

BLIND FREDDY ELECTRIC BIKES

Summary of processes

Document control	Primary purpose		To summarise the processes accessible to our customers and employees	
Version number	V1.0	12-Nov-2019	Initial version	Register of requirements
	V1.1	19-Apr-2020	Updated version	Summary of the processes effectively utilized within our business to manage customers, employees, risks and incidents and to enable provision of feedback and registration of incidents or complaints
	V1.2	01-May-2020	Edited version	Implementing the report's recommendations – A

1. PURPOSE

This summary aims to articulate the processes we have implemented to protect our customers, employees and supply chain during the operation of the Blind Freddy Electric Bikes business.

2. SUMMARY OF PROCESSES

Summary processes we feel are essential to the effective management and operation of our business include:

MANAGEMENT OF OUR WORKFORCE (Human resource management)

- Includes pre-employment checks where necessary, in accordance with workers screening requirements
- Ensuring that members of our workforce have the qualifications and experience necessary to achieve a level of service and support commensurate with their role in the organization
- Completion of the NDIS worker orientation program for each staff member required to interact with NDIS participants
- Ensuring that all staff members understand and comply with the NDIS Code of Conduct
- Holding of current personal accident insurance and workers compensation insurance

MANAGEMENT OF INCIDENTS

- Process for the management of incidents relevant to the level of supports delivered to our customers and employees and other relevant registration groups
 - Referral to the Office of Industrial Relations Incident Notification Form
 - Direct linkage to the NDIS incident management and reportable incidents website for NDIS participants

MANAGEMENT OF COMPLAINTS

Blind Freddy Electric Bikes manages complaints openly and encourages feedback from our customers and employees. To simplify the process for anyone who wishes to provide feedback or submit a complaint, we have:

- Generated a flowchart documenting the process we follow when our customers or employees have a grievance. This flowchart includes links to making a formal complaint through the NDIS commission, making a formal complaint directly to Blind Freddy Electric Bikes and making an informal complaint to our management team.
- Implemented a policy for the handling of participants complaints, disputes and appeals

The process meets the requirements of the National Disability Insurance Scheme (Complaints) Rules 2018 and follows principles of fairness and natural justice. The process, through the linkage to the NDIS commission and use of our emailing system, is relevant and proportionate to the size and scale of our business and to the scope and complexity of the supports being delivered.

MANAGEMENT OF RISKS

Our workplace is a critical part of our business and we endeavour to maintain a positive working environment for all those who work with us, come onto our premises or interact with us via email, phone or the website.

- We have a specific checklist developed for NDIS participants to ensure that we clarify the risks associated with trialling equipment in a shared space. The checklist is designed to ensure that participants are actively involved in the trial process and that all members of the support team have an opportunity to offer recommendations in support or otherwise of the trialled equipment. We hope to offer a wide range of choice and the checklist is designed to enable this to be tested in a safe and controlled environment to optimize the opportunity to find the best outcome for the participant
- Provide specific guides to confirm safe management of equipment, as required. An example of this is the checklist for safe battery management.

As a small family-owned business, we manage risks at a grass-roots level and involve all our team members in the identification and assessment of risks. We summarise these risks and take responsibility for them and separate them into the following categories:

- (a) Equipment
- (b) Customers
- (c) Resources
- (d) Supply chain

Processes are continually being updated and this list may not be definitive. The process is considered appropriate for the size of the organisation and the owners have as strong vested interest in the continual identification, management and mitigation of all risks. Individual strategies for the management of the business are continually updated based on experience, knowledge and exposure.

We keep our insurances complete and current to best support the full range of activities operated within our business. This includes workers compensation insurance, public and property liability insurance, vehicle and contents insurance and insurance covering the buildings we utilise. Copies of our insurance can be made available upon request and with reasonable need.

Last updated 1st May 2020.