**Conflict of Interest**

**Specialist Disability Accommodation (SDA)**

**Easy Read Version**

Icon

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# About this document

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| A picture containing text, clipart  Description automatically generated    **Bold**  Not Bold | This information is written in an easy read way. We use pictures to explain some ideas.  You can ask for help to read this Conflict of Interest Specialist Disability Accommodation (SDA) booklet. A friend, family member or support person may be able to help you.  We have written some important words in bold, which means the letters are thicker and darker. |

# What is a conflict of interest?

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| A picture containing text, clipart  Description automatically generated  Shape  Description automatically generated      Icon  Description automatically generated | A **conflict of interest** is when someone doesn’t do their job properly - because they have interests in something else.  These interests could be **personal** or **organisational**.  Personal interests mean that the person, their family or friends will benefit from what they do.  Organisational interests mean that the person’s organisation will benefit from what they do.  We should always do what is **best for you**.  A conflict of interest may be:  **·** **Actual** - it happened  **·** **Potential** - it could happen  **·** **Perceived** - it seems like a conflict, but is ok if it’s monitored and communicated with you.  It is ok for a support provider to have a conflict of interest, as long as they **tell you** and have a **plan** to manage it. |

# Examples of a conflict of interest

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| A close-up of a logo  Description automatically generated with low confidence  A picture containing text, clipart  Description automatically generated  Icon  Description automatically generated | A conflict of interest can happen when:  **·** Your Specialist Disability Accommodation (also known as SDA) provider is also your support provider and doesn’t look after you properly.  **·** Your SDA provider puts you in a house they own, even if another house might be better for you.  **·** Your SDA provider uses your confidential information and provides it to another provider or company for money. |

# How do we reduce the risk of a conflict of interest?

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| A picture containing text, clipart  Description automatically generated  A picture containing text, clipart  Description automatically generated  Icon  Description automatically generated | To **reduce the risk** of a conflict of interest we make sure the client and their family or guardian understand what support we provide.  This includes our role as a **NDIS service provider** and **accommodation provider**.  This is done through:  **·** our **website**, **brochures** and **other information**  **·** the **intake** process  **·** **discussions** with the client, family/guardian  **·** **conflict of interest** policies  **·** **service agreements**  **·** the **consent** process |

# What does my SDA provider need to do?

| **Your Property Manager will:** | |
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| Icon  Description automatically generated | **include you in discussions** about how your supported independent living service will be delivered |
| A picture containing clipart  Description automatically generated | provide you the **service quickly** while making sure it **meets your needs**. |
| Two people  Description automatically generated with low confidence | communicate with you in an **open and honest** way. This includes telling you if we’re not the right support service for you. |
| A picture containing text, clipart  Description automatically generated | **protect** your privacy and confidentiality  your files are kept secure in a locked filing cabinet and on a secure electronic server. |
|  | follow the law –  **National Disability Insurance Scheme Act 2013** and **Australian Consumer Law**. |
|  | **follow** the NDIS Code of Conduct and Practice Standards |
|  | keep **accurate** records of the supports provided and provide them on request |
|  | provide **invoices** of the services delivered |
|  | **help** you, your family or guardian contact the NDIA when asked or required |
|  | **review** your service at least once a year or if something changes |
|  | **support** you to move out if you choose to |
|  | we will **write** to you, your family or guardian **within five business days** if something changes in your contract |
|  | support your right to have **choice and control**. |
|  | **check** to make sure everything is alright with your support |
|  | **listen** to your feedback, concerns and complaints and support your decisions   * Poster with Community Advocates * A Notice for your SDA Provider SDA-16 |

# How to make a complaint

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| A picture containing text, clipart  Description automatically generated  A picture containing clipart  Description automatically generated | If you think there is a **conflict of interest** you can make a complaint.  Talk to Kyeema first and ask to make a complaint.  If you don’t feel comfortable talking to Kyeema, you can ask an advocacy organisation or someone you trust to help you. |

# Who can I ask for help?

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| Shape  Description automatically generated | If you would like help to make a complaint you can call:  Kyeema’s Community Advocates  **NDIS Quality and Safeguards Commission**  1800 035 544  **Office of the Public Advocate**  1300 309 337 |

# Contact us

If you have any questions, you can contact Kyeema by:

|  |  |
| --- | --- |
| **@** | **Telephone**  (03) 5523 5999  **Email**  [admin@kyeema.com.au](mailto:admin@kyeema.com.au)  **Asking a staff member** |