

## Conflict of Interest Policy

Conflict of Interest Policy

Collective Pathways

### Purpose

This policy outlines how Collective Pathways identifies, manages, and discloses conflicts of interest to ensure participants receive fair, unbiased, and high-quality services in accordance with NDIS Practice Standards.

### Definition

A conflict of interest occurs when personal, financial, or other interests could improperly influence, or appear to influence, decisions or actions taken by staff, contractors, or the organisation.

Conflicts may be:

- Actual - a real conflict exists
- Perceived - others may reasonably think a conflict exists
- Potential - a conflict could arise in the future

### Policy Statement

Collective Pathways is committed to:

- Acting in the best interests of participants at all times
- Ensuring transparency in all dealings
- Disclosing and managing conflicts promptly and appropriately

### Types of Conflicts

Examples include (but are not limited to):

- Providing multiple services to the same participant that may impact independence or choice
- Referring a participant to a business or service with which a staff member has a financial interest
- Favouring family or friends in service provision decisions

## Responsibilities

All staff, volunteers, contractors, and directors must:

- Disclose any actual, perceived, or potential conflict of interest as soon as they become aware
- Refrain from decision-making where a conflict exists
- Complete a Conflict of Interest Declaration Form annually or when circumstances change

## Management Strategies

Collective Pathways will:

- Maintain a Conflict of Interest Register
- Regularly review service delivery to ensure participant choice and control
- Inform participants where a conflict exists and offer alternative options where appropriate
- Provide training to staff on identifying and managing conflicts

## Participant Rights

Participants will be:

- Informed of any conflicts that may impact their services
- Given the freedom to choose alternate providers or supports without penalty
- Protected from any disadvantage for raising concerns about a potential conflict

## Review

This policy is reviewed annually or as required to ensure compliance with NDIS standards and evolving best practices.