



Conflict of Interest



This Policy explains what **Conflicts of Interest** are and how **Juniper manages them**.

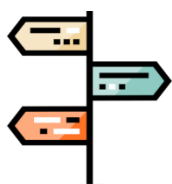


A **conflict of interest** is **when** a **worker** uses their position for a **personal benefit**



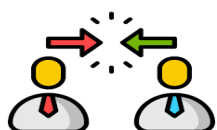
A **conflict of interest** may **affect**:

- The way a **person behaves**,
- The **decisions they make** or
- the **way they vote** on group decisions.



A **Conflict of Interest** may be:

- **Actual** – it happened
- **Potential** – it could happen
- **Perceived** – it seems like it could be a Conflict of Interest



There are **many examples** of Conflicts of Interest



Such as:

When a **worker treats a customer or another worker better** than another **because** they are **friends or relatives,**



OR

If Juniper **only recommends** their **services** to you and **does not tell you about** other **services** which may be **able to help** you,



OR

If a worker **accepts gifts, money, or favours** from customers **in return for** favours or **special treatment.**



Not all **conflicts of Interest** are bad, but they **must ALL** be reported to Juniper.



Juniper will make sure that our customers are treated **equally**

- Are **told** about any **Conflicts of Interests** which may arise
- Have maximum **choice and control**

- Act in line with **Junipers Code of Conduct, Aged care Code of conduct** and the **NDIS Code of Conduct**
- Follow the Aged Care Quality standards, NDIS Practice Standards and other relevant legislation



Please **contact Juniper** if you think there may be a conflict of Interest we should know about, Or if you would like **more information** about this **Conflict of Interest Policy**.

You can also contact us if you would like to **view** this information in **another format** (way):

- Phone: **1300 313 000**
- Online <https://www.juniper.org.au/contact-us/>
- **Speak to us in person**



You can also contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or by visiting their website: www.agedcarecommission.gov.au



Or you may also contact the **National Disability Insurance Scheme (NDIS) Commission** on **1800 035 544**
OR by visiting their website: www.ndiscommission.gov.au



For **more information** about **Conflict of Interest** you can **visit** these **websites**:

- ✓ <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- ✓ [NDIS Code Of Conduct and Conflict of Interest](#)