

# Conflict of Interest

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## What is a Conflict of Interest?

A conflict of interest occurs when an organisation, individual or individuals become focussed on interests that are self-serving, rather than the best interests of the client or business. This can make a service or person unreliable, as they will encourage others to make decisions that benefit them, rather than the person using the service.

For example – if a business provides more than one service under NDIS funding, they may strongly encourage a person to use their service over any other service, even if it is not the best fit for the client's needs or interests, as this will see the service gain a financial benefit.

This is not something Marli & Moe consider to be appropriate or ethical.

## How Do We Avoid This?

Marli & Moe is an independent Support Coordination and Specialist Support Coordination service.

When we do provide you with options for services to connect with using your NDIS funding, we will always offer you at least 3 providers to consider, and more if required.

Due to us being an independent business, you can be assured that we do not make any financial or other gains from suggesting services to you.

We will, however, try our best to offer you reputable services to provide you with a high standard of care.

If you find that you connect with a service we have sourced, and they are not of the expected quality, we would love your feedback on the matter. This helps us in safeguarding others from potential harm or poor service.

## When There is A Conflict of Interest

Marli and Moe will openly communicate with all involved if there is a conflict of interest as this is not always avoidable e.g. If a Marli and Moe Support Coordinator is recommending services they have a connection with such as a previous workplace, personal connection to someone who works there etc this is okay as long as other options have been suggested where possible and as long as there is full transparency regarding the conflict of interest.

If you feel there is an inappropriate conflict of interest, your feedback can help us address and resolve the issue as soon as possible before it creates a problem for you as a client, creates an inappropriate use of NDIS funding, and damages your relationship with us, or damages the reputation of Marli & Moe as we will always strive to mitigate any conflicts of interest.

## MARLI & MOE

Through the ups and downs... together

### HEAD OFFICE

Suite 5, 20 Cliff St, Milsons Point, NSW 2061

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## What We Will Do

We will maintain a register that we add relevant feedback, complaints and concerns to, enabling us to continue improving the quality of the service provided by both us and build an awareness of services provided to our clients by others.

We will report to NDIS Safeguard Commission as required.

We will ensure all staff are trained on what a conflict of interest is, potential situations where this could occur, and how to avoid these situations.

## How to Report Your Concerns and Provide Feedback

Concerns and feedback can be reported to –

*Phone* – 1300 797 454

*Email* – [info@marliandmoe.com.au](mailto:info@marliandmoe.com.au)

*Website* - <http://www.marliandmoe.com.au/>

If you do not feel that Marli and Moe has supported you with any conflict of interest concerns you have raised the Quality and Safeguard Commission can also assist you with escalating a complaint.

Concerns and feedback can be reported to the Quality and Safeguard Commission –

*Phone* – 1800 035 544

*Website* - <https://www.ndiscommission.gov.au/>

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