

# Continuity of Support Plan

SAMPLE

**Table of Contents**

Purpose and Scope .....	4
Objectives .....	4
Scope.....	4
Definitions.....	4
Key Terms .....	4
Roles and Responsibilities.....	5
Officers / Senior Management.....	5
Managers / Coordinators / Team Leaders.....	5
Workers.....	5
Participants, Families and Carers.....	6
Legal and Regulatory Framework.....	6
Work Health and Safety Legislation.....	6
Disability and Aged Care Standards.....	6
Other Relevant Requirements.....	6
Risk Management for Continuity of Support.....	7
Hazard Identification .....	7
Hazard Identification Checklist.....	7
Risk Assessment.....	7
Risk Assessment Table (Template).....	8
Risk Control.....	8
Monitoring and Review.....	8
Identification of Critical Supports and High-Risk Participants.....	8
Critical Supports Register.....	8
Critical Supports Register (Template).....	9
High-Risk Participant Identification.....	9
High-Risk Criteria (Examples).....	9
High-Risk Participant Register (Template).....	9
Planning for Common Disruption Scenarios.....	9
Workforce Shortages and Unplanned Absences .....	9
Workforce Continuity Checklist.....	9

Natural Disasters (Bushfire, Flood, Storm, Heatwave).....	10
Infrastructure and Utilities Failure .....	10
Infection Outbreaks and Public Health Emergencies .....	10
Communication and Escalation.....	10
Internal Communication .....	10
Internal Communication Checklist.....	11
Communication with Participants, Families and Carers .....	11
Communication with External Services .....	11
Documentation and Record-Keeping .....	11
Required Records .....	11
Documentation Standards.....	11
Documentation Checklist.....	12
Training, Competency and Supervision.....	12
Training Requirements .....	12
Competency Assessment.....	12
Training and Competency Register (Template) .....	12
Supervision and Support .....	12
Integration with Other Systems and Plans .....	12
Alignment Checklist.....	13
Testing, Exercises and Continuous Improvement .....	13
Testing and Drills.....	13
Review and Continuous Improvement.....	13
Review and Improvement Log (Template).....	13
Implementation Checklist.....	13

## Purpose and Scope

The Continuity of Support Plan sets out how [Company Name] will maintain safe, consistent and high-quality support for participants/clients during any disruption to normal services. It is designed for disability and aged care settings and aligns with Australian work health and safety (WHS) obligations, NDIS Practice Standards, Aged Care Quality Standards and relevant state/territory legislation.

This Plan focuses on preventing harm, protecting workers and participants, and ensuring that critical supports continue during emergencies, workforce shortages, environmental hazards, infection outbreaks, infrastructure failures, and other unplanned events.

## Objectives

- Ensure continuity of essential support services for participants/clients.
- Protect the health, safety and wellbeing of workers, participants, visitors and others.
- Identify and manage WHS risks associated with service disruptions.
- Clarify roles, responsibilities and communication pathways.
- Integrate with [Company Name]'s broader emergency management, business continuity and clinical governance systems.

## Scope

This Plan applies to:

- All workers (including employees, contractors, volunteers and agency staff).
- All disability and aged care services delivered by [Company Name] in community, residential and in-home settings.
- All locations where [Company Name] provides support, including client homes, group homes, day programs, residential aged care facilities and community settings.

## Definitions

### Key Terms

- **Worker:** Any person carrying out work in any capacity for [Company Name] (including employees, contractors, volunteers and labour hire workers).
- **Participant/Client:** A person receiving disability or aged care services from [Company Name].
- **Continuity of Support:** The ability to maintain safe, appropriate and timely supports during disruptions, emergencies or changes in service delivery.
- **PCBU:** Person Conducting a Business or Undertaking, with primary duty of care under WHS legislation.

- **Reasonably Practicable:** What could reasonably be done at a particular time to ensure health and safety, considering likelihood, harm, knowledge, availability and suitability of controls, and cost.
- **Critical Support:** Support that is essential to a participant's immediate health, safety or wellbeing (e.g. medication administration, personal care, behavioural support, nutrition, hydration, pressure care, mobility assistance).
- **High-Risk Participant:** A participant whose health, safety or wellbeing would be significantly impacted if supports are disrupted (e.g. complex health needs, high behavioural risk, high falls risk, high dependence for activities of daily living).

## Roles and Responsibilities

Clear responsibilities are essential to effective continuity of support and WHS compliance.

### Officers / Senior Management

- Ensure adequate resources (people, equipment, funding, training) are allocated to implement this Plan.
- Integrate continuity of support planning into strategic and operational planning.
- Review and endorse the Plan at least annually or after major incidents.
- Ensure WHS risk management processes are embedded in continuity planning.
- Monitor performance, incident trends and audit results and drive continuous improvement.

### Managers / Coordinators / Team Leaders

- Implement this Plan within their service area or team.
- Ensure risk assessments are completed and kept current for participants and locations.
- Maintain up-to-date rosters, contact lists and escalation pathways.
- Ensure workers are trained and competent in emergency and continuity procedures.
- Coordinate responses to disruptions, reallocating staff and resources as required.
- Communicate with workers, participants, families and other providers during disruptions.
- Report and investigate WHS incidents, near misses and service disruptions.

### Workers

- Follow this Plan, WHS procedures and any instructions provided by supervisors.

- Participate in risk assessments, training, drills and debriefs.
- Immediately report hazards, incidents, near misses and service disruptions.
- Maintain accurate, timely documentation of supports provided and any changes.
- Use personal protective equipment (PPE) and equipment safely and as trained.
- Escalate concerns if they believe participant safety or worker safety is at risk.

## Participants, Families and Carers

- Provide accurate information about health status, risks and support needs.
- Inform [Company Name] of any changes in circumstances that may affect support.
- Participate in planning for continuity of support when possible.
- Provide feedback on the effectiveness of support during and after disruptions.

## Legal and Regulatory Framework

Continuity of support must be consistent with legal obligations and sector standards.

### Work Health and Safety Legislation

This Plan supports compliance with:

- Work Health and Safety Act and Regulations in the relevant state/territory.
- Duties of PCBUs, officers, workers and others.
- Duties to consult with workers and, where relevant, health and safety representatives.
- Duties to manage risks to health and safety, including psychosocial risks.

### Disability and Aged Care Standards

- NDIS Practice Standards (including Risk Management, Incident Management, Emergency and Disaster Management, and Provision of Supports).
- Aged Care Quality Standards (particularly Standard 3: Personal Care and Clinical Care, and Standard 8: Organisational Governance).

### Other Relevant Requirements

- Privacy and confidentiality legislation.
- Infection prevention and control guidelines.
- Industrial instruments, awards and enterprise agreements.
- Local emergency management and public health directives.