

POLICY 3.4 – RESPONSIVE SUPPORT PROVISION

Purpose

Wonderland Community Services (WCS) provides supports based on the least intrusive and most effective options, in line with contemporary, evidence-informed, person-centred practices that uphold the dignity, rights, and safety of each participant/young person. All supports are tailored to meet individual needs, respect human rights, and achieve desired outcomes while complying with:

- **NDIS Practice Standards (2021)** – Core Module: Rights and Responsibilities, Provision of Supports, Support Planning, and Service Agreements.
- **National Principles for Child Safe Organisations (2019).**
- **Queensland Child Protection Act 1999, Working with Children (Risk Management and Screening) Act 2000, and Child Protection Regulation 2023.**
- Any other applicable State/Territory and Federal legislation.

(See also *POLICY 1.9 – Person-Centred Innovative Validated Practice*).

Policy Statement

- Supports will be delivered in the least restrictive and least intrusive manner possible, consistent with the participant's/young person's rights and preferences.
- Where agreed in the Individual Service Agreement and with appropriate consent (see *POLICY 3.3*), WCS will collaborate with other providers and agencies to share information for the purpose of meeting the participant's/young person's needs.
- WCS ensures active involvement of participants/young persons in choosing their support workers, including preferred gender for personal care.
- For young persons under Child Safety arrangements, supports will always align with case plans and directions from the Department of Child Safety, Youth and Women (QLD) or equivalent State agency.
- Workers providing specialised or daily support must have appropriate training and be familiar with the participant's/young person's needs, cultural background, and preferences.
- Where staff limitations affect preferences, WCS will explain constraints clearly and seek the most suitable match possible.

Care Planning

- Care Plans are reviewed at least every 6 months or sooner if circumstances change, safety concerns arise, or legislative/Child Safety requirements dictate.
- All support provision must respect the NDIS Code of Conduct, Child Safe Standards, and Human Rights principles.
- Supports must ensure the safety, stability, and wellbeing of the participant/young person, prioritising continuity of care.

Organisational Structure for Client Care

- CEO/DIRECTOR
- ↓ SITE MANAGER
- ↓ CHILD & YOUTH WELLBEING COORDINATOR / CLIENT CARE OFFICER
- ↓ TEAM LEADER
- ↓ KEY WORKER / SHIFT LEADER
- ↓ SUPPORT WORKER

Compliance & Review

This policy will be reviewed annually or sooner if there are changes to:

- NDIS Practice Standards
- Child Safety Standards or relevant legislation in QLD or TAS
- Evidence-based best practice models for care provision

DATE	PERSON/S	DETAILS
11.08.2025	Becci Fazldeen	Review and update
09.07.2025	Toni Megihan	Review and update
18.01.2024	Bronwyn McMullen	Review and update
10.11.2021	Toni Megihan	Policy created