

Conflict of Interest under the NDIS Policy (Plain language)

STATEMENT

Able Australia is a registered provider 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.

As a registered NDIS provider Able Australia provides Supported Independent Living (SIL), Coordination of Supports (CoS), Positive Behaviour support, Therapy support and Specialist Disability Accommodation (SDA) services.

Able Australia’s vision, goals and the way we do things show how Able is committed to providing services where clients make informed decisions and have choice and control.

This policy includes how Able works to provide information and opportunities for choice and control to clients. This policy also looks at how Able works to problem solve situations where conflicts of interest are or might be seen to occur.

This policy outlines the management of conflict of Interest of SDA and CoS as well as our other services.

Conflicts of Interest for Board Members are managed through the Board – Conflict of Interest policy.

SCOPE

This policy is for all staff, volunteers, agency staff and contractors about the management and delivery of NDIS funding and services.

DEFINITIONS AND ABBREVIATIONS

Term	Definition
Conflict of Interest	Is a situation when the concerns or aims of two organisations or people clash. A conflict of interest can be real or felt (perceived).
Supported Decision-Making	Is the process of providing support to people to make decisions to remain in control of their lives.
Specialist Disability Accommodation (SDA)	A range of housing made for people with very high needs or complex disability.
Support Coordination	Is a NDIS support that helps clients: <ul style="list-style-type: none"> • Understand their NDIS plan to achieve their goals

	<ul style="list-style-type: none"> • Connect clients with NDIS registered service providers, community, mainstream and other government services • Build confidence and skills in clients to use and coordinate your support
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POLICY DETAILS

Able will:

- Make sure choice, flexibility and control is given to clients for all services and/or supports
- Understand that clients can get supports from formal/informal support with their decision making.
- Give clients the choice to use Able Australia services or other service providers for their funded NDIS supports
- Give information to clients about using the NDIS website for possible NDIS-registered providers
- Where other service providers offer the same or similar services, ensure it is always the client’s choice as to which service they use
- Let clients know that they do not need to choose Able to be the provider for all NDIS supports
- When Able provides more than 1 support to a client, Able will let the client know
- Give clients information about Able’s complaints policies and procedures and encourage clients to use the procedures to resolve issues that may happen
- Make sure any conflict of interest (felt, or actual) is said and any risks to clients are stopped
- Make sure staff of Able do not convince a client to choose Able over other service providers.

All clients will be treated equally, and no client will be given special treatment than another client.

The way Able do things helps to take care of any Conflict of Interest in the NDIS. These being:

- The way the Able team is organised shows the separation of services and internal reporting lines. Able staff understand their roles and responsibilities in supporting clients choice and control
- A strong quality system with policies, procedures and processes
- Planning processes and Supported Decision-making approach to ensure our clients have the information they need, advocacy and advice to make informed decisions on the use of their NDIS funding
- Our system to take care of our client notes and records helps to support decision making.
- Agreements between support providers and SDA providers
- Service agreements and schedule of supports to document agreed upon services between client and Able Australia.

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Managing Conflict of interest in Support Coordination

- All Support Coordinators at Able, understand their role and responsibilities
- All Support Coordinators understand what they need to do when there is a conflict of interest
- Able makes sure there are separate schedules of support in place for services
- Support Coordinators document the information that is provided to clients on available providers. When possible, at least 3 choices are given to clients when they are using new services.
- Able’s computer systems that store clients notes can only be accessed by Able Support Coordinators.
- Support Coordinators are required to report to the NDIA on how the client has been provided choice in providers at 8 weeks and 9-month outcome reports.
- Able specialises in deafblind services. This is a special skill and not many providers can help people with deafblindness. In some cases, it will not be possible for Able to provide a different Provider option to clients with deafblindness. Able will let clients know when this happens.

Managing Conflict of Interest in SDA

- All Able clients have choice and control over their service providers and are not limited with their choices in SDA homes.
- Able understands that SDA and other supports services are separate in SDA dwellings.
- SDA Service Agreements are put together with clients and we go through how SDA funding is used and the rights and responsibilities of the client and the SDA provider.
- SDA processes are separate to other Ables services (e.g. SIL, Community Access). SDA processes include:
 - Client Enquiry, Intake and Onboarding
 - SDA Vacancy Management &
 - Bed Closures
- Able has a complaints and feedback processes with SDA related complaints going to the National Manager Property and Assets.
- Able follows the rules of the NDIS Quality & Safeguard Commission practice standards, National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 and state tenancy laws.

REFERENCE DOCUMENTS

- Terms of Business for Registered Providers NDIS
- Board Conflict of Interest Policy
- Conflict of Interest Policy
- Client Enquiry, Intake and Onboarding procedure
- Bed Closure procedure

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- SDA Vacancy Management Procedure
- Code of Ethics and Conduct Policy
- Specialist Disability Accommodation Service Agreement
- Specialist Disability Accommodation Policy
- NDIS Q&SGC Practice Standards

CONTINUOUS IMPROVEMENT

Improvements to this policy can be made by completing an Improvement Opportunity Form, attaching any suggested changes and sending it to the National Quality and Compliance Advisor for review.

Document Control *Documents are controlled for version, traceability and security within SharePoint.*

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