

# CONFLICT OF INTEREST

## ADVICE FOR NDIS PARTICIPANTS



**UnitingSA is a registered provider of a range of National Disability Insurance Scheme (NDIS) services. We also deliver Support Coordination.**

Our Support Coordinators make sure you understand all of your options, and are able to exercise choice and control when using your NDIS plan funding.

NDIS services are provided by many organisations. The organisation/s you choose to provide your services is totally up to you.

Because we provide NDIS services, as well as support people to purchase the services they need, there is a potential Conflict of Interest.

### **What does Conflict of Interest mean generally speaking?**

A Conflict of Interest is a situation in which a person or organisation has multiple interests, financial or otherwise, and serving one interest could involve working against another.

### **Why is there a Conflict of Interest for UnitingSA?**

The Conflict of Interest is due to the fact that if our Support Coordination participants choose us to provide their services, we benefit financially.

Organisations are allowed to provide both Support Coordination and NDIS services, as long as they manage the Conflict of Interest properly.

### **How will UnitingSA manage the Conflict of Interest?**

We will:

- Give you unbiased and fair advice, and act in your best interests at all times.
- Promote your right to choice and control by providing the option to use UnitingSA or other organisations for Support Coordination and/or other NDIS services.
- Encourage open discussions with participants on Conflict of Interest, and manage, document and report on individual conflicts if they arise.
- Ensure our employees are fully aware of the separation of their NDIS roles and are disciplined in their practice.
- Keep Support Coordination work separate from other NDIS work, especially in the provision of services under a participant's plan or independent advocacy work. Where possible, we will also deliver Support Coordination in a separate location to general NDIS work.
- Ensure all participants are treated equally and that no participant is given special treatment in the delivery of NDIS services.
- Provide you with information regarding UnitingSA's feedback and complaints process.
- Ensure all employees sign UnitingSA's 'Code of Conduct' and 'Privacy and Confidentiality Agreement'.

### **Can I choose UnitingSA as my NDIS service provider if I am also receiving Support Coordination?**

Yes, you can choose us to deliver your services, but we must keep records demonstrating that other service provider options have been explored with you.

If you state that you 'do not wish' to be referred to other services, we will collect evidence to show that you have had full choice and control in making this decision.