

Official Responses to Questions on Notice - Mable Technologies

| Question: | Answer: |
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| <p>1. How many people per year would you exclude from offering their services on the platform because they are not qualified or alternatively how many have you had to remove in the wake of any complaints or incidents?</p> | <p>Mable has a rigorous safeguards framework which means before a service provider is approved to provide services via Mable, they must provide a current Police Check (and if relevant, a current Working With Children Check) and evidence of infection control training as well as details of their ABN. In addition, service providers are required to provide reference checks, qualification checks for delivery of specific services such as personal care and, in the case of Nurses and Allied health professionals, hold registrations with the appropriate industry body (e.g. AHPRA or Speech Pathology Australia). Our thorough onboarding process means that a provider must meet stringent requirements before they receive approval to provide services via the platform.</p> <p>Of all the providers who have ever registered their interest to provide services via the platform approximately 20% have been approved to offer their services.</p> <p>In the last 12 months, 45 people who provided services were removed from the platform due to infringements of the Mable Terms of Use, which includes an undertaking to comply with the NDIS Code of Conduct.</p> |
| <p>2. Let's say that you have done this investigation, spoken to the services provided and the clients and you have reached the view that this person should be excluded from participation on the platform. What sort of right does the worker have to challenge that ruling or decision?</p> | <p>In circumstances where a service provider, including a sole trader, is removed from the platform or not approved to provide services on the platform, that service provider may escalate the matter via the Incidents & Complaints team at Mable.</p> <p>Alternatively the service provider may lodge a complaint via the feedback & complaints section of the Mable website, which will trigger an investigation by the Incidents and Complaints team.</p> |
| <p>3. Can you provide us any documentation you have got</p> | <p>An escalation by a service provider is done by request either in writing via the feedback and complaints section of the Mable website Feedback & Complaints – Find Local Support Workers!</p> |

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| <p>around those processes? I am still not getting a very clear picture from you about what happens when Mable makes a decision to exclude a worker and whether that worker has any rights of appeal or how many opportunities they have to put their case.</p> | <p>Mable ; by email; or by contacting the Incidents & Complaints team directly.</p> <p>In response to the reasons being provided for their removal, a service provider may provide additional information to Mable to consider as part of its investigation, or request further information from Mable.</p> |
| <p>4. What disciplinary rights exist for workers if removed from the platform?</p> | <p>If a service provider is unhappy with the outcome, they may request the matter to be reviewed by a member of the Mable Executive team. This review would include consideration of the claims that gave rise to the investigation, the manner in which the investigation has been conducted including how the interests of the affected parties have been considered and the reasons for the decision.</p> <p>If following this review, the service provider is still dissatisfied with the outcome, they may wish to lodge a complaint with external agencies such as the NSW Civil & Administrative Tribunal or the Australian Human Rights Commission.</p> |
| <p>5. Are you able to provide the Committee any documentation to give us a sense of the benefits that the insurance policy provides?</p> | <p>Mable arranges a suite of covers on behalf of independent support workers when providing services via the Mable platform.</p> <p>The insurance cover made available to affiliated support workers includes group combined general & products liability cover, group medical malpractice cover and group personal accident cover.</p> <p>Information on the insurance policies is published on the Mable website: https://mable.com.au/insurance/</p> |

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| 6. How many have made claims? | With over 7 million hours of delivered care since 2015, there have been 61 claims lodged under the respective insurance policies described in Question 5. |
| 7. You cannot provide us with any insights about what the average length of engagement would be? | <p>Across all support providers and client agreements on the platform, since 2018</p> <ul style="list-style-type: none"> ● 56% of the work conducted in those agreements was conducted in the first three month period of the engagement ● 44% of the work was conducted beyond the three month period. |
| 8. Do you consider yourself to be a person conducting a business or undertaking with legal obligations to act in accordance with requirements of workplace health and safety laws? | Yes, Mable Technologies Pty Limited is a business with obligations under workplace health and safety laws. |
| 9. Do you have Health and Safety representatives under those laws? | Mable Technologies Pty Limited is a business with obligations under workplace health and safety laws. |
| 10. Have you made any notifications to Safe Work NSW | Mable has not made any notifications to Safe Work NSW |
| 11. Have you made any police referrals? | Yes, Mable has made referrals to the Police, as well as Child Protective Services and the relevant regulator for example the NDIS Quality and Safeguards Commission. |