

As a registered provider of supports under the National Disability Insurance Scheme (NDIS), Menzies Support Services has responsibilities in relation to:

- managing conflicts of interest generally
- managing conflicts of interest in plan management and support coordination, and
- offering or receiving gifts, benefits and commissions.

Managing conflicts of interest generally

Menzies Support Services and its team members will ensure that when providing supports to clients under the NDIS, including when offering plan management or support coordination services, any conflict of interest is declared and any risks to clients are mitigated.

All employees will act in the best interests of NDIS participants and other clients, 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.

Employees will ensure that Menzies Support Services pro actively manages perceived and actual conflicts of interest in service delivery. Employees will:

- Manage, document and report on individual conflicts as they arise, and
- Ensure that advice to a participant about support options (including those not delivered directly by Menzies Support Service) is transparent and promotes choice and control.

As required by the NDIA Terms of Business, all participants will be "treated equally, and no participant [shall be] given preferential treatment above another in the receipt or provision of supports". (See note below.)

Managing conflict of interest in plan management and support coordination

Menzies Support Services staff performing plan management and support coordination functions will ensure that:

- the organisation's risk register and/or conflict of interest register includes the ongoing potential conflict of interest
- they declare to clients the potential conflict of interest of Menzies Support Services being both plan manager or support coordinator and a provider of other supports and affirm that the organisation will act as directed by the client and in the best interests of the client.
- clients will be presented with a range of choices about providers of supports where other providers are available and not only Menzies Support Services and staff will not seek to influence the client to select Menzies Support Services.
- records will be kept confirming the advice given to the customer.

Gifts, benefits and commissions and the NDIS

Menzies Support Services or its staff 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 employees or Menzies Support Services.

References

- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013
- Terms of Business for Registered Providers (effective 1 July 2016)

Notes

This does not prevent providers determining which people they will accept as customers on the basis of considerations such as: provider capability; the consequences of NDIS price caps; location; work health and safety; customer mix; and, risk appetite.