

POLICY 8.5 - CONFLICT OF INTEREST

Purpose

The purpose of this policy is to outline our approach to conflicts of interest and help Managers, Committee members, staff and volunteers to effectively identify, disclose and manage any conflicts of interest in order to protect the integrity of Better Together.

Scope

This policy applies to everyone who is associated with the Better Together (including the people we support, their families and friends, employees, students, volunteers, advocates, Board members and contractors).

Policy Statement

Better Together aims to act in accordance with its values and to comply with its general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme, Australian Charities and Not-for-profit Commission Act 2012, Association Incorporation Act 1981 and other funding contractual and legal obligations.

Better Together is committed to ensuring that at all times, we act in the best interests having regard to:

- your role with Better Together Assoc Inc;
- our purpose of supporting people within our vision and mission; and
- the law, acts and contractual obligations.

Better Together is committed to;

- Promoting the avoidance of conflicts of Interest
- Educating all board, employees and volunteers of the need to identify, record and manage conflicts of interests as they arise.
- Actively managing real and possible conflicts of interest that have the potential to negatively impact or influence services.
- Provide safe and high-quality supports.
- Exercising good governance, to ensure any conflicts are identified, recorded and prevented or resolved.

Preamble

The National Disability Insurance Scheme's Terms of Business for Registered Providers outlines that registered providers must act in the best interests of service users, ensuring that service users are informed, empowered and able to maximise choice and control.

Better Together and its employees will ensure that when providing supports to service users under the NDIS, any conflict of interest is declared and any risks to service users are mitigated. As required by the NDIS Terms of Business, all service users will be treated equally, and no participant shall be given preferential treatment above another in the receipt or provision of supports.

Principals:

- Better Together acts in the best interests of service users and protects them from harm or disadvantage due to real or possible conflicts of interest.
- Service Users have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.
- Service Users have the right to know about any real or possible conflict of interest that does, or may, affect their services.
- The conflict of interest policy is provided or explained to each Service User in their own language using their preferred method of communication.
- Service User are provided with advice about support options (including those not delivered directly by Better Together to support a person's ability to make choices and control their services.
- No Service User is given preferential treatment above another in the receipt or provision of supports.
- People working for or with Better Together must not seek or receive any personal benefit as a result of their work including gifts or rewards.
- All real and possible conflicts of interest are declared, documented, managed and monitored.
- Better Together will comply with any operational guidelines or instructions about conflict of interest from the funding agency

Definition:

A **conflict of interest** is a situation where a person or entity has competing interests or loyalties. A conflict may be actual (a conflict which has arisen in the present situation), potential (a conflict that may occur in the future) or perceived (a conflict that is seen to be a conflict but is not). They can also come from individual and organisational conflicts.

Personal interest: refers to a person's own interests and those of their family and friends and/or any organisations they support of are involved with.

Benefit: Any product, service, or advantage given to a person due to their work. This can include money, gift cards, gifts or discounts or favourable treatment.