

NDIS Conflict of Interest Policy

ORGANISATIONAL GOVERNANCE POLICY
OPERATIONAL DIRECTOR | CHRISTINE NEILAND



1 PURPOSE

Under the National Disability Insurance Agency (NDIS) Rainbow Care as a registered provider of

- Support Coordination
- Plan Management
- Rainbow Support Services providing short term accommodation, in-home and community support services

Rainbow Care is aware of the potential, real or perceived conflict of interest in performing multiple roles for an individual. The NDIS requires that “if a registered plan management provider is also a provider of other supports received by the participant, then the registered plan management provider will need to have mechanisms in place for dealing with any conflicts of interest that might arise. These mechanisms would normally involve both policies and administration procedures.”

Rainbow Care aims:

- To act in accordance with its values
- To comply with its general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme.

2 SCOPE

All staff and volunteers are responsible for adhering to the policy statements and processes outlined in this policy to successfully mitigate any real or perceived conflict of interest.

3 POLICY STATEMENTS

3.1 As a registered provider of supports under the National Disability Insurance Scheme, Rainbow Care has responsibilities in relation to:

- managing conflicts of interest generally
- managing conflicts of interest in providing multiple types of registered supports to the same individual such plan management and support coordination, and
- offering or receiving gifts, benefits, and commissions.

3.2 The NDIS Terms of Business for Registered Providers require providers to have policies about potential conflicts of interest in service delivery.

3.3 Rainbow Care support services, plan management and support coordination services have well defined and separate responsibilities and accountabilities. This can be evidenced through the organisational structure, responsibilities, and position descriptions.

3.4 Rainbow Care manages client expectations and transparency of services through each team operating independently of each other with separate key contacts and clear communication pathways for both clients and internal staff.

3.5 Rainbow Care, goals and principles of operation reflect the business’s commitment to service provision which empowers participants to make informed decisions and maximise choice and control.



4 Managing conflicts of interest generally

- 4.1 Rainbow Care 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.
- 4.2 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.
- 4.3 Employees will ensure that Rainbow Care proactively manages perceived and actual conflicts of interest in service delivery. Employees will:
- Manage, document and report on individual conflicts as they arise through project case notes and updating our conflict-of-interest register.
 - Ensure that advice to a participant about support options (including those not delivered directly by Rainbow Care) is transparent and promotes choice and control.
 - The NDIS participant always has the choice and control to use Rainbow Care or other service providers in relation to plan management, support coordination and/or other supports.
 - There are many other register plan managers under the NDIS that are listed on the NDIS website. Rainbow Care staff purposely inform NDS participants and document conversations of options available for participants in relation to provider choices.
 - There are and often will be, other service providers who offer identical or similar support to Rainbow Care and it is always the choice of the NDIS participant which service provider they choose.
 - Should a participant choose to use Rainbow Care as their plan manager or support coordinator, they are not obliged in any way to use additional Rainbow Care support.
 - Rainbow Care will offer supports to NDIS participants irrespective of whether they are self-managed, use the NDIA or any other registered plan manager.
 - Rainbow Care staff will obtain documented confirmation that the above info has been disclosed to the participant to maximise their choice and control.
 - As required by the NDIA 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”.



5 Managing conflict of interest in Plan Management, Support Coordination & Rainbow Supports

Rainbow Care Directors, Managers and Service Leads performing support services, plan management and support coordination functions will ensure that:

- 5.1 the business risk management plan includes the ongoing potential conflict of interest
- 5.2 they declare to participants the potential conflict of interest of Rainbow Care providing dual services such as direct supports, plan management or support coordination and affirm that the business will act as directed by the participant and in the best interests of the participant
- 5.3 customers will be presented with a range of choices about providers of support and not only Rainbow Care. Staff will not seek to influence the customer to select Rainbow Care
- 5.4 Brief notes will be made action and history log confirming the advice given to the customer.
- 5.5 Rainbow Care staff will manage the conflict of interest as they arise in accordance with NDIA Operational Guidelines and/or pricing arrangements and guidelines.
- 5.6 Participants may lodge complaints using Rainbow Care's feedback and complaint handling process
- 5.7 Rainbow Care staff are required to adhere to the code of conduct to avoid real or perceived conflicts of interests, and to record and report any which may be identified.

6 Gifts, benefits, and commissions and the NDIS

Rainbow Care 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 a 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 Rainbow Care.