

## Conflict of Interest Policy

1	Purpose	To minimise potential or perceived conflicts of interest
2	Scope	All IOH Employees and Contractors
3	References	<a href="#">Australian Research Council Guidelines for Disclosure of Interests and Confidentiality Obligations</a>
4	Definition	<p>A <b>conflict of interest</b> is a situation in which someone in a position of trust has competing professional or personal interests. Such competing interests could make it difficult for an individual to fulfil their duties impartially, and potentially could improperly influence the performance of their professional duties and responsibilities. An example of this would be where a provider routinely receives direct referrals from a WorkCover approved engaged return to work coordinator who also has affiliations with the provider, e.g. a staff member of the provider. In this situation the provider is receiving a financial gain/benefit from their duties as a RTW coordinator and this could improperly influence their performance in either role.</p> <p>An <b>apparent (or perceived) conflict of interest</b> exists where it appears that individual interests could improperly influence the performance of their duties and responsibilities whether or not this is, in fact the case.</p> <p>A <b>potential conflict of interest</b> arises where an individual has a private interest, which is such that an actual conflict of interest would arise if the individual were to become involved in duties and responsibilities in the future.</p>
5	Procedure	<p>Perceived conflicts of interest may occur within IOH due to:</p> <ul style="list-style-type: none"><li>• our integrated service delivery model</li><li>• IOH's long standing in the Work Health and Safety industry and the relationships formed.</li></ul> <p>IOH acknowledges that relationships and the growth in understanding that come from these creates more effective communication and service delivery.</p> <p>The simple requirement is that the action being taken is necessary and the most appropriate: <b>"to create the highest quality and value to the client's needs"</b></p> <p>IOH promotes communication with stakeholders as the best way of establishing a trusting relationship and allaying any concerns.</p> <p>Avoiding conflict of interest and over servicing, and their potential to damage the IOH reputation is critical to IOH. Retaining committed long term clients attests to IOH's vision and commitment "to take the pain out of injury", by only providing necessary services that provide value in achieving outcomes for our</p>

clients. If you feel in any way that requests of you or your actions may be presenting a conflict of interest it is essential that this is raised with management.

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## 6 Operation

IOH workers have access to the internal intranet with Preferred Provider listing. This list contains both internal and external referral options for services with providers that IOH management and staff have recommended as providing quality services. IOH encourage workers to share new recommendations with the team. IOH professionals also have the professional obligation under their relevant codes of practice to utilise providers when and who will provide necessary value to the service outcome.

IOH workers must be conscious that perceptions of conflict of interest may be as important as an actual conflict.

Examples of this would be:

- where an injured worker is undergoing workplace rehabilitation activities and is referred for treatment, such as psychological treatment with the same provider. In such situations it is essential that the rights of all parties are protected. The worker should be offered a choice of practitioner and there should be full financial disclosure to all stakeholders of the IOH relationship.
- when an IOH Doctor (employee or tenant of IOH) refers an injured worker to IOH for other services provided by IOH. In this situation the worker should again be offered a choice of practitioners. In terms of rehabilitation services providing the worker with the WorkCover Information for Injured Worker's Pamphlet and highlighting the injured worker's workers right to elect their own workplace rehabilitation provider can also assist to mitigate any apparent or perceived conflict of interest.

A potential conflict of interest for example may occur when:

a work trial is arranged where there is either a professional or personal relationship between the proposed host and the trainee such as a provider/client relationship, or a familial or friendship relationship. Where a potential conflict of interest is identified the provider will communicate this openly with all stakeholders and find alternative arrangements if concerns are raised.