



## POLICY 2.9 - CONTINUITY OF CARE/SUPPORT

Wonderland Community Services (WCS) Pty Ltd provide a range of services including Core Supports (Daily Living) and Capacity Building Supports (Improved Relationships and Improved Daily Living Skills, Improved Health & Wellbeing).

WCS is committed to providing Continuity of Care and Support for our participants/young persons.

WCS commits to ensuring day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports.

In the event of worker absence or vacancy, a suitably qualified and/or experienced person is appointed to perform the role. Where this cannot occur, other arrangements are made to ensure participant/young person safety and security.

WCS ensures supports are planned with each participant/young person to meet their specific needs and preferences. These needs and preferences are documented and provided to staff prior to commencing work with each participant/young person to ensure the participant's/young person's experience is consistent with their expressed preferences.

WCS ensures arrangements are in place to ensure support is provided to the participant/young person without interruption throughout the period of their service agreement. Where facility or staffing deficits occur all efforts are made to ensure participant/young person safety and security through referral other services, discussion with participants/young persons, families and Coordinators of Support to determine the necessary courses of action. Where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant/young person.

Where applicable, disaster preparedness and planning measures are in place to enable continuation of critical supports before, during and after a disaster. (See STRATEGIC PLAN incorporating RISK MANAGEMENT PLAN and POLICY 4.2 COVID PANDEMIC PLAN & PROCESSES)

## PROCESSES

Each participant/young person has access to timely and appropriate support without interruption. To achieve this outcome, the following actions are taken by Wonderland Community Services.

Quality Indicators	How WCS will do this?
<ul style="list-style-type: none"><li>• Day-to-day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of supports.</li></ul>	<p><u>STA</u> – WCS is committed to flexibility of care and provides a 'casual' booking system ensuring participants/young persons are cared for in a respite context by providing pick ups and drop offs. Our rostering system, FoundU, ensures day to day operations are managed in an efficient and effective way to avoid disruption and ensure continuity of care.</p> <p><u>MTA</u> – Systems are put in place to ensure practical arrangements for pension funds so that participants/young persons have adequate food, have money for outings and</p>



	<p>have access to a specific staff member to resolve any day-to-day issues.</p> <p><u>SIL</u> – Care planning guides provide staff an overview of the goals and needs of participants/young persons and ‘teams’ are created to provide daily activities in line with these needs and goals.</p> <p><u>CAPACITY BUILDING</u> – Systems of balancing the budget and providing timely reports and supports are monitored by individual staff and WCS Management team.</p> <p><u>IN-HOME CARE – COMMUNITY ACCESS</u> – Where staffing is unavoidably unavailable WCS is committed to providing alternate staff support in critical situations for participants/young persons. Alternate times can also be negotiated to ensure supports are provided as agreed with participants/young persons in the Individual Service Agreement.</p>
<ul style="list-style-type: none"> <li>In the event of worker absence or vacancy, a suitably qualified and/or experienced person performs the role.</li> </ul>	<p>Site Managers will respond quickly to ensure suitable replacement staff provide ongoing support when staff are unavailable through absence or vacancy.</p>
<ul style="list-style-type: none"> <li>Supports are planned with each participant/young person to meet their specific needs and preferences. These needs and preferences are documented and provided to workers prior to commencing work with each participant/young person to ensure the participant’s/young person’s experience is consistent with their expressed preferences.</li> </ul>	<p><u>STA</u> – Intake and referral documentation provide overarching information which directs services to support participants/young persons.</p> <p>Care Plans are provided for each participant/young person prior to their arrival for staff by SITE MANAGERS and ADMINISTRATORS.</p> <p><u>MTA</u> – Intake and referral documentation provide overarching information which directs services to support participants/young persons. Care planning guides provide staff an overview of the goals and needs of participants/young persons and ‘teams’ are created to provide daily activities in line with these needs and goals.</p> <p>Discussion with CLIENT CARE OFFICER regarding specific programming is provided to direct support in a meaningful way.</p> <p><u>SIL</u> – Intake and referral documentation provide overarching information which directs services to support participants/young persons. Care planning guides provide staff an overview of the goals and needs of participants/young people and ‘teams’ are created to provide daily activities in line with these needs and goals. Discussion with CLIENT CARE OFFICERS regarding specific programming is provided to direct support in a meaningful way.</p> <p><u>CAPACITY BUILDING</u> – Intake and referral documentation provide overarching information which directs services to support participants/young persons.</p>



