



Let's talk about

Conflict of Interest

Easy Read English



Conflict of Interest Policy



ABOUT THIS DOCUMENT
OUR WORKERS HAVE A
RESPONSIBILITY TO PROVIDE
YOU WITH THE BEST SERVICES
POSSIBLE.



A CONFLICT OF INTEREST IS
WHEN A PERSON'S PERSONAL
INTERESTS CLASH WITH THEIR
RESPONSIBILITIES.



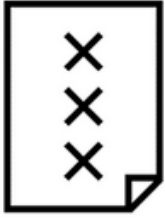

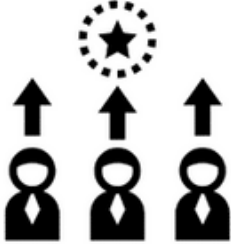

A CONFLICT OF INTEREST IS
WHEN A PERSON'S PERSONAL
INTERESTS CLASH WITH THEIR
RESPONSIBILITIES.



THIS DOCUMENT WILL:

- EXPLAIN DIFFERENT TYPES OF CONFLICTS OF INTEREST
- GIVE EXAMPLES OF CONFLICTS OF INTEREST
- TELL YOU HOW WE STOP CONFLICTS OF INTEREST FROM HAPPENING
- TELL YOU HOW WE WILL MAKE SURE THAT CONFLICTS OF INTEREST DO NOT AFFECT YOUR CHOICES
- TELL YOU HOW TO REPORT A CONFLICT OF INTEREST.

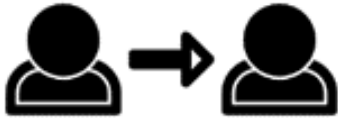
Types of conflicts of interest

	<p>THERE ARE THREE MAIN TYPES OF CONFLICTS OF INTEREST.</p>
	<p>AN ACTUAL CONFLICT OF INTEREST MEANS THE CONFLICT OF INTEREST HAPPENED.</p>
	<p>A POTENTIAL CONFLICT OF INTEREST MEANS SOMETHING MIGHT TURN INTO A CONFLICT OF INTEREST.</p>
	<p>A PERCEIVED CONFLICT OF INTEREST MEANS THAT IT SEEMS LIKE THERE MIGHT BE A CONFLICT OF INTEREST.</p>

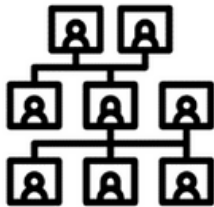
Examples of conflicts of interest



SOME EXAMPLES OF CONFLICTS OF INTEREST CAN INCLUDE:



- A SUPPORT WORKER REFERRING YOU TO A SERVICE RUN BY THEIR FAMILY MEMBER/FRIEND



- A SUPPORT WORKER REFERRING YOU TO A SERVICE RUN BY THEIR FAMILY MEMBER/FRIEND



- A CLIENT GIVING A BIG GIFT TO A SUPPORT WORKER.

How will we stop conflicts of interest from happening?

	<p>OUR GOAL IS TO AVOID CONFLICTS OF INTEREST AS MUCH AS POSSIBLE.</p>
	<p>WE ALWAYS WANT TO MAKE SURE THAT THE HELP WE PROVIDE AND THE ADVICE WE GIVE YOU IS FREE FROM ANY CONFLICTS OF INTEREST.</p>
	<p>WE REQUIRE THAT ALL WORKERS AT OUR ORGANISATION TELL US ABOUT ANY ACTUAL, POTENTIAL OR PERCEIVED CONFLICTS OF INTEREST.</p>
	<p>WE WILL WORK WITH OUR SUPPORT WORKERS TO MAKE SURE THAT EVERYTHING IS FAIR AT ALL TIMES.</p>
	<p>WE WILL WRITE DOWN INFORMATION ABOUT ALL CONFLICTS OF INTEREST AND MAKE PLANS TO FIX THEM.</p>

How will we make sure your choices are not affected by conflicts of interest?

	<p>HOW WILL WE MAKE SURE YOUR CHOICES ARE NOT AFFECTED BY CONFLICTS OF INTEREST?</p>
	<p>TO DO THIS, WE WILL GIVE YOU ALL THE INFORMATION NEEDED TO HELP YOU MAKE THE BEST AND FAIREST CHOICE.</p>
	<p>YOU CAN ALWAYS CHANGE YOUR MIND ABOUT ANY CHOICES YOU HAVE MADE.</p>
	<p>IF NEEDED, WE WILL HELP YOU FIND AN ADVOCATE TO ASSIST YOU WITH MAKING FAIR CHOICES (PLEASE SEE ADVOCACY EASY READ).</p>
	<p>WE WILL NOT LET SUPPORT WORKERS BENEFIT FROM A CONFLICT OF INTEREST.</p>

What happens if you find out about a conflict of interest?



WHAT HAPPENS IF YOU FIND OUT ABOUT A CONFLICT OF INTEREST?



YOU CAN LET US KNOW ABOUT A CONFLICT OF INTEREST BY:

- WRITING TO US
- SENDING US AN EMAIL
- CALLING US ON THE PHONE
- SPEAKING TO SOMEONE.