



Easy Read – Conflict of Interest

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

Prepared for:

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This document explains what a **conflict of interest is** and what Wholechild Specialists does to manage them.



A conflict of interest is when a staff member's own interests are different to Wholechild Specialists or your best interests.



Our staff should always do what is best for Wholechild Specialists and you.



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.



It is **okay** for staff to have a conflict of interest, **as long as they tell Wholechild Specialists.**

We can **then decide** what to **do** about their conflict of interest to **manage it.**



A conflict of interest may be:

- **actual** – it happened
- **potential** – it could become a problem
- **perceived** – it seems like a conflict but it is okay as long as it is monitored.



A conflict of interest is **wrong** when a staff member uses it to **get more than they should** for themselves or their friends.



A conflict of interest can happen if a staff member's **close friends or family** become involved in work decisions.



A conflict of interest can happen if a **staff member gets extra money** by working for a **different company** while working at Wholechild Specialists.



A conflict of interest happens when our **staff**:

- are **involved with another organisation**
- **encourage you** to use the other provider to receive supports.



How does Wholechild Specialists manage a staff conflict of interest?



We ask all of our **staff to tell us** (declare) about their **conflict of interest as soon as possible.**



Our Management Team **assesses all staff conflicts of interest** to make sure they will not badly impact our organisation or you in any way.



Our Senior Business Administrator will **manage and monitor** all declared conflicts to make sure that they continue not to impact you or us.



We regularly check that conflicts of interest **are not impacting**

Wholechild Specialists:

- support provision
- quality of support
- good decision-making.



How do we make sure there is no conflict of interest with a participant?



Our Senior Business Administrator will **talk with you** about any identified conflicts of interest that could possibly **impact the supports you receive.**



Our Senior Business Administrator 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 Wholechild Specialists.**



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.