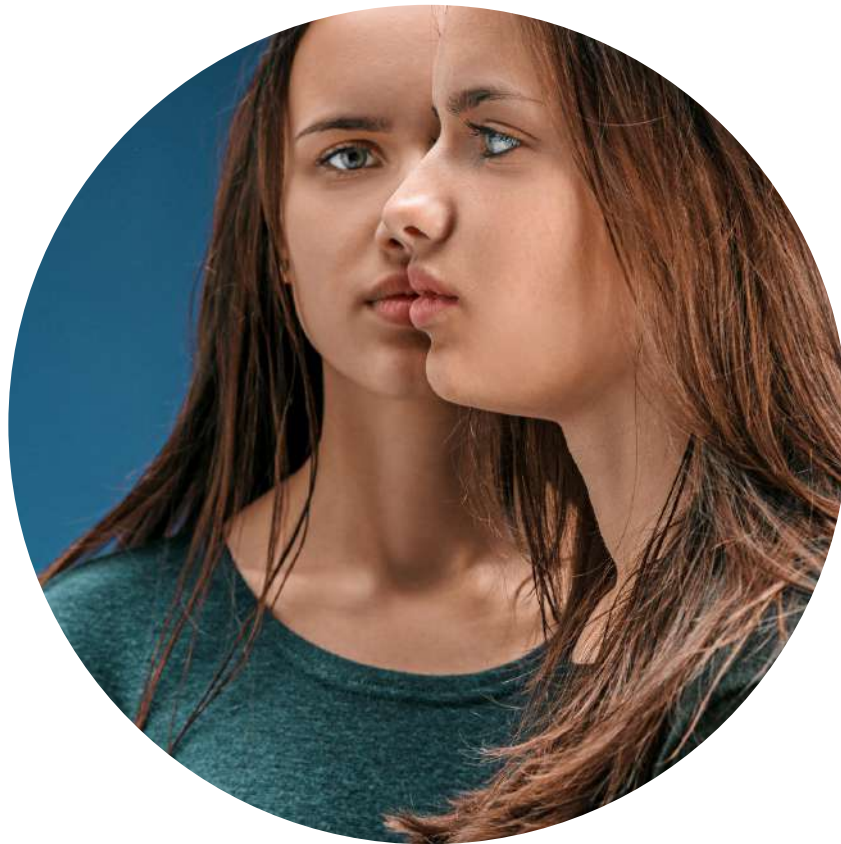


Conflict of Interest

How we ensure transparency and ethics



This form is designed with **simple English** & **pictures** for easy understanding

What is conflict of interest?



If someone having **competing interests** between their personal & official activities, it is a conflict of interest



Example - **TAUS care** staff making you to buy things from their **family business**



Example - **TAUS care** staff collecting loyalty points & benefits **in their name** for your purchases

What is conflict of interest?



Example -
TAUS care staff forcing
you to take other
services from us or our
associated businesses



Example -
Accepting expensive
gifts from you



Example -
Sharing your details
to others for money

What is conflict of interest?



A conflict of interest can be an **actual event** which is already occurred



A conflict of interest can be a **potential future** situation



A conflict of interest can be a **perceived** situation which is actually not true

Our Responsibilities



TAUScare™ should tell you all the conflict of interest about our staff & business



TAUScare™ should tell you how we will protect you from conflict of interest



Sometimes, TAUScare™ may assign a different staff to support you if conflict of interest is a problem

Our Responsibilities



Our staff must inform **TAUS care** manager about all **known** conflicts of interest about them



They can **seek advice** from **TAUS care** manager if they have any **doubts**



All staff should be **trained** about conflict of interest policy

Our Responsibilities



TAUScare™ staff should not sell any other products or services to you



TAUScare™ staff should not accept any money or gifts or commission from you



TAUScare™ staff should not take any other benefits from you. Example- using your car

Our Responsibilities



TAUScare™ manager should record all conflict of interest in **Risk Register**



TAUScare™ should respect your **choices** to use other service providers due to any conflict of interest



TAUScare™ should provide details about how you can make **complaints**

How you can give your feedback or complaints to us?



For online complaints & feedback
<https://tauscare.com.au/contact/feedback/>



Or send mail to
info@tauscare.com.au



Or call and talk to our staff
[\(07\) 3555 7505](tel:(07)35557505)



Or visit our office & talk to us
[2796 Logan Rd, Underwood,
Brisbane, QLD 4119](#)

If you are not happy with us

Not happy with **TAUScare**™ &
wish to complain to someone else

You can complain to



NDIS Quality
and Safeguards
Commission



For online complaint - visit

<https://www.ndiscommission.gov.au/participants/participants-make-complaint>



Or call and talk

[1800 035 544](tel:1800035544)

If you have problem in hearing or speech ?



Call Voice Relay number [1300 555 727](tel:1300555727)
(Or)

SMS to Relay number [0423 677 767](tel:0423677767)
(Or)

Use Tele Typewriter [TTY 133 677](tel:133677)

Then ask to connect [1800 035 544](tel:1800035544)
You can also ask for Interpreters