

POLICY 3.5 – TRANSITIONS TO AND FROM THE PROVIDER (NDIS)

Purpose

To ensure that all transitions to or from Wonderland Community Services (WCS) are planned, respectful, safe, and in the best interests of the participant, in line with:

- **NDIS Practice Standards** – Core Module: Provision of Supports, Support Planning, and Rights and Responsibilities.
- **NDIS Act 2013** and **NDIS Code of Conduct**.
- Relevant tenancy laws for Supported Independent Living (SIL) properties.
- **Privacy Act 1988** for information sharing.

Policy Statement

WCS will facilitate transitions:

- Into WCS services when a participant chooses to move from their current provider.
- Out of WCS services when WCS identifies it can no longer safely or effectively meet the participant's needs.

Transitions will be:

- Planned and collaborative wherever possible.
- Documented, communicated, and managed to minimise disruption and risk.
- Respectful of the participant's dignity, preferences, and goals.

Communication Protocols

Initial communication will occur by phone or in person with the participant and their nominated supports.

1. Follow-up will be by email and/or official letter.
2. WCS agrees to release and cancel the Service Agreement with 14 days' written notice from the participant or their delegate.
3. Services planned and delivered will be billed up to and including the final day of service.
4. For SIL residents, rental agreement cancellation and key terms policy still apply.
5. All transitions will include written communication with the other provider to ensure a complete paper trail, which will be stored in the Participant Confidential File.

Risk Assessment

- A risk assessment will be undertaken for all transitions – both incoming and outgoing – to identify and mitigate safety, health, and emotional risks.
- Risks must be documented, actioned, and reviewed.

Transition Planning Process

WCS will use Transition Forms ([Jotform link](#)) to ensure:

- Risks are identified and addressed.
- Clear communication has occurred with the participant and their representatives.
- Relevant information is shared lawfully with incoming or outgoing providers, consistent with the NDIS Act and Privacy Act 1988.

If existing transition processes are insufficient, WCS will re-develop, apply, review, and communicate updated procedures.

Review

This policy will be reviewed annually or sooner if:

- There are changes to NDIS Practice Standards or tenancy laws.
- Audit outcomes or incidents indicate an update is required.

DATE	PERSON/S	DETAILS
11.08.2025	Becci Fazldeen	Review and update
09.07.2025	Toni Megihan	Review and update
09.04.2024	Bronwyn McMullen	Review and update
10.11.2021	Toni Megihan	Policy created