


The Paraplegic and Quadriplegic Association of SA Inc



Volunteer Program – Client Support Plan Policy and Procedures

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) is committed to managing client needs and providing volunteer services in a responsible, prompt and timely manner.

Approved by: 	Date: DECEMBER 2017
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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.

SCOPE

If required and upon agreement to provide a service, a Client Support Plan (attached) will be developed with each Volunteer Program Client (and their Advocate where appropriate).

POLICY

PQSA is committed to managing client needs and providing volunteer services in a responsible, prompt and timely manner.

PROCEDURES

- If required, a Client Support Plan (Appendix A) will be completed by the Coordinator of Volunteers with the client (and their Advocate where appropriate).
- The Coordinator of Volunteers will keep a copy of the Client Support Plan in the client's file, the client will also receive a copy.
- The Client Support Plan will be reviewed bi-annually with the client and /or their advocate (or earlier as necessary) depending on the timeframes identified in the Client Support Plan. A review date will be put in the volunteer section of the database.
- During the review process, the client will be reminded of all PQSA services. Clients also have the choice of being provided with:
 - The Volunteer Program – Client Information Booklet
 - A Client Feedback Form
 - Support Services Brochure
 - Copy of the Privacy Statement

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.

Client Support Plan Volunteer Program

Date:	Client Name: Phone number: Address: Email:
Support Plan done by: Phone number: Email:	
Service/s required:	
Volunteer who will deliver service:	
When:	
Review date:	
Notes:	

Office use:

Client has copy – yes / no, did not want

