

Conflict of Interest Policy

Support Foundation is committed to manage conflicts of interest in an open and transparent manner at all levels in the organisation and comply with NDIS rules and other obligations.

“Conflict of interest occurs when an individual or an NDIS provider is in a position to exploit their own professional or official capacity for a personal or corporate benefit (other than in the usual course of charging fees for services or supports rendered).” *

* [The NDIS Code of Conduct - 2018](#)

A conflict of interest may affect the way a person acts, decisions they make or the way they vote on group decisions.

We will ensure that each participant will be treated equally, and no participant will be given preferential treatment above another in the receipt or provision of supports.

Support Foundation will act proactively to manage perceived and actual conflicts of interest through the development and maintenance of organisational policies to ensure that personal or individual interests do not impact the organisation's services, activities or decisions.

We also will:

- ensure our organisational or ethical values do not impede a participant’s right to choose and control
- manage, document and report on individual conflicts as they arise
- ensure that advice to a participant about support options (including those not delivered directly by the Provider) is transparent and promotes choice and control

Declaration and management of conflicts of interest are specifically required for management members as part of their legal responsibilities as management members.

Our management team, employees, and workers:

- are always required to act in the interests of the organisation, and to notify the organisation when this conflicts with other interests or commitments
- will present each participant with a range of choices about providers of supports and not only Support Foundation
- will not seek to influence the customer to select Support Foundation
- will never 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
- must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of Support Foundation or provision of supports to the Participant

Conflict of Interest Policy

- may accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount

A conflict of interest will include situations in which:

- family members or close personal friends are involved, such as decisions about employment, discipline or dismissal, service allocation or awarding of contracts
- an individual or family members or close personal friends may make a financial gain or gain some other form of advantage
- an individual is involved with another organisation or offers services that are in a competitive relationship with our organisation and therefore may have access to commercially sensitive information, plans or financial information
- an individual is bound by prior agreements or allegiances to other individuals or agencies that require them to act in the interests of that person or agency or to take a position on an issue

Support Foundation will ensure that when providing services and supports to the Participant under the NDIS, any conflict of interest is declared, and any risks to the Participant are mitigated.

Support Foundation will document individual conflicts as they arise, and the relevant manager and the employee will be asked to declare:

- Potential or actual conflicts of interest that exist when a person joins the organisation
- Conflicts of interest that arise during their involvement with the organisation

The ongoing potential conflict of interest will be registered in the company [‘Risk Assessment Register’](#) and will be managed as per the [‘Risk Management Policy & Procedure’](#).

The potential conflict of interest will be declared to the Participant. We will act as directed by the Participant and in the best interests of the Participant.