

## NDIS Conflict of Interest Policy

### Purpose

This policy outlines the key statements and commitments that TBS and its Directors, Board Committee Members, staff and volunteers have adopted to protect the integrity of The Benevolent Society (TBS) and the services that it provides.

TBS recognises that the existence of a conflict of interest is not uncommon and what matters is how TBS manages the conflict. TBS is committed to ensuring that conflicts of interest are identified and managed so that they do not affect the services, activities or decisions of the organisation, or its participants.

### Policy Statements

All TBS Directors, Board Committee Members, staff and volunteers acknowledge and are committed to the following policy statements.

#### 1. The overriding philosophy of choice underpinning the NDIS

The NDIS is designed to support people to pursue their own goals and to build their capacity to lead a meaningful life. TBS acknowledges that participant choice and self-determination are the overriding philosophies underpinning the NDIS.

As a NDIS Registered Provider, TBS is required to:

- enable participants to make informed choices;
- ensure that its organisation or ethical values do not impede a participant's right to choice and control;
- ensure that it does not direct or influence a participant's choices;
- ensure that advice to a participant about support options (including those not delivered directly by the Provider) is transparent and promotes choice and control;
- manage, document and report on individual conflicts as they arise; and
- put the interests of the participant first.

#### 2. Conflicts between TBS entities

TBS acknowledges that conflicts may arise between TBS and its related entities (**TBS Entities**), or between TBS and a participant's right to choose third party providers.

To manage such conflicts, TBS and the TBS Entities follow internal guidelines that include the following:

- no TBS Entity may incentivise participants to utilise the services of another TBS Entity; and
- no TBS Entity may hinder any participant from accessing services provided by a third party.

### 3. Conflict resolution procedures

TBS will ensure that conflict resolution arrangements are promoted and made accessible to staff, volunteers and clients. Such conflict resolution arrangements will reinforce TBS's commitment to ensuring that:

- staff may freely advocate for their respective employer and participants without actual or apparent fear of recourse; and
- clients may freely raise concerns or complaints, and choose other service providers with actual or apparent fear of recourse.

### 4. Guidance provided by the NDIA

TBS acknowledges that its dual roles as an NDIS Accommodation Partner and NDIS Service Provider require that it complies with the NDIA policy of separation. TBS will take all reasonable measures to ensure that the TBS NDIS Conflict of Interest Policy and associated procedures and guidelines comply with any recommendations and guidance provided by the NDIA in relation to the policy of separation.

### Definitions

Term	Definition
Conflict of Interest	is an action, position or interest that conflicts or appears to conflict with an interest of TBS. This can be actual, potential or perceived.
TBS Entity / TBS Entities	TBS consists of an Accommodation Provider and Service Provider which are each separate subsidiaries of TBS. TBS and its subsidiaries are each a TBS Entity, and together, the TBS Entities.

### Regulatory Environment

Australian Charities and Not-for-profit Commission Act 2012 (Cth)

National Disability Insurance Scheme Act 2013 (Cth)

NDIA Terms of Business

### Document Details

Division owner	Group Company Secretary
Endorsed by	Chief Executive Officer
Approved by	Chief Executive Officer
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Related policies	TBS Conflict of Interest Policy
Related documents	Conflict of Interest Internal Guidelines
References	None

Printed versions of this document are considered UNCONTROLLED

<b>Appendices</b>	None
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### **Version History**

Revision details are listed in reverse order. That is the details of the most recent version appear first while the details of the oldest version appear last.

<b>Version number</b>	<b>Revision description/Reason</b>	<b>Revised by</b>	<b>Date</b>
1.0	Initial Release	Group Company Secretary	28 November 2016