



# Conflict of Interest Policy - Invicta Care

## INTRODUCTION

Invicta Care is committed to acting in the best interests of NDIS participants, ensuring they are well-informed, empowered, and capable of maximizing choice and control. We adhere to the core principles of supported decision-making, emphasizing every participant's right to express their will and preferences. Our practices aim to provide appropriate support to individuals with disabilities for effective decision-making.

### Supported Decision Making:

#### 1. Expression of Will and Preferences:

·Every person supported by Invicta Care has the right to express their will and preferences.

#### 2. Right to Make Decisions:

·Individuals with disabilities have the inherent right to make decisions concerning their lives.

#### 3. Access to Appropriate Support:

·Individuals with disabilities can expect to receive suitable support to make informed decisions.

#### 4. Non-Constraining Decision Making:

·Invicta Care shall not, by any act or omission, constrain, influence, or direct the decision-making process of a person with a disability or their family. Our commitment is to avoid limiting access to information, opportunities, and choices for the participants.

### Service Agreement and Transparency:

#### 1. Written Service Agreement:

·Invicta Care shall establish a written service agreement detailing expected outcomes, the nature, quality, and price of supports provided, and any agreed terms and conditions.

#### 2. Non-Influence on Decision Making:

·The service agreement shall not be designed to unduly influence or direct the decision-making process of the participant.

### Management of Conflict of Interest:

#### 1. Impartiality and Transparency:

·Invicta Care commits to act impartially and without prejudice in all interactions with participants.

#### 2. Declaration of Conflicts:

·All staff members are required to declare any potential or actual conflicts of interest promptly.

#### 3. Record Keeping:

·Invicta Care maintains a comprehensive register of conflicts of interest to ensure transparency and accountability.

#### 4. Gifts and Benefits:

·No gifts, benefits, or commissions shall be accepted that could influence a decision involving a participant.

#### 5. Risk Assessment and Management:

·We undertake regular risk assessments and management practices to ensure good service delivery.

#### 6. Policy and Procedures:

·Invicta Care maintains clear policies and procedures for the management of conflicts of interest.

## Staff Responsibilities:

### 1. Identification and Reporting:

·All staff members are expected to identify and report any actual or perceived conflicts of interest promptly.

### 2. Minimizing Impact on Participants:

·Action will be taken to ensure that personal or individual interests do not adversely affect the services, activities, or decisions of the participants.

Invicta Care expects unwavering commitment from all staff members to facilitate, support, and promote the rights and responsibilities of clients regarding self-direction and safety. All staff must actively identify and report conflicts of interest, contributing to maintaining the integrity of our service delivery.

