



POLICY 2.2 – GOVERNANCE POLICY

Purpose

This policy outlines the governance and operational management framework for Wonderland Community Services (WCS), ensuring alignment with the NDIS Practice Standards 2021, and relevant State/Territory legislation. It ensures robust governance structures are in place, appropriate to the size and complexity of services delivered, and compliant with Queensland's Child Safe Organisation Framework.

Governance and Operational Management Commitments

WCS commits to the following governance responsibilities:

1. Participant Involvement in Governance

WCS will create and maintain visible, inclusive, and regular opportunities for people with disability to contribute to governance activities and the development of policies, especially those affecting their supports and rights.

2. Compliance and Accountability

WCS Management will maintain structures that ensure compliance with:

- Financial, legal, regulatory, and contractual obligations
- NDIS Code of Conduct
- NDIS (Provider Registration and Practice Standards) Rules 2018
- Relevant state laws including the Disability Services Act (QLD) and NDIS (Worker Screening) Act 2020 (QLD)

3. Management Capability

The organisation will identify, assess, and close skills gaps in governance and leadership roles through continuous training and capability-building.

4. Strategic and Business Planning

Strategic planning will:

- Respond to risk management obligations
- Reflect participant, workforce, and regulatory needs
- Align with WCS Continuous Improvement Policy (Policy 2.1)

5. Performance and Peer Review

A bi-annual performance review of the CEO/Director and Management Team will be conducted, including peer feedback and performance audits to ensure continuous improvement.

6. CEO/Director Authority and Suitability

The CEO/Director must be suitably qualified and experienced, with documented authority and accountability for the organisation's services and operations.

7. Delegations of Authority

WCS maintains a documented Delegations and Authority Register, ensuring continuity of leadership in case of absence of key personnel.

8. Conflict of Interest

Conflicts—both perceived and actual—are proactively identified, documented, and managed through mandatory disclosures and established procedures.



Child Safe Standards (QLD) Compliance

As a provider delivering services to children and young people (under 18), WCS adheres to Queensland's Child Safe Standards, which include:

1. Embedding child safety in governance, leadership, and culture.
2. Informing children of their rights, involving them in decisions, and taking them seriously.
3. Involving families and communities in child safety efforts.
4. Ensuring diversity, equity, and inclusion are reflected in policies and practices.
5. Recruiting and supporting staff who are suitable for child-related work.
6. Maintaining child-focused complaint handling systems.
7. Ensuring ongoing training for staff on child safety and wellbeing.
8. Promoting safety across physical and digital environments.
9. Reviewing and improving the implementation of Child Safe Standards regularly.
10. Documenting and applying clear procedures for child-safe property and facilities management.

Supporting Legal, Financial, and Insurance Advisory Services

- Legal Counsel
 - *Macrossan & Amiet* – Kendall Boccos
 - 📞 (07) 4944 2000 | 📩 kbocos@macamiet.com.au | 🌐 www.macamiet.com.au
 - *Rae & Partners* – TAS (Launceston/Devonport)
 - 🌐 <https://www.raepartners.com.au/>
- Insurance Broker
 - *Method Insurance* – Danny Dworjanyn
 - 🌐 <http://www.methodinsurance.dworjanyn.com.au/>
- Financial & HR Advisory
 - *Bizsolutions360 Pty Ltd* – Brenda Pike, Townsville QLD
 - 🌐 <https://www.bizsolutions360.com.au/>

WCS Management Structure

Executive Leadership

- CEO/Director
- Chief Safety Officer / Shareholder
- Chief Finance Officer – Accountant

Operational Management

- Site Manager – Townsville
- Site Manager – Launceston
- HR Manager – WCS Wide
- Training and Compliance Manager – WCS Wide

Corporate Support

- Finance Officer & Systems Administrator
- Facilities and Administration Teams



DATE	PERSON/S	DETAILS
05.08.2025	Becci Fazldeen	Review and update
24.01.2025	Ashleigh Davis	Review and update
28.10.2024	Cita Carmody-Pearson	Review and update
10.08.2022	Toni Mehigan	Policy created