

Our Commitment to You

We will proactively manage any perceived, potential, or actual conflicts between INFOCUS and XAVIER.

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 a full choice of providers 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. We encourage our customers to let us know if they feel a conflict of interest 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 choice and control over service providers.

Employees of InFocus will not seek to influence, constrain or make decisions that limit 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 support.

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 requiring the Participant or Participants nominee authorisation for Information to be shared with Xavier Service Delivery.

Managing the range of conflicts that 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 a choice in the services they choose including
 - a range of alternative service providers will always be offered.
 - when another provider has the same or similar services to Xavier, it is always the choice of the participant as to which service they use.
 - inform 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.
- Prohibit employees from receiving any bonus, commission, or performance incentives for referring to Xavier services.
- Expect our employee 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 providers including Xavier Children's Support Network.
- Support 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 https://www.infocusdisability.org.au/contact_us/feedback, or
- Contact the NDIA Complaints by Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged or complete an online complaint form. <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>