

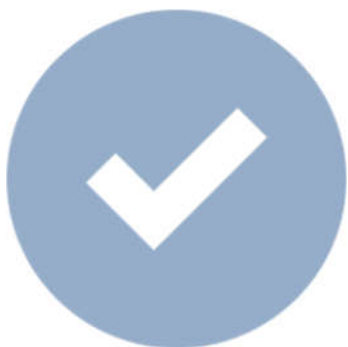
WHAT IS A CONFLICT OF INTEREST?



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



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



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



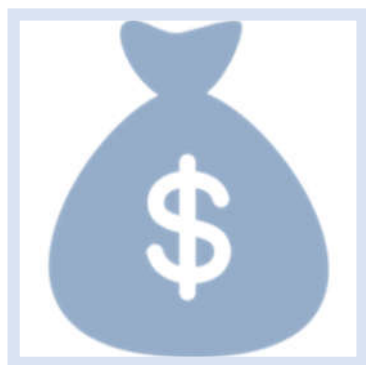
Our staff's own interests are called **private interests**.

CONFLICT OF INTEREST STATEMENT – EASY READ	Document No.: QSE05-REF-08	Version No.: 1A
Release Date: 18 October 202	<i>Uncontrolled if Printed</i>	Page 1 of 6



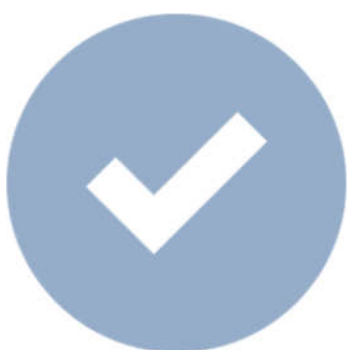
A **private interest** can be:

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



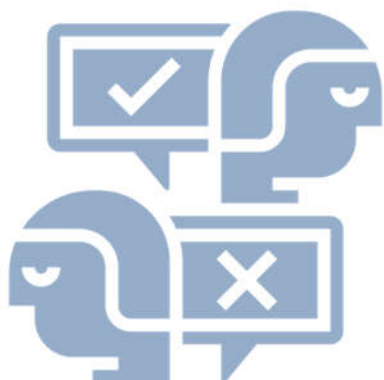
A **private interest** can also be:

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

CONFLICT OF INTEREST STATEMENT – EASY READ	Document No.: QSE05-REF-08	Version No.: 1A
Release Date: 18 October 202	<i>Uncontrolled if Printed</i>	Page 2 of 6



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 ARC.

CONFLICT OF INTEREST STATEMENT – EASY READ	Document No.: QSE05-REF-08	Version No.: 1A
Release Date: 18 October 202	<i>Uncontrolled if Printed</i>	Page 3 of 6



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 ARC MANAGE CONFLICTS OF INTEREST?



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

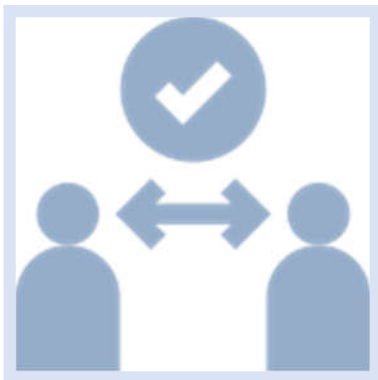


ARC's Managers **assesses all staff conflicts of interest** to make sure they will not badly impact our organisation or you in any way.



ARC's Managers will **manage and monitor** all declared conflicts to make sure that they continue not to impact you or us.

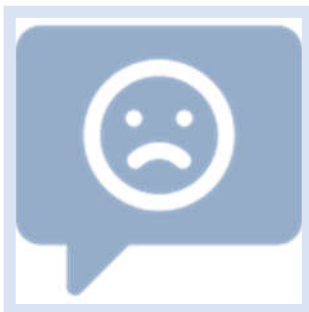
CONFLICT OF INTEREST STATEMENT – EASY READ	Document No.: QSE05-REF-08	Version No.: 1A
Release Date: 18 October 202	<i>Uncontrolled if Printed</i>	Page 4 of 6



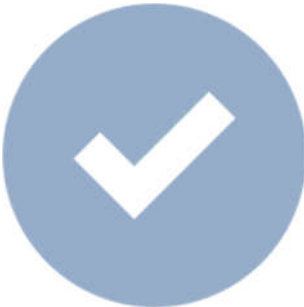
We regularly check that conflicts of interest **are not impacting ARC:**

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

HOW DOES ARC CONSIDER MY FEELINGS ABOUT CONFLICTS?



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.

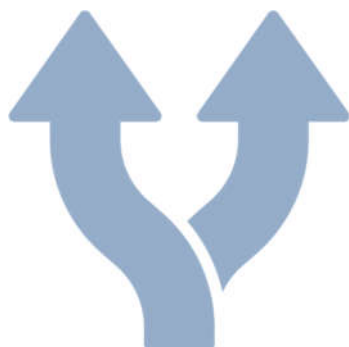


Any **decisions you make** about your providers or supports **will not impact the current supports we provide you.**

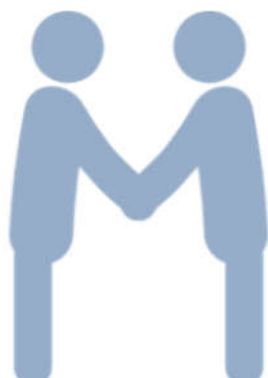
CONFLICT OF INTEREST STATEMENT – EASY READ	Document No.: QSE05-REF-08	Version No.: 1A
Release Date: 18 October 202	<i>Uncontrolled if Printed</i>	Page 5 of 6



Using other providers will not impact the quality of supports you receive from ARC.



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.

CONFLICT OF INTEREST STATEMENT – EASY READ	Document No.: QSE05-REF-08	Version No.: 1A
Release Date: 18 October 202	Uncontrolled if Printed	Page 6 of 6