**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 Kyeema Support Coordination does to manage them. |
|  | A conflict of interest is when a staff member’s, or Kyeema’s interests, are different to your best interests. |
|  | Our staff should always do what is **best for you**. |
|  | Our staff’s own interests, or Kyeema’s interests are called **vested interests.** |
| A picture containing text, clipart  Description automatically generated | Personal interests mean that the person, their family or friends will benefit from what they do. |
|  | **A vested 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 Kyeema, or our staff to have a conflict of interest, **as long as they tell you.** We can **then decide** what to **do** about this 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 person or organisation 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 or department** while working at Kyeema Support Coordination. |
|  | 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 Kyeema Support Coordination 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 Manager and team **assesses all staff conflicts of interest** to make sure they will not badly impact our organisation or you in any way. |
|  | Our Manager 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 Kyeema Support Coordination**:   * support provision * quality of support * good decision-making**.** |
|  | **How do we make sure there is no conflict of interest with a participant?** |
|  | We want you to **tell us** if **you are unhappy** |
|  | 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 Kyeema Support Coordination. |
|  | 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. |