

Conflict of Interest Statement

APM Communities

What is this about?

This statement explains how we (Advanced Personnel Management – Communities 'APM Communities') manage conflicts of interest. Conflicts of interest happen when anyone who represents APM has interests that are, or could be, in conflict with the interests of our business, participants and customers.

Who is this for?

This statement is for any stakeholder of APM Communities including NDIS participants, families, carers and nominees, disability service providers, and other customers who may engage with APM Communities.

Who are APM Communities?

APM Communities are part of the APM Group of companies and deliver Local Area Co-ordination (LAC) services as a Partner in the Community with the National Disability Insurance Scheme (NDIS). Part of this contract involves linking NDIS Participants with other NDIS service providers.

APM Group is seeking to further contribute to its purpose of enabling better lives for citizens living with disability, illness and injury, no matter where they live in Australia. The APM Group has expanded its services and provides other NDIS supports, thereby allowing more participants to have access to a national organisation which focuses on consistent and high-quality service delivery and participant outcomes.

In certain circumstances, services provided by APM Group companies may be appropriate for recipients of our local area coordination services based on their needs, and these may be put forward by the Local Area Co-ordinator as part of the choices available to the participant in line with our practices and procedures. These procedures have been approved by the National Disability Insurance Agency under our Conflict of Interest Mitigation Plans. These procedures include disclosing any connection with APM Communities and providing at least two options of other providers, where such options are available in the relevant region. You can view the companies owned and operated under the APM Australia Group on our website ([Australia | APM](#)).

Need more information?

We understand navigating conflicts of interest can be complex and at times, it may require special knowledge and support to investigate and resolve.

If there is an issue that you are not sure what to do, speak to your Local Area Coordinator or their Team Leader to discuss the issue in an accepted way. They may seek help from a specialist team within APM.