

Policy: 1.06 Conflict of Interest Policy

Policy number: POL1.06 **Date adopted:** 27/02/2018

Authorised by: Board of Directors

Refer to Section 6 below for information on the process for policy review.

Policy context: This policy relates to:

Human Services Quality Framework	Standard 1: Governance and Management 1.1
Home Care Standards	Standard 1: Effective Management 1.1, 1.2

1. Purpose

Actions and decisions taken at all levels in Gladstone Community Linking Agency need to be informed, objective and fair. A conflict of interest may affect the way a person acts, decisions they make, or the way they vote in group decisions. Conflicts of interest need to be identified and action taken to ensure that personal or individual interests do not affect the company's services, activities or decisions.

Declaration and management of conflicts of interest are specifically required for the Gladstone Community Linking Agency Board of Directors and members as part of their legal responsibilities to the company.

2. Scope

This policy will apply to all staff, Board of Directors members including, volunteers, corporate partners and customers.

Definition

This policy will apply to situations where the personal interests of an individual or group of individuals directly conflict with the best interests of the company, its members or customers, or where the decisions or actions of individuals may be influenced by their personal interests rather than those of the company in both service delivery and operational management.

This will include situations in which:

- close personal friends or family members are involved, such as decisions about employment, discipline or dismissal, service allocation or awarding of contracts
- an individual or their close friends or family members may make a financial gain or gain some other form of advantage
- an individual is involved with another organisation that is in a competitive relationship with our company and therefore may have access to our plans or financial information
- an individual is bound by prior agreements or allegiances to other individuals or agencies that require them to act in the interests of that person or agency or to take a particular position on an issue.
- Where there is an identifiable conflict of interest between service stream, specifically where these are identified in the relevant legislation (ie NDIS Act 2013)

3. Policy statement: Our commitment

Gladstone Community Linking Agency is committed to ensuring that personal or individual interests that conflict with the interests and service delivery of the company are identified and managed so that they do not affect the services, activities or decisions of the company. Specifically, we will:

- Maintain a register of conflicts of interest
- Register known conflicts of interest when people first join the company as a Board of Director, staff member, volunteer, corporate customer and customer.
- Require that people involved with the company declare any conflict of interest as they arise

- Inform the funding bodies if applicable of any conflict of interest
- Provide process for people in the company to make a notification about undeclared conflicts of interest they believe exist
- Manage conflicts of interest consistently and fairly
- Maintaining appropriate confidentiality about disclosed interests

4. Procedures

4.1 Registering known conflicts of interest

A register of conflicts of interest will be maintained by Board of Directors Company Secretary. All potential and actual conflicts will be recorded in the register, showing:

- Potential or actual conflicts of interest that exist when a person joins the company (particularly as a Board of Directors Member). All Board of Directors members, staff, volunteers, corporate partners and customers should be asked to declare any conflicts of interest when they first join the company.
- Conflicts of interest that arise during their involvement with the company.

A record of conflicts of interest register will state the below:

- The name of the Individual and position and/or interest they hold
- Date of the record
- Any incidents that arise where the interest comes into conflict with the interests of the company and summary of how it was managed
- Notification to all interested parties as deemed necessary
- Signed off by the CEO and/or Delegated Board of Directors member

4.2 Identifying and declaring conflicts of interest

All relevant parties associated with the company are required to declare any potential or actual conflicts of interest they are aware for themselves or others by:

- Members shall declare any conflicts of interest either at the start of the Board of Directors meeting concerned or when a relevant issue arises either with themselves or another interested party.
- Informing those present when a conflict becomes apparent (this should always be applied where the individual is about to take-part in a decision-making process).
- Conflict of interest recorded in minutes

Confidentiality processes will be implemented to protect privacy of the relevant information.

4.3 Managing conflicts of interest

Where an apparent conflict of interest arises:

- Decision about the parties continued role in the issue, if any. In any case where a conflict of interest exists, the individual/s concerned should not take part in the decision and in most instances should not be present when the matter is discussed
- There may be instances where other conditions are appropriate such as exclusion from:
 - tendering for certain contracts/supply due to direct business interest
 - recruitment of family members
- Whatever conditions are agreed should be entered in the conflict of interest register and procedures should be fair and equitable.
- Any conflicts of interest if deemed appropriate to continue in operation should be documented and transferable to all parties involved.

5. Other related policies and procedures

Documents related to this policy	
Related policies	1.01 Governing Body 1.02 Management Committee Performance 1.06 Conflict of Interest

	1.11 Performance Monitoring and Reporting 1.12 Regulatory and Quality Compliance
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6. Review processes

Policy review frequency: Every 2 years unless updates are required	Responsibility for review: CEO
Review process: This policy will be reviewed by the CEO and updated by the QA officer in conjunction with the internal audit schedule.	
Documentation and communication: This policy will be stored on the CMRS system, and communicated to all staff via email and/or staff meetings that updates have been made.	