSW Anti-Discrimination Act 1977
- NSW Carers (Recognition) Act 2010
- Community Services (Complaints, Reviews, and Monitoring) Act 1993
- Work Health and Safety Act 2011
- NSW Civil Liability Act 2002
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities