

CPA Services

Conflict of Interest Disclosure NDIS

What is a Conflict of Interest

A conflict of interest arises when personal or organisational interests might take precedence over the interests of a person with a disability.

Providers are required to disclose any real, potential, or perceived conflicts that may impact service delivery. Disclosures should include:

- Type of conflict (real, potential, or perceived)
- Nature (financial, business, personal, cultural, religious, or social ties)
- Who is involved (e.g. staff, participant, family member)
- Whether the conflict can be avoided; if not, explanation of why and the associated risks
- All conflicts must be recorded and documented.

About CPA Services

Cerebral Palsy Alliance (CPA) delivers services across New South Wales (NSW) and the Australian Capital Territory (ACT), supporting individuals with cerebral palsy and similar disabilities at every stage of life.

Service Areas:

- **Early Childhood Intervention:** Evidence based therapies and programs to build stronger foundations for better learning and development
- **Therapy and Health Services:** Evidence based interventions to improve movement, mobility, communication and overall wellbeing including:
 - Occupational Therapy
 - Physiotherapy
 - Speech Pathology
 - Exercise Physiology
 - Positive Behaviour Support
- **Accommodation and Independent Living:** Supported Independent Living (SIL) services that enable individuals to live as independently as possible in their homes.
- **Lifestyle Programs:** Support that empowers young people and adults to develop social skills, learning new life skills, or working toward a job or vocational goal.
- **Packforce:** An Australian Disability Enterprise (ADE) providing meaningful employment tailored to people with disabilities, along with personal care and mealtime support.

Service Locations: CPA operates over 55 sites throughout metropolitan, regional, and rural NSW and ACT. Visit the CPA [Service Finder](#) for more details.

Managing Conflicts of Interest – what clients need to know

CPA is committed to transparency, fairness, and acting in your best interest.

- **We Tell You:** We disclose any conflicts, including who is involved, the nature of the conflict, whether it can be avoided, and potential impacts.
- **We Give You Options:** You have the freedom to choose your services; there is no pressure to select specific providers.
- **We Involve You:** We engage with you to discuss concerns and agree on how to manage conflicts. You may bring a support person if you wish.
- **We Leave The Decision With You:** We respect your right to choose how to proceed and let you make informed decisions at every step.
- **We Keep It Fair:** If necessary, CPA may step back from service delivery, appoint an independent contact, or ensure complaints are handled by parties not involved in the conflict.
- **We Keep You Informed:** When appropriate, you will be provided with copies of conflict declarations and management plans, along with regular reviews.

How CPA Manages Conflict of Interest

CPA is committed to upholding transparency and integrity across all internal services. Our approach to managing conflicts of interest is guided by the following key practices:

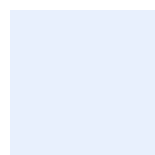
- **Service-Specific Agreements:** Each service is governed by its own agreement, providing participants with clear visibility into the scope, terms, and conditions of the services they are engaging with.
- **Independence of Intermediary Services:** CPA does not provide support coordination or other intermediary services such as plan management. This ensures these supports remain independent from CPA, reducing the risk of real or perceived conflicts of interest.
- **Training:** We train staff to understand what constitutes a conflict of interest and how we manage it within our organisation.
- **Conflict of Interest Procedure:** We have a formal procedure in place to identify, manage, and review conflicts of interest on a regular basis. This includes defined escalation pathways and designated internal contacts to support timely and transparent resolution.

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Benefits of CPA Services and Supports

CPA is a registered NDIS provider focused on delivering personalised, client-informed services grounded in research, innovation, and best practice. CPA is the global centre of expertise in cerebral palsy and provides specialisation in cerebral palsy and similar physical disabilities.

Benefits of Engaging Multiple NDIS Supports with One Provider	
Coordinated and Holistic Support	Seamless coordination across all support areas aligned with your goals.
Focused on Goals and Outcomes	Supports work together to achieve your goals and improve outcomes.
Simplified Communication	Clear, coordinated communication channels reduce confusion and miscommunication, even with multiple contacts involved.
Better Continuity of Care	Consistent staffing fosters trust and comfort.
Streamlined Reporting and Accountability	Cohesive progress tracking and simplified NDIS compliance.
Faster Issue Resolution	Easier to resolve issues within one organisation
Greater Flexibility and Personalisation	Supports can adapt quickly without delays between multiple providers.

Choosing Allied Health and Supported Independent Living services with CPA enhances collaboration, consistency, and practical therapy integration. This approach supports improved outcomes and enhances quality of life for participants.

Benefits of Engaging Therapy and Accommodation Services with CPA	
Integrated Care Planning and Delivery	Therapy goals reinforced in daily living routines. Regular updates and teamwork between Therapists and Accommodation staff.
Improved Continuity and Consistency	Familiar disability support practitioners and therapists build stronger relationships.
Practical Application of Therapy	Therapists can provide timely support and coaching to Accommodation staff. Plans are provided in simple formats to support frontline staff knowledge and response to issues.
Streamlined Coordination and Scheduling	Minimises scheduling conflicts and maximises complementary activities or services.
Efficient Use of NDIS Funding	Better coordination reduces duplication and increases funding flexibility.
Rapid Response to Changing Needs	Responsive adjustments to support plans and programs with one provider.

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