



Easy Read

Conflict of Interest Policy

★ What this policy is about

Sometimes people have **different interests** that can get in the way of making fair choices.

This is called a **conflict of interest** ⚖️.

At Soaring Sparrows, we promise to:

- ✓ Be fair and honest
- ✓ Put participants first
- ✓ Be open and transparent
- ✓ Tell you if a conflict happens

🔍 What is a conflict of interest?

- **Actual conflict** 🖐️ It is happening now
- **Potential conflict** 🖐️ It might happen in the future
- **Perceived conflict** 🖐️ It looks like there could be a problem, even if there isn't






Example:

👤 A staff member recommends a service where their friend works = **conflict of interest**.

📁 A staff member accepts money from a participant = **conflict of interest**.






🧑🧑 What staff must do

Staff and contractors must:

1.  Tell the Director if they have a conflict
 2.  Fill out a Conflict of Interest Form in **Splose**
 3.  Wait for the Director to approve how it will be managed
 4.  Not pressure participants to choose a certain service or provider
 5.  Say no to gifts or benefits (only small tokens, like a handmade card, are okay)
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What participants can expect

You have the right to:




-  Know if there is a conflict of interest
 -  Make your own choice about services
 -  Get fair, honest information
 -  Say no to using any service we suggest
 -  Have your information recorded safely in Splose
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How we manage conflicts

If a conflict happens, Soaring Sparrows will:

-  Change staff or reallocate duties if needed
 -  Record the conflict in Splose
 -  Tell you about the conflict and your options
 -  Make sure your rights and choices come first
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Gifts and benefits


-  Staff cannot take money or expensive gifts
-  Small thank-you gifts (like homemade food or a card) are okay
-  All gifts must be reported and recorded in Splose

Who to talk to

If you are worried about a conflict of interest, contact:

- **Director: Kathryn Soar**

 KathrynS@soaringsparrows.com.au

 0431 753 950

Or you can contact:

- **NDIS Commission**  1800 035 544 | 
www.ndiscommission.gov.au

 This is your Easy Read guide to Conflict of Interest.

If you want the **full policy**, please ask us.