

POLICY	CONFLICT OF INTEREST- ALKIRA SUPPORT CO-ORDINATION SERVICE POLICY
Related Section	Governance
PURPOSE	
<p>Alkira has been approved as both a registered Plan Management provider, registered Support Co-ordination provider and as a registered provider of a wide range of other support services under the National Disability Insurance Scheme (NDIS). Alkira is aware of the potential for real or perceived conflict of interest in performing both these roles for an individual.</p> <p>The NDIS requires that “If a registered plan management provider is also a provider of other supports received by the participant, then the registered plan management provider will need to have mechanisms in place for dealing with any conflicts of interest that might arise. These mechanisms would normally involve both policies and administrative procedures.”</p>	
DEFINITIONS	
<p>Conflict of interest – is a situation in which a person has a private or personal interest sufficient to appear to influence the objective exercise of his or her official duties as, say, a public official, an employee, or a professional.” Source: Chris MacDonald, Michael McDonald, and Wayne Norman, “Charitable Conflicts of Interest”, <i>Journal of Business Ethics</i> 39:1-2, 67-74, August 2002. (p.68).</p>	
GUIDING PRINCIPLES	
<p>This policy addresses these issues by using the following statements, actions and commitments:</p> <ol style="list-style-type: none"> 1. Support coordination activities and other support services have well defined and separate administrative policy, procedures and work instructions for Alkira staff to follow. 2. Alkira staff will act in the best interests of participants to ensure they are informed, empowered and able to maximise choice and control. 3. Alkira staff are instructed to always identify to NDIS participants that: <ol style="list-style-type: none"> a) Alkira offers support coordination, as well as a wide range of other supports under the NDIS. b) the participant in the NDIS always has the choice to use either Alkira or other service providers in relation to support coordination and/or other supports. c) there are many other registered plan managers under the NDIS and they are listed on the NDIS website – Alkira staff are to purposely make NDIS participants aware of this. d) there may, and often will be, other service providers who offer identical or similar supports to Alkira and that it is always the choice of the NDIS participant which service provider they choose. e) even if a person chooses to use Alkira as their plan manager or supports coordinator they do not have to use any Alkira supports. f) Alkira will offer supports to NDIS participants regardless of whether they self-manage their plan, use the NDIA or any another registered plan manager. g) Alkira staff will obtain confirmation that the above information has been disclosed to participant in order to maximise choice and control. 4. Alkira staff will manage conflict of interests as they arise in line with NDIA Operational Guidelines or pricing arrangements and guidelines. 5. Alkira staff will notify their manager of any conflicts as they arise as well as document it in the Alkira Conflict of Interest register. 	

6. Participants are able to raise complaints using our grievance procedure or completing the feedback form available on the Alkira website.
7. Alkira staff will under no circumstances accept any offer money, gifts, services, commissions or benefits that would cause them to act in a manner against the interests of the participant
8. Alkira staff are required to adhere to the Alkira Code of Conduct, to avoid real or perceived conflicts of interest, and to record and report any which may be identified.

REFERENCES - INTERNAL

- Alkira Conflict of Interest register
- Code of Conduct Policy

REFERENCES - EXTERNAL

- National Disability Insurance Scheme (NDIS) Act <https://www.ndis.gov.au/about-us/governance/legislation>

REVIEW

Alkira at its own discretion reserves the right to change the policy and procedure in line with relevant legislation and organisational needs.

If this policy can be improved please submit a Continuous Improvement Form to the Quality & Systems Officer.

Policies will be reviewed every three years.

VERSION CONTROL

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Process Owner:	Chief Executive Officer
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