
Conflict Of Interest

Participant Name	
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Plan Start Date	
Plan End Date	

Headway Gippsland Inc. has been approved as a registered NDIS Service Provider, Service Coordination Provider and Plan Management Provider. To avoid any real or perceived conflict of interest in being both a registered NDIS Service Provider and a Service Coordination Provider, Headway Gippsland Inc. has put policies and administrative procedures in place. This policy statement outlines those policies and procedures, and our commitments to you.

1. Headway Gippsland Inc.'s Service Provision and Support Coordination activities have well defined and separate administrative policies, procedures and work instructions for Headway Gippsland Inc. staff to follow.
2. Headway Gippsland Inc. staff will act in the best interests of participants to ensure they are informed, empowered and able to maximise choice and control at all times.
3. Headway Gippsland Inc. staff are instructed to always identify to NDIS participants that:
 - a) Headway Gippsland Inc. offers Support Coordination and Plan Management to participants, as well as a wide range of other supports under the NDIS.
 - b) NDIS participants will always have the choice to use Headway Gippsland Inc. or other service providers in relation to Support Coordination, Plan Management and/or other supports/services.
 - c) In relation to Financial Intermediary Support, there are many registered Financial Intermediary Managers under the NDIS and they are listed on the NDIS website - Headway Gippsland Inc. staff will pass this information on to NDIS participants.
 - d) Participants can choose to use Headway Gippsland Inc. as their Support Coordinator or Plan Manager only, that is, they do not have to use any other Headway Gippsland Inc. services (and vice versa - that is, participants can choose to only receive services from Headway Gippsland Inc., and not receive Support Coordination or Plan Management).
 - e) As a Coordination of Supports provider Headway Gippsland Inc. will endeavour to provide participants with at least 3 options for each service type.

Headway Gippsland Inc. staff shall assist, but not influence, participant choice and control.

Conflict Of Interest

Headway Gippsland Inc. staff will:

1. Manage conflict of interests if and when they arise in line with NDIA Operational Guidelines and/or pricing arrangements and guidelines and the Headway Gippsland Inc. Conflict Of Interest Policy.
2. Notify their manager and the participant/nominee of any conflicts as they arise.
3. Encourage participants/nominees to raise complaints using our complaints procedure readily available on request, and also outlined on the Headway Gippsland Inc. website. Additional information on managing complaints is contained in the Headway Gippsland Inc. Service Agreement.
4. Under no circumstances accept any offer of money, gifts, services, commissions or benefits that would cause them to act in a manner against the interests of the participant.
5. Are required to adhere to the Headway Gippsland Inc. Code Of Conduct to avoid real or perceived conflicts of interest, and to record and report any which may be identified.
6. Obtain confirmation that the above information has been disclosed to participants in order to maximise choice and control. This policy statement and accompanying signature is a central part of that process.

Participant's Full Name:	
Address:	
Date Of Birth:	

Name of Participant or
Participant's Nominee
(as per NDIS Plan)

Name of authorised person from
Headway Gippsland Inc.

Signature of Participant or
Participant's Nominee
(as per NDIS Plan)

Signature of authorised person from
Headway Gippsland Inc.

Date

Date