



PEOPLE OF PEONY'S CONFLICT OF INTEREST POLICY AND PROCEDURE

What is this about?

This guide is about *conflict of interest*.

That means making sure our staff always do the right thing for YOU, not for themselves, their friends, or other jobs.

We want everything to be fair, honest, and clear.

What is a conflict of Interest?

Sometimes, a worker might have other things going on that make it hard to make the best choice for you.

This could be:

- Another job or business
- A close friend or family member involved
- Getting money, gifts or rewards

These are called *conflicts of interest*.

There are 3 types:

- **Real** (it's happening now)
- **Possible** (it might happen)
- **Looks like it** (even if it's not, it *seems* like it could)

What People of Peony Does

At People of Peony, we:

- Tell you if there's a conflict
- Make sure it doesn't hurt your support
- Keep track of it in a register (a list)
- Train staff to always act in your best interest

Staff Must

- Say “no” to gifts, money, or rewards that might change how they act
- Tell their manager if they think there might be a conflict
- Be honest and open

If staff are not sure, they must ask a manager before making a decision.

SIL (Supported Independent Living)

If you live in a home and get help from us (like getting out of bed or learning life skills), that’s called **SIL**.

You have the RIGHT to:

- Choose who supports you
- Change providers if you want to
- Feel safe and respected in your home

If People of Peony owns or helps run your home, we will tell you. You get to choose your support worker even if it’s not us!

Gifts and Money

People of Peony staff:

- Can’t take or give big gifts (over \$100)
- Must record all small gifts in a special list
- Can never take cash or vouchers

Telling You About Conflicts

We will tell you about any conflicts:

- In brochures
- On our website or social media
- In person
- In Easy Read or in your language

We will also help with interpreters or support if you need help understanding.



How We Check This Policy Is Working

Every year, we:

- Ask you and staff what you think
- Review what's working
- Make things better

Other Helpful Documents

- Feedback and Complaints Policy
- Conflict of Interest Register
- Gifts Register
- Governance Policy

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
4	22/10/2024	PEOPLE OF PEONY
Version History		
Version No.	Review Date	Revision Description