



Conflict of Interest Policy (Simple English)

Purpose

This policy explains how we make sure that staff always act in the best interests of participants.

We manage and report any **conflicts of interest** so services stay fair, open, and safe.

What is a conflict of interest?

A conflict of interest happens when:

- A staff member's **personal or financial interests** could affect their work with a participant.
- It could also be a situation that **might happen in the future**, or one that **looks like a problem** to other people.

Examples:

- Recommending a provider where a staff member has a friend or family member.
 - Accepting money or gifts from a participant.
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Who this policy applies to

- Directors
 - Staff
 - Contractors
 - Volunteers
 - Anyone working with Soaring Sparrows participants
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Definitions

- **Conflict of Interest** – When personal or financial interests might affect the way someone does their job, or could look like it might affect it.
- **Splose** – The online system used by Soaring Sparrows to record conflicts of interest, gifts, and other important information.
- **Participant** – A person who receives NDIS supports or services from Soaring Sparrows.
- **Transparency** – Being open and honest so participants have clear information and can make their own choices.
- **Gifts** – Anything given to staff by participants or families, including items, money, or services.

Our Commitment

Soaring Sparrows will:

- Always put participants' rights and choices first
- Be open about any conflicts of interest
- Give participants full freedom to choose any provider
- Keep proper records of conflicts and how they are managed

Responsibilities

Directors/Management will:

- Set up systems to identify and manage conflicts
- Review all Conflict of Interest forms submitted in Splose
- Train staff on this policy

Staff/Contractors must:

- Tell the Director if they have any conflicts of interest
- Fill in a Conflict of Interest Form in Splose
- Not pressure participants to choose certain services
- Provide fair and balanced information about options
- Not accept money or expensive gifts from participants

Participants have the right to:

- Be told about any conflicts of interest
- Choose services freely and without pressure
- Ask questions and get honest answers

Procedures

1. Identifying conflicts

- Staff must recognise situations where their interests could affect their work.

2. Declaring conflicts

- Staff must record the conflict in Splose and notify the Director.

3. Approval and records

- The Director reviews the conflict, decides what to do, and keeps a record in Splose.

4. Managing conflicts

- This may mean re-allocating staff, setting boundaries, or offering other options.

5. Gifts

- Small thank-you tokens (like a handmade card) may be accepted.
- All gifts must be recorded in Splose.

6. Transparency with participants

- Participants are informed about conflicts and supported to make their own choices.

Related documents and laws

- NDIS Act 2013
- NDIS Code of Conduct
- NDIS Practice Standards
- Soaring Sparrows: Participant Rights and Responsibilities Policy, Privacy Policy, Code of Conduct

Review

This policy will be reviewed every two years, or sooner if laws change, feedback is received, or issues are found.