### Conflicts of Interest – Participant Related - Policy and Procedures

**Policy**

XXX is committed to ensuring the needs of their participants are not conflicted by the needs and goals of the organisation or an individual working at XXX.

**Outcome**

All participants will be provided with appropriate services to assist them to meet their goals.

Participants will be provided with appropriate information to make informed choices including information about other service providers.

Participants will be informed about any financial gain or advantage XXX, or anyone associated with XXX, would personally make by them using a particular service or supplier.

**Managing Conflict**

XXX’s vision, mission and values reflect and support the NDIS overriding philosophy of participants being able to choose to pursue their own goals and to build their capacity to lead a meaningful life. Hence, the directors, managers and staff acknowledge and are committed to acting in the best interests of participants, ensuring they are informed, empowered and able to maximise choice and control.

XXX will not (by act or omission) constrain, influence or direct decision making by a participant or their family so as to limit that person’s access to information, opportunities and choice and control. In particular, XXX will:

* 1. enable participants to make informed choices
  2. ensure it does not direct or influence a participant's choices
  3. ensure advice to a participant about support options (including those not delivered directly by XXX) is transparent and promotes choice and control
  4. manage, document and report on individual conflicts as they arise
  5. put the interests of the participant first
  6. ensure its organisational or ethical values do not impede a participant’s right to choice and control
  7. ensure all participants are treated equally, and that no participant is given preferential treatment above another in the receipt or provision of supports
  8. maintain a Disclosure of Interests Register of all employees and directors

*If your organisation offers a range of supports, cross referral between these services may create a conflict of interest. Include an organisation appropriate version of the following statement.*

XXX staff are instructed to always identify to its participants that XXX offers a range of supports and services however:

1. the participant always has the choice to determine which services they use e.g. if they choose to use our Support Coordination service they do not need to use our Speech Pathology Service or any other service or support.
2. The participant will be informed of alternative service providers and how to contact them

XXX staff will notify their manager of any conflicts as they arise as well as document it in the Disclosure of Interests Register.

Participants are informed how to make a complaint if they are dissatisfied or concerned.

XXX staff will not accept any offer of money, gifts, services, commissions or benefits that would cause them to act in a manner against the interests of the participant.

XXX staff are required to adhere to the NDIS Code of Conduct and their relevant professional ethics, to avoid real or perceived conflicts of interest, and to record and report any which may be identified.