

Conflict of Interest



A conflict of interest is when someone from Bayley House tries to change your decision because they are working for Bayley House.



Our staff should help you make choices that are best for you.



Bayley House is a provider of NDIS services.

Bayley House also helps clients choose other service providers they want to use.

This can be for:

- Accommodation and Supported Independent Living
- Day Services
- Support Coordination
- Behaviour Support



There are lots of organisations who can provide NDIS supports to you.

The organisation you choose is up to you.

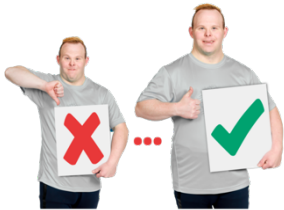
You do not have to choose Bayley House.





Bayley House staff will

- give you all the information you need to make your choice
- tell you if Bayley House also has a support or service that you are interested in
- tell you that you do not have to use Bayley House to support you
- help you find someone who can help you make a choice - this is called an advocate or support person
- give you information about how to tell us if you are not happy
- make sure nothing bad will happen if you do not want to use Bayley House for some or all your supports
- make sure our staff understand their role is to help you to make choices that are the best for you





Speak with a staff member or manager if

- You are unsure about your services
- You are worried about a conflict of interest

Feedback and complaints



If you want to give feedback or make a complaint you can go to:

<https://www.bayleyhouse.org.au/compliments-and-complaints/>

Or you can call **03 9882 1500** to speak with the Feedback Officer.