



Minda Incorporated is a NDIS Registered disability service provider that specialises in Supported Independent Living and Community Participation for people with disability.

In addition to these services Minda are a registered provider of Support Coordination.

This document outlines Minda's commitment to delivering Support Coordination in strict compliance with conflict of interest requirements of the NDIS Practice Standards.

Minda ensures that people accessing services are informed of and understand the difference between the provision of Support Coordination and other reasonable and necessary supports using the language, mode of communication and terms that the individual is most likely to understand.

Minda ensures staff are aware of and strictly comply with the Minda conflict of interest policy when providing supports and services to all clients.

Whilst Minda provides many different disability support services, participants who are provided with Support Coordination are supported to access and recommended services that are appropriate to their individual needs. This includes accessing any appropriate service delivered by appropriate and where necessary registered NDIS service providers.

Minda staff will provide clients factual and consistent information about the:

- Appropriate, qualified, skilled and capable providers of support and their staff, including those services available at Minda;
- Supports, services and products that are delivered by all appropriate providers, including Minda; and
- Full costs of supports and what these include.

Information provided to support participants' decision making may include quotes, cost breakdowns for different support options; other people's feedback about supports they've received and the risks and benefits of different supports.

In the course of providing Support Coordination services, Minda may be one of the service providers recommended to participants, however Minda is committed to ensuring that all clients are fully aware of this conflict of interest prior to the commencement of any service provision.

Furthermore, should a participant choose to use another provider because of either of these conflicts of interest, Minda will support and respect this decision.

If a client were to choose the delivery of supports by Minda in other areas of their service provisions, Minda has several strategies in place to negate and manage the effects of this conflict of interest, which include but are not limited to:

- Ensuring all Minda clients are offered choice, flexibility and control in the selection and delivery of all services provided to them.
- Maintaining clear separation of responsibilities between Support Coordination staff and other Minda staff, with no support coordinators involved in the delivery of any other supports or services across the organisation.
- Providing clients with different provider options for every type of support required, this will usually be completed via the Find My NDIS platform. www.findmyndis.com.au or finding a Registered Provider via [Find a registered provider | NDIS](#).



- In instances where only one service provider can be recommended for a particular type of support, staff have the tools to document the rationale for this and are required to review this regularly in consultation with the client, in particular where this service provider is determined to be Minda.
- Minda Support Coordinators are also required to keep detailed records of any issues that arise with supports provided to clients, including and actions that are undertaken by the Support Coordinator to address the clients concerns.
- Minda Support Coordinators will work closely with the client and their families, all service providers, including other Minda staff where required, to understand how well clients supports are meeting their needs and are committed to adjusting support delivery before issues emerge.
- Explaining the difference between Support Coordination and other supports funded in a clients' support services, including the requirement that support provided is reasonable and necessary.
- Explaining that any choice made by clients about providers of other supports, will not impact the provision of the clients Support Coordination.
- Clients are informed of their right to change Support Coordinators and how they can go about doing so, as well as how to access Minda's feedback and complaints processes.
- All conflict of interest documents developed by Minda are reviewed regularly by Minda's Quality and Safeguarding Team, with reviews including any staff, clients or their families, and stakeholder feedback.

Minda upholds its commitment to maintain a clear separation of services where a client is delivered Support Coordination by Minda, and any other service.

Support Coordinators undertake ongoing performance management and training where their continued understanding and application of conflicts of interest are assessed and further developed.

If you have any concerns about a conflict of interest in the delivery of services, please speak with your Support Coordinator in the first instance if appropriate to do so.

You are also able to register a complaint or concern through Minda's Feedback and Complaints Framework via email to Feedback_Complaints@Minda.asn.au or by calling 0427 706 018.

Complaints about NDIS service providers can also be raised with the NDIS Quality and Safeguards Commission, details available at www.NDISCommission.gov.au or by calling 1800 035 544