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**Date:** 16/11/2020



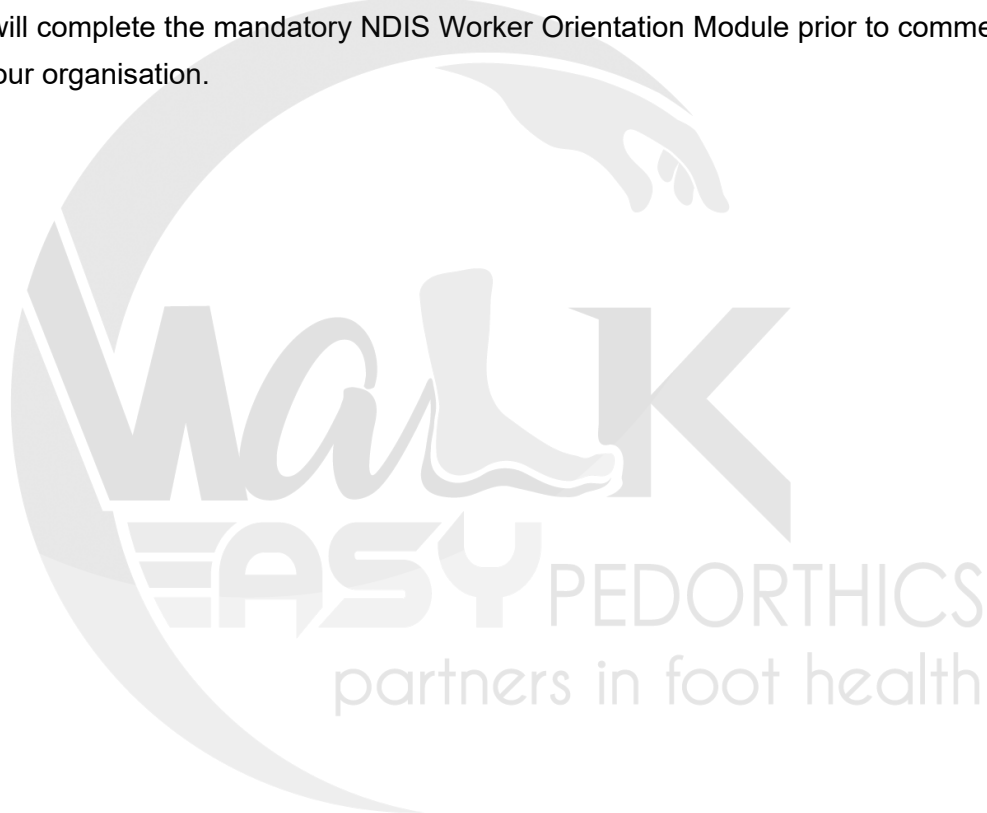
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## Human Resource Management

Walk Easy Pedorthics Australia PTY LTD has developed a Human Resource Management Policy. The participant is at the centre of all our actions. Walk Easy Pedorthics Australia PTY LTD will maintain their competence for the role in which they participate. All people are reviewed to ensure that they hold the requisite qualifications, experience and certification to undertake the required participant's services. Walk Easy Pedorthics Australia PTY LTD ensures that all the required pre-employment checks including working with children are kept and recorded. Our records include all the required identification, qualifications, checks and currency. An annual review will be undertaken to ensure all staff members who work with Walk Easy Pedorthics Australia PTY LTD participants are maintaining their knowledge and experience through continuous professional development. Walk Easy Pedorthics Australia PTY LTD will complete the mandatory NDIS Worker Orientation Module prior to commencing work with our organisation.



## Incident Management

Walk Easy Pedorthics Australia PTY LTD has an Incident, Accident and Emergencies Policy. In the event of a Reportable Event, Walk Easy Pedorthics Australia PTY LTD will follow the NDIS Incident Management and Reportable Incidents Rules. All incidents will be handled in the appropriate manner and recorded so Walk Easy Pedorthics Australia PTY LTD will ensure that it is investigated to eliminate this incident in the future.



## Complaints Management

Walk Easy Pedorthics Australia PTY LTD take complaints seriously and will always seek out the root cause of the complaint so that we can eliminate the problem. It is essential that collaboration about the complaint occurs and we will work with the individual to determine how to manage the complaint. Walk Easy Pedorthics Australia PTY LTD supports each participant in relation to a complaint and offers them to have an advocate present if they wish. An attempt is made to deal with the complaint to a win-win situation and maintain an open line of communication. Complaints are viewed as a source of improvement and are used to continually improve our services. Walk Easy Pedorthics Australia PTY LTD complies with the NDIS Complaints Management and Resolution Rules and informs all parties of how to elevate a complaint if required but we will attempt to reach resolution.



## Risk Management

Walk Easy Pedorthics Australia PTY LTD has a documented system that looks at the level of the risk, if it can be eliminated or reduced and the level of the risk. It is our process to review the risk, analyse the risk to determine action, then the actions will be allocated and undertaken to prevent or reduce the risk in the future. Walk Easy Pedorthics Australia PTY LTD will monitor and review the actions. Any changes that need to occur are part of our continuous improvement. The types of risk reviews include financial, risk to participants, environmental, and staffing. Staff checks are part of our risk management. We review the environment of each participant or location to ensure the safety of all people.

