

Conflict of Interest Policy under the NDIS

This disclosure statement is made to affirm our commitment to the right of participant's to choice and control over the services they require.

As a provider of Plan Management and Support Coordination, InFocus Disability Services is aware there is a potential conflict of interest between the services it provides and the services of Xavier Children's Support Network. As a business of Xavier, InFocus is determined to ensure no undue influence is felt by participants of the NDIA to choose Xavier services for support. At all times we will strive to ensure participants have full choice of provider and control over the mix of services they require.

We are also aware that other conflicts of interest can emerge which can have a negative impact on the level of choice and control for NDIS participants. It's our priority to manage all conflicts to ensure our InFocus customers have maximum control and choice over the services they require.

We take all conflicts of interest seriously and have put in place mechanisms to ensure conflicts of interest are identified, monitored and managed and we encourage our customers to let us know if they feel an InFocus Disability Service conflict of interest exists and is impacting them. InFocus Disability Services will at all times act in the best interests of NDIS participants and ensure participants are able to maximise their own choice and control over service providers.

Employees of InFocus will not seek to influence, constrain or make decisions which limit the ability of the participant and/or their family to access information, opportunities, and choice and control. We will treat all participants equally, and no participant will be given preferential treatment above another in the receipt or provision of supports.

Managing the potential conflict between Xavier Children's Support Network and InFocus we have:

- Separate and well defined administrative procedures for staff to follow. This includes a separation of roles between Xavier and InFocus Disability Services.
- Separate information systems are maintained and access to these systems is limited.
- Information sharing rules requires your, or your nominees, authorisation for information to be shared with Xavier Service Delivery.

Managing the range of conflicts which could limit a participant's choice and control we:

- Maintain policies, procedures and systems to ensure all perceived, potential and actual conflicts of interest in service delivery are identified, recorded and monitored.

- Maintain practices to ensure participants are offered choice in the services they choose including:
 - Always providing a range of alternative service providers.
 - Always providing alternatives when Xavier and another provider has the same or similar services. It is always the choice of the participant as to which service they use.
 - Informing participants that even when they choose InFocus as their Plan Manager or Support Coordinator they do not need to choose other InFocus Disability Services products.
- Prohibit employees from accepting 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.
- Expect our employees to 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.
- We do not accept or offer any form of commission for referral by any provider including Xavier Children's Support Network.
- Support of the management team to document, manage and report on participant concerns about conflicts as they arise.

To help us manage Conflict of Interest we ask participants to

- Use the InFocus Complaints system when perceived, actual or potential conflicts arise or Contact the NDIA Complaints by phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged or completing an [online complaint form](#).