



POLICY 2.5 - GENERAL SAFETY

Statement of Intent

Wonderland Community Services Pty Ltd (WCS) is committed to maintaining a safe work environment for all staff, participants/young people, and visitors.

WCS has an inclusive approach to creating a safety culture, meaning that:

1. While the ultimate responsibility for safety lies with the CEO/Director and the appointed Site Managers, safe work practices are also the individual responsibility of trained staff members.
2. While it is the responsibility of the Site Managers to arrange for safety training for staff, it is the individual responsibility of staff members to accept offered safety training and to incorporate this training into daily work practices and habits.
3. Staff members working with NDIS participants and Child Safety young persons have the responsibility to ensure that participants/young persons are safe and are acting safely, especially in their behaviour towards one another, and to take actions to 'head off' participant/young person behaviours that could jeopardize the safety of others.
4. All staff members have the responsibility to notify their Site Manager if they observe a safety hazard in the work environment that could potentially create a human safety risk.

Safety Expectations Management Staff

1. To work with safety consciousness.
2. To inculcate safety consciousness amongst staff members
3. To look for opportunities to develop staff in safety training.
4. To conduct regular safety risk assessments and audits (as required)
5. To act on reported hazards to see that physical and emotional safety risks are minimised both on-site and in off-site activities.
6. To report 'Reportable Incidents' to the NDIS Commissioner and other relevant state authorities.
7. To check that safety information recorded on each participant's/young person's Care Plans and MONDAY.COM is up-to-date, complete, and accurate (especially safety information and risk assessments for planned activities)
8. To reinforce to staff members WCS safety policies and the importance of refraining from restrictive practices or when there is occasion for this (a reportable incident) to protect participants/young persons or staff to ensure an Incident Report is forwarded to the Client Care Officer for actioning with the NDIS Commission and state authorities.

Safety Expectations for WCS staff members

1. To work with safety consciousness.
2. To inculcate safety consciousness amongst junior staff, volunteers, participants/young people.
3. To communicate safety awareness and practice to parents, NDIS workers and visitors.



4. To read all safety information provided on individual Care plans and MONDAY.COM relevant to current participants'/young person's needs, other staff, the premises, and the organisation.
5. To conduct risk assessments when taking participants/young people to new locations or when planning to do new activities.
6. To notify Site Manager of safety hazards encountered in the course of work to see that physical and emotional safety risks are minimised both on-site and in off-site activities.
7. To report any deemed/alleged 'Reportable Incidents' to the Client Care Officer.

Safety Expectations for Visitors and NDIS Participants/Young Persons

1. To act within reasonable levels of safety consciousness related to age/maturity and according to general social expectations of safe behaviour.
2. To accept any safety directions from WCS staff members relevant to the safety policies and procedures of WCS.
3. Parents and Guardians are expected to provide all important safety information about the participant/young person prior to the arrival of the participant/young person – both verbally and in writing (on WCS Intake Forms). This includes medical information, behavioural information etc.
4. WCS reserves the right to suspend or exclude a participant/young person whose behaviour and safety need levels are beyond the ability of staff to manage within the Wonderland Retreat, Pirates Rest or Child Safety environments and staffing ratios. (This is seen as a 'last resort' option after staff have attempted to manage the participant/young person through other strategies – e.g., referencing behaviour support plans etc.
Note: WCS does not use Restrictive Practices with participants/young persons at retreats excepting Chemical Restraint which is authorised and a regular medication i.e., not a PRN).
5. Please see POLICY 2.10 - Emergency and Disaster Management for safety policies addressing these issues.

DATE	PERSON/S	DETAILS
06.08.2025	Becci Fazldeen	Review and update
25.01.2025	Ashleigh Davis	Review and update
23.02.2024	Bronwyn McMullen	Review and update
24.11.2021	Toni Mehigan	Policy created

