

## DISCLOSURE OF RELATIONSHIP

Skymac acts with integrity, honesty and in your best interests. We uphold and promote your right to have choice and control when making decisions that affect your everyday life.

This includes sharing any real, presumed, or potential conflicts of interest that may impact how we deliver services to you.

A conflict of interest exists when it appears likely that a person could gain benefit from actions or choices made in their official position, where their decision is influenced by relationships.

These relationships could be family, friends or other positions they hold within the company.

**The purpose of this form is to declare that Skymac Pty Ltd, who operates Avalon Village and Thornfield Cottages, also shares a Director with Australian Quality Care, who operate Alora Retreat.**

This is a potential conflict of interest and must be shared with you. If you chose to use another provider because of this potential conflict, Skymac will respect your decision.

Skymac includes this in our Conflict of Interest register and uses strategies to manage the conflict to maintain your choice, control, safety and wellbeing.

These strategies are:

- Keeping detailed records of any issues that appear with services provided to you by Skymac, including the actions taken and how the issue was resolved
- Explaining your right to make a complaint and how you can do this without fear of punishment
- Continually working with you and seeking feedback to understand how well our services are meeting your needs and addressing issues before they grow
- Explaining the difference between accommodation and support provisions
- Explaining your right to change service or accommodation providers and how you can do this.

**By signing below, you acknowledge you understand the above information.**

**Name of Resident:** \_\_\_\_\_

**Your signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_