

POLICY 3.1 – ACCESSING THE SERVICE

Purpose

Wonderland Community Services Pty Ltd (WCS) is committed to access, equity, and safety when accepting NDIS participants and/or children and young people under the care of Child Safety into our services.

We ensure that service access decisions reflect our obligations under:

- NDIS Practice Standards
- Queensland Child Safe Standards
- Child Protection Act 1999 (Qld) and Child Protection Regulation 2023 (Qld)

We aim to provide inclusive services wherever possible while protecting the safety, dignity, and wellbeing of all participants/young people, staff, and the broader community.

General Access Principles

- WCS welcomes individuals with a wide range of needs, support requirements, and personal circumstances.
- Safety, wellbeing, and protection of human rights are overarching principles in all access decisions.
- Access may be limited due to facility constraints, staffing capacity, or specialist training requirements.
- For children and young people under Child Safety, access decisions will also:
 - Comply with Queensland's Child Safe Standards (safe physical and online environments, child participation in decisions, culturally safe care).
 - Consider the child's best interests as the primary factor.
 - Follow authorisation requirements from the Department of Child Safety before service commencement.

Service Restrictions – Short Term Supported Accommodation Retreats

High-Needs Participants/Young People

- Those who may experience significant distress in new environments and may present a safety risk may attend with 1:1 or 2:1 support, subject to:
 - Availability of separate facilities.
 - Support staff having specific behaviour support and/or child protection training.
 - A full safety and risk review, including child safety risk assessment where applicable.
- Socialisation will occur only if it is safe, beneficial, and developmentally appropriate.
- Typically available mid-week for high-needs care.

Mobility and Accessibility

- **Wheelchair users:** Access may be limited by facility design; reasonable adjustments will be made where possible.
- **Mobility/balance support needs:** Access may be limited by terrain or layout; adjustments will be made where possible.

Medical Needs

- Participants requiring specific medical interventions may have limited access based on staff skill availability.
- WCS will provide medication training to staff on an “as needed” basis.

Retreat Types

- Weekend Retreats** – 2 nights, higher social interaction, shared rooms, suitable for those able to independently manage toileting/sleep between 10 pm–6 am (staff on sleepover).
- Weekday Retreats** – 2–3 nights, available to high-needs participants/young people subject to Section 2.1.
- Longer Stay Respite** – Arranged case-by-case; may involve room/facility changes if short-term bookings overlap.

Service Restrictions – In-Home Care & Community Access

- Access may be limited if:
 - Staff require specialist behaviour support training (including child protection requirements) for high or complex needs.
 - Specific healthcare skills are required but no trained staff are available.
- WCS will seek to provide or arrange training where possible.

Service Restrictions – Supported Independent Living (SIL)

Longer-term SIL placements may be limited by:

- Accommodation Availability** – WCS will assist in sourcing suitable housing.
- Trained Staff Availability** – WCS will provide or arrange training as needed.
- Staff Preference Matching** – Participant/young person preferences (e.g. gender, cultural background) will be considered and respected.

Discontinuation of Service

- Services may be discontinued when:
 - Behaviours of concern or medical needs compromise safety.
 - For children/young people under Child Safety, discontinuation will be considered only after consultation with the Department of Child Safety and exploration of all safe alternatives.
- Discontinuation Process:
 - Incident Report completed.
 - Immediate discussion with participant/young person and representative/family/carer.
 - Consultation with the Client Care Officer/Child and Youth Wellbeing Coordinator and all stakeholders (including Child Safety where relevant).
 - Written recommendations from the Site Manager, Client Care Officer or Child and Youth Wellbeing Coordinator.
 - Decision to continue with changes or discontinue service.
 - Final decision made by the CEO/Director, prioritising safety.

No Show Procedure

1. Contact the participant/young person or representative to confirm attendance.
2. If no contact and no valid reason, send a written warning.
3. Two unexplained no-shows may result in losing the placement (“Goodbye Letter” issued).
4. Reapplication may occur if circumstances change.
5. If WCS is at fault, an apology will be issued, and services will continue.
6. The Cancellation Policy applies to all services.

Commitment to Child Safety

For all children and young persons, WCS will:

- Provide a child-safe environment in line with the Queensland Child Safe Standards.
- Ensure staff are trained in child protection, mandatory reporting, and safe engagement with children/young persons.
- Respect the cultural identity of Aboriginal and Torres Strait Islander children/young persons, ensuring culturally safe practice.
- Involve children and young persons in decisions about their care, in age-appropriate ways.
- Implement ongoing risk assessments for safety in all environments (physical, online, and community-based).

Review

This policy will be reviewed annually or earlier if:

- NDIS or child safety legislation changes.
- Department of Child Safety guidelines change.
- Facility, staffing, or training capacities change.

DATE	PERSON/S	DETAILS
11.08.2025	Becci Fazldeen	Review and update
30.01.2025	Ashleigh Davis	Review and update
05.03.2024	Bronwyn McMullen	Review and update
10.11.2021	Toni Megihan	Policy created