

The Paraplegic and Quadriplegic Association of SA Inc




Support Worker Shift Coverage Policy and Guidelines

STATEMENT

Support Workers will be responsible for organising cover for any shifts they are rostered for but are unable to attend, except in cases of acute illness or emergency.

This cover will be organised from within the Support Workers own team. Only if such efforts prove unsuccessful, will the Support Worker contact the Client Admin Officer and ask for assistance to ensure the shift is covered.

Approved by: 	Date: July 2008
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The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under the *Association Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely Support Services and HomeCare+.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

DEFINITIONS

- **Acute illness** – Asthma attack, Appendicitis attack or similar. A headache is not considered an acute illness
- **Emergency** – a spouse or child taken to hospital, involved in a car accident or any unforeseen incident which can have serious consequences

PROCEDURES

Support Worker unable to work a rostered shift

1. Support Worker will telephone each of their team members as listed on the bottom of the roster and ask them if they are able to work the shift.
2. If unsuccessful, the Support Worker then telephones the Client Admin Officer at HomeCare+ and asks for assistance to cover the shift.

In cases of acute illness or emergency

1. Support Worker will telephone the Client Admin Officer at HomeCare+ and ask for assistance to cover the shift. (In cases of acute illness or an emergency Support Workers are not expected to organise shift coverage from within their team).
2. If a Support Worker falls ill during the night, and is rostered for a shift before 9.00am the next morning, they will telephone HomeCare+ at 6.00am and ask the Client Admin Officer for assistance with covering the shift. (Support Workers are not expected to ring team members during the night).

Support Worker taking holidays

1. When a Support Worker is planning to take holidays, they should contact their team members as listed on the bottom of the roster, either by telephone or if there is one, through the communication book located in the Client's house, and organise for all of their rostered shifts to be covered.
2. If unsuccessful, the Support Worker then telephones the Client Admin Officer at HomeCare+ and asks for assistance to cover the shift.
3. The Support Worker must complete a leave form and send it to their Client Service Officer to inform them of the dates and duration of the leave.

Note: The onus is on the Support Worker to ensure that the shift is covered. Failure to ensure that a shift is covered may lead to termination of employment.

Both the Client and the Client Service Officer are to be notified of any changes or temporary shift coverage which has been organised within the team and which affects the roster in any way.

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.