



# ALPHA CARERS AUSTRALIA

Version	Documented Change	Originator	Approved By	Date
0	CONTINGENCY PLAN POLICY & SOP	Joan Gregory	Joan Gregory	September 2016
1	CONTINGENCY PLAN POLICY & SOP	Abel Bhebehe	Joan Gregory	September 2017

## 1. Purpose

The purpose of this Policy is to define ACA Services' conditions in relation to the contingency plan.

## 2. Scope

This Policy applies to all existing and potential clients/service users of ACA Services, their family members and carers, and all employees and volunteers.

## 3. Policy Statement

Alpha Carers Australia has in place a contingency plan that can be activated in the event of a crisis developing.

An example would be where a normal care plan cannot be delivered to a Client in their own home, as the Support staffer is unable to fulfill their shift (owing to valid reasons).

- ACA is contactable 24 Hours a day, 7 days a week
- There is a manager/delegate available to deal with any developing situations or scenarios.
- ACA has a large database of suitably qualified nurses and experienced support workers and will endeavour to ensure that the position is back-filled as soon as is practical.

**In the event of a need for contingency plans to be activated, the ACA staff member should make all attempts to contact:**

- ACA office [in-hours] on **08 6165 2424**
- Email [admin@alphacarers.com.au](mailto:admin@alphacarers.com.au)
- ACA duty/on-call Manager/Delegate – 1<sup>st</sup> Respondent on **0499 499 760**
- 2<sup>nd</sup> Respondent on **0423 037 291**
- 3<sup>rd</sup> Respondent / Clinical advisor on **0404 287 767**

It is therefore vital that all ACA employees provide management with as **much notice** as is possible of any event that may cause them to be late or unable to attend a scheduled shift.

This document should be used in conjunction with the **ACA 24hr Issues Escalation Flowchart (Accommodation / Community)** and related supportive forms or documents.

This Policy was developed in accordance with:

National Disability Service standards 1-6

National Disability Insurance Scheme Act (2013)

United Nations' Convention on the Rights of Persons with Disabilities 2006