

OUR CONFLICT OF INTEREST COMMITMENT

Peak Body Services (*Development Delay and Global Development Delay*)

As a provider of peak body services for the Department of Seniors, Disability Services, and Aboriginal and Torres Strait Islander Partnerships, Xavier and InFocus Disability Services are aware there is a potential conflict of interest between the peak body service it provides and the services of these two related operations. Xavier and InFocus are determined to ensure no undue influence is felt by families and children who make contact with Peak Body Services. At all times we will strive to ensure participants have a full choice of providers for the 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. It's our priority to manage all conflicts to ensure our Peak Body contacts are not inappropriately referred to Xavier and INFOCUS to their detriment.

We have put in place mechanisms to ensure conflicts of interest are identified, monitored, and managed. We encourage those who contact us for peak body services to let us know if they feel a conflict of interest is impacting them. Xavier will at all times act in the best interests of the family seeking peak body services and we will strive to ensure they can maximise their own choice and control over service providers.

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

Managing the potential conflict between Xavier Children's Support Network, InFocus, and Peak Body Services we have

- Separate and well-defined administrative procedures for staff to follow. This includes a separation of roles between operations.
- 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 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.
- 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 internal bonus payments for internal referrals
- 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 Complaints system when perceived, actual or potential conflicts arise or
 - Contact us by Phoning: 1800 XAVIER (free call from landlines). Interpreters can be arranged or complete an online complaint form.
- 