











CONFLICT OF INTEREST

	<p>This document explains what a conflict of interest is and what we do to manage them.</p>
	<p>A conflict of interest is when a staff member's own interests are different to Amicus or your best interests.</p>
	<p>Our staff should always do what is best for you and for Amicus.</p>



	<p>Our staff's own interests are called private interests.</p>
	<p>A private interest can be:</p> <ul style="list-style-type: none">• direct – something owned by the person• indirect – something owned by a family member or a close friend.
	<p>A private interest can also be:</p> <ul style="list-style-type: none">• financial – getting money from it• non-financial – builds personal relationships in the community or with friends and family.




	<p>It is okay for staff to have a conflict of interest, as long as they tell us.</p> <p>We can then decide what to do about their conflict of interest to manage it.</p>
	<p>A conflict of interest may be:</p> <ul style="list-style-type: none">• actual – it happened• potential – it could become a problem• perceived – it seems like a conflict but is okay as long as it is monitored.
	<p>A conflict of interest is wrong when a staff member uses it to get more than they should for themselves or their friends or family.</p>




	<p>A conflict of interest can happen if a staff member's close friends or family become involved in work decisions.</p>
	<p>A conflict of interest can happen if a staff member gets extra money by working for a different company while working at Amicus.</p> <p>Sometimes this is ok, but we need to know about it.</p>
	<p>A conflict of interest happens when our staff:</p> <ul style="list-style-type: none">• are involved with another organisation• encourage you to use the other provider to receive supports.

	<p>How does Amicus manage a staff conflict of interest?</p>
	<p>We ask all of our staff to tell us (declare) about their conflict of interest as soon as possible.</p>
	<p>We review all staff conflicts of interest to make sure they will not badly impact our organisation or you in any way.</p>

	<p>Amicus will manage and monitor all declared conflicts to make sure that they continue not to impact you or us.</p>
	<p>We regularly check that conflicts of interest are not impacting Amicus:</p> <ul style="list-style-type: none">• supports to you or others• quality of support• good decision-making.
	<p>How do we make sure there is no conflict of interest with you?</p>

	<p>We will talk with you about any identified conflicts of interest that could possibly impact the supports you receive.</p>
	<p>We will explain how we will manage the conflict.</p>
	<p>We want you to tell us if you are unhappy about how we will manage the conflict of interest.</p>

	<p>We will work with you to try and make changes, so that you are happy.</p>
	<p>Any decisions you make about your providers or supports will not impact the current supports we provide you.</p>
	<p>Using other providers will not impact the quality of supports you receive from us.</p>

	<p>If we cannot fix the conflict of interest and you are unhappy, you may want us to refer you to another provider.</p>
	<p>We will talk with you about this. We will work out the best way for you to continue receiving the supports you need.</p>
	<p>If you are referred to another provider we will assist with your move from our service.</p>