

Easy Read - Conflict of Interest

What is a conflict of interest and how is it managed?

	This document explains what a conflict of interest is and what  does to manage them.
	A conflict of interest is when a worker's own interests are different to  or your best interests.
	Our workers should always do what is best for  and you.
	Our workers' own interests are called private interests .
	A private interest can be: <ul style="list-style-type: none">• Direct – something owned by the person• Indirect – something owned by a family member or a close friend.
	A private interest can also be: <ul style="list-style-type: none">• Financial – getting money from it• Non-financial – builds personal relationships in the community or with friends and family.
	It is okay for a worker to have a conflict of interest, as long as they tell us about it. We can then decide what to do about their conflict of interest to manage it.

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	<p>A conflict of interest may be:</p> <ul style="list-style-type: none">• Actual – it happened• Potential – it could happen• Perceived – it seems like a conflict but it is okay as long as it is managed and monitored.
	<p>A conflict of interest is wrong when a worker uses it to get more than they should for themselves or their friends.</p>
	<p>A conflict of interest can happen if a worker's close friends or family become involved in work decisions.</p>
	<p>A conflict of interest can happen if a worker gets extra money by working for a different company while working at [redacted]</p>
	<p>A conflict of interest happens when a worker:</p> <ul style="list-style-type: none">• Is involved with another organisation• Encourages you to use the other provider to receive supports.
	<p>We have a Conflict of Interest Policy that sets out the process to manage conflicts of interest.</p>
	<p>We ask all of our workers to tell us about their conflict of interest as soon as possible.</p>
	<p>Our [redacted] assesses all conflicts of interest to make sure they will not badly impact our organisation or you in any way.</p>
	<p>Our [redacted] will manage and monitor all declared conflicts to make sure that they continue not to impact you or us.</p>
	<p>We regularly check that conflicts of interest are not impacting [redacted]</p> <ul style="list-style-type: none">• Support provision• Quality of support• Good decision-making.

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	We take conflicts of interest very seriously.
	Our [redacted] will talk with you about any identified conflicts of interest that could possibly impact the supports you receive .
	Our [redacted] will explain how we will manage the conflict .
	We want you to tell us if you are unhappy about how we will manage the conflict of interest.
	We will work with you to try and make changes , so that you are happy.
	Any decisions you make about your providers or supports will not impact the current supports we provide you .
	Using other providers will not impact the quality of supports you receive from [redacted]
	If we cannot fix the conflict of interest and you are unhappy, we may need to refer you to another provider .
	We will talk with you about this . We will work out the best way for you to continue receiving the supports you need.
	If you are referred to another provider we will assist with your transition from our service.
	You can contact us on: