

Purpose

Life Without Barriers (LWB) must guard against service delivery conflicts of interest that might compromise the rights, independence, and informed choice of the people we support.

This Framework provides LWB staff with guidance on how to escalate and resolve service delivery conflicts that could impact the people we support.

Who should read this document?

This Framework applies to all LWB staff, volunteers and contractors working directly or indirectly with people receiving NDIS services from LWB.

This Framework should be read in conjunction with the [NDIS Conflict of Interest – Policy Guideline](#), [NDIS Service Delivery Conflict of Interest – Procedure](#) and the [Conflict of Interest Policy Guideline relating to Employment](#).

The framework

Below is a step-by-step guide on how we support conflict resolution.

Identify the Conflict

Determine the nature and cause of the conflict. For example, LWB provides SIL support and Support Coordination to a person, and there is a difference of opinion about whether the services being provided are appropriate to the person's needs.

Determine Conflict Severity

Use the LWB Risk Assessment to determine how severe the conflict is, and if escalation is required. If necessary, escalate the matter to the appropriate person/s for resolution. The assessed severity of the conflict will determine the resolution level. This could be:

- **Informal Resolution**: If the conflict is insignificant or minor and can be resolved informally, proceed with informal resolution. This would generally be at a service delivery level e.g., frontline leaders.
- **Formal Resolution**: If the conflict is moderate or cannot be informally resolved, escalate the matter to your line manager or to the Practice and Quality Improvement team to resolve.
- **External Mediation**: If the conflict is major, or cannot be resolved internally, consider involving external mediation or legal action. This would be facilitated by a representative of the GRPI or Office of Special Council teams.

Informal Resolution:

- Frontline leaders should attempt to resolve the conflict through open communication, mediation, or negotiation.
- Ensure all discussions are documented on the person's CIRTTS record/s, and that any staff involved in the conflict can explain their concerns and opinions.
- Frontline leaders should keep the interests of the person we support at the centre of all discussions, and when attempting to resolve the conflict.
- Determine if the informal resolution was successful.
 - If yes, communicate the outcome to all parties, including the person we support.
 - If no, escalate the matter to the Practice and Quality team.

Formal Resolution:

- The Practice, Quality and Improvement team will engage in a formal resolution process in consultation with GRPI Regulatory Affairs and Accreditation team, which may involve investigations and structured conflict resolution methods.
- Ensure all discussions are documented on the person's CIRTTS record/s, and that any staff involved in the conflict can explain their concerns and opinions.
- The Practice, Quality and Improvement team should keep the interests of the person we support at the centre of all discussions, and when attempting to resolve the conflict.
- Determine if the informal resolution was successful.
 - If yes, communicate the outcome to all parties, including the person we support.
 - If no, escalate the matter to the GRPI (Group Risk, Performance, and Impact) team.

External Mediation:

- If internal processes are unsuccessful, the GRPI team will consult with the Office of Special Council teams to consider involving external mediation or legal action.
- Where appropriate, these matters will be referred to the Declared Critical Event Management meetings for monitoring and guidance.
- The GRPI team will communicate the resolution outcome to all relevant parties.

Register

A NDIS Service Delivery Conflict of Interest Register is managed by the GRPI Regulatory Affairs and Accreditation Team.

Any identified conflicts of interest perceived or actual will be recorded in the register including details of the severity and resolution approach.

The Regulatory Affairs and Accreditation Team will oversight the management of all identified conflicts of interest with a severity type of major and conduct routine assurance related to all identified conflicts.

Review, Assessment and Management of Conflicts of Interest

Insignificant, Minor and Moderate Conflicts – the relevant manager emails Regulatory Affairs and Accreditation Team via regulatoryaffairs@lwb.org.au to provide details of the conflict, assessment, management approach and resolution

Major Conflicts – the relevant emails Regulatory Affairs and Accreditation Team via regulatoryaffairs@lwb.org.au to provide details of the conflict and initial assessment and a panel will be convened for assessment, determining the management approach and resolution.

Retaining the Conflict of Interest

Where in consultation with a person supported by LWB or their decision maker, a decision is to 'retain the conflict of interest', including those conflicts which cannot be immediately resolved, The Regulatory Affairs and Accreditation team must be engaged and providing support and oversight.

The Regulatory Affairs and Accreditation team will maintain the NDIS Service Delivery Conflict of Interest Register.

Resources and other Links

- [Policy Guideline](#)
- [Employment Conflict of Interest Policy Guideline](#)
- [NDIS Service Delivery Conflict of Interest - Procedure](#)
- [LWB Code of Conduct](#)
- [NDIS Code of Conduct](#)
- [NDIS Practice Standards relating to Conflict of Interest](#)