

# Conflict of Interest

## What is a conflict of interest?



A conflict of interest is when your provider make a decision that is good for them, but not fair for you.



It could affect you, your family member, or friend.



A conflict of interest can be about:

- Money
- Personal relationships
- Business relationships



SDA LIVING  
AUSTRALIA

# Conflict of Interest

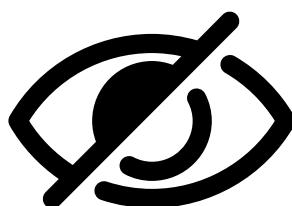
## Examples of conflict of interest



If we say you cannot move homes, even though you are unhappy.



If we say you cannot choose your own support provider.



If we share your private information with another company for money.

# Conflict of Interest

## What we do to keep things fair



We will always:

- Explain what SDA Living Australia does
- Act in your best interest
- Support your right to choice and control
- Find and manage any conflicts of interest
- Follow NDIS rules, laws and standards
- Help you or your family contact the NDIA when needed



**SDA LIVING**  
AUSTRALIA

# Conflict of Interest

## What we do to keep things fair



We make sure you understand that:

- Your home is separate from your other NDIS supports
- You can choose different providers for your supports
- Your tenancy does not depend on who provides your supports
- Your housing rights are always protected
- You can choose to move to a different home if you want.

# Conflict of Interest

## Gifts and Payments



To keep things fair, SDA Living Australia cannot accept gifts, Money, other benefits

## When Conflict of Interest Happens



If a conflict of interest happens:

- Staff must report it
- The conflict is recorded and managed safely



**SDA LIVING**  
AUSTRALIA