

## Conflict of Interest

### Policy

Clean & Personal aims:

- To comply with its general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme and ensure that conflicts of interest are avoided.

As a registered provider of supports under the National Disability Insurance Scheme, Clean & Personal has the responsibility to:

- Manage conflicts of interest. To do so, Clean & Personal actively identifies, discloses, and manages any actual, potential or perceived conflicts of interest. All representatives are aware of their obligations to disclose any conflicts of interest that they may have.

### Purpose

To ensure that personal interests of any Clean & Personal worker do not influence or compromise services to participants.

### Managing Conflicts of Interest

NDIS providers are required to have policies about potential conflicts of interest in service delivery.

Clean & Personal and its team members will ensure that when providing supports to any NDIS participant that any conflict of interest is declared and any risks to participants are mitigated.

All workers will act in the best interests of NDIS participants and other customers, 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.

Workers will ensure that Clean & Personal proactively manages perceived and actual conflicts of interest in service delivery. Employees will:

- Manage, document, and report on individual conflicts as they arise

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.

### Gifts, benefits, and commissions and the NDIS

Clean & Personal or its workers 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 participants.

### What do we do to manage potential conflicts?

Clean & Personal keeps a live document to record and track potential and actual conflicts of interest.

