

Yellowbird Wellbeing expectations for managing conflict of interest when delivering support coordination in conjunction with other supports. It requires that Yellowbird Wellbeing will retain documentation of:

- **Organisational arrangements in place to keep information separate between teams.** A best practice approach to keeping information separate has been adopted by Yellowbird Wellbeing. It involves separate client management systems for Support Coordination and other service teams within the organisation with discrete lines of reporting from the executive level down to the front line. Separate client database systems to make sure information on Support Coordination clients is only viewable within the Support Coordination team. Requests For Service (RFSs), that now come through to the provider's primary portal, is diverted directly to the Support Coordination team.
- **A Participant's options for their coordination of supports.** This means Yellowbird Wellbeing Support Coordinator's keep records on the options presented to people when comparing and selecting supports. Support Coordinators often use 1-page bios of providers to help people compare and select their preferred option. Each bio could include a wide range of criteria, ranging from the availability of easy read service agreements to the price per hour of service.
- **No remuneration provided to Support Coordination staff for participant volume.** Support Coordinators are not rewarded for internal referrals to the other services offered by the organisation.
- **No trailing commissions or percentages on funds managed.** Same as above.
- **Confirmation that the conflict of interest and above information is disclosed to the people receiving supports.** Yellowbird Wellbeing offers a range of NDIS funded services, our support coordinators must show evidence of having discussed the implications of this with the people they support. Support Coordinators set a clear agenda for their initial meeting with new clients

(this is increasingly important as the average hours of Support Coordination allocated in plans is decreasing and each hour must be used wisely). The agenda includes discussing conflict of interest.

Conflict of interest is not the act of doing something wrong. It is just a state of being that arises when Support Coordinators are not completely independent. Yellowbird Wellbeing has the right systems and processes in place, the risk that a conflict of interest will disadvantage a Participant can be mitigated.



Participant acknowledges they have been provided with Yellowbird Wellbeing's Conflict of Interest policy, Support Coordination Policy and this managing conflict of interest acknowledgement when delivering support coordination.



Participant acknowledges that their support coordinator presented and provided alternative provider options in addition to Yellowbird Wellbeing as choices for support provision to meet their NDIS plan goals.



Participant acknowledges they have been provided with free choice and control with whom they have chosen to deliver their funded NDIS supports.

Full Name of NDIS Participant:	
NDIS Number	
Nominee and/or Guardian	



X _____

