# Policy guide and checklist

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| --- |
| This front page is to guide users in creating your Policy and Procedure.  **Delete** this table once your Policy and Procedure has been approved and finalised.  Before submitting this Policy and Procedure for approval, check that you have completed the following:   * Read the HSQF Framework * Read the HSQF User guide - for Certification, or User Guide – Self-Assessable, depending on your service agreement and what applies to your organisation. * Referred to the most recent HSQF Version Control Register and Log of Changes * Updated or deleted all the yellow highlighted sections in this document * Updated the document code and version number to suit your organisation’s naming convention * Updated the supporting documents section (where relevant) * Updated the header and footer of this document * Added a review date * Logged any changes of your internal policies in your register * Removed QCOSS branding and replace with your organisation’s * Removed this page/table from your final version. |

Conflict of Interest Policy and Procedure

Document Code / Version Number

# Policy Statement

{Organisation Name} manages conflicts of interest so that personal or individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

## Scope

This Policy and Procedure applies to {Organisation Name} as a whole.

# HSQF Related Standards

* Human Services Quality Standards Indicator 1.1

# Related Legislation

|  |  |
| --- | --- |
| {include legislation relevant to your organisation} |  |

# Definitions

|  |  |
| --- | --- |
| {include definitions relevant to your organisation} |  |
| Conflict of Interest | Conflict of interest can occur where the personal interests of an individual or group of individuals directly conflict with the best interests of [Organisation Name], our members or clients, or where the decisions or actions of individuals may be influenced by their personal interests rather than those of the organisation.  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 organisation 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. |

# Principles

* The strategic, operational, and financial governance in our organisation are managed separately
* Our services are ethical, safe and responsible
* Conflict of interest can damage the quality of service we deliver, our reputation and community standing
* Conflicts of interest are not by themselves wrong; however, non-disclosure may be wrong.

# Procedure

* To reduce the impacts a conflict of interest has on the organisation, and our clients, conflicts of interest are identified, reported, and action is taken to minimise:
* The likelihood of risk
* The impact personal or individual interests have on the organisation's services, activities or decisions
* Actions taken are informed, objective and fair and reflect delegated approval levels.
* A register of conflicts of interest is maintained and all potential and actual conflicts are recorded in the register
* Where an undeclared conflict of interest exists and is identified, the Board/Governance Body investigates.

## Conflicts of Interest (Clients)

* All {Organisation Name} clients are advised of the Policy and Procedure for reporting, recording and managing conflicts of interest at intake
* If clients suspect a conflict of interest exists within the organisation or services they receive, they contact {include: Position Title}
* The conflict of interest is recorded and assessed the suspected conflict of interest and put in place mitigations to reduce the likelihood of the conflict arising.

## Conflicts of Interest (Board/Governing body)

* The {Board/Governing Body members} are required to declare, reduce and manage any conflicts of interest
* Where a real or potential conflict of interest involves {Board/Governing Body} members all other {Board/Governing body members} are told
* Where a conflict of interest impacts adversely on the ability of the {Board/Governing Body} to fulfil their role, the {Board/Governing Body} determines resolution.

## Conflicts of Interest (Management/Staff/Volunteers/Contractors)

* All {Organisation Name} management, staff, volunteers and contractors are advised of the Policy and Procedure for reporting, recording and managing conflicts of interest at intake
* All management, staff, volunteers and contractors are required to declare any potential or actual conflicts of interest they are aware of by immediately raising the conflict with the {include: Position Title}.

## Process for Managing Conflicts of Interests

* If a conflict of interest occurs:
* {Include: how you manage declared and non-declared conflicts of interest.}

## Related Policies and Procedures

* Governance Policy and Procedures

# Supporting Documents

{List your supporting documents here, e.g. registers or forms}

# Review

This document was last reviewed on {include: date}.