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NDIS COMPLAINT AND INCIDENT POLICY

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1.0 OBJECTIVE

To describe the Policies that Magic Mobility, as the registered NDIS provider, uses to comply with the NDIS Rules.

- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

2.0 SCOPE

This Policy applies to NDIS Incident and Complaints only and is relevant to users in Australia only.

3.0 NDIS Incident Management and Reportable Incidents System Policy

3.1. SUMMARY

Incidents occur and things go wrong, and people get hurt. Accidents and other incidents can happen even when we've tried hard to make things safe for everyone we work with.

If an incident occurs or something happens to you when we are working with you, our key NDIS staff will work with you to try to make things better. We will also try to learn from any incidents that have involved you by:

- Looking into what happened.
- Talking with you, our staff; and other people affected.
- Making changes to what we do to make it less likely that an issue will not happen again to you, or to anyone else.
- Keeping good records about what happened, your views, and what we did.
- Working together to try to make things better for you and others.

At Magic Mobility we work hard to make sure you are safe with us. If something very serious happens when we are working with you, e.g. a big accident or if someone breaks the law and hurts you, our key NDIS staff will investigate the incident urgently and will also advise the NDIS Commissioner, so the NDIA can investigate what happened and help you.

If an incident occurs involving you or someone you know when they are working with us, you can speak to our Customer Service Team by phoning (+61) 3 8791 5600 or you can complete our [NDIS Complaint and Incident Report Form](#), found on our [website](#).

You will **not** get into any trouble for contacting us about an incident that has happened to you. Contacting us about an incident will **not** affect your services - except if we need to make changes to help make you feel safer.

3.2. INCIDENT POLICY DETAILS

- 3.2.1. Unless the context requires otherwise, capitalised terms that are not defined in this Policy have the meanings given to such terms in the NDIS Rules.
- 3.2.2. This Policy documents our incident management system for the purposes of the Rules, and as required by the NDIS Rules.
- 3.2.3. As a registered NDIS provider, we must have an incident management system to help:
 - 3.2.3.1. Identify, record, and manage incidents; and
 - 3.2.3.2. Notify, investigate, and respond to reportable incidents (more serious incidents); and
 - 3.2.3.3. Identify systemic issues and drive improvements in the quality of the supports we deliver.



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3.2.4. The NDIS Quality and Safeguards Commissioner m oversees notifications of Reportable Incidents and our responses to these incidents. This oversight, combined with our compliance with this Policy, can reduce preventable deaths, serious injuries and other serious incidents through early intervention and capacity-building.

3.3. WHAT IS AN “NDIS INCIDENT”?

3.3.1. For this policy, “NDIS INCIDENTS” include acts, omissions, events, or circumstances that:

- 3.3.1.1. Occur in connection with providing supports or services to a person with disability, and
- 3.3.1.2. Have, or could have, caused harm to the person with disability.

3.3.2. This policy also covers incidents that consist of acts by a person with disability that:

- 3.3.2.1. Occur in connection with providing our supports or services to the person with disability,
- 3.3.2.2. And have caused serious harm, or a risk of serious harm, to another person.

3.3.3. The policy also covers incidents that are alleged by any person to have occurred in connection with us providing supports or services to a person with disability.

3.4. WHAT IS NOT AN “INCIDENT”?

As Magic Mobility manufactures and supplies Power wheelchairs globally, there may be incidents which occur that are not connected to the NDIS and are therefore, not considered NDIS incidents which need to be reported.

Such incidents may fall into the following categories:

3.4.1. Incidents not occurring in Australia.

3.4.2. Absence of Provider’s Involvement: If an incident occurs when a participant is not in the care of, or not receiving a service from the NDIS provider, then the provider may not be obligated to report it. For example, if an incident occurs at a participant's private residence while no support is being provided or during personal activities where the provider isn't involved, the provider might not have a reporting obligation to the Commission.

3.4.3. Minor Incidents: Incidents that have no potential harm or actual harm to the participant and don't reflect systemic issues, might not always need to be reported. However, it's crucial to document and review such incidents internally to ensure participant safety.

3.4.4. Incidents Outside the Scope of NDIS: Events or issues that aren't related to the provision of NDIS supports or services might not fall under the reporting requirements.

3.4.5. Duplicate Reporting: If an incident has already been reported by another entity or if it's being managed by another appropriate authority (e.g., police), duplicate reporting might not be required, though this depends on the nature of the incident.

3.4.6. Incidents Managed Internally and Resolved: Some incidents which are managed promptly, do not pose risks, and are resolved to the satisfaction of all parties involved, might not necessitate external reporting.

4.0 NDIS Provider Complaints Management and Resolution System Policy

4.1. SUMMARY

4.1.1. Magic Mobility endeavours to be the best and provide the best products and services to help people. Occasionally, you, or someone else, might not be happy with us. You have the right to make a complaint about our services and supports at any time.



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4.1.2. If you want to make a complaint, we want to help you to make it quickly and easily, and without stress. We will do our best to deal with any complaint fairly and quickly. This document explains how to make a complaint to us, and to the NDIS Commissioner and others, about us. NDIS laws state that complaint records must be kept and abided by, for them to follow-up and ensure that NDIS participants are being adequately taken care of NDIS Providers.

4.2. WHO CAN MAKE A COMPLAINT?

4.2.1. Anyone. This includes people who are receiving supports or services from us. It also includes family members, carers, and other people. Anyone at all can make a complaint about our supports or services.

4.2.2. Policy. Unless the context requires otherwise, capitalised terms that are not defined in this Policy have the meanings given to such terms in the NDIS Rules.

4.2.3. Policy status. This policy is intended to document this provider’s complaints management and resolution system as required by the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

4.3. WHAT IS A “COMPLAINT”?

4.3.1. Broadly speaking, a complaint is an expression of dissatisfaction with a NDIS support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

4.3.2. A complainant is someone letting us know that our service is not “hitting the mark.” A person does not necessarily have to expressly state that they wish to make a complaint to have an issue or concern dealt with as a complaint.

4.3.3. Regardless of whether it is a big or small issue, if it is treated seriously, it demonstrates to the person that their input is valued to improve the services bring delivered.

4.4. WHY SHOULD YOU MAKE A COMPLAINT?

Complaints are one of the best ways to identify problems with service delivery and how they can be fixed. Fostering an organisational culture that values and learns from complaints is one of the most important ways NDIS providers can meet people’s needs and continuously improve their services, policies, and even procedures.

4.5. HOW CAN YOU MAKE A COMPLAINT?

It is our Policy to make it as easy as possible to make a complaint or provide positive feedback. To make a complaint, you can fill in our Complaint and Feedback Form or, you can speak to Customer Service Team by phoning (+61) 3 8791 5600, or you can complete our [NDIS Complaint and Incident Report Form](#), found on our [website](#).

Once you have filed a complaint, we will contact you if you provided your details. If you chose to submit anonymously, we will endeavour to ensure the complaint is dealt with appropriately.

REVISION HISTORY

Revision	Description of Change	Effective Date	CN#
1	Initial release	05/10/2023	CN0448