

# Conflict of Interest

## 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 and Moe consider to be appropriate or ethical.

## HOW DO WE AVOID THIS?

When we do provide you with options for services, we will always offer you at least 3 providers to consider (where available), and more if required.



Marli and Moe have a unique conflict-of-interest policy that requires extra provisions. Our Director (Jemma Grunsell-Kerr) is connected to an independent company - People First Physio [www.peoplefirstphysio.com.au/](http://www.peoplefirstphysio.com.au/)

The best policy is to be open, honest and transparent of this information to avoid a perceived conflict.

This will not only maintain client's best interests to make informed decisions and utilise choice and control, it will also maintain the reputation of Marli and Moe plus it's workers by highlighting that we have policies in place to mitigate any risk of special treatment to an organisation.

We will 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 staff member 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 and Moe as we will always strive to mitigate any conflicts of interest.

## 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 TO US

Concerns and feedback can be reported to-

Email: [info@marliandmoe.com.au](mailto:info@marliandmoe.com.au)  
Phone number: 1300 797 454

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:

NDIS (National Disability Insurance Scheme).

- 1800 800 110
- [www.ndis.gov.au/](http://www.ndis.gov.au/)

Or

NDIS Quality and Safeguard Commission

- 1800 035 544
- [www.ndiscommission.gov.au/](http://www.ndiscommission.gov.au/)
- [www.ndiscommission.gov.au/contact-us/makeacomplaint](http://www.ndiscommission.gov.au/contact-us/makeacomplaint)

