Procedure · HC-SOP-012 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 29.40

At a glance

- When a caregiver’s work authorisation changes, the service gives transition time and support.
- Client care is covered before the caregiver’s last day.
- No caregiver is stopped the same day without a transition plan.
- The change and the support given are recorded.
- Stop and get help straight away if: a caregiver’s permit expires and they stop work the same day, leaving a client alone.

1. Purpose

To handle a caregiver’s status change with support, not abruptly (29.40).

2. Scope

Applies to	Clinical and support staff in the home care service
Locations	All client homes and the service’s offices
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 16

3. Definitions

Term	Meaning
Work authorisation	The permit or approval that allows a staff member to work in the service.
Transition period	The time given before a change in a caregiver’s status takes effect.
Transition plan	The written plan for client cover and support when a caregiver’s status changes.

Client cover	Arrangements that keep a client’s care in place while a caregiver is unavailable or leaving.
Credential verification	Staff credential verification and recheck, as set out in STF-SOP-001 (section 16).
Duty clinical lead	The clinical lead on duty at the time, who receives serious problems first.
Escalation	Passing a serious problem at once to the duty clinical lead, and to the clinical director the same day.

4. Background

A caregiver whose own work permit is about to expire can lose their job suddenly, which leaves the client without care. Planning ahead for a change in status protects both.

5. Responsibilities

Role	Responsibility	Competence
Home care service lead	Owns the transition rule	Clinician or manager
HR or recruiting manager	Arranges the transition and records it	Manager

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a client is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Identify early.

- Track permit and authorisation dates for each caregiver.

Key point: Tracked.

Step 2. Plan transition.

- Arrange client cover and a transition period before the change takes effect.

Key point: Planned.

Step 3. Record.

- Record the support and the cover in place.

Key point: Recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met

Authorisation changes with a transition plan	100%	Monthly	Home care service lead	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Client record or the area file	the period set by the facility’s records policy (in years)

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
STF-SOP-001	Staff credential verification and recheck (existing, reused)	Procedure

17. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	—	Initial release	Approved by the ASF Expert Committee

E-learning for this document

- **Governance & Staffing for Home-Based Care** (HC-07)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 29. (E-009)

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