Incident Management & Complaints Policy

Easy Peasy Group Pty. Ltd. (t/a Easy Peasy Removals) | ABN 23 659 634 321

Legal name	Easy Peasy Group Pty. Ltd. (t/a Easy Peasy Removals)
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1. Purpose

Easy Peasy Removals is committed to providing safe, high-quality removals and relocation services to all customers, including participants supported under the National Disability Insurance Scheme (NDIS). This policy establishes a clear framework for identifying, recording, managing, and reviewing incidents and complaints, ensuring continuous service improvement and participant safety.

This policy applies to all staff, contractors, and volunteers who deliver NDIS-related services on behalf of Easy Peasy Removals.

2. Scope of Services

Easy Peasy Removals provides removals and relocation support services to NDIS participants throughout Victoria. Our services include packing, transport, and unpacking of household goods, delivered in a manner tailored to each participant's needs, including those with physical, cognitive, or psychosocial disabilities.

3. Definitions

Incident: Any event or circumstance that caused, or could have caused, harm to an NDIS participant or another person.

Reportable Incident: An incident that must be reported to the NDIS Quality and Safeguards Commission within required timeframes, including death, serious injury, abuse, neglect, unlawful sexual or physical contact, sexual misconduct, and unauthorised use of a restrictive practice.

Complaint: An expression of dissatisfaction made to Easy Peasy Removals in relation to our services, staff, or support provision.

Participant: A person who is an NDIS participant receiving support or services from Easy Peasy Removals.

4. Incident Management System

4.1 Types of Incidents Captured

Our incident management system captures all incidents, including:

- Incidents involving acts by a person with a disability in connection with support provision (e.g., self-harm, harm to others, property damage).
- Incidents consisting of acts by a person with a disability that have caused serious harm to another person.
- Accidents, near misses, or environmental hazards occurring during service delivery.
- Allegations or disclosures of abuse, neglect, or exploitation.
- Any event resulting in injury, illness, or death.

4.2 Designated Incident Reporting Officer

The following position is designated as responsible for managing incident reports and notifying the NDIS Quality and Safeguards Commission of reportable incidents:

Position	Hr Manager
Name	Daniel Charari
Phone	+61 431 747 411
Email	Hr@easypeasyremovals.com.au

4.3 Incident Reporting Process

Step 1
Immediate response: Staff must take immediate action to ensure the safety of the participant and others. This may include calling emergency services (000) if required.

Step 2
Record the incident: Complete the Easy Peasy Removals Incident & Complaint Form as soon as practicable after the incident occurs. Include the date, time, location, persons involved, description of the event, and immediate actions taken.

Step 3
Report internally: Submit the completed form to the Designated Incident Reporting Officer within 24 hours of the incident occurring.

Step 4
Notify the NDIS Commission (if reportable): The Designated Incident Reporting Officer must notify the NDIS Quality and Safeguards Commission of any reportable incident within the required timeframe: within 24 hours of becoming aware of the incident for death, serious injury, abuse, neglect, unlawful sexual or physical contact, and sexual misconduct; within 5 business days of becoming aware for unauthorised use of a restrictive practice that has not caused harm (24 hours applies if it has). A detailed follow-up report must then be submitted within 5 business days of the initial notification.

Step 5
Investigate and review: All incidents are reviewed by the Designated Officer to assess how the incident was managed, identify contributing factors, and implement corrective actions to prevent recurrence.

Step 6
Document outcomes: The review outcomes, including corrective actions taken, are documented and filed. Participants are informed of the outcome where appropriate.

4.4 Assessment of Incident Management

Easy Peasy Removals assesses the management of each incident by reviewing:

- Whether immediate response actions were appropriate and timely.
- Whether reporting obligations were met within required timeframes.
- Whether the participant and their support network were kept informed.
- Whether root causes have been identified and addressed.
- Whether any systemic changes are required to prevent recurrence.

5. Complaints

5.1 Your Right to Make a Complaint

All participants, families, and supporters have the right to make a complaint about the services provided by Easy Peasy Removals. Complaints are welcomed as an opportunity to improve our services. You will not be disadvantaged in any way for making a complaint.

5.2 How to Make a Complaint to Easy Peasy Removals

You can make a complaint in any of the following ways:

- Phone: +61 431 747 411
- Email: Hr@easypeasyremovals.com.au
- Post: 1/160 Greville Street, Prahran VIC 3181
- In person: speak directly with our staff or manager at any of our locations (by appointment only)
- Form: complete the Easy Peasy Removals Incident & Complaint Form

5.3 Complaints Process

Acknowledge: We will acknowledge your complaint within 1 business day of receiving it.

Investigate: We will investigate your complaint fairly and thoroughly.

Respond: We will provide you with a written response within 15 business days or advise you if more time is needed.

Review: If you are not satisfied with our response, you may request a review by a senior manager.

Escalate: If you remain dissatisfied, you have the right to escalate your complaint to the NDIS Quality and Safeguards Commission (see Section 6 below).

6. Escalation to the NDIS Quality and Safeguards Commission

If you are not satisfied with how Easy Peasy Removals has handled your complaint or incident, or if you wish to make a complaint directly to the NDIS regulator, you may contact the NDIS Quality and Safeguards Commission at any time. You do not need to raise the matter with us first.

- Phone: 1800 035 544 (free call from landlines)
- TTY: 133 677, then ask for 1800 035 544
- Website: www.ndiscommission.gov.au
- Address: Level 1, 121 Henry Street, Penrith NSW 2750
- Hours: Monday to Friday, 9:00 am to 5:00 pm (NT: 9:00 am to 4:30 pm). Closed on public holidays.

7. How Participants Are Informed

Easy Peasy Removals ensures participants are aware of our incident management system and their rights by:

- Provide this policy and the Incident & Complaint Form at service commencement and on request.
- Displaying complaint contact information at our office and on our website.
- Discussing complaint and incident rights with participants during service onboarding.
- Making information available in accessible formats upon request.

8. Policy Review

This policy will be reviewed every two years or following any significant incident, change in legislation, or audit finding. The Designated Incident Reporting Officer is responsible for ensuring this policy remains current.

Approved by: _____Date: _____