Keeping Decision Fair at a Place Like Home

Easy Read – Conflict of Interest SOP

"I have the right to fair decisions that put my rights, safety and choices first"- Client voice.

About this Document 📝

- This document explains conflicts of interest and what Place Like Home does to keep decisions fair.
- It is a short, Easy Read version of our Conflict of Interest Standard Operating Procedure.
- You can ask a support person, family member or advocate to read it with you.

What is a conflict of interest? ⚠️

- A conflict of interest can happen when personal, family, money or work interests could affect a decision.
- A conflict can be real, possible, or look unfair even if no unfair decision has happened.
- Examples
    - A worker supports a family member or close friend.
    - A worker is offered a gift, benefit or commission.
    - A worker has another job with a related provider.
    - A person making a decision knows someone involved.
    - A person has a financial interest in a supplier, landlord or business.
    - Place Like Home is involved in both a person's housing and SIL supports.

- Business or vacancy needs could compete with a client's choices, safety or rights.

What workers must do 👷

- Tell Place Like Home about conflicts honestly and quickly.
- Stop and ask for guidance before making a decision.
- Follow the agreed plan for managing the conflict.
- Tell us if the situation changes.

How we record and check conflicts 📋

- We record conflicts in our Conflict of Interest Register.
- A leader checks whether the conflict is real, possible or perceived.
- We check whether it affects safety, rights, fairness, trust, privacy, housing or choice.
- We decide whether the person can stay involved.
- We set actions, responsible people and review dates.

Ways we may manage a conflict 🛠️

- Remove a person from the decision.
- Use a different approver or reporting line.
- Give clear information about the conflict.
- Offer genuine choices without pressure.
- Record the client's choice and reasons.
- Set boundaries and review dates.
- Get an independent person or external adviser to check the decision.
- Treat failure to declare a conflict as misconduct when appropriate.

Conflicts that affect clients 👫

- We will be open and honest.
- We will provide accurate information.
- We will not steer or pressure you.
- We will respect your right to choose another provider.
- We will use your preferred communication and decision-making supports.
- You can ask for an advocate or independent advice.

Housing and SIL support conflicts 🏠

- A conflict may exist when Place Like Home has more than one role in your home or supports.
- We will:
    - Explain our different roles.
    - Keep tenancy and support documents separate.
    - Explain that you can complain or ask questions.
    - Explain that you can seek advocacy, tenancy advice or legal advice.
    - Not tell you that you must use Place Like Home supports to keep your home.
    - Not tell you that you must live in a Place Like Home home to receive our supports.
    - Record how information was explained and what controls are in place.
    - Review the conflict while it continues.

Changing support providers 🔄

- You can ask to review, change or end all or part of your SIL supports.
- We will take reasonable steps so you are not unfairly disadvantaged in your housing.

- Safety, privacy, co-tenants and worker access may need to be discussed during a change.

If someone pressures or treats you unfairly 🛡️

- Tell us if you feel pressured, steered, threatened, punished or treated unfairly.
- We will escalate the concern to the Leadership Team.
- We may manage it as a complaint, incident or safeguarding concern.
- We will focus on safety and make sure there is no retaliation.

What we ask from you and your family 🤝

We ask you (and your family/guardian) to:

- Tell us about new risks or worries.
- Tell us about changes to your situation.
- Please bring letters and reports from professionals to your staff so we can update how we support you.

If you are worried or unhappy 😟

- You can tell:
    - A support worker.
    - A House Manager / Team Leader.
    - The Operations Director.
    - Tim or Lochie
- You can make a complaint. You can get help from an advocate.
- Complaints can help us fix problems and make our service better.
- You can also complain to the NDIS Quality and Safeguards Commission if you want.

Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.

We want you to feel safe, heard and in control of your supports.

Version Control

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Applies to: All Place Like Home services and programs

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1.0	New Document