

# Conflicts of interest checklist for participants

This checklist helps participants and their decision supporters discuss conflicts of interest with National Disability Insurance Scheme (NDIS) providers.

## Examples of conflicts of interest:

- an accommodation provider requiring you use of a specific personal care provider
- a support coordinator requiring you to use a specific registered plan manager
- a registered plan manager paying themselves for other supports they delivered
- an allied health professional completing assessments that recommend supports and equipment that financially benefit their own organisation
- one provider delivering all NDIS funded supports. That is supports are delivered to participants by one provider or a group of providers who are from the same business or connected businesses.

## Before receiving supports from a provider

Before receiving supports from a provider you should think about:

- Has the provider explored and discussed any conflicts of interest with you?
- Has the provider been open and transparent in discussing any concerns you have about conflicts of interest? Do you feel heard?

- Has the provider shared their conflict of interest policy or procedures with you?
- Has the provider explained the policy and procedures to you?
- Have you been given other options?
- Have you been given enough time to think about these options?
- Are you happy with the steps the provider has taken to avoid conflicts of interest or manage the risks?
- Has the conflict of interest and the steps to manage that conflict been documented and shared with you?
- Do you feel you still have choice and control over your NDIS supports?

If you answered **NO** to any of the above questions, or you feel pressured or coerced to make decisions, you may want to look at other options available or talk to someone not involved in the situation. This could be a local area coordinator, early childhood partner in the community, NDIS planner, support coordinator or recovery coach, or an advocate or trusted person.

## When receiving supports from a provider

When receiving supports from a provider, you should think about:

- Do you feel your provider is putting your interests first?
- If you feel your provider is not putting your interests first, are you comfortable raising your concerns about a conflict of interest with them?
- If you have raised concerns about a conflict of interest with your provider, have they been open to hearing your concerns?
- Does your provider have a supportive environment for you to give feedback or raise your concerns?
- Do you feel heard?
- Do you feel you still have choice and control over your NDIS supports?
- Do you feel safe continuing to receive supports from your provider?

If you answered **No** to any of the above, consider talking to someone not involved in the situation. This could be a local area coordinator, early childhood partner in the community, NDIS planner, support coordinator or recovery coach, or an advocate or trusted person.

If you are concerned with the quality and safety of your NDIS supports, you can make a complaint to the [NDIS Quality and Safeguards Commission](https://www.ndis.gov.au/quality) on their website or call them on 1800 035 544.

If you think your NDIS funding has been misused, you can [report suspicious behaviour](#) to the NDIA.

If you are at immediate risk of harm, or have concerns about a person's wellbeing, call 000 at once.

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