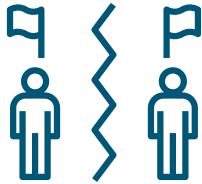




Easy Read - Conflict of Interest



What is a conflict of interest?

A conflict of interest is:

- when somebody wants to do things that are good for them, but not good for you



A conflict of interest may be:

- **Actual** - it happened
- **Potential** - it could become a problem
- **Perceived** - it seems like a conflict but is okay as long as it is monitored



Example:

A conflict of interest happens when someone's personal interests or relationships could influence their decisions at work. For example, if someone chooses their friend's business for a company contract, it might seem unfair, even if it's the best choice.



Purpose

This policy helps people using Mercy Connect services to be informed and make their own decisions. Mercy Connect wants to give clear information about workers and services so people can choose what is best for them without feeling pressured.



Scope

This policy is for all staff, contractors, volunteers, or anyone working with Mercy Connect to support people with disabilities. It explains how they should behave to keep Mercy Connect's good reputation.

Guiding Principles



Respect individual rights to freedom of expression, self-determination, and decision-making.



Respect the privacy of people with disabilities.



Provide supports and services safely, competently, and with care.



Act with integrity, honesty, and transparency.



Address concerns that may impact the quality and safety of supports and services.



Prevent and respond to any misconduct.

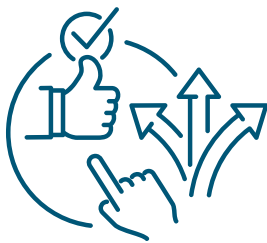


Act according to the ethos and values of Mercy Connect.

Policy



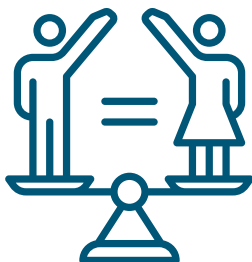
Mercy Connect will declare any conflicts of interest when providing supports to NDIS participants.



Workers will act in the best interests of participants, ensuring they are informed and able to exercise choice and control.



Workers will not influence or force decision-making by participants or their families.



All participants will be treated equally, with no preferential treatment.



Workers will manage, document, and report any conflicts of interest.



Advice about support options will be honest and impartial.

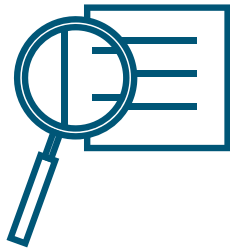


Workers will adhere to the Mercy Connect Code of Conduct to avoid conflicts of interest.



Participants can make complaints using the Mercy Connect Feedback and Complaints Policy.

Responsibilities



Both Mercy Connect and workers are responsible for identifying and mitigating conflicts of interest.



Workers must disclose any conflicts of interest, including personal relationships, financial interests, or beliefs that may impact their work.



Mercy Connect will screen potential workers for conflicts of interest and supervise workers to identify any conflicts that arise.

Gifts, Benefits & Commissions



Mercy Connect and its workers will not accept money, gifts, services, or benefits that could influence their actions.



Workers must not have financial or personal interests that could compromise their work.



Relevant Legislation and Policy

- NDIS Code of Conduct
- NDIS practice standards
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2020



Relevant Documentation

- Code of Conduct Policy
- Vacancy Management Guideline
- Service Access Policy
- Participant Intake, Exit & Relocation Guideline
- Dignity of Risk and Duty of Care
- Feedback and Complaints Policy
- Incident Management Policy
- Incident Reporting Procedure

You and your support network can contact **Mercy Connect:**



Telephone - 02 6043 3500



Email -

enquiries@mercyconnect.org.au



Online form -

www.mercyconnect.org.au



Letter -

Mercy Connect

PO Box 440

Lavington, NSW, 2641



Ask a Staff member