

SD – Process for Support Coordination and 1:1 Requests.

Existing Supports -

If a Headway support worker cannot complete an existing shift, they are to notify Coordination. Coordination is to then source a new worker (if available).

Coordination is to call the client/family and advise the usual worker is unavailable, let the client know we have a different worker (if we have one) that they can have.

In the event we don't have a worker, Coordination is to ask the client if they would like it covered. If the client wants or needs the shift covered but Headway Coordination cannot fill the shift, then Coordination will inform the Support Coordinator to see if they are able to arrange an external provider.

Priority must be given to, and timeliness considered for any clients who need shifts covered for safety reasons.

Considerations of things like moving support workers, moving shift times, looking for options to decrease the risk of the client is left alone or has to go through intake process with entire new agency.

New SC Requests for 1:1 Supports –

- New requests for 1-1 supports to go via Headway intake
- Intake will advise Coordination of this request and all associated information (see below)
- Coordination will then advise Support Coordinator if they are able to assist

Support Coordinators to let intake know what supports are required eg

- Days / hours of support / times (if the client has specific times)
- Preferred gender for support worker if applicable
- Any support needs or non-negotiables that need to be considered
- Goals for support
- Budget
- Name of the client

Support Coordinator needs to be able to assure the client that supports will be available and if someone is off sick or unavailable that there are alternative/backup options available as much as possible to minimise need to find another agency.

Client Support Plan

Client Support Plan developed by Intake/Coordination

In conjunction with The Clients/ their nominee and/ or the Support Coordinator

Plan is then emailed/sent to client, nominee, SC and all staff working with that person.

Supporting Notes –

If a Support Coordinator needs notes from support workers about how the client is going, progressing towards goals, information for plan review reports etc, this is able to be provided.

Information Sharing –

NB – Support Coordinators use correspondence with Coordination to form journal notes in relation to sourcing, setting up and monitoring supports for clients therefore all emails shared should be written in a clear concise manner.