

NDIS AND CONFLICT OF INTEREST POLICY AND PROCEDURES

1. Policy

CHESS Connect aims:

- To act in accordance with its values;
- To comply with its general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme.

2. Procedures

Introduction

As a registered provider of supports under the National Disability Insurance Scheme, CHESS Connect has responsibilities in relation to:

- managing conflicts of interest generally
- managing conflicts of interest in plan management and support coordination, and
- offering or receiving gifts, benefits and commissions.

Managing conflicts of interest generally

The NDIS Terms of Business for Registered Providers require providers to have policies about potential conflicts of interest in service delivery.

CHESS Connect and its team members will ensure that when providing supports to customers under the NDIS, including when offering plan management or support coordination services, any conflict of interest is declared and any risks to customers are mitigated.

All employees will act in the best interests of NDIS participants and other customers, ensuring that participants are informed, empowered and able to maximise choice and control. Staff members will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family so as to limit that person's access to information, opportunities, and choice and control.



Employees will ensure that CHESS Connect proactively manages perceived and actual conflicts of interest in service delivery. Employees will:

- Manage, document and report on individual conflicts as they arise, and
- Ensure that advice to a participant about support options (including those not delivered directly by CHESS Connect is transparent and promotes choice and control.

As required by the NDIA Terms of Business, all participants will be “treated equally, and no participant [shall be] given preferential treatment above another in the receipt or provision of supports”. (See note below.)

Managing conflict of interest in plan management and support coordination

- The Plan Manager is responsible for plan management not support coordination.
- The plan management team report to Executive Manager Business & Partnership Development and does not report to NDIS operational management.
- The Support Coordinator is responsible for support coordination only.
- The support coordination team report to Mental Health Services Manager and does not report to NDIS operational management
- Customers will be presented with a range of choices about providers of supports and not only CHESS Connect and staff will not seek to influence the customer to select CHESS Connect .
- Brief notes will be made in Supportability CRM system confirming the advice given to the customer.

Gifts, benefits and commissions and the NDIS

CHESS Connect or its staff must not accept 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. Further, employees must 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. This includes the obtaining or offering of any form of commission by employees or CHESS Connect .



3. References

- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013
- Terms of Business for Registered Providers (effective 1 July 2016)

4. Notes

This does not prevent providers determining which people they will accept as customers on the basis of considerations such as: provider capability; the consequences of NDIS price caps; location; work health and safety; customer mix; and, risk appetite.