

# Waylight Pty Ltd

## Waylight Plan Management

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| <b>Document Title</b>  | Governance & Operational Management Policy |
| <b>Document Number</b> | WL-POL-06                                  |
| <b>Version</b>         | 1.0  |
| <b>Date</b>            | 2026-04-02                                 |
| <b>Review Date</b>     | 2027-04-02                                 |
| <b>Approved By</b>     | Joshua, Director                           |
| <b>Classification</b>  | Internal                                   |

### 1. Purpose

This policy establishes Waylight's governance and operational management framework, ensuring that plan management services are overseen by strong systems proportionate to Waylight's size as a sole-operator Pty Ltd with a contractor-accountant.

### 2. Scope

This policy applies to all workers, contractors, and volunteers engaged by Waylight Pty Ltd in the delivery of plan management services. This includes the Director (Joshua), the Contractor-Accountant, and any future plan management workers.

### 3. Applicable Standards

- NDIS Practice Standards. Governance and Operational Management: 'Each participant's support is overseen by strong governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered.'
- Quality Indicator: 'A defined structure is implemented by the governing body to meet a governing body's financial, legislative, regulatory and contractual responsibilities, and to monitor and respond to quality and safeguarding matters.'
- Quality Indicator: 'The provider is managed by a suitably qualified and/or experienced person with clearly defined responsibility, authority and accountability for the provision of supports.'
- Quality Indicator: 'There is a documented system of delegated responsibility and authority to another suitable person in the absence of a usual position holder.'
- NDIS Code of Conduct. Element 4: Act with integrity, honesty and transparency.

### 4. Policy Statement

- Waylight is governed by Joshua as sole Director, with operational support from a formally engaged Contractor-Accountant who holds qualifying accounting qualifications and professional membership.
- The governance structure is proportionate to a sole-operator plan management business and scales with growth.
- Waylight monitors and responds to changes in NDIS legislation, Practice Standards, Pricing Arrangements, and NDIS Commission guidance.
- Waylight maintains a continuous improvement cycle: identify issues, implement changes, review effectiveness.
- Decision-making authority is clearly defined. The Director holds final authority for all operational and compliance decisions.

## 5. Procedure

### 5.1 Organisational Structure

- Director (Joshua). Sole director, Key Personnel. Holds final decision-making authority. Responsible for: registration compliance, participant engagement, invoice processing, claim lodgement, complaint handling, incident management, worker screening, policy maintenance.
- Contractor-Accountant. Formally engaged under a written contractor agreement. Holds qualifying accounting/bookkeeping qualifications and current professional membership with a recognised body. Responsible for: monthly financial reconciliation, independent financial oversight, advice on financial compliance.
- Plan Management Workers (future). Employed as Waylight grows. Report to the Director. Responsible for tasks delegated by the Director, under supervision.

### 5.2 Delegation of Authority

- In the Director's absence (illness, leave, emergency), the Contractor-Accountant is authorised to: process urgent invoices, respond to participant budget enquiries, and manage reportable incidents requiring immediate action.
- The Contractor-Accountant does not have authority to: change organisational policies, enter into new service agreements with participants, or make registration decisions.
- The delegation arrangement is documented in the contractor agreement and reviewed annually.

### 5.3 Legislative and Regulatory Monitoring

- Step 1: The Director monitors NDIS Commission communications, NDIS Practice Standards updates, PAPL amendments, and relevant legislative changes.
- Step 2: When a change is identified, the Director assesses its impact on Waylight's policies and operations within 10 business days.

- Step 3: If a policy or procedure requires updating, the Director makes the change and records it in the relevant policy's version history.
- Step 4: All workers and contractors are notified of changes that affect their responsibilities.

## 5.4 Continuous Improvement

- Waylight identifies opportunities for improvement through: incident and complaint reviews, audit findings, participant feedback, reconciliation discrepancies, and changes in legislation or standards.
- The Director maintains an Improvement Register recording: the issue identified, the action taken, the date completed, and the outcome.
- The Improvement Register is reviewed quarterly to assess whether changes have been effective.

## 5.5 Annual Policy Review

- All Waylight policies are reviewed annually or earlier if triggered by legislative change, incident, complaint, or audit finding.
- The Director conducts the review. The Contractor-Accountant reviews financial policies.
- Changes are documented in each policy's version history. Workers and contractors are notified of material changes.

## 6. Responsibilities

| Role                            | Responsibility  |
|---------------------------------|---|
| Director (Joshua)               | Holds final decision-making authority. Monitors legislation. Maintains policies. Drives continuous improvement. Conducts annual policy reviews.           |
| Contractor-Accountant           | Provides independent financial oversight. Acts under delegation in Director's absence. Reviews financial policies annually. Holds qualifying credentials. |
| Plan Management Worker (future) | Operates within delegated authority. Reports operational issues to the Director.  |
| Participants                    | Provide feedback on service quality. Raise concerns through the complaints process. Contribute to service improvement.                                    |

## 7. Related Documents

- WL-POL-01 Financial Management Policy & Procedure
- WL-POL-09 Risk Management & WHS Policy
- WL-POL-12 Continuity of Supports Policy
- Contractor Agreement (Contractor-Accountant)

- Improvement Register (internal)
- NDIS Practice Standards (Verification Module)
- NDIS Code of Conduct

## 8. Audit Readiness Notes

- Q: 'Tell me about your organisational structure and who is responsible for what.', A: I am the sole director and Key Personnel. I handle day-to-day operations, invoices, claims, participant communication. My accountant is formally engaged as a contractor. They hold [qualification] and are a member of [professional body]. They handle monthly reconciliation and provide independent financial oversight. When I grow, new workers report to me.
- Q: 'What happens if you are unavailable?'. A: My Contractor-Accountant is authorised to process urgent invoices, respond to participant budget enquiries, and manage reportable incidents. This is documented in the contractor agreement. They cannot change policies or enter into new service agreements.
- Q: 'How do you stay current with NDIS changes?'. A: I monitor NDIS Commission communications and PAPL updates. When something changes, I assess the impact on my policies within 10 business days and update as needed. I keep an Improvement Register to track what changed and why.

## 9. Review

This policy is reviewed annually or earlier if there are changes to NDIS legislation, Practice Standards, or organisational operations. Next scheduled review: 2027-04-02.

## Version History

| Version | Date       | Author | Changes  |
|---------|------------|--------|--|
| 1.0     | 2026-04-02 | Joshua | Initial version  |
| 1.1     | 2026-04-02 | Joshua | POLISH: Added participant feedback mechanism for governance input. |