

POLICY 3.2 – CARE PLANNING

Purpose

To ensure that all participants/young persons, including children under the care of Child Safety, have personalised, strengths-based care plans developed, implemented, and reviewed in line with their needs, goals, cultural identity, safety, and rights.

This policy supports compliance with:

- NDIS Practice Standards (2021) – Core Module: Provision of Supports, Support Planning, Risk Management.
- Queensland Child Safe Standards (2025) – particularly Standards 1, 2, 3, and 5.
- Human Services Quality Standards – Standard 2: Service Access and Standard 3: Responding to Individual Need.

Policy Statement

WCS is committed to:

- Meeting all identified needs of participants/young people.
- Identifying and responding to unmet needs by referral or assistance.
- Ensuring care planning is collaborative, child-safe, culturally responsive, and aligned with the participant/young person's rights, dignity, and voice.
- Upholding the "best interests of the child" principle for children under Child Safety.

Identifying Services Required

- Needs are identified through WCS's Service Request process, consultation with participants/young persons and/or guardians, and — where consent is given — engagement with support networks.
- All information is communicated in the participant's/young person's preferred language, mode, and terms.
- The process includes consent to share information with other providers/agencies where appropriate.
- Support plans are strengths-based and incorporate goals, preferences, cultural considerations, and individual requirements.

Risk Assessment

- A Safety Risk Assessment/Support Plan Form is completed for every participant/young person.
- Known risks are addressed with strategies to mitigate them before services commence.
- Input from participants/young persons and their supports is actively sought and recorded.
- Risk assessments are reviewed bi-annually or sooner if needs change.
- All supports use the least intrusive and evidence-informed options.

Review of Care Plans

- Formal care plan reviews occur every six months or sooner as needed.
- Informal updates are made whenever changes in needs or preferences occur.
- Feedback from participants/young people, families, and key stakeholders is incorporated.
- Adjustments are made when progress toward goals differs from expected outcomes.

Feedback & Communication with Stakeholders

- With consent, WCS provides timely feedback to guardians, Coordinators of Support, and other key stakeholders.
- Incidents are reported immediately to the relevant authority or guardian.
- Case reviews and planning meetings are encouraged and documented.

Staff Allocation and Training

- Staff are matched to participants/young people based on their skills, experience, and the participant's needs/preferences (including gender preference for personal care).
- WCS will not accept a participant/young person if their needs cannot be met safely and appropriately.
- Staff receive mandatory training in:
 - NDIS Practice Standards
 - Child Safe Standards
 - Legal and ethical responsibilities, human rights, and mandatory reporting.
- Ongoing professional development is provided based on identified needs.

Continuity of Care & Transitions

- WCS supports smooth transitions between services to ensure continuity of care.
- Where possible, “buddy shifts,” staggered transitions, and information sharing are arranged.
- Support is tailored to minimise disruption and safeguard wellbeing.

Children and Young People – Special Requirements

- For children under 9 years old, staff must hold at least a Certificate III qualification including training in legal, ethical, human rights, and mandatory reporting obligations.
- Annual refresher training is mandatory.
- Early Childhood Intervention participants are supported by a qualified Allied Health Professional, with Therapy Assistants working under their supervision.
- WCS ensures cultural safety by promoting connections with family, community, and culture, consistent with Child Safe Standards.

Child Safe Standards Compliance

This policy is aligned with the Queensland Child Safe Standards, including:

- Child safety embedded in leadership, governance, and culture.
- Children are informed about their rights and participate in decisions affecting them.
- Families, carers, and communities are engaged in care planning.
- Equity and diversity are respected, with cultural safety prioritised for Aboriginal and Torres Strait Islander children.

Recordkeeping

- All care planning documentation is stored securely in the participant's/young person's file.
- Updates, reviews, and meeting notes are clearly dated and authorised.

Review

This policy will be reviewed annually or earlier if legislation, standards, or operational needs change.

DATE	PERSON/S	DETAILS
12.08.2025	Becci Fazldeen	Review and update
30.01.2025	Ashleigh Davis	Review and update
25.03.2024	Bronwyn McMullen	Review and update
01.02.2024	Toni Megihan	Review and update
06.09.2023	Bronwyn McMullen	Review and update
27.10.2022	Toni Megihan	Policy created