

Conflict of Interest Specialist Disability Accommodation (SDA)

Easy Read Version



CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
PSER21a	1.0	Conflict of Interest (SDA) – 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 Specialist Disability Accommodation (SDA)* 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:



- Your Specialist Disability Accommodation (also known as SDA) provider is also your **support provider** and doesn't look after you properly.



- Your SDA provider puts you in a **house they own**, even if another house might be better for you.



- Your SDA provider uses your **confidential information** and provides it to another provider or company for money.

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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 what support we provide.



This includes our role as a **NDIS service provider** and **accommodation provider**.

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 my SDA provider need to do?

Your SDA provider will:



- **include you in discussions** about how your supported independent living service will be delivered



- provide you the **service quickly** while making sure it **meets your needs**.



- communicate with you in an **open and honest** way. This includes telling you if we're not the right support service for you.



- **protect** your privacy and confidentiality.

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- follow the law – **National Disability Insurance Scheme Act 2013 and Australian Consumer Law.**



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



- keep **accurate** records of the supports provided and provide them on request



- provide **invoices** of the services delivered



- **help** you, your family or guardian contact the NDIA when asked or required

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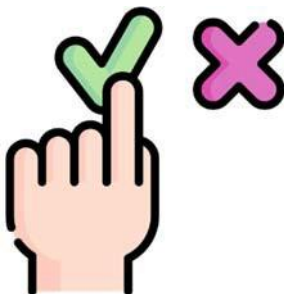
- **review** your service at least once a year or if something changes



- **support** you to move out if you choose to



- we will **write** to you, your family or guardian **within five business days** if something changes in your contract

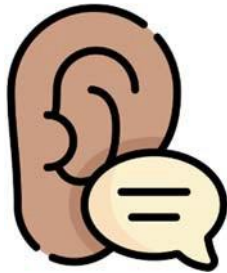


- support your right to have **choice and control**.

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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.

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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

1800 005 131 (Freecall)

Tenants' Union of Tasmania



Tenant's Union of Tasmania

(03) 6223 2641 or 1300 652 641

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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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