

Waylight Pty Ltd

Waylight Plan Management

Document Title	Human Resource Management Policy
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Approved By	Joshua, Director
Classification	Internal

1. Purpose

This policy establishes Waylight's human resource management framework, ensuring that plan management services are delivered by workers who are competent, qualified, screened, and supported. The framework reflects Waylight's contractor-accountant workforce model: Joshua as sole Director and Plan Management Worker, with a formally engaged 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.

3. Applicable Standards

- NDIS Practice Standards, Verification Module, Human Resource Management: 'Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.'
- Quality Indicator: 'Records of worker identity, right to work, pre-employment checks, qualifications and/or experience are maintained.'
- NDIS Qualifications Guide (November 2025): Plan management workers must hold qualifying accounting/bookkeeping qualifications and current professional membership with a recognised body.

4. Policy Statement

- Waylight ensures all workers and contractors hold the qualifications, clearances, and competencies required for their role before commencing work.
- The workforce model at launch: Director (Joshua) handles day-to-day plan management operations. Contractor-Accountant holds qualifying accounting qualifications and professional membership, providing financial oversight and reconciliation.

- All workers complete the NDIS Worker Orientation Module before commencing work.
- Secondary employment is declared and managed through the Conflict of Interest Policy.
- Worker records are maintained and kept current.

5. Procedure

5.1 Workforce Structure

- Director (Joshua): Sole director, Key Personnel, Plan Management Worker. Responsible for participant engagement, invoice processing, claim lodgement, complaint handling, incident management, and policy maintenance.
- Contractor-Accountant: Formally engaged under a written contractor agreement. Holds qualifying accounting/bookkeeping qualification (Certificate III or above in accounts, bookkeeping, accounting, or finance, or equivalent). Holds current professional membership with a recognised body (ATMA, AAT, CBK, ACCA, ABAL, CPA, ICB, IPA, or CAANZ). Responsible for monthly financial reconciliation and independent financial oversight.
- Plan Management Workers (future): Employed as Waylight grows. Must meet all pre-engagement requirements before commencing.

5.2 Pre-Engagement Requirements

- Before any person commences work at Waylight, the following must be completed and verified:
 1. Identity verification (100-point ID check).
 2. Right to work in Australia verification.
 3. NDIS Worker Screening clearance, valid and current. No card, no start (QLD law).
 4. Blue Card assessment, determine whether required based on role and participant demographics.
 5. Qualification verification, certified copies of relevant qualifications on file.
 6. Professional membership verification, current membership evidence on file (for plan management workers per Qualifications Guide).
 7. NDIS Worker Orientation Module, completion certificate on file.
 8. Conflict of Interest Declaration completed.
 9. Signed acknowledgement of Waylight's Code of Conduct and relevant policies.
- No person commences work until all applicable requirements are satisfied.

5.3 Secondary Employment Declaration

- Joshua's current employment as an NDIS support worker is declared as secondary employment.
- This is managed through the Conflict of Interest Policy (WL-POL-03): Joshua does not process invoices from his employer without independent review by the Contractor-Accountant.

- All workers declare secondary employment at commencement and whenever circumstances change.

5.4 Training and Development

- All workers complete the NDIS Worker Orientation Module ('Quality, Safety and You') before commencing work. Completion certificates are retained on file.
- All workers receive induction training on Waylight's policies and procedures, including: Code of Conduct, incident management, complaints management, financial management, and information management.
- The Director identifies ongoing training needs through annual performance review and responds to changes in legislation or standards.

5.5 Performance Management

- The Director conducts an annual self-review assessing performance against Waylight's policies and the NDIS Practice Standards.
- The Director reviews the Contractor-Accountant's performance annually against the contractor agreement terms.
- Future employees receive annual performance reviews with documented outcomes and development plans.

5.6 Worker Records

- Waylight maintains records for each worker and contractor: full name and contact details, role description, NDIS Worker Screening clearance status and expiry date, Blue Card status (if applicable), qualification copies, professional membership evidence, NDIS Worker Orientation Module certificate, conflict of interest declaration, signed policy acknowledgements, and training records.
- Records are reviewed at least annually to ensure currency. Screening clearance expiry dates are tracked, renewal is initiated before expiry.

6. Responsibilities

Role	Responsibility
Director (Joshua)	Ensures all pre-engagement requirements are met. Maintains worker records. Conducts annual performance reviews. Tracks clearance expiry dates. Manages secondary employment declarations.
Contractor-Accountant	Provides certified copies of qualifications and professional membership. Maintains own screening clearance. Completes NDIS Worker Orientation Module. Completes conflict of interest declaration.
Plan Management Worker (future)	Meets all pre-engagement requirements

	before starting. Maintains own clearances. Participates in training and performance reviews.
Participants	Are informed that Waylight's workers hold required qualifications and clearances.

7. Related Documents

- WL-POL-03 Conflict of Interest Policy
- WL-POL-11 Worker Screening & Induction Policy
- WL-POL-14 Code of Conduct Policy
- Contractor Agreement (Contractor-Accountant)
- NDIS Qualifications Guide (November 2025)
- NDIS Practice Standards (Verification Module)

8. Audit Readiness Notes

- Q: 'Tell me about your qualified staff, what are their credentials?', A: My Contractor-Accountant holds [specific qualification] and is a member of [specific body]. I have certified copies of both on file. They handle the financial reconciliation and provide independent oversight. I handle the day-to-day operations.
- Q: 'How do you ensure workers are screened before they start?'. A: QLD has a no-card-no-start rule. No one starts until they have a valid NDIS Worker Screening clearance. I verify the clearance, record it, and track the expiry date. The same applies to future hires.
- Q: 'You work as a support worker elsewhere, how is that managed?', A: It is declared as secondary employment and managed through the Conflict of Interest Policy. I do not process invoices from my employer without independent review by the Contractor-Accountant.

9. Review

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

Version History

Version	Date	Author	Changes
1.0	2026-04-02	Joshua	Initial version