



# Continuity of Support Policy

## Scope

This policy applies to Brook RED Community Members, Nominated Support People, Board Members, employees, volunteers, and students on placement.

## Purpose

To ensure that Brook RED Community Members have access to appropriate and high quality support on an ongoing basis.

## Principles

Brook RED is committed to supporting Community Members to access support that meets their needs and is of a high quality as and when it is needed. Quality of care at Brook RED is underpinned by the relationship between Community Members and Peer Support Workers, responsiveness of supports to individual needs, and appropriate referral to other services as wanted and needed.

## Policy

Brook RED will:

- Wherever possible support Community Members to work with a Peer Support Worker of their choice
- Collaborate and partner with other organisations to improve referral pathways
- Ensure our services are relevant to the unique and diverse needs of community member
- Integrate feedback from community members into the design of services and supports
- Engage nominated support people as requested and maintain communication with them over time
- Work to ensure consistency and effective flow of communication across centres

## References

None

## Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2017	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format	January 2018
Version 03	May 2017	Eschleigh Balzamo	Change to version control	January 2018
Version 04	September 2019	Eschleigh Balzamo	Review and update	January 2021

# Continuity of Support Policy

Version 05	June 2021	Eschleigh Balzamo	Review and Update	July 2023
Version 06	August 2023	Eschleigh Balzamo	Review and Update	August 2024

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.