



CASS Group- Disability Services

NDIS AND CONFLICT OF INTEREST POLICY

Policy Code: 1129	NDIS AND CONFLICT OF INTEREST POLICY
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1. Purpose

CASS Disability Services has been approved as a provider of Specialist Disability Accommodation (SDA), Supported Independent Living (SIL), plan management, support coordination and a wide range of other support services under the National Disability Insurance Scheme (NDIS). CASS is aware of the potential for real or perceived conflict of interest in performing these roles for an individual.

2. Policy Procedure

Managing conflicts of interest generally

- The NDIS Terms of Business for Registered Providers require providers to have policies about potential conflicts of interest in service delivery.
- CASS and its team members will ensure that when providing supports to customers under the NDIS, including when offering plan management or support coordination services, any conflict of interest is declared and any risks to customers are mitigated.
- All employees will act in the best interests of NDIS participants and other customers, ensuring that participants are informed, empowered and able to maximise choice and control. Staff members will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family so as to limit that person's access to information, opportunities, and choice and control.
- Employees will ensure that CASS proactively manages perceived and actual conflicts of interest in service delivery. Employees will:
 1. Manage, document and report on individual conflicts as they arise, and
 2. Ensure that advice to a participant about support options (including those not delivered directly by CASS) is transparent and promotes choice and control.
- As required by the NDIS Terms of Business, all participants will be "treated equally, and no participant shall be given preferential treatment above another in the receipt or provision of supports".

Managing conflicts of interest in Specialist Disability Accommodation (SDA)

- Participant is supported to understand the distinction between the provision of specialist disability accommodation and other NDIS supports delivered in the dwelling.
- Where SDA and another NDIS supports are provided to the same participant, there are separate service agreements.
- SDA service agreement will outline participant's housing rights, including security of tenure, are upheld.
- The terms and conditions in SDA service agreement specifically apply to their SDA dwelling and the associated service and / or tenancy agreement.



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Managing conflict of interest in plan management and support coordination

- Participants will be presented with a range of choices about providers of supports and not only CASS and staff will not seek to influence the customer to select CASS.
- Brief notes will be made in case file confirming the advice given to the participant.
- CASS has general Conflict of Interest policy in place, all board members, and management personnel and staff members has to declare and register any potential conflict of interest.

Gifts, benefits and commissions and the NDIS

CASS or its staff must not accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant. Further, employees must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of provider or provision of supports to a participant. This includes the obtaining or offering of any form of commission by employees or CASS.

Documents related to this policy	
Related Policies	Conflict of Interest Policy
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • NDIS and Conflict of Interest Acknowledgement Form

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review version and tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	February 2019	HAS & DS Committee	February 2022
Version 2	21 February 2022	HAS & DS Committee	21 February 2025