

CONFLICT OF INTEREST POLICY UNDER NDIS

InFocus Disability Services has been approved as **both a registered plan management provider and a registered provider of a range of specialist disability support services** under the National Disability Insurance Scheme (NDIS). The organisation is aware of the potential conflict of interest in performing both these roles for an individual.

Based on its mature Quality Management System, which includes a wide range of policies and procedures, InFocus Disability Services is presently certified by the Queensland State Governments as complying with the Human Services Quality Standards.

The NDIS states that “If a registered plan management provider is also a provider of other services 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 administrative services”.

This policy addresses these issues through the organisation’s policies and processes as follows:

- InFocus Disability Services plan management activities and other specialist services have well defined and separate administrative procedures for staff to follow. This can be evidenced through organisational structures, responsibilities and position descriptions.
- InFocus’s vision, goals and principles of operation reflect the organisation’s commitment to service provision which empowers participants to make informed decisions and maximise choice and control.

InFocus Disability Services through their support activities to:

- ensure participants in developing support plans are ensured choice, flexibility and control in the services or supports provided.
- provide participants the choice to use InFocus services or other service providers in relation to plan management and/or other supports.
- provide information to participants re accessing the NDIS website of all possible NDIS registered providers for plan management and other support services
- where other service providers offer same or similar services, it is always the choice of the participant as to which service they use
- inform participants that even they choose InFocus as their plan manager they do not have to use other InFocus services
- provide participants with information re the organisation’s complaints policies and procedures and encourage their use for resolution of conflicts which may arise