

Conflict of Interest

PURPOSE

The purpose of this policy is to define the manner in which Support Foundation will provide each participant receives transparent, factual advice about their support options which promotes choice and control.

SCOPE

This policy applies to clients, employee and any other party involved to Support Foundation's activity and actions.

POLICY STATEMENT

In Support Foundation

- Conflict of interest policies are provided or explained to each participant using the language, mode of communication and terms that the participant is most likely to understand.
- Each participant is supported to understand the distinction between the provision of plan management, support coordination, specialised support coordination and other reasonable and necessary supports funded under a participant's plan using the language, mode of communication and terms that the participant is most likely to understand.
- If the provider has an interest in any support option available to the participant, the participant is made aware of this interest. The participant understands that any choice they made about providers of other supports will not impact on the provision of the support they are receiving.
- Referrals to and from other providers are documented for each participant.

PROCEDURE

We understand that with any service provided to NDIS client, there may arise a conflict of interest so to overcome this we make sure we provide our client with all the information and options possible to overcome conflict of interest (minimum of three). These information are provided verbally or written or in our website. We allow them time to make informed decision so that there does not occur conflict of interest. We make sure that we used best possible communication mode (verbal in native language, providing explanatory service agreement) so that the client or carer or nominee understands the service client will be receiving. We declare our interest on the service and the expected outcome or what goals of client will be made so that the proposal is crystal clear, and no conflict of interest is established between the client and service provider.

Our policy and procedure highlights conflict of interest and our service agreement backs the evidence. If required, we will provide service agreement in client's local language (if preferred) to make ease the understanding.

During initial consultation, all the services provided to the client will be made clear in best possible way by using clear English to client or carer. If required, translator or interpreter or coordinator from same cultural and linguistic background will be used to facilitate the process. Both verbal and non-verbal mode of communicant can be used so that the client can make an informed consent.

Passion has led us here and we do best of our abilities to help our clients. We provide clear options about all the services we provide, our intentions and desired outcome and by any misfortune if our client prefers to opt out from the service/s, they can opt out any time with mutual understanding

without impacting other services. Our service agreement highlights this option and is also mentioned on our policy and procurers.

We try to liaise with several service provider, health care professionals, support workers or allied health professionals so that our client gets best possible care and we take pride to establish ourselves as a bridge between our client and community. All the services and referrals we provide and receive are well documented and monitored. We aim to meet the goals of our client in timely manner and follow up regularly to do so. If any external referrals are to be made, we are open to do so and will document to meet with our compliance. Samples of report, referrals are available.

All the documents relating to the procedures are found at the Organisation office. Participant's and support workers are strongly advised to contact manager for any documentation via email/SMS/phone/face to face (if required).

Managing conflicts of interest generally

The NDIS Terms of Business for Registered Providers require providers to have policies about potential conflicts of interest in service delivery. Support Foundation and its team members will ensure that when providing supports to customers under the NDIS, including when offering plan management or support coordination services or support workers, any conflict of interest is declared and any risks to customers are mitigated. For example, for a plan managed participant of SF, they will provider choice of at least three different providers (verbally, via text, online or in website) who can provide support to the participant and let the participant make the choice.

All employees will act in the best interests of NDIS participants and other customers, ensuring that participants are informed, empowered and able to maximise choice and control. Staff members will 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. Employees will ensure that Support Foundation proactively manages perceived and actual conflicts of interest in service delivery. Employees will:

- Manage, document and report on individual conflicts as they arise, and
- Ensure that advice to a participant about support options (including those not delivered directly by Support Foundation is transparent and promotes choice and control.

As required by the NDIA Terms of Business, all participants will be "treated equally, and no participant [shall be] given preferential treatment above another in the receipt or provision of supports".

Managing conflict of interest in plan management and support coordination

- The Manager is responsible for participant engagement and support coordination only.
- The Accountant is responsible for plan management and payroll only.
- The team reports to supervisor or director and does not report to other management staff.
- Customers will be presented with a range of choices about providers of supports and not only Support Foundation and staff will not seek to influence the customer to select Support Foundation.
- Brief notes will be made in progress notes (online) or via email or text message confirming the advice given to the customer.

Members of the management performing plan management and support coordination functions will ensure that:

- The organisation's risk register and/or conflict of interest register includes the ongoing potential conflict of interest

- they declare to customers the potential conflict of interest of Support Foundation being both plan manager or support coordinator and a provider of other supports and affirm that the organisation will act as directed by the customer and in the best interests of the customer
- While choosing allied health professional and support worker customers will be presented with a range of choices about providers of supports and not only Support Foundation and staff will not seek to influence the customer to select Support Foundation.
- Customers will:
 - be presented with options regarding self-employment, and/or
 - emphasise feedback and complaint mechanisms and the right to support from an advocate should the customer have any concerns about supports provided
- customers will be presented with options regarding support delivery in the future, including whether they would like to be weight-listed with other providers
- Brief notes will be made in progress notes (online) or via email or text message confirming the advice given to the customer.

Gifts, benefits and commissions and the NDIS

Support Foundation or its staff must not accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant. Further, employees must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of provider or provision of supports to a participant. This includes the obtaining or offering of any form of commission by employees or Support Foundation. All gifts offered to SF staff must be declared.