

CONFLICT OF INTEREST

All staff are expected to facilitate, support and promote clients to exercise their rights and responsibilities in relation to self-direction and safety. Civic acknowledges that a conflict of interest may affect the way a person acts or decisions they make where Civic provides supports and manages funding.

Civic shall at all times act in the best interests of participants, ensuring that they are informed, empowered and able to maximise choice and control. Civic has embedded with our practice the core principles of supported decision making:

- Every person can express their will and preference
- A person with disability has the right to make decisions
- A person with disability can expect to have access to appropriate support to make decisions

Civic at all times shall not (by act or omission) constrain, influence or direct decision making by a person with a disability and/or their family so as to limit that person's access to information, opportunities and choice and control. Civic shall establish a written service agreement about the expected outcomes and the nature, quality and price of supports to be provided, and any agreed terms and conditions.

Management of Conflict of Interest

Civic shall proactively manage actual and perceived conflicts through transparency and effective use of standards, good governance principles and related compliance activities to inform good practice.

Civic shall:

- Act impartially and without prejudice.
- Declare any potential or actual conflict of interest.
- Maintain a record of conflict of interests via a register.
- Not accept gifts, benefits or commissions that would influence a decision.
- Undertake risk assessment and management to ensure good practice and service delivery.
- Have clear policy and procedures regarding the management of conflict of interest.

We expect all Civic staff to identify and report any actual or perceived conflict of interest, and action taken to ensure personal or individual interests do not impact on the participant's services, activities or decisions.