



# Angel House Australia Conflict of Interest Policy

## Policy statement

Angel House Australia actively manages real and possible conflicts of interest that could negatively impact or influence services. This is part of our commitment to always providing safe and high-quality support.

Where personal interests conflict with a person's work-related or volunteering responsibilities, Angel House Australia exercises good governance to ensure any conflicts are identified and prevented or resolved.

A conflict of interest may be naturally occurring rather than an indication of improper activity, and all conflicts, whether real or possible, must be identified, declared, recorded, and managed.

This policy supports Angel House Australia in applying Standard 6 Service Management (WA Quality System) and Practice Standard 2 Provider Governance and Operational Management (National Quality System).

## Scope

This policy applies to Board members and all staff, including permanent and casual employees, contract workers, temporary agency workers, and volunteers. Anyone working with or for Angel House Australia is expected to be familiar with this policy and use the approved procedures to respond to real and possible conflicts of interest.

This policy is owned by the board.

## Principles

- Angel House Australia acts in participants' best interests and protects them from harm or disadvantage due to real or possible conflicts of interest.
- Participants have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.
- Participants have the right to know about any real or possible conflict of interest that does or may affect their services.
- The conflict-of-interest policy is provided or explained to each participant in their own language using their preferred method of communication.
- Participants are advised about support options (including those not delivered directly by Angel House Australia to support a person's ability to make choices and control their services).
- No participant is given preferential treatment above another in receiving or providing support.
- People working for or with Angel House Australia must not seek or receive any personal benefit from their work, including gifts or rewards.



- All real and possible conflicts of interest are declared, documented, managed and monitored.
- Angel House Australia will comply with any operational guidelines or instructions from the funding agency regarding conflicts of interest.

### **Key Actions/Procedures**

Conflict of interest is a routine agenda item at Board and Executive Meetings. A conflict-of-interest register is kept and maintained by the manager responsible for risk management with Angel House Australia.

The manager responsible for the induction process explains conflict of interest to staff during induction. This includes a list of potential conflicts arising from multiple employers, personal relationships, and gifts.

Conflict of Interest policy is provided to participants and families during orientation, and they can ask questions.

Advice is provided on appropriate ways to thank or recognise staff.

Staff and Board members must read the Conflict-of-Interest Policy and declare any personal interests using a declaration of conflict-of-interest form. Staff unsure about whether something is a conflict of interest should speak to their manager.

Breaches of the conflict-of-interest policy are managed through supervision and, if necessary, through performance management or the Constitution/ Rules.

### **Definitions**

**Conflict of interest occurs when a person working for or with Angel House Australia has the potential to gain personal advantage, benefit from their work, or be influenced in the way they do their work. Conflicts of interest are documented and reported to the Board.**

**Personal interest** refers to a person's own interests and those of their family and friends and/or any organisations they support or are involved with.

**Benefit:** Any product, service, or advantage given to a person due to their work. This can include money, gift cards, gifts or discounts or favourable treatment.



### **Related policy and procedures**

- Conflict of Interest procedure and register
- Code of Conduct
- Gifts and Benefits policy

### **Related legislation and standards**

- NDIS Quality and Safeguarding Practice Standards 2018
- NDIS Terms of Business March 2017
- National Standards for Disability Services 2013
- Corporations Act 2001
- Associations Incorporation Act 2015(WA)

### **Approvals and review**

Date of approval: 22 July 2022

Date of review: 24 January 2024

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Signature of OWNER/CEO  
For Angel House Australia

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Name in print

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Signature of participant/participant carer

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Name in print