CONFLICT OF INTEREST STATEMENT

Quality Health Care is an approved provider of support services under the National Disability Insurance Scheme. As part of our registration we provide Plan Management, Service Coordination and Specialist Disability Accommodation, we are aware of the potential conflict of interest this may pose for participants in providing these supports.

1. **Plan Management**

Our Plan Managers provide freedom of choice, a personalised service regular financial reports so you can track spending and remaining funds. We declare all potential conflicts of interest with you and ensure you are informed, empowered and able to maximise choice and control.

1. **Support Coordination**

Our Support Coordinators can assist you to navigate the planning process and achieve your goals. We can help you to link with providers and make sure you are receiving the right support. We provide information on all providers and will never preference QHC services above other providers. We respect your decision to choose the provider that is best for you.

1. **Specialist Disability Accommodation**

Our Tenancy Team provides a tailored service to ensure you enjoy reasonable peace, comfort and privacy in your property. We do not preference or encourage you to choose QHC as a provider and we will declare all potential conflicts of interest with you.

Quality Health Care has the necessary policy and administrative mechanisms in place for dealing with any conflicts of interest that might arise. QHC and its team members will ensure that when providing supports to customers under the NDIS, including when offering plan management or support coordination services, any conflict of interest is declared and any risks to customers are mitigated.

All QHC staff will act in the best interests of NDIS participants and other customers, ensuring that participants are informed, empowered and able to maximise choice and control. where other service providers offer same or similar services, it is always the choice of the participant as to which service they use. Staff members will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family to limit that person’s access to information, opportunities, and choice and control.

If you would like to receive a copy of Quality Health Care’s Conflict of Interest Policy, you can request it from the QHC Office. If you feel that any QHC staff are preferencing QHC services above other providers or you feel you are not being informed of the full range of providers available to you then we would encourage you to notify QHC management of this by contacting us on 9598-6000 to lodge a complaint.