



St Vincent de Paul Society
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Conflicts of Interest Policy



Easy read

February 2021



About this easy read



St Vincent de Paul Society NSW wrote this fact sheet.



When you see **we** or **us**, it means St Vincent de Paul Society or Vinnies.

We use pictures to explain some ideas.



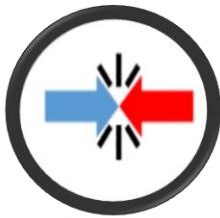
We have written some words in **bold**. We explain what these words mean.



You can ask for a copy of Vinnies Conflict of Interest Policy.



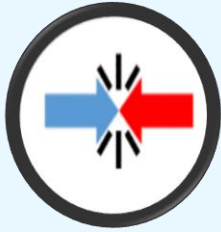
Conflict of Interest



This factsheet will tell you



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What is a Conflict of Interest?



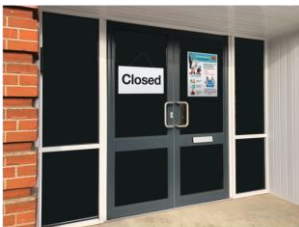
A **conflict of interest** is where Vinnies or a Vinnies employee who works with you also offers other services on your plan.



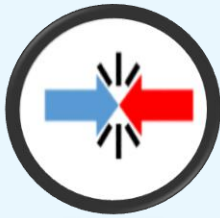
Providers are people that work with you.

For example Vinnies is a provider.

The provider must keep separate



- service delivery team
- support coordination team.



About Conflict of interest



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In your NDIS Support Plan. If you choose to use more than one Vinnies service this may be a conflict of interest.

This is because the two services are provided by Vinnies.

Vinnies will

- give you information and support to choose the services you want
- ensure you have choice and control of any changes to the services
- not act in any way that changes your decision.





What staff have to do



Vinnies staff must



- tell their Manager if they have a conflict of interest
- tell their Manager if they work for another NDIS provider
- tell you if there is a conflict of interest
- treat conflicts of interest seriously
- explain all the information to you and
- offer you choices, where there is a conflict of interest
- make sure you have flexibility and control of your choices and decisions.



What staff have to do

Vinnies staff **must not**

- encourage you to use only Vinnies service for your support or plan.



This is under Vinnies Conflict of Interest Policy.



Vinnies Conflict of Interest Policy



Staff must always explain the policy to NDIS

participants who get

- **Support coordination**
- Employment services
- Disability Support Services.



Support coordination means

when you get help to find and choose

service providers.



How Vinnies stops conflicts of interest



Vinnies helps NDIS participants choose from different Disability services to get support.

Vinnies services may be one choice.



Vinnies staff should not try to get participants to choose Vinnies instead of other services .



Types of service we can give



There are different types of services Vinnies can give:



- Community Participation
- Support Coordination and Specialised Support Coordination
- Respite Care Services
- Mental Health Support
- Supported Independent Living.





Do I have to use Vinnies for services?



NO. You can choose any Service Provider.

There are many Service Providers who can give you:



- Support Coordination
- Plan Management
- Other types of Support Services.

You **do not have** to choose Vinnies for other services when you get :



- Support coordination.
- Employment Support
- Accommodation support
- Support services.



How we support you to make decisions



We will give you the information you need to:

- make your own choices
- tell us if you are not happy with any of your supports so we can fix it
- make a complaint about our service or how we have managed a conflict of interest.



We will:

- write down any conflicts of interest
- take action to address your complaint or the conflict of interest.