

Waylight Pty Ltd

Waylight Plan Management

Document Title	Continuity of Supports Policy
Document Number	WL-POL-12
Version	1.0
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Approved By	Joshua, Director
Classification	Internal

1. Purpose

This policy ensures that participants receiving plan management services from Waylight experience uninterrupted service, including during periods when the Director is unavailable, when a participant transitions to another plan manager, or when a participant's NDIS plan is reviewed.

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. Continuity of Supports: 'Arrangements are in place to ensure support is provided to the participant without interruption throughout the period of their service agreement.'
- Quality Indicator: 'Alternative arrangements for the continuity of supports for each participant, where changes or interruptions are unavoidable, are explained and agreed with them and delivered in a way that is appropriate to their needs, preferences and goals.'

4. Policy Statement

- Waylight maintains arrangements to ensure plan management services continue without interruption.
- If the Director is unavailable, the Contractor-Accountant is authorised to handle urgent matters under documented delegation.
- Participants transitioning to another plan manager receive full cooperation and timely transfer of information.
- Plan period transitions are managed proactively to avoid service gaps.

5. Procedure

5.1 Director Unavailability (Illness, Leave, Emergency)

- Step 1: The Contractor-Accountant is authorised to: process urgent invoices, respond to participant budget enquiries, and manage reportable incidents requiring immediate notification (see WL-POL-06 delegation arrangement).
- Step 2: For planned leave, the Director notifies participants in advance and provides the Contractor-Accountant's contact details for urgent matters.
- Step 3: For unplanned absence (illness, emergency), the Contractor-Accountant has access to Waylight's systems and contacts participants if invoices will be delayed.
- Step 4: Non-urgent matters are held for the Director's return.

5.2 Participant Transition to Another Plan Manager

- Step 1: If a participant wishes to change plan managers, Waylight processes the transition within 10 business days of receiving the request.
- Step 2: Waylight provides the participant with: a final budget summary, a list of outstanding invoices being processed, and any information the new plan manager needs to continue services.
- Step 3: Waylight cooperates with the new plan manager to ensure a smooth transition.
- Step 4: Participant records are retained per WL-POL-13 (7-year retention) but are not shared with the new plan manager without the participant's consent.

5.3 Plan Period Transition

- Step 1: Before a participant's plan period ends, the Director contacts the participant to discuss their upcoming plan review and any changes to their budget or supports.
- Step 2: After the new plan is approved, the Director updates the budget tracker with the new plan details.
- Step 3: Service continues seamlessly between plan periods, there is no gap in plan management.

5.4 Business Closure or Cessation

- If Waylight ceases operations, all participants are notified with at least 30 days notice.
- Waylight assists each participant to transition to a new plan manager.
- All outstanding invoices are processed before closure.
- Participant funds in the trust account are returned to the NDIA or transferred to the new plan manager.
- Records are retained for 7 years per legal requirements.

6. Responsibilities

Role	Responsibility
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Director (Joshua)	Maintains delegation arrangements. Notifies participants of planned leave. Manages transitions. Provides final budget summaries.
Contractor-Accountant	Acts under delegation during Director's absence. Processes urgent matters. Has system access for continuity.
Plan Management Worker (future)	Supports continuity during Director's absence under delegation.
Participants	Notify Waylight if they wish to change plan managers. Participate in plan review discussions.

7. Related Documents

- WL-POL-05 Participant Service Agreement
- WL-POL-06 Governance & Operational Management Policy (delegation)
- WL-POL-13 Information Management Policy (records retention)

8. Audit Readiness Notes

- Q: 'What happens if you are sick or on leave?', A: My Contractor-Accountant is authorised to handle urgent matters, processing invoices, answering budget queries, and managing reportable incidents. They have system access. For planned leave, I notify participants in advance. Non-urgent matters wait for my return.
- Q: 'What if a participant wants to leave?', A: I process the transition within 10 business days. They get a final budget summary, a list of outstanding invoices, and I cooperate with their new plan manager. No barriers to leaving, it is their right.
- Q: 'What happens between plan periods?'. A: I contact participants before their plan review. Once the new plan is approved, I update the budget tracker and service continues. No gap.

9. Review

This policy 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