

## POLICY 3.3 – INDIVIDUAL SERVICE AGREEMENTS

Wonderland Community Services (WCS) commits to developing collaborative, person-centred service agreements with each participant/young person that:

- Establish expectations for service delivery.
- Explain the supports to be delivered.
- Specify any conditions attached to the delivery of supports, including the reasons for these conditions.

Service agreements are created in clear, accessible language, using communication methods and terms that the participant/young person is most likely to understand.

Where agreements are in writing, the participant/young person (or authorised representative) receives a signed copy.

If an agreement is not practicable or is declined, WCS will record the circumstances, including the participant/young person's decision, and any alternative arrangements.

For agreements related to Supported Independent Living (SIL) or tenancy matters, refer to *Policy 4.3 – SIL & Tenancy*.

### Legislative & Standards Alignment

WCS ensures that all individual service agreements comply with:

**NDIS Practice Standards – Core Module:**

- *Rights and Responsibilities, Provision of Supports, Service Agreements with Participants, Governance and Operational Management.*

**National Child Safe Standards – particularly:**

- **Standard 1** – Embedding child safety in organisational culture.
- **Standard 2** – Involving children and young people in decisions.
- **Standard 3** – Families and communities informed and involved.
- **Standard 5** – Respecting equity and diversity.
- **Standard 6** – Suitability of staff (screening and training).
- **Standard 7** – Complaints and concerns handled appropriately.
- **Standard 8** – Ongoing child safety training.

**Queensland:**

- *Child Protection Act 1999*
- *Working with Children (Risk Management and Screening) Act 2000*
- *Human Services Quality Standards*

## Processes

### Service Request

WCS accepts requests for services through multiple channels:

- Phone call
- Email
- Online Service Request Form
- Authorised third party (e.g., COS or LAC)
- Onsite meeting
- Post
- Open Days

Regardless of the method, WCS ensures all communication is adapted to the participant/young person's language and communication needs.

Where possible, discussions and agreements are confirmed in writing (email, letter, or secure message).

### Prior to Service Delivery

#### Step 1 – Identify Service Type

- Short-Term Accommodation (STA)
- Medium-Term Accommodation (MTA)
- Supported Independent Living (SIL)
- In-Home Care (IHC)
- Community Access (CA)
- Assistance with Daily Tasks
- Child Safety Protection

#### Step 2 – Determine Support Ratios

- Ratios are based on Safety/Risk Assessments and Care Planning.

#### Step 3 – If Service Not Available

- WCS will make a warm referral to a suitable provider where possible.

#### Step 4 – Complete Required Documentation

- Service Request / Participant Information Form
- Safety/Risk Assessment
- Care Plan
- Consent Forms (including behaviour support, photography, information sharing)
- Quote (if applicable)
- Individual Service Agreement (ISA) – explained, signed, and documented
- Relevant reports from previous supports (OT, psychologist, GP, etc.)
- Advocacy requirements

Where a participant/young person cannot sign, their representative (including Public Guardian) may consent in writing, by email, or through other verifiable methods.

### During Service Delivery

- WCS will uphold all terms of the ISA, consents, and risk/care planning requirements.
- Any changes to service terms require review, documentation, and approval by the participant/young person or their guardian.
- WCS reserves the right to discontinue supports if changes would be unsafe, unlawful, or breach the Code of Conduct.

### Support Ratio Integrity

- Ratios established in the Safety/Risk Assessment are non-negotiable during service delivery unless reassessed.
- Ratios are maintained for physical, behavioural, or socio-emotional safety.
- **Example:** High personal care needs → constant hygiene and mobility assistance; High behaviours of concern → additional staff to ensure safety and dignity.

### Post Service Delivery

- Ongoing monitoring of service suitability via:
  - Care plan updates
  - Participant/young person evaluation forms
  - Direct feedback from the participant/young person, guardians, and supports
  - Bi-annual reviews
- If safety concerns arise → *Review Procedure*.
- If incidents occur → *Incident Management Procedure*.

### Recordkeeping & Review

- All agreements, consents, and related records are securely stored in the participant/young person's file.
- This policy is reviewed annually or sooner if legislation or NDIS requirements change.

DATE	PERSON/S	DETAILS
11.08.2025	Becci Fazldeen	Review and update
30.01.2025	Ashleigh Davis	Review and update
18.01.2024	Bronwyn McMullen	Review and update
10.11.2021	Toni Megihan	Policy created