

# Conflict of Interest

## Supporting Choice, Control and Transparency

SDA Living Australia is committed to managing conflicts of interest openly, ethically and transparently. This ensures people living in our homes are supported to exercise real choice and control over their NDIS supports.

This applies to all SDA Living Australia employees and aligns with relevant legislation, including the NDIS Act 2013, NDIS Code of Conduct, Practice Standards and Australian Consumer Law.

### What is a Conflict of Interest?

Under the NDIS, a conflict of interest occurs when a provider's interests, real or perceived, could influence, limit or interfere with a participant's ability to make independent decisions about their supports or services.

### Reporting a conflict of interest

Conflicts of interest are avoided wherever possible. Where a real or perceived conflict arises, employees must declare it immediately. All declared conflicts are assessed, managed and recorded in our Risk Register.

### How Conflict of Interest is Managed at SDA Living Australia

As a registered NDIS service provider, we will always:

- Clearly explain the supports and services we provide
- Act in the best interests of participants at all times
- Support informed decision-making and maximise choice and control
- Identify, manage and document any actual or perceived conflicts of interest
- Consider whether personal, financial or other interests could influence decisions
- Ensure decisions are fair, reasonable and would be viewed as appropriate by others

As an SDA provider, we will ensure that:

- A tenancy is never conditional on choosing particular support providers
- SDA is delivered separately from other NDIS supports, and participants understand their right to choose different providers.
- Housing rights, including security of tenure, are upheld regardless of support choices
- Participants who share supports (such as overnight onsite assistance) understand their rights to choice and control
- We will also support participants to move to a different home if they choose.

### Making Information Accessible

Information about conflicts of interest is available through our website, tenant handbook and brochures, and can be provided in Easy English, explained verbally, or supported with interpreters if required.

### Gifts, Benefits and Commissions

SDA Living Australia and its employees do not accept gifts, payments, benefits or commissions that could influence decision-making or compromise a participant's interests. Employees must not have financial or personal interests that could affect the selection of providers or delivery of supports.

### SDA Living Australia Pty Ltd

 [sdalivingaustralia.com.au](http://sdalivingaustralia.com.au)  
 1300 469 939  
 [contact@sdalivingaustralia.com.au](mailto:contact@sdalivingaustralia.com.au)



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