

Supporting My Rights | Participant | Conflict of interest

0:03

What is a conflict of interest?

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Sometimes a service provider or support worker might have a conflict of interest.

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This means they might not be able to make a choice that is fair for you.

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Sam works at a disability service.

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Sam is helping you pick a support worker.

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One of the support workers is Sam's friend.

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Sam and her friends leave together.

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This could be a problem.

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Sam might find it hard to be fair because they leave together.

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Sam told her manager straight away.

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She did not help choose the support worker.

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Another key worker helps you instead.

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This made the decision fair for you.

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You can speak up if you think someone is helping a friend or family member, getting money or a gift or making unfair choices.

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You can talk to another key worker, a team leader or manager, a family member or support person, an advocate who is someone who helps you speak up.

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You can say I think there is a conflict of interest.

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I don't feel like this is fair.

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Can another key worker help me choose?

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Hi, my name is Bri.

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Thank you Ally for joining us today.

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We just heard a story about Sam and conflict of interest.

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Can you tell us what that means in real life?

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Hi, Bri.

1:41

Thanks for having me.

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A conflict of interest is when someone's personal life could get in the way of making a fair choice at work.

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Like in the story, Sam's friend was one of the support workers, and they lived together.

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Yeah, that could make things tricky.

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Why is that a problem?

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Because Sam might choose her friend, even if she doesn't mean to.

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Her friend might not be the best person for you.

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That's not fair for the person getting support.

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But did Sam do the right thing?

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Yes.

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She told her manager straight away and she stepped back so someone else could help make the choice.

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That means it was fair for the person who needed support.

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So what should someone do?

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If they think service provider or worker is helping a friend or making unfair choices?

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They can speak up.

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You can say this feels unfair or I think this is a conflict of interest.

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You can ask for someone else to help, and who can you talk to?

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You can talk to another key worker, A-Team leader or manager, another trusted person in your support network, or an advocate.

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The main thing is, if you don't feel safe, you have the right to say something.

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Exactly.

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Speaking up helps make sure your choices are about you and not about someone else's friendships or money.

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Thanks for listening.