



CONFLICT OF INTEREST POLICY

1. POLICY STATEMENT

Lift Up Voices actively manages real and possible 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, Lift Up Voices exercises good governance, to ensure any conflicts are identified and prevented or resolved.

A conflict of interest may be naturally occurring rather than as an indication of improper activity and all conflicts whether real or possible must be identified, declared, recorded and managed. This policy supports Lift Up Voices NDIS Practice Standard 2 Provider Governance and Operational Management.

It also aligns with the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Act 2024, which reinforces provider accountability in transparent service delivery and participant decision-making.

2. SCOPE

This policy applies to all staff including permanent and casual employees, contract workers, temporary agency workers and volunteers. Anyone working with or for Lift Up Voices is expected to be familiar with this policy and use the approved procedures for responding to real and possible conflicts of interest. This also applies to Directors in accordance with their governance responsibilities.

3. DEFINITIONS

Conflict of interest: when a person working for or with Lift Up Voices has the potential to gain personal advantage or benefit from their work or be influenced in the way they do their work. Conflicts of interest are documented and reported to a Director.

Personal interest: refers to a person's own interests and those of their family and friends and/or any organisations they support or are involved with.

Benefit: Any product, service, or advantage given to a person due to their work. This can include money, gift cards, gifts or discounts or favourable treatment.

Perceived conflict of interest: a situation in which it could be perceived by others that a personal interest might improperly influence professional decisions, even if this is not the case.

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Related party: a person or organisation connected to a staff member, such as a family member, business partner, or closely affiliated organisation.

4. PRINCIPLES

- Lift Up Voices acts in the best interests of participants and protects them from harm or disadvantage due to real or possible conflicts of interest.
- Participants have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.
- Participants have the right to know about any real or possible conflict of interest that does, or may, affect their services.
- The conflict of interest policy is provided or explained to participants in their own language using their preferred method of communication.
- Participants are provided with advice about support options (including those not delivered directly by Lift Up Voices) to support a person's ability to make choices and control their services.
- No participant is given preferential treatment above another in the receipt or provision of supports.
- People working for or with Lift Up Voices must not seek or receive any personal benefit as a result of their work including gifts or rewards.
- All real and possible conflicts of interest are declared, documented, managed and monitored.
- Lift Up Voices will comply with any operational guidelines or instructions about conflict of interest from the funding agency.

5. KEY ACTIONS/PROCEDURES

- A conflict of interest register is kept and maintained by the director/s with responsibility for risk management with Lift Up Voices.
- Conflict of interest is explained to staff during induction by the director responsible for the induction process. This includes a list of potential conflicts arising from multiple employers, personal relationships and gifts.
- Conflict of Interest policy is provided to participants and families online and they are given the opportunity to ask questions.
- Staff are required to read the Conflict of Interest Policy and declare any personal interests using a declaration of conflict of interest form. Staff who are unsure about whether something is a conflict of interest should speak to a director.
- Any actual or perceived conflicts that arise during service delivery must be raised immediately and documented in the Conflict of Interest Register.
- Breaches of the conflict of interest policy are managed through supervision, and if required, through performance management.
- Participants will be advised promptly if a conflict of interest arises that affects their support. This includes advising of alternate support options if needed.

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6. REVIEW

This policy will be reviewed every two years. If at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly. This includes updates required due to changes in NDIS Commission guidance, audit findings or changes to service delivery models.

RELATED POLICIES

Code of Conduct Policy

Safeguarding for Participants Policy

Compliments, Complaints and Feedback Policy

Risk Management Policy

SUPPORTING DOCUMENTS

Conflict of Interest Declaration Form

Conflict of Interest Register

RELEVANT LEGISLATION OR STANDARDS

National Disability Insurance Scheme Act (2013)

NDIS Practice Standards and Quality Indicators (2020)

NDIS Amendment (Getting the NDIS Back on Track No.1) Act 2024

NDIS (Code of Conduct) Rules 2018

NDIS Provider Governance and Operational Management Rules

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