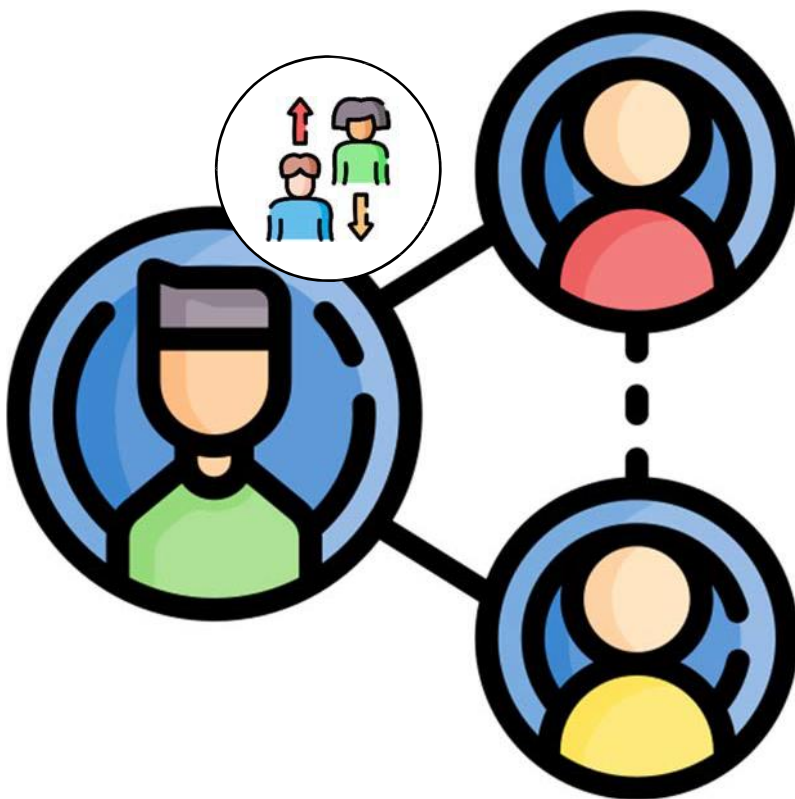


Conflict of Interest Your NDIS Provider

Easy Read Version



CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
PGEN18a	1.0	Conflict of Interest (Your NDIS Provider) – Easy Read Policy	24/04/2024	CEO	

About this document



This information is written in an easy read way. We use pictures to explain some ideas.



You can ask for help to read this *Conflict of Interest (Your NDIS Provider)* booklet. A friend, family member or support person may be able to help you.

Bold
Not bold

We have written some important words in **bold**, which means the letters are thicker and darker.

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What is a conflict of interest?



A **conflict of interest** is when someone doesn't do their job properly – because they have interests in something else.



These interests could be **personal** or **organisational**.



Personal interests mean that the **person**, **their family** or **friends** will benefit from what they do.



Organisational interests mean that the person's **organisation** will benefit from what they do.

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We should always do what is **best for you.**

A conflict of interest may be:



- **Actual** – it happened
- **Potential** – it could happen
- **Perceived** – it seems like a conflict, but is ok if it’s monitored and communicated with you.



It is ok for a support provider to have a conflict of interest, as long as they **tell you** and have a **plan** to manage it.

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Examples of a conflict of interest

A conflict of interest can happen when:



- A conflict of interest is where St Michael’s or a St Michael’s employee who works with you also offers other services on your plan.



- In your NDIS Support Plan. If you choose to use more than one St Michael’s service this may be a conflict of interest. This is because the two services are provided by St Michael’s.



- A conflict of interest happens when our staff:
 - are involved with another organisation
 - encourage you to use the other provider to receive supports.

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How do we reduce the risk of a conflict of interest?



To **reduce the risk** of a conflict of interest we make sure the client and their family or guardian understand the support we provide and the choices available.

This is done through:

- our **website, brochures** and **other information**
- the **intake** process
- **discussions** with the client, family/guardian
- **conflict of interest** policies
- **service agreements**
- the **consent** process



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What does NDIS Provider need to do?

Your NDIS Provider will:



- provide support that **meets your needs**



- treat you **fairly**



- **follow** the NDIS Code of Conduct and Practice Standards

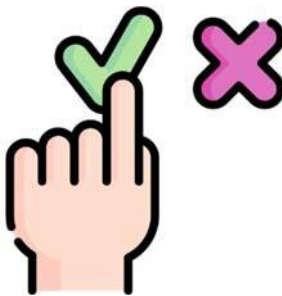


- **work in partnership** with you, your family or guardian

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- support to be part of the **community**



- support your right to have **choice and control**.



- support to **develop new skills**



- find you **multiple options** to ensure you find the right support provider.

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- **check** to make sure everything is alright with your support.



- **listen** to your feedback, concerns and complaints and support your decisions.



- We ask all of our staff to **tell us (declare)** about their conflict of interest as soon as possible.
- Our Manager will manage and **monitor** all declared conflicts to make sure that they continue not to impact you or us.

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How to make a complaint



If you think there is a **conflict of interest** you can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to your support provider, you can ask an **advocacy organisation** or **someone you trust** to help you.

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Who can I ask for help?



If you would like help to make a complaint you can call:



NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission

1800 035 544

Advocacy Tasmania
in your corner

Advocacy Tasmania

1800 005 131 (Freecall)

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Contact Us

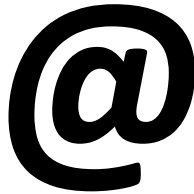
If you have any questions, you can contact St Michael's by:



- **telephone** – (03) 6331 7651



- **email** – feedback@stmichaels.asn.au



- **letter** – 22 Hoblers Bridge Road
- Newstead, Tasmania 7250



- **online form** – stmichaels.asn.au



- **asking a staff member**

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