

6.2 Conflict of Interest under the NDIS Policy

Owner:	Community Services Manager
Approver:	CEO
Date last reviewed:	April 2021

Spinal Cord Injuries Australia (SCIA) has been approved as both a registered plan management provider and a registered provider of a wide range of other support services under the National Disability Insurance Scheme (NDIS) and is aware of a potential conflict of interest in performing both these roles for an individual.

Based on its strong corporate governance structure and its mature Quality Management System, which includes a wide range of policies & procedures, SCIA is currently certified by the Commonwealth and NSW State Governments and the NDIS Quality and Safeguards Commission as complying with:

- the National Standards for Disability Services for its Disability Employment Service (DES), Australian Disability Enterprise (ADE) operations and for its Ageing, Disability and Home Care (ADHC) funded services;
- the National Disability Advocacy Standards in the areas of individual and systemic advocacy
- the NDIS Practice Standards

SCIA is also a National Community Housing provider under the National Regulatory System for Community Housing.

The NDIS states on its website that “If a registered plan management provider is also a provider of other supports received by the participant, then the registered plan management provider will need to have mechanisms in place for dealing with any conflicts of interest that might arise. These mechanisms would normally involve both policies and administrative procedures.”

This policy addresses these issues under the following statements and commitments:

- SCIA’s plan management activities and other support services have well defined and separate administrative procedures for SCIA staff to follow
- SCIA staff will act in the best interests of participants to ensure they are informed, empowered and able to maximise choice and control
- SCIA staff have been instructed to always identify to NDIS participants that:
 - SCIA offers both plan management and a wide range of other supports under the NDIS
 - the participant in the NDIS always has the choice to use either SCIA or other service providers in relation to plan management and/or other supports
 - there are many other registered plan managers under the NDIS and they are listed on the NDIS website – SCIA staff to purposely make NDIS participants aware of this
 - there may, and often will be, other service providers who offer identical or similar supports to SCIA and that it is always the choice of the NDIS participant which service provider they choose
 - even if a person chooses to use SCIA as their plan manager they do not have to use any SCIA supports

- SCIA will offer supports to NDIS participants regardless of whether they self-manage their plan, use the NDIA or any another registered plan manager
- SCIA staff will manage conflict of interests as they arise in line with NDIA Operational Guidelines or pricing arrangements and guidelines
- SCIA staff will notify their manager of any conflicts as they arise as well as document it in the SCIA conflict of interest register
- Participants are able to raise complaints using the SCIA grievance procedure available on the SCIA website
- SCIA staff will under no circumstances accept any offer money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of the participant.

This policy forms part of SCIA's Quality Management System and range of policies and procedures and is available on the SCIA website.