



What is a conflict of interest?

A conflict of interest may be;

- Actual – it happened
- Potential – something might turn into a conflict of interest
- Perceived – it seems like a conflict of interest

Staff must always explain this policy to clients who get:

- Support Coordination
- Plan Management

What is Plan Management?

- When we make sure you get your money through the NDIS
- When we pay for your services with the money you get through the NDIS

Do I have to use Breakaway for services?

No, Clients have freedom of choice. You can choose any Service Provider.

What do I need to know as a client of Breakaway?

It is ok to have a conflict of interest, but you need to tell Breakaway, so they can decide how to manage it.

This means that you should not:

- Take bribes – when someone gives you money to change your decision
- Be affected by gifts – something you get for free or very cheap
- You also need to know when it's ok to accept hospitality – when someone you meet treats you in a friendly way, gives you things for free - our Support Workers can help you determine if this is appropriate

Breakaway Toowoomba Inc. is committed to all clients being informed, empowered and able to maximise choice and control.

Communication/Behaviour and Decisions

- There should be an open, fair, transparent and ethical decision-making process
- All clients are to be treated equally, and no client shall receive preferential treatment above another in provision of services or support
- Clients, family or decision-makers will always have choice and control over the supports they receive

Managing a Conflict of Interest

Conflict of Interests may take many different forms and to reduce the risk Breakaway does the following;

- We make sure they don't restrict, influence or direct decision making by a client, their family, or decision maker
- Ensure client funds will be used for supporting the client to achieve plan goals

Specialised Disability Accommodation

Where the client lives in Specialised Disability Accommodation and disability support, the client will have two separate agreements with Breakaway Toowoomba Inc. (i.e. a Tenancy Agreement or Accommodation Agreement and a disability support Service Agreement)

Who checks Conflict of Interest?

Breakaway Toowoomba Inc. will conduct audits to make sure they comply with this policy and that clients are aware of the Policy.

Want to know more?

Get in touch via email or phone and speak to one of our knowledgeable team

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