Southern Stay
DISABILITY SERVICES

choice inclusion achievement

CONFLICT OF INTEREST DECLARATION SUPPORTED INDEPENDENT LIVING (SIL) & SPECIALIST DISABILITY ACCOMMODATION (SDA)

Southern Stay Disability Services Inc. is a NDIS Registered disability service provider that specialises in Supported Independent Living (SIL), Specialist Disability Accommodation (SDA), Disability Supports and the Intermediary Services of Plan Management and Support Coordination.

This document outlines Southern Stay's commitment to delivering SIL and SDA in strict compliance with the conflict of interest requirements of the NDIS Practice Standards and NDIS Code of Conduct.

Southern Stay is a registered SIL provider under the NDIS, and there are rules and practice standards that we must follow to ensure we are meeting our obligations. One of these rules is that the SIL Provider must work in partnership with the registered Accommodation Provider. The two providers have separate roles:

- The SIL Provider is responsible for specialist support to enable people with a disability to live independently in the community and;
- The Accommodation Provider is responsible for property and tenancy management.

Sometimes both providers may be the same organisation, in this case it is important that the organisation keeps these roles separate. You need to be comfortable with the relationship between your SIL Provider and your Accommodation Provider. This will be discussed with you when you work through your SIL Service Agreement.

If Southern Stay is your Accommodation Provider, we will provide you with a separate Accommodation Agreement for your SDA Supports. The SIL Service Agreement is only for your SIL supports.

Within Southern Stay, responsibility for SIL service provision and SDA service provision are managed and supported in two separate and distinct operational areas, with separate structures and different executive leadership:

- SIL Service Provision is provided through our Disability Supports teams, reporting to the Chief Operations Officer.
- SDA management is provided through the Tenancy Management Team, reporting to the Chief Finance Officer.

HOW WE MANAGE THE CONFLICT

Southern Stay is committed to the pro-active management and documentation of any perceived or actual conflicts of interest that may arise in the delivery of these services.

Southern Stay ensures staff are aware of and strictly comply with the Southern Stay conflict of interest procedure when providing supports to all participants. Ongoing performance management and training of their understanding and application of conflicts of interest are assessed and further developed.

Southern Stay upholds its commitment to maintain a clear separation of services where a participant has chosen to enter our SIL where we are also the SDA Provider.

Southern Stay ensures that all participants are fully aware of these conflicts of interest prior to the commencement of any service provision. Should a participant choose to use another provider in a service area because of either of these conflicts of interest, Southern Stay will support and respect this decision.

If a participant chooses Southern Stay SIL, as well as SDA, Southern Stay 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 Southern Stay participants are offered choice, flexibility and control in the selection and delivery of all services provided to them.
- Maintaining clear separation of responsibilities between SIL and Tenancy Management staff.
- Ensuring separation of service agreements and privacy through separate client management processes.
- Explaining the difference between SIL and SDA.
- Explaining that any choice made by participants about other supports, will not impact the provision of the participants SIL.
- Participants are informed of their right to change SIL provider or other service providers and how to do this, as well as Southern Stay's feedback and complaints processes, as outlined in the complaints and feedback procedure.
- All conflict of interest documents developed by Southern Stay are reviewed under Southern Stay's Quality Assurance process and reviews will include staff, participant and stakeholder feedback where provided.

If you have any concerns about a conflict of interest in the delivery of services, please speak with a member of the SIL Team or the Chief Operations Officer via calling 03 5564 3444 or email COO@southernstay.org.au in the first instance if appropriate to do so .

You are also able to register a complaint or concern through Southern Stay's Feedback and Complaints process via secure portal link:
https://demo.camms.com.au/incident/Public/Index?Client=ssds_train
Or scanning the following QR code:

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

Complaints about your residency agreement or Victorian rental laws can be raised with Consumer Affairs Victoria by calling 1300404319.