

# POLICY

## 5.4 CONTINUITY OF SUPPORTS

### ***Purpose***

The purpose of the policy is to ensure;

- each service user has access to timely and appropriate supports with minimal interruptions.
- Continuity management is an integral part of our operating plan, risk management and decision-making throughout the organisation.
- Continuity of support contributes to improved quality and safety of care, increased satisfaction of the participant.

### ***Applicability***

The policy applies to Better Together Managers, board, and Lifestyle Coaches.

### ***Policy Statement***

Better Together is committed to ensuring;

- The delegated staff member arranging schedules to ensure that service users know who is attending to their needs and supports.
- There are measures in place to enable continuity of supports that are critical to the safety, health and wellbeing of each participant before, during and after an emergency or disaster.
- The delegated staff member will pair service users with workers who hold appropriate skills and knowledge.
- Service users' requests are matched wherever possible.
- Continuity of support by managing day to day operations in an efficient and effective way to avoid disruptions
- Suitable, trained, experienced staff perform the roles when workers are absent.
- Tailored supports guided by the service user to meet their specific needs and preferences.
- Uninterrupted service delivery wherever possible
- Changes to a service user supports communicated and explained to the service user and where possible alternative arrangements are made

We are partnered with organisations and agencies to assist with meeting Service Users needs