

## 315 SDA Continuity of Support Policy

### 1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

### 2. Purpose

This policy explains how Link Wentworth ensures SDA tenants have access to consistent support for daily activities and to maintain their life choices.

Link Wentworth recognises that access to consistent support improves the safety and quality of care, maximises resources and increases satisfaction for our customers within their home.

### 3. Scope

This policy applies to tenants of SDA properties managed by Link Wentworth. It also applies to all Link Wentworth employees and contractors responsible for providing formal supports to Link Wentworth SDA customers.

This policy does not apply to Link Wentworth tenants housed under social, affordable and transitional housing programs.

### 4. Policy

Link Wentworth, as the Accommodation Provider, will work with our SDA Customers, their guardians and families (informal supports) and their chosen SIL Provider to ensure all the necessary arrangements are being made to provide consistent support for a tenant during an Emergency or Disruption as below.

#### Emergencies

In the event of a natural disaster or other emergency, Link Wentworth and the SIL provider work together to ensure all customers are safe. This may include relocating customers from an SDA dwelling and sourcing suitable alternative accommodation.

In an emergency situation, the SIL provider supporting a customer has the responsibility of ensuring that Link Wentworth is aware of the customer's location and is able to include the customer in any emergency evacuation plan. This involves coordination and communication between the SIL provider, Link Wentworth, and other stakeholders involved in emergency response.

Evacuation plans are displayed clearly on walls of each SDA dwelling, to inform customers of procedures and exit points.

The SIL provider will provide timely and appropriate support, without interruption, to the customer. The role of the SIL provider is to:

- document all customer requirements
- list all appointments and tasks related to a customer's needs
- allocate staff resources to allow continuity of support, according to the needs of the customer
- access, read and comply with the customer's plan
- provide quality services as per the plan
- contact the customer if there are any changes or potential changes to their care
- undertake emergency procedures, as required.

### Disruptions and changes

Link Wentworth will inform our customers if there is an unavoidable interruption to utilities (such supply of electricity, water, gas) within their accommodation. We use our best endeavours to let customers know of the interruption by telephone or email, before the service or appointment.

In an unavoidable interruption situation, we collaborate with the utility organisation and/or emergency services to prioritise the needs of our customers. This ensures that all necessary measures are taken to minimise the impact of service interruptions and provide a safe and comfortable environment for our customers.

The SIL provider will be responsible to contact a tenant or their guardian to:

- seek agreement to any accommodation change/s
- explain alternative arrangements to the customer
- seek the customers agreement and ensure they are aware of the changes.

## 5. Definitions

**Formal supports** are funded supports approved within a customer's NDIS plan.

**Informal supports** are informal arrangements for supporting a customer as part of family life or natural connections with friends and community services. Informal supports are usually unpaid.

## 6. Legislation and other relevant policies

- NDIS (Quality and Safeguards) Commission 2018
- Australian Government's National Standards for Disability Services 2018
- *NDIS Act 2013*
- *Privacy Act 1988*
- *Disability Discrimination Act 1992*

## 7. Complaints and appeals

An SDA customer who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website [www.linkwentworth.org.au](http://www.linkwentworth.org.au) or by phoning Link Wentworth on 9412 5111.

## 9. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy please refer to the policy for further information.

### Approval, Policy Owner and Review Frequency

Policy type:	Management Level
Executive Leadership team owner:	Chief Customer Officer
Business owner:	Manager, Partnerships and Disability Supports
Ultimate Approval body:	Chief Customer Officer
Review Frequency:	Every two years or more frequently if circumstances warrant

---

Approved by – **Chief Customer Officer**