

Conflicts of Interest

Easy Read



This document explains what a conflict of interest is and what we do about it.



A conflict of interest is when a staff member's own interests are different from your best interests, or from Axis Supports' interests.



Our staff should always do what is best for you.

Private interests



A staff member's own interests are called private interests.

A private interest can be:



- direct: something the staff member owns or does
- indirect: something a family member or close friend owns or does.

A private interest can also be:



- about money
- about relationships with friends, family or people in the community.

Types of conflict of interest



It is OK for a staff member to have a conflict of interest, as long as they tell us.

Then we can decide how to manage it.

A conflict of interest can be:



- actual: it is happening
- potential: it could become a problem
- perceived: it looks like a conflict. It is OK as long as we keep an eye on it.



A conflict of interest is wrong if 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 family or close friends get involved in work decisions.



A conflict of interest can happen if a staff member earns extra money working for another company.



A conflict of interest can happen if a staff member:

- is involved with another organisation
- pushes you to use another provider.

How we manage staff conflicts of interest



We ask all our staff to tell us about any conflict of interest as soon as possible. This is called declaring it.



Our managers check every conflict of interest to make sure it will not hurt you or Axis Supports.



Our managers manage and watch every conflict of interest that is declared.



We regularly check that conflicts of interest are not affecting:

- the supports we give you
- the quality of your supports
- good decision making.

Conflicts of interest and you



Your Operations Manager will talk with you about any conflict of interest that could affect your supports.



They will explain how we will manage it.



Tell us if you are not happy with how we plan to manage it.



We will work with you to make changes, so you are happy.



Your choices about other providers or supports will not change the supports we give you.

Using other providers will not change the quality of our supports.



If we cannot fix the conflict of interest and you are not happy, 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 keep getting the supports you need.



If you move to another provider, we will help you move.

Contact us



Call us on **1300 696 888**

Ask for your Operations Manager.



Email us

Canberra: admin@axissupports.com.au

Sydney: adminnsw@axissupports.com.au

Visit us



Canberra office

Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911

Sydney office

Shop 1, 5 George Street, North Strathfield NSW 2137

If you need an interpreter, call TIS National on **131 450** and ask them to call us. If you are deaf or find it hard to hear or speak, use the National Relay Service and ask for **1300 696 888**.

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