



# Conflict of Interest

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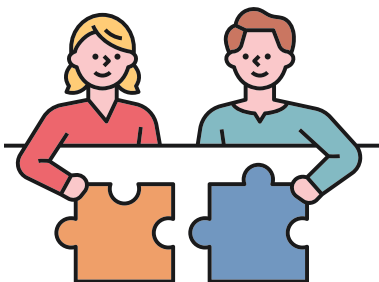
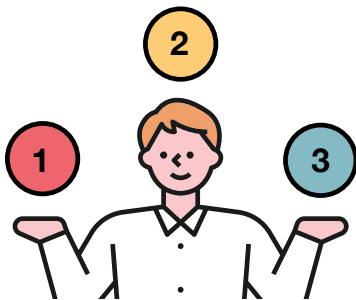


## What is a Conflict of Interest?

A conflict of interest is:

- when somebody wants to do things that are good for them, but are not good for you

An example – if a service offers Support Coordination, and Support Workers, they might push you to only use their workers, even though you don't want to. This is because it makes more money for the service.



## **Marli and Moe will not do that to you.**

- We only offer Support Coordination, and Specialist Support Coordination.
- We will always give you 3 or more options of different services so that you can choose for yourself.
- We don't make any money from other services
- We'll try our best to offer you the best services to choose from
- If they are not a good service, you can tell us, and we will find you a different one

## When There is A Conflict of Interest

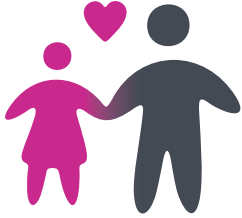


- If there is a conflict of interest, we will talk with everyone involved.
- If you think there is a conflict of interest, you can tell us and we can help

## What We Will Do



- We will keep a record of feedback, complaints and concerns to help us continue learning to give better service.
- We will report to NDIS Safeguard Commission if we need to.
- We will make sure our staff know about conflict of interest and how to avoid it.



## 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 don't think that Marli and Moe has helped you sort out any conflict of interest, the Quality and Safeguard Commission can also assist you with escalating a complaint.



Concerns and feedback can be reported to the Quality Safeguard Commission

Phone:

1800 035 544

Website:

<https://www.ndiscommission.gov.au/>