



interaction
empowering people

CONFLICT OF INTEREST POLICY

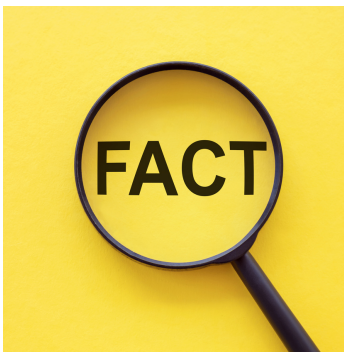
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PARTICIPANT RIGHTS



Interaction is committed to acting in the best interests of participants



Interaction will provide participants with clear, factual advice about their support options



Interaction believes all participants have a right to choice and control



This means if you want to go with another service provider, Interaction respects that

WHAT IS A CONFLICT OF INTEREST?



A **conflict of interest** is a situation when a person's own goals may affect their ability to do their job fairly



For example, if a staff's family member is a participant of Interaction, and they are getting a better service because of that, it is unfair



Interaction wants to make sure everyone gets the same treatment by staff members



Staff must let their managers know if they have a potential or actual conflict of Interest

SUPPORT FUNCTIONS



Interaction knows there may be a conflict of interest if a participant accesses more than one Interaction service



A service is the different supports we offer:

- Support Coordination
- Accommodation
- Community Access and Self Care
- Behaviour and Allied Health Services



This is why there are different staff for different roles at Interaction



This means a staff member can't help you with two services at the same time

OTHER SERVICE PROVIDERS



Staff will let participants know of their right to choose any service provider they want



Staff will provide participants with information of how to contact other service providers



If a participant uses Interaction for one service, they don't have to go with Interaction for another service



Participant's will have a separate Service Agreement and contact details for each service Interaction provides for them

PARTICIPANT RISK ASSESSMENT



Staff will need to tell their manager about any gift they receive from a participant valued over \$50



All gifts will be logged on a Gifts + Benefits Register



The manager will decide if the gift is a serious conflict of interest or whether staff can access the gift



If the gift is a conflict of interest or bribe, the item will be returned to the participant with an explanation of why they cannot accept it

COMPLAINTS



Staff are not allowed to provide services to their own relatives without approval



If there is a Conflict of Interest, staff will explain this to you in a way that you will understand



Staff will tell you about your right to complain and how you can complain to Interaction. For a serious conflict of interest, this may be reported to the relevant authority



**COMPLAINTS, FEEDBACK AND
COMPLIMENTS POLICY**
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For more information you can go to Interaction's Complaints, Feedback, and Compliment Policy