

## Purpose

Life Without Barriers (LWB) delivers a range of NDIS funded services and supports to people with a disability. It is the responsibility of LWB to guard against service delivery conflicts of interest that might compromise the rights, independence, and informed choice of the people we support.

This NDIS Service Delivery Conflict of Interest – Policy Guideline outlines LWB's principles for the identification and management of actual, potential, or perceived conflicts of interest, and how best to address issues if they arise.

## Summary

To provide guidance to LWB staff and the people we support with NDIS services on the management of LWB's interests across a range of NDIS service types to ensure each person accessing NDIS services from LWB receives transparent, factual advice about their support options which promotes their rights, choice, and control.

LWB acknowledges that each person receiving an NDIS service or seeking to access an NDIS service from LWB should be provided with sound, fair, and objective information, to ensure they are not subjected to any undue influence when deciding on the services and supports they receive from LWB.

LWB is committed to ensuring the management, storage, privacy, and confidentiality of people's records are maintained and access is limited to business units delivering specific NDIS services in circumstances where multiple NDIS services are being delivered by LWB. These are supported through both Organisational Governance, Policies and Procedures such as ICT systems, Organisational structures. Code of Conduct, and client record-keeping practices.

## Who should read this document?

This policy, including accompanying procedures and supporting documentation, applies to all LWB staff involved in the delivery of NDIS funded services.

Staff refers to all LWB employees, volunteers and contractors engaged with LWB and working directly or indirectly with people receiving NDIS services from LWB.

## What is our aim?

To ensure each person accessing NDIS services from LWB receives transparent, factual advice about their support options which promotes their rights, choice and control and they are aware of any interest LWB has in the delivery of the range of NDIS services.

To guarantee sound, fair, and objective information is provided to the person and to ensure they are not subjected to any undue influence when deciding on the services and supports they receive from LWB.

To ensure appropriate safeguards to ensure the effective management, storage, privacy, and confidentiality of people's records are maintained and access is limited to business units delivering specific NDIS services.

## NDIS Service Delivery Conflicts of Interest Policy Guideline

### Person Centred Approach:

- People are supported and empowered to have informed choice and control about the provider delivering different NDIS services.
- People will be provided with information on LWB's interests in all NDIS services being delivered so they can voice their views and opinions and will be heard.
- People will be supported to independently manage decisions about the provider they want to deliver a NDIS service.
- People are supported to learn about LWB interests related to NDIS service offerings, explained in a way that meets their communication needs.
- Staff will have the skills, knowledge, and tools to provide person centred care and do not (by act or omission) constrain, influence or direct decision making by a person we support and/or their family or support network.
- LWB will advocate for people to be supported under these principles.

### Respect:

- People's human and legal rights will be respected, including their right to privacy.
- People will be assured their records and information will only be accessed by the relevant staff in LWB directly related to the service those staff are providing.
- Information is communicated in a way the person understands.

### Transparency:

- Client records will be managed, stored, and accessed based on the NDIS service type being delivered with appropriate permissions.

- LWB business units delivering different NDIS services will be transparent and timely in their dealings and will seek to resolve any arising conflict or difference in the best interests of the person we support.
- People will be made aware of their right to access external advocates and will be provided with information on how to make a complaint, should they feel that there is a conflict of interest relating to their LWB supports.

**Organisational Structure & Systems:**

- LWB will ensure separate organisational structures, reporting lines, responsibilities and position descriptions exist for each functional business unit delivering Support Coordination, Specialist Disability Accommodation, Behaviour Intervention Support, or other identified NDIS service types as required.
- Each support type is fully explained and provided under separate Service Agreements.
- Client records for NDIS service types are stored separately where required in accordance with relevant legislation and standards.

**Definitions**

- A **Service Delivery Conflict of Interest** is a situation in which there is an interest between different service types that could influence or appear to influence objective decision making by a person receiving multiple NDIS services.
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