

# Easy Read Conflict of Interest



Access 2 Place wrote this information. When you see the words '**we**' or '**us**' or '**A2P**' it means Access 2 Place.



We have written this document in an easy to read way. It has key details from our Conflict of Interest Policy.



You can read this document with your family or a support person. We use pictures to help explain ideas.

## What is a Conflict of Interest?



For A2P, a Conflict of Interest is when someone has a conflict between their work life and their private life.



Because of the conflict the person could do the wrong thing at work.



This document will talk about Conflict of Interest for A2P and the people who work or volunteer here, including the Board of Directors.

# Examples of Conflict of Interest

## Example 1



The A2P Maintenance Officer is friends with Jane the plumber.



When A2P has plumbing work to do the Maintenance Officer gives twice as many jobs to their friend, Jane.



A2P's other plumber, Dan, only gets half as much work as Jane.



The Maintenance Officer has a Conflict of Interest because they are friends with Jane.



This friendship should have been reported, because it has influenced the Maintenance Officer's work decisions.



It is not fair on Dan and it is not fair on the tenant who has to wait longer for a plumber.

## Example 2



An A2P Housing Officer knows a person who is asking to move into an A2P home.



A week earlier the Housing Officer had an argument with that person and is still upset with them.



Instead of treating the person like anyone else, the Housing Officer says that the person cannot live in the home.



This is against the A2P process and not allowed.



The Housing Officer had a Conflict of Interest because of an earlier argument.



The Housing Officer should have asked another A2P staff member to work on the request.



The Housing Officer should have told their manager about the argument and not have worked on that person's request for housing.

### Example 3



A2P needs to buy a lot of paint to repaint 20 houses.



An A2P Manager has a cousin who owns a paint shop called Bob's Paints.



The Manager offers to find the best price for the paint but does not say that their cousin owns Bob's Paints.



Later, the Manager says they found the best price from Bob's Paints and arranges to buy lots of paint from the shop.



The Manager had a Conflict of Interest because they wanted to help their cousin and did not look at any other paint shops.



The Manager should have checked other paint shops too and given all the information to someone else, including the fact that Bob's Paint Shop is owned by their cousin.



The Manager should have asked someone else to make the final decision based on the information about all the shops.



## How do we check for any Conflict of Interest?



When someone begins working or volunteering with A2P they must say if there is, or could be, a Conflict of Interest.



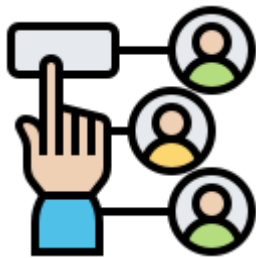
Every year we check with staff and volunteers: is there a Conflict of Interest they need to report?



We keep a list of all Conflicts of Interest, called the Conflicts of Interest Register.

## What if there is a possible Conflict of Interest?

If an A2P staff member has a Conflict of Interest they may not be included in some tasks. For example:



- a Maintenance officer who is friends with 1 of our plumbers may not choose who to send to a plumbing job.



- a Housing Officer who argued with an applicant may not decide whether to offer that person a home.



- a Manager whose cousin owns a paint shop may not choose who we buy paint from.

## Are gifts allowed?



Yes, gifts are allowed as long as they are not secret. For example:



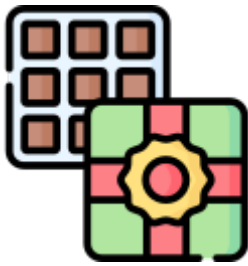
- A new tenant wants to thank a Housing Officer for helping them get a home so gives some chocolates.



- The Housing Officer says “thank you I will share these with my work mates”.



- The Housing Officer tells their manager about the gift of chocolates.



- All A2P staff get to share the chocolates

## What could happen?



If a Conflict of Interest is kept secret, someone may be treated unfairly.



This could mean a staff member loses their job.

## Making a complaint



If you are not happy with how we dealt with something you can make a complaint.



You can lodge your complaint on our website or by contacting us directly. Our contact details are below.

## Questions?



If you have any questions or would like more information please contact us:

- phone – 08 8274 6300
- email – [info@access2place.com.au](mailto:info@access2place.com.au)
- web – <https://access2place.com.au/>
- visit or write – 20 Greenhill Road,  
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