

CONFLICT OF INTEREST POLICY

INTRODUCTION / SCOPE

Matchu Pty Ltd. trading as “matchability”, provides services to people with a disability that enable the pursuit of person-centred supports that seek to maximise choices and individual preferences for people who request services.

Matchu actively manages real and possible conflicts of interest that have the potential to negatively impact or influence services.

Where personal interest comes into conflict with a person’s work-related responsibilities Matchu attempts to ensure any conflicts are identified and prevented or resolved.

A conflict of interest may be naturally occurring rather than as an indication of improper activity and all conflicts whether real or possible must be identified, declared, recorded and managed.

This policy applies to all programs of Matchu and to all Staff and Company Directors.

PURPOSE

To comply with the general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme.

To ensure the integrity and reputation of Matchu (matchability) is always maintained and consistent values are displayed.

POLICY

Conflict of Interest policy is advertised to participants and families and they are given the opportunity to ask questions.

Matchu and its’ representatives will ensure that when providing supports to customers under the NDIS, any conflict of interest is declared and any risks to customers are mitigated.

All Matchu representatives 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.

Matchu representatives will:

- Manage, document and report on individual conflicts as they arise, and
- Ensure that advice to a participant about support options is transparent and promotes choice and control.
- All customers will be treated equally, and no participant given preferential treatment above another in the receipt or provision of supports.
- Where a potential conflict of interest may occur, the customer will be informed of any such potential conflict. Where they decide to proceed with supports provided by Matchu, this will be added to Matchu’s Risk Register with strategies to mitigate any potential risk.

Gifts, benefits and commissions and the NDIS

Matchu representatives 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 any representative of Matchu.

ASSOCIATED DOCUMENTS & RESOURCES

Service Agreement

Risk register

- NDIS Act 2013
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2018
- Privacy Act 1988
- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013