

CONFLICT OF INTEREST STATEMENT



CONFLICT OF INTEREST STATEMENT – SUPPORT COORDINATION

ARC Disability Services Inc. (ARC) is a not-for-profit association registered as a Provider of Supports, Supports Coordination and Plan Management under the National Disability Insurance Scheme (NDIS).

ARC's Support Coordination service and Coordinators of Support are a key service for many participants who require assistance to understand their NDIS plan, engage with providers and build capacity. ARC acknowledges there is a risk for a conflict of interest to be actual, potential or perceived as existing when considering the role our Coordinators of Support undertake in providing information to and supporting participants and their decision-makers to engage in services.

A conflict of interest occurs when someone in a position of trust, such as a Support Coordinator, has real or perceived competing private and professional interest(s), making it more difficult to fulfil their professional duties without bias.

Conflicts of interest may arise when assisting a participant to connect with providers of supports and broader systems of support. As ARC provides services other than Support Coordination, the potential risk for conflict of interest arises when a participant is receiving or intends to receive multiple ARC services.

In considering this information, ARC make the following statements to reassure all stakeholders of our commitment to managing conflicts of interest:

- In line with ARC's *Coordination of Support Policy*, ARC's Coordinators of Support must not (by act or omission) constrain or influence the direct decision making by a participant and/or their legal decision maker, so as to limit that person's access to information, opportunities and exercise choice and control.
- ARC Coordinators of Support will ensure that all participants who engage with ARC Support Coordination services are given fair and non-bias recommendations about engaging a service.
- All ARC Coordinators of Supports must ensure that they provide a multitude of options from an independent position.
- In line with ARC's *Conflict of Interest Policy*, any potential, perceived or real conflicts of interest must be declared and recorded.
- If an ARC Coordinator of Support identifies or has declared a conflict of interest, they will take all reasonable steps, where it is relevant to delivery of service, to inform the participant and/or their formal decision maker of this conflict.
- If the participant and/or their nominated decision maker is not satisfied with the strategies utilised to mitigate and manage the conflict, they will be provided with alternative options.
- If ARC is unable to provide an alternative solution within our services, ARC may suggest referral to another service provider. ARC will ensure an open discussion is held and all options are explored.
- If the participant chooses to engage an alternative service provider, ARC will assist the participant and their nominated decision-maker to transition from our service to the new provider.

For further information on how ARC provides support coordination services, manages conflicts of interest, and allows for freedom of choice, refer to the below policies which can be found on our website and or on request:

- *Support Coordination Policy*
- *Conflict of Interest Policy*
- *Freedom of Choice Policy*

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