

Purpose and Scope

Cahoots believes in the highest standards of ethical service delivery. These standards are set out in our Code of Conduct. The following policy builds on this and outlines how we deal with actual or potential conflicts of interest.

This policy applies to all participants, staff and volunteers. This policy does not apply to Board members. Board members are refer to the Board Declaration of Interest Procedure.

The Operations Manager is responsible for implementation of this policy.

POLICY STATEMENT

Cahoots aims:

- To act in accordance with its values; and
- To comply with its general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme, the NDIS Practice Standards and NDIS Code of Conduct for providers.

As a registered provider of supports under the National Disability Insurance Scheme, Cahoots has responsibilities in relation to:

- managing conflicts of interest generally
- managing conflicts of interest in service delivery, and
- offering or receiving gifts, benefits and commissions.

Managing conflicts of interest generally

The NDIS Terms of Business for Registered Providers and NDIS Practice Standards require providers to have policies about potential conflicts of interest in service delivery.

Cahoots and its staff and volunteers will ensure that when providing support to participants, any conflict of interest is declared, documented using the Conflict of Interest Declaration Form, and any risks to participants and their family/carers are mitigated.

All staff and volunteers will act in the best interests of participants and other stakeholders, ensuring that participants are informed, empowered and able to maximise choice and control.

Staff and volunteers 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.

Staff and volunteers will ensure that Cahoots proactively manages perceived and actual conflicts of interest in service delivery. Staff and volunteers 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 Cahoots) is transparent and promotes choice and control.

As required by the NDIS Terms of Business for Registered Providers, all participants will be "treated equally, and no participant [shall be] given preferential treatment above another in the receipt or provision of support".

Workplace Relationships

In order to identify and mitigate any actual or potential conflicts of interest, staff and volunteers are required to confidentially inform their supervising manager if they are currently in a relationship with another staff member or volunteer of the organisation and

declare any potential conflicts of interest. For example, a potential or actual conflict of interest could arise in circumstance where two colleagues are in a relationship and one of them is responsible for the promotion or appraisal of the other.

The policy requirement for staff and volunteers to confidentially inform their supervising manager if they are currently in a relationship with a colleague is intended to ensure that appropriate management actions are taken to mitigate the possibility there are any competing interests, on behalf of either party, when performing their role within the organisation.

Disclosure of Workplace relationships

Disclosure of a workplace relationship between colleague will not result in disciplinary action of any kind. Cahoots requirement for disclosure of relationships with a colleague is necessary to ensure timely and effective human resources management to occur, including options and decisions around appropriate staffing, management of actual and potential conflicts of interests, and the mitigation of risks to participants in any support environment, including programs and camps.

Gifts, benefits and commissions and the NDIS

Staff and volunteers 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 a participant, their family/carer or the organisation.

Staff and volunteers 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 staff or Cahoots. Furthermore, staff and volunteers are not to act in a way that could directly or indirectly influence or compromise the choice of provider or provision of supports to a participant so as to benefit a family member, friend or any other person associated with that employee, another employee or the organisation.

Recording Conflict of Interest

Any actual or perceived conflict of interest must be reported to the CEO, documented using the Conflict of Interest Declaration Form and recorded in the Conflict of Interest Register. If a team member is unsure, they must discuss the situation with their Manager. An example Conflict of Interest Declaration Form can be found in Appendix A.

Responsibilities

The Operations Manager is responsible for the following:

- ensuring the policy is effectively implemented in the service for which they have control.
- monitoring staff and volunteer compliance with the requirements of the policy.
- ensuring staff and volunteers are familiar with the requirements of the policy, and have sufficient skills, knowledge and ability to meet the requirements.

All staff and volunteers will be held accountable for complying with the requirements of this policy.

Communication

This policy will be communicated in an appropriate way to:

- Participants and their support networks through Cahoots e-newsletter, website, intake process, easy to read flyers and accessible on request.
- Staff and volunteers through inductions, professional development and staff meetings.

Policy Review

This policy will be reviewed every two years in consultation with participants and their support networks together with staff and volunteers.

This policy is not intended to be a static document and Cahoots commits to its ongoing development as part of continuous quality improvement, and as policy and legislation changes dictate.

Reference and Related Documents

- NDIS Terms of Business for Registered Providers
- Cahoots Complaints and Feedback Policy
- Cahoots Code of Conduct – Staff and Volunteers
- Cahoots Conflict of Interest Declaration Form
- Cahoots Conflict of Interest Register

Versions

No.	Approval Date	Description of Amendment
1.0	29/05/2023	Policy created, NDIS Quality Standard
2.0	2/04/2025	Reviewed

Owner	Approver	Next Review
Operations Manager	CEO	1 April 2027

Appendix A

Conflict of Interest - Disclosure Form



Purpose and Scope

Cahoots actively manages actual and potential conflicts of interest that have the potential to negatively impact or influence services. This is part of our commitment to always provide safe and high-quality supports.

Where personal interest comes into conflict with a person's work-related or volunteering responsibilities. Cahoots exercises good governance, to ensure any conflicts are identified and prevented or resolved.

Types of conflicts of interest

The following types of conflicts of interest are provided as a guide but are not an exhaustive list. Each instance should be reported to the relevant employee's manager.

- a. Social relationships
- b. Personal relationships
- c. Private/corporate business;
- d. Outside employment including voluntary/unpaid work
- e. Gifts

General details



Staff/Volunteer Surname	Smith
Given Name/s	Jerry
Position	Facilitator
Coordinator/Manager's Name	Susan Brown

Declaration of interests

Describe the private interests that have the potential to impact on your ability to carry out, or be seen to carry out, your official duties impartially and in the public interest.

(Describe your private interests and/or associations)
Also work at another NDIS service provider, Rocky Bay on a casual contract as an Individual Support Worker.

Identifying the conflict of interest

The conflict of interest has been identified as: (Please select applicable conflicts below)

<input type="checkbox"/>	Actual conflict of interest
<input checked="" type="checkbox"/>	Potential conflict of interest
<input type="checkbox"/>	Financial interest
<input checked="" type="checkbox"/>	Personal interest

Employee Declaration

Describe the actions you have taken to avoid any actual or potential conflict of interest:

Conflict of Interest - Disclosure Form

Do not discuss Cahoots, participants or organisational practices outside of Cahoots or Rocky Bay while on Cahoots services. I will flag to either place of work if I am rostered on with a participant that attends the other provider to my manager to allow them to make the decision whether it is acceptable for me to work with that participant.

I declare that the above details of my private interests are correct to the best of my knowledge and am aware of my responsibilities to take reasonable steps to avoid any real or apparent conflict of interest in connection with my public service employment and to advise my manager of any relevant changes in my personal circumstances.

Signature: J Smith

Date: 29/05/2023

Action by Manager

Describe the action proposed to mitigate the real or apparent conflict which has been disclosed and the reasons for the decisions:

Lodged the conflict of interest in the [Conflict of Interest](#) register. Made note in agenda for Jerry's regular performance review meetings to check on the potential conflict of interest as to whether any conversations have been had with Cahoots participants about Rocky Bay or vice versa.

The above action has been discussed with the employee and is appropriate to resolve the actual or potential conflict of interest disclosed above.

Signature of manager: S. Brown

Date: 29/05/2023

Employee endorsement of proposed actions

Signature of employee/volunteer: J Smith

Date: 29/05/2023

Versions

Version Number	Date	Description of Amendment
1.0	08/05/2023	Form Created