	<u>IN-HOME CARE – COMMUNITY ACCESS</u> – Care plans outline goals, needs and preferences of participants/young persons for staff.
• Arrangements are in place to ensure support is provided to the participant/young person without interruption throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered by the provider.	<p><u>STA</u> – Individual Service agreements are put in place with each participant/young person which are set up for the duration of the NDIS Plan for the participant/young person. Requests for service are put in writing for participants/young people for STA. Casual bookings can be made through phone or email request and are accepted based on availability of accommodation and staffing. STA is generally not available past 2 weeks of continuous care – however can be negotiated with Coordinators of Support or Guardians/participants/young people in specific situations.</p> <p><u>MTA</u> – Individual Service agreements are put in place with each participant/young person which are set up for the duration of the NDIS Plan for the participant/young person. Requests for service are put in writing for participants/young people for MTA. SITE MANAGERS and WCS MANAGEMENT TEAM devise a strategy for care breakdown to ensure safety for participants/young persons in longer term care.</p> <p><u>SIL</u> – Individual Service agreements are put in place with each participant/young person which are set up for the duration of the NDIS Plan for the participant/young person. Where accommodation is provided by WCS a rental agreement and document of key terms is provided to ensure the participant/young person is fully aware of the requirements as a tenant. If the tenancy breaks down, then the Coordinator of Support for that participant/young person will be notified and alternate accommodation arrangements will be sought to ensure continuity of care.</p> <p><u>CAPACITY BUILDING</u> – Individual Service agreements are put in place with each participant/young person which are set up for the duration of the NDIS Plan for the participant/young person. Where the participant/young person chooses to move to a different provider all relevant information will be forwarded to the nominated professional for continuity of care. Where WCS feels there is an unworkable alliance in support – continued support will be offered until an alternate provider is identified by the participant/young person or guardian.</p> <p><u>IN-HOME CARE – COMMUNITY ACCESS</u> – Where there are staffing difficulties – these will be communicated with the participant/young person and alternate staff options will be discussed and supplied in keeping with participants/young persons preferences.</p>
• Where changes or interruptions are unavoidable, alternative arrangements are explained and	<u>STA</u> – Where participants/young people are left in STA for extended periods due to caregivers not being able to continue their care – WCS will seek to negotiate for extended



agreed with the participant/young person.	<p>funding for the participant/young person to ensure safety and security for the participant/young person. Discussion with the participant/young person will occur and preparation and support/training will occur particularly if moving to MTA or SIL where 'fun activities' and 'outings/food' need to reduce in line with available funding.</p> <p>Where no suitable funding is available WCS will ask for an urgent review for change of circumstances.</p> <p>Where no suitable funding occurs WCS will work with Coordinators of Support and where the participant/young person is under 18 with Child Safety Department for that State in order to provide continuity of care and support to that participant/young person.</p> <p>Participants/young persons will be housed at WCS in the best available accommodation to meet their needs in extraneous situations and all effort to provide for their needs with staffing will occur. Participants/young persons may be returned to their guardian or to the COS in extreme circumstances where our services are not sufficient to support the participant/young person longer term or where no funding is provided.</p> <p><u>MTA</u> – Participants/young persons under MTA are typically waiting for appropriate SIL arrangements to be put in place. In times of accommodation shortage in the general community WCS will endeavour to provide suitable housing to provide safety and security for the participant/young person. The participant/young person will be kept informed about lengthy waits and the reasons for this.</p> <p><u>SIL</u> – Discussions will occur with participants/young people with respect to unavoidable disruptions including eviction from accommodation, options for housing and negotiation with participants/young person's STAKEHOLDERs will occur to provide the best options for participants/young person during this period. If the participant/young person chooses to leave accommodation – the accommodation will be left free for a period of 2 weeks in the event that the participant/young person would like to return to the accommodation provided by WCS. In cases of external tenancy WCS will offer STA to the participant/young person and negotiate with COS's and OTHER PARTIES to assist the participant/young person remain safe and secure.</p> <p><u>CAPACITY BUILDING</u> – Where staff members fall ill or leave the employment of WCS in the middle of supports this will be explained to the participant/young person so that further choices of appropriate staff or alternate providers can be arranged.</p> <p><u>IN-HOME CARE – COMMUNITY ACCESS</u> - Where there are staffing difficulties – these will be communicated with the participant/young person and alternate staff options will be</p>
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	discussed and supplied in keeping with participants/young persons preferences.
• Where applicable, disaster preparedness and planning measures are in place to enable continuation of critical supports before, during and after a disaster.	Where there are disaster situations – the SAFETY OFFICER will step in to ensure safety for participants/young people and discuss options with the CEO/DIRECTOR to ensure all participants/young persons have access to safe housing, appropriate caring staff, medication continuation, necessary food and supplies. All STAKEHOLDERS will be notified and discussions with STATE EMERGENCY Personnel will guide actions of WCS.



Community Services Pty Ltd

## Continuity of Care

Continuity of care will be facilitated through best efforts by WCS, this includes participants/young persons moving from or to another service. We are committed to assisting wherever possible in handovers (be this in reports or 'buddy' shifts) as required and appropriate.

## Emergency Disaster Care

For any Emergency or Disaster WCS sincerely attempts to provide necessary face-to-face support services to longer-term and in-home care participants/young persons dependent on care for day-to-day wellbeing. If the participant/young person or families require face-to-face support for Short Term Accommodation WCS will provide the highest level of infection control with full PPE where staff is available. For all other disasters, WCS will follow the relevant State emergency services announcements and requirements.

DATE	PERSON/S	DETAILS
07.08.2025	Becci Fazldeen	Review and update
24.01.2025	Ashleigh Davis	Review and update
23.02.2024	Bronwyn McMullen	Review and update
15.11.2021	Toni Mehigan	Policy created



SECTION 2 – GOVERNANCE & OPERATIONAL  
MANAGEMENT

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