

RECOVERY PLUS SUPPORT: CONFLICT OF INTEREST DECLARATION

Recovery Plus Support is a disability services provider that specialises in Mental Health support services. Recovery Plus Support ensures that its participants are informed of and understand the difference between the provision of specialised support coordination and other reasonable and necessary support funded under a participant's plan using the language, mode of communication and terms that participant is most likely to understand.

Although Recovery Plus Support does provide other support services, participants are only recommended and provided supports that are appropriate to their needs. All Recovery Plus Support staff are required to provide participants truthful information about the:

- Capacity, qualifications, training and professional affiliations of providers and their staff, including Recovery Plus Support and its staff.
- Supports, services or products delivered by providers, including Recovery Plus Support; 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.

Recovery Plus Support's CFO and CEO are both shareholders of Primacy Care Australia Pty Ltd and governed by Primacy Group Australia which is a Mental Health and disability support services provider for plan managed NDIS participants. In the course of providing support coordination services, Primacy Care Australia may be one of the service providers recommended to participants, however Recovery Plus Support is committed to making sure that participants 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, Recovery Plus Support staff will respect their choice.

<https://www.primacygroup.com.au/>

<https://www.primacycare.com.au/>

<https://recoveryplussupport.com.au/>

<https://disabilitypremiumsupport.com.au/>

Recovery Plus Support has several strategies in place to negate and manage the effects of these conflicts of interest, which include but are not limited to:

- Maintaining a clear separation of responsibilities between Support Coordination staff and other Recovery Plus Support staff.
- Providing participants with several different provider options for each type of support required, this is often done via the Find My NDIS platform. www.findmyndis.com.au
- In instances where only one service provider can be recommended for a particular type of support, staff are required to thoroughly document the rationale for this and are also required to review this regularly.
- Staff are also required to keep detailed records of any issues that arise with supports provided to participant, including actions taken and how the issue was resolved.
- Continually working with participants and other areas of Recovery Plus Support to understand how well their supports are meeting their needs and adjusting support delivery before issues emerge.
- Explaining the difference between Support Coordination and other supports funded in participant's NDIS plans, including the requirement that support provided be reasonable and necessary.
- Explaining that any choice made by participants about providers of other supports, will not impact the provision of their Support Coordination/ recovery coaching.
- Participants are also informed of their right to change Support Coordinators/ recovery coaching and how they can go about doing so, as well as Recovery Plus Support's feedback and complaints processes.
- All conflicts of interest policies and procedures are reviewed annually by recovery Plus Support's Management Team and reviews will include staff, participant, and stakeholder feedback.

This document will be made available online via Recovery Plus Support's website for participants and public information.