

Policy: SDA Conflict of Interest (Choice and Control)

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Version: Version 3

Introduction

Inclusive Housing Australia (IHA) is a dedicated provider of Specialist Disability Accommodation (SDA). IHA builds and manages accommodation for people with disability to transform their lives by helping them to live independently. SDA does not refer to the disability support services a person receives, rather the homes in which these services are delivered. While we will help participants to navigate the NDIS system, it will be the responsibility of individuals to negotiate their relationships with other providers. This policy has been developed as a set of rules and principles that guide our people about how to act in the workplace. Procedures are currently under development.

Policy statement

Each participant's right to exercise choice and control over other NDIS support provision is not limited by their choice of specialist disability accommodation dwelling.

A 'Choice and Control' conflict of interest exists when a professional interest (either financial or other):

- interferes with; and/or
- may interfere with; and/or or
- could be perceived to interfere with

... the organisation's ability to carry out work with impartiality and fairness and restrict a participant's ability to exercise choice and control in their day-to-day lives.

The key objective in conflict of interest policy is that any conflicts of interest are eliminated where possible and where they cannot be eliminated, they are disclosed in advance so they can be managed.

Conflicts of interest may arise where staff members have a close personal or family relationship with another party. Because of this, employees are required to disclose these relationships immediately where it may affect IHA's reputation, operations, commercial relationships or dealings with participants.

These are some examples where a conflict of interest may occur:

- Restricting choice of support provider

- Allocating properties or making other decisions regarding participants such as relocating, transferring or eviction

This policy supports IHA to apply Specialist Disability Accommodation Module of the National Standards for Disability Services.

Scope

This policy applies to all staff including permanent and casual, contract workers, temporary agency workers, and volunteers. This policy is owned by the Board.

Principles

IHA will disclose any other support services that IHA or a related entity may provide and the nature of this relationship. As a specialist provider of SDA, IHA does not provide other NDIS supports that may be perceived to reduce a participant's choice and control, in particular:

- IHA is not a Supported Independent Living (SIL) provider
- IHA is not an Independent Living Options (ILO) provider
- IHA is not a Support Coordinator

IHA will always have individual SDA/Tenancy Agreements with participants and will not restrict a participant's choice of support provider in accordance with the terms of the tenancy agreement.

Conflict of interest policies and information are made available to participants in the language, mode of communication and terms which each participant is most likely to understand.

Participants are supported to understand the distinction between the provision of specialist disability accommodation and other NDIS supports delivered in the dwelling.

IHA will ensure that:

1. Organisational policies are in place that detail how perceived or actual conflicts of interests are managed. The conflict of interest policy is to be made available to participants in the language, mode of communication and terms which each participant is most likely to understand.
2. Conflicts of interest, perceived or actual, are proactively managed and documented.
3. The participant is supported to understand the distinction between the provision of specialist disability accommodation and other NDIS supports

delivered in the dwelling. Where a specialist disability accommodation provider is delivering both specialist disability accommodation and other NDIS supports to the same participant, there are separate service agreements.

- a. The participant is supported to choose the best possible services available in the SDA market
- b. IHA will not unduly limit each participant's choice of support provider
4. The participant's housing rights, including security of tenure, are upheld, irrespective of any decision/s the participant makes about the provision of other NDIS supports within the specialist disability accommodation dwelling (notwithstanding any matters covered by the specialist disability accommodation service agreement).
5. Ensure that employees, subcontractors, suppliers and volunteers understand what a conflict of interest is, how to disclose it and how to mitigate/manage it.

Definitions

Not applicable.

Related Documents

Code of Conduct

IHA SDA Handbook

IHA SDA/Tenancy Agreement

Related legislation and policy

Legislation, policy, guidelines or other material that directly relates to this policy include:

- NSW – NSW Civil Administrative Tribunal (NCAT)
- Victoria – Victorian Civil Administrative Tribunal (VCAT)
- Queensland – Queensland Civil Administrative Tribunal (QCAT)
- Tasmania – Tasmanian Guardianship and Administration Board
- South Australia – South Australian Civil Administrative Tribunal (SACAT)
- Western Australia – State Administrative Tribunal (SAT)
- Northern Territory – Northern Territory Civil Administrative Tribunal (NTCAT)
- Australian Capital Territory - ACT Civil Administrative Tribunal (ACAT). National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2020

If any person feels that a part of IHA's policies are not in the best interest of persons we support or do not reflect the intent or practices of person-centred care, the matter is to be referred to the Chief Operating Officer at info@inclusivehousing.com.au. The Chief Operating Officer shall consider concerns expressed regarding policies and procedures. The Chief Operating Officer, at their discretion, is the only person who may make an exception to the policies.

This policy is further reinforced through IHA's SDA Handbook and other communications with Participants.

Accessibility

This Policy is available in accessible format. Participants can access the Easy Read version on the IHA [website](#).

Language Interpreting Services are available to NDIS participants and carers at no charge. Call TIS National direct on 131 450 or call the NDIS on 1800 800 110. Information on the service can be found on the NDIS [website](#).

Changes to this policy

This Policy is subject to change at any time. Please check our Policy on our website www.inclusivehousing.com.au regularly for any changes.

Approvals

Date of approval:

Date of review:

Signature of Chief Operating Officer:

Signature of Board Chair: