

## 3.9 Conflict Of Interest - Service Delivery

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Effective Date: 29 October 2021  
Version 4.0

### Industry Standards

National Disability Standards Section 1

Attendant Care Industry Standard (2018): Level 3.4

NDIA Practice Standards and Quality Indicator: Core Module 3.5

### Purpose

Community Connections Australia (CCA) has a responsibility to ensure that all people who receive services where they are able to choose their provider will not be influenced by a CCA staff member who has a conflict of interest or a potential conflict of interest.

### Policy Statement

Community Connections Australia (CCA) is committed to managing real or perceived conflicts of interest effectively. All staff are responsible for ensuring that their personal interests or perceived personal interests do not come into conflict within their role with CCA. CCA will exercise good governance to ensure that any conflicts in relation to the provision of services are identified, declared, recorded and managed.

### Scope

This policy applies to all current people receiving services and all CCA staff members.

### Policy Principles

1. CCA acts in the best interests of each person receiving services and protects them from harm or disadvantage due to real or possible conflicts of interest.
2. Each person has the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.
3. Each person has the right to know about any real or possible conflict of interest that does, or may, affect their services in a manner that best suits their preferred method of communication.
4. Each person has the right to access non-CCA services to support their ability to make choices and control their services.
5. No person is given preferential treatment above another in the receipt or provision of supports.
6. Staff working for or with CCA must not seek or receive any personal benefit because of their work including gifts, commissions, bonuses or rewards.
7. All real and possible conflicts of interest are declared, documented, managed, and monitored.

8. CCA will comply with any operational guidelines or instructions about conflict of interest from the funding agency.
9. To ensure segregation between Support Coordination and Service Delivery streams, the organisation has arrangements in place to keep information separate between Support Coordination and Service Delivery.
10. No CCA service (eg: support coordination) may incentivise any person receiving CCA services to utilise the services of another CCA service (eg: service provision); and
11. No CCA service may hinder any participant from accessing services provided by a third party.
12. In the instance that more than 1 family member or participant resides at the same residence, the participant will be provided the option of having a different support coordinator assigned for each person.

This policy is to be read in conjunction with CCA Conflict of Interest Policy

Approved:   
(Chief Executive)

Date: October 2021

Refer to CCA Table of Contents for related policies and procedures.

### Document History

Note: Reviewed and rewritten policies and procedures took effect on 1<sup>st</sup> December 2016. For preceding policies and for revision history prior to this date, contact the Company Secretary.

Version Number	Review Date	Revision Details
1	2016	Original Policy
2	2017	Document Review- NDIA standards
3	2018	ACIA 2018 and NDIA Standards referenced
4	2021	Revised policy statement and principles ( <i>previous Policy 6.13b</i> )

Next Review Date: October 2024

## Definitions

### Conflict of interest

When a person working for or with CCA has the potential to gain personal advantage or benefit from their work or be influenced in the way they do their work. Conflicts of interest are documented and reported to the Board.

### Personal interest

Refers to a person's own interests and those of their family and friends and/or any organisations they support, are involved with.

### Benefit

Any product, service, or advantage given to a person due to their work. This can include money, gift cards, gifts or discounts or favourable treatment.