

PURPOSE

All About Care Australia (AACCA) is committed to ensuring that actions and decisions taken at all levels of the organisation are informed, objective and fair, and free from the influence of conflicts of interest.

AACCA proactively identifies, discloses and manages actual, perceived and potential conflicts of interest to ensure that personal or individual interests do not compromise the organisation's services, activities or decisions.

SCOPE

This policy applies to all AACCA directors, management, staff, volunteers and contractors.

All persons covered by this policy are required to act in the best interests of the organisation and to disclose any conflicts that may arise between their personal interests and their responsibilities at AACCA.

DEFINITIONS

- **Conflict of Interest** - A situation in which a person's personal interests, relationships or obligations could improperly influence, or could reasonably be perceived to influence, their decisions or actions in the performance of their duties at AACCA.
- **Actual Conflict of Interest** - A real conflict that currently exists between a person's duties at AACCA and their private interests.
- **Perceived Conflict of Interest** - A situation where it could reasonably be perceived that a person's private interests could improperly influence their duties, whether or not this is actually the case.
- **Potential Conflict of Interest** - A situation where a person's private interests could conflict with their duties in the future.
- **Conflict of Interest Register** - A formal record maintained by AACCA to document declared conflicts of interest and the actions taken to manage them.

POLICY

AACCA is committed to managing conflicts of interest in a transparent and accountable manner in accordance with the NDIS Code of Conduct.

All workers must act with integrity and disclose any actual, perceived or potential conflicts of interest that may arise in the course of their duties.

Conflicts of interest may arise in situations including, but not limited to:

- Personal or family relationships influencing employment or service decisions.
- Financial or other personal gain connected to a worker's role.
- Engagement with other organisations that may compete with or influence AACCA services.

- Commitments or relationships that may affect impartial decision-making.

AACA supports staff participation in community and external activities; however, any external involvement that may give rise to a conflict of interest must be disclosed and appropriately managed.

PROCEDURE

AACA manages conflicts of interest through clear and structured processes to ensure transparency, accountability and the integrity of decision-making.

All staff, volunteers and contractors are required to declare any actual, perceived or potential conflicts of interest at the commencement of their engagement and as they arise.

Declared conflicts are reviewed, and appropriate actions are taken to manage or mitigate any associated risks. This may include adjusting responsibilities or limiting involvement in decision-making processes to ensure outcomes remain fair, objective and in the best interests of participants.

All conflicts of interest are documented and monitored as part of AACCA's governance framework.

Failure to declare a conflict of interest may result in disciplinary action, including termination of employment or engagement, as it may compromise the integrity of services and the safety and wellbeing of participants.

RELEVANT LEGISLATION

This policy should be read in conjunction with relevant legislation, standards and organisational policies, including but not limited to:

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS (Practice Standards) Rules 2018 (Cth)
- NDIS (Code of Conduct) Rules 2018 (Cth)
- Privacy Act 1988 (Cth)
- Corporations Act 2001 (Cth)
- Information Privacy Act 2009 (Qld)

REFERENCES

- NDIS Code of Conduct: <https://www.ndiscommission.gov.au/about/ndis-code-conduct>
- NDIS Practice Standards: <https://www.ndiscommission.gov.au/providers/registered-ndis-providers/provider-obligations-and-requirements/ndis-practice-standards>
- AACCA-PP044W NDIS Code of Conduct Statement (Public ver.)
- AACCA-AB002 Conflict of Interest Declaration
- AACCA-REG004 Conflict of Interest Register
- AACCA-PP020W Privacy Policy (Public ver.)

Information can be provided in alternative formats upon request.

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