

## Conflict of Interest Under NDIS

### POLICY STATEMENT

Able Australia has been approved as a **registered support coordination, specialised support coordination specialist disability accommodation provider and a registered provider of a range of specialist disability support services** under the National Disability Insurance Scheme (NDIS). The NDIS states “A Registered Provider must not (by act or omission) constrain, influence or direct decision making by a person with a disability and/or their family so as to limit that person’s access to information, opportunities and choice and control.” Terms of Business for Registered Providers, April 2016.

The organisation is aware of the potential conflict of interest in performing both these roles for an individual. Based on its mature Quality Management System, which includes a wide range of policies and procedures, Able Australia is presently certified by the Victorian Department of Health and Human Services as complying with the Human Services Standards.

The NDIS states that “If a registered support coordination provider is also a provider of other services received by the participant, then the registered support coordination provider will need to have mechanisms in place for dealing with any conflicts of interest that might arise. These mechanisms would normally involve both policies and administrative services.” This policy addresses these issues through the organisation’s policies and processes as follows:

Able Australia support coordination activities and other specialist services have well defined and separate administrative procedures for staff to follow. This can be evidenced through organisational structures, responsibilities and position descriptions. In addition Able Australia will ensure that specialist disability accommodation services are provided under a separate service agreement. These procedures and organisation structure ensures the participant’s housing rights, including security of tenure, are upheld, irrespective of any decision/s the participant makes about the provision of other NDIS supports within the specialist disability accommodation dwelling (notwithstanding any matters covered by the specialist disability accommodation service agreement).

Through staff induction procedures, ongoing training and client intake, participants are supported to understand the distinction between the provision of specialist disability accommodation and other NDIS supports delivered in the dwelling.

Able Australia’s vision, goals and principles of operation reflect the organisation’s commitment to service provision which empowers participants to make informed decisions and maximise choice and control.

Able Australia through their support activities will:

- ensure choice, flexibility and control for participants in the services or supports provided, while developing support plans
- provide participants with the choice to use Able Australia services or other service providers in relation to support coordination and/or other supports
- provide information to participants regarding access to the NDIS website for all possible NDIS registered providers of support coordination and other support services. The conflict of interest policies are made available to participants in the language, mode of communication and terms which each participant is most likely to understand. This includes ensuring that the Conflict of Interest policy is available in plain English.

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- where other service providers offer the same or similar services, ensure it is always the participant's choice as to which service they use
- inform participants that even if they choose Able Australia as their support coordinator, they do not have to use other Able Australia services
- provide participants with information regarding the organisation's complaints policies and procedures and encourage their use for resolution of conflicts which may arise.

### **REFERENCE DOCUMENTS**

NDIS Terms of Business

### **CONTINUOUS IMPROVEMENT**

Improvements to this policy can be made by completing an Improvement Opportunity Form, attaching any suggested amendments and forwarding to the Quality and Compliance Manager for review.