



Autism
Association of WESTERN AUSTRALIA



**How does the Autism Association
manage Conflict of Interest?**

Conflict of Interest

The Autism Association provides a range of supports and services and your choices and it is important to us that you have the support to live your best life.

We recognise the potential, real or perceived conflict of interest in performing both of these roles for an NDIS participant and have put processes in place to ensure you can access the supports that you choose.

What is a Conflict of Interest?

A conflict of interest is when an organisation or staff member has interests that are different from the people they are supporting.

A conflict of interest is wrong if the interests of an organisation or staff member cause problems for you or stop you from making your own choices about how you achieve your goals. It is also wrong if staff use their professional or official capacity for personal benefit.

A conflict of interest may be:

- actual: a conflict of interest has happened.
- potential: a conflict of interest could happen.
- perceived: looks like a conflict of interest, but may not be.

A conflict of interest may affect the way a person acts and the decisions they make.

You will not be influenced to select the Autism Association as your provider. It is your decision. Your Coordinator, Support Worker or Therapist will advise you if a conflict arises while you are receiving services with us.

This information can be translated to different languages or produced in different formats such as Easy English and child-friendly versions upon request.

How does the Autism Association Manage Conflict of Interest?

The Autism Association has the responsibility to ensure:

- to manage any conflicts of interests.
- to give you the information you need to make decisions, not just the information about what the autism association or a staff member wants you to do.
- staff always act in your best interest.
- staff act in a professional manner in accordance with the ndis and the Autism Association Code of Conduct.
- staff cannot accept gifts or extra money from anyone that might make them do something that is not right.
- you will be treated equally. no other person will be given preferential treatment above you.
- our actions do not impede your right to choose and control your decisions.
- information about service options are transparent and promote your choice and control.



Conflict of Interest
prevalent factor in the
organization/group
... incentives

The Association and our staff will:

- give you all the information you need to make informed decisions about your supports and services.
- help you when you want to find someone who can help you make decisions about your supports and services. This is called an Advocate or Support Person.
- not give, ask for, or accept any incentives or gifts that impact on the way we provide supports and services to you, including any referral arrangements with other providers.
- make sure our personal or organisational interests do not adversely affect the way we provide supports and service to you, including the way we support you to make decisions and choices about your supports and services.
- have procedures and guidelines to follow for declaring and avoiding conflicts of interests, and accepting and giving gifts.
- tell you if we know of any conflict of interest that may affect the way we provide supports and services to you.
- give you information about how to tell us if you are not happy or something has happened that you do not like.





What happens if our staff have a conflict of interest?

All staff have to tell their Manager or Coordinator if they have a conflict of interest in any part of their work.

The Association will work with a staff member to make a plan to make sure the conflict of interest does not stop the staff member from doing their job in the right way.

The Association will also work with staff supporting you to tell you if they have a conflict of interest.

Conflict of Interest in Specific Services

In you are also accessing the following services please read the following information regarding our commitment to you.

Conflict of Interest in Support Coordination

The Autism Association is a service provider of a range of NDIS services, one of which is Support Coordination.

Support Coordination plays an important part in finding, connecting and managing your supports. A Support Coordinator, works with you over the course of your plan, making sure you have the best supports for your needs, resolving issues and supporting you to achieve your goals.

There are lots of organisations who can provide NDIS supports to you. The service provider you choose is completely up to you.

If we are helping you with the choices you make about service providers to use in your NDIS plan, the Autism Association Support Coordinator will:

- support you to understand the difference between support coordination and other NDIS supports
- give you information about all the organisations that can support you.
- tell you if the Association also has a support or service you are interested in.
- tell you that you do not have to use the Association to support you.
- make sure nothing bad will happen if you do not want to use the Association for some or all of your supports.
- recommend changes to support if needed.
- tell you about conflict of interest and how we manage this at the Association.
- give you information about how to make a complaint if you are not happy or if something has happened that you do not like.

Conflict of interest in Supported Independent Living and Specialist Disability Accommodation

The Autism Association is also a provider of NDIS Supported Independent Living and NDIS Specialist Disability Accommodation.

You may also choose to have other supports delivered in your house.

To manage conflict of interest in these services, the Autism Association will:

- support you to understand the difference between the Specialist Disability Accommodation service and other NDIS supports.
- provide you with information to assist you to understand the Autism Association's access criteria for Specialist Disability Accommodation and Supported Independent Living and other NDIS supports.
- provide two separate Service Agreements: one for Specialist Disability Accommodation and one for Supported Independent Living.
- provide a Tenancy Agreement in addition to the Service Agreement.
- explain the different roles and responsibilities of separate teams within the Autism Association that are involved in the delivery of these services.
- give you information about how to make a complaint if you are not happy or something has happened that you do not like.

For more information, please speak to your key contact at the Autism Association or contact us on (08) 9489 8900 or email Quality.Safeguarding@autism.org.au.



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Locations include:

Shenton Park

Midland

East Fremantle

Joondalup

Gosnells