



### CONFLICT OF INTEREST

A teal speech bubble containing a white question mark.	<p>This document explains what a <b>conflict of interest is</b> and what we do to manage them.</p>
A teal silhouette of a person in a suit standing on a circular base with two horizontal arrows pointing outwards.	<p>A conflict of interest is when a staff member's own interests are different to OC Connections or your best interests.</p>
A white checkmark inside a teal circle.	<p>Our staff should always do what is best for you and for OC Connections.</p>

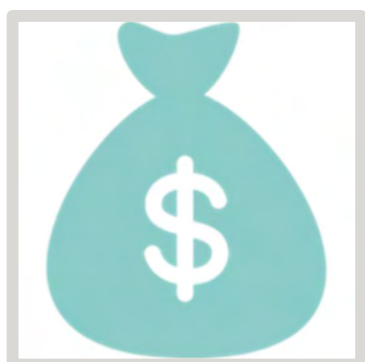


Our staff's own interests are called **private interests**.



A private interest can be:

- **direct** – something owned by the person
- **indirect** – something owned by a family member or a close friend.



A private interest can also be:

- **financial** – getting money from it
- **non-financial** – builds personal relationships in the community or with friends and family.






A teal circle containing a white checkmark, indicating a correct or approved action.	<p>It is <b>okay</b> for staff to have a conflict of interest, <b>as long as they tell</b> us.</p> <p>We can <b>then decide</b> what to <b>do</b> about their conflict of interest to <b>manage it</b>.</p>
An icon showing two teal speech bubbles. The top bubble contains a white checkmark, and the bottom bubble contains a white 'X', representing different types of conflict of interest.	<p>A conflict of interest may be:</p> <ul style="list-style-type: none"><li>• <b>actual</b> – it happened</li><li>• <b>potential</b> – it could become a problem</li><li>• <b>perceived</b> – it seems like a conflict but is okay as long as it is monitored.</li></ul>
An icon of a teal hand holding a teal credit card, symbolizing the use of resources for personal gain.	<p>A conflict of interest is <b>wrong</b> when a staff member uses it to <b>get more than they should</b> for themselves or their friends or family.</p>


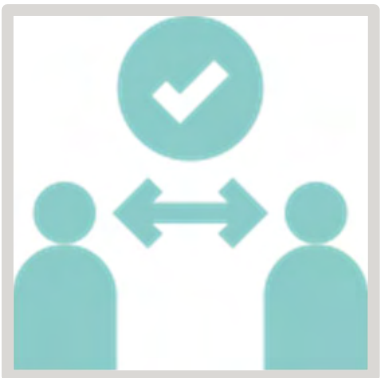



	<p>A conflict of interest can happen if a staff member's close friends or family become involved in work decisions.</p>
	<p>A conflict of interest can happen if <b>a staff member gets extra money</b> by working for a <b>different company</b> while working at OC Connections.</p> <p>Sometimes this is ok, but we need to know about it.</p>
	<p>A conflict of interest happens when our <b>staff:</b></p> <ul style="list-style-type: none"><li>• are involved with another organisation</li><li>• <b>encourage you</b> to use the other provider to receive supports.</li></ul>



	<p>How does OC Connections manage a staff conflict of interest?</p>
	<p>We ask all of our staff to tell us (declare) about their conflict of interest as soon as possible.</p>
	<p>We <b>review all staff conflicts of interest</b> to make sure they will not badly impact our organisation or you in any way.</p>



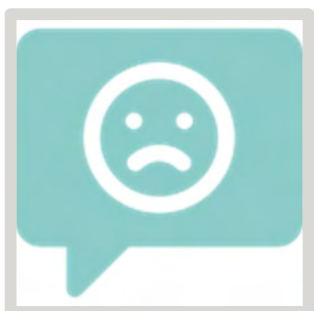
	<p>OC Connections will <b>manage and monitor</b> all declared conflicts to make sure that they continue not to impact you or us.</p>
	<p>We regularly check that conflicts of interest <b>are not impacting</b> OC Connections:</p> <ul style="list-style-type: none"><li>• supports to you or others</li><li>• quality of support</li><li>• good decision-making.</li></ul>
	<p>How do we make sure there is no conflict of interest with you?</p>



We will **talk with you** about any identified conflicts of interest that could possibly **impact the supports you receive.**






We 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.



 A teal circle containing a white checkmark.	<p>We will <b>work with you</b> to try and <b>make changes</b>, so that you are happy.</p>
 A teal icon showing a person being held up by two hands, symbolizing support.	<p>Any decisions you make about your providers or supports will not impact the current supports we provide you.</p>
 A teal icon showing three people sitting around a table, representing a meeting or discussion.	<p>Using other providers will not impact the quality of supports you receive from us.</p>





	<p>If we <b>cannot fix the conflict</b> of interest and you are unhappy, you may want us to <b>refer you to another provider.</b></p>
	<p>We will talk with you about this. We will work out the <b>best way</b> for you to <b>continue receiving the supports</b> you need.</p>
	<p>If you are referred to another provider we will assist with your move from our service.</p>