

Waylight Pty Ltd

Waylight Plan Management

Document Title	Participant Service Agreement
Document Number	WL-POL-05
Version	1.0
Date	2026-04-02
Review Date	2027-04-02
Approved By	Joshua, Director
Classification	Internal

About This Agreement

This is a service agreement between you (the participant) and Waylight Pty Ltd trading as Waylight Plan Management. It explains what plan management is, what we will do for you, what it costs, your rights, and how to contact us. Please read it carefully. If anything is unclear, ask us, we are happy to explain.

What Is Plan Management?

Plan management means that Waylight manages the financial side of your NDIS plan. We process invoices from your service providers, lodge claims with the NDIA, track your budget, and provide you with budget reports. You choose your own service providers, we handle the paperwork and payments. Plan management gives you more choice because you can use both registered and unregistered NDIS providers.

What Waylight Will Do

- Process invoices from your service providers and lodge claims through the NDIA's myplace portal.
- Check that invoices are correct, within your plan budget, and comply with NDIS pricing rules before lodging claims.
- Track your NDIS plan budget by support category so you know how much has been spent and how much remains.
- Provide you with a budget summary whenever you ask (within 2 business days).
- Notify you when your budget in any support category reaches 80% so you can plan ahead.
- Provide a full financial summary at your plan review.
- Keep your financial records secure and confidential for at least 7 years.
- Tell you about any conflict of interest that could affect our service to you.

What Waylight Will Not Do

- We will not tell you what to spend your money on or which providers to use. That is your choice.
- We will not provide financial advice. We give you the facts about your budget, you make the decisions.
- We will not share your information with anyone except as required to process your claims or as required by law.

What It Costs You

Nothing. Waylight's plan management fee is funded from your NDIS plan under Support Category 7 (Plan Management). You do not pay anything out of your own pocket. The fee is set by the NDIS Pricing Arrangements and Price Limits and does not reduce the funds available for your other supports.

Your Rights

- You can change plan managers at any time. If you want to switch to a different plan manager or manage your own plan, tell us and we will help you transition smoothly.
- You can access your budget information at any time by contacting us.
- You can make a complaint at any time (see 'How to Make a Complaint' below).
- You can request a copy of any record we hold about you.
- You can have a support person, advocate, family member, or nominee involved in your plan management.

How Invoices Are Processed

1. Your service provider sends an invoice to Waylight (or you forward it to us).
2. We check the invoice: Is the provider's ABN valid? Does the support match your plan? Is the price within NDIS limits? Is there enough budget remaining?
3. If everything checks out, we lodge the claim through the myplace portal. Payment goes to your provider.
4. If something does not check out, we contact the provider (or you) to sort it out before lodging.
5. You can check the status of any claim by contacting us.

How to End This Agreement

- You can end this agreement at any time by telling us in writing (email is fine).
- We will process any outstanding invoices already received and provide a final budget summary.
- We will help you transition to your new plan manager or self-management arrangement.
- Waylight may end this agreement with 14 days written notice if we are unable to continue providing services. We will assist with your transition to another plan manager.

How to Make a Complaint

- If you are unhappy with our service, please tell us. You can complain to us directly and we will try to resolve it within 10 business days.
- Contact Waylight: [email address] | [phone number]
- If you are not satisfied with our response, you can contact the NDIS Quality and Safeguards Commission: Phone: 1800 035 544 (free call) | Website: ndiscommission.gov.au

Privacy

We collect, use, and store your personal and financial information only for the purpose of managing your NDIS plan. Your information is stored securely in our digital system and is only accessed by authorised Waylight staff. We do not share your information except as required to process your claims or as required by law. See our Information Management Policy (WL-POL-13) for full details.

Contact Us

- Waylight Plan Management
- Director: Joshua
- Email: [to be inserted]
- Phone: [to be inserted]
- Website: [to be inserted]

Signatures

	Participant / Nominee	Waylight Plan Management
Name	_____	Joshua, Director
Signature	_____	_____
Date	_____	_____

Review

This service agreement template is reviewed annually or earlier if there are changes to NDIS legislation 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 emergency/disaster service arrangements. Added

			plan management fee reference.
